BY SYNARGY

SMART COMFORT®

ERIS

MASSAGE CHAIR

USER GUIDE & OPERATING INSTRUCTIONS

ERIS
MASSAGE CHAIR

Use this guide to get the most out of your Eris Massage Chair.
It is recommended to read through this guide before using the chair.

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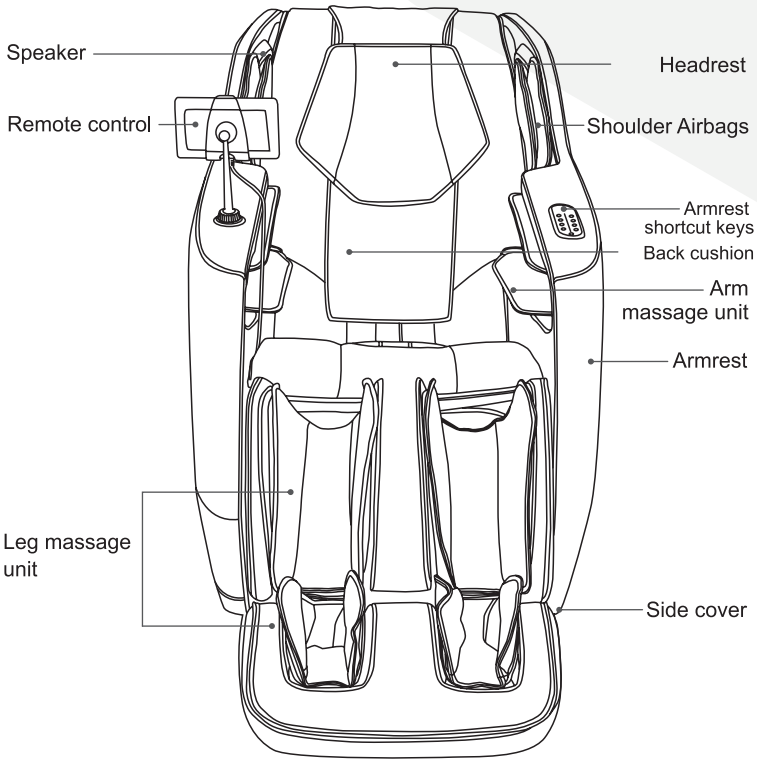
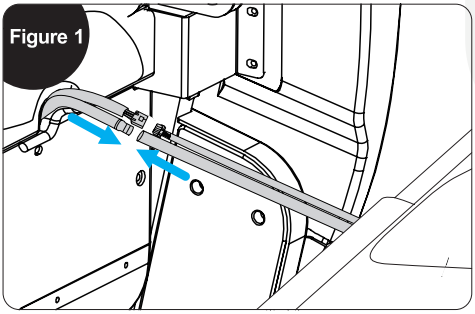
MASSAGE CHAIR COMPONENTS



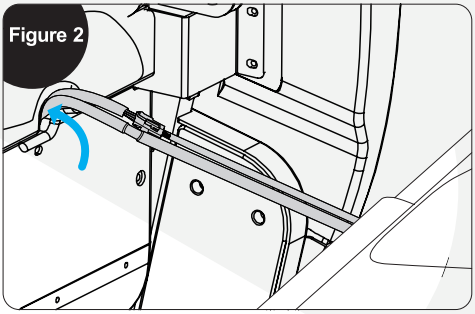
INSTALLATION & SETUP

LEGREST INSTALLATION

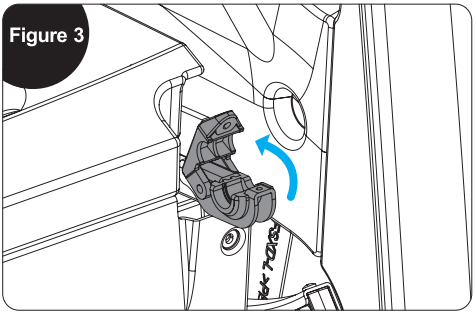
1. Connect the cable and air hose of the legrest into the sockets at the front of the steel frame assembly (Figure 1).



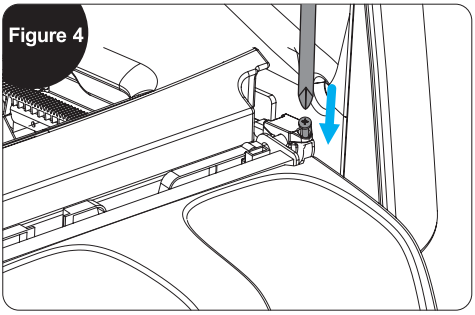
2. Push the connected cable and air hose into the backrest frame hole (Figure 2).



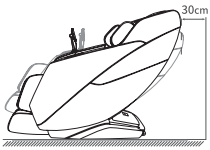
3. Open the legrest fixing covers on both sides of the steel frame assembly (Figure 3).



4. Lift the legrest and align the posts onto the slots, close/clamp the fixing cover and fix in place with the two M4 screws (Figure 3).

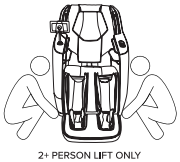


PLACING & MOVING THE CHAIR



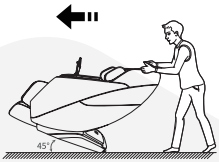
- Ensure there is at least 30cm between the upright massage chair and any walls or objects behind it to ensure the chair can recline freely.

- It is recommended to place the massage chair on a thin rug or mat to reduce chances of floor indentation over time.



- On delicate flooring areas, please lift the massage chair using two or more people to avoid floor damage.

- Otherwise, move the chair using the caster wheels at the rear of the seat base. Tilt the chair down and back by approximately 45 degrees and push to move.

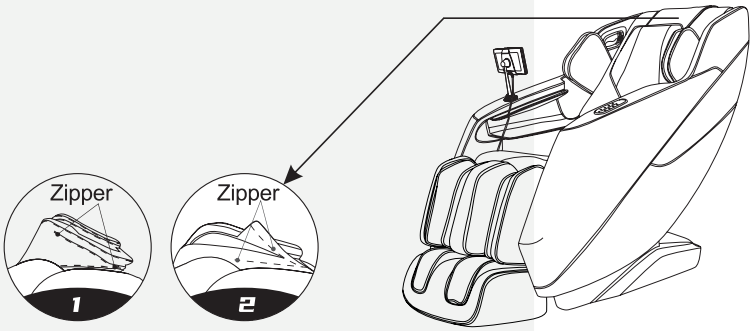


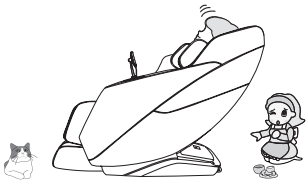
- Ensure the chair is powered off, free of people or objects on the seat, and will not travel over any gaps or cracks greater than 5mm or drops in the floor greater than 2mm before moving.

HEADREST & BACKREST CUSHIONS

- Using the headrest & backrest cushions can reduce the intensity of kneading massage on the neck and shoulders, and you can decide whether to use a headrest cushion according to your needs (it is recommended to begin using the cushions and assess your comfort level before removing).

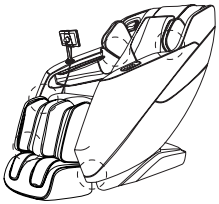
  The backrest cushion is connected to the backrest by a zipper (1), and the headrest cushion is connected to the backrest cushion by another zipper (2).





CHECK YOUR SURROUNDINGS

- Every time the massage chair is used ensure that there are no people, pets or objects around the unit.



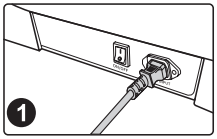
PRE-MASSAGE CHECKS

- Before massaging, make sure that no foreign objects are caught in the legs, feet, etc.
- Under no circumstances allow hands, feet, and head to penetrate into the area between the lower leg mechanism and main body, or the area between the armrest and the capsule.
- Under no circumstances should hands, feet, or head sink under the fabric or leather covering of the massage area.

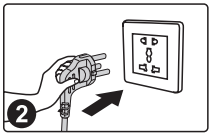
POWER ON

- Please check the power cord and plug for damage before use.
- It is strictly forbidden to use a power supply other than the power supply provided with this product.
- It is strictly forbidden to connect various power conversion devices without authorisation to supply power to this product.

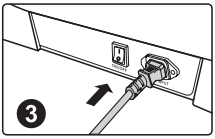
Plug in power cord



Schematic diagram of power on



Turn on the power switch ("I" position)



QUICK START GUIDE

1

Remove your shoes and sit into the chair. You can press down with your feet to extend the footrest length. It is recommended to use the massage chair without wearing jewellery or watches.

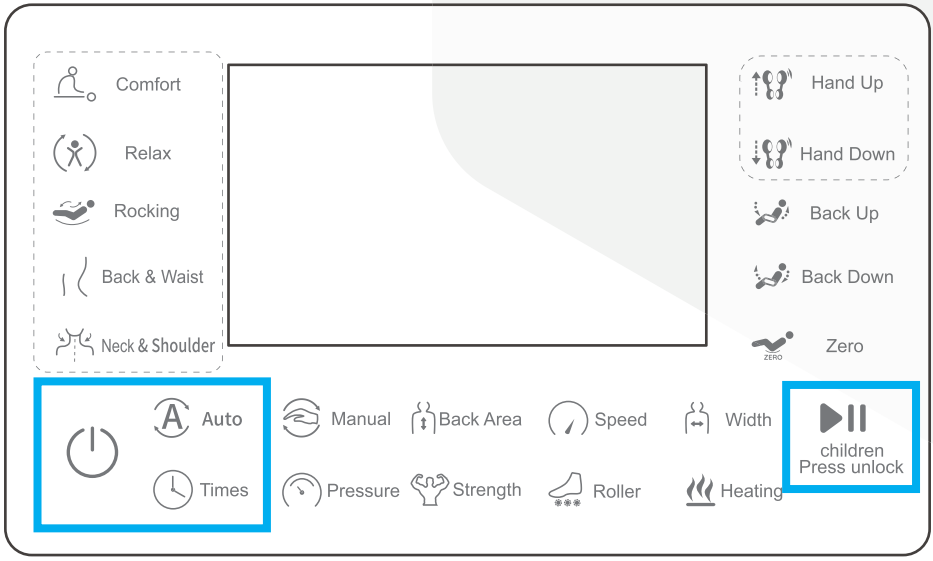
2

Press the power button on the remote control, and allow the chair 30-40 seconds to power on. Place your arms inside the arm rests.

3

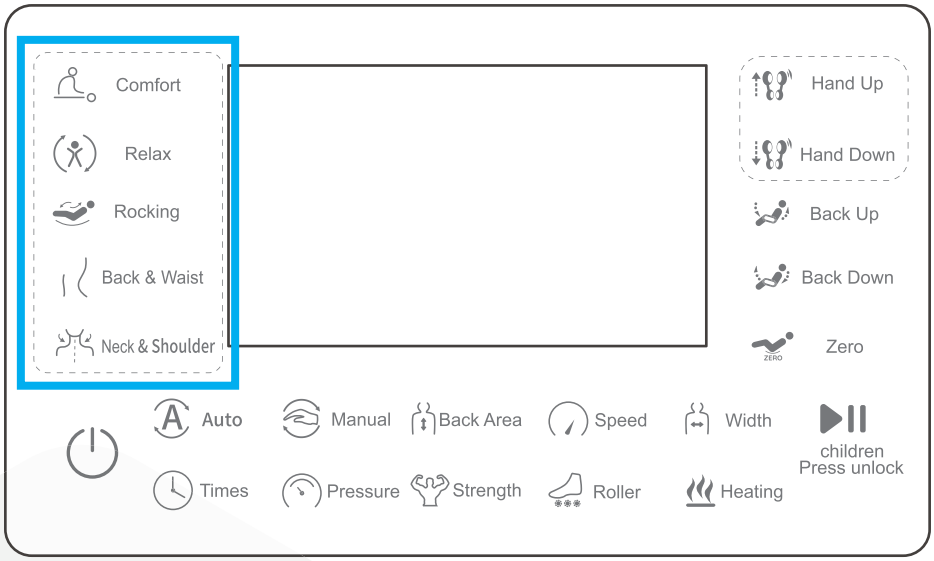
The chair will automatically enter an automatic massage mode if no buttons are pressed. You can enjoy this mode as it is, or read these operating instructions to learn about more advanced operation.

BASIC CONTROLS



- **Power button** turns the chair on & off. Wait 30-40 seconds for the chair to power on, then select a mode on the remote control. The chair will automatically enter comfort mode if no options are selected.
- **Auto button** cycles through selecting the 12 automatic massage programs.
- **Times button** adjusts the duration of the current massage program in five minute increments, up to a maximum of 30 minutes at a time.
- **Play/Pause or Child Lock button** will pause and resume the massage functions, and can be held for 3 seconds to lock & unlock the controls.

AUTOMATIC MODE CONTROLS

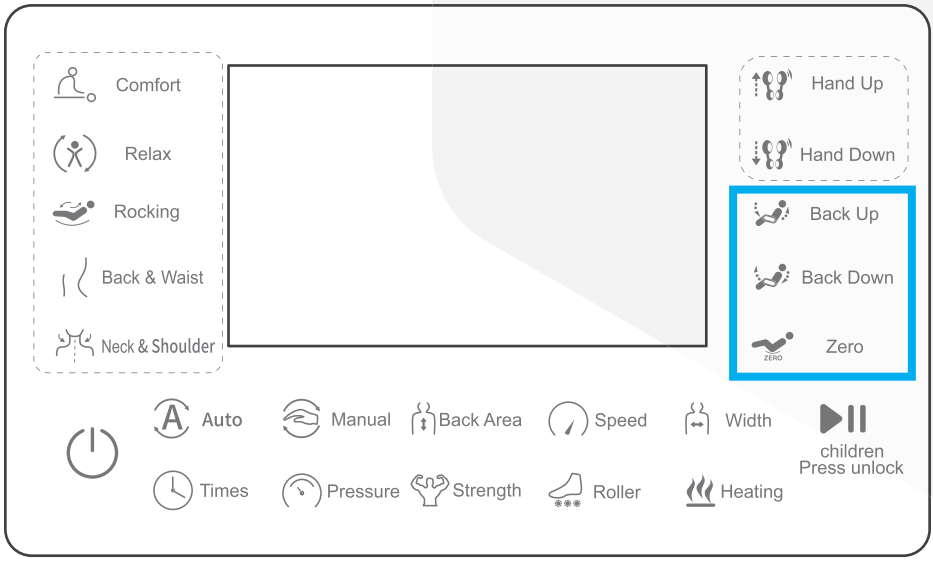


The automatic buttons are used for cycling through the various auto modes, including:

- **Comfort** is a gentle mode that targets the whole body
- **Relax** focuses mainly on lower back, legs & feet
- **Rocking** provides a gentle front stretch by lightly pulling feet down, and reclining backward
- **Back & waist** focuses on the back & waist areas
- **Neck & shoulders** focuses on the shoulder & neck areas
- The **Auto button** highlighted on previous page will cycle through the remainder of the automatic programmes:

Auto 06 - Full Body
Auto 07 - Spine Care
Auto 08 - Fatigue Recovery
Auto 09 - Meridians
Auto 10 - Hips & Thighs
Auto 11 - Soothing Sleep
Auto 12 - Leasure Health

CHAIR POSITION CONTROLS



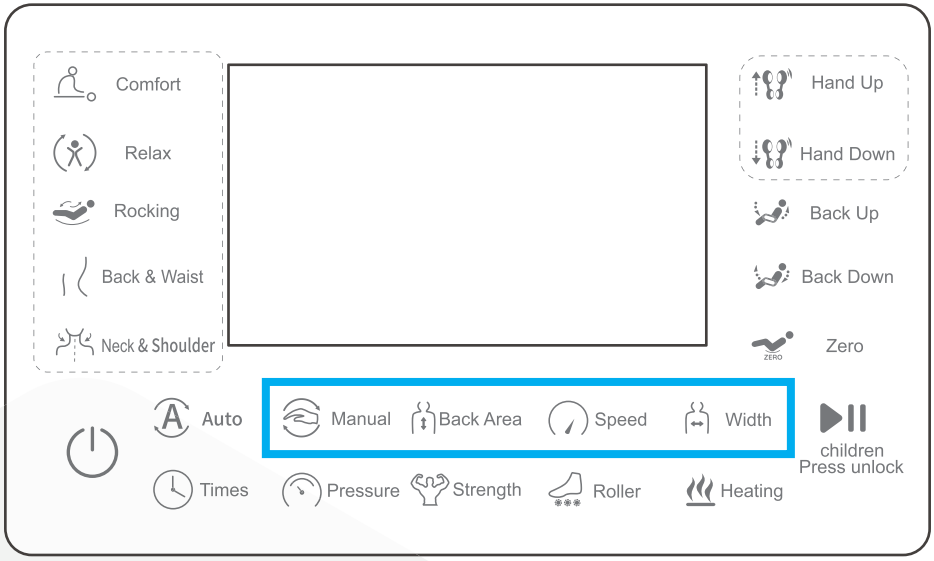
Used for selecting the position of the chair:

- **button** will bring the chair back to upright position.
  Press and hold to adjust position.

- **button** will recline the chair backwards.
  Press and hold to adjust position.

- **Zero button** moves the chair into zero gravity horizontal position (3 levels to choose from - press to cycle through)

MANUAL MODE & ADJUSTMENT CONTROLS



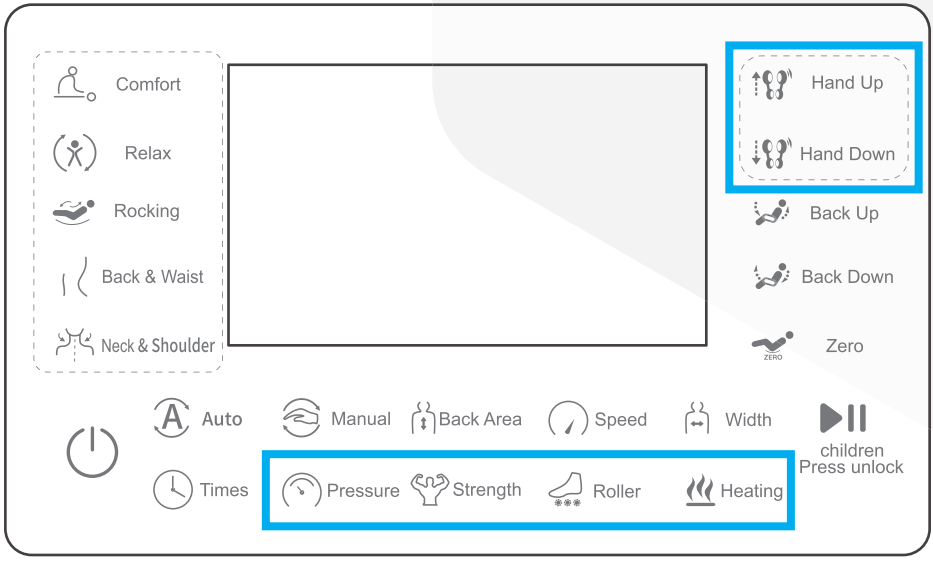
Manual button cycles between five manual massage techniques: knead, beat, knead & pat, shiatsu and knock.

Back Area button changes the up & down travel setting of the massage rollers:

(H1) fixed in place
(H2) up & down short distance
(H3) up & down full distance
(H4) up & down upper back only
(H5) up & down lower back only

Speed button toggles between 5 back roller speed settings during beat, knead + pat, shiatsu and knock manual modes.

Width button toggles between 3 back roller width settings during beat, shiatsu and knock manual modes.



Pressure button cycles between three airbag pressure modes: full body, upper body or lower body.

Roller button cycles between three foot roller strengths: low, medium, high and off.

Strength button changes the strength of the airbag pressure between five levels.

Heating button switches the backrest and calf heating function. Allow 3 minutes to reach full heat.

Hand Up button adjusts the back roller position higher when using H1 or H2 back area modes

Hand Down button adjusts the back roller position lower when using H1 or H2 back area modes

BLUETOOTH AUDIO

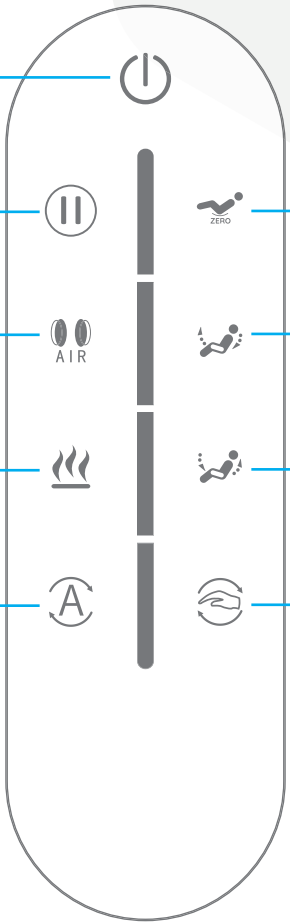
To play music or other audio through the Bluetooth speakers, go to the Bluetooth settings menu on your phone or device.

Search for a new device, look for “SMART COMFORT” or similar and choose ‘connect’ or ‘pair’.

You can then play music using your regular media player app.

ARMREST CONTROL PANEL

The armrest control panel can be used for basic functions without the need to remove the regular remote control from the holder



Power button
Press to power chair on or off

Pause button
Press to pause and resume the massage

Air Pressure button
Press to turn airbag function on or off

Heating button
Press to turn heating function on or off

Auto Button
Press to cycle through the automatic programs

Zero Gravity Button
Press to adjust the zero gravity recline setting

Back Down Button
Press and hold to recline the seat backward

Back Up Button
Press and hold to restore the seat upright

Technique Button
Press to toggle between the five manual mode back roller techniques:
- knead
- beat
- knead & pat
- shiatsu
- knock

Safety Precautions must be observed at all times

- Please read all relevant instructions carefully before use. The notes marked here will help you to use the product safely and correctly.

The following populations should not use this product:

- Persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they are supervised a by those responsible for their safety.
- Persons with implantable medical devices such as pacemakers.
- Pregnant, unwell, or those with pre-existing medical condition(s).

If you are unsure of your suitability for using this device, please consult with your medical professional before use.

IMPORTANT SAFETY WARNINGS:

- Keep children away from the movable parts of this product.
- Do not drop or push anything into any slot or gap of the machine.
- Do not press or put your hands into the cloth cover of the massage rollers.
- Please empty your pockets before operating this machine.
- Do not carry fragile or combustible material in your pockets such as mobile phones, lighters or e-cigarettes/vapes.
- Use a well-grounded power supply unit suitable for this product.
- Pull out the plug after use or before cleaning to avoid any damage to physical injury or the product.
- Operate this product as instructed in this manual.
- Do not use any parts or accessories which are not recommended.
- Do not use this product outdoors.
- Do not use near open flames such as stoves, and do not smoke while using.
- Do not use heating equipment such as electric blankets on this product.
- Do not sit on the back of the chair, leg massagers, shoulders, armrests, or stand on the seat.
- Please read the Operation Instructions carefully before operation.
- Never use this product for any other purpose not listed in the manual.
- 20 minutes of usage each time is recommended.
- Do not use this product if the cover or leather is broken or damaged.
- Do not drop anything into this product.
- Never fall asleep while using this product.
- Do not use this product within one hour after a meal.
- Do not use this product with excessive force to avoid any injury.
- Do not use for purposes other than massage.
- If the power cord or any other part is damaged, it must be replaced by a professional authorized by the retailer or manufacturer, their maintenance department or similar department
- Please stop immediately and consult your doctor if you feel unwell when using this machine

Operating Environments:

- Do not use or store this product in a damp environment such as the bathroom.
- Stop using this product immediately if the device temperature changes sharply.
- Do not use this product in any heavily-dusty or caustic environment.
- Do not use this product in a small space or a place without good ventilation.

Storage Conditions:

- Storage room temperature: 5 °C to 40 °C.
- Relative humidity (RH) between 20% and 80%; free of corrosive gases, and a well-ventilated room.

Product Service & Maintenance:

- This product should be maintained by the service center or service person designated by the original retailer or manufacturer only. No user should attempt to disassemble or maintain it without permission.
- The mechanical components of this product are specially designed and manufactured, so no special maintenance is needed.
- Do not forget to turn off the main power switch after usage.
- Do not use this product if the power socket becomes loose.
- If this product will be left unused for a long period of time, it is necessary to roll up the power cord of this product and store this product in a dry and dust-free environment.
- Do not store this product at a high temperature or near open flame.
- Avoid prolonged exposure to direct sunshine.
- Please clean this product with a dry cloth only. Never use thinner, benzene or alcohol.
- Do not roll or pull this product on any uneven ground. Instead, it should be lifted before moving.
- Please use this product intermittently. Do not keep it working continuously for a long period of time.

Other Precautions:

- Check whether voltage is consistent with the specification of this product.
- Do not let water contact or flow into this product to avoid electric shock & damage.
- Do not pull the power cord when plugging or unplugging it. Rough handling is forbidden.
- Do not damage the wire or modify the circuit of this product.
- Do not clean live parts of this product with a wet cloth such as a power switch and plug.
- Be away from this product in case of power failure to avoid any injury if power is restored suddenly.
- Stop using this product at once if it is operating abnormally, and consult your original retailer.

BASIC TROUBLESHOOTING

- Check all assembly steps are complete. Double-check connections are firm and secure.

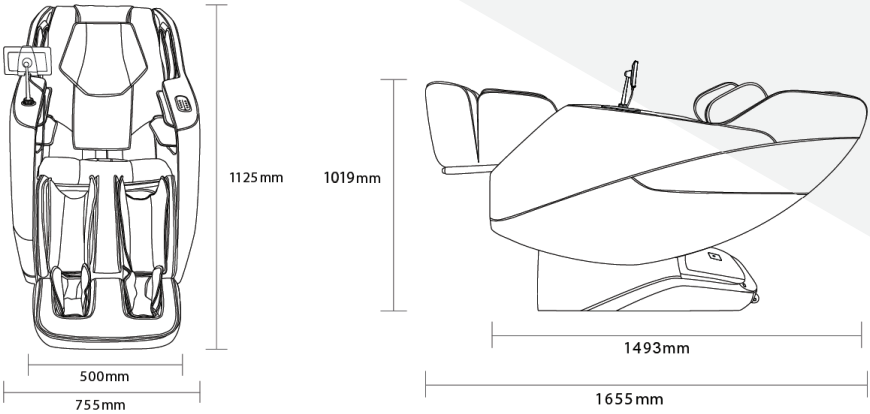
- Turn the chair off at the wall outlet for 10 minutes to reset all electrical components.

- If there is no power to the chair, check if your chair has a fuse in the back panel. Follow the steps in the video for checking your fuse and replacing if required.

  Scan the QR Code to view a video of replacing massage chair fuse (opens Youtube link)

- Check for error codes on the remote control:
  While the chair is powered on, press the 'Auto' button and the 'Width' button at the same time to see if an error code appears on screen. If so, note this code down for liasing with customer service staff.

ERIS MASSAGE CHAIR



Keep at least 275mm of clear space between the chair backrest and nearby walls or furniture to ensure there is no contact with any items when chair is fully reclined.

Health and Safety Warnings: Do not drop or push anything into any slot of the machine. Please stop immediately and consult your doctor if you feel unwell when using this machine. Not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless supervised.

Do not use if you are pregnant, unwell, or have a pre-existing medical condition.

Do not sit on the back, armrest, or the leg rest as it may result in damage or injury.

Do not press or put your hands into the cloth cover of the massage hands.

Children should be supervised to ensure that they do not play with the product.