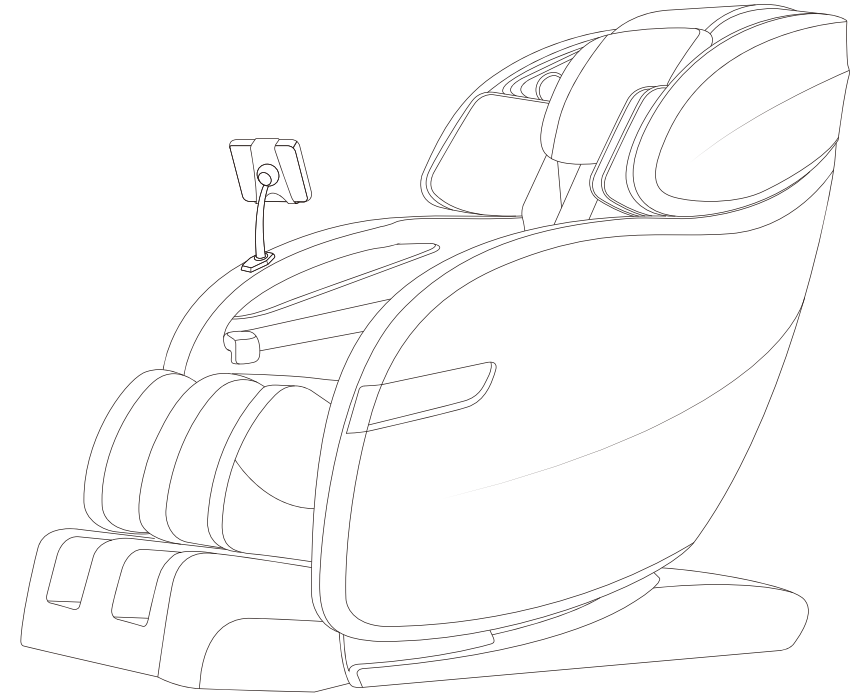


# SERENITY DELUXE

## OPERATION INSTRUCTIONS



**Please contact Factory Direct Wholesale directly for any issues or concerns. Keep this manual in a safe place for future use.**

PHONE: 877-313-0301

EMAIL: [COSTCO.CUSTOMER.SERVICE@FDWLLC.COM](mailto:COSTCO.CUSTOMER.SERVICE@FDWLLC.COM)

Factory Direct Wholesale, LLC  
503 MORGAN LAKES INDUSTRIAL BLVD  
POOLER, GA 31322  
PHONE: 877-313-0301  
EMAIL: [COSTCO.CUSTOMER.SERVICE@FDWLLC.COM](mailto:COSTCO.CUSTOMER.SERVICE@FDWLLC.COM)

Thank you for purchasing this product. please read this manual instruction carefully in order to operate the massage chair correctly before use. please review all important safety warnings and keep this manual book for future use.

## Contents

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## Safety

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### IMPORTANT SAFETY INSTRUCTIONS

This massage chair is intended for household only .When using an this massage chair is intended for household only. When using an electrical appliance, basic precautions should always be followed, including the following: Read all instructions before using this massage chair.

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

- 1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.
- 2) Never use pins or other metallic fasteners with this appliance.
- 3) Carefully examine the covering before each use. Discard the appliance if the covering shows any sign of deterioration, such as checking, blistering, or cracking.
- 4) Keep Dry - Do not operate in a wet or moist condition.

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

- 1) The massage chair should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.
- 2) Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when the massage chair is used by, on, or near children or disabled persons. Keep children away from extended foot support.
- 4) Use this appliance only for its intended use as described in this manual. Do not use any attachments or the manufacturer warranty is invalid.
- 5) Never operate this massage chair if the chair has a damaged cord or plug. If the chair is not working properly, if it has been dropped or damaged, or comes in contact with water.
- 6) Do not carry this massage chair by supply cord or use cord as a handle.
- 7) Keep the cord away from heated surfaces.
- 8) Never operate the massage chair with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Never drop or insert an object into any opening.

## Safety

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- 10) Do not use outdoors.
- 11) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 12) To disconnect, turn all controls to the off position, then remove plug from outlet.
- 13) Temperatures sufficiently high to cause burns may occur regardless of the control setting. Please do not use on sensitive skin or on a person with poor blood circulation.
- 14) Do Not Crush - Avoid sharp folds.
- 15) Do not use massager in close proximity to loose clothing or jewelry.
- 16) Keep long hair away from massager while in use.
- 17) Connect this massage chair to a properly grounded outlet only. See Grounding Instructions.
- 18) The massage chair shall not be exposed to dripping or splashing and that no objects filled with liquids.
- 19) The massage chair with CLASS I construction shall be connected to a MAINS socket outlet with a protective earthing connection.
- 20) The massage chair coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- 21) This massage chair is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities. Unless they are given supervision and instruction concerning use of the massage chair by a person responsible for their safety.

## Safety

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### SAVE THESE INSTRUCTIONS

This massage chair is intended for household use only.

#### ● Usage Environment

- Do not use the massage chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the massage chair in a room with a temperature of 104°F or higher.
- Do not expose the massage chair to heaters, stoves or direct sunlight.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use and not for commercial purposes.

#### **Caution**

- The massage chair is to be used indoors only.
- If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is stored in a cold place and is being brought into a warm environment, it is advisable to wait one hour before use. This is because its performance may not be at optimum level, as there may be water droplets on the mechanical parts due to condensation. Using the massage chair under such conditions may result in malfunction.

### IMPORTANT SAFETY INSTRUCTIONS

#### ● Safety Precautions

- To ensure safe and correct use of the massage chair, do not operate it without reading this operation manual carefully.
- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blanket, etc., as this may result in ineffectiveness or injury.
- Do not use the massage chair an hour before or after eating as this may have adverse effects on the user.
- Do not allow children or pets to play around the massage chair, e.g., behind the backrest, under the seat or leg rest of the massage chair. This may result in injury.

## Safety

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- Do not rest or place heavy objects on the armrests, leg rest or backrest as this may result in malfunction or injury.
- Do not use the massage chair when your body is wet.
- Do not operate the massage chair with wet hands.
- Do not perform continuous massage on the same spot of your body for more than 5 minutes at a time as this may result in excessive stimulation and may have adverse effects.
- Do not insert your hand or foot along the paths of the massage rollers during use as this may cause injury.
- Stop operation immediately if you experience any discomfort.
- This product is not intended for self-treatment of conditions that should be managed by a qualified health care provider.
- People on medication or with medical conditions, please consult your doctor before use.
- Please do not use the product if you are not feeling well.
- Remove all scarves, neckties, necklaces and jewelry before using the massager.

#### • **People with Medical Conditions**

Consult your doctor before use if you:

- Are under medical rest as ordered by a doctor.
- Have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
- Have back problems.
- Have diabetes, osteoporosis or sensory impairment.
- Have joint dysfunction.
- Have a pacemaker or other electronic medical devices.
- May be pregnant.
- Have phlebitis or thrombosis.
- Have an increased risk for blood clots.
- Had recent surgery.
- Have surgical pins, screws, or anything mechanical implanted in your body.



## Safety

### ● Instances When the massage chair Should Not Be Used

In the following events, please switch off the main power switch immediately and disconnect the power cord from the electrical outlet:

- If water is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately and consult your doctor.
- If you detect any malfunction or any other abnormal condition during operation.
- If there is a power failure. Injury may occur when power is restored unexpectedly.
- If there is lightning.

### ● Assembly and Repair of the massage chair

- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electric shock.
- The massage chair must only be professionally serviced or repaired. Do not attempt to disassemble or repair the massage chair yourself.

### ● Things to Note About the Power Plug and Cord

- Check that the Alternating Current (AC) voltage corresponds with the specifications indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically by the Auto-Timer function, always remember to switch off the main power switch after use.
- Do not place the power cord under the massage chair or any other heavy objects.
- Do not wind the power cord around the massage chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage chair with a damaged cord or extension cord.
- Do not use the massage chair if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

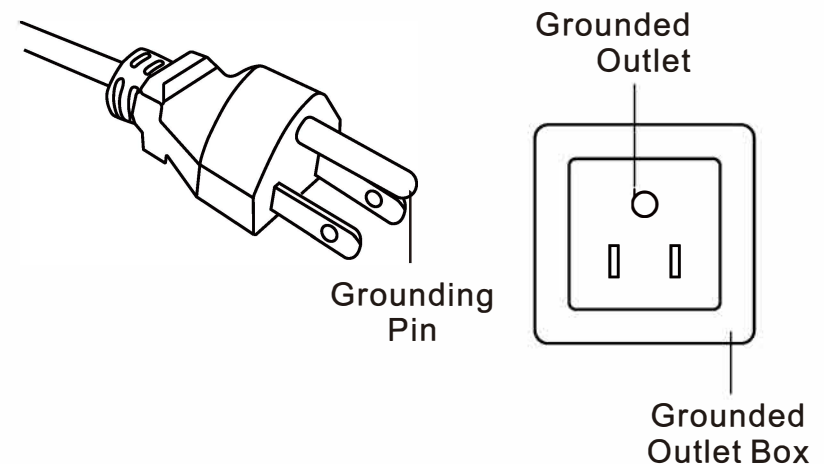
## Safety

### ● 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 having 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.

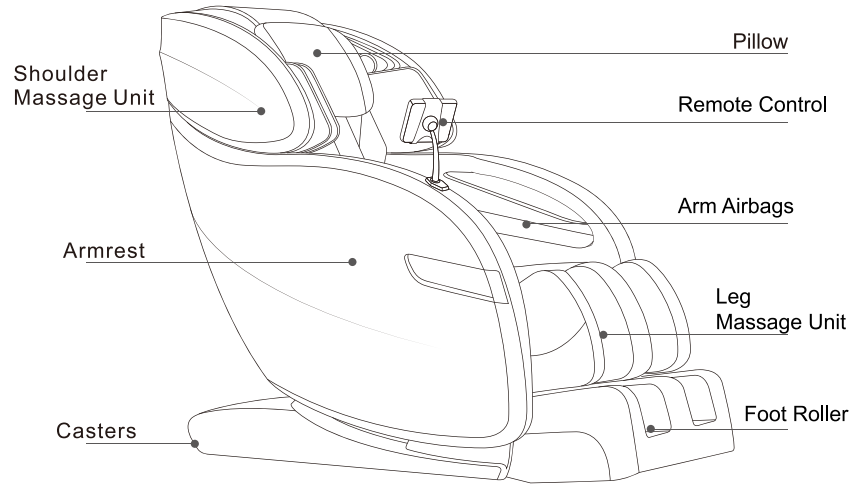
**DANGER** - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120V~ circuit and has a grounding plug that looks like the plug illustrated in sketch A as following illustration. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



## Components

### Outer Structure

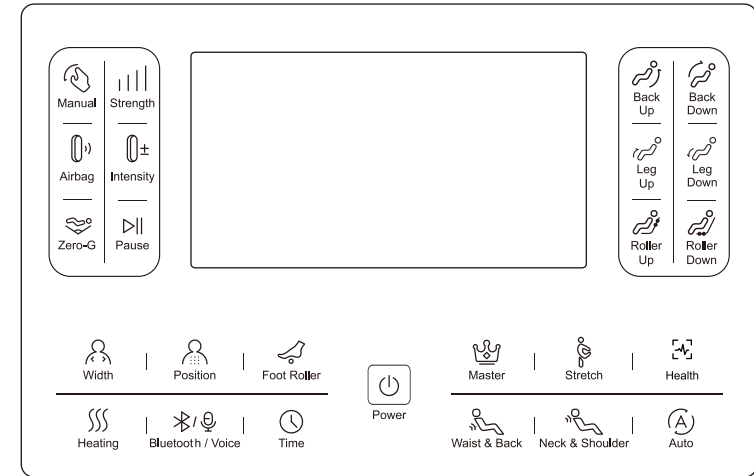


### Shortcut Buttons

Function	Button	Instruction
Power		ON/OFF
Pause		Press this button to pause the massage function. Press again to resume the original massage function.
Relaxing		Relaxing mode, full body massage, medium intensity for roller and airbag massage.
Stretch		Full body massage that stretches the legs, back, and arms.
Neck & Shoulder		Massage for shoulder and neck, to relieve the stress of shoulder and neck.

## Components

### MAIN CONTROLLER

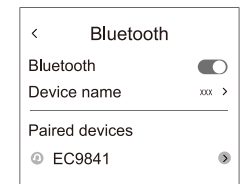


### CAUTION

- ▶ Do not sit, step or place heavy objects on the controller.
- ▶ Do not drop the controller.
- ▶ Do not exert excessive force on the controller.
- ▶ Do not handle the controller with wet hands.
- ▶ Do not operate the controller by using sharp-edged or hard objects. It may result in damage.

### Bluetooth pairing









On your phone Bluetooth list, choose the model EC9841 to do the pairing.



## Components

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

### MAIN CONTROLLER OPERATION


-  **Power Button**
  - Press to turn ON the massage chair.
  - Press again to turn OFF the chair.
-  **Pause Button**
  - Press to pause the massage function.
  - Press again to resume the massage function.
-  **Auto Button**
  - Press to switch between the automatic programs.
-  **Master Button**
  - Press the button to running the Master massage mode.
-  **Stretch Button**
  - Press the button to running the Stretch Button massage mode.
-  **Waist & Back Button**
  - Press the button to running the Waist & Back massage mode.
-  **Neck & Shoulder Button**
  - Press the button to running the Neck & Shoulder massage mode.
-  **Health Button**
  - Please place your finger on the designated sensor and wait for the chair to analyze your body. Make sure to sit properly and not move during the scan for the most accurate results.
  - Detection successful. A tailored massage program will recommend for you. Please confirm and start the massage. If detection failed, please try again.




## Components





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-  **Timing Button**
  - Press to set the massage time from 10-30mins.
-  **Heat Button**
  - Press this button to turn on/off the Heating function.
-  **Bluetooth /Voice Button**
  - Bluetooth and Voice broadcasting function are enable by default.
  - Long press to turn ON/OFF the Bluetooth.
  - Short press to turn ON/OFF and select the volume (level 1-5) of the Voice broadcasting.
-  **Foot Roller Button**
  - Press to turn ON/OFF foot roller function.
  - Press to select the strength of foot roller from level 1-3.
-  **Position Button**
  - Press to select the massage area while having manual mode.
  - Full Body : massage from top to bottom.
  - Local: massage within the upper and lower range where back roller stays. Press Roller UP/DOWN button to adjust the initial position while having local area massage.
  - Spot: massage at the position where back roller stays. Press Roller UP/DOWN button to navigate the specific part of the body to target.

**NOTE:** Spot massage cannot be selected while having Auto programs and Rolling Massage.
-  **Width Button**
  - Press to select the width of back roller: width, medium or narrow.

**NOTE:** Width cannot to be adjusted while having Auto programs, Kneading and Sync Massage.
-  **Zero Gravity Button**
  - Press to select Zero Gravity position from 1-3.
  - Press again to turn off

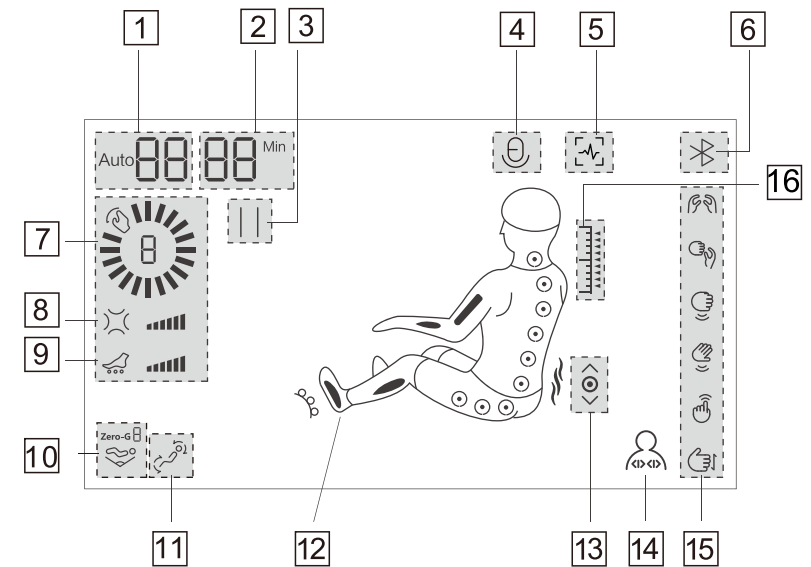
## Components


















-  **Airbag Button**
  - Press to turn ON/OFF and select the position of airbag.
-  **Intensity Button**
  - Press to adjust the airbag pressure from level 1-3.
-  **Manual Button**
  - Press to select manual massage option: Kneading, Sync, Knocking, Tapping, Shiatsu or Rolling.
-  **Strength Button**
  - Press to adjust the back roller strength from level 1-6 while having manual massage.

**NOTE:** Strength cannot be adjusted while have Auto programs.
-  **Backrest Up Button**
  - Press and hold to raise the backrest.
  - Release when it reaches your desired position.
-  **Backrest Down Button**
  - Press and hold to lower the backrest.
  - Release when it reaches your desired position.
-  **Legrest Up Button**
  - Press and hold to raise the legrest.
  - Release when it reaches your desired position.
-  **Legrest Down Button**
  - Press and hold to lower the legrest.
  - Release when it reaches your desired position.
-  **Roller Up Button**
  - Press and hold to adjust the back roller up in shoulder detection.
  - Press and hold to adjust the back roller to the target position while having manual massage.
-  **Roller Down Button**
  - Press and hold to adjust the back roller down in shoulder detection.
  - Press and hold to adjust the back roller to the target position while having manual massage.

## Components

### Control Display



- 1** Auto/Manual Program Display Area    **2** Time    **3** Pause
- 4** Voice Broadcasting    **5** Health Check    **6** Bluetooth Speaker
- 7** Back Roller Strength    **8** Airbag Intensity    **9** Foot Roller Speed
- 10** Zero gravity display area:   
- 11** Backrest Up/Down:   Legrest Up/Down:  
- 12** Heating: Light up when in use  Airbag massage: The corresponding area flashes   
Foot Roller: Light up when in use  Back Roller: The corresponding area flashes. 
- 13** Back Roller Display Area: Full Body  Spot  Local 
- 14** Massage Width: Wide  Medium  Narrow 
- 15** Massage Techniques: From top to bottom: Kneading-Sync-Knocking-Tapping-Shiatsu-Rolling. The selected technique flashes when used.
- 16** Auto Body Scanning: The corresponding area flashes.

## Components

### Automatic Programs

Function	Description	Intensity
Master	Full body massage, strong intensity of rollers and airbags massage.	High
Stretch	Full body massage, stretch your leg and back to better relieve muscle soreness after sport or hard work.	High
Sport Care	Full body massage, a program designed specifically for athletes and fitness person.	Medium
Waist&Back	Partial massage, focus on waist and back, help to relieve muscle soreness of back and waist.	Medium
Neck& Shoulder	Partial massage, focus on neck and shoulder, help to relieve neck pain and shoulder muscle strain.	Medium
Sleep	Full body massage with swing function, soft massage help to have a nice nap.	Low
Soft	Suitable for elderly, full body massage in the lightest way to relieve back pain and leg cramp for the elderly	Low
SPA	Full airbag massage and foot roller massage.	Medium
Relaxing	Full body massage, medium intensity of rollers and airbags massage.	Medium
Spine Care	Massage focus on the spine area to relax the body.	Medium
Refreshing	Full body massage, wake up the body, strong intensity for roller and airbag massage.	High
Slim	Soft massage focused on the waist and hip.	Low

#### NOTE:

Back roller width and speed cannot be adjusted while having Automatic Programs.

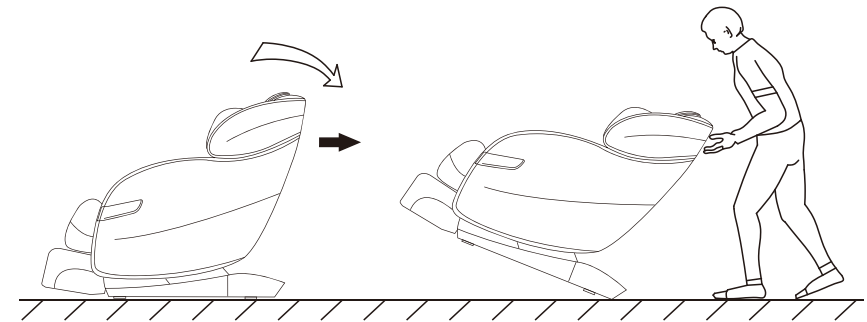
Backrest and legrest angles cannot be adjusted while having Stretch and Sleep Programs.

The chair will not return to its initial position after finishing the Sleep Program. Please press the power button to return to the initial position.

## Preparation Before Use

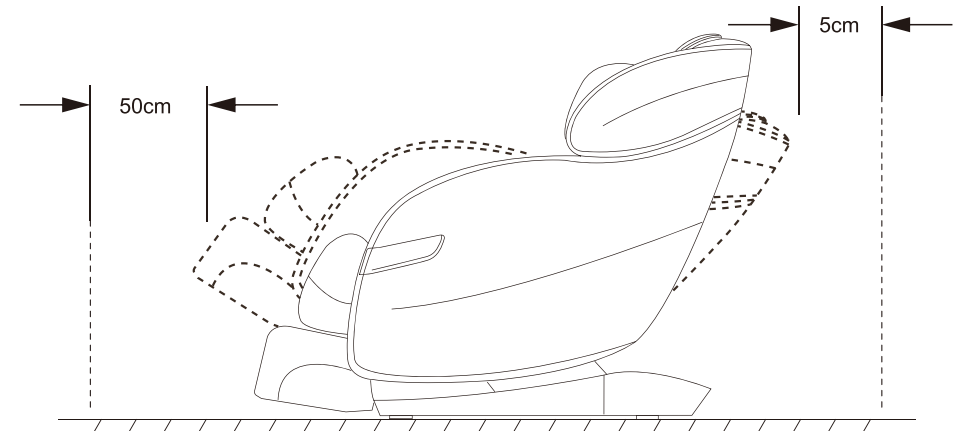
### Move the Chair

- Please turn off the main power and unplug the power from the electrical outlet.
- Tilt the chair backward as shown in the picture below and wheel it to the desired location.
- Please cover the floor with mat when move the massage chair in case of any damage of floor will be made.



### Place the Chair

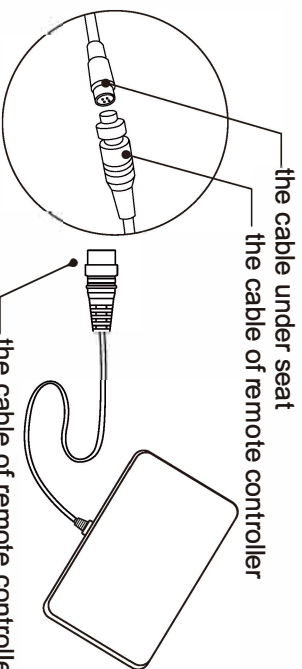
Please make sure that there is an allowance of more than 5cm behind the massage chair, and more than 50cm in front of the massage chair to allow the backrest to recline without obstruction during operation.



## Preparation Before Use

### Install the connection

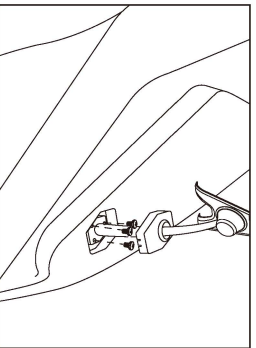
- Connect the cable of remote controller with the cable under seat.



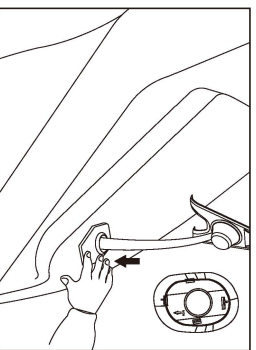
**NOTE:**There is only one correct direction to insert the cable, please observe the interior of the plug and you will see the hint.

### Install the bracket

- Aligned holes, lock screw.

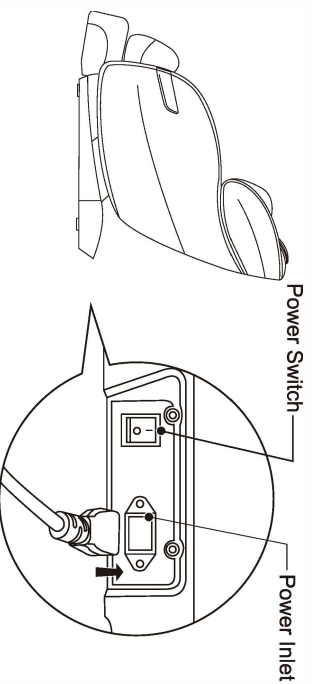


- Press down to align the snap.



### Connect power

- Plug the power cord into power inlet, turn on the power switch.



## Cleaning and Maintenance

### 1. Storing the massage Chair

- With a dry, soft, clean cloth after use.
- Keep the massage chair clean and away from places of high humidity.
- If the massage is not to be used for a long period of time, cover the massage chair with dust cover and unplug its power plug from the electrical outlet.

### **⚠ Caution**

- Do not store the massage chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.
- Do not allow the massage chair remain in contact with vinyl or wallpaper for extended periods of time as this could lead to discoloration.

### 2. Cleaning the Massage Chair

- Before cleaning, ensure that the main power switch is off and the power plug is disconnected from the electrical outlet.
- Wipe off dust and dirt from the massage with a dry, soft, clean cloth after each use.
- This product can be cleaned thoroughly with a slightly damp cloth.
- Do not iron the upholstery.
- Do not wash the upholstery using a home washing machine as this may result in deterioration of the upholstery's quality.

### **⚠ Caution**

- Do not apply abrasive cleaning agents like benzene or thinner to the massage chair. This may cause the upholstery to fade.

### 3. Cleaning the Controller

- Use only a clean, dry cloth to clean the controller.

### **⚠ Caution**

- Do not use a wet cloth to clean the controller. This may result in malfunction..



## Troubleshoot

If you encounter problems operating the Serenity Deluxe Massage Chair, please check the following points to see if they can be rectified. If the Massage Chair still malfunctions or does not work, please switch off the Main Switch of the Massage Chair and remove the power plug from the electrical outlet. Contact Factory Direct Customer Service. **Do not dismantle or attempt to repair the Massage Chair yourself. Doing so will void the warranty will not bear any responsibility for any subsequent consequences.**

Motor sound during operation.

Loud sound during Tapping and Kneading program.

- These sounds are the result of mechanical structure and not malfunction.
- This may occur during normal usage.

The controller does not work correctly.

- Check the power plug and ensure that it is securely connected to the electrical outlet.
- Check the connection at the back of the massage chair
- Ensure that the main power switch is turned on.

The massage rollers stop during the massage

- The roller mechanisms may be strained when subjected to excessive force.
- Try to reduce pressure added on the rollers.

The power cord and plug are abnormally hot

Stop use immediately and contact Customer service

## Specifications

Model	BM-EC9841
Rated Voltage	120V~
Rated Frequency	60HZ
Rated Power	120W
Position verticale - Environ	1400(L)x755(W)x1110(H)mm
Position inclinée - Environ	1610(L)x755(W)x920(H)mm

