



**JPMEDICS**

User Manual / JPM30/KAWA  
[www.jpmedics.com](http://www.jpmedics.com)

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# IMPORTANT SAFETY INSTRUCTIONS

WHEN USING ELECTRICAL PRODUCTS, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:  
READ ALL INSTRUCTIONS BEFORE USING

## DANGER - TO REDUCE THE RISK OF ELECTRIC SHOCK:

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.

## WARNING - TO REDUCE THE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS:

- An appliance should NEVER be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts or attachments.
- NOT for use by children.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. DO NOT use attachments not recommended by Cozzia; specifically, any attachments not provided with the unit.
- NEVER operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to Cozzia Service Center for examination and repair.
- Use heated surfaces carefully. May cause serious burns. DO NOT use on sensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- Keep the cord away from heated surfaces.
- NEVER drop or insert any object into any opening.
- DO NOT use this massager in close proximity to loose clothing, jewelry.
- DO NOT operate where aerosol (spray) products are being used or where oxygen is being administered.
- DO NOT operate under a blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- DO NOT carry this appliance by supply cord or use cord as a handle.
- To disconnect, turn all controls to the "off" position, then remove plug from outlet.
- DO NOT use outdoors.
- NEVER operate the appliance with the air openings blocked. Keep the air openings free of lint, hair and the like.

# FCC STATEMENT

1.This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1)This device may not cause harmful interference, and

(2)This device must accept any interference received, including interference that may cause undesired operation.

2.Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure requirement.

The device can be used in portable exposure condition without RF striction.

NOTE - This equipment has been tested and found to comply with the limits for a Class B digital, pursuant to Part 15 or the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may casue harmful interference to radio communications, However, there is no guarantee that interference will not occur in a particular installation. If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/ TV technician for help.

# SAVE THESE INSTRUCTIONS

CAUTION - PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE OPERATING.

- This product is not intended for medical use. It is intended only to provide a luxurious massage.
- Consult your doctor prior to using this product, if
  - You are pregnant
  - You have a pacemaker
  - You have any concerns regarding your health
- NOT recommended for use by diabetics.
- NEVER leave the appliance unattended, especially if children are present.
- DO NOT use this product for more than 30 minutes at a time.
- Extensive use could lead to the product's excessive heating and shorter life. Should this occur, discontinue use and allow the unit to cool before operating.
- NEVER use this product directly on swollen or inflamed areas or skin eruptions.
- DO NOT use this product as a substitute for medical attention.
- This product should NEVER be used by any individual suffering from any physical ailment that would limit the user's capacity to operate the controls or who has sensory deficiencies in the lower half of their body.
- This appliance is intended for household use only.

## MAINTENANCE

### TO STORE

Place massage chair in its box or in a safe, dry, cool place. Avoid contact with sharp edges or pointed objects which might cut or puncture the fabric surface. To avoid breakage, do not wrap the power cord around the unit. Do not hang the unit by the hand control cord.

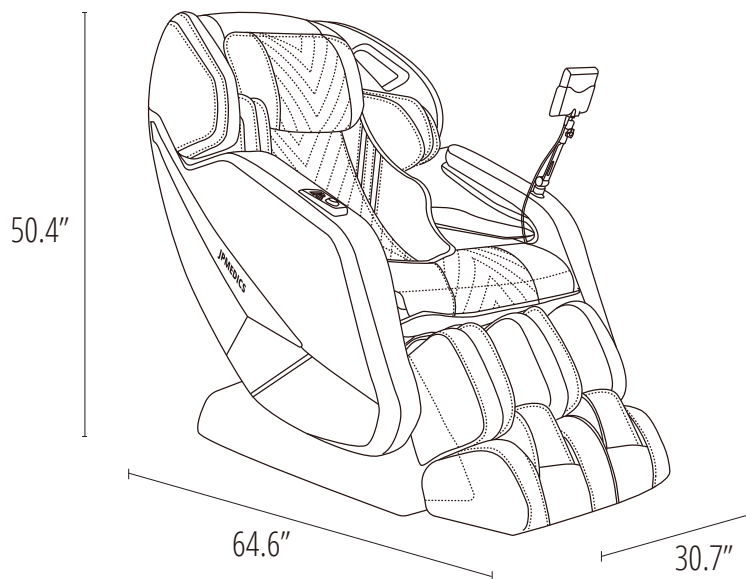
### TO CLEAN

Unplug the unit and allow it to cool before cleaning. Clean only with a soft, slightly damp sponge. Never allow water or any other liquids to come into contact with the unit.

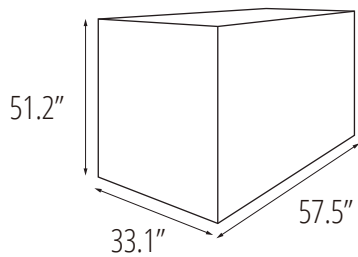
- DO NOT immerse in any liquid to clean.
- NEVER use abrasive cleaners, brushes, gasoline, kerosene, glass / furniture polish or paint thinner to clean.
- DO NOT attempt to repair the JPM30. There are no user-serviceable parts. For service, call the consumer relations telephone number listed in the warranty section.

# DIMENSIONS

First, let's get your chair inside.

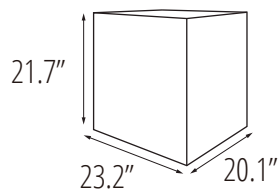


**Box 1**



Base & Backrest

**Box 2**



Footrest

# CONTENTS

Everything you need for a relaxing experience.



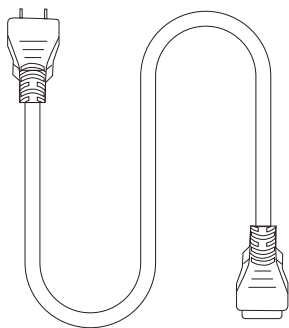
User Manual



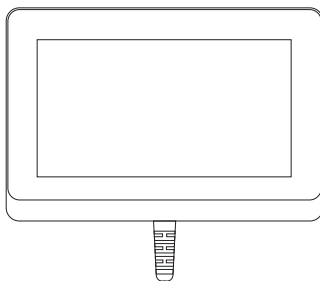
Installation Manual



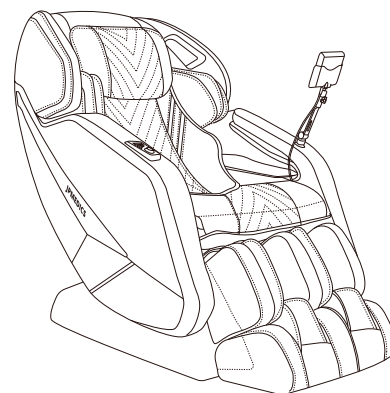
Warranty Postcard



Power Cord



Wired Touch-Pad

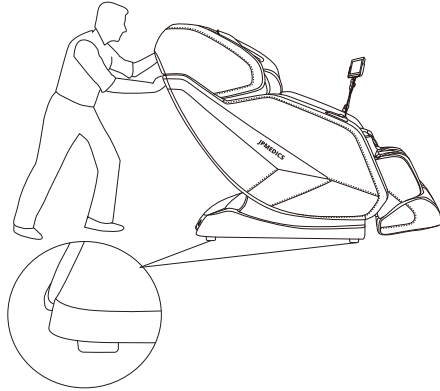


JPM30/KAWA Massage Chair

# Move & Clearance

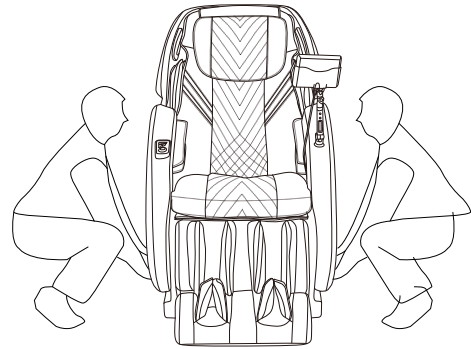
A few simple steps to find the best place for your new chair.

## HOW TO MOVE



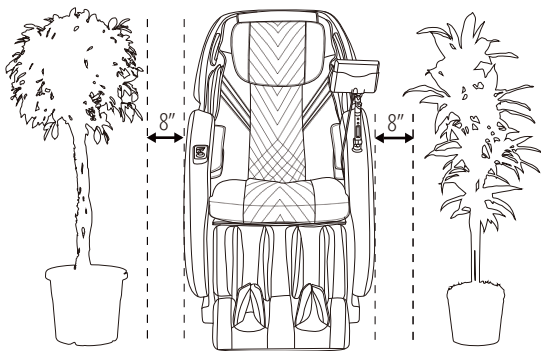
Move with a slight pull or push

Caution: If you roll the chair on wood floor, marks may be left

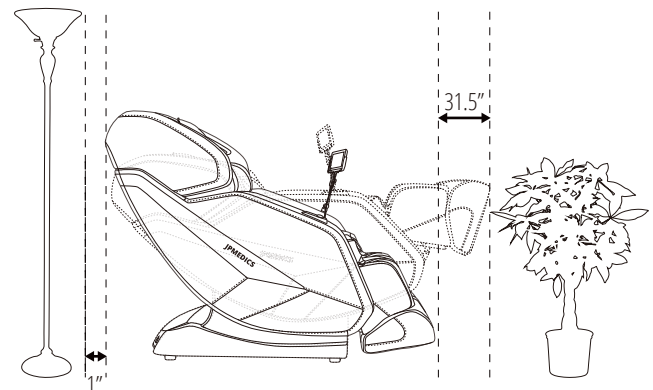


Two people are needed to lift the chair

## CLEARANCE



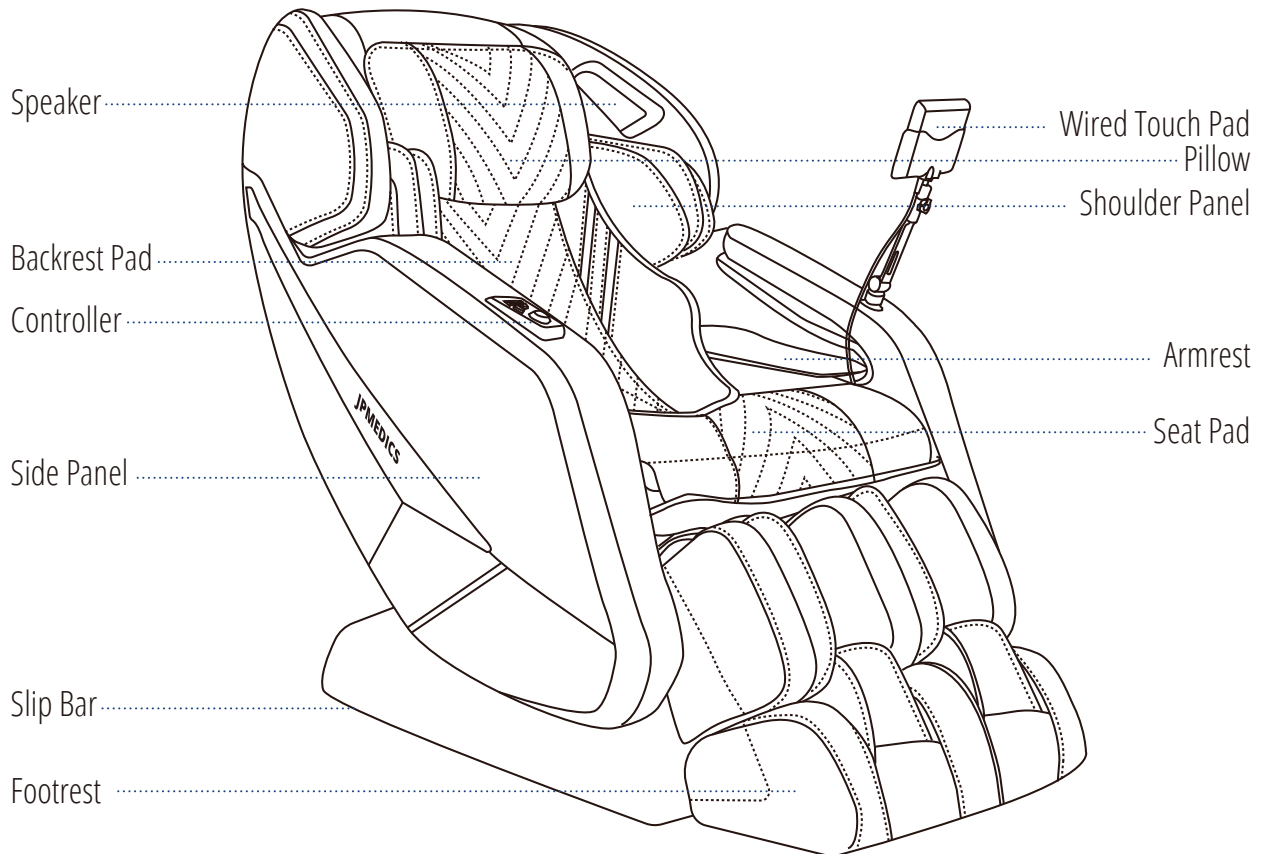
Reserve space on left and right



Reserve space on the front and back

# CHAIR COMPONENTS

Some of your chair's most important features.



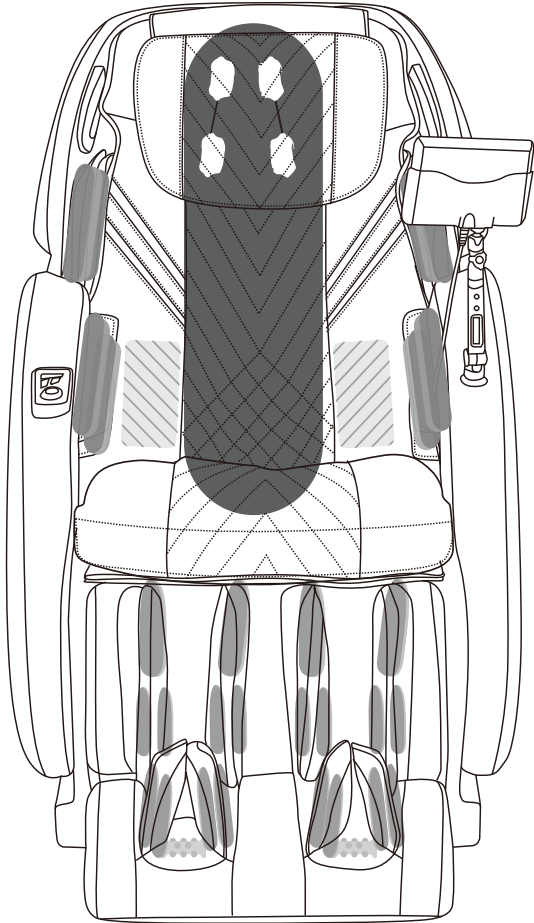
Note: The speaker will only operate when the massage chair is in operation



To play music using your massage chair's speakers please connect your smartphone, tablet, or other electronic device to your chair using bluetooth.



# MASSAGE POINTS



14 air bags  
Heater on back

12 air bags

8 air bags  
Single row foot roller

●  
Back Massage Mode

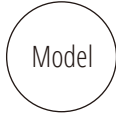
●  
Air Bag

◐  
Heater

◐◐◐◐  
Roller

# CHAIR SPECIFICATIONS

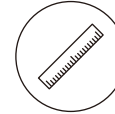
A few important facts about your massage chair.



**Model No.**  
JPM30/KAWA



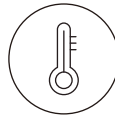
**Max Massage Time**  
30 minutes



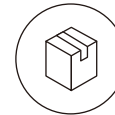
**Dimensions (L x W x H)**  
Chair dimensions: 64.6" x 30.7" x 50.4"  
Reclined dimensions: 73.6" x 30.7" x 41.3"



**Shipping Weight**  
Gross weight: 274.3 lbs  
Net weight: 226.4 lbs



**Usage Condition**  
Environment temperature: 10°C-40°C  
Contrasting humidity: 30-85RH



**Storage Condition**  
Storage temperature: -20°C-60°C  
Storage humidity level: 30-85RH



**Power Consumption**  
110W



**Rated Voltage**  
110 - 120V



**Rated Frequency**  
60Hz



**Power of Speakers**  
14W (2 sides)



**Length of Wiring**  
Controller wiring: 27.6"  
Power supply wiring: 70.9"



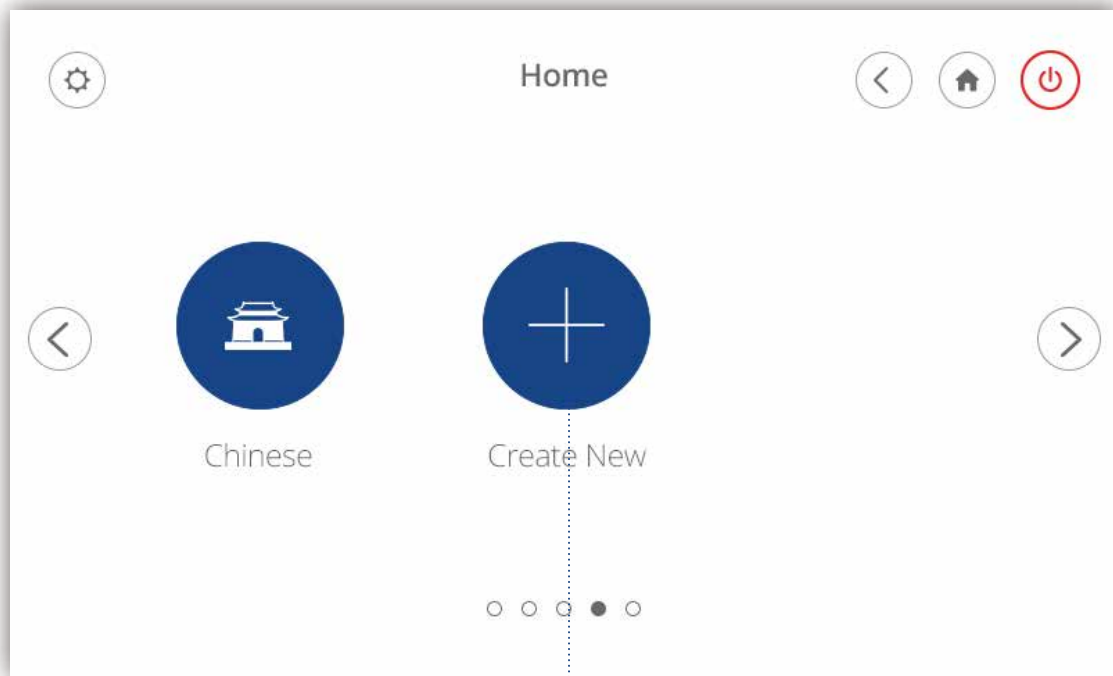
**Safety Feature**  
Equipped with overheating and power surge detectors safety feature

# WIRED TOUCH-PAD INTERFACE

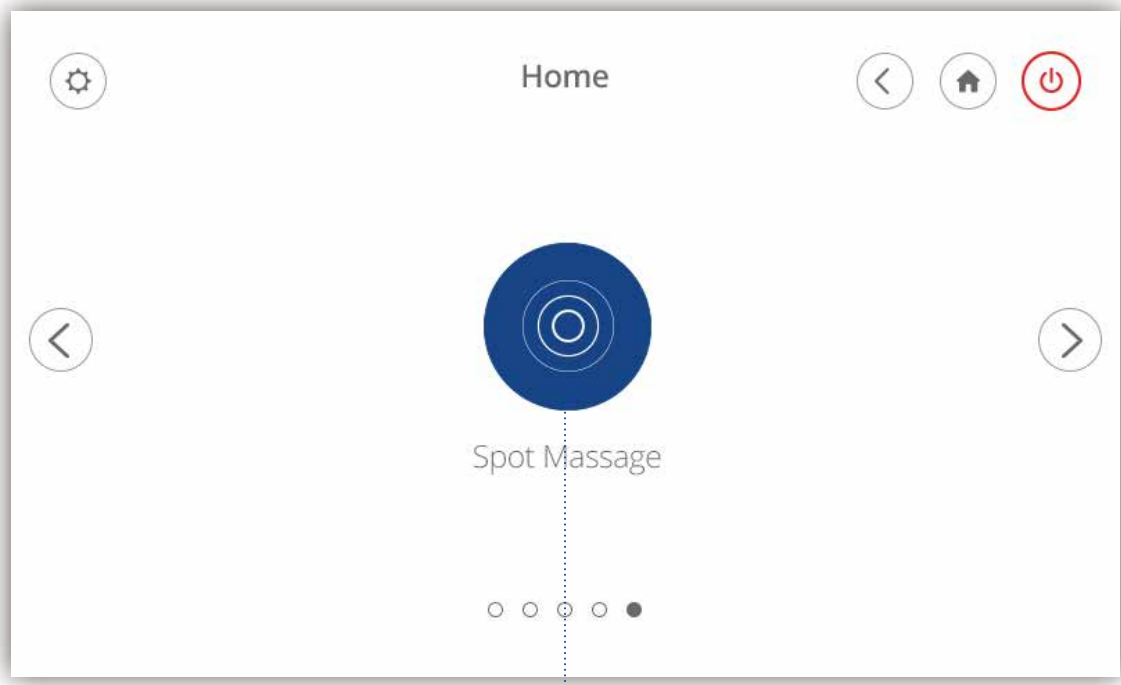
We have designed your massage chair's tablet controller with a user-friendly interface to make using your chair even easier.

## Home Screen



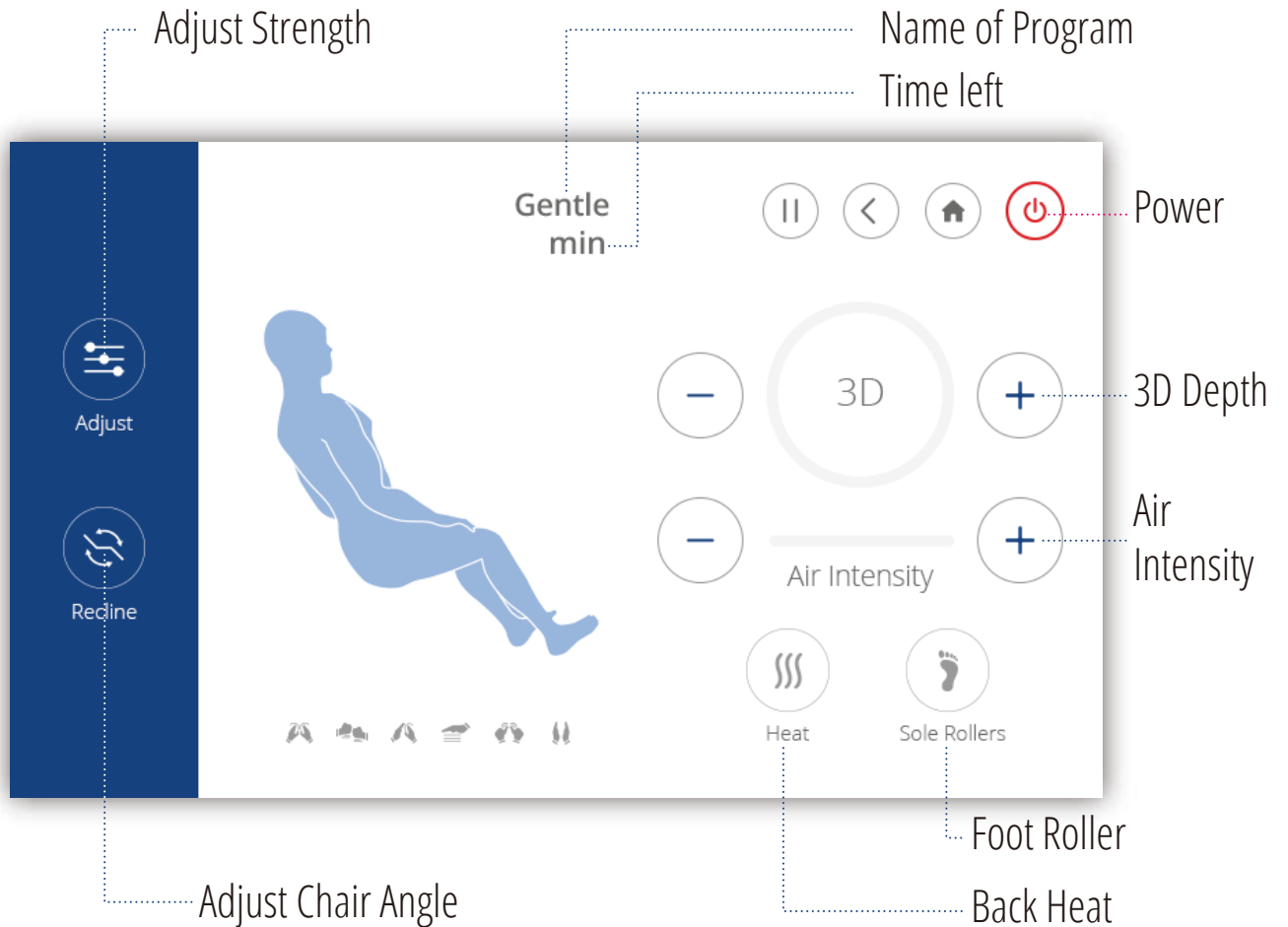


Create New Program



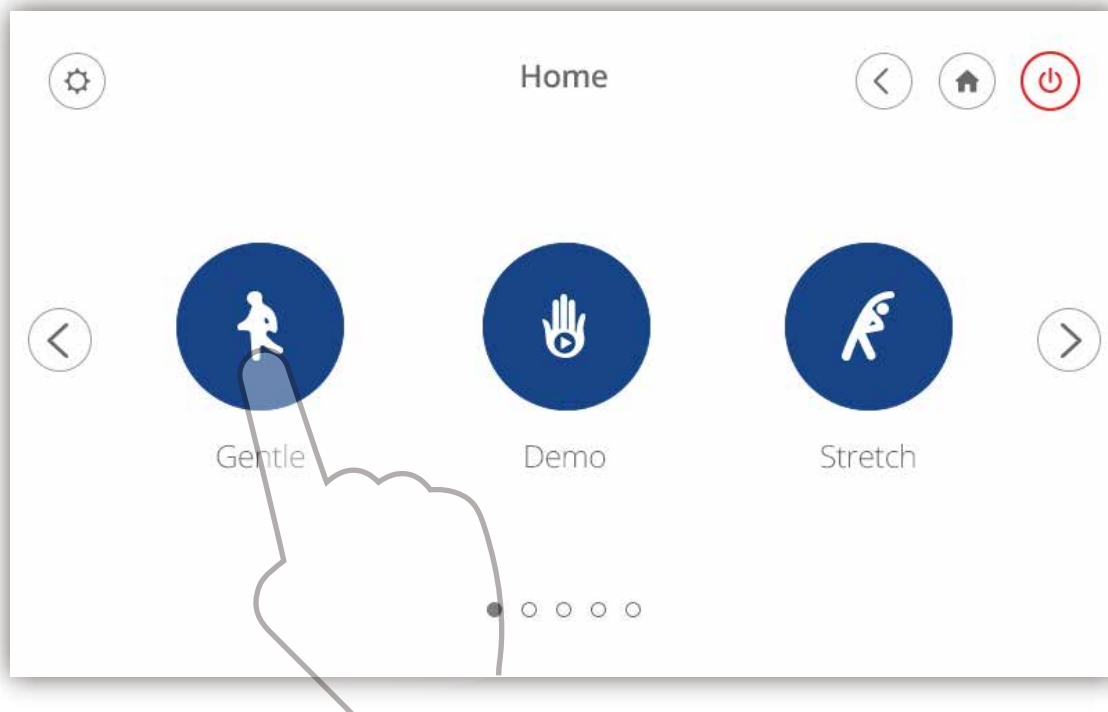
Spot Message

## Massage Controls



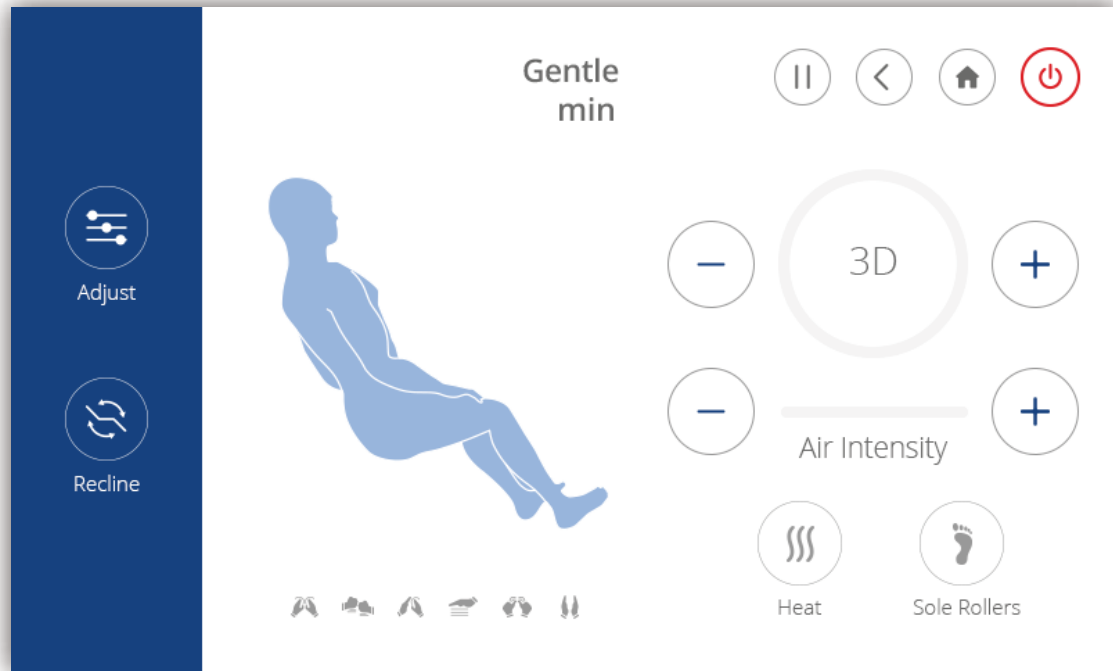
# PRE-PROGRAMED MESSAGE

We have designed your chair with multiple massage options for your changing needs. Follow these simple instructions to begin a new pre-programed massage.

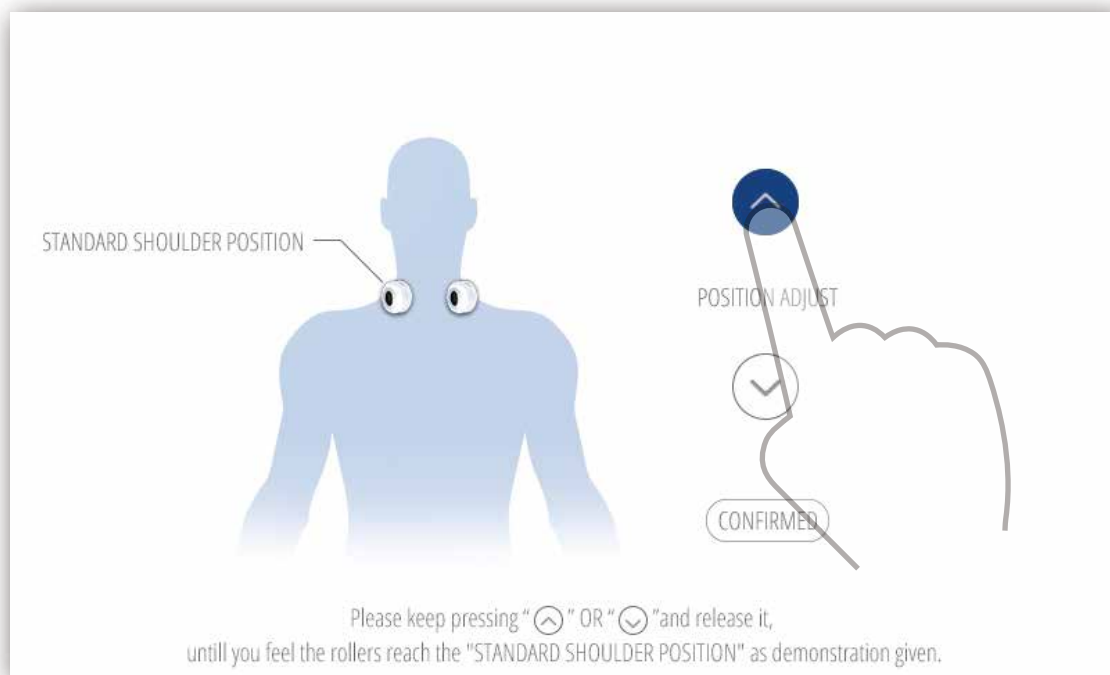


Choose 1 of our 10 pre-programed massages  
(Gentle/Demo/Stretch/Relax/Neck&Shoulder/Virgous/Swedish/Thai/Japanese/Chinese)

## Pre-Programmed Massage Interface

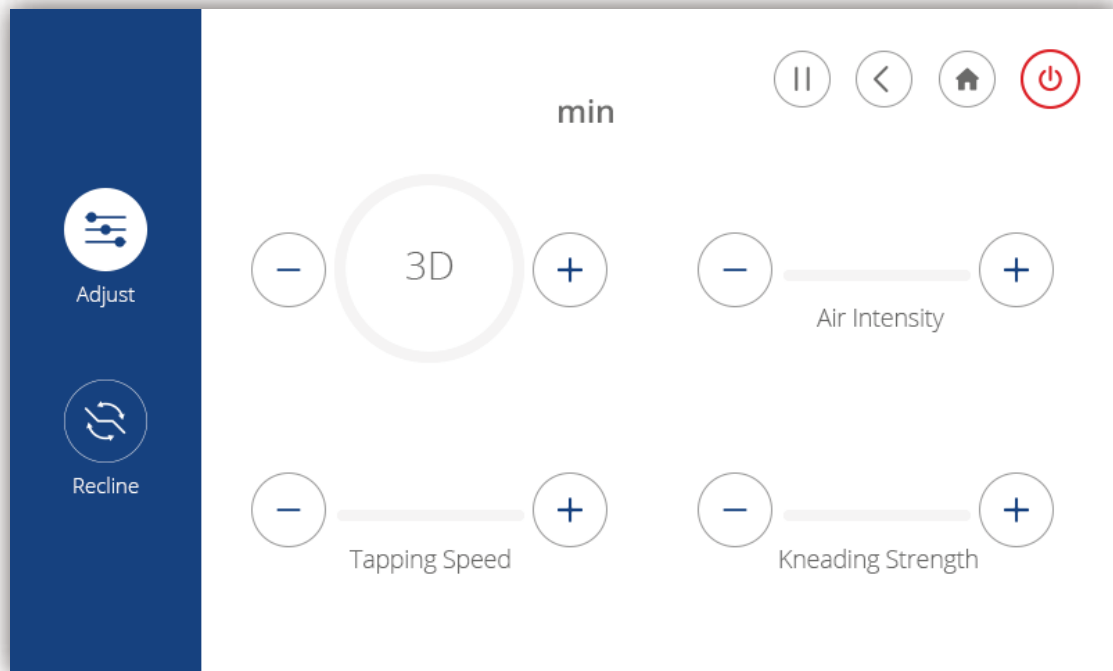






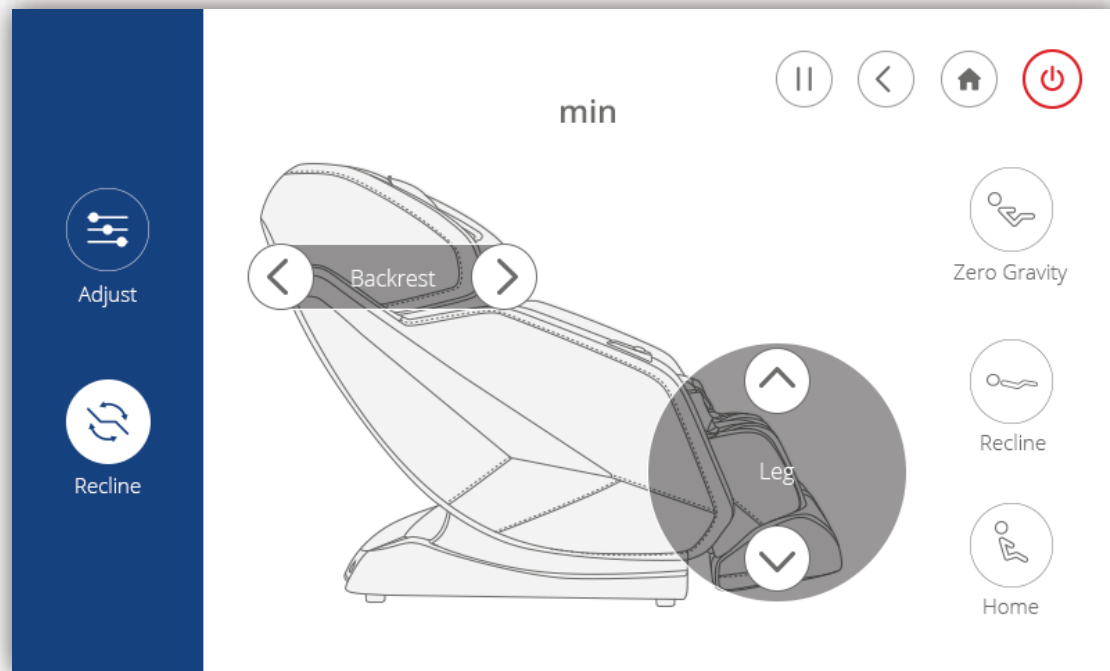
Using the arrows, you can adjust the standard shoulder position

## Adjust Massage Strength Interface



In this interface, you can adjust massage 3D strength, tapping speed, kneading strength and air intensity

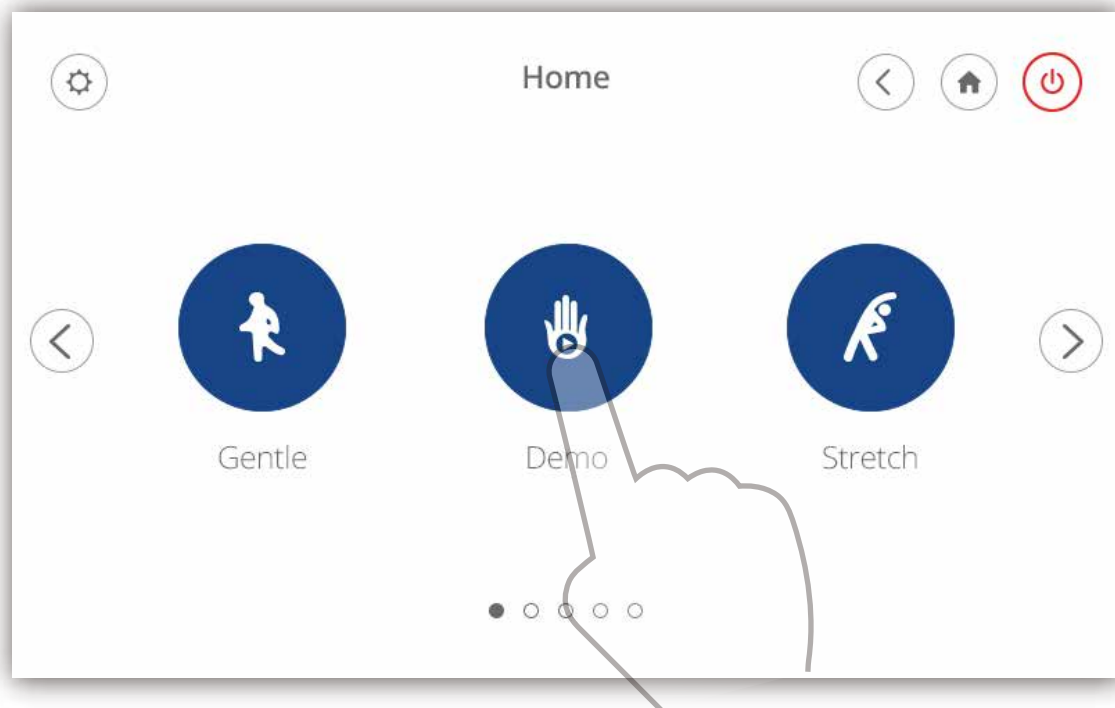
## Adjust Chair Angle Interface



Adjust your chair quickly by choosing one of the three preset seating positions. You can also press and hold the arrows to adjust parts of the chair independently

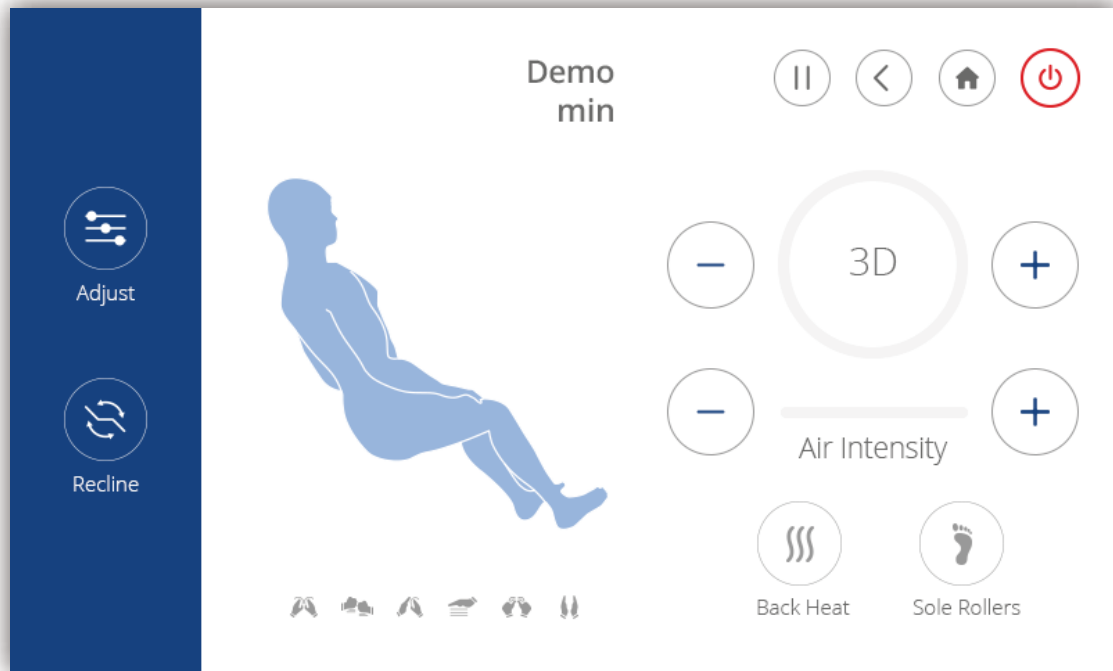
# DEMO

To give you a quick glimpse of what your chair can do, we have created a demo module.



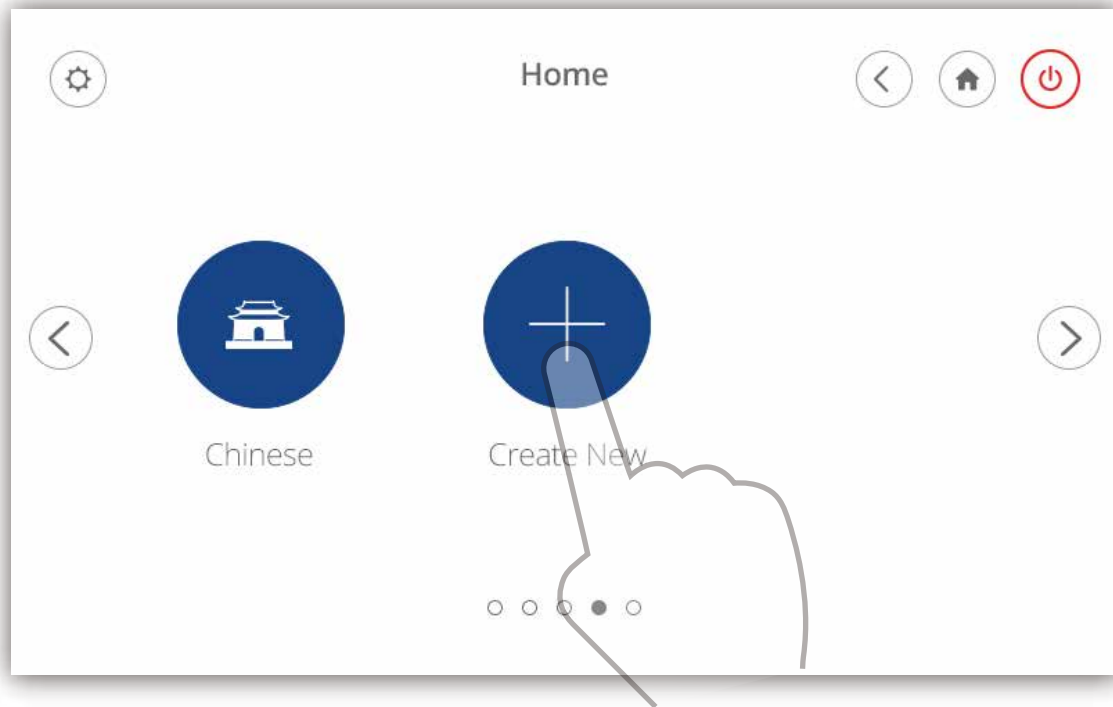
Choose the "Demo" icon to begin demo program

## Demo Interface

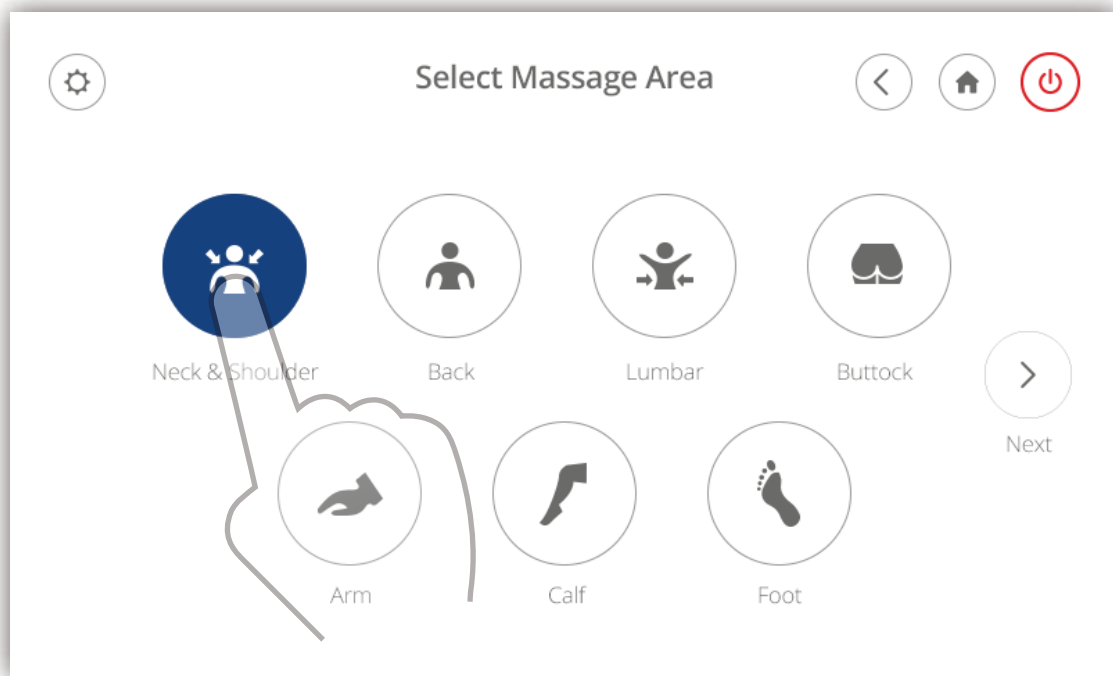


# CUSTOM MESSAGE

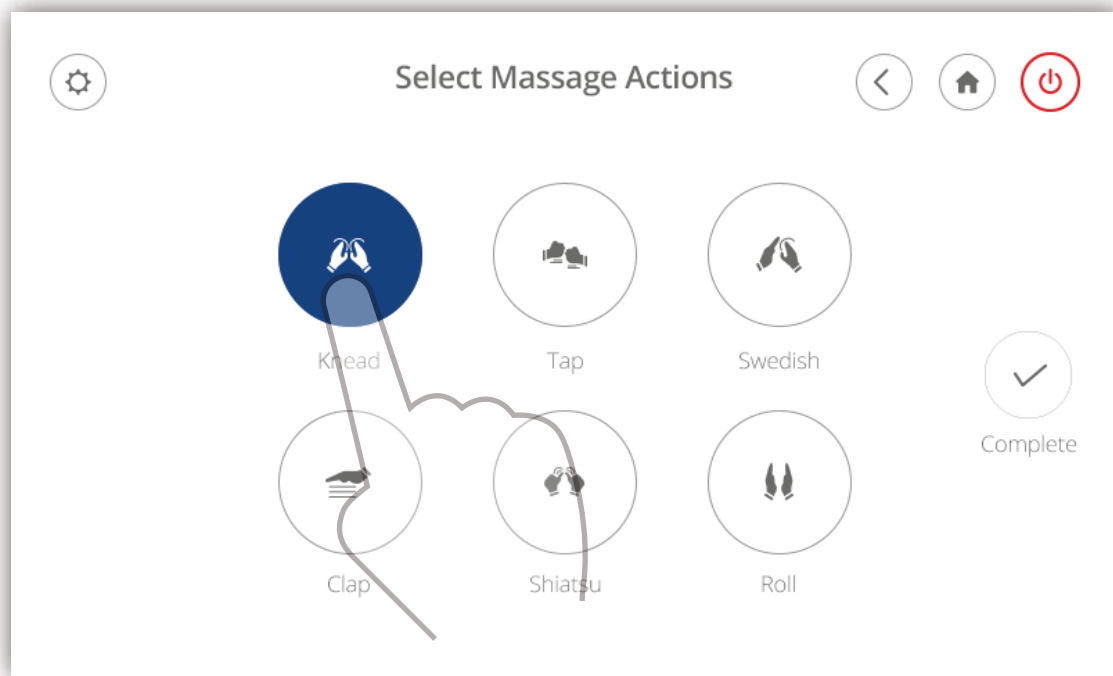
Every body is different. That's why we've given you the option to customize your message to meet your specific needs. Follow these simple instructions to create a new custom message. You can create up to 3 custom programs. To delete a custom message program, press and hold that icon and choose the "x".



Choose the "Create New" icon to begin creating your message program



Select the area you would like massaged



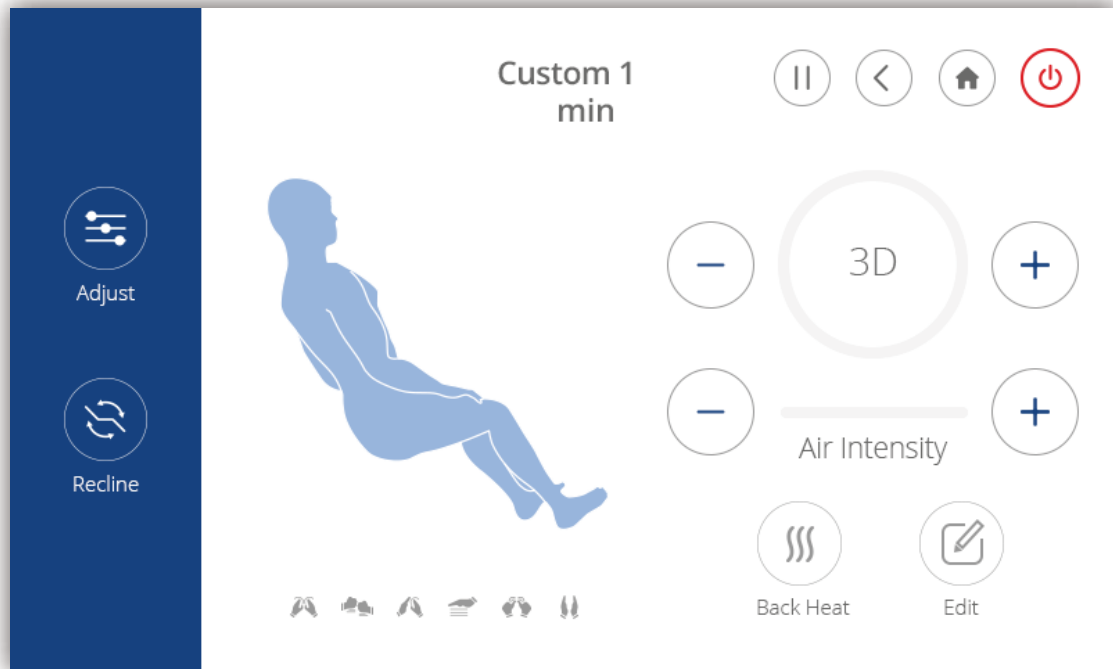
Select which massage actions you would like. The knead, tap, clap, and shiatsu massages can be combined with swedish or roll





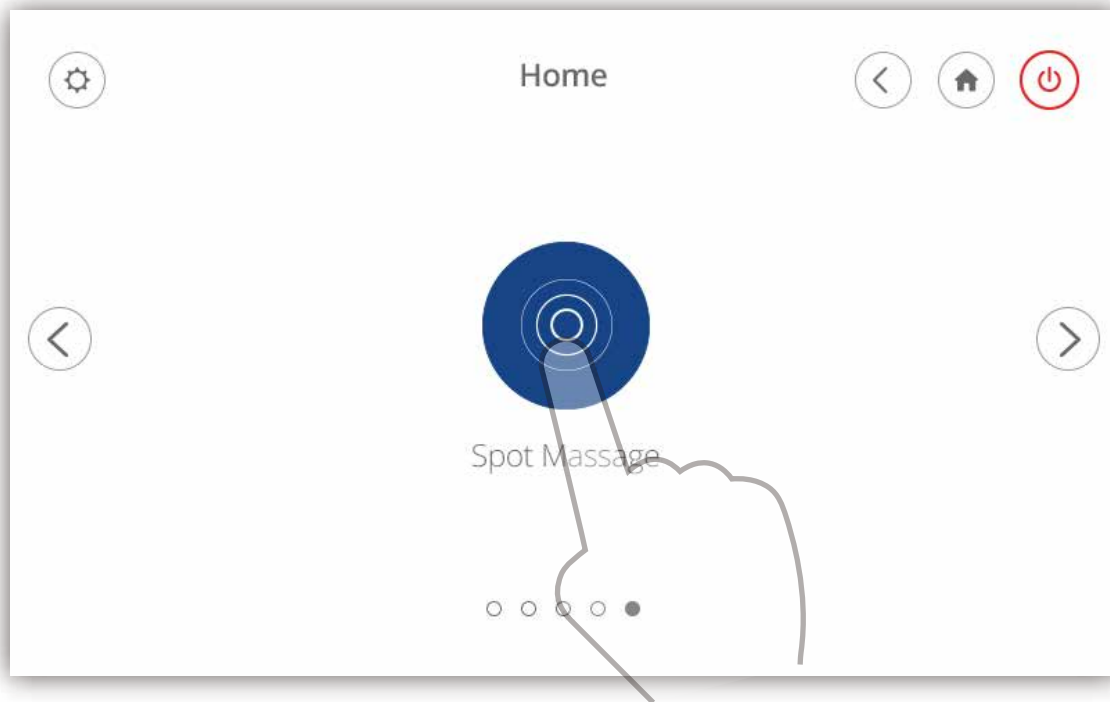
Choose the "Custom 1" icon to start your program

# Custom Interface



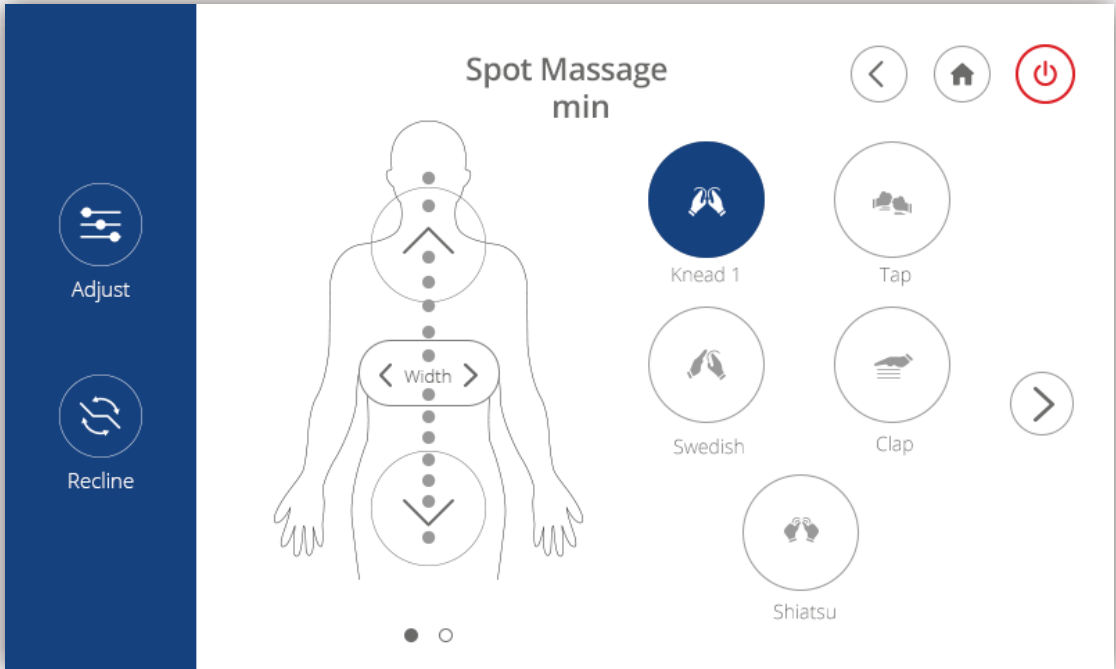
# SPOT MESSAGE

This is a fixed message area and actions program.

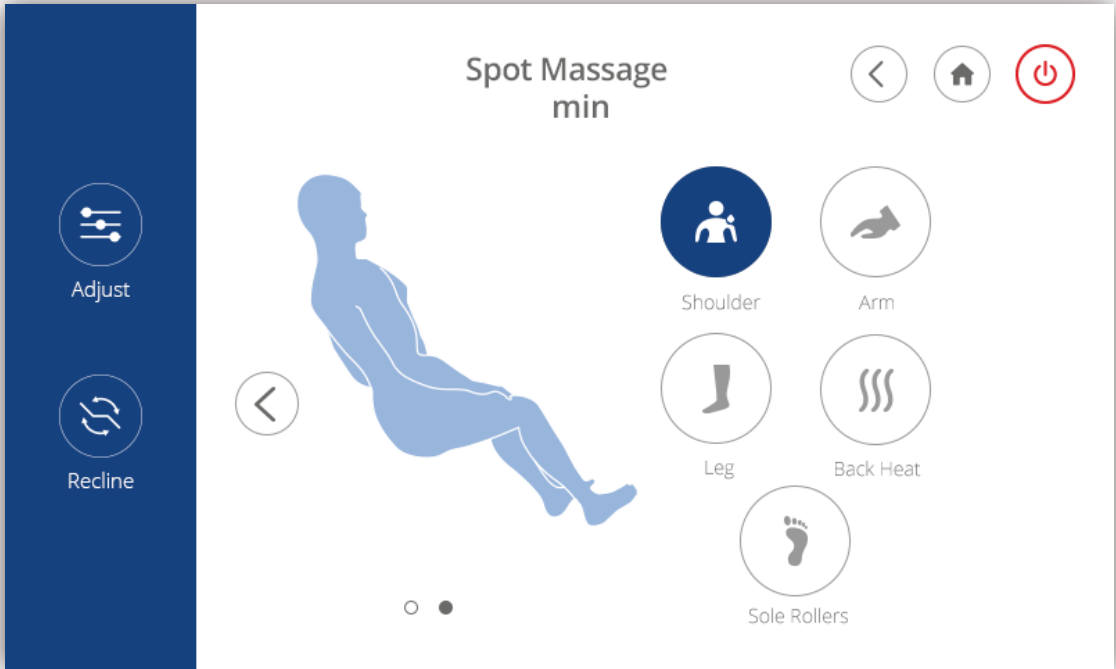


Choose the "Spot Message" button to take you to the spot message page

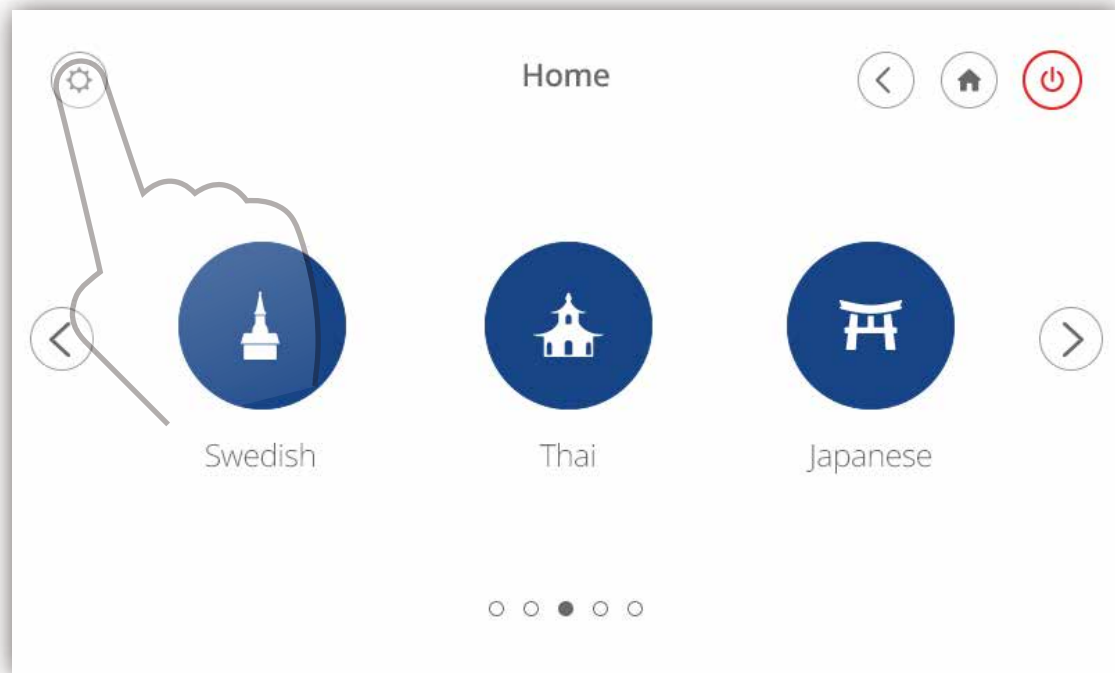
# Spot Massage Interface 1



# Spot Massage Interface 2

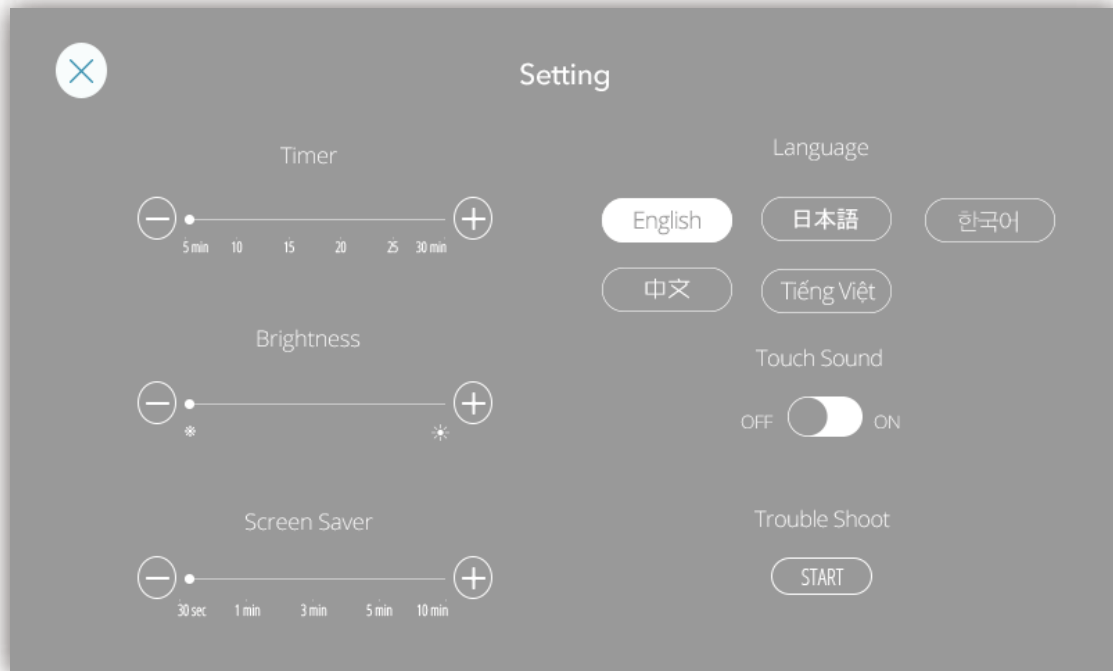


# SETTINGS



Choose the "Settings" button to take you to the settings page

## Settings Interface

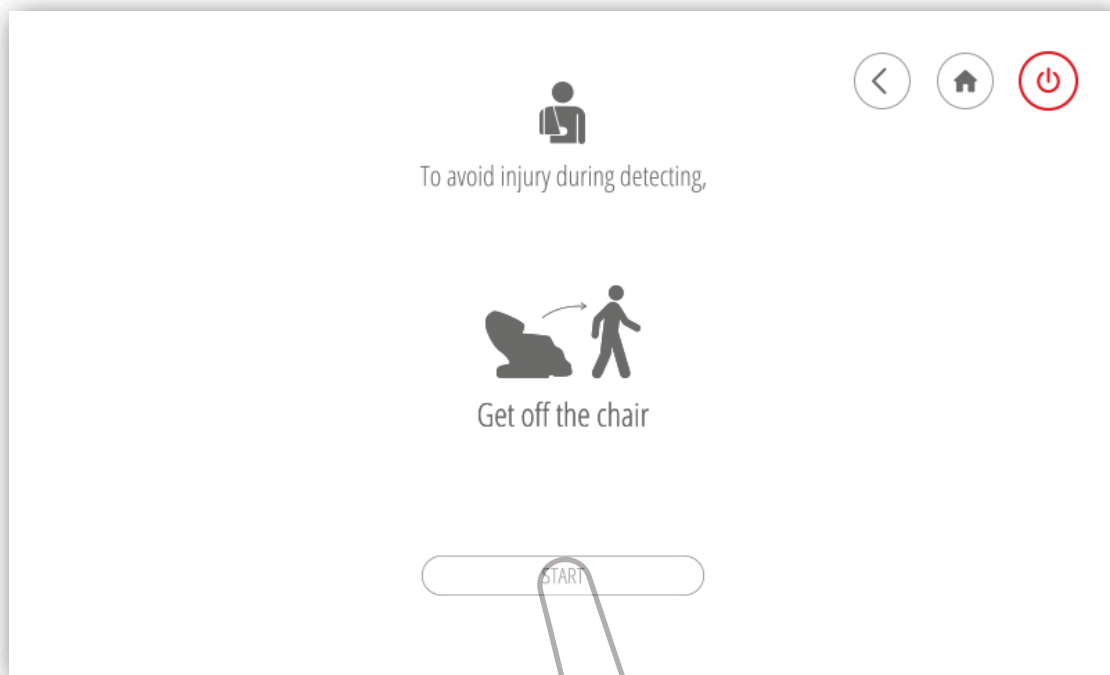


## Trouble Shooting

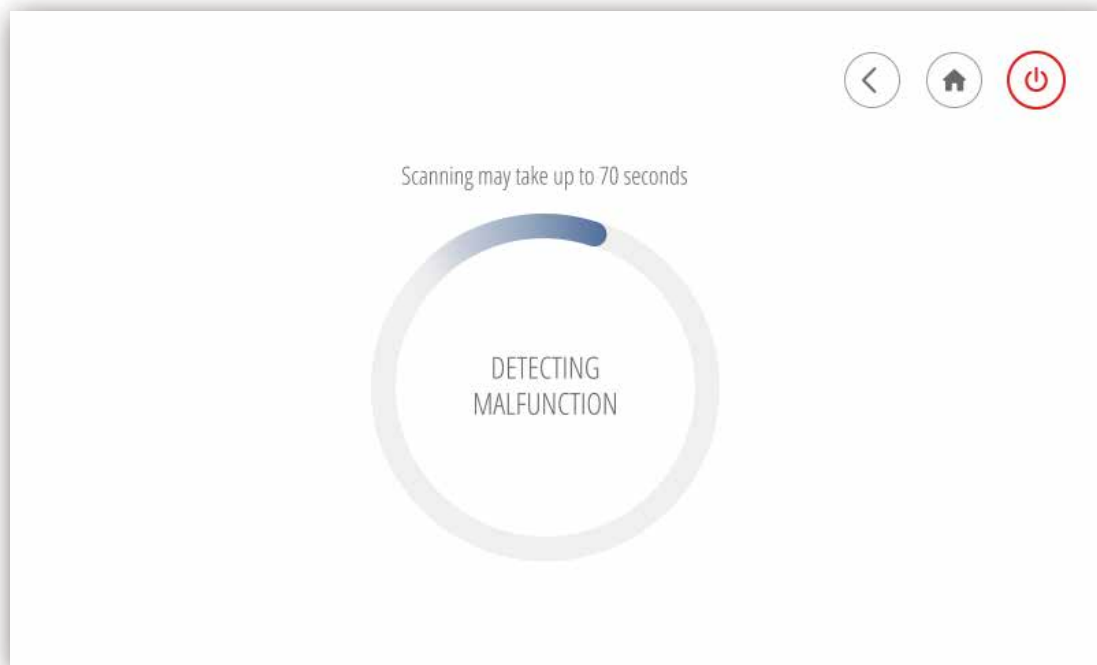


If your chair has any trouble, press the Trouble Shoot "Start" button for the chair to automatically detect problem areas. Use the error code provided when contacting our customer service team

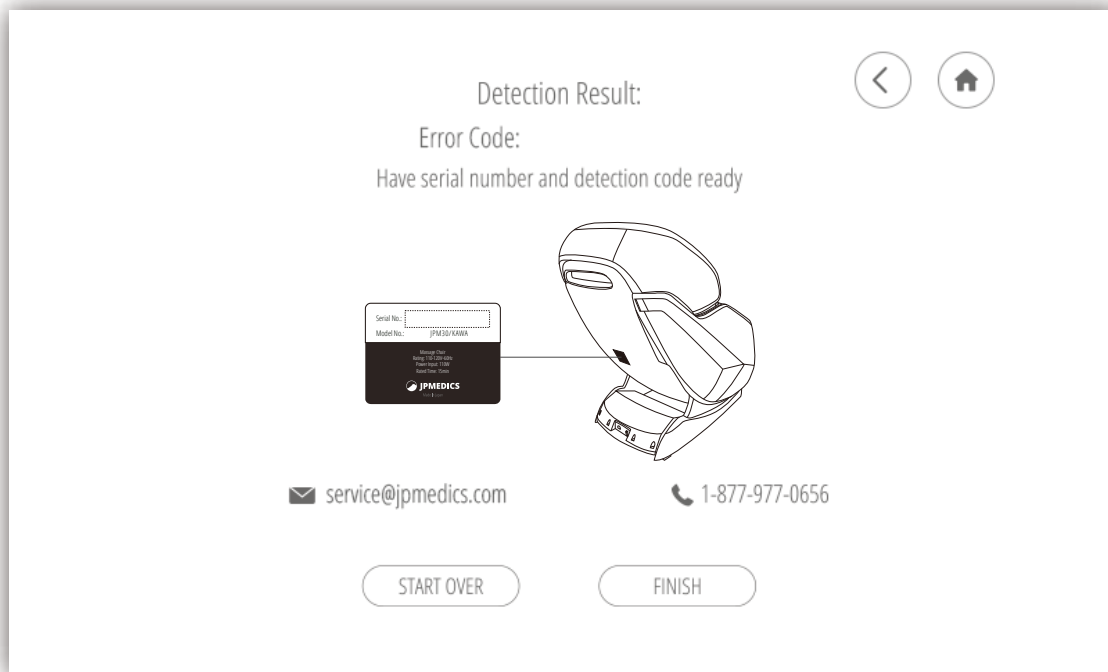




Choose "Start" button and make sure the chair is not occupied during chair detection



Your chair is detecting possible malfunctions, please wait for the detection result



You can use your detection code when contacting the customer team about your chair's problems

# GROUNDING INSTRUCTIONS

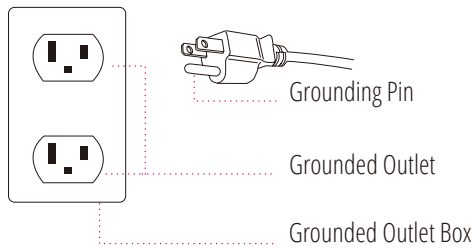
The product must be grounded to reduce the electric shock hazard because of functional faults of the product. The product has a power cord with a grounding conductor and a grounding plug. The grounding plug must be inserted into an appropriate socket that has been correctly installed and grounded in full compliance with the local code and decree.

## Caution

If the grounding conductor is not correctly connected, electric shocks may happen. If you are not sure about correctness of the grounding, have it inspected by a professional electrician. Even if the grounding plug provided with the product does not match with the socket you have, do not refit it by yourself but ask a professional electrician to install a appropriate socket.

The product has a grounding plug. Make sure the product is connected with a socket matching with shape of the grounding plug.

Do not connect the product to a multi-plug.



# PRODUCT CLEANING

Wipe the synthetic leather with a soft dry cloth.

- Don't clean the product with chemicals such as thinner, gasoline and alcohol.
- When using a leather maintenance product (cleaning cloth) sold on the market, follow its directions for use.
- If the synthetic leather is very dirty, wipe it with the method below.
  - ① Put a piece of soft cloth into water or 3% to 5% neutral detergent contained hot water and wring it out.
  - ② Wipe surface of the synthetic leather with the soft cloth.
  - ③ Wipe the detergent with a piece of cloth once soaked in clean water and wrung out.
  - ④ Wipe with a piece of wrung soft cloth.
  - ⑤ Allow the synthetic leather to air dry.
- If it is difficult to remove the stains on the synthetic leather, soak a piece of melamine foam bought from the market into a neutral detergent and use it wipe the product.
- Do not dry the surface with a hair drier.
- Surface of the synthetic leather may be dyed by fabric colors; therefore, be careful when wiping the product with denim or colored cloth.
- Keep these positions from long-time contact with plastics to avoid fading.

# CONSUMER WARRANTY

The JPM30/KAWA massage chair has a two years limited service warranty which is one year in-home and 2 years parts. The warranties are only valid in the 48 contiguous states. We do not provide a warranty for chairs sold to Alaska or Hawaii.

Consumers may contact the JPMEDICS customer service department at 1-877-977-0656 between 9:00 am and 5:00 pm PST, Monday through Friday or email us at [service@jpmedics.com](mailto:service@jpmedics.com) for warranty or service issues.

The warranty period begins from the day of purchase; no allowance or extension is offered for delivery and/or installation.

The warranty only applies to JPM30/KAWA massage chair, any accessories or enhancements are not included.

The JPMEDICS service department will make an appointment with the consumer before they arrange in-home service which is performed by authorized technician.

In certain situations, the warranty does not apply :

- A: Customer cannot provide receipt and warranty card.
- B: Damage caused by improper installation, abuse, or improper maintenance.
- C: Damage caused by disaster (ex. earthquake, fire, flood, etc.), abnormal power supply, breakages (ex. pets chewing, drink spilling, etc.).
- D: Massage chair repaired by unauthorized technician or if unauthorized modifications occur to the massage chair.

If the synthetic leather, fabric, sponge, or fillers become naturally worn, they are not considered as defect under this warranty. Read the safety instructions before using this massage chair. Under no circumstance shall JPMEDICS or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, and so on).

The warranties are not applicable if the massage chair is being utilized for business use.



**JPMEDICS**

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FAX: 1-800-521-4712  
SERVICE@JPMEDICS.COM