INFINITY®

MASSAGE CHAIRS

User Manual

RIAGE® 4D DUALFLEX
MASSAGE CHAIR

Welcome to

INFINITY®

THE ULTIMATE MASSAGE EXPERIENCE

Thank you and congratulations on purchasing an Infinity Massage Chair - you've made a great choice.

With over a decade of experience designing, building and servicing massage chairs, Infinity takes pride in every chair sold, including yours. We are here for you. The US-based Customer Care team can be reached at (603) 910-5000 or visit us online at www.infinitymassagechairs.com and find valuable self service resources under the SUPPORT tab, including electronic copies of all documents and video tutorials.

Inside this manual, you will find everything you need to setup and safely enjoy your chair. Please review the entire manual, including all safety information, before assembling or using your chair. If you are assembling the chair yourself, please see the Assembly Guide next and reference the online assembly video.

For convenience, we've also created a Quick Start Guide. We suggest you keep it near the chair as a tool to get to know all the features of your new chair.

Get ready to sit back, relax and enjoy the Ultimate Massage Experience.

Warranty Registration

Register your product at **www.infinitymassagechairs.com/warranty** to ensure it is in our system. This will simplify the warranty process should you ever need it.

Alternatively, **scan the QR code** to go directly to the URL above.

SCAN CODE

Assembly Video

Before assembling your chair, watch an assembly video at: **www.infinitymassagechairs.com/assembly-tutorials**

Alternatively, **scan the QR code** to go directly to the URL above.

SCAN CODE

@infinitymassagechairs @infinity_chairs @infinitymassagechairs

We know you can't wait to sit in your new Infinity Massage chair! Take a picture of you enjoying the ultimate massage experience and make sure to tag us on social media with the hashtag **#infinitymassagechairs**

Table of **Contents**

Your Chair

Chair Features 4
External Structure 5

Before Getting Started

Installation Site 6
Floor Protection 6
Move Methods 7
Connect to Power 7

Chair Setup

Main Power Switch 8
Adjust Pillow 8
Increase Intensity of Massage - Manually 8
TrueFit® Body Scanning 8
Getting out of the Chair 9
Chair Entry and Exit Hazards 9

Taking Control

Touch Screen Tablet Layout 10
Touch Screen Tablet Operation 11
Smart Dial + Quick Access Control Panel 12
Tablet: Fixed Navigation Settings 13

Set Your Environment

Auto Programs 14
In-Use Screen 16
Program Generator 16
Mode (Technique) 17
4D Intensity 17
Mechanism Speed 17
Waist & Leg Heat 17
Foot & Calf Rollers 17
Manual Mode 18
Upper/Lower Mech 18
Technique 18
4D Intensity 18
Speed 18
Rollers 19
Focus Zones 19
Massage Width 19
Air Settings 19
Adjustments 20
Backrest Incline 20
Leisure 20
Weightless Zero Gravity Recline 20

Set Your Environment (Cont.)

Backrest Incline/Recline 20
Footrest Raise/Lower 20
Footrest In/Out 21
MyMemory® Saved Programs 21
Save a Program 21
Remove a Program 21
Health Scan 22
Blood Oxygen 22
Heart Rate 22
Microcirculation 22
Fatigue Value 22
Intelligent Voice Command + Control 23
Turn Off Listening 23
Turn On Listening 23
Activating Voice Control 23
Voice Command List 23
SootheMe® Sounds 24
Volume Level 24
Chromotherapy Lights 25
Sleep Mode (ZZZ) 25

Settings

System 26
Brightness 26
Language 26
Voice Demo 26
Bluetooth® 26
Beep 26
Voice Command 26
Display Timeout 26
Wireless Pad & USB-C Charging Port 26

Staying Safe

Safety Information 27

Fixing Issues

Trouble Shooting 30
Specifications 30
Frequently Asked Questions 31
Warranty Information 32

WARNING

Warning! Read important safety information found on page 27 before using or operating chair.

Your **Chair**

Chair Features

Dual Back Mechanism

Flexible Track

Premium Bluetooth® Speakers

Zero Wall Fit® Space-Saving Technology
Page 6

TrueFit® Body Scanning
Page 8

8" Touch Screen Tablet
Page 10

Quick Access Control Panel + Smart Dial
Page 12

4D Back Mechanism & Intensity
Page 17

Waist & Leg Heat
Page 17

Dual Reflexology Foot Rollers
Page 17

Manual Massage
Page 18

Weightless Zero Gravity Recline
Page 20

MyMemory® Programs
Page 21

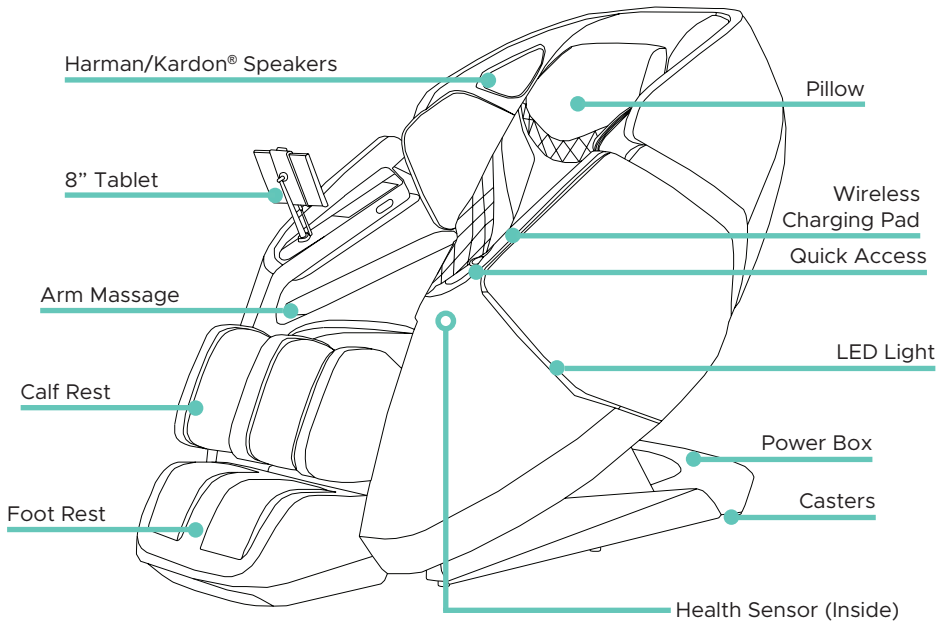
Intelligent Voice Command + Control
Page 23

SootheMe® Sounds
Page 24

Chromotherapy LED Lights
Page 25

Wireless Charging & USB-C Charging Port
Page 25

External Structure

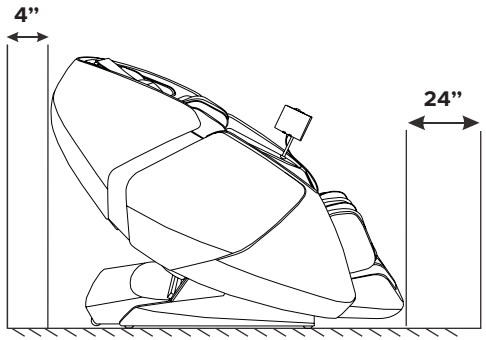


Before Getting Started

Installation Site

Clearance Space for the Chair

- 4” clearance for the recline of the backrest; 24” clearance for the extension of footrest and sliding forward of the chair.
- Keep it 3 feet away from the TV, radio or other audio & video appliance to avoid signal interference.

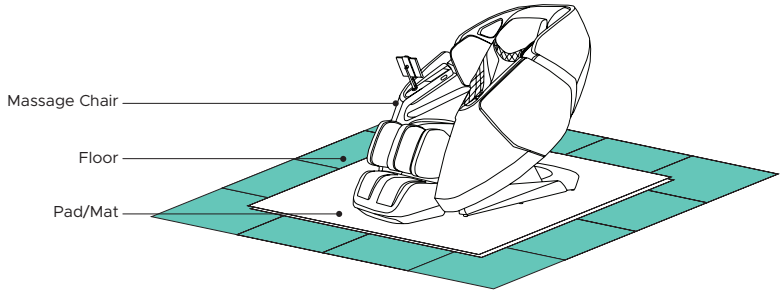


CAUTION
- Keep the distance between the power socket and power switch within 60” to avoid damage of power cord while massage chair sliding forward.
- Straighten the power cord while in use to avoid tangle or damage.

WARNING
- To avoid serious injury or death, before sliding chair forward or backward check to make sure area is clear of children, pets, or obstacles.

Floor Protection

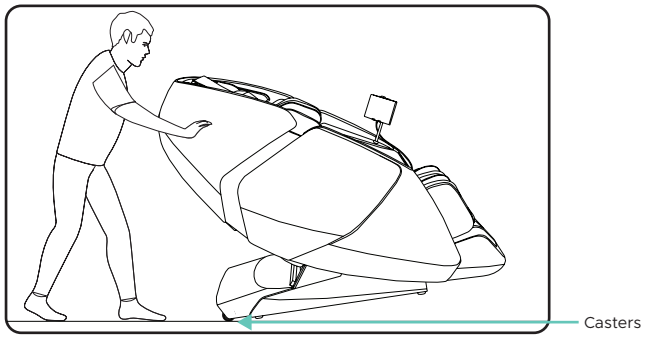
To protect ANY floor type, hard surface or carpeted, from scratches or other markings, place the chair on a pad or mat that extends from under the footrest to the rear of the chair.



WARNING
- Do not use the massage chair in high moisture environment such as near a swimming pool or bathroom to prevent electric shock accident.
- Please keep the massage chair away from heated surfaces to prevent fire hazard or damage to the product.

Move Methods

Apply pressure to the back of the massage chair from behind to pivot on the **casters**. Have a second person up front to guide the Footrest until in the correct position. Maintain clearances as mentioned above. Gently lower into place. Do not pull on the side arms.



CAUTION
- Do not move the chair when there is user inside.
- Chair is heavy. Use caution and get assistance when lifting to avoid injury. Do NOT lift chair by footrest or armrests to avoid damage to product.

Connect to Power

Plug into a 120V grounded outlet.

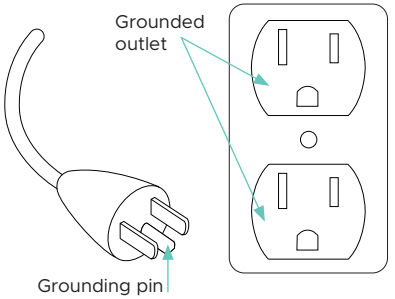
WARNING

Grounding Instructions

To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

WARNING – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120V circuit and has a grounding plug that looks like the plug illustrated. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



Earthing

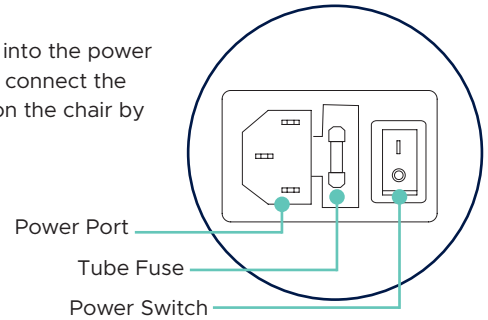
This massage chair is a Class 1 electrical appliance. Make sure to use a grounded outlet to the grounded power supply circuit and a properly installed earth grounding rod with ground connection, to avoid electric shock.

Chair **Setup**

Getting Comfortable

Main Power Switch

To power up the chair, plug the power cord into the power port on the back of the massage chair, then connect the other end to a grounded 120V outlet. Turn on the chair by switching the power button to **"I"** or **"ON."**



Power Button

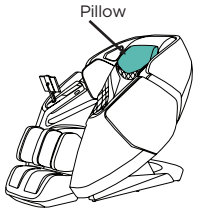
After turning the chair's main power switch **ON**, the touch screen tablet can be powered on using one of two methods. Press and hold the Power Button located on the top-right corner of the touch screen tablet until the display turns on, or press and hold the Power Button on the left armrest's Quick Access Control Panel until the display activates.

CAUTION

- To avoid possible damage to product or injury to unsupervised children, always turn off power switch and unplug massage chair from electrical outlet immediately after use.
- When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

Adjust Pillow

Take note of where the pillow rests on your neck. Adjust the pillow so that it rests comfortably in the arch of your neck.



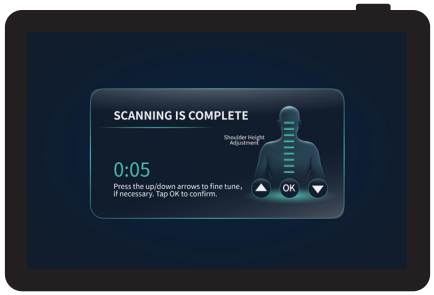
Increase the Intensity of your Massage - Manually

To make the massage more intense, flip the **pillow** between you and the massage mechanism in the seat back. To remove the pillow, simply unzip the zippers and place the pillow aside.

TrueFit® Body Scanning

After starting any auto program or manual massage, the chair will automatically begin scanning your body, mapping your back, shoulders, and neck. During this process it is important to remain seated back into the chair without lifting your head. Use the up or down arrows to move the back mechanism in increments or tap and hold to move continuously.

TrueFit® Body Scanning



*When **TrueFit® Body Scanning** is running, use the mech's up and down arrows to adjust the mechanism to your preferred shoulder height, then press "**OK**".*

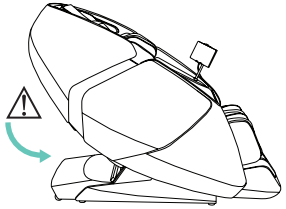
Getting Out of The Chair

To exit the massage chair at any time, tap the Power button located in the lower-left corner of the Home screen. Alternatively, press and hold the Power button on the top-right corner of the touch screen tablet or the Power button on the Quick Access Control Panel located on the armrest. The chair will automatically return to its default upright position, allowing you to exit safely.

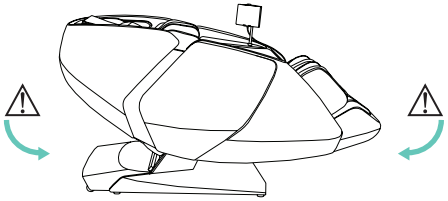
WARNING! Check to make sure children and pets are clear of chair ***before*** tapping power button to return chair to upright position.

Chair Entry and Exit Hazards

WARNING! The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, small children or pets who have crawled under the leg rest may not be visible to the user and could be crushed when leg rest is lowered or when chair is returned to upright position. ***To avoid serious injury or death, check these areas carefully before reclining, lowering leg rest, or returning chair to upright position.***



Make sure to check for children or pets ***between the chair back and the base of the chair*** before entering zero gravity recline.



Make sure to check for children or pets ***underneath the footwell*** before exiting zero gravity recline and returning to upright position.

Make sure to check for children or pets ***between the footrest and the chair body*** before lowering the legrest.

Taking **Control**

Touch Screen Tablet Layout

1.

2.

3.

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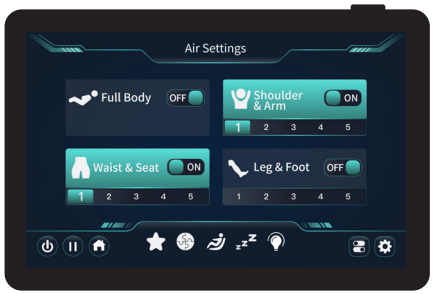

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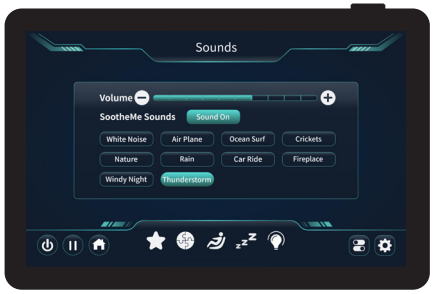

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8.

Taking **Control**

Touch Screen Tablet Operation

1. Home Screen – After turning on your chair, this is the first screen displayed on the touch screen tablet. Use this screen to navigate all menu options. Tap the screen to make a selection, and tap the house icon to return to the home screen.

2. Auto Programs – Use this screen to browse and select from 20 preset auto programs, including a demo mode showcasing the chair's features. Tap your desired program to begin the TrueFit® Body Scan, followed by your selected massage session.

3. Manual Mode – Target specific areas with greater precision using manual mode. Customize your massage by adjusting techniques, intensity, and focus zones to create a personalized experience.

4. Air Settings – Tap to customize your airbag compression massage session. Select body zones and adjust air intensity levels to apply gentle to firm pressure for enhanced comfort and support. ***Note: When full body is selected, all airbags become active.***

5. MyMemory® – Tap to save your favorite massage settings for future use. Select a memory slot to store your current session and quickly recall your personalized massage anytime.

6. Sounds – Tap to browse 10 immersive SootheMe® sound options, adjust volume levels, and stream your favorite Bluetooth® audio through premium Harman/Kardon® speakers for a rich listening experience.

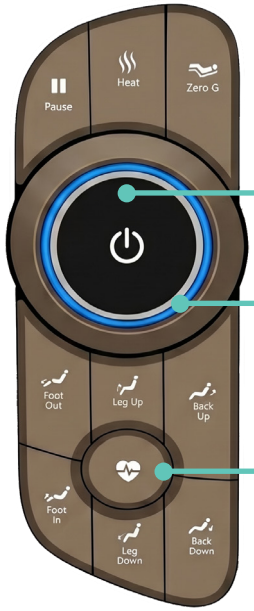
7. Health Scan – Tap to begin a health scan. Place your finger on the health sensor to measure key wellness metrics and receive two recommended massage programs based on your health results.

8. Program Generator – Dual 4-node massage mechanisms simulate the feel of two professional massage therapists. Customize up to 4 massage zones, select massage techniques, adjust 4D intensity and roller speed, activate leg or waist heat, and add air compression therapy. Save your personalized program to MyMemory® for quick access anytime.

Taking **Control**

Smart Dial, Quick Access Control Panel, and Touch Screen Tablet Power Button Options

After turning the chair's main power switch ON, press and hold either of the power buttons shown below until the touch screen tablet powers on.



Power Button

Press and hold to power on the chair. Press and hold to safely power off the chair.

Smart Dial

Turn right to increase the intensity of the 4D back massage. Turn left to decrease the intensity.

Health Scan

Button shortcut that brings you to the Health Scan page on the tablet.

Power Button

Press and hold the top right power button on the tablet to turn on/off the massage chair.

Tablet: Fixed Navigation Settings

Power - Tap to power the massage chair on or off. When powering down, the chair will automatically return to its upright default position unless Sleep Mode is activated.

Pause - Tap this button to pause your massage, then tap again to resume.

Home - Tap this button to quickly return to the home screen.

MyMemory® - Save your massage programs for quick, easy access anytime.

Program Generator - Create a personalized massage program. Customize techniques, intensity, and settings to build a session.

Adjustments - Adjust incline, recline, Zero Gravity, and preset positions during your massage.

Sleep Mode - When on, the chair remains reclined after your session ends. When off, it returns to an upright position.

Chromotherapy - Exterior side panel lights add a soft ambient glow to your space. Choose from 12 different colors.

In-Use Screen - Access controls while your massage is in progress. Adjust settings in real time to refine your experience without stopping your session.

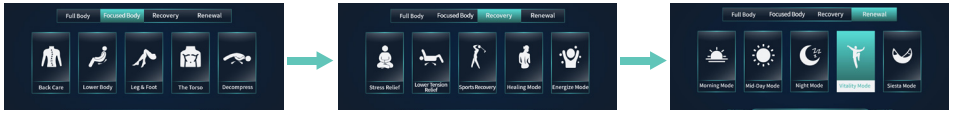
System - Adjust brightness, language, voice features, and Bluetooth®. Control button sounds, view voice commands, set screen timeout, and enable wireless charging.

Set Your **Environment**

Auto Programs

From the home screen, tap the **AUTO** button to enter Auto Program Menu. Choose from 4 different categories containing 20 programs. **Full Body:** Quick Demo, Comprehensive, Stretch, Relief, or Gentle. **Focused Body:** Back Care, Lower Body, Leg & Foot, The Torso, or Decompress. **Recovery:** Stress Relief, Lower Tension Relief, Sports Recovery, Healing Mode, or Energize Mode. **Renewal:** Morning Mode, Mid-Day Mode, Night Mode, Vitality Mode, or Siesta Mode. To enter the program you desire tap the screen. Selected program will show on the In-use screen.

Tap ***Auto Programs*** button and cycle through ***categories*** & ***massage programs***



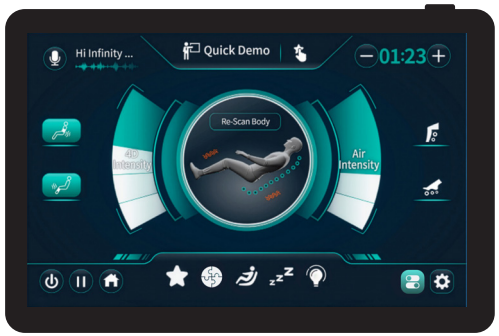
Program	Description
Quick Demo	A quick way to feel all the massage techniques and chair movements in a brief 5 minute session. Quick demo can also be accompanied by a voice over which can be turned off in system.
Comprehensive	Delivers a full-body massage that relaxes major muscle groups and eases away tension. It's a well-rounded session designed to leave you feeling balanced and restored.
Stretch	Gently elongates your muscles and joints using a series of lifting and extending motions. It's designed to improve flexibility, release deep tension, and leave your body feeling open and refreshed.
Relief	Focuses on easing tight, stressed muscles with steady, soothing techniques. It's ideal for melting away everyday tension and helping your body unwind.
Gentle	Offers a soft, calming massage perfect for relaxation or sensitive areas. It soothes muscles with light, rhythmic motions for a serene, comforting experience.

Program	Description
Back Care	Targets the muscles along your spine, shoulders, and lower back. It helps relieve tension, improve posture, and promote overall spinal comfort.
Lower Body	Focuses on your hips, thighs, calves, and feet. It relieves tension, improves circulation, and leaves your legs feeling refreshed and energized.
Leg & Foot	Concentrates on your calves and feet, using kneading and compression to ease tension. It promotes circulation and leaves your lower limbs feeling relaxed and revitalized.
The Torso	Targets the back, shoulders, and core, providing focused relief to key upper-body areas. It helps release tension, improve posture, and restore overall comfort.
Decompress	Gently stretches and elongates your spine to relieve pressure and tension. It promotes relaxation, improves posture, and helps your body feel more open and balanced.
Stress Relief	Focuses on easing tension throughout the body with soothing, rhythmic motions. It helps calm the mind, relax muscles, and restore a sense of balance and well-being.
Lower Tension Relief	Targets tightness in the lower back, hips, and legs. It helps release built-up stress, improve mobility, and leave the lower body feeling relaxed and refreshed.
Sports Recovery	Uses targeted techniques to soothe sore muscles and aid post-workout recovery. It helps reduce stiffness, improve circulation, and restore energy for optimal performance.
Healing Mode	Focuses on gentle, restorative massage techniques to support recovery and overall wellness. It soothes tired muscles, relieves tension, and promotes a sense of calm and rejuvenation.
Energize Mode	Revitalizes the body with dynamic, stimulating massage techniques. It increases circulation, awakens fatigued muscles, and leaves you feeling refreshed and ready for the day.
Morning Mode	Gently awakens your body with light, refreshing massage techniques. It boosts circulation and energy, helping you start the day feeling alert and revitalized.
Mid-Day Mode	Refreshes and recharges your body with balanced, invigorating massage techniques. It eases tension, restores energy, and helps you feel alert and focused for the rest of the day.
Night Mode	Gently relaxes your body with soothing, calming massage techniques. It helps release tension, quiet the mind, and prepare you for a restful night's sleep.
Vitality Mode	Energizes both body and mind with a balanced, stimulating massage. It boosts circulation, relieves tension, and helps you feel refreshed, alert, and ready for action.
Siesta Mode	Offers a gentle, calming massage designed for short rest periods. It soothes muscles, eases tension, and helps you feel refreshed and rejuvenated in minutes.

Set Your **Environment**

In-Use Screen

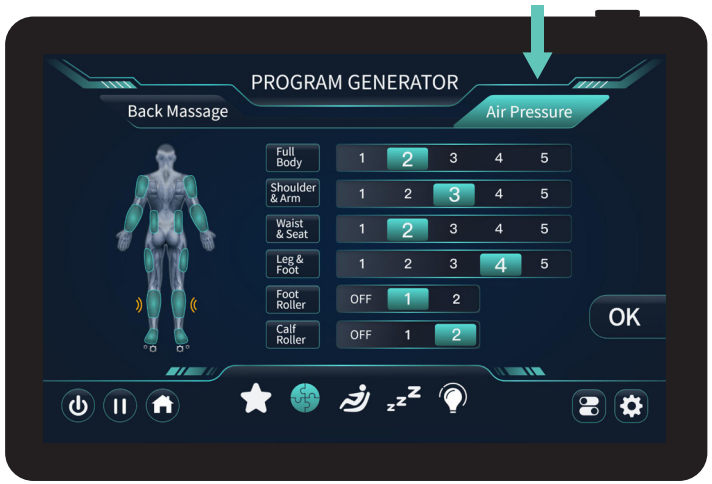
The In-Use Screen appears during an Auto Program or Manual Mode massage session, giving you quick access to massage controls and chair features in real time. Adjust massage time, activate Intelligent Voice Command, and customize settings such as Heat, Calf Rollers, Foot Rollers, 4D Intensity, and Air Intensity throughout your massage.



Program Generator

Your chair features custom settings for a personalized massage session. Tap Back Massage to assign massage techniques to up to four zones, adjust the upper 4D intensity and speed, then tap Air Pressure to customize airbag compression therapy settings.

When finished, press OK to begin your massage and save your personalized session to MyMemory® for quick recall later.



Set Your **Environment**

Mode (Technique)

Activate massage techniques:

Knead - Gently lifts and rolls the muscles in smooth, circular motions to melt away tension and comfort the back. This technique promotes better circulation and delivers a soothing, hands-on therapeutic feel.

Knock - Applies rhythmic tapping motions along the back to help loosen tight muscles. This technique stimulates circulation and relieves deep-seated tension for an invigorating massage experience.

Tap - Uses light, rapid tapping motions to gently stimulate the muscles. This technique helps refresh and energize the body while easing surface tension.

Knead & Tap - Combines smooth, circular kneading with gentle, rhythmic tapping motions. This dual-action technique relaxes deep muscle tension while stimulating circulation for a balanced, rejuvenating massage.

Shiatsu - Applies deep, finger-like pressure along key points of the back, mimicking the traditional Japanese massage technique. It helps release tension, improve circulation, and restore balance for a deeply relaxing and therapeutic experience.

4D Intensity

Use this control to increase or decrease the maximum intensity of the 4D back mechanism that works the back and shoulder regions. **1 = light, 2, 3, 4, 5 = firm.**

Mechanism Speed

Increase or decrease speed of the back mechanism. **1 = slow, 2, 3, 4, 5 = fast.**

Waist & Leg Heat

Use this control to set heat for waist and leg. Tap the button to turn on or off.

Foot & Calf Rollers

Foot Roller - Gently massage the soles of your feet using rotating rollers. Tap the button to activate them, relieving tension, stimulating circulation, and providing a soothing, reflexology-like experience. **0 = off, 1 = slow, 2 = fast.**

Calf Roller - Rotating rollers to massage the calves. Tap the button to activate them, easing muscle tension, improving circulation, and delivering a relaxing, invigorating massage. **0 = off, 1 = slow, 2 = fast.**

Set Your **Environment**

Manual Mode

Have a particular spot that needs more work? Take the power of massage into your own hands. Tap **Manual** on the home screen to enter the Manual display screen. Use this screen to fully customize your own massage and find the perfect treatment for you.

Upper/Lower Mech

This will allow you to control either the upper or lower mech. Simply tap “Upper” or “Lower” to control each mech and its settings. ***Note: The lower mech does not have 4D settings.***

Technique

Activate massage techniques:

Knead - Gently lifts and rolls the muscles in smooth, circular motions to melt away tension and comfort the back. This technique promotes better circulation and delivers a soothing, hands-on therapeutic feel.

Knock - Applies rhythmic tapping motions along the back to help loosen tight muscles. This technique stimulates circulation and relieves deep-seated tension for an invigorating massage experience.

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4D Intensity

Use this control to increase or decrease the maximum intensity of the 4D back mechanism that works the back and shoulder regions. **1 = light, 2, 3, 4, 5 = firm.**

Speed

Increase or decrease speed of the back mechanism. **1 = slow, 2, 3, 4, 5 = fast.**

Set Your **Environment**

Rollers

Foot Roller - Gently massage the soles of your feet using rotating rollers. Tap the button to activate them, relieving tension, stimulating circulation, and providing a soothing, reflexology-like experience. **Off, 1 = slow, 2 = fast.**

Calf Roller - Rotating rollers to massage the calves. Tap the button to activate them, easing muscle tension, improving circulation, and delivering a relaxing, invigorating massage. **Off, 1 = slow, 2 = fast.**

Focus Zones

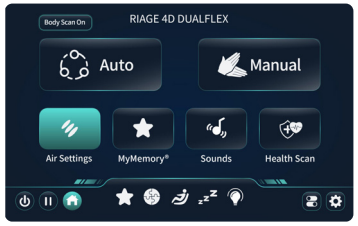
Controls the range of motion of the back mechanism, **Whole** travels the entire length of the track, **Partial** travels a short distance and reverses direction for focused relief, **Point** stops on the track for targeted relief. Tap the Up/Down arrow to adjust your focus zone, tap and hold to move the mechanism continuously. ***Note: The lower mech does not have 4D settings.***

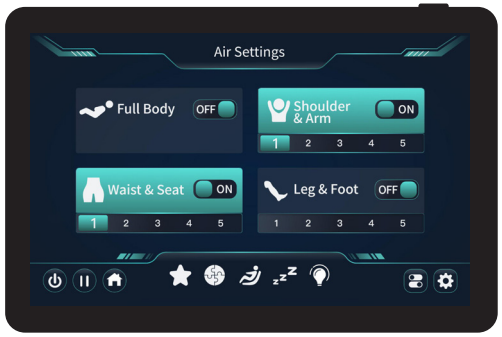
Massage Width

Increase or decrease width of back mechanism. Choose from: **Narrow, Medium,** or **Wide.**

Air Settings

Choose your desired airbag region/s: **Full Body, Shoulder & Arm, Waist & Seat, Leg & Foot**. To turn a particular airbag region off, tap the setting from “On” (button is lit) to “Off” (button is unlit). Selecting **Full Body** will over ride any selections and ALL airbags become active. Change the airbag intensity **1 = light, 2, 3, 4, 5 = firm**. Tap the home button to return to the main menu.





Set Your **Environment**

Adjustments

To change settings during an auto program or manual massage, tap this icon to head to the **Adjustments** screen.

The **Adjustments** screen can be used to tailor your massage exactly to your needs. Here you will have complete control over the recline/incline, lifting/lowering the footrest, controlling the footrest's in/out function, and adjusting the levels of zero gravity.

Backrest Incline

Use this control to smoothly raise the backrest to your preferred angle, providing personalized comfort and optimal support while seated.

Leisure

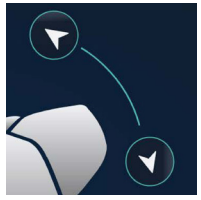
Use this control to gently recline the backrest, allowing you to relax and settle into a comfortable, restful position.

Weightless Zero Gravity Recline

Use this control to enter Weightless Zero Gravity Recline. Zero Gravity elevates your feet up over your heart to improve overall circulation and reduces gravitational force on your spine for a sense of weightlessness. **Zero Gravity 1** will put the chair into a standard recline, **Zero Gravity 2** will recline the chair into complete Weightless Zero Gravity Recline.

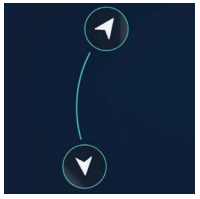
Backrest Incline/Recline

Tap the up arrow to incline the chair to its default position. Tap the down arrow to recline the chair. Tap and hold to continuously move the chair inclining/reclining.



Footrest Raise/Lower

Tap the up arrow to raise the footrest and tap the down arrow to lower the footrest. Tap and hold to continuously move the chair raising/lowering.



Set Your **Environment**

Footrest In/Out

Adjusts the length of the footrest to comfortably support your legs and feet. Tap the left arrow to move the footrest out, tap the right arrow to move the footrest in.

MyMemory® Saved Programs

Your chair comes with MyMemory®, a feature where you can save your favorite programs to memory for easy recall later. Start by choosing an auto program or build your own using the Program Generator. During your massage, on the in-use screen, tap the top right icon (finger pointing to the star) to save your program to one of 8 slots on the MyMemory® screen. Alternatively, tap the star icon on the bottom navigation to head to the memory screen. From here you can tap any empty memory tile to add the running program.

Save a Program

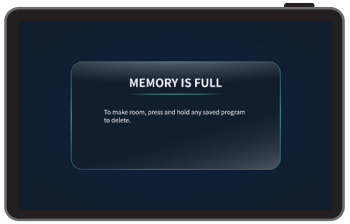
Start an auto program or customize a program in the Manual, or Program Generator screen. After your body scan has completed you will be taken to the in-use screen. Tap the top icon (finger pointing to a star) to quickly save your program to memory.

Remove a Program

Select the program that you would like to remove, tap and hold the memory slot until the program disappears.

Memory is Full

Once you have saved 8 programs, the memory screen will be too full to add more. Return to the memory screen and remove one or more programs to make space for new ones.



Set Your **Environment**

Health Scan

Health Scan uses sensors to personalize your massage experience. From the home page tap **Health Scan** then tap **Start Scanning**. After the scanning is complete, the top 2 suggested programs will appear based on your scan results.
Note: Your finger must be touching the health sensor which is located on the left side of the arm rest.

WARNING: *This device is for massage purposes only. It is not a medical device and should not be used for diagnosis of any medical condition. Consult a healthcare professional for medical advice.*

Blood Oxygen

Blood oxygen levels refer to the amount of oxygen circulating in the blood, typically measured as a percentage known as oxygen saturation (SpO2). Reviewing Blood Oxygen is important to ensure that organs and tissues receive the oxygen they need to function properly.

Heart Rate

Heart rate refers to the number of times a person's heart beats per minute and is a vital indicator of cardiovascular health. It can vary based on factors such as physical activity, stress, illness, and overall fitness levels for adults.

Microcirculation

Measures how well blood is flowing through the smallest vessels in your finger during the health scan. This helps the chair assess your overall circulation quality, providing insights into wellness factors like oxygen delivery, fatigue levels, and general vascular health.

Fatigue Value

Extreme tiredness, reduction in energy, motivation, and ability to concentrate. Displays your fatigue level and suggests two programs to get you back to normal.

Set your **Environment**

Intelligent Voice Command + Control

Your chair is equipped with intelligent, built-in voice command and control, giving you the freedom to enjoy a fully hands-free massage experience. Simply speak one of the many available commands, and the chair will respond instantly; adjusting settings, selecting programs, and creating the perfect relaxation experience without you lifting a finger.

Turn Off Listening

You can turn off intelligent voice command + control by heading to the **System** screen and tapping the **Voice Command** button until it is no longer illuminated.

Turn On Listening

You can turn on intelligent voice command + control by heading to the **System** screen and tapping the **Voice Command** button until it is illuminated.

Activating Voice Control

To activate, simply say ***'Hi Infinity'*** or ***'Hey Infinity'***. You may now give your chair any of the commands to the right **within 5 seconds.** Make sure to speak clearly and slowly. After 5 seconds the Intelligent Voice Command function will go to sleep automatically and must be awakened again.

Voice Command List

In addition to the list to the right, you can always find the complete list of voice commands by using your touch screen tablet controller. To access the voice command list, tap **System** from Home display, then tap **Command List**.

Say Phrase
'Hi Infinity' or *'Hey Infinity'*

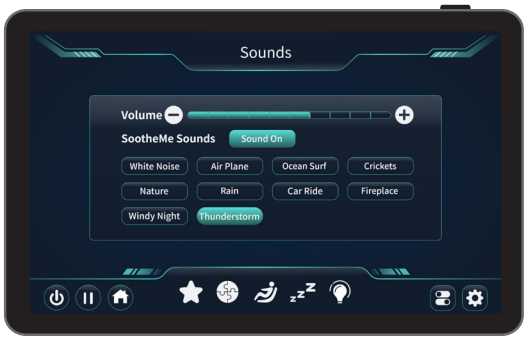
Then speak one of the following
Commands

Quick Demo
Comprehensive
Stretch Mode
Relief Mode
Gentle Mode
Back Care
Lower Body
Leg & Foot
The Torso
Decompress Mode
Stress Relief
Lower Tension Relief
Sports Recovery
Healing Mode
Energize Mode
Morning Mode
Mid-Day Mode
Night Mode
Vitality Mode
Siesta Mode
Zero Gravity
Upright
Stop Massage
Switch Off Voice Control
Volume Up
Volume Down
Lights On
Lights Off
Pause Massage
Resume Massage

Set your **Environment**

Sounds

Tap **Sounds** on the home display to enter the Sound display screen. Use this screen to select and control the SootheMe® Sound Therapy feature of your chair. The selected sound will play from the premium Harman/Kardon® speakers next to your head. To turn SootheMe® Nature Sounds off, de-select the activated sound or tap SootheMe®: Sound Off.



Volume Level

Increase or decrease volume of SootheMe® Nature Sounds. **1 = low, 10 = high,** or **Off**. Tap SootheMe® Sounds to "Sound Off". ***Note: Bluetooth must be turned on for SootheMe® Sounds to work.***

Sounds	What is it?
White Noise	A constant, even loop of pure white noise to mask out distractions
Ocean Surf	Soothing ocean waves rolling onto the shore
Crickets	Night time in the suburbs. Chirping crickets, water trickling from a pond, and faint traffic noises
Rain	Quiet, light, refreshing rain falling to the ground
Nature	Refreshing sounds of small birds peacefully singing along a tranquil stream
Air Plane	A Cessna propeller airplane motor idling
Car Ride	Calming inner-city traffic featuring cars, trucks, and motorcycles
Fireplace	Crackling of fire in a fireplace
Thunderstorm	Heavy rainstorm with thunder
Windy Night	Heard from inside a cabin, a howling wind blows constantly outside
Note: Bluetooth® must be turned ON for sounds to work.	

Set your **Environment**

Chromotherapy Lights

Chromotherapy uses color spectrum to help balance one's physical, emotional, spiritual, and mental energy. Select the color that best fits your mood, turn down the lights in your room, adjust the light intensity and your favorite color.

Activate one of 12 chromotherapy lights: Purple, Red, Orange, Orange Yellow, Gold, Yellow, Olive, Green, Blue-Green, Blue, Sky, and Deep Blue.

Percentage %

The percentage shows how much light is being illuminated from the source. See below on how to change these numbers.

Light Intensity

Adjust the light intensity from **0% (Off)** to **100% (Bright)**.

Light On

Turns Chromotherapy **On or Off**. When the button is illuminated Chromotherapy is on, when not illuminated, the light will stay off.

Sleep Mode

zzz

Toggle your desired sleep mode setting: **On or Off**. When sleep mode is **on** the chair will stop in the reclined position after Auto Programs. When sleep mode is **off** the chair will return to a fully upright position after each Auto Program.

Settings

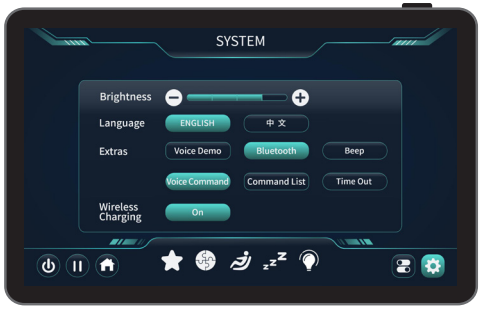
Smart tip: In order to play music from your Bluetooth enabled audio device, **Bluetooth must first be turned on in settings.**

System

Tap System **(gear icon)** on the bottom right corner of the screen. You'll be taken to a new screen that offers a number of settings to change.

Brightness

Control your desired screen brightness setting: **1 = dimmest, 4 = brightest**. Tap **+** or **–** buttons on screen to change setting.



Language

Easily choose your preferred language—**English** or **Chinese**.

Voice Demo

When selected, a narrated audio track describes the benefit of massage and actions of the massage chair. ***Note: voice demo only works with the demo auto program.***

Bluetooth®

Toggle your chair's Bluetooth® setting: **On or Off.** Open Bluetooth from an audio device and pair with **Riage® DualFlex** to play music. ***Note: Bluetooth® must be on in order to listen to a Bluetooth® enabled device such as your smartphone.***

Beep

Controls the sound feedback from the chair's buttons and controls. When turned on, the chair will emit a soft beep to confirm your selections; when turned off, all button presses are silent and will not make any sound until the setting is turned back on.

Voice Command

Toggle your chair's **Intelligent Voice Command + Control** listening: **On,** or **Off**.

Command List

Tap **Voice Command List** to access a complete list of the chair's voice commands.

Time Out

Turns the display off after using it for a short period of time. Turn off so that the massage chair tablet stays illuminated without powering it off.

Wireless Charging Pad & USB-C Charging Port

Tap this button to activate the built-in wireless charging pad on the left armrest and the USB-C charging port on the right armrest. Place your device on the charging pad or connect it to the USB-C port to charge. Tap again to turn off.

Note: Wireless Charging must be turned on for device charging to function properly.

Staying **Safe**

SAFETY INFORMATION

To ensure safe use of the massage chair and avoid injury or unsafe conditions, please read and follow all instructions before using product. SAVE THESE INSTRUCTIONS. Household use only.

⚠ WARNING

USE NOT RECOMMENDED FOR CERTAIN PERSONS

Use of massage chair may not be safe or suitable for persons with certain medical conditions and could cause serious injury or death in some circumstances. If you have any of the following conditions, please consult a physician before using the massage chair:

- Use of implanted electronic medical devices (such as a cardiac pacemaker)
- Pregnancy
- Cancer, malignant tumors, or other growths
- Osteoporosis or spinal fracture
- Other fractures or musculoskeletal injuries
- Loss of or reduced sensitivity to heat
- Implanted medical fixation devices such as rods, pins, etc.
- Recent surgery or sutures
- Skin diseases or skin injury
- High fever
- Certain pulmonary or breathing conditions
- Impaired circulation

WARNING

To avoid possible death or serious injury to user or others, please read and follow these instructions:

⚠ WARNING

- **The areas under the footrest and behind the back rest are potentially dangerous for a child or pet. The chair back is heavy and reclines with force. A small child or pet located behind the chair could be crushed as chair is reclined resulting in serious injury or death. When chair is reclined, small children or pets who have crawled under the leg rest may not be visible to the user and could be crushed when leg rest is lowered or when chair is returned to upright position. To avoid serious injury or death, check these areas carefully before reclining, lowering leg rest, or returning chair to upright position.**
- **Chair should not be used by children under age 14.** Small children could be trapped or injured by airbags, heating mechanism, or moving parts. When chair is not in use, unplug unit and secure chair so that children cannot accidentally power on and operate chair.
- Children over age 14, persons with reduced physical, sensory, or mental capabilities, and elderly or frail persons should exercise caution and use massage chair only when supervised or assisted by a person over 16 years of age.
- Chair has a heated surface and could cause burns, particularly in persons with reduced sensitivity to heat. Such persons should use the chair only after consulting with a physician and should use extreme caution during any physician-approved use.

CAUTION

To avoid the risk of minor injury or discomfort, or damage to the massage chair or other property, please read and follow these instructions for safe use of massage chair:

⚠ CAUTION

- Do not stand or stack heavy objects on footrest.
- Do not operate heating features of chair while under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- To avoid pinching or crushing, please do not place body parts, especially fingers and toes, between parts of chair and keep clear of moving parts.
- To avoid overheating, injury or discomfort from overuse, do not fall asleep while using massage chair and do not use for extended periods of time (longer than 20 minutes).
- Avoid use while under the influence of alcohol, medications or other substances that my cause drowsiness, disorientation, or impairment of judgment or motor skills.
- Do not use the massage chair right after a meal, as it may cause discomfort.
- If you feel any abnormal discomfort during the operation of the massage chair, turn off the power immediately and discontinue use.
- Do not use this appliance when ambient temperature is over 40 C (104 F).
- Do not use this appliance in humid or dusty environment, or when any part of the body is in contact with plumbing or any similar ground.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, dust and the like.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Place the product on a flat, level floor to reduce risk of tipping or overturning.
- Do not use or store near heat or open flame.
- Intended only for users who weigh below 300 lbs.
- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Massage chair intended only for use by one person. Do not use by two or more persons at the same time to avoid damage to the product.
- Do not allow children to stand, jump, or play on or around massage chair, even when it is not powered on or in use.
- Remove personal accessories such as jewelry from arms and empty pockets, and remove loose clothing while using the massage features of the chair.
- Check the upholstery under the cushions and other spots for damage or loose objects that may cause injury or damage chair while operating. If any damage is present, do not use the massage chair and refer to a qualified service professional for servicing.
- To avoid damage to chair, walls, or other objects, make sure there are no obstacles behind the chair and there is enough clearance before adjusting the backrest or leg rest angle.
- Please be seated properly while using the product.
- To avoid damage to chair or floors, do not drag or push the chair or roll its casters on wood floor or carpet. See instructions on *p.7* for safely moving chair.
- If massage chair is not working properly, has been dropped or damaged, or has been dropped into water or exposed to flooding, return the appliance to a service center for examination and repair before attempting to use.
- Do not drop or insert any object into any openings in chair.

Staying **Safe**

WARNING

Read and follow these instructions concerning safe use of the power cord and power unit to avoid possible electric shock, fire hazard, use of chair by and injury to unattended children, or damage to chair or other property.

⚠ WARNING

- To avoid risk of electric shock, connect this unit to a properly grounded outlet only. See Grounding Instructions on *pg. 7*.
- Always unplug massage chair from the electrical outlet immediately after use and before cleaning. An appliance should never be left unattended when plugged in. To disconnect, turn all controls to the off position, then remove plug from outlet.
- Do not use massage chair and unplug from outlet during thunder or lightning storms, and before putting on or taking off parts.
- To ensure safe operation, power must be supplied only at standard 110 voltage, to the specifications of the appliance. Confirm that the power voltage stated on the rating label corresponds to your local electricity supply.
- The massage chair should be used only with the power supply unit provided. Do not use with any other power source.
- Do not use a wet or damp hand to unplug the cord to avoid electric shock.
- Do not pull on the power cord to unplug. Grip by plastic end nearest outlet to unplug power cord.
- Do not squeeze, over bend, pull hard, or twist the power cord.
- Keep the power cord away from heated surfaces.
- Do not carry or drag the chair by power cord or use cord as a handle.
- If there is any smoke or unusual smell while using massage chair, stop using immediately and unplug the power cord.
- Never operate the chair if it has a damaged power cord or plug. If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person to avoid a hazard.

Do not disassemble, dismantle or attempt to repair massage chair. Such actions, as well as misuse of product, may cause damage to or failure of massage chair and may void the manufacturer's warranty. For repairs, please contact an authorized dealer or repair agent at 603-910-5000. For additional details concerning terms, conditions and limitations of warranty, see https://infinitymassagechairs.com/warranty-info.

Fixing **Issues**

Troubleshooting

No.	Symptoms	Possible Causes	Possible Solution
1	Noise is heard while in use	Friction between the rollers and faux leather cover	No need to take any measures
2	Massage Chair does not start	Power cord not plugged in, not switched on, the fuse might be blown	Remove and re-insert the power cord, turn on the switch, replace fuse
3	No music from the speaker	Volume turned to lowest setting	Adjust the device volume then make sure Bluetooth and speaker are both on
4	Backrest or footrest cannot incline/recline	Excessive load on backrest and/or footrest	Reduce the load and try again
5	Airbag malfunction	Air hose is blocked	Straighten the air hose and clear the blockage

If problem remains, please contact Infinity for maintenance.

Tip: *Do not attempt to repair this product yourself, our company shall not be liable for the injury or damage caused by any servicing without authorizations. Thank you for you cooperation*

Specifications

Model	Riage® 4D DualFlex
Dimension of Main Body (in)	65”x 31” x 48”
Necessary Clearance to Wall (in)	4”
Net Weight (lbs)	311.5
Shipping Weight (lbs)	363.1
Max. User Weight (lbs)	300
Voltage	110-120V
Rated Current	1.67A
Power Consumption	200W

Fixing **Issues**

Frequently Asked Questions

Q: I find the chair is too intense to be comfortable. What can I do?

A: Your body needs to become acclimated to therapeutic massage. To be effective, the massage techniques must compress the tissue in your body. We recommend the following steps to help get started. Then over time as your body acclimates you can increase the intensity by reducing the layers between you and the chair.

1. Use the pillow to reduce upper body intensity, flip the pillow over the seat back for a more intense massage.
2. From the In-Use screen, open 4D intensity and turn the setting down. Alternatively, open Air Intensity and turn the setting down.
3. Adjust the recline on the touch screen tablet. More upright will be less intense. Weightless Zero Gravity Recline will be more intense.
4. If after adjustments and attempt to acclimate, you still experience discomfort, discontinue use and consult a physician.

Q: My massage chair comes with foot pads?

A: Foot pads are removable inserts placed inside the footrest to adjust the intensity and fit of the foot massage. Adding the foot pads creates a tighter fit around the feet, increasing pressure from the rollers and airbags for a more concentrated massage. Removing the foot pads provides additional space and a gentler massage experience.

Q: My chair is not performing as expected. What should I do?

A: Your Infinity massage chair is an amazing combination of programming and robotics. On occasion the chair just may need to be rebooted. To do this power down the chair and unplug from the wall for 5 minutes then plug back in and power back up to see if it self-healed. If you are still having an issue, give Infinity a call at 603-910-5000.

Q: I can never seem to get in my Infinity Massage chair, someone is always in it.

A: We know. It happens. Tell your friends to get their own Infinity Chair.

For more information and access to further questions, and resources, visit our website at www.infinitymassagechairs.com

Warranty

This Infinity Massage Chairs is protected by Infinity's 5 Year U.S Residential Limited Warranty. For more information, scan the QR code below and click on the **Infinity Care Residential Warranty** tab.

INFINITY®

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