Tranquil Ease® Sensation Massage Chair
MCH-585 Series
User Manual
Thank you for purchasing the TE Sensation massage chair from Raffel Comfort Sciences. We are confident that you will find this product to be among the best available.

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<table>
<thead>
<tr>
<th>Description</th>
<th>Specification</th>
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<tr>
<td>Product Name</td>
<td>Massage chair</td>
</tr>
<tr>
<td>Model number of the Product</td>
<td>MCH-585</td>
</tr>
<tr>
<td>Power source</td>
<td>a.c.110-120v</td>
</tr>
<tr>
<td>Alternating current</td>
<td>60Hz</td>
</tr>
<tr>
<td>Power consumption</td>
<td>200W/Heat power:25w</td>
</tr>
<tr>
<td>Timer</td>
<td>5/10/15/25/30 minutes</td>
</tr>
<tr>
<td>Maximum operating period</td>
<td>90 minutes</td>
</tr>
<tr>
<td>Dimension (Length/width/height)</td>
<td>Packing size:52×30×34(inches)</td>
</tr>
<tr>
<td></td>
<td>Horizontal size:78×30×32(inches)</td>
</tr>
<tr>
<td></td>
<td>Vertical size:51×30×48(inches)</td>
</tr>
<tr>
<td>Weight</td>
<td>Product gross weight:234 lbs.</td>
</tr>
<tr>
<td></td>
<td>Product net weight:185 lbs.</td>
</tr>
<tr>
<td>Length of the wire</td>
<td>Controller wire:4 ft.</td>
</tr>
<tr>
<td></td>
<td>Power supply wire:7 ft.</td>
</tr>
<tr>
<td>Usage condition</td>
<td>Environment temperature:50°-104° F</td>
</tr>
<tr>
<td></td>
<td>Contrasting humidity:30-85RH</td>
</tr>
<tr>
<td>Storage condition</td>
<td>Storage temperature:68°-140° F</td>
</tr>
<tr>
<td></td>
<td>Storage humidity level:30-85RH</td>
</tr>
<tr>
<td>Safety feature</td>
<td>Equipped with overheated and power surge safety protection</td>
</tr>
<tr>
<td>User benefits</td>
<td>Increases blood circulation</td>
</tr>
<tr>
<td></td>
<td>Relieves muscular fatigue</td>
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1) Before installation, unfold the Backrest as shown below. Place side hinge covers on backrest, next to arm (see arrow).

2) When positioning the chair, please leave 80cm of space behind the Backrest to allow free reclining of the Backrest.

3) Take out the Pillow and Backrest Pad from the box. Then lay it on the Backrest of the chair.

Before installation: 
- Connect heater socket point and zip up the Backrest Pad
4) Installing Backrest Side Cover
   ■ Tighten Velcro on Backrest Side Cover

5) Installing Seat Pad
   ■ Connect the Vibration Socket wires together and connect the Air Hoses together, located in the base of the seat.

6) Installing Remote Control Holder
   ■ Please tighten the screws for the Remote Control holders in the order of the picture shown.

7) Back Massage Strength-Control Pad
   Back Massage Strength-Control Pad
The Back Massage Strength-Control Pad has been inserted into the Backrest Cover. If strong massage is desired, remove the Back Massage Strength-Control Pad from the cover, this strengthens the massage. If milder massage is desired, insert the Back Massage Strength-Control Pad back into the cover which will lessen the strength of the massage.

Connect to the power supply, and turn the switch under the Seat Pad to: “I” position, the Backrest will slowly come upright approximately 5 seconds later. The Chair is now in idle mode. During its idle mode, there are only five functions; ON/OFF, Backlight, Recline, Sit Up, Lift Leg or Recline Leg” that can be operated.

8) Center Foot Pad
   The Rubber Foot Pad has been inserted into the Footrest Cover.

**Diagram of Remote Control Panel**

![Diagram of Remote Control Panel]

**Diagram of Inner Control Panel**

![Diagram of Inner Control Panel]
MASSAGE OPTIONS AND BENEFITS

Shiatsu: Unique, gentle synchronized massage featuring kneading, clapping, and rolling which can effectively remove tiredness, relax muscle strains, and activate blood circulation, enhancing whole-body wellness and helping muscles recover softness and elasticity.

Kneading massage: Massage nodes moving in small, circular motions on both sides of the spine simultaneously. Relieves tension, soreness and stretches the muscles; improves and helps bring vital nutrients to the spinal area.

Tapping massage: Alternating strikes along the spine that stimulate both spinal muscles and spinal joint area. Flexes spinal joint and relieves pressure on spinal column. Invigorates entire back area.

Clapping massage: Nodes slowly move rhythmically up and down your back, near the spine, gently alternating side to side, relaxing the back. Aids in muscle and joint repair; improving mobility and overall posture.

Seat, thigh, calf, and sole air compression and/or vibration: Air devices operate at variable speeds to deliver a 3-dimensional massage. Provides a soothing sensation to enhance relaxation; easing and eliminating muscle aches in the seat and leg areas.

Backrest massage height/width adjustment: Adjusts nodes to a customized fit for maximum enjoyment.

Massage intensity adjustment: Adjusts the strength of your massage for comfort and enjoyment.

Full-body stretching: Ability to adjust massage angle from 105 to 168 degrees and from 30 to 90 degrees on the footrest for a close-fitting, comfortable, massage.
Control Buttons for the Massage Chair

1. ON/OFF
Press this button once and the backlight of the Remote Control will start blinking. Press any massage function button to begin the massage function of choice. Selecting the massage function will also start the timer. Press this button again to stop all massage functions. The massage rollers will return to their original position.

2/3. Recline/Sit Up-Angle Adjustment Control Button for Massage Chair
These two control buttons can adjust the Reclining/Sit Up angle respectively. Press once on the Reclining or Sit Up control button to adjust the backrest and/or footrest to a comfortable position. Press any of the control buttons again to adjust for the following: Recline, Sit Up, Lift Leg, Recline Leg to confirm the position.

4/5. Lift Leg/Recline Leg-Angle Adjustment Control Button for Legs/Calves
These two control buttons can adjust the massage angle on the leg rest. Press once on the Lift Leg or Recline Leg control button and the leg rest will adjust itself to a comfortable position. Press any of the control buttons again for Reclining, Sit Up, Lift Leg or Recline Leg to confirm the position.

6. Timer
After the massage process is activated, the chair will be automatically set on a 15-minute Timer. By pressing the timer button, you may change the length of the massage in five minute intervals. When one minute remains on the timer, the backlight of the Remote Control will light up automatically. This will be followed by five beeps to alert the user.

7. Backlight
By pressing this key, the backlight on the remote control may be turned ON or OFF. When the Backlight is on, press this button again, and the Backlight will go off after 30 seconds. Pressing any function button will also activate the Backlight. The light will automatically shut off after 30 seconds.

8. Pause Button
To momentarily stop a massage function, press the pause button. When the chair is in massage mode and the user wishes to temporarily pause activity, press the Pause button and all massage functions will stop. The “Pause” icon will be blinking on the remote control and the set time countdown will be paused as well. The chair will be in idle mode. Only the “Pause, Backlight, Recline, Sit Up, Lift Leg, Recline Leg” can be used. Press the Pause button again to discontinue the “Pause” function and resume the original massage function. The set time countdown will resume.

9. Auto Scan Button
As the position of the user’s neck, shoulder, back and waist are unique to each individual, the chair is equipped with an Auto Scan function that can be adjusted according to the user’s height to achieve a more effective massage. At the same time, the Upward/Downward manual control button helps to provide more precise massage at the exact point for a more effective and in-depth massage. Every time this button is pressed, the Auto Scan will scan the body and determine the best massage strength. When the best massage strength is detected, the Massage Rollers will stop at that position, and the machine will beep once. The Auto Scan is then completed 5 seconds later.
   - It is suggested the Backrest be adjusted to the best angle in order to achieve the most accurate body scan.
   - Please sit upright and relax during the process of scanning for the most accurate scanning result.
   - All four Auto Programs – Healthcare, Relax, Therapy, and Smart are equipped with Auto Scan function. Please refer to the “Auto Program” section for additional information.

10/11. Back Massage Up/Down Level Adjustment Button
For a more comprehensive and comfortable massage, the user can further adjust the height of massage by pressing the Button within 5 seconds of hearing the beep. The Massage Rollers will go upwards or downwards according to your request until you reach your most comfortable position.

Full Body Auto Program
If one of the four Auto Programs is activated before the Auto Scan of the entire body, the machine will automatically do a height scan for the back. Should the user prefer, the massage height can manually be adjusted to the preferred level.
   - Additionally, when the Auto Program for the entire body or localized massage is operating, the strength of the air pressure can be adjusted by pressing the Back & Seat Intensity Control Button.
   - After activating the Auto Program, both the Vibration and Heat function for the back can be activated according to individual needs.
The following Auto Programs are available:

12. **Healthcare** - A vigorous series of combined, deep tissue, intense massage functions.
13. **Therapy** - A combined series of functions that move from one pressure point to the next.
14. **Relax** - A relaxing series of combined massage functions that help to reduce stress and increase joint and muscle mobility.
15. **Smart** - Auto Program combines massage functions to deliver personalized massage based upon individual body scan
   - Note: The Auto Program of Full Body, Neck/Shoulder, Back/Lumbar can be combined with the Auto Program of Seat and Calves for richer Full Body Auto Massage mode.
16. **Full Back Massage Start/Stop Control Button**
17. **Neck/Shoulders Auto Program Start/Stop**
18. **Back/Lumbar Auto Program Start/Stop**
19. **Seat: Auto Air Fill/Vibration Auto Program Start/Stop**
20. **Calves: Auto Air Fill/Vibration Auto Program Start/Stop**

The following buttons are located on the inside panel of the remote control.

- **21. Tapping Massage**
- **22. Clapping Massage**
- **23. Shiatsu Massage**
- **24. Speed**
- **25. Width**
- **26. Rolling**
  - Press this button once and it will activate the Rolling function for full back massage. Press again to stop the function.
  - This function cannot be used to perform “Spot” massage.
- **27. Spot**
  - This button allows user to select Spot massage for any part of the back by pressing the Upward / Downward button. Press this button once to activate spot massage while the selected massage mode continues to run at the original position. Press again to cease Spot massage function and resume full back massage function.
- **28. Partial**
  - This button allows user to select Partial Massage for any part of the back by pressing the Upward / Downward button. The position for Partial Massage can be adjusted as preferred by user. Press the partial button once to continue the original massage mode, while activating Partial Massage, which moves the massage approx. 3 inches in either direction from the point of origin. Press again to stop Partial Massage function and resume full back massage function.
- **29/30. Position Adjustment Button for Spot or Partial Massage**
  - After activating Spot or Partial Massage, continue to press the ▲ / ▼ buttons in succession to move the massage. The Massage Rollers will go upwards or downwards until the desired position. The original position of the Spot or Partial Massage will be shifted to the new position. Release the ▲ / ▼ button once the desired position is achieved.
- **31. Vibration**
  - Activates Vibration feature for seat, calves, and feet.
- **32/33. Auto 1 / Auto 2**
  - Select Auto 1 or Auto 2 to activate the Air-pressure mode at medium level and; press again to stop the Clap function.
  - After activating Auto 1 (or Auto 2), user is allowed to switch mode anytime by pressing Auto 2 (or Auto 1) again.
- **34. Seat Air-Pressure Massage**
  - Press once to activate Seat Air-pressure massage mode. Press again to stop the function.
- **35. Calves Air-pressure Control Button**
  - Press once to activate Calves Air-pressure Mode to enjoy rhythmic air-pressure massage at the calves. Press again to stop the function.
- **36. Feet Air-pressure Massage**
  - Press once to activate Feet Air-pressure massage mode to enjoy rhythmic air-pressure massage at the sides of the feet and soles. Press again to stop the function.
- **37. Intensity**
  - After activating the Air-Pressure function, press this button to adjust the intensity from gentle to medium to strong.
Additional Manual Back Massage Features

38. Vibration during Back Massage
Select intensity of vibration mode by pressing one or two. This feature can be combined with other back massage functions to increase intensity of massage.

39. Heat Option
Press this button once and it will activate the Heat option during either back or leg massage.

40. Kneading
Kneading massage applies pressure in small, circular motions on both sides of the spine simultaneously. This option may be used in conjunction with the tapping, clap, and shiatsu massage modes.

41. Strength
Adjusts intensity of kneading massage option from low to fast.

The operation of massage Chair is controlled by a microcomputer that performs various intelligent massage methods and combinations, like Kneading, Tapping, Clapping, Shiatsu, Rolling, Vibration, Air Massage and Heating. All these methods massages accurately on the acupressure points, to effectively alleviate fatigue, promote metabolism and improve blood circulation. Equipped with four sets of full body automatic programs and five sets of localized automatic programs to offer several options designed to meet your individual massage needs.

Various types of massage functions can be combined for customized massaging programs, in addition to precise point massages. The combination of air pressure for the Seat Pad and Leg as well as the Calves, Heater and Vibrations can be set automatically for a more effective massage.

- Spring-styled massage that is specially structured for the back is designed according to the curve of the human body to provide a more effective and thorough massage.
- The massage Rollers use an interlocking gear to provide an in-depth massage to the acupressure points on the back.
- Designed with double automatic adjustment, the Chair’s Backrest can be adjusted from 115 to 160, while the Footrest, from 0 to 90 to suit you.
- The Timer Function can be adjusted according to your desired duration of the massage program.
- Backlit Liquid Crystal Display for user friendly operation even in the dark.
- Designed with power surge and pressure detector as well as automatic temperature sensor and auto shutdown mechanism for safety.
- The operation is controlled by intelligent microprocessor for excellent performance and consistent quality.

1) Lift up the Calves Rest
2) Then recline the chair to approximate 45 degrees to easily move the chair around the house with a slight pull of push.
GENERAL MAINTENANCE

Maintenance – To keep your chair working and looking its best, please follow the following guidelines:

1. Be sure to disconnect the power cord from the electrical outlet before cleaning.
2. Avoid cleaning the massage chair with benzene, thinner or any other chemicals.
3. Clean hand control with a dry cloth.
4. Touch keypad lightly when operating and avoid pressing with edge of nail.
5. Foreign objects should not be inserted between the massage nodes or the unit housing.
6. The mechanics of this chair are designed and constructed to be maintenance free. No periodic lubrication or servicing is required.
7. A maximum duration of 15 minutes is recommended for each use.
8. Do not store near heat or open flame.
9. Do not leave chair exposed to direct sunlight for long periods of time.
10. When not in use for a long period of time, we recommend that the power cord be removed.
11. Children, pregnant women and patients with serious illnesses should exercise extra caution when using the massage chair.
12. Do not press on the chair, or put your fingers beneath the fabric cover of the kneader.
13. Do not stand, sit or jump on the calf pad holder.
14. Do not unplug or open the Y-shaped connecting circuit.
15. Massage chair has a microcomputer sensitive to voltage fluctuation. Abnormalities will occur if the voltage fluctuation exceeds +10% to -15% of the rated voltage.

TROUBLE SHOOTING

Power is on, but the massage chair fails to operate.
Check if the plug is correctly placed and if the power-switch on the chair is in the “on” position.

When in use, the remote control operates normally, but the massage chair fails to operate.
The chair is equipped with a thermal resetting protection device. This is an added safety feature to protect you and the massage chair from overheating. If the chair should suddenly stop and will not start, turn the main power switch off and do not operated the chair for at least 30 minutes. Failure to turn the chair off may result in the chair starting unexpectedly when the device cools.

When in use, neither the remote control nor the massage chair operates properly.
Disconnect the power supply. Switch on again and reactivate.

Should all of the above fail to rectify the situation, please contact our service department or visit the Tranquil Ease website.

2 YEARS LIMITED WARRANTY BY RAFFEL COMFORT SCIENCES (RCS)

1. WARRANTY. Subject to limitation set forth herein:
(A) PARTS: If during the TWO (2) YEARS period beginning on the date of original date of this chair to the original owner, any defect that shall occur in the motors, solid state controls, electrical or mechanical parts and assemblies or roller mechanisms (collectively the “parts”), Raffel Comfort Sciences will exchange, replace or repair such defective parts without charge.
(B) REPLACEMENT PARTS are guaranteed for the unexpired balance of the original warranty period.
(C) SERVICE: If during the FIRST (1) YEAR period beginning on the date of the original delivery of this chair to the original owner, any defect shall occur which is covered under this Limited Warranty, RCS at its sole discretion, may provide In-Home labor service without charge or if need be, arrange shipping back and forth from customer to RCS for repair at no cost. For service, call 800-307-1058.

2. LIMITATIONS:
(A) This Limited Warranty does not cover upholstery covering or ornamentation. In addition, this Limited Warranty shall be void if, in the sole discretion of RCS, (1) the defect alleged to be covered under this Limited Warranty was caused by accident, misuse, improper service, abuse, alteration, tampering, damage, resulting from transit or handling or (2) the nameplate on the chair is defaced, removed, or altered in any way.
(B) The limit of liability under this warranty shall be the actual cash value, at the time of claim, of the product in operating condition, or the actual cost of repair, whichever is less. The aggregate limit of liability shall not exceed the original purchase price of
the product.
(C) Except as otherwise specified above, there are no warranties whatsoever with respect to the chair, expressed or implied, including but not limited to, warranties of merchantability or fitness for a particular purpose or those arising out of a course of dealing or usage of trade. In no event shall RCS be liable for any incidental or consequential damages arising out of the use or inability to use the chair for any purpose whatsoever.
(D) Do not sit on leg rest while it is in extended position. It is designed to support leg weight only. Damage to it is not covered under warranty.

3. SERVICE:
(A) To obtain service call the warranty Service Authorization Center at 800-307-1058. If upon examination by the service center no breakdown is found, the customer will be responsible for all charges incurred.
(B) The manufacturer is not responsible for shipping charges for service after 2 years.
(C) In home service for ONE (1) year, for labor and parts repair.

Some states do not allow the exclusion or limitation of incidental or consequential damages or do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

GENERAL LIMITATIONS: Warranties are non-transferable. Proof of purchase (original receipt) is required for all warranty repairs. This warranty is effective only if the product is purchased and operated in the United States of America. A product that requires modifications or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications is not covered under warranty. All service covered by this warranty must be approved by RCS and repairs performed by authorized technicians.

This warranty applies only to the massage chair and does not include any accessories or enhancements. Warranties do not apply to rental, business, commercial, institutional, or other non-residential users. Softening of foams and filling composites in pillows, pads, and do not constitute a defect under this warranty as those items naturally soften with use. Fading, wear and pilling of fabrics do not constitute a defect under this warranty as those conditions naturally occur with fabrics. Natural markings, grain, and dye variations in fabric do not constitute a defect under this warranty as no two pieces of fabric are alike.

SAVE THESE INSTRUCTIONS
Do not attempt to repair your massage chair yourself if a malfunction occurs.
Contact Raffel Comfort Sciences
For additional questions, please call our customer service representative at 800.307.1058

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