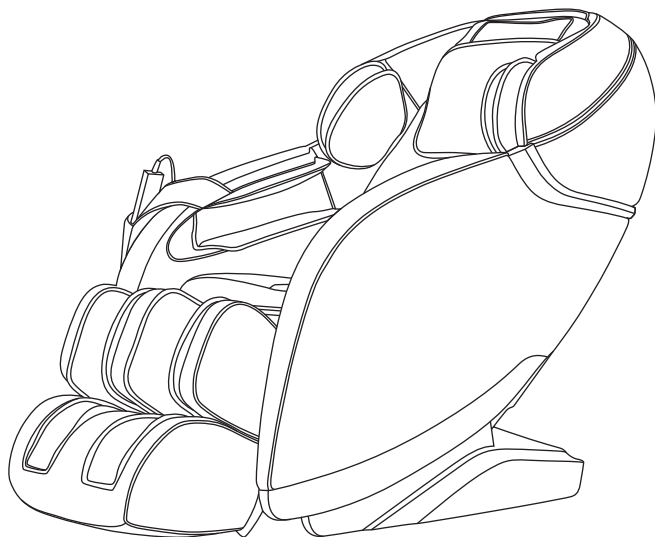


**INSIGNIA™**

**USER GUIDE**

# Zero Gravity Full Body Massage Chair

**NS-MGC300BK1 / NS-MGC300BN2**



Before using your new product, please read these instructions to prevent any damage.

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# IMPORTANT SAFETY INSTRUCTIONS

**When using an electrical appliance, basic precautions should always be followed, including the following:**

Read all instructions before using (this appliance)

## **DANGER** - To reduce the risk of electric shock:

- Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- Keep dry – Do not operate in wet or moist conditions.

## **WARNING** - Risk of collapse and serious injury. Maximum load 330 lbs. (150 kg).

## **WARNING** - To reduce the risk of burns, fire, electric shock, or injury to Persons:

- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use the appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.
- Do not carry this appliance by supply cord or use cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from outlet.
- The appliance is intended for household and indoor use only.
- Connect this appliance to a properly grounded outlet only. See [GROUNDING INSTRUCTIONS](#) on page 4.
- Keep children away from extended foot support (or other similar parts)
- Do not use massager in close proximity to loose clothing or jewelry.
- Keep long hair away from massager while in use.
- Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not fall asleep on massage chair. The unattended use of heat pad by children or incapacitated persons may be dangerous. Do not use on sensitive skin or on a person with poor blood circulation. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.

## **SAVE THESE INSTRUCTIONS**

## GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord that has an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

### **DANGER:** Improper connection of the equipment grounding

- An improperly installed conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product to make it fit the outlet. Have a proper outlet installed by a qualified electrician.
- This product is for use on nominal 120-volt circuit, and has a grounding plug. See Providing the correct power supply on page 9. If do not have a grounded receptacle, you can use a temporary adapter 2-pole receptacle. See Providing the correct power supply on page 9. Only use the temporary adapter until you have a qualified electrician install a properly grounded receptacle. While using a temporary adapter, the green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw.

### **CAUTION** - Please Read All Instructions Carefully

#### **Before Operating.**

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



When the footrest is moving up, do not apply pressure to it. Your massage chair can tip forward and cause damage or personal injury.



Before you sit in your massage chair for the first time, power on the unit to allow for proper positioning of the massage rollers.



Do not pull the control cable or power cord when your chair is turned on or in standby mode. You can damage your chair or electrocute yourself. We recommend that you unplug and store the cable and cord after each use.



To avoid damage to your chair or personal injuries, make sure that no children or pets are under the footrest and backrest when you start the zero gravity function.



Keep children and pets away from moving parts while your chair is going into and out of a recline.

# MAINTENANCE

## TO STORE

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

## TO CLEAN

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

- DO NOT immerse in any liquid to clean.
- NEVER use abrasive cleaners, brushes, gasoline, kerosene, glass / furniture polish or paint thinner to clean.

## Features

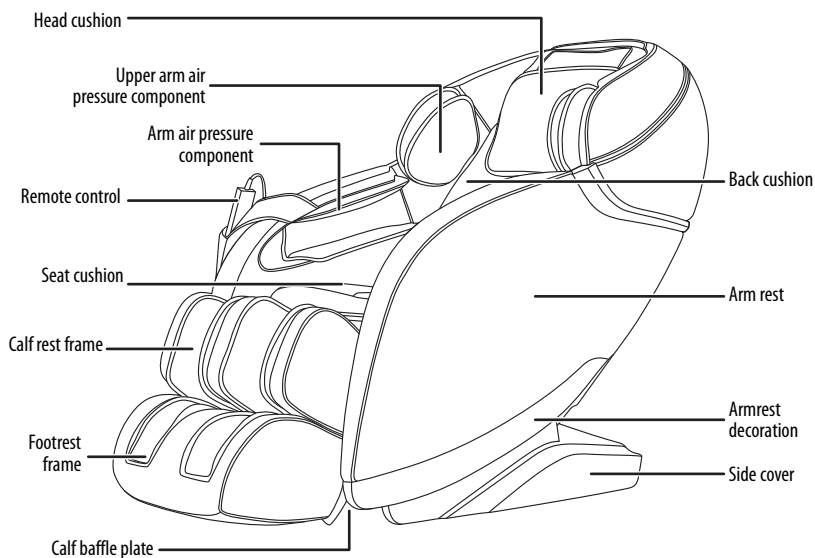
- Six unique programs target key areas of the body or manually create your own ideal massage
- Roller and air pressure combination provides maximum comfort and relaxation
- Upper body scan lets the chair adjust to your precise measurements
- Memory function lets you set up, save, and load one customized massage mode
- Infrared heating helps to sooth sore muscles
- Polyurethane leather covering provides both comfort and durability
- Corded remote makes it easy to adjust your settings
- Automatic shutoff helps you save electricity and money
- Arrives assembled and ready to use in minutes

## Package contents

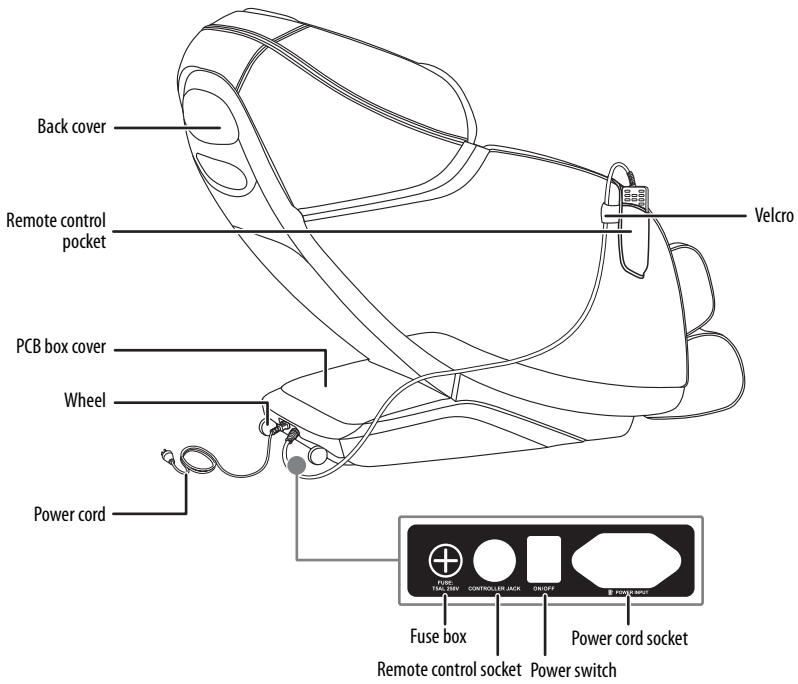
- 2D Full Body Massage Chair
- Corded remote control
- *User Guide*
- *Quick Setup Guide*

## Components

### Left

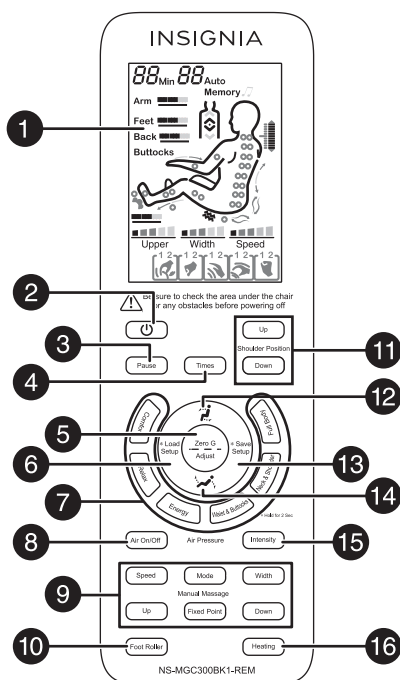


**Right**





For more information, see the *Quick Setup Guide*.

## Remote control



#	ITEM	DESCRIPTION
1	Display	Shows the current settings for your chair.
2	⏻ (power)	Turns all massage functions on or off.
3	Pause	Stops or starts massage functions. See <a href="#">Using other custom massage options</a> on page 15.
4	Times	Sets the amount of time you want your chair to massage. Each press adds five minutes. The maximum time is 30 minutes. See <a href="#">Setting the timer</a> on page 14.
5	Zero G/Adjust	Selects a reclining position. You can select one of three reclining positions.
6	Load Setup	Loads a customized massage mode. See <a href="#">Creating an upper body custom massage mode</a> on page 13.
7	Massage modes	Selects a preprogrammed massage mode. See <a href="#">Selecting an auto massage mode</a> on page 13.




#	ITEM	DESCRIPTION
8	Air On/Off	Turns the air pressure function on or off. See <a href="#">Selecting an air pressure mode</a> on page 15.
9	Manual Massage	Sets various massage settings to create a custom massage mode. See <a href="#">Creating an upper body custom massage mode</a> on page 13.
10	Foot Roller	Turns the foot roller function on or off or adjusts the intensity of the foot roller.
11	Shoulder Position	Adjusts the shoulder massage balls for maximum comfort. <b>Up</b> raises the balls. <b>Down</b> lowers the balls.
12	 (sitting)	Raises up the backrest and lowers the footrest.
13	Save Setup	Saves a customized massage mode. See <a href="#">Creating an upper body custom massage mode</a> on page 13.
14	 (reclining)	Lowers the backrest and raises up the footrest.
15	Intensity	Selects the intensity of the air pressure. See <a href="#">Selecting an air pressure mode</a> on page 15.
16	Heating	Turns the heating function on or off.

## Setting up your massage chair

### Providing the correct power supply

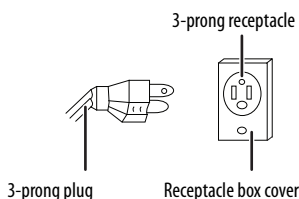
**Note:**

Pressing  turns off your chair, but your chair is still receiving power. To cut power to your chair, unplug the power cord.

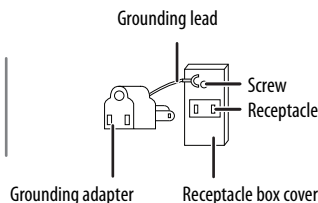
- You must ground your chair. In the event of a malfunction or breakdown, grounding reduces the risk of electric shock by providing a path of least resistance for the electric current.
- Your chair has a power cord with a three-pronged grounding plug for use in a correctly installed and grounded outlet.

- The outlet must be correctly installed and grounded in accordance with all local codes and ordinances.

## 3-prong plug and outlet



## Grounding adapter

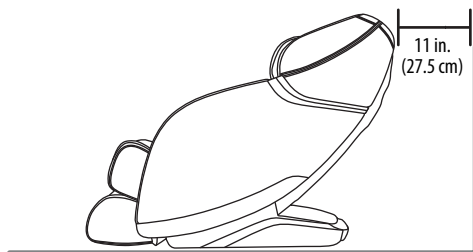


## Choosing a location

### CAUTION:

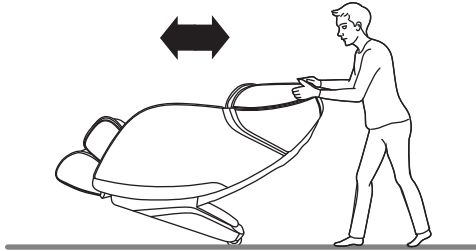
- Do not move your chair with its wheels on a wood floor, rough ground, or in a narrow space.
- Two people are required to lift the chair.
- When carrying your chair, use the calf baffle plate and backrest cover grooves to lift your chair. Do not use the armrests to lift your chair.

- If the location you select is a wood floor, place a rug or similar material under your chair to protect the floor from damage.
- Make sure that the location is close to a grounded power outlet.
- Do not let the power cord extend across the floor to avoid accidental tripping.
- Do not let your chair or any other item lay on the power cord.
- Make sure that the backrest is at least 11 in. (27.5 cm) from the wall. Otherwise, you can damage the wall or your chair when the backrest is laid down.



## Moving your chair

- 1 Turn off your chair, then unplug the power and remote control cords. Make sure that the cords are out of the movement path.
- 2 Tilt your chair back. The center of gravity should be on the wheels.



- 3 Push or pull your chair to the new location, then gently lower your chair.
- 4 Plug the power cord and remote control cable back in.

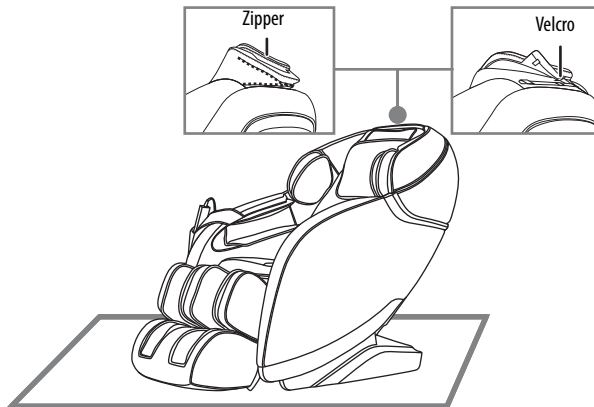
## Attaching or removing the cushions

Your chair has removable head and backrest cushions.

The head cushion lets you control the intensity of the neck and shoulder massage. If you remove the cushion, the intensity is stronger. (We recommend that you use the cushion).


A zipper attaches the backrest cushion to the backrest. Velcro attaches the headrest cushion to the backrest cushion.

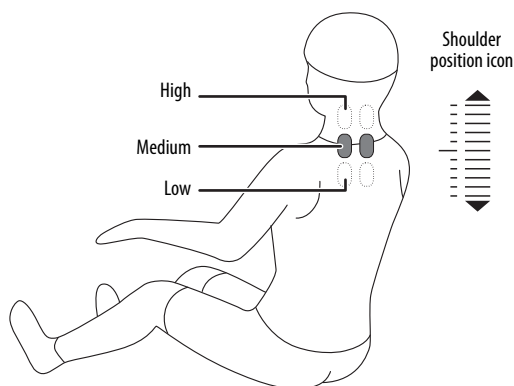
**Note:** We removed the zipper pull from the backrest cushion to help prevent children from removing the cushion.



## Using your massage chair

### Running the initial body scan

- 1 Plug the power cord into a grounded power outlet.
- 2 Extend the footrest to accommodate your leg length, if needed.
- 3 Press the  (power) button.  
Your chair does a body scan and tests your shoulder position and massage points. When the scan is complete, the shoulder position icon appears on the display and your chair beeps.
- 4 If the body scan doesn't recognize your actual shoulder position, press the **Shoulder Position Up** or **Down** button to manually adjust the shoulder position. You can select from 10 levels. You have 10 seconds to make an adjustment. After 10 seconds, the massage starts automatically.



- 5 Press one of the auto massage buttons to select an auto massage mode. See [Selecting an auto massage mode](#) on page 13.

## Selecting an auto massage mode






Your chair has six preprogrammed massage modes.



- Sit in your chair, then press one of the massage mode buttons. You can press:

BUTTON	DESCRIPTION	REMOTE DISPLAY
<b>Comfort</b>	Loosens the muscles.	F1 Auto
<b>Relax</b>	Deep-tissue massages key acupressure points to relax sore areas.	F2 Auto
<b>Energy</b>	Combines airbags and tactics for a full body massage to awaken the body and help restore body energy.	F3 Auto
<b>Waist &amp; Buttocks</b>	Focuses on the waist and buttocks areas.	F4 Auto
<b>Neck &amp; Shoulder</b>	Focuses on the neck and shoulder areas.	F5 Auto
<b>Full Body</b>	Full body massage to relax sore and stiff areas.	F6 Auto






## Creating an upper body custom massage mode

- 1 Press **Mode** one or more times to select a manual massage mode. Depending on the mode you select you can press **Speed** to adjust the massage speed, **Width** to adjust the width between the two kneading balls, or **Fixed Point** to adjust the vertical position of the massage ball.

MASSAGE MODE	OPTIONAL ADJUSTMENTS	REMOTE DISPLAY
Shiatsu	Speed and width	
Kneading	Speed	
Tapping	Speed and width	
Kneading and tapping	Speed	
Knocking	Speed and width	




- 2 Press **Speed** one or more times to adjust the massage speed. You have five speed modes to choose from.  appears on the display as you adjust the speed.
- 3 Press **Width** one or more times to adjust the width of the massage ball. You have three width modes to choose from.  appears on the display as you adjust the width.

- 4 Press **Fixed Point** one or more times to adjust the vertical hand motion. You have five hand motions to choose from.

CONTROL	REMOTE DISPLAY
The massage hand stays in <b>fixed</b> position.	 H0
The massage hand moves up and down in a <b>partial</b> position.	 H1
The massage hand moves up and down on the full back.	 H2
The massage hand moves up and down on the back and shoulder area.	 H3
The massage hand moves up and down on the back and waist area.	 H4


- 5 *Optional:* If you selected the **fixed** or **partial hand** motion, press and hold **Up** or **Down** to move the massage up or down.
- 6 To save your customized massage mode, press and hold **Save Setup** for one second. Your chair beeps once, then saves your new mode.
- 7 To load your customized massage mode, press and hold **Load Setup** for one second. Your chair beeps once, then loads your saves your new mode.

### Adjusting the backrest and footrest positions

- Press and hold  to raise the backrest and lower the footrest at the same time. The remote control makes a sound to indicate your chair has reached the maximum positions, and this function turns off.
- Press and hold  to lower the backrest and raise the footrest at the same time. The remote control makes a sound to indicate your chair has reached the maximum positions, and this function turns off.
- Press  to select one of the three automatic backrest and footrest positions.

### Setting the timer





You can select how long you want a massage to run. When the time is up, the massage stops.

- Press **Times** one or more times to select the time. Each time you press this button, your chair adds five minutes to the time. The default time is 20 minutes.  appears on the display when the time is on. The maximum time you can set is 30 minutes. If you press this button after 30 appears on the display, the time changes back to 5 minutes. When the time is up, the massage stops and the hands move back to the default positions. The backrest and footrest do not go back to the default positions.

## Selecting an air pressure mode


Your chair uses airbags to squeeze, then release, muscles in your arms, legs, and feet to release muscle tension and improve blood flow.


- 1 Press **Air On/Off** one or more times to select an air pressure mode.


AIR PRESSURE MODE	REMOTE DISPLAY
Full air pressure massages the arms, legs, and feet.	Arm  Feet 
The air pressure massage focuses on the arms.	Arm 
The air pressure massage focuses on the legs and feet.	Feet 

- 2 *Optional:* Press **Intensity** to change the air pressure intensity. You have three intensity modes to choose from.   appears on the display as you adjust the intensity.

## Using other custom massage options

Press **Foot Roller** to turn the foot roller on or off.  appears on the display when this option is on.

Press **Heating** to turn the infrared heat on or off. When this option is on, it reaches full heat in about three minutes.  appears on the display when this option is on.

Press **Pause** to pause or restart the massage. When you pause the massage, the time on display stops, but the timer continues to count down.  appears on the display when this option is on.

## Turning off the power and stopping the massage

- In working status, press and hold the power button during the massage to stop all the massage functions immediately. The backrest and footrest go back to the default positions. Release the power button, the backrest and footrest stop moving.
- When the massage time up:
  - The massage hand goes back to the default position,
  - All the massage functions stop,
  - The backrest and footrest don't go back to the default positions. You need to press and hold the power button to move back to default position.
- In power off status, you can also press and hold the power button to adjust the position to the default position.

**Note:** To avoid an operation error during the working status, pressing the power button for less than two seconds doesn't change the operation.

## Troubleshooting

**CAUTION:** Use extreme caution with children. Your chair should not be accessible to child's play.

**Note:** If you run into unexpected problems with your massage chair, unplug the power cord, wait 30 seconds, then plug it back in. If you still experience issues, such as error codes, contact Insignia Customer Support at 1-877-467-4289 or visit [www.insigniaproducts.com](http://www.insigniaproducts.com).

ERROR CODE	PROBLEM	SOLUTION
E1 01	The massage hand up and down switch has malfunctioned.	<ul style="list-style-type: none"> <li>• Make sure that the travel switch wiring harness is connected correctly.</li> <li>• If the wiring harness is good, replace the travel switch.</li> </ul>
E1 02	The circle detection board has malfunctioned.	<ul style="list-style-type: none"> <li>• Make sure that the relevant wiring harness is connected correctly.</li> <li>• The circle detection board isn't receiving a signal. Replace the board.</li> <li>• The up and down motor or the driver board are bad. Replace the motor or board.</li> </ul>
E1 04	The up and down movement is overtime.	<ul style="list-style-type: none"> <li>• Make sure that your power supply is 110-120 V ~ 60 Hz. Turn your chair off then back on.</li> </ul>
E1 08	The up and down motor is overloaded.	<ul style="list-style-type: none"> <li>• Make sure that the motor and gearbox aren't bad. Replace the motor and gearbox, if needed.</li> </ul>
E1 10	The up and down motor has malfunctioned.	<ul style="list-style-type: none"> <li>• Replace the up and down motor or driver board.</li> </ul>
E2 01	The kneading motor is overloaded.	<ul style="list-style-type: none"> <li>• Replace the kneading motor.</li> </ul>
E2 02	Kneading motor can't detect the kneading width.	<ul style="list-style-type: none"> <li>• Replace the width detection board.</li> </ul>
E3 01	The tapping motor is overloaded.	<ul style="list-style-type: none"> <li>• Replace the tapping motor.</li> </ul>
E5 01	Foot roller motor is overloaded.	<ul style="list-style-type: none"> <li>• Replace the foot roller motor.</li> </ul>
E6 01	Air pump is overloaded.	<ul style="list-style-type: none"> <li>• Unplug the power cord, wait 30 seconds, then plug it back in.</li> </ul>
E4 01	Cylinder motor is overloaded.	<ul style="list-style-type: none"> <li>• Replace electric cylinder motor.</li> </ul>



ERROR CODE	PROBLEM	SOLUTION
E7 01	Heating control tube is overloaded.	<ul style="list-style-type: none"> <li>Replace temperature control tube. Replace the heating wire.</li> </ul>

## Specifications

Dimensions (H × W × D)	38.4 × 29.5 × 64.6 in. (97.5 × 75 × 164 cm)
Weight	187.4 lbs (85 kg)
Rated voltage	110-120 V~60 Hz, 1.8 A
Default working time	20 minutes
Rated power	130 W
Power cord	6.8 ft. (206 cm)
Remote control cord	6.2 ft. (190 cm)

## Legal notices

### FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

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

ICES-003

This Class B digital apparatus complies with Canadian ICES-003;

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## ONE-YEAR LIMITED WARRANTY

### Definitions:

The Distributor\* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at [www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca) and is packaged with this warranty statement.

### How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

### What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

### How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website ([www.bestbuy.com](http://www.bestbuy.com) or [www.bestbuy.ca](http://www.bestbuy.ca)), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

### Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

### What does the warranty not cover?

This warranty does not cover:

- Food loss/spoilage due to failure of refrigerator or freezer
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).

- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C, etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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