

BY SYNARGY®
SMART
COMFORT

LUNA

MASSAGE CHAIR



USER GUIDE
OPERATING INSTRUCTIONS



LUNA

MASSAGE CHAIR

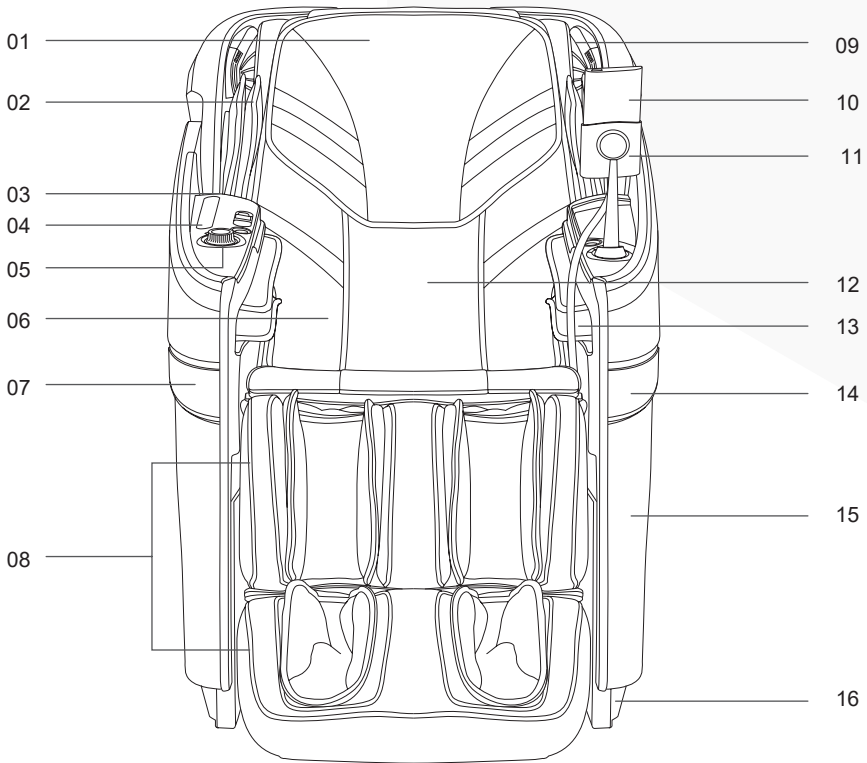


Use this guide to get the most out of your Luna Massage Chair.
It is recommended to read through this guide before using the chair.

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MASSAGE CHAIR COMPONENTS



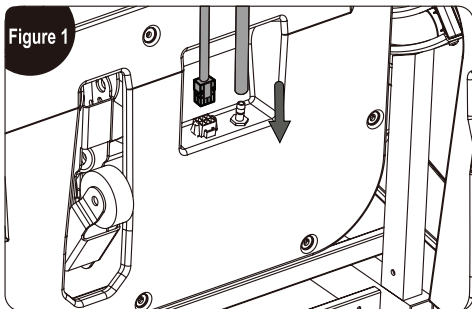
- 01.Head Cushion
- 02.Shoulder Airbags
- 03.USB Outlet
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- 12.Backrest Cushion
- 13.Armrest Airbags
- 14.Armrest LED Light
- 15.Armrest Cover
- 16.Side Panel

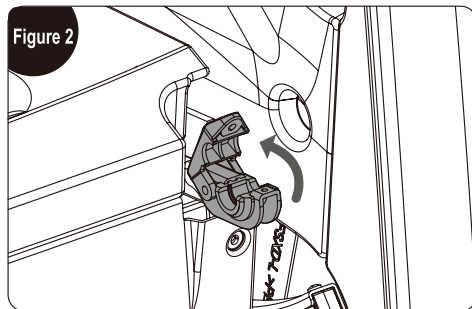
INSTALLATION & SETUP

LEGREST INSTALLATION

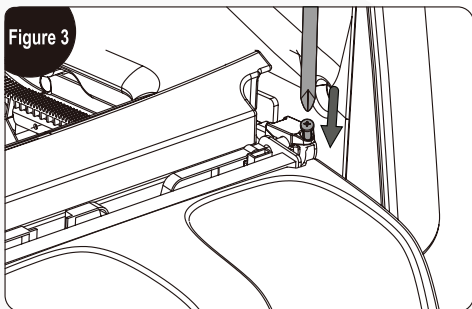
1. Connect the cable and air hose of the legrest into the sockets at the front of the steel frame assembly (Figure 1).



2. After the connection is completed, open the legrest fixing covers on both sides of the steel frame assembly (Figure 2).



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



REMOTE CONTROL HOLDER INSTALLATION

1. Align the bracket of the hand controller with the mounting base in the left side armrest, then insert it downwards. After placing the bracket in position, lock it with M6 screws. (Figure 1)

2. After locking the bracket, align the bracket cover with the installation socket and clip it in (Figure 2)

Figure 1

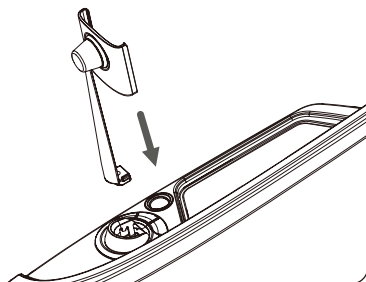
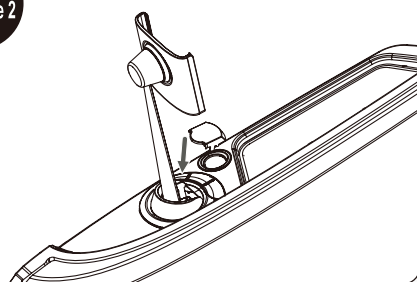


Figure 2



REMOTE CONTROL CABLE INSTALLATION

Find the cable end under the seat cushion, located near your left hand/left thigh if you were to be sitting in the chair. Connect firmly with the cable coming from the remote control.

Tighten the plastic locking nut to solidify the connection, and tuck under the seat cushion.

Figure 1

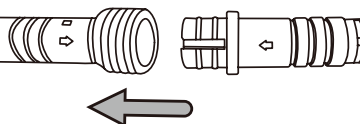
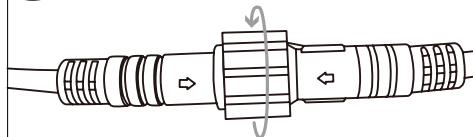
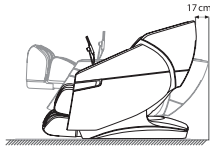


Figure 2



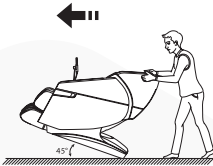
PLACING & MOVING THE CHAIR



- Ensure there is at least 17cm 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.



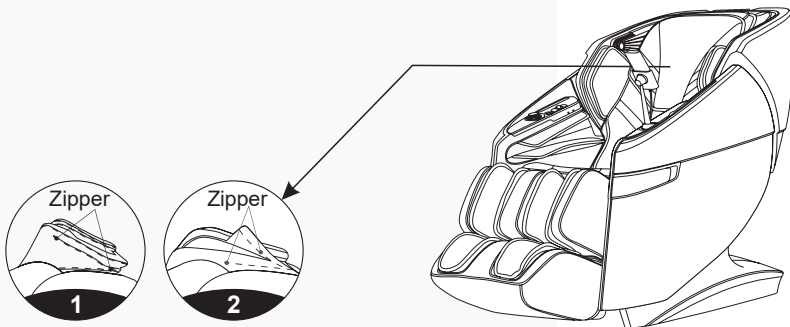
- On delicate flooring areas, please lift the massage chair using two or more people to avoid floor damage.
- Otherwise, move the chair using the caster wheels at the rear of the seat base. Tilt the chair down and back by approximately 45 degrees and push to move.

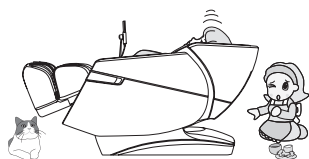
- Ensure the chair is powered off, free of people or objects on the seat, and will not travel over any gaps or cracks greater than 5mm or drops in the floor greater than 2mm before moving.

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).

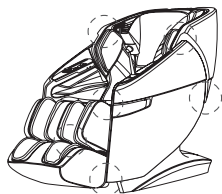




CHECK YOUR SURROUNDINGS

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

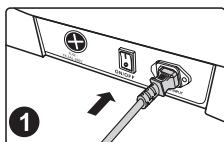
PRE-MASSAGE CHECKS



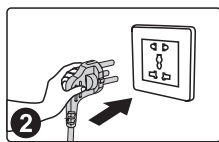
- Before massaging, make sure that no foreign objects are caught in the legs, feet, etc.
- Under no circumstances allow hands, feet, and head to penetrate into the area between the lower leg mechanism and main body, or the area between the armrest and the capsule.
- Under no circumstances should hands,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

POWER ON

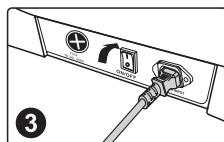
- Please check the power cord and plug for damage before use.
- It is strictly forbidden to use a power supply other than the power supply provided with this product.
- It is strictly forbidden to connect various power conversion devices without authorisation to supply power to this product.



Plug in power cord



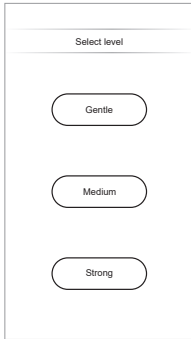
Schematic diagram of power on



Turn on the power switch ("I" position)

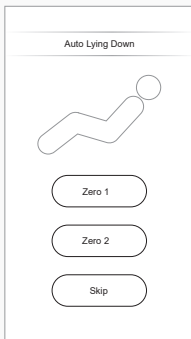
QUICK START GUIDE

Remove your shoes and sit into the chair. It is recommended to use the massage chair without wearing jewellery or watches.

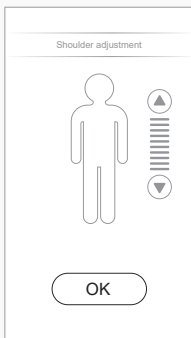


Press the power button on the top of the remote control, and allow the chair 20-30 seconds to power on.

First, the chair will ask you to select a general massage intensity between gentle, medium and strong.



Next, the chair will ask you to select between Zero Gravity position I, Zero Gravity position II (which is further reclined) or press Skip to remain upright.



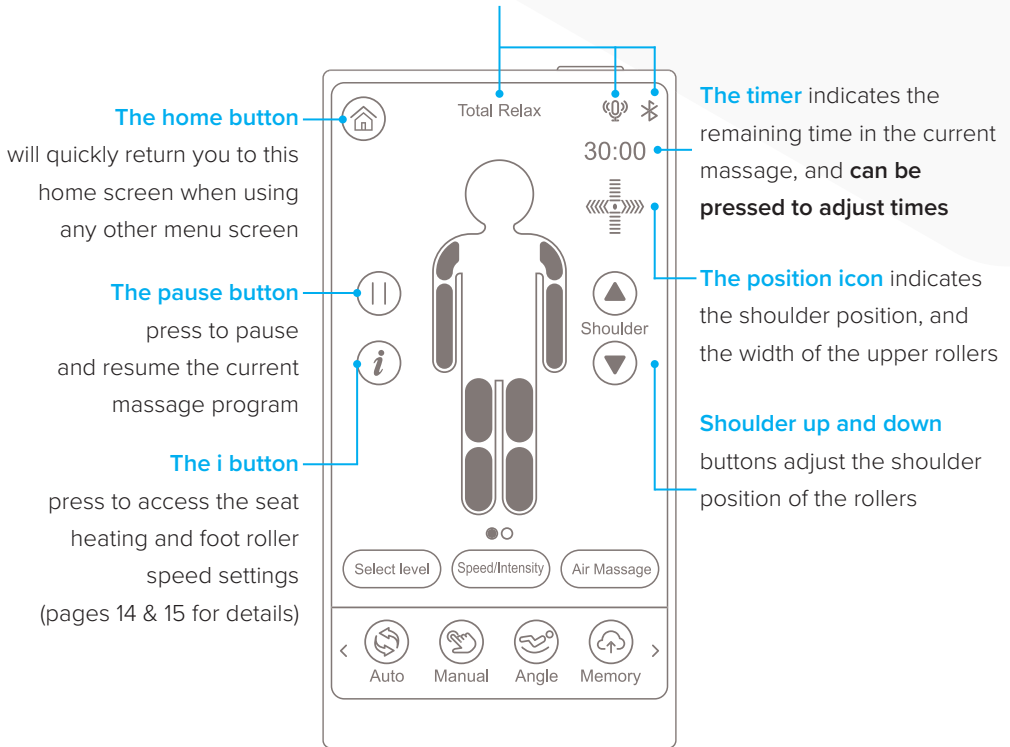
Lastly the chair will ask you to confirm your shoulder position. Use the arrow keys to adjust the back rollers to where they feel comfortable on your shoulders.

BASIC CONTROLS

Long press the power button on top of the remote control to power the chair on or off.

Once powered on, the remote will display the below Home Screen:

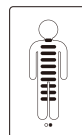
The **status bar** indicates the name of the current mode, and whether or not voice control and Bluetooth audio are enabled



You can swipe left & right on the home screen to toggle between two views:



View 1:
indicates the airbag
massage status



View 2:
indicates the back
roller position

AUTOMATIC MODES

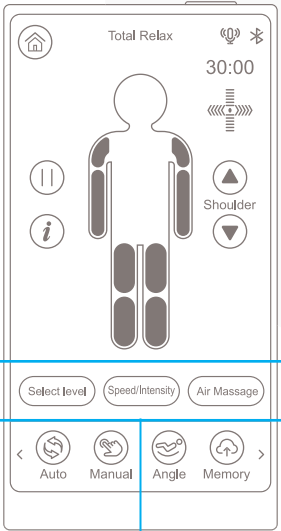
From the Home Screen, press the **Auto** button at the bottom to open the automatic modes menu.



There are four screens of different programs to choose from - swipe left and right on the automatic modes menu to change between screens.

Total Relax	A fully reclined relaxing massage with background music (can be turned off in settings, page 21)
Chinese Massage	A gentle massage with a focus on the lower back & waist with background music
Relieve Massage	A deeper pressure massage mode with kneading, patting and pressing of the neck, back, waist and glutes with background music
Body Balance	A full body mode that mainly uses airbags rather than the back rollers
Thai Massage	Strong intensity massage. This mode will hold the body in place while mimicking stretching-type massage movements used in traditional Thai massage
Full-body Stretch	Uses the airbags to hold the body in place and apply stretching-type massage movements using the flexible backrest and massage rollers
Neck & Shoulder Care	A gentle mode with a focus on the neck and shoulders, and applying pressure on the Jianjing (trapezius) acupoint
Spine Traction	A medium intensity massage that incorporates seat heating and focuses on the waist and lower back areas
Leg & Foot Relieve	A gentle mode with a main focus on calves and feet, and secondarily the shoulders and waist
Superior Enjoyable	A gentle mode that mainly uses airbag massage, with some foot roller and calf focus. Suitable for Persons who enjoy a less intense massage
Executive	A moderate to strong intensity, deep pressure full body massage recommended for larger & stronger users
Keep Fit	A gentle intensity full body mode, massaging the shoulders, neck, back and waist recommended for Persons who enjoy a gentle massage
Office Regimen	Moderate intensity mode aimed to relieve common trouble areas for sedentary and office-based lifestyles (shoulders, neck and waist focus with deep pressure)
Health Recharge	A gentle to moderate intensity massage that is aimed at encouraging bloodflow stimulation
Energy Boost	A strong intensity massage with deep pressure for high-activity, high-stress athletes
Lunch Break	A gentle back and waist massage with pressure on the Shenyu (lower back) acupoint - can be used quickly as a refresher throughout the work day
Back Spa	A deep pressure massage with seat heating, this full body mode focuses on pressing acupoints
Sweet Dream	A gentle massage that pressures the Fengchi (neck) and Shenyu (lower back) acupoints to help encourage a better night's sleep - includes background music (can be turned off in settings)

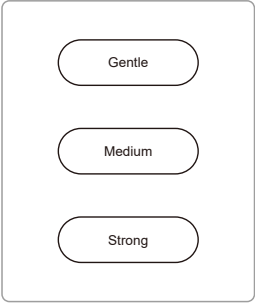
ADJUSTING YOUR MESSAGE



Select level

Select level allows you to adjust the overall intensity setting that was originally selected during power on.

The options are: gentle, medium and strong.

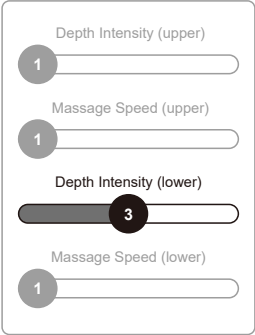


Speed/Intensity

Speed/Intensity allows you to adjust the speed and depth intensity of the back rollers.

There are upper and lower back rollers, both their own speed and depth settings.

Use the sliders to adjust each setting, 1 is the lowest setting and 5 is the highest:

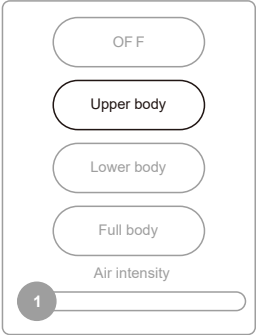


Air Massage

Air Massage allows you to toggle which areas have airbag massage turned on.

The options are: upper body only, lower body only, full body and off.

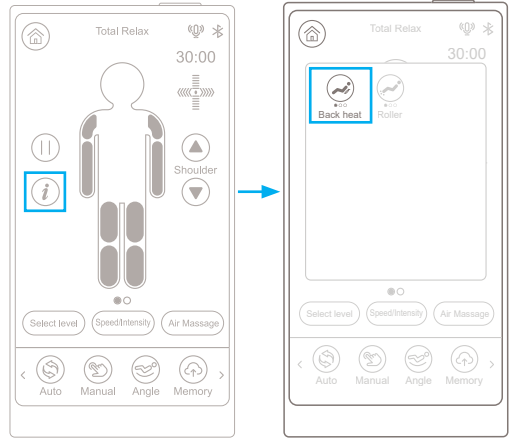
You can use the slider at the bottom to change the airbag intensity between 5 levels.



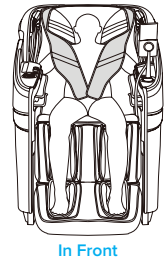
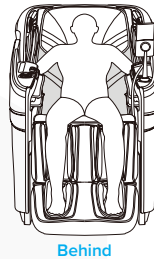
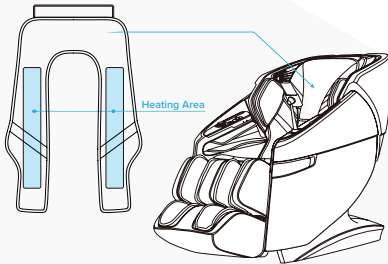
BACK HEATING

From the Home Screen, press the **i** button to open the Back Heat and Roller menu.

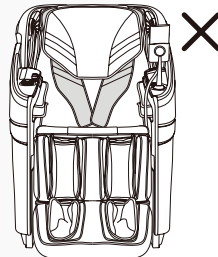
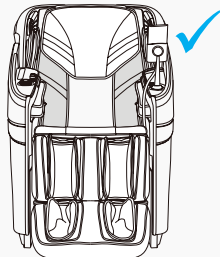
Press the button labelled **Back heat** to toggle between: off, low, medium and high temperature. Allow up to 3 minutes to reach temperature.



The heating shawl can be placed behind the back for back heating, or brought in front of the shoulders for torso heating.



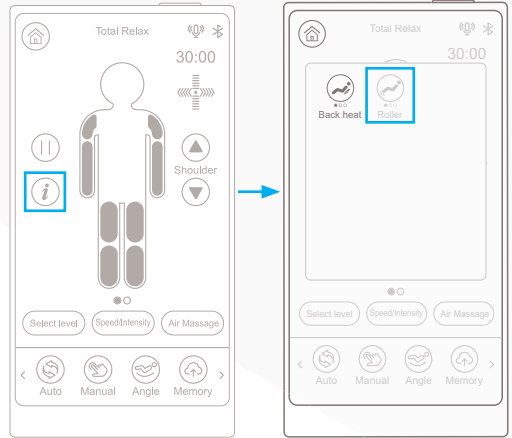
When the shawl is used behind the back, ensure the ends are positioned straight downward so as not to block the operation of the back rollers:



FOOT ROLLERS

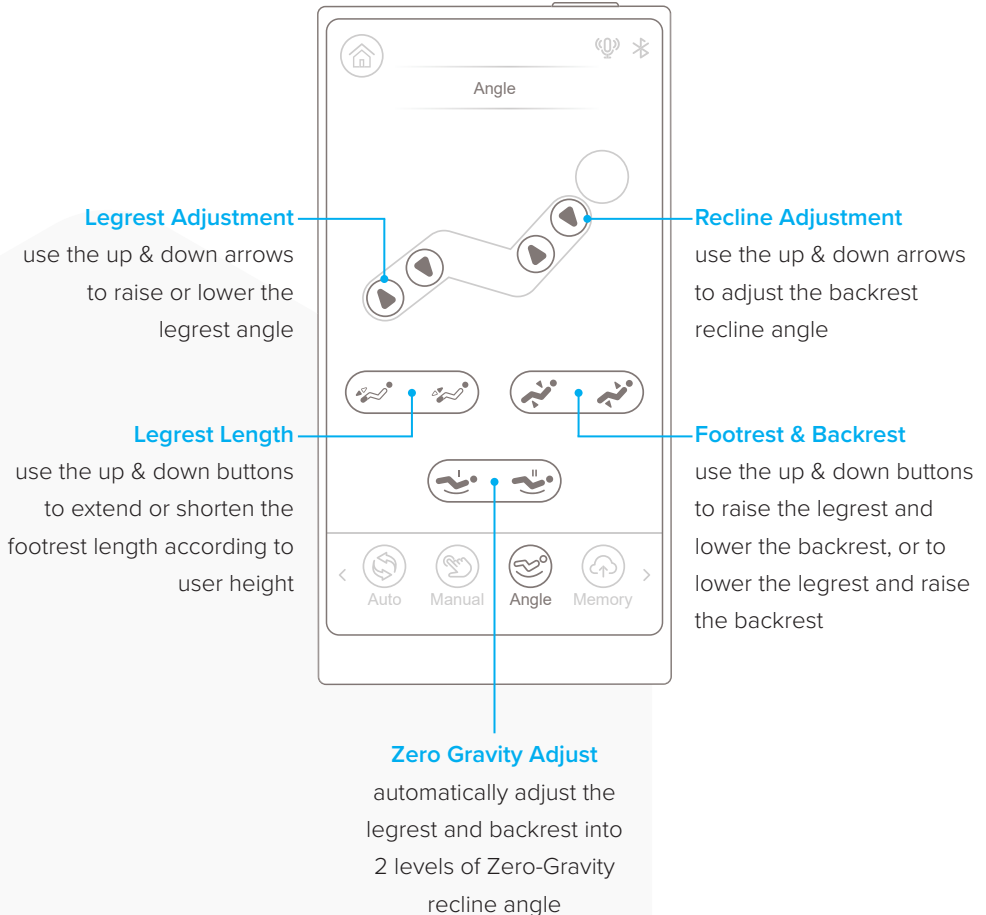
From the Home Screen, press the **i** button to open the Back Heat and Roller menu.

Press the button labelled **Roller** to toggle between: off, low, medium and high speed for the foot rollers.



POSITION CONTROLS

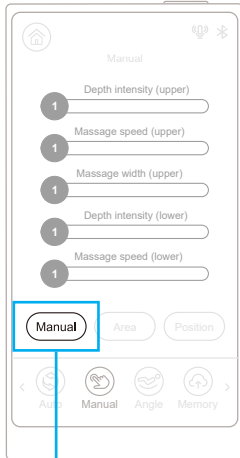
From the Home Screen, press the **Angle** button at the bottom to open the angle adjustments menu.



MANUAL MODE

CHOOSING A MESSAGE ROLLER TECHNIQUE

From the Home Screen, press the **Manual** button to open the manual menu.



From the manual menu, a second **manual** button appears - press this to open a list of message techniques and select one from the list below.

There are different settings for the upper and lower message rollers:



Upper Rollers:

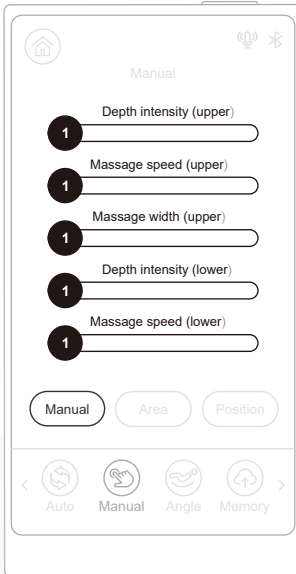
- **Stop (off)**
- **Knead**
(4 options - press to cycle)
- **Tap**
(2 options - press to cycle)
- **Knead & Tap**
(4 options - press to cycle)
- **Shiatsu**
(2 options - press to cycle)
- **Grasp**
(4 options - press to cycle)
- **4D**
(4 options - press to cycle)

Lower Rollers:

- **Stop (off)**
- **Knead**
(4 options - press to cycle)

MANUAL MODE

ADJUSTING THE ROLLER DEPTH, SPEED & WIDTH



After selecting massage techniques for the rollers you can adjust the depth intensity, roller speed and width of the upper rollers, and the depth intensity and speed of the lower rollers all from the manual mode menu.

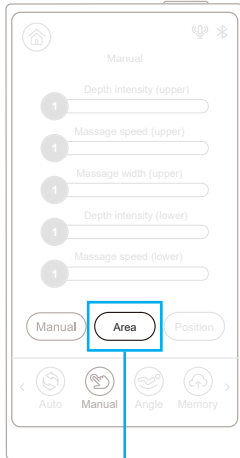
Use the sliders to adjust any of these settings from 1 (lowest) to 5 (highest)

Note: the 'width' settings can only be adjusted when manual technique is set to a tapping, shiatsu or 4D (third and fourth options) mode.

MANUAL MODE

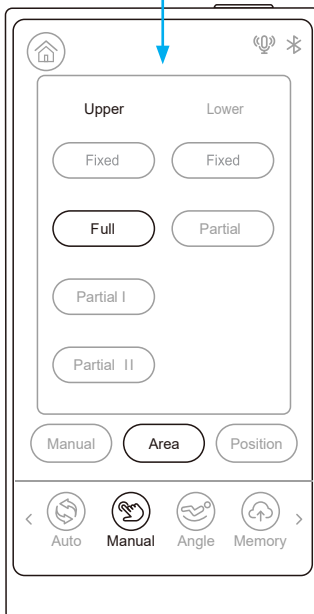
SELECTING A BACK ROLLER AREA

From the Home Screen, press the **Manual** button to open the manual menu.



From the manual menu, press the Area button - this will bring up the roller area options. These control which area(s) of the back the rolling mechanisms will cover.

Select a roller movement option from the below settings:



Upper Rollers:

- **Fixed**
the upper rollers will stay in place while massaging*
- **Full**
upper rollers will travel up & down the full length of the back area
- **Partial I**
upper rollers will travel a short distance up & down in the upper back area
- **Partial II**
upper rollers will travel a short distance up & down in the lower back area

Lower Rollers:

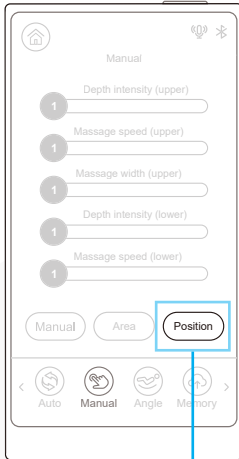
- **Fixed**
the lower rollers will stay in place while massaging*
- **Partial**
the lower rollers will travel a short distance up & down the lower body/ glutes area

**continue to next page for adjusting the specific position of the rollers on these modes*

MANUAL MODE

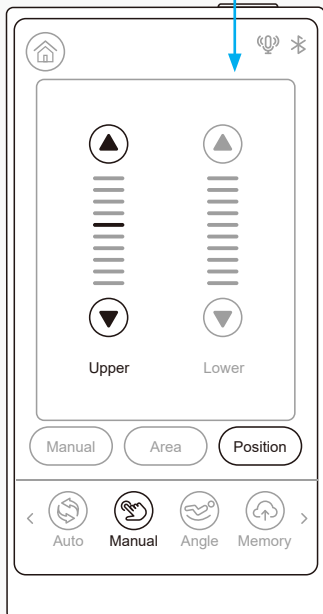
ADJUSTING THE POSITION OF THE BACK ROLLERS

From the Home Screen, press the **Manual** button to open the manual menu.



From the manual menu, press the Position button - this will bring up the roller area position adjustment.

You can adjust the position of the back rollers to target a specific height on your back (lower back, mid back, traps/neck) while using the **Fixed** roller area setting (page 19).



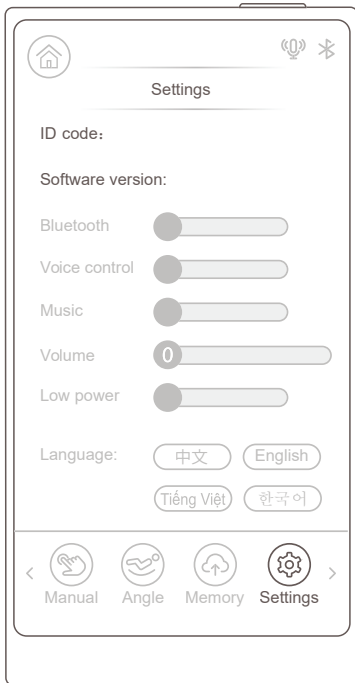
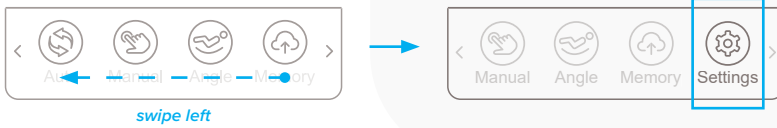
Use the up and down arrows on either the upper rollers setting or the lower rollers setting to adjust the roller positions up and down.

Each roller (upper and lower) can be adjusted by holding the arrow buttons down or pressing for minor adjustments.

The selected position is indicated by a highlighted line.

SYSTEM SETTINGS

From the Home Screen, swipe left on the lower menu items to scroll across to the **Settings** button (or tap on the small arrow icons)



Bluetooth - allows the pairing of Bluetooth devices to play music through the speakers. On or off status is indicated by a Bluetooth icon at the top right of the screen.

Voice control - allows the usage of voice commands for controlling the chair (see page 28 for details). On or off status is indicated by a microphone icon at the top right of the screen.

Music - toggles the built-in background music for several automatic massage modes.

Volume - use this slider to adjust the volume of audio from connected Bluetooth devices from 0 (quietest) to 15 (loudest).

Low power - when on, the chairs functions are reduced at the end of a massage program to save power. Chair can only be powered back on by using the power button on the remote control (shortcut keys will not work).

Language - press to select a remote control language between Chinese, English (default), Vietnamese or Korean.

BLUETOOTH AUDIO

To play music or other audio through the Bluetooth speakers, ensure that Bluetooth audio is enabled on the chair (see previous page for details).

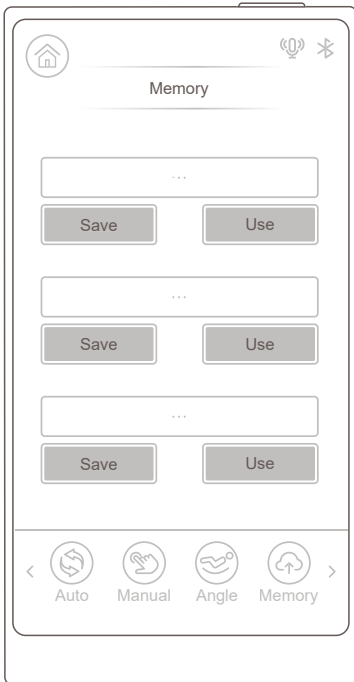
Then, enter the Bluetooth settings menu on your phone or device.

Search for a new device, look for “Smart Comfort 0000” or similar and choose ‘connect’ or ‘pair’.

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

MEMORY SETTINGS

From the Home Screen, press the **Memory** button to open the memory menu.



The memory settings allow you to save up to 3 sets of your favourite settings to quickly load up and use again later.

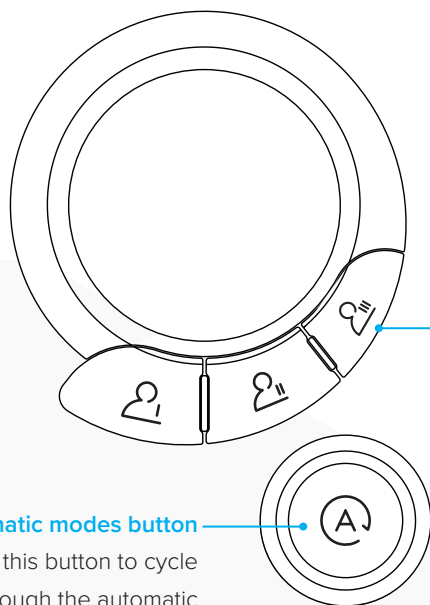
While the chair is operating with all settings to your preference, press the **Save** button on the memory menu to save to memory.

When you would like to load up the saved settings again, press the **Use** button on the desired set after powering up the chair and the mode, airbags, rollers and recline settings will all enter the saved settings.

ARMREST CONTROL PANELS

The armrest control panels can be used for controlling massage features & functions without using the main remote control.

LEFT SIDE ARMREST BUTTONS



Automatic modes button

press this button to cycle through the automatic massage modes

Memory buttons can be used to operate the memory settings. Press and hold the **I**, **II** or **III** button to save the current massage settings to that memory slot.

Quick press the **I**, **II** or **III** button to load and use the massage settings that are saved in that slot

RIGHT SIDE ARMREST BUTTONS

Depth Intensity dial / Power button

press this button to switch the chair on and off, and twist the dial to adjust the depth intensity of the upper massage rollers

Techniques button

press this button to cycle through the manual roller techniques

Time button

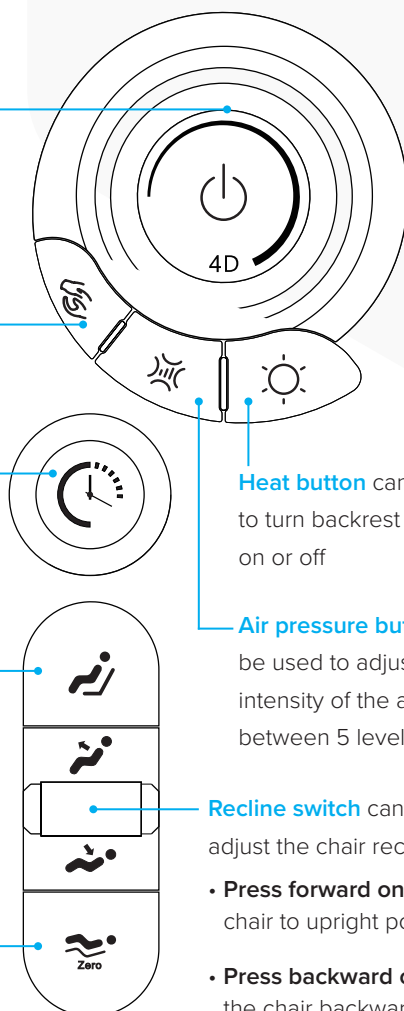
press this button to add more time to the current massage program (adds 5 minutes per button press)

Reset button

use this button to restore the chair to the standard upright position

Zero Gravity button

press this button to cycle through the Zero-Gravity recline positions



Heat button can be used to turn backrest heating on or off

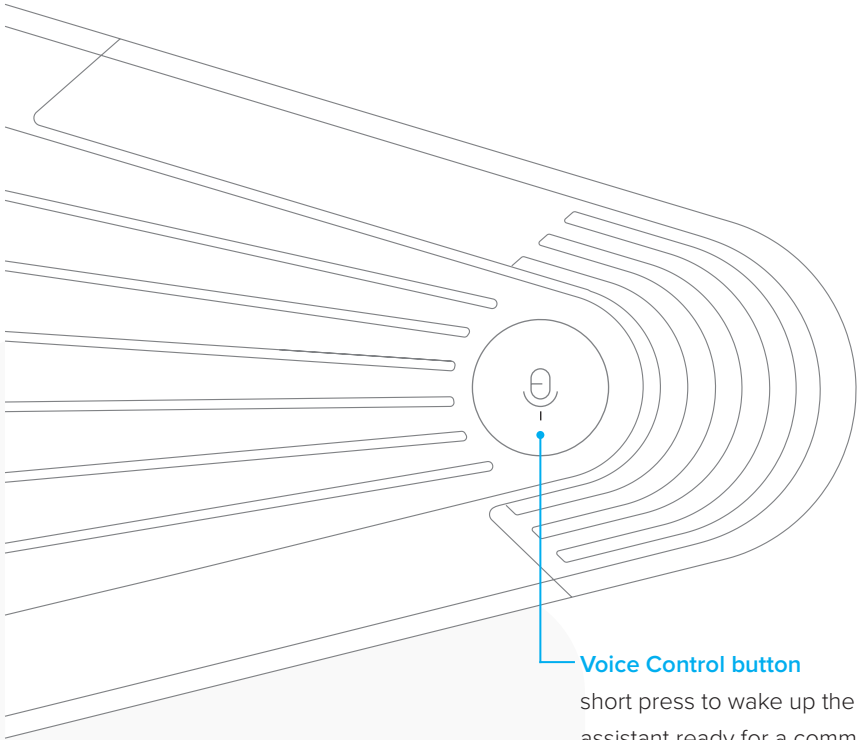
Air pressure button can be used to adjust the intensity of the airbags between 5 levels or off

Recline switch can be used to adjust the chair recline angles:

- **Press forward once** to restore chair to upright position
- **Press backward once** to recline the chair backwards
- **Double press forward or backward** to adjust only the legrest angle

SPEAKER BUTTONS

LEFT SIDE SPEAKER BUTTON

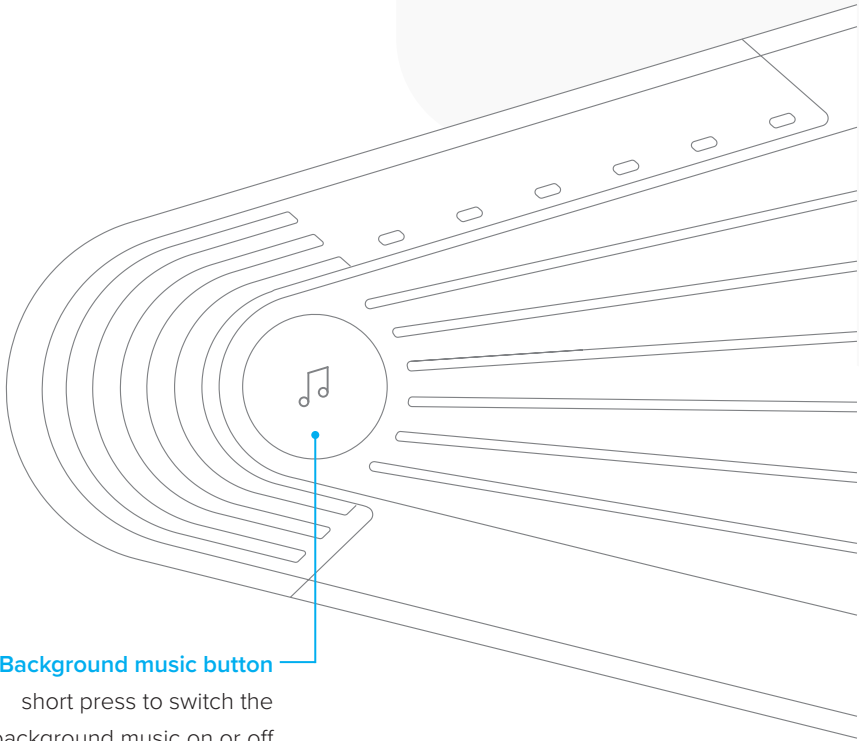


Voice Control button

short press to wake up the voice assistant ready for a command, or long press to turn on/off the voice control functionality.

Voice Control on or off status is indicated by a microphone icon at the top right of the remote control screen

RIGHT SIDE SPEAKER BUTTON



Background music button

short press to switch the background music on or off during certain automatic modes that include music by default

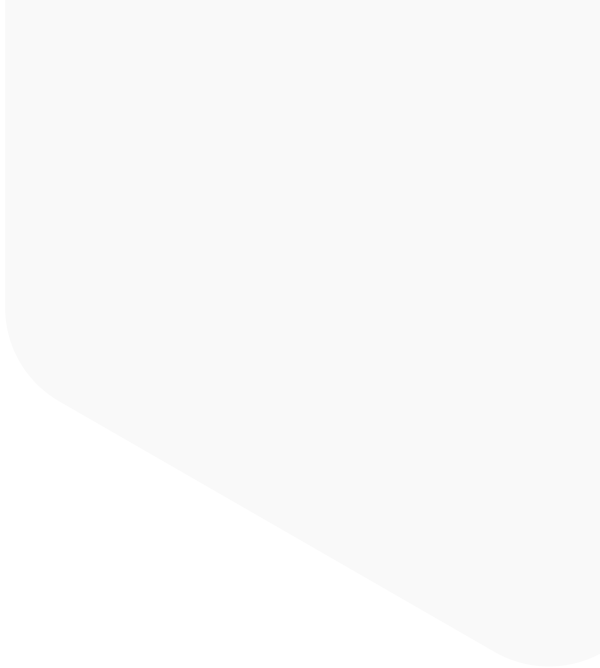
(see page 12 for details)

VOICE CONTROL

To control the chair via Voice commands, say the phrase “Hi Alice” and wait for the chair to respond “I am here”. You can then give the following voice commands to activate the desired settings:

Say this:	To do this:
<i>“Hi Alice”</i>	Prompt the chair to listen for a voice command
<i>“Massage on”</i>	Start the massage
<i>“Massage off”</i>	Stop the massage
<i>“Total Relax”</i>	Change to Total relax automatic massage program
<i>“Energy Boost”</i>	Change to Energy Boost automatic massage program
<i>“Sweet Dream”</i>	Change to Sweet Dream automatic massage program
<i>“Neck & Shoulder Care”</i>	Change to Neck & Shoulder Care automatic program
<i>“Lunch Break”</i>	Change to Lunch break automatic program
<i>“Thai Massage”</i>	Change to Thai Massage automatic program
<i>“Airbags on”</i>	Turn airbags on
<i>“Airbags off”</i>	Turn airbags off
<i>“Seat position up”</i>	Recline the chair upwards slightly
<i>“Seat position down”</i>	Recline the chair backwards slightly
<i>“Change the mode”</i>	Change to from automatic mode to manual operation
<i>“Move up”</i>	Move back massage rollers down slightly (during Partial/Fixed point manual mode)
<i>“Move down”</i>	Move back massage rollers up slightly (during Partial/Fixed point manual mode)

You can also press the voice control button on the left side speaker:
short press to wake the voice assistant ready for a command
or long press to turn voice control off or on.



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 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

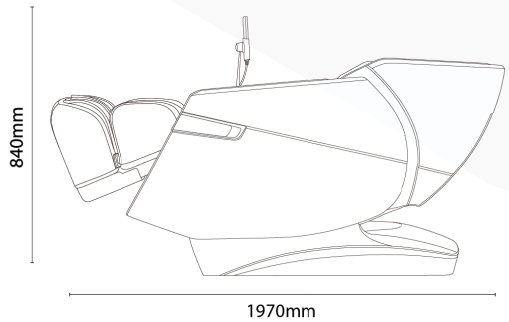
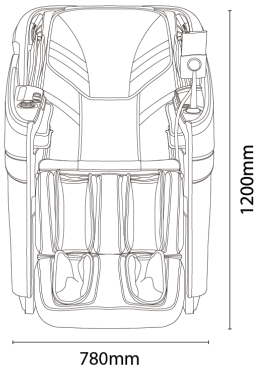
- Check all assembly steps are complete. Double-check connections are firm and secure.
- Turn the chair off at the wall outlet for 10 minutes to reset all electrical components.
- If there is no power to the chair, check if your chair has a fuse in the back panel. Follow the steps in the video for checking 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:
Select the Settings menu. Continuously tap the text ID code until a beep is heard. Return to the home screen using the home icon. An error code will be displayed in the green area if there is a fault. Quote this error code to Customer Service when reporting the fault.

LUNA MASSAGE CHAIR



Keep at least 170mm 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.