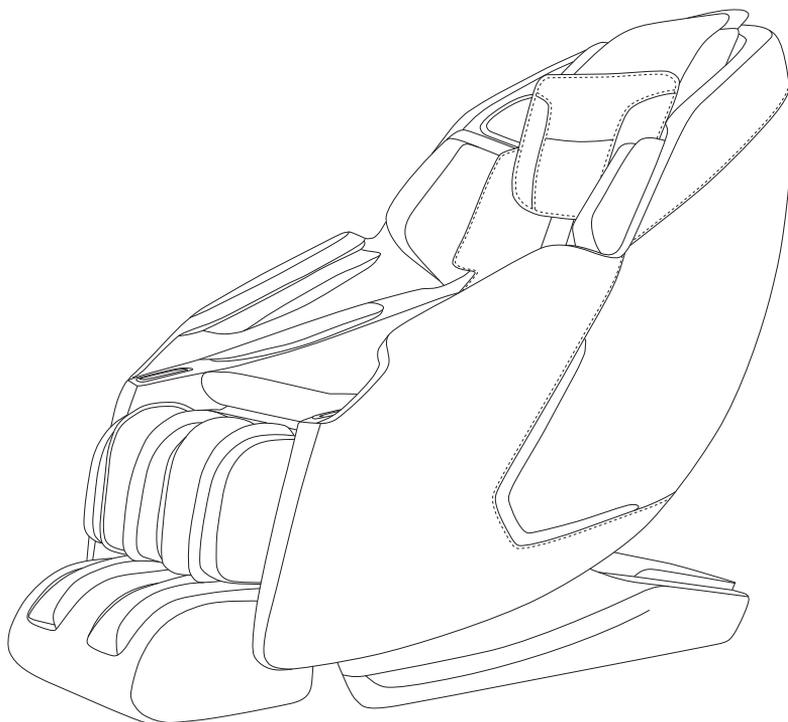


GIANTEX



USER'S MANUAL

Massage Chair

JL10010WL

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION. PLEASE READ AND KEEP FOR FUTURE REFERENCE.

Please give us a chance to make it right and do better!

Contact our friendly customer service department for help first.

Replacements for missing or damaged parts will be shipped ASAP!

Follow Costway



Contact Us!

Do NOT return this item.

Contact our friendly customer service department for help first.



Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.

SAFETY INSTRUCTIONS

Warning

The plug must be fully inserted into an appropriate outlet. Improper connection of the equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician or service technician, if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product. If the outlet is not suitable. Please ensure that a proper outlet is installed by a qualified electrician. When using the massage chair, basic precautions should always be followed to reduce the risk of electric shock, burns, fire, or injury to person.

1. Please ensure that you plug the massage chair into a proper electrical outlet.
2. Make sure the power plug is securely inserted into the proper electrical outlet to reduce the risk of short-circuit and fire.
3. Always unplug the massage chair from the electrical outlet immediately after use and before cleaning.
4. Do not use the massage chair in places where the humidity is high.
5. Do not use the massage chair outdoors and avoid place with direct sunlight.
6. If the power goes off during use, be sure to turn the power switch to the off position and pull the power plug out from the socket to prevent damage from occurring when the power is restored.
7. Never operate the massage chair if the power cord is wet or damaged.
8. Never plug/unplug the power cord from the socket with wet hands.
9. Close and continuous supervision is necessary when this appliance is being used by on or near children, invalid or disabled person.
10. Use this appliance only for its intended use as described in this manual.
11. Do not use any parts not from factory.
12. Do not stand, sit or jump in the calves rest when massage chair is in use to prevent any injury to person.
13. Do not attempt to stand on the backrest and armrest to prevent any injury to person.
14. Be careful not to fall asleep during the massage session.
15. Always keep the massage chair clean and never insert any object into the gaps on and around the massage chair.
16. Do not move the massage chair by pulling the power supply cord.
17. Always check whether the surface of the massage chair is torn or ripped before usage, if you find any unfamiliar rips in any area of the cloth in the backrest, do not use the massage chair, kindly contact the service centre immediately for repairs.
18. This appliance is designed for household use only.
19. For those suffering from illnesses, please consult your doctor for advice prior to use.

SAFETY INSTRUCTIONS

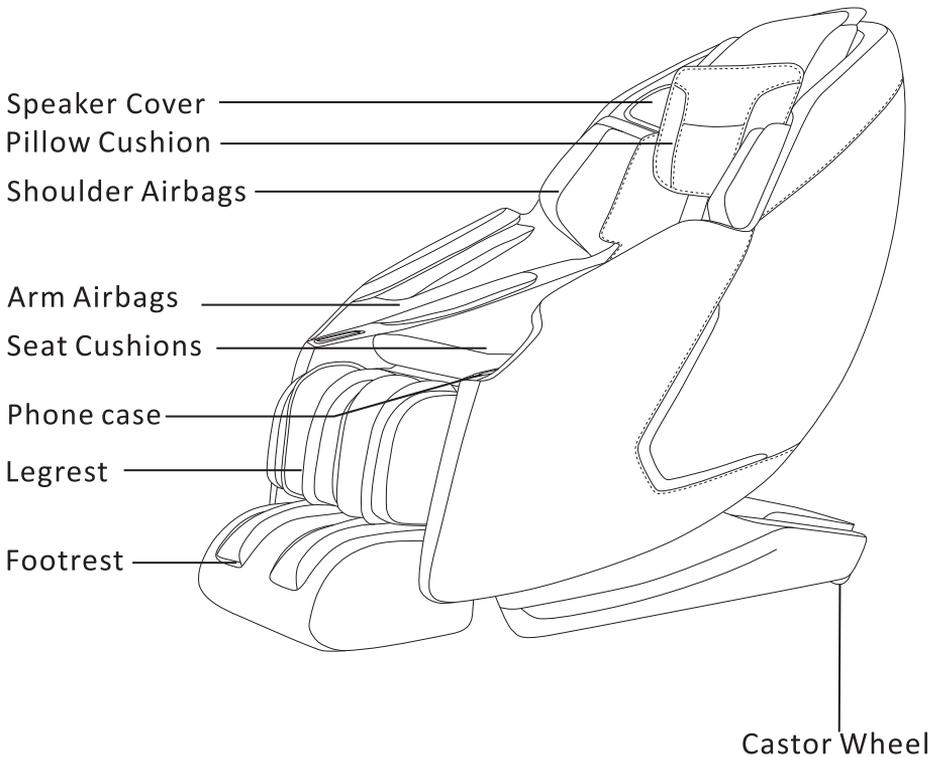
20. The following persons are requested to consult a doctor prior to use in order to reduce the risk of user feeling sick or suffering from injury
- Those who have malignant tumor
 - Those who suffer from heart disease
 - Those who are experiencing pregnancy, menstruation and puerperal fever
 - Those who require complete rest
 - Those who are under medical treatment
 - Those who suffer from back problem or whose backbone is abnormal or bent
21. If you experience pain during usage, stop using the massage chair immediately, if any injuries occur, seek medical treatment immediately.
22. Never massage the swollen or inflamed parts of the body.
23. This product is non-professional appliance designed to provide a comfortable massage. Do not use this product as substitute for medical treatment.
24. Each massage session should not exceed 30 minutes. massage the targeted area only for 15mins, over-massaging can lead to overheating , thus giving the appliance a shorter lifespan.
25. Do not operate where aerosol(spray) product are used or where oxygen is being administered.
26. The massage chair is not suitable for children aged 12 and below.

NOTE:

- This appliance is not intended for use by persons(including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- If the supply cord is damaged,it must be replaced by manufacturer,its service agent or similarly qualified persons in order to avoid a hazard.
- The appliance heats up during operation. Persons sensitive to heat must take extra caution when using the appliance.

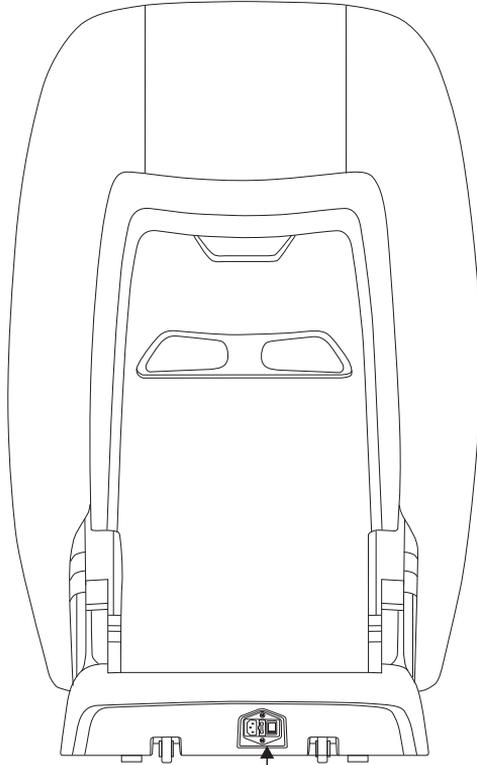
PRODUCT SPECIFICATIONS

Description	Specifications
Product Name	Massage Chair
Model No.	A351F
Rated Voltage	110V~120V
Rated Frequency	50Hz
Rated Power Consumption	120W
Upright Size:	54" x 29" x 46"
Lying Down Size:	65" x 29" x 34.3"
Weight	Weight: 152 lbs. Gross Weight: 182 lbs.

PRODUCT COMPONENTS**Main Body Diagram(Front)**

PRODUCT COMPONENTS

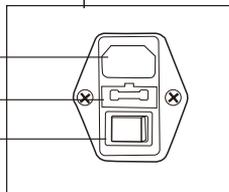
Main Body Diagram(Rear)



Power Cord Socket

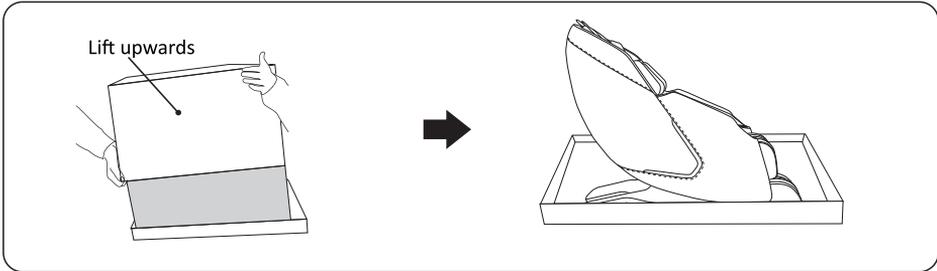
Safety Fuse

Main Power Switch



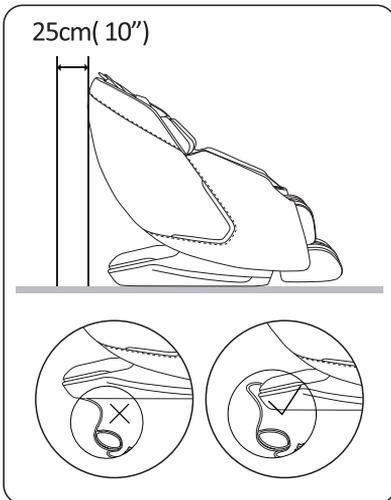
CHAIR INSTALLATION

1.Remove the package and get out the spare parts



- 1) Cut off the packing strap and lift up and move away the carton.
- 2) Take out the spare parts box for next use

2.Place the massage chair in an open area



There should be at least 25cm(10") before chair and at least 50cm(20") behind chair when place the chair, so the chair can be reclined freely.

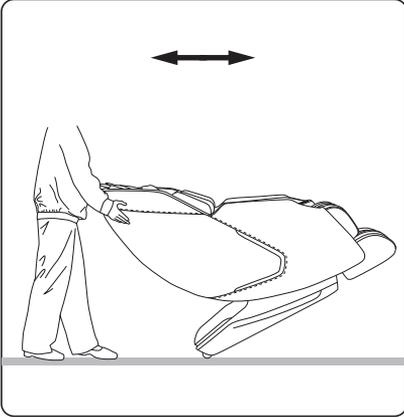
- *In order to avoid damaging the floor and to reduce the noise, please put area rug under the massage chair.
- *Make sure that there are no barriers in front and the back of the massage chair.
- *Please do not put it in wet or uneven floor.
- *To avoid signal interference, please place it 4 feet away from AV,TV, and radio.

Warning:

Do not put the power cord under of relax chair!

CHAIR INSTALLATION

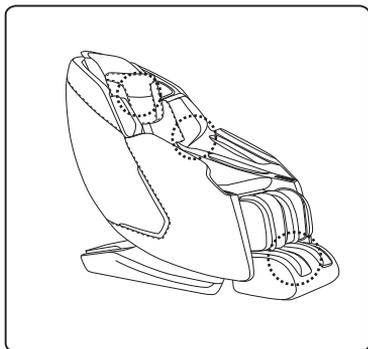
3. Moving the massage chair.



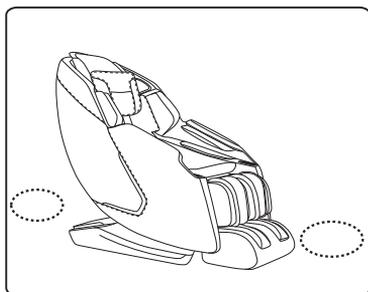
As illustrated, push the backrest downwards and tilt chair on to its wheels at a 45° angle. Slowly push and maneuver the massage chair to desired location. Lower massage chair slowly and smoothly until it is fully flat on the ground.

CAUTION:

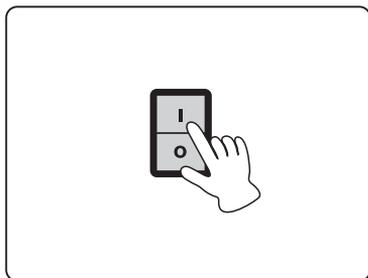
- *Do not move massage chair when occupied or in use.
- *Moving the massage chair may cause damage to the floors. Floor protection is recommended (e.g. rugs or carpet).
- *Do not drop or suddenly let go of the chair when moving as it may damage the chair.
- *Two persons are recommended when moving and extra care is needed when handling the massage chair.

BEFORE USE

- 1. Make sure the product is in good condition and proper working order.**
 - Check the headrest and backrest pad.
 - Inspect the power plug.
 - Make sure the footrest is in its upright original position in order to prevent damage.



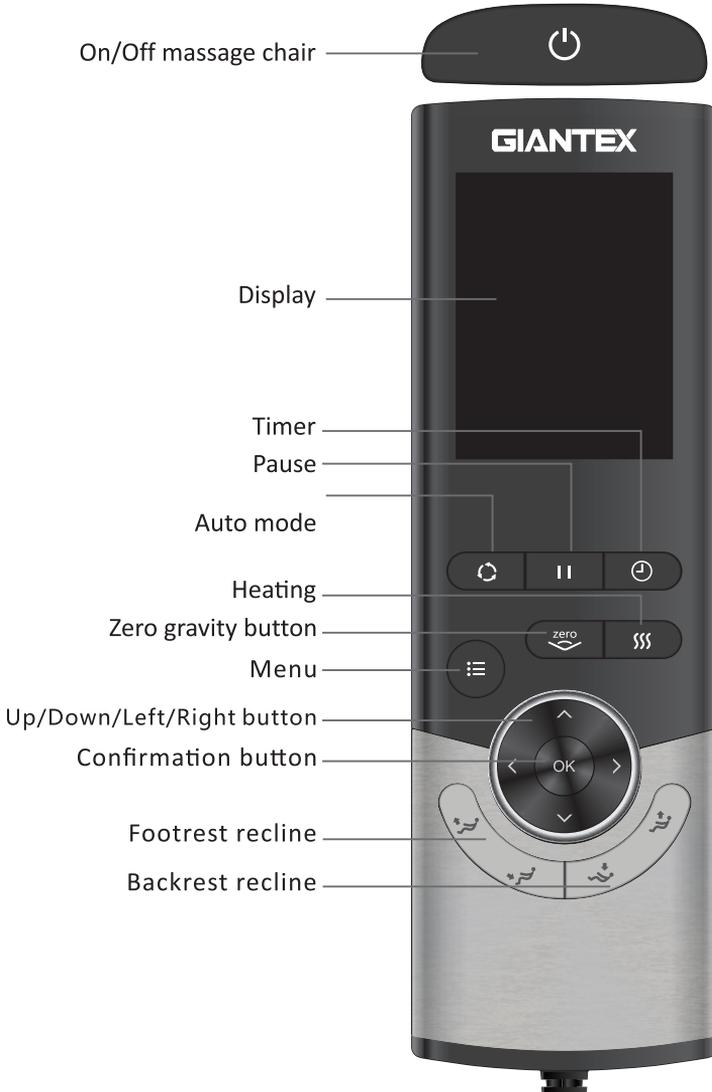
- 2. Check the surrounding environment**
 - Ensure there are no people, pets, or objects obstructing the massage chair.



- 3. Plug in the massage chair power cord.**
 - Connect the power cord.
 - Turn ON the power switch, located on the right side of the massage chair.

INSTRUCTIONS

Remote Controller



Function description of Controller buttons.

: Press once to power on the massage chair, press again to power off.



: Press to temporarily pause the massage, chair will enter idle mode. Press again to resume massage.



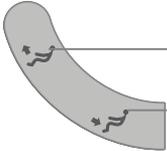
: Press this button once, the massage chair will start automatic program 1, and press it again, the massage chair will start automatic message program 2, and so on. There are 8 sets of automatic programs and 3 sets of sleep aid programs .



: The massage chair is preprogrammed at an optimal 15 minute time period. Press once to increase by 5 minutes.



: Switch on/off for back heating function.



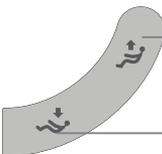
Press and hold this button to align the footrest to the desired position.

Press and hold this button to release the footrest to your desired position.

Position adjustment area:

: Press the button first, massage back and leg position to zero G1, press second, the position to zero G2, press third, the position to zero G3, press fourth, massage chair return to original position.

Zero G1 -> Zero G2 -> Zero G3 -> Original Position.



Press and hold this button to recline up the backrest of massage chair to your desired position.

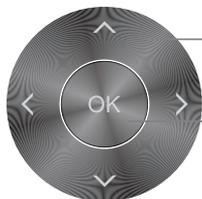
Press and hold this button to recline down the backrest of massager to your desired position.

PS: The position adjustment buttons have no function when the massage chair is in the stretch program.

INSTRUCTIONS



: Press this button to return the main menu.



: Press this button to Up & Down and Left & Right.

: Press this button to confirm the selection.



Under Manual Mode:

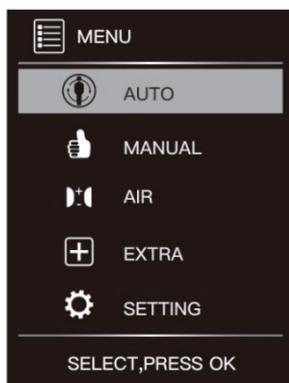
Press up/down to adjust roller up and down;

Press left/right to adjust roller strength;

Press OK confirm option function and setting.

Massage Programs and Selections

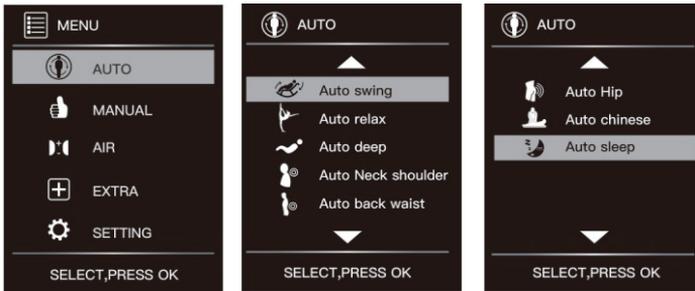
Switch on the chair, the controller screen will display main menu, please select your desired programs and enter second menu.



⊙ Main Menu: auto mode, manual mode, air massage, extra and setting.

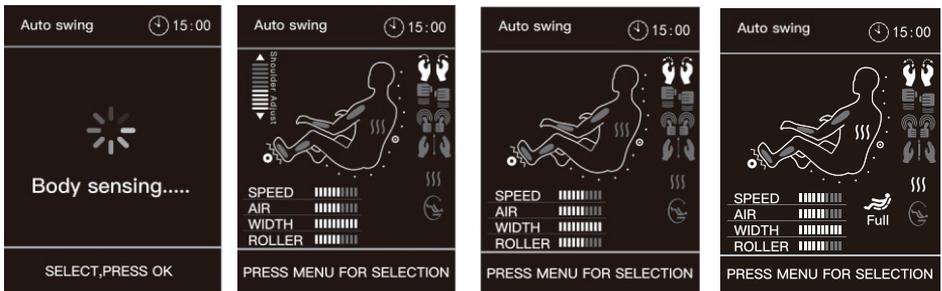
INSTRUCTIONS

Select your desired auto mode.



- ⊗ Massage chair provides 8 sets of automatic massage program.
- ⊗ The automatic program is as follows: Auto Swing,Auto Relax,Auto Deep, Auto Neck Shoulder,Auto Back Waist,Auto Hip,Auto Chinese,Auto Sleep.

Select your desired auto mode, and press ok button for confirmation.



- ⊗ First switch on the one auto mode,the massage chair start with shoulder scanning firstly and you can make shoulder position adjustment.
- ⊗ After shoulder detecting finished,please make fine adjustments in 6 seconds.
- ⊗ When you select other modes,the chair will memorize your shoulder position .

INSTRUCTIONS

Select your desired manual mode, and press ok button for confirmation.



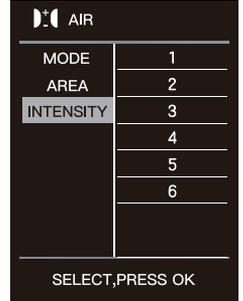
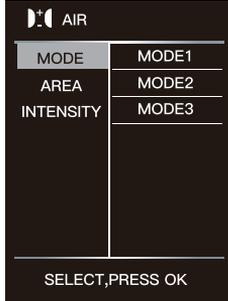
⊙ Designed with 5 manual mode for your optional:knead, tap, clap, knead&tap, tuina.

Adjustment in manual mode.



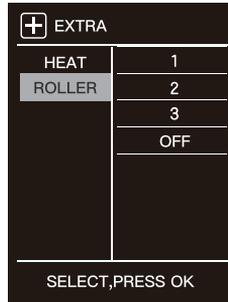
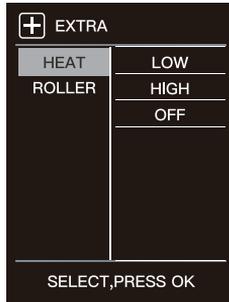
- ⊙ 7 manual massage coverage(part): full, point, neck, shoulder, back, waist, hip.
- ⊙ 3 width settings : wide, mid and narrow (Effective when tap, clap, and tuina in manual mode).
- ⊙ 6 levels of Massage Speed/Strength setting (It can be used in manual mode).

Air massage in manual mode.



- ⊙ Designed with 3 air modes for your optional, and press ok button for confirmation.
- ⊙ Air position: press the direction key to select your desired air position, and press ok button for confirmation.
- ⊙ Air intensity: please make sure the airbags function is activated and 6 levels are adjustable. 3rd level is pre-set.

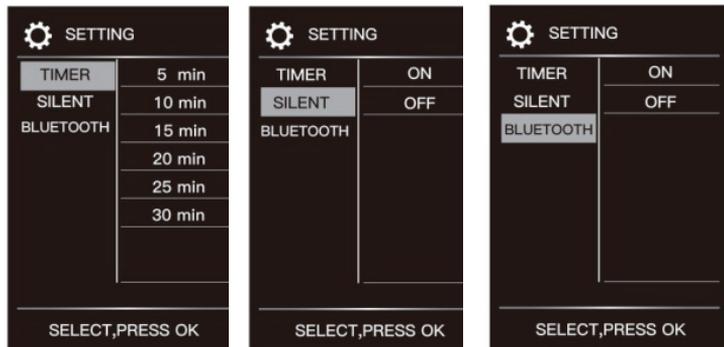
Extra



- ⊙ Heating function: press the direction key to select low, high and off, and press the "OK" key to confirm.
- ⊙ 3 modes of sole roller.

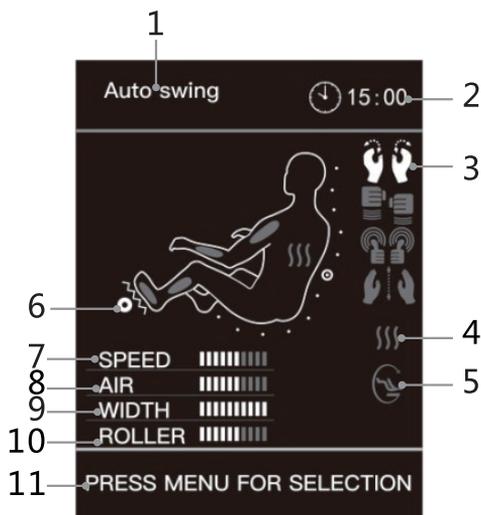
INSTRUCTIONS

Setting



- ⊙ Timer setting at 5,10,15, 20, 25 and 30 minutes.
- ⊙ Silent mode: On/Off.
- ⊙ Bluetooth: On/Off.

Note: When a function is turned on, do not perform other operations or double-click the menu button for 15 seconds, the screen will enter the current operating status.

Display Diagram

1. Display in the process of mode.
2. Display the running time of massage chair.
3. Display the massage technology.
4. Display the heat function.
5. Display the zero-gravity function.
6. Display the roller position.
7. Display the massage chair current technique's intensity/strength .
8. Display air intensity level.
9. Display the massage roller width.
10. Display massage roller intensity level.
11. Display the controller operation.

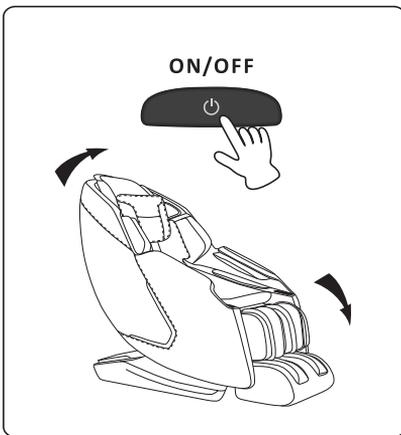
INSTRUCTIONS

Pairing massage chair with bluetooth music

- a. Pairing: turn on bluetooth device in the handphone or ipad.
Search for A351
- b. Playing music: after pairing use the control device in the handphone or ipad to manage.

Note: disconnect bluetooth when the massage chair is not in use.

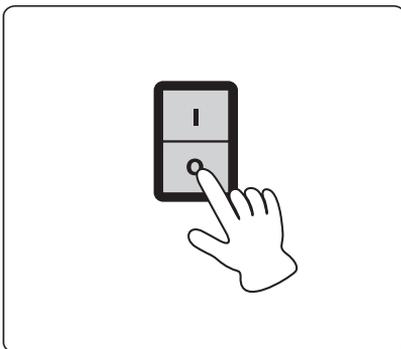
After massage



1. After massage press the on/off button to return the chair to its original position.

*Ensure nothing is obstructing the chair from returning to its original position.

2. Press the power switch of the control panel to shut down all the functions.



3. Press the power switch to off to cut off power supply.

4. Unplug from the wall socket.

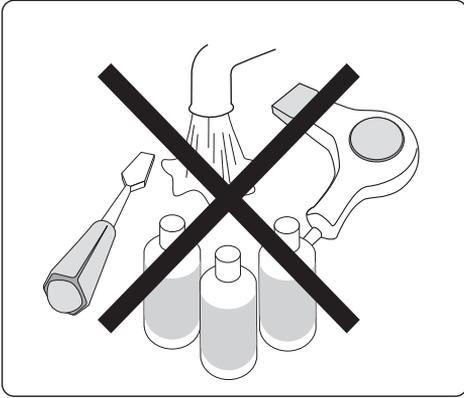
* Power switch located at the rear of the massage chair

TROUBLE SHOOTING

In case of mal-function or emergence of abnormalities, stop using the massage chair and un-plug from the power source. Try the following methods to resolve the problem. If the problem persists contact the service agent immediately.

Abnormalities	Possible solutions
Some level of sound during operation.	During the massage, the following sounds or feelings are caused by the structure, they are not abnormal and will not affect the service life. 1. The sound of the massage roller moving up and down. 2. Friction sound of massage rollers and chair cover. 3. Different massage speeds cause different sounds. 4. Motor noise of increased load.
There is power supply but the massage chair is not working.	1-Check the power connection to the chair, make sure it is fully connected. 2. Check whether the power switch at the rear of the massage chair is lighted up("I" position).
Massage chair is not responding to the control panel selection.	After prolonged usage the thermostate installed in the massage chair will be activated to prevent over-heating. Turn off all the power key and switches, let the massage chair cool down for 30 minutes before re-activate it.
Both the control panel and the massage chair are not working.	The pre-set timing massage duration is up therefore auto-lock has been activated. Re-set the time to start the operation again.

MAINTENANCE



- Turn off and pull out the plug before clean the massage chair, do not touch the plug with wet hands.

- Use dry cloth to wipe sweat and other besmirch.

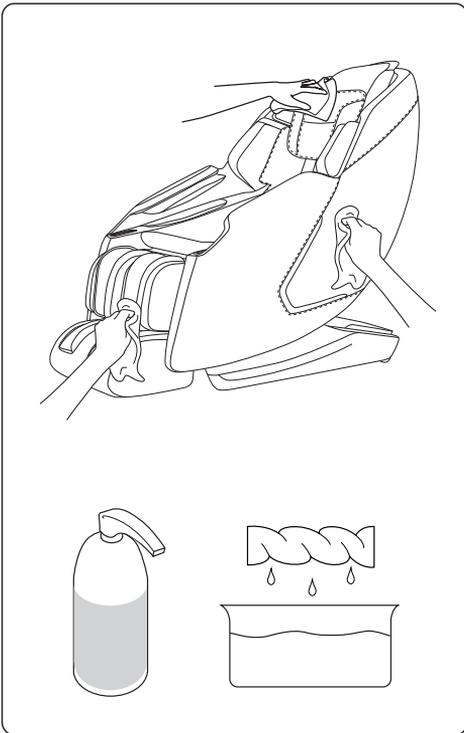
- Besmirch is serious, please use neutral wash to wipe and lightly brush the massage chair.

- Please airing.

- Prohibit to use water to clean the chair.

- Do not dry the chair with roaster.

- Prohibit to use alcohol, benzene wash etc.







Costway Massage Chair Customer Warranty

Costway products include the following warranty:

This Costway massage chair has a three-year warranty for both parts and labor.

Costway customer service will not issue Return Material Authorizations (RMAs) for products due to buyer's remorse. RMAs will be issued only when product has quality problem. Costway products will be either repaired by the customer or by an in-home technician.

Service And Technical Support:

Customers can contact Costway's customer service department at 213-401-2666 at any time Monday through Friday or via email at topsupport@costway.com for warranty or service issues.

Customers are required to provide dated proof of purchase (sales receipt) when they contact Costway service department regarding a repair.



A Costway customer service representative will attend to most customer inquiries, however, in some cases, when necessary, a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Costway customer service will verify that 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 non-warranty repairs.

You can visit www.costway.com and www.costway.ca for the latest terms and pricing depending on the type of issue or incident.

Proof of purchase (sales receipt) is required for all warranty repairs or service.

Extended Warranties:

Costway offers extended warranty programs to enhance ownership of Costway products.

Extended warranty provides: A maximum 2-year limited repair or



replacement massage chair warranty with on-site service in certain areas.

Please visit www.costway.com and www.costway.ca for the latest terms for extended warranties.

Product Repairs

Many Costway product repairs may be performed by the customer in their own home with parts and instructions supplied by Costway, such as remote controller replacements that don't require a technician.

Customers may contact Costway's customer service department at topsupport@costway.com for warranty or service issues.

Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase (sales receipt) is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" rate.

Warranty Coverage Period: Warranty coverage begins on the date of customer purchase. Proof of purchase (sales receipt) is required for all



warranty repairs. The warranty period is measured by continuous calendar days based on a seven-day week.

Field Service: The Costway customer service department will diagnose the problem and schedule an authorized service provider to repair a chair in the customer's residence. If the area is not covered by Costway official or authorized service provider, after the Costway service team diagnose the problem and provide approval, customers may find their own qualified technician. Customers will be reimbursement once an invoice and proof of the technician's qualifications are submitted to the Costway customer service department. The value of reimbursement should not exceed the cost of a Costway official or authorized service provider.

Parts: All parts deemed necessary for repairs will be shipped to the customer at no charge.

CUSTOMER WARRANTY LIMITATIONS AND EXCLUSIONS

Warranties are not valid in certain areas. Invalid areas in Canada: NT, NU, YT.



Postcodes start with AOK, AOP, AOR, A2V, GOG, G4T, JOM, ROB, TOP, TOV, VOT, VOL, VOV, VOW, XOA, XOB, XOC, XOG, XOE, X1A, YOA, YOB, Y1A.

Invalid areas in US: Alaska, Hawaii, Puerto Rico, and Guam.

The warranty only applies to Costway products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by qualified technicians. Costway official and authorized field service is only available in certain areas. Please visit www.costway.com and www.costway.ca for the latest information regarding authorized field service.

Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.

Fading, wear, and piling of fabrics occurs naturally and does not constitute a defect under this warranty.

Natural markings, grain, and dye variations in leather do not constitute a defect under this warranty.



Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped products, a malfunction of or damage to an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorms, hail, earthquakes, or exposure to other weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Costway or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical harm, and the like), even if any party has been advised of the possibility of such damages.

Warranties are non-transferable and shall be in lieu of any other warranty, express or implied, including but not limited to any implied



warranty or merchant ability or fitness for particular use.

Costway's sole liability and the purchaser's exclusive right shall be for the repair, or at Costway's option, for the replacement of defective part.

Notwithstanding the above, if replacements parts for defective materials are not available, Costway reserves the right to make substitutions in lieu of repair or replacement.

All warranties begin on the date of purchase; no allowance or extension is offered for delivery and/or installation.

Warranties do not apply to rental, business, commercial, institutional, or other non-residential users.

Extended Warranty

LIMITED REPAIR OR REPLACEMENT MASSAGE CHAIR WARRANTY WITH
ON-SITE SERVICE

If you have a warranty or product question, please contact Costway's support team at 213-401-2666 at any time Monday through Friday, or via email at topsupport@costway.com.



In the event you detect and report a defect in the workmanship or material of the Equipment, during the Service Period, then the Administrator shall provide the services hereinafter described.

Your purchase of the Extended Warranty shall constitute your acceptance to the terms of this Limited Warranty including the indemnification provisions.

1) DEFINITIONS - For the purpose of this Limited Warranty, the following terms shall have the following meanings:

- (1) "Equipment" shall mean a Costway product or system;
- (2) "Customer" shall mean only the residential end-user of the Equipment who is the original purchaser of the equipment from the Distributor, from an authorized reseller.
- (3) Usages of "you" or "your" refer to the Customer;
- (4) "Commencement Date" shall mean the date on which the Equipment is first purchased by a Customer from the Distributor or from an authorized reseller;
- (5) "Service Period" shall mean the period commencing on the Commencement Date;



(6) "Administrator" shall mean Costway. Usage of "we," "us," or "our" shall mean the Administrator. You may contact the Administrator if you have questions regarding this coverage. We can be reached by phone at 213-401-2666.

2) COVERAGE - During the Service Period, we will repair or replace, at our sole discretion, any defective Equipment. We will return the Equipment to a properly functioning state. To obtain such service, you must be able to provide us with the original, dated proof of purchase (sales receipt) for the Equipment. This Limited Warranty extends only to Customers. Only our representatives may perform repairs on the Equipment under this Limited Warranty. Replaced parts shall be covered under this Limited Warranty for the remainder of the Service Period or for thirty (30) days, whichever is longer. We will provide on-site service as necessary on regular workdays. Submission of the Extended Warranty Card form is not a condition precedent to obtaining service under this Limited Warranty. If a particular replacement part is not available from the manufacturer, we will make reasonable efforts to locate a compatible replacement part. If we are unable to locate a compatible part, we may replace your Equipment with a similar product. Under no circumstances



shall the retail replacement value exceed the original net price paid for the Equipment. In the event you choose not to accept a replacement for your Equipment, we shall no longer be responsible for making repairs under this Limited Warranty.

3) EXCLUSIONS - This Limited Warranty does not include service needed on Equipment as a result of any of the following:

- (1) Installation, set-up, moving, or relocation from the originally installed location;
- (2) Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear;
- (3) Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers;
- (4) Failure by the Customer to use a high-quality surge protector during the entire Service Period; (5) Improper operating environments;



- (6) Any problem not involving a defect;
- (7) Damage or malfunction whatsoever caused by an animal or pet;
- (8) Damage or malfunction whatsoever caused by liquids of any kind;
- (9) Rental, business, commercial, institutional, or other non-residential use;
- (10) Unnecessary service requirement. If no problem is found upon diagnosis by us or any other third party, you may be charged our standard rate for shipping costs and parts;
- (11) Dropped products or components (including remote controls);
- (12) Use of any item with the Equipment that is not designated for use with the Equipment; and
- (13) Field service requires pre-approval and must be performed by Costway's authorized field service personnel. Field service is only available in certain areas. Please visit www.costway.com and www.costway.ca for the latest information regarding field service.

4) YOUR RESPONSIBILITIES - You shall:

- (1) Operate the Equipment in an environment meeting the



requirements delineated in the Equipment's owner manual and other provided instructions;

(2) Protect the supply of electricity to the Equipment through the use a high-quality surge protection device;

(3) Permit no work on the Equipment except by our authorized service providers;

(4) Have an adult representative present whenever we provide support services;

(5) Perform telephone or email diagnostic procedures as requested by us;

(6) Safeguard and return (at our expense) all replacement parts shipped to you. Either the part to be replaced or the replacement part or item shipped to you must be returned to the Distributor upon request.

5) EXCULPATION AND INDEMNIFICATION - Our maximum liability under this Limited Warranty is limited to the cost of repairing or replacing defective Equipment. We shall not be liable to you for incidental and



consequential damages. Under no circumstances shall you or anyone else ever be deemed to be a third-party beneficiary of the agreement. We shall not be liable for, and you hereby indemnify and hold us and every authorized service provider innocent from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to you, or to the employees or agents of you, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

Exclusions:

- Any malfunction that is caused by circumstance beyond Costway's control.
- Damage or malfunction resulting from misuse or abuse including, but not limited to, damage from liquids of any kind, transit, shipping, relocation damage, incorrect voltage, operation contrary to what is detailed in the Owner's Manual, modification or repair by the user, use by anyone (whether the product is open or stowed) over weight capacity, or any use by more than one person at a time, outdoor usage, and any flood, fire, or other Acts of God.
- Normal wear and tear and all cosmetic damage to fabric or other exterior parts of the chair.



- Under no circumstances whatsoever shall Costway be liable for special, incidental, or consequential damages.

- Rental, business, commercial, institutional, or other non-residential use