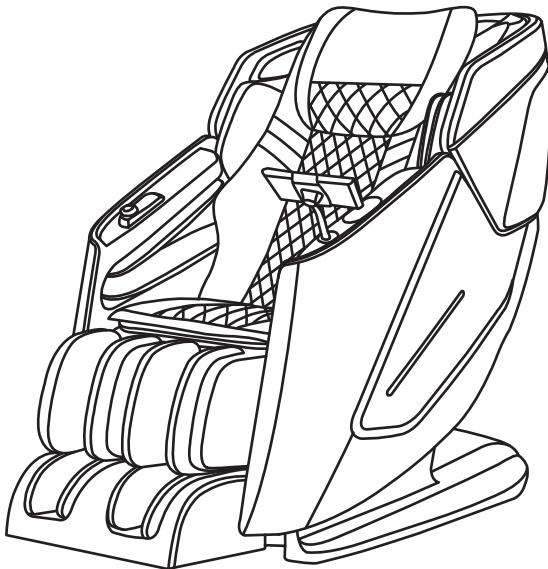


Mazzup

LUXURIOUS 4D SL-TRACK MASSAGE CHAIR

MU-C811/MU-C812

USER MANUAL



Please read this user manual carefully before using the product.
Retain this manual for future reference.

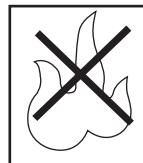
CONTENTS

1. IMPORTANT SAFETY INSTRUCTIONS	1-3
2. PRODUCT STRUCTURE	4
3. OPERATIONS	5-19
4. SAFETY INSTRUCTIONS	20
5. CARE AND MAINTENANCE	20
6. TROUBLE SHOOTING	21
7. SPECIFICATION	22
8. FCC STATEMENT	23
9. LIMITED WARRANTY GUIDELINES	24

IMPORTANT SAFETY INSTRUCTIONS

OPERATING SURROUNDINGS

- Do not use or store the massage chair in a damp environment : i.e. bathroom, sauna, spa to avoid any mold, electric shock, fire or mechanical failure.
- Do not use the massage chair outdoors
- Do not use the massage chair under dusty, smoky, or anoxic conditions
- Do not place the massage chair near a heater, stove, or near sunlight radiation to avoid inner components overheating and causing fire
- Make sure to place the massage chair on a flat level ground
- The bracket part should be placed on the plain ground
- To avoid electric shock, please make sure to connect an earth wire and have it grounded.
- Don't use the machine while smoking



FOLLOWING CONDITIONS SHOULD CONSULT DOCTORS BEFORE USE

- Suffered from malignant tumor
- Serious heart disease
- Serious skin disease
- Serious bone hyperplasia
- During Pregnancy
- If there is a bend in the back caused by an accident or disease
- Arthritis Disease
- Implanted pacemaker for medical purpose
- Suffered from bowel disease (i.e. gastritis, enteritis, diarrhea, hepatitis)
- Serious blood circulation trouble
- Consciousness trouble
- Frequent high fever
- Please consult your doctor for any reason prior to use for the best medical advise

⚠ WARNING

Children under the age of 18 or people with disabilities (physical and mental) are not allowed to operate the massage chair without a doctor's consent to prevent cases of electric shock, injuries, or mechanism malfunctions.

For safety reasons and in order to clearly indicate potential dangers should the product be used improperly, instructions have been marked in the following manners and should be strictly noted

ⓧ CAUTIONS

Non-professional technicians are not allowed to dismantle or repair the chair to avoid fire, electrical shock or serious harm



Do not spray or directly pour liquids to the switch when cleaning to avoid insulation fault, electrical shock or short-circuiting



When moving the chair in the process of storing or maintenance, be sure to disconnect the power plug from socket
Do not detach the plug with wet hands



Make sure to shut off and detach the power plug when cleaning or storing product

During cleaning or moving the machine, make sure to detach power cord to avoid fire or electrical shock



Do not place the machine onto an unstable surface to avoid roasting, insulation failure, electrical shock or turnover

When storing the machine, make sure to disconnect power plug to avoid fire caused by electricity leaking



Clean power plug periodically to avoid fire due to dust



Do not use it in any unsafe places or for other purposes

It is usually the main reason of product damage or accident



Do not store the machine onto an unstable surface

Unexpected earthquake or external force will cause damage or injury



Keep supply cord unobstructed at all time, i.e. not twisted, knotted, over flexed or pulled and do not place anything heavy on it



The appliance has a heated surface. Persons sensitive to heat must be careful when using the appliance.



Should any abnormality occur(i.e. scorching smell), stop using immediately and detach power plug from socket

Operating under an abnormal situation will cause fire or electrical shock, please contact your local seller or authorized service agent for maintenance



Only use the device under rated voltage



Stop using immediately if supply cord or power plug be damaged or loosen



Be sure to keep children away during operating to avoid any hazard



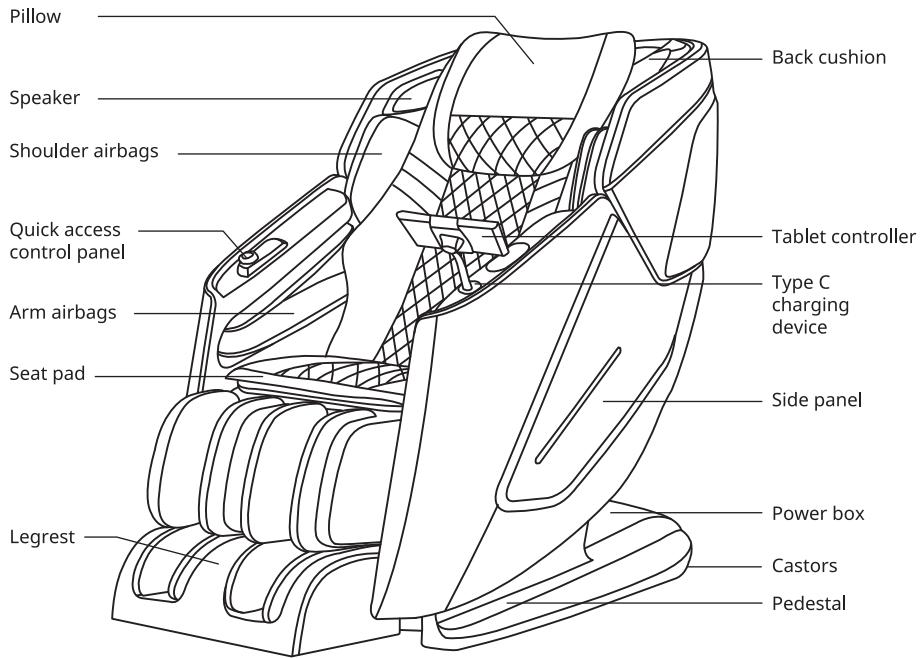
Keep away from direct sunlight



If the supply cord is damaged,it must be replaced by the manufacturer or its authorized persons for repair or maintenance to avoid any hazard



PRODUCT STRUCTURE

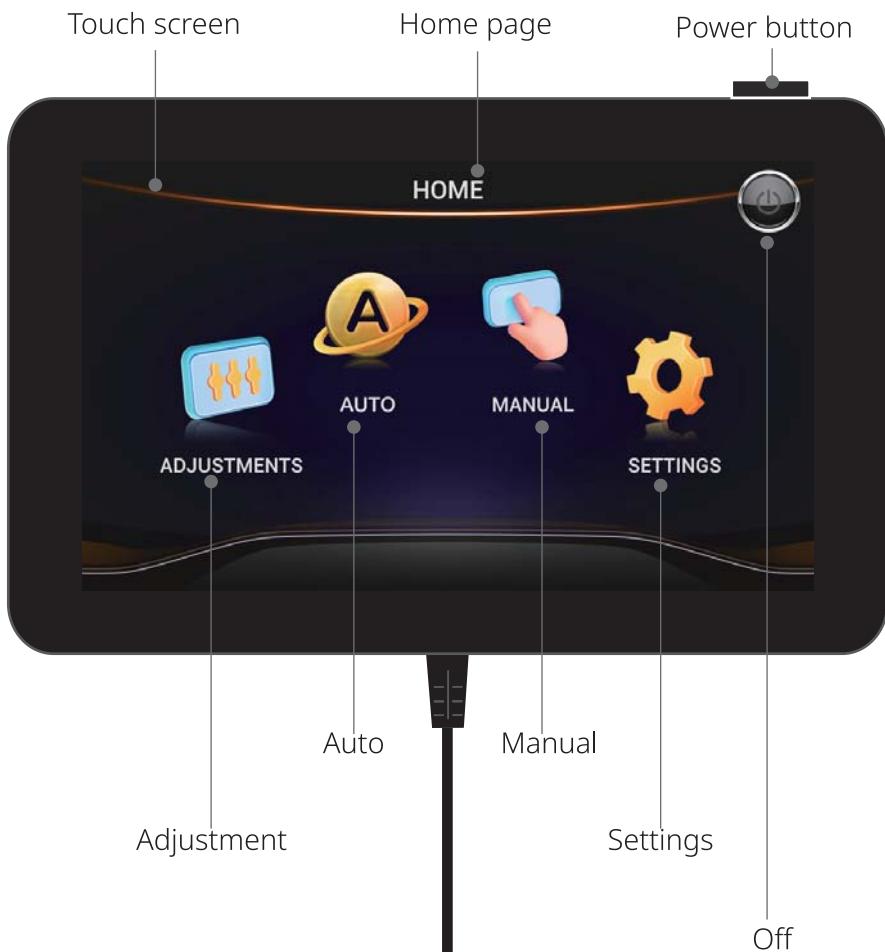


Warning: Only rated supply 120V must be used to avoid damage to electronic elements.

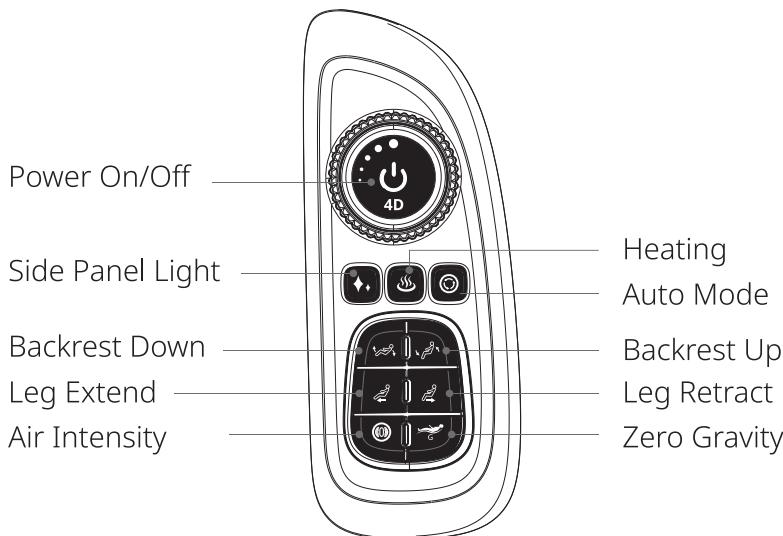
OPERATIONS

CONTROLLER MENU

Always press the Power Button to start massage.



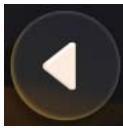
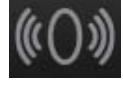
QUICK ACCESS CONTROL PANEL



On/Off	Long press to turn the chair ON/OFF.
Side Panel Light	Short press to turn the side panel light On/Off.
Heating	Long press to turn on the heating function.
Auto Mode	Short press to choose an Auto Mode. Every time this button is pressed, the auto massage mode will change in the sequence of Work Relief > Recovery > Deep Tissue > Rest&Sleep > Thai > Gentle > Athletic > Vertebral > For Her > For Him > Neck & Shoulders > Waist&Hip
Backrest Up/ Backrest Down	Long press to adjust backrest.
Leg Extend/ Leg Retract	Long press to leg extend or retract.
Air Intensity	Short press to adjust air intensity.
Zero Gravity	Short press to choose a Zero Gravity angle.

TABLET CONTROLLER INSTRUCTIONS

1. BASIC KEYS

KEYS	DESCRIPTION	GUIDELINES
	Off	Touch to stop massage and turn off the screen.
	Home	Touch to return to the home page.
	PAUSE	Touch once to halt current massage and countdown timer.
	RESTART	Touch to resume previous massage functions, as well as countdown timer.
	BACK	Touch to return to the previous page.
	ADJUSTMENTS	Touch to ADJUSTMENTS page.
	Air Massager	Touch to AIR MASSAGER page.

2. HOME PAGE MENU

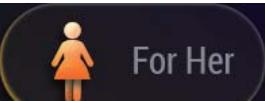
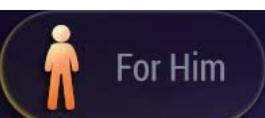
KEYS	DESCRIPTION	GUIDELINES
 AUTO	Auto	Touch to choose from 12 AUTO massage programs. Work Relief, Recovery, Deep Tissue, Rest&Sleep, Thai, Gentle, Athletic, Vertebral, For Her, For Him, Neck & Shoulders, Waist&Hip.
 MANUAL	Manual	Touch to go to the MANUAL massage programs page, choose your preferred massage functions at desired intensities, fully customize your massage.
 ADJUSTMENTS	Adjustments	Touch to go to the ADJUSTMENTS page for zero gravity and massage intensities.
 SETTINGS	Settings	Touch to go to the system SETTINGS page for timer and other preferences.

3. AUTO MASSAGE PROGRAMS



KEYS		GUIDELINES
Work Relief	Work Relief	This is an exclusive massage program for the workplace, according to the features of long time desk work and business trip, it can ease muscles and recuperate body.
Recovery	Recovery	A full body deep massage includes Shiatsu, Knocking and Tapping to ease and relax muscles after surgeries.
Deep Tissue	Deep Massage	A full body deep massage includes Shiatsu, Knocking and Tapping to ease and relax muscles after intense exercise, especially promote the body circulation system to improve the muscle recovery after exercise.

	Rest & Sleep	<p>A program designed to provide a mild massage that is great for deep relaxation. This is the program to help improve the quality of lunch break and sleep. The mild massage kneads body parts from heavy strength to light one, from light to no strength to help soothe tired body gradually.</p> <p>Product features front and rear swing function that takes you into the fantasy space swinging state and a thorough relaxation, best used before going to sleep.</p>
	Thai Stretch	<p>This massage will stretch your calf muscles and hamstrings with a combination of gentle tapping, kneading, rolling, and air compression.</p> <p>This massage is inspired from Thai Massage, the strong kneading and stretch of the body can effectively stretch legs, it's the best choice to relax tired muscles and increase physical vigor.</p>
	Gentle	<p>A full body gentle massage includes Kneading and Heating, designed for daily use.</p>

 Athletic	For Athletics	<p>An auto programme generated by the system, focus on the tension points collected from athletics, especially promote the body circulation system to improve the muscle recovery after exercise.</p>
 Vertebral	Full Back Massage	<p>A full body massage, mainly focus on your full back with a deep massage that includes air compression to relieve the symptoms of lumbar spine pain.</p>
 For Her	For Her	<p>A full body gentle massage includes Kneading and Heating, specially designed for female.</p>
 For Him	For Him	<p>A full body strong massage includes Kneading, specially designed for the male.</p>
 Neck & Shoulders	Neck & Shoulders	<p>A full body massage, mainly focus on your neck and shoulders with a slow massage that incorporates soothing heat to relieve neck and back pain symptom. The curve design of the chair backrest makes the massage rollers completely fit the shoulders and the neck, which can effectively relieve fatigue and stiffness.</p>

	Lower Back, Waist and Hips	A full body massage, mainly focus on your lower back, waist and hips with a deep massage that includes air compression to relieve full body pain.
---	----------------------------	---

Backrest Scanning Instructions

A body scan is performed every time the power is on and the user selects an Auto Mode, it is designed to ensure an accurate and personalized massage for every individual. After the power is on, sit on the chair slowly with your back against the chair back, your head against the pillow so the massage sensors can detect your Shoulder Height and the whole back position.

The Tablet Control gives beep sounds when completing a body scan. When micro-adjustment is needed, just touch Roller up/down   , then  to start massage. Make sure the body scan is finished correctly for the best massage.

Once body scan in completed, it will skip to the massage status page without further actions.



Note:

Heating, foot rollers can be turned on/off manually during any auto mode, see below.



4. MANUAL MASSAGE PROGRAMS

6*2 massage functions on demand.

Kneading, Shiatsu, Swedish, Knocking, Tapping, Rolling.

- Touch to choose a manual massage function for a full back massage at medium strength.
- Manual setting modes can not be combined with other modes.
- The default setting is spot-specific massage with medium width.
- Speed and width are adjustable by touching relative keys.



KEYS	DESCRIPTION	GUIDELINES
 	Roller Spot/ Partial Massage	<p>Touch Spot to activate localized Spot Massage while the original massage mode continues to run at the latest position.</p> <p>Touch Partial to activate Partial Massage, rollers take the latest massage spot position as the center, and will travel approximately 3 inches up or down. Only effective under manual massage mode.</p>
	Full Back Roller	Full Back Massage.
	Roller Width	Every touch will change the massage width interval in the sequence of WIDE>MEDIUM>NARROW. Only effective under manual massage mode.
	Roller Up or Down	Up or down adjustment.

5. ADJUSTMENTS

Legrest Angle Adjustment

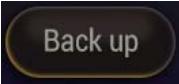
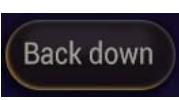
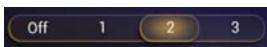


Zero Gravity Angle Adjustment

Intensity Adjustment

Zero-gravity is based on the NASA space capsule relaxation theory. Using the back, seat, and the leg rest, the chair puts the heart and knee at the same level, reducing the blood circulation pressure. Not only that, but all the gravitational forces can be dispersed to the massage chair, reducing heart and spine pressure.

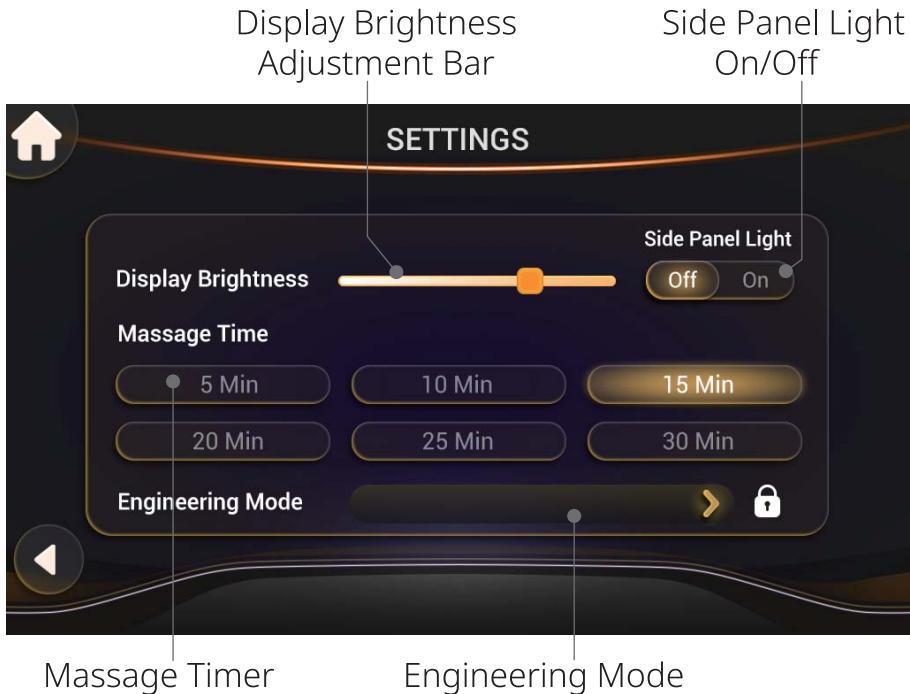
Zero Gravity Angle Adjustment

KEYS	DESCRIPTION	GUIDELINES
 	Angle Adjustment Key for Legrest	<p>Leg Up Long-press this button, the legrest will move up to the top position, release this button, legrest stops moving.</p> <p>Leg Down Long-press this button, the legrest will move down to the lowest position, release this button, legrest stops moving.</p>
 	Angle Adjustment Button for Backrest	<p>Back Up Long-press this button, the backrest will move up to the original position, release this button, backrest stops moving.</p> <p>Back down Long-press this button, the backrest will move down to the lowest position, release this button, backrest stops moving.</p>
 	Leg extend or retract	<p>Leg extend Long-press to leg extend .</p> <p>Leg retract Long-press to leg retract.</p>
	Zero Gravity Function Control	Touch this button to activate the zero gravity position, and choose from Zero Gravity mode1, Zero Gravity mode 2 and Zero Gravity mode 3.

Other Adjustments

KEYS	DESCRIPTION	GUIDELINES
	Roller Intensity	SLOW / MEDIUM / FAST Only effective under manual massage mode.   
	Kneading Speed	5 levels kneading speed adjustments.
	Tapping Speed	5 levels tapping speed adjustments.
	Air Intensity	5 levels tapping air intensity adjustments.

6. SETTINGS



BLUETOOTH INSTRUCTIONS

Play Mobile Music/Bluetooth speaker:

Turn on Bluetooth of mobile, then select Bluetooth device of massage chair (**code Mazzup**). Once paired, it can act as speaker when mobile phone is playing music. (Remarks: No Password)

SAFETY INSTRUCTIONS

- Should any abnormality or problem occurs with the chair, switch off the chair and detach the power cable from the power socket.
- When the power cord is damage, it must be replaced by one from the manufacturer or agent.
- Do not attempt to dismantle, modify or change components by unauthorised persons to avoid any electric shock, fire or injury.

CARE AND MAINTENANCE

Storage

- Do not dismantle the back of the chair. Electric shocks may occur when touching inner components of the chair.
- Do not dismantle the chair by unauthorised personnel to prevent electric shocks, fire and injury.
- Ensure that the chair is switch off and the power plug is detached from the socket when cleaning the chair to avoid any electric shock or hazard.
- Keep the massage chair clean and free of dust. Do not place the chair in a damp environment.
- If the chair is not in use for long periods, please cover it with a cloth to protect it from dust.
- Do not place the chair under direct sunlight.

Maintenance

- Use a neutral detergent only to clean the back cushion, head cushion and leg cushion. Let it air dry.
- Use a cloth and detergent to clean the plastic parts, pipe and leather material of the massage chair.

- Do not use organic solvents such as gasoline, amyl acetate or benzene to clean to prevent leather colour fading, ageing or damage.
- Do not spray pesticides on the chair to avoid electric shocks or fire.
- Only clean with a dry cloth to prevent mechanical failure.

TROUBLE SHOOTING

Checking is necessary for frequent usage.

Make sure the machine works properly before usage after being left unused for a long time.

Abnormality situation	Solution guide
Failure to start and indicator light is off	<ul style="list-style-type: none"> • Check that the plug is well connected • Check if the switch on the chair is turned to "I" position
Sound in operation	<p>The sound is normal in following situation</p> <ul style="list-style-type: none"> • Sound for kneading or knocking • Sound changes after speed adjustment • Sound from the box in massage • Vibration sound for backrest in massage • Sound for air input and output • Sound for airbag inflating and venting • Sound for leg adjustment • Sound for motor when the massage chair is loaded

SPECIFICATION

Description	Massage Chair
Model	MU-C811/MU-C812
Rated Input	120V~ 60Hz
Rated Power	150W
Rated Working Time	Approx. 15 minutes (automatic power-off)
Dimension(LxWxH)	When it is tilting (L*W*H) 68.1*30*40.2* inches
	When it isn't tilting (L*W*H) 57*30*46.9* inches
Dimensions of packing box(LxWxH)	50.4*32.2*47.7* inches
Net Weight	Approx. 202.8 lbs
Gross Weight	Approx. 251.3 lbs
Operating Conditions	Ambient temperature: Approx.0°C-35°C
	Relative humidity: Approx.20%-80%
Storage Conditions	Ambient temperature: Approx.-5°C-35°C
	Relative humidity: Approx.20%-80%
Maximum body weight of user	Approx. 260lb For a user heavier than 260lb, the product may have bigger noise and its fabric may be worn quicker.

FCC STATEMENT

FCC STATEMENT

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

EXPOSE STATEMENT

FCC Radiation Exposure Statement:

- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

RF warning for Portable device:

- The device has been evaluated to meet general RF exposure requirement.
- The device can be used in portable exposure condition without restriction.

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of 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 cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this 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.

LIMITED WARRANTY GUIDELINES

MAZZUP sells Full Body Massage Chair Model MU-C811/MU-C812 with the intention that they are free of defects in manufacture and workmanship for a period of one year from the date of original purchase, except as noted below. MAZZUP warrants that the MU-C811/MU-C812 will be free of defects in material and workmanship under normal use and service. This warranty extends only to consumers and does not extend to retailers and resellers.

ONE YEAR LABOR WARRANTY & THREE YEARS PARTS WARRANTY

MU-C811/MU-C812 has a one-year labor warranty and a three-year parts warranty. MAZZUP customer service will not issue Return Material Authorizations (RMAs) for non-defective products. Full Body Massage Chair Model MU-C811/MU-812 will be either repaired by the consumer or by an in-home technician. MAZZUP will not issue Return Material Authorizations (RMAs) for buyer's remorse. For warranty repairs, please contact MAZZUP customer service at MazzupH@hotmail.com.

NON-WARRANTY SUPPORT

Non-warranty repair is provided on a *per incident* basis. MAZZUP customer service will verify if the unit has failed and provide instructions for repairing a unit. All applicable repairs, parts, shipping,

handling, local tax and a *per incident* fee will be charged for labor and non-warranty repairs.

SERVICE AND TECHNICAL SUPPORT

MAZZUP customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support over the phone.

Get help at MazzupH@hotmail.com.

WARRANTY FAQs

1. What isn't covered by the warranty?

- Purchases made through unauthorized resellers
- Improperly operated devices
- Lost or stolen products
- Purchases made over limited warranty time (unless otherwise stated)
- Non quality-related issues
- Free products
- Damage due to misuse, improper treatment and unauthorized modification and repair are not covered by this warranty
- Warranty does not cover accessories and attachments which don't belong to the massage unit

2. When does the warranty begin?

Warranty begins from the day you place your order.

3. How do I claim the warranty?

Send an email to MazzupH@hotmail.com with your unit Serial Number and Proof of Purchase (original receipt) for all repairs or services.

Note:

If you made your purchase through an authorized MAZZUP Reseller, contact the Reseller to obtain warranty.

If the product was a gift, you may ask the giver to provide you with a copy of the receipt or claim the warranty on your behalf.

Ma~~z~~up