



JPMEDICS

User Manual
JPM65/ KaZe Duo

www.jpmedics.com

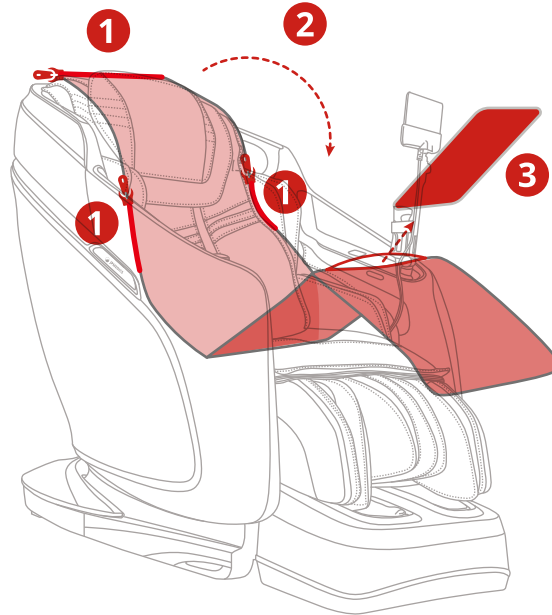
We Can Help.

Our team will respond quickly
to help you solve any issues

1.877.977.0656

Need a deeper massage?
Remove Softening Pad

- 1** Unzip
- 2** Fold Down
- 3** Remove Pad



Scan QR Code to Visit Website



Scan QR Code for Operation Video



Scan QR Code for Service Support



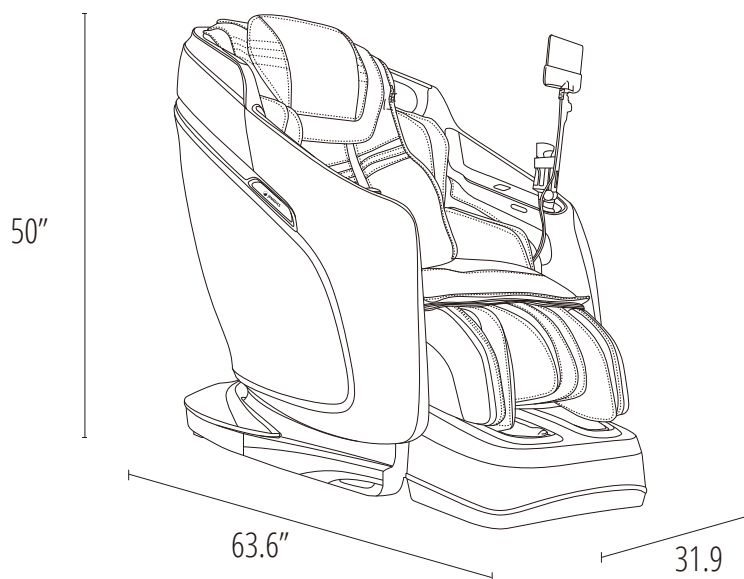
For replacement parts and tech support, please call our service and warranty phone number,
or visit www.jpmedics.com

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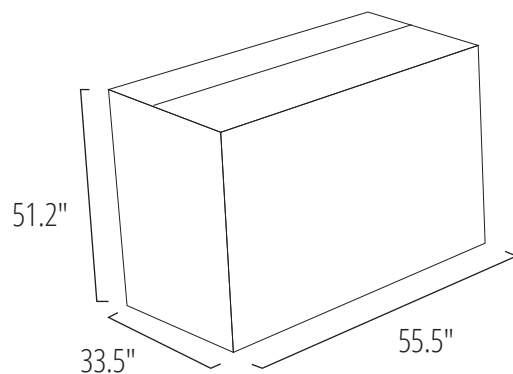
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DIMENSIONS

First, let's get your chair inside.

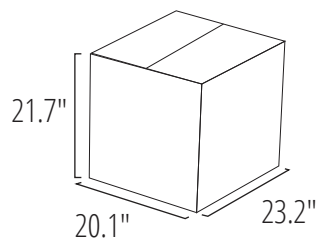


Box 1



Base & Backrest

Box 2



Footrest

CONTENTS

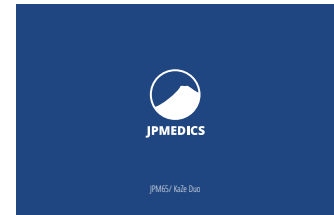
Everything you need for a relaxing experience.



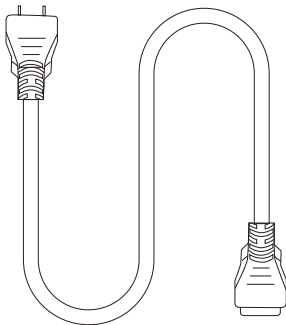
User Manual



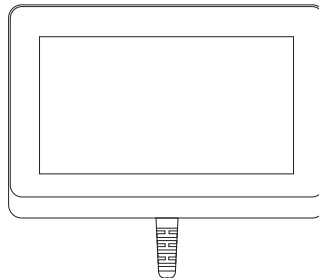
Installation Manual



Warranty Postcard



Power Cord



Wired Touch-Pad

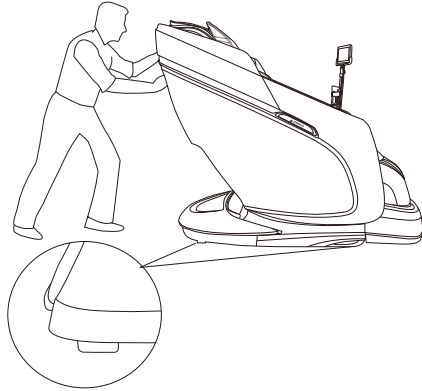


JPM65/KaZe Duo Massage Chair

MOVE & CLEARANCE

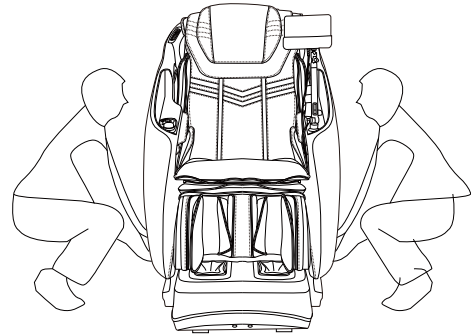
A few simple steps to find the best place for your new chair.

HOW TO MOVE



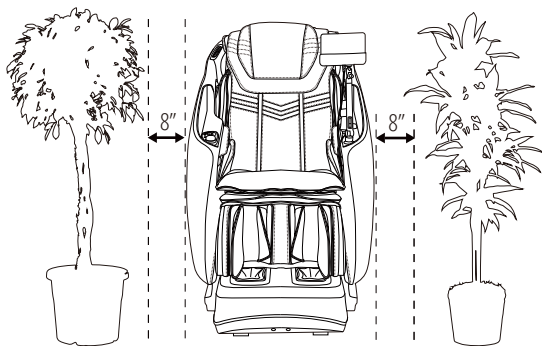
Move with a slight pull or push

Caution: If you roll the chair on wood floor, marks may be left

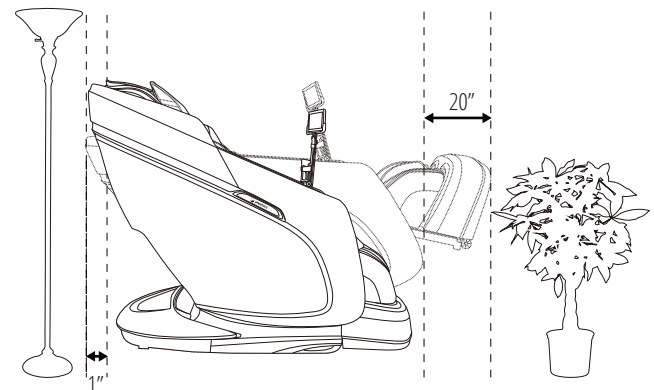


Two people are needed to lift the chair

CLEARANCE



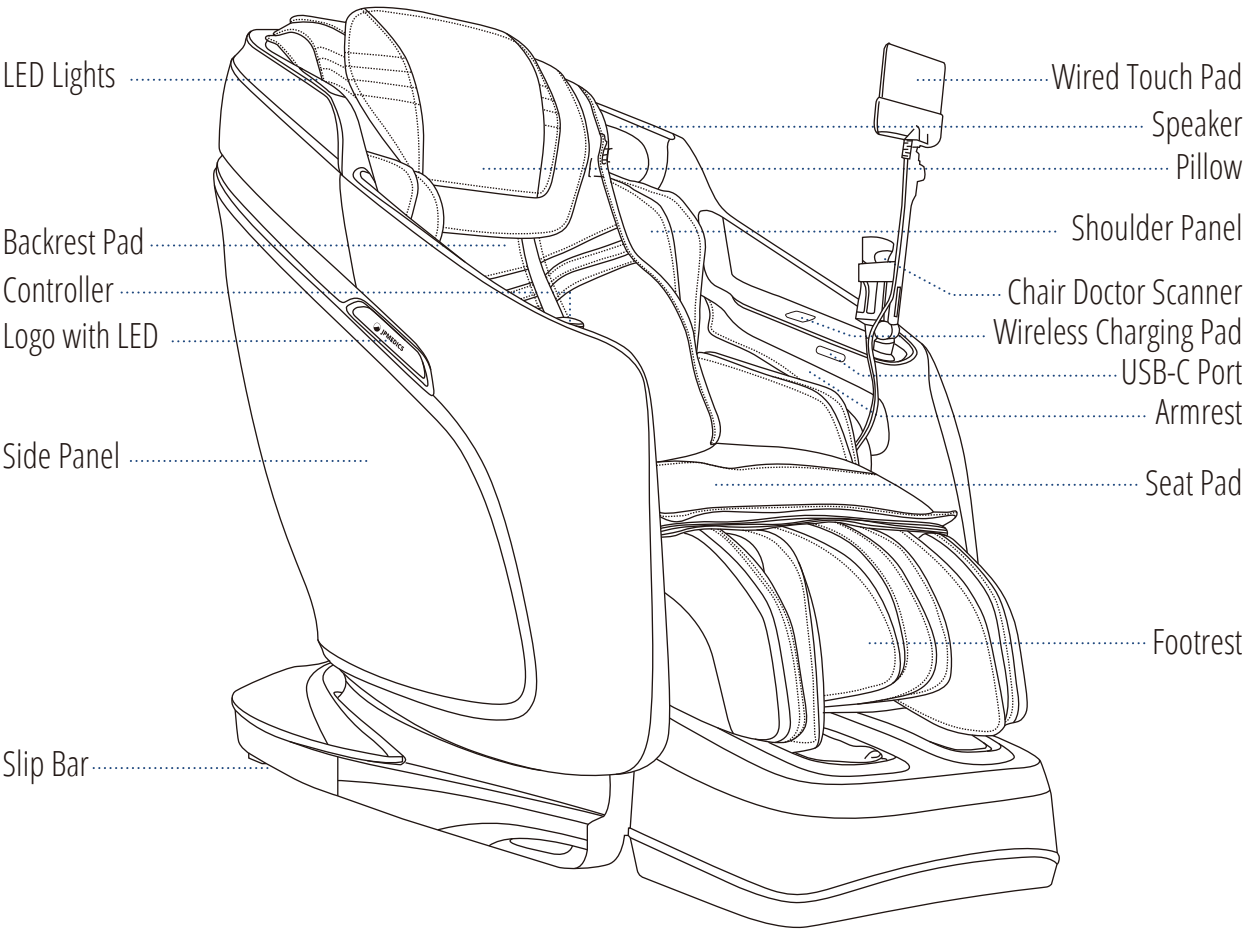
Reserve space on the left and right



Reserve space on the front and back

CHAIR COMPONENTS

Some of your chair's most important features.

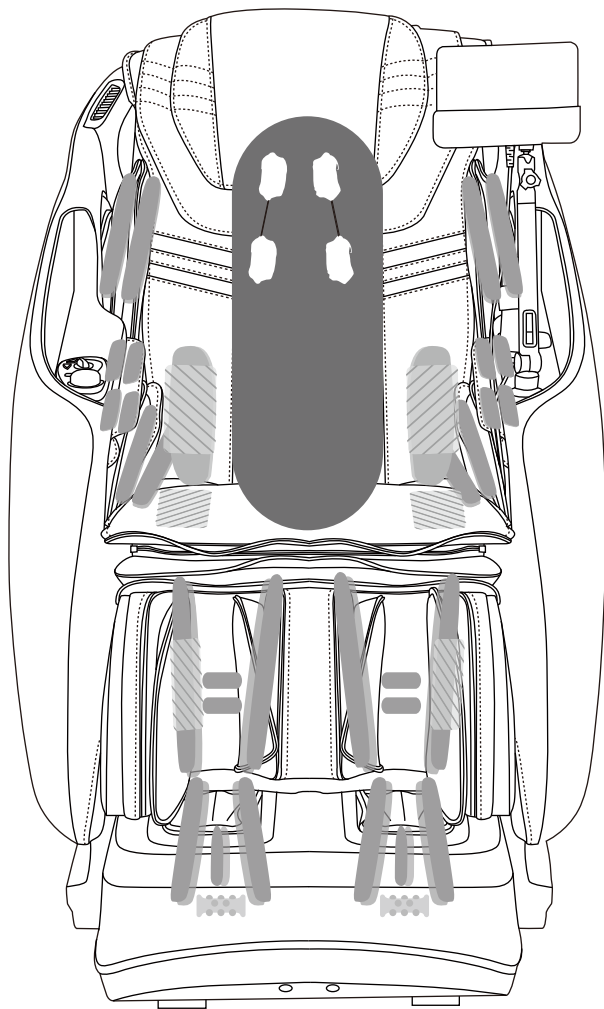


Note: The speaker will only operate when the massage chair is in operation



To play music using your massage chair's speakers please connect your smartphone, tablet, or other electronic device to your chair using bluetooth. Note that the code to connect the bluetooth is JPMedics KaZe Duo.

MASSAGE POINTS



22 Air Bags
2 Heat Pads On Lumbar
2 Heat Pads On Seat

10 Air Bags
2 Heat Pads On Leg
Foot Rollers with Leg
Kneading Massage

Back Massage Mode Air Bag Roller Heating Pads

CHAIR SPECIFICATIONS

A few important facts about your massage chair.



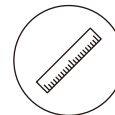
Model No.

JPM65 / KaZe Duo



Massage Time

5 to 30 minutes



Dimensions (L x W x H)

Chair dimensions: 63.6" x 31.9" x 50"
Reclined dimensions: 73.7" x 31.9" x 41.5"



Shipping Weight

Gross weight: 315.5 lbs
Net weight: 273.6 lbs



Usage Condition

Environment temperature: 10°C-40°C
Contrasting humidity: 30-85RH



Storage Condition

Storage temperature: -20°C-60°C
Storage humidity level: 30-85RH



Rated Current

2.1A



Rated Voltage

110 - 120V



Rated Frequency

60Hz



Power of Speakers

14W (2 sides)



Length of Wiring

Controller wiring: 35.4"
Power supply wiring: 70.9"



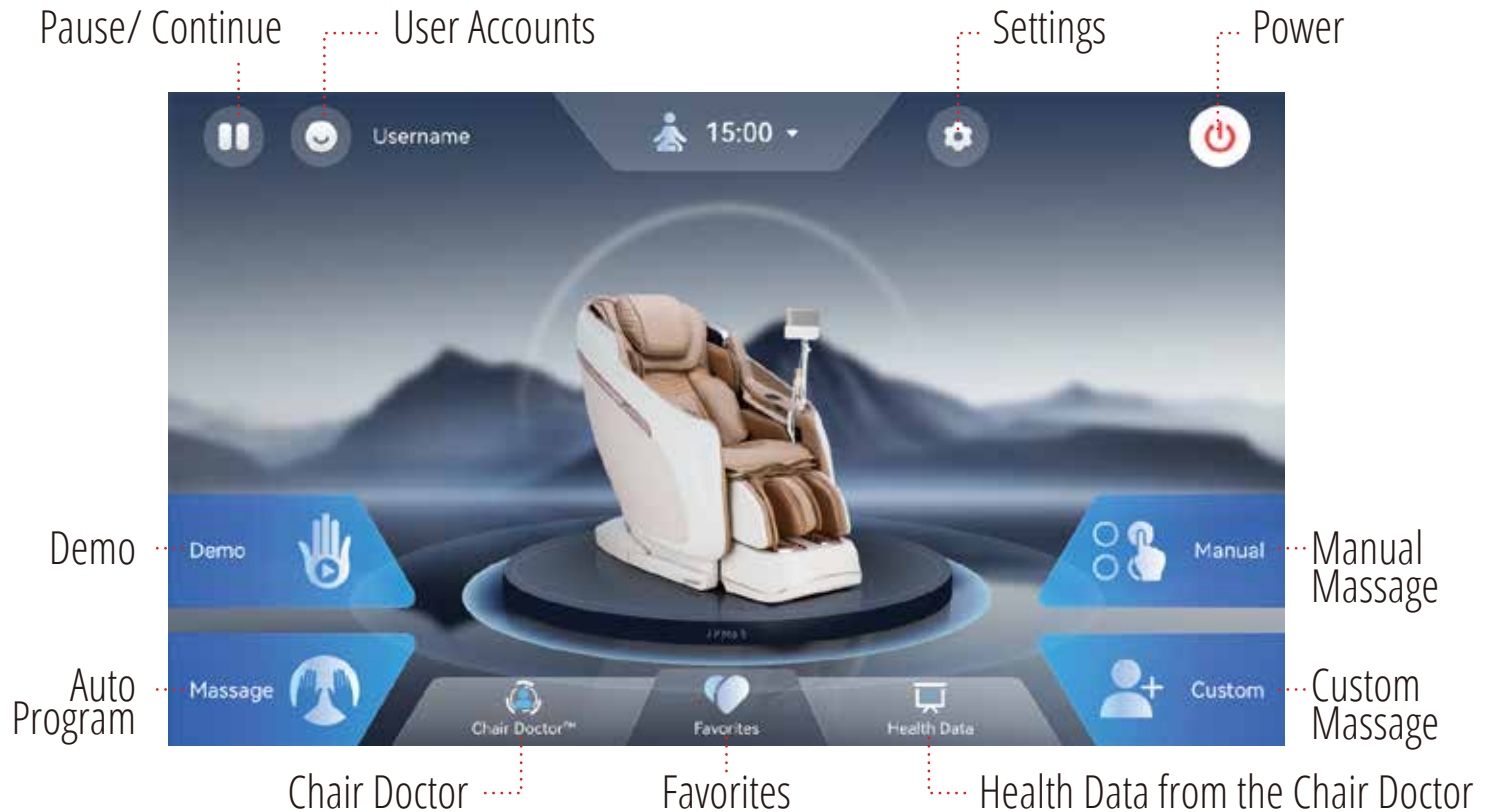
Safety Feature

Equipped with child safety lock,
leg rest and backrest safety sensor,
and overheating and power surge detectors

WIRED TOUCH-PAD INTERFACE

We have designed your massage chair's tablet controller with a user-friendly interface to make using your chair even easier.

Home Screen



Massage Controls

Home Page

Name of Program

Time Left

Add the Current Program to Favorites



Lower Mechanism Massage Strength

Upper Mechanism Massage Strength

Air Bag Intensity

Chair Angle Adjustment

Foot Rollers

Heat

Light Color Variation

Select Air Bag Massage Area

DEMO

In order to allow you to quickly understand your massage chair, we have created a demo program.



Choose the "Demo" icon to start the Demo program

Demo Massage Interface



Shoulder Detection Interface



Using the arrows, you can adjust the standard shoulder position

AUTO MASSAGE

We have designed your chair with multiple massage options for your changing needs. Follow these simple instructions to begin a new auto massage.



Choose the "Message" icon to select your auto massage program

Auto Program Selection Interface



Choose 1 of our 25 auto massages

(Gentle, Demo, Stretch, Relax, Vigorous, Neck&Shoulder, Lower Back, Upper Back, Lower Body, Hip&Waist, Swedish, Thai, Japanese, Chinese, Balinese, Spine Care, Post Workout, Recharge, Yoga Stretch, Deep Tissue, Legs, Morning, Night, AI Design, Rolling)

MANUAL MASSAGE

Here you can choose a manual massage or a compression massage program.



Choose the “Manual” icon to begin manual massage

Mechanical Massage Interface



The kneading massage can be combined with tapping, clapping or shiatsu massage

Air Massage Interface



CUSTOM MESSAGE

Every body is different. That's why we've given you the option to customize your massage to meet your specific needs. Follow these simple instructions to create a new custom massage.



Custom Massage Settings Interface 1



Select the massage area(s) that you prefer

Custom Massage Settings Interface 2



Select which massage actions you would like the upper or lower mechanisms to perform - the kneading massage can be combined with tapping, clapping or shiatsu massage

Custom Massage Settings Interface 3



Select the heat areas, temperature and massage strength that you prefer

Custom Massage Settings Interface 4



Select the chromotherapy light pattern that your prefer

Custom Massage Interface



After creating your custom program, you can click on the "Favorites" icon to create your own custom program name and save it to your favorites

CHAIR DOCTOR

An innovative tool that diagnoses your body tension, SpO2 (oxygen saturation), and heart rate, to customize a treatment for your unique body.



Choose the "Chair Doctor" icon to take you to the Chair Doctor page

Chair Doctor Interface 1



Chair Doctor Interface 2



Chair Doctor Interface 3



Choose the “Start Therapy” icon to start your personalized treatment program

Health Data



Choose the “Health Data” icon to take you to the the data collected from your Chair Doctor scans

Health Data Interface



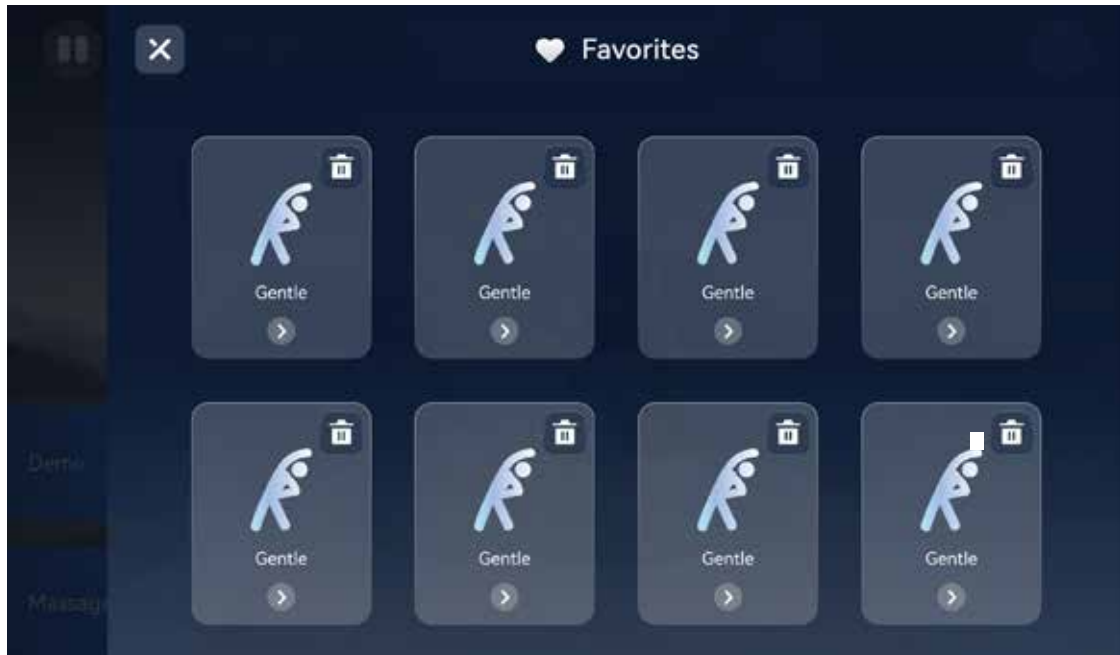
When you connect your chair to wifi, you are able to log in to your account to save your health data

Favorites



Choose the “Favorites” button to take you to a page with all of the programs you have “favorited”
Connect to wifi and log in to your account to save your favorites

Favorites Programs Interface



Here are your saved favorite auto programs and custom programs

To delete any saved program, press and hold the icon of the program you want to delete and the trash symbol will appear

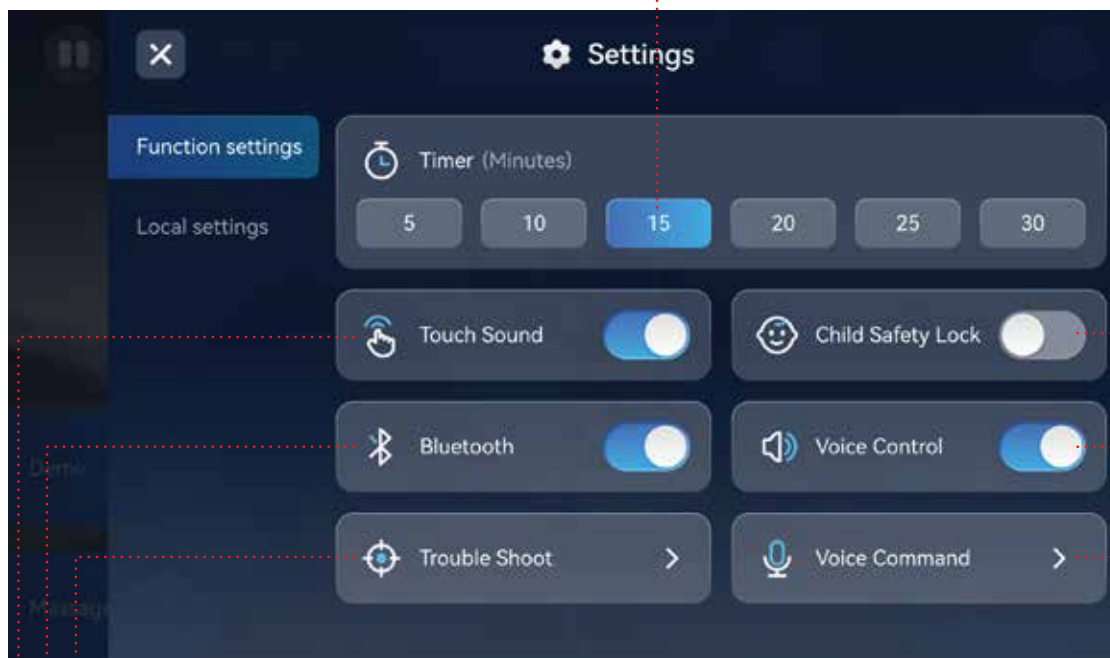
SETTINGS



Choose the “Settings” icon to take you to the settings page

Function Settings Interface

Massage Time Adjustment



Trouble Shoot Detection Button

Speaker Bluetooth On/Off

Touch Sound On/Off

Voice Command Introduction

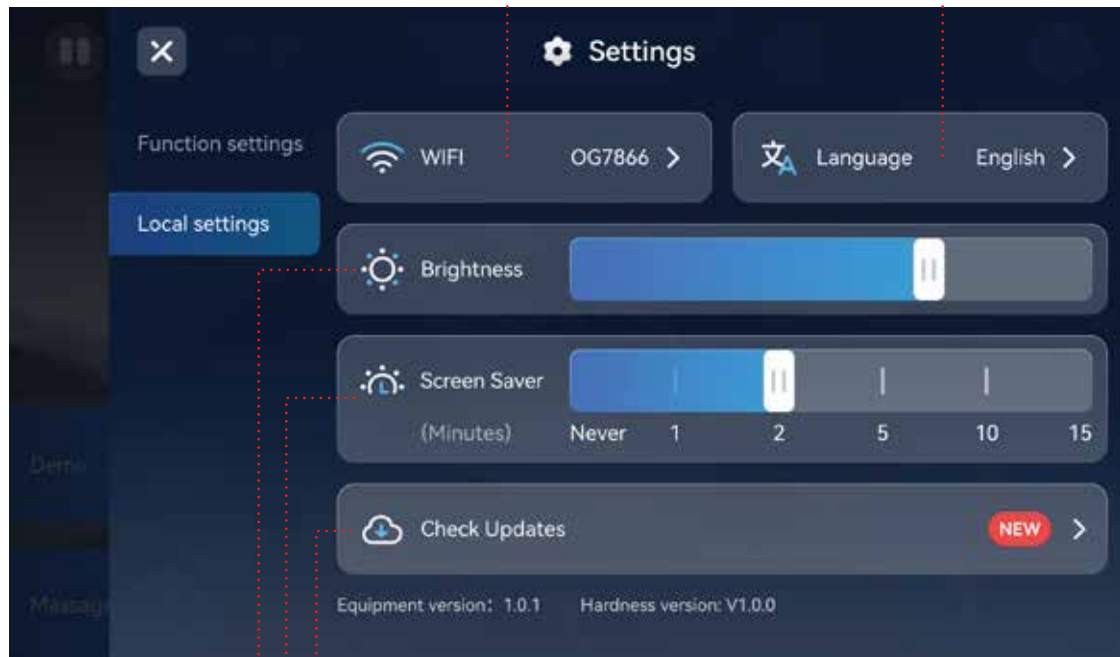
Voice Command On/Off

Child Safety Lock On/Off

Local Settings Interface

Wifi Settings Button

Language Settings Button



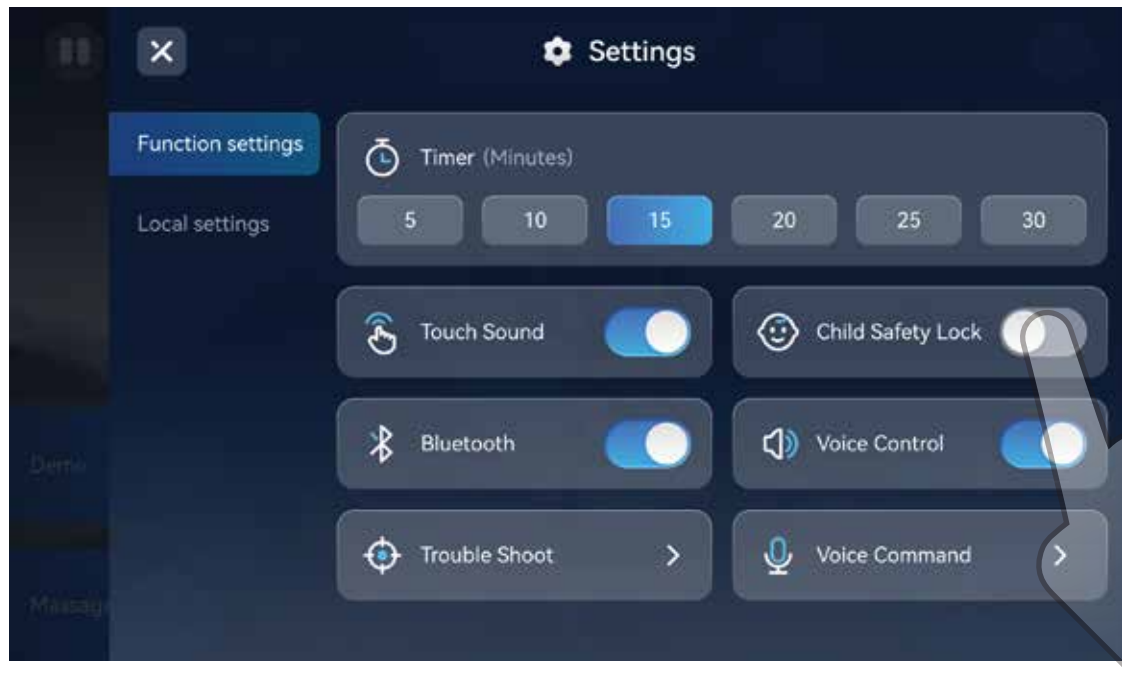
Software Upgrade Button

Screen Sleep Time Adjust

Screen Brightness Adjust

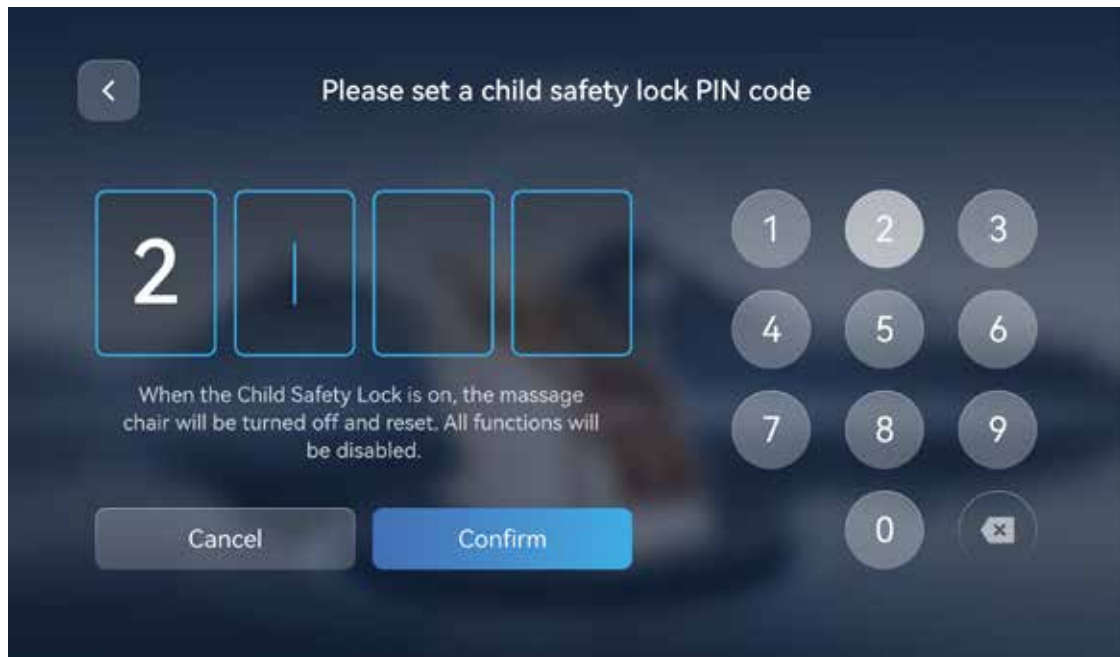
Wifi connection and account login are required before upgrading software

Child Safety Lock



To disable this chair for child safety, turn on the child lock switch

Child Safety Lock Settings Interface

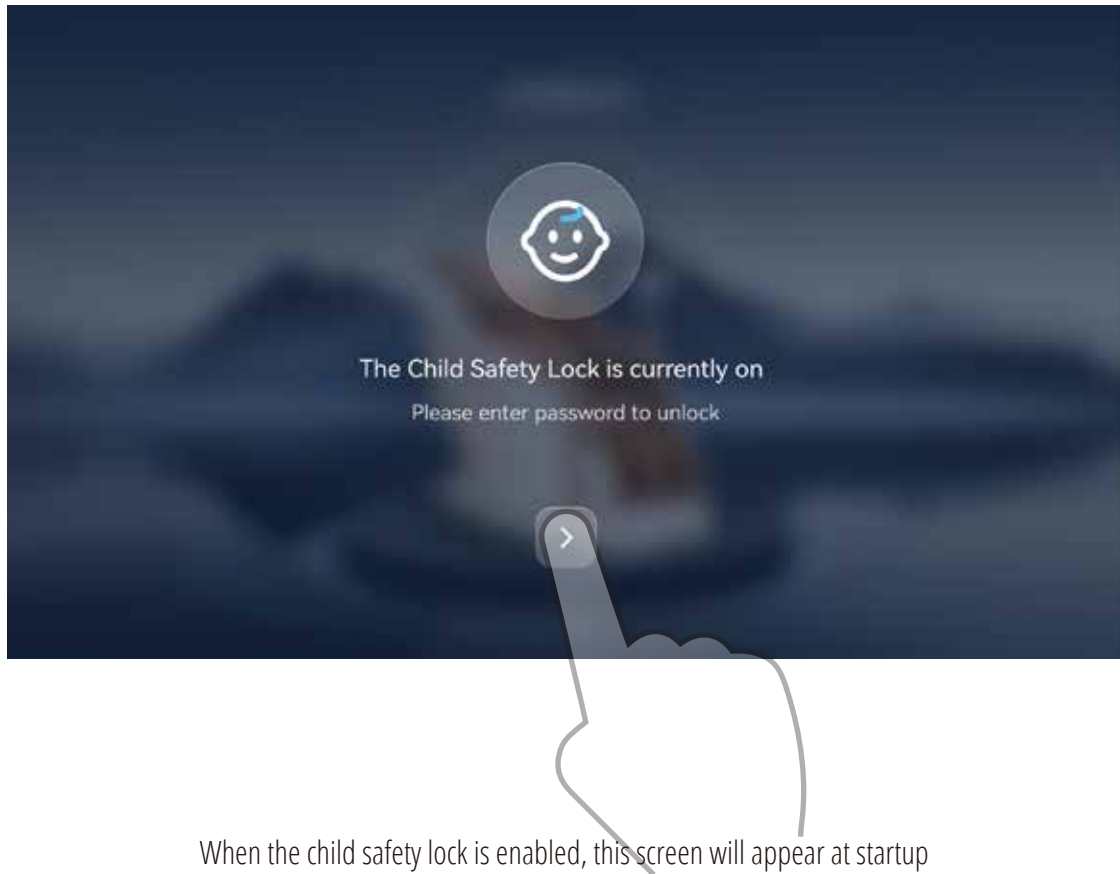


The image shows a digital interface for setting a child safety lock PIN code. At the top left is a back arrow icon. The title 'Please set a child safety lock PIN code' is centered at the top. Below the title are four input boxes for the PIN; the first box contains the number '2', and the second box contains a vertical line. To the right of these boxes is a numeric keypad with digits 1 through 9, 0, and a delete icon (an 'x' in a square). Below the input boxes, a warning message reads: 'When the Child Safety Lock is on, the massage chair will be turned off and reset. All functions will be disabled.' At the bottom left are two buttons: 'Cancel' and 'Confirm'.

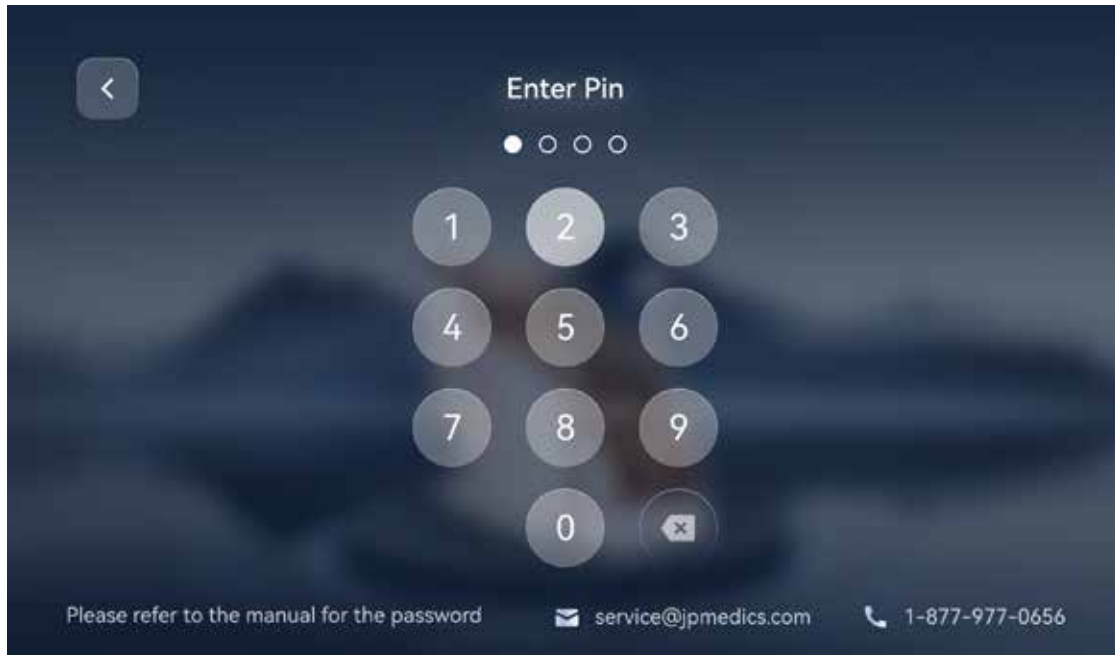
Set a password and click the confirm button

When the child safety lock is on, the massage chair will be turned off and reset - all functions will be disabled

Child Safety Lock Unlock Interface 1

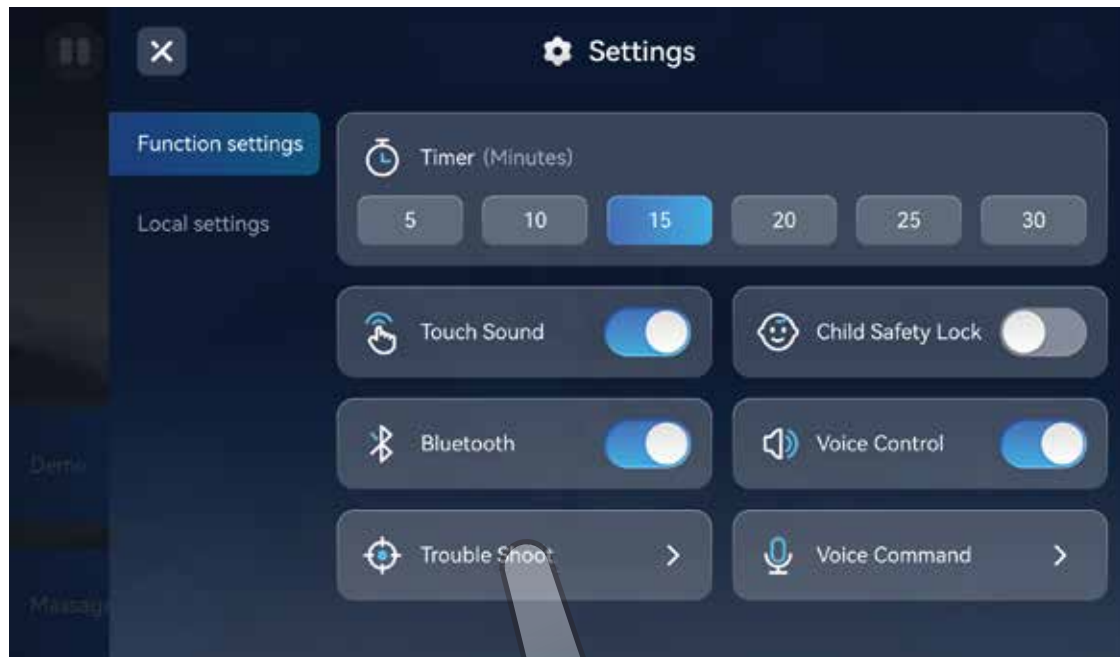


Child Safety Lock Unlock Interface 2



Please enter the password you set or "0304" to unlock your massage chair
If you don't need the Child Safety Lock on anymore, go to the Settings page to turn off this function

Trouble Shooting



If your chair has any trouble, press the "Trouble Shoot" icon for the chair to automatically detect problem areas
Use the error code provided when contacting our customer service team

Trouble Shooting Interface 1



Choose "Start" icon and make sure the chair is not occupied during chair detection

Trouble Shooting Interface 2



Your chair is detecting possible malfunctions, please wait for the detection result

Trouble Shooting Interface 3



You can use your detection code when contacting the customer service team about your chair's problems

Voice Control Command



This chair supports a voice control function - to activate, turn on the voice control switch
The user will first need to speak the wake-up word, and then speak the voice command for the corresponding function of the chair
After receiving the voice command from the user, the chair will answer and perform the corresponding function


*Note: Offline voice control only supports English

USER ACCOUNT



Choose the “User Account” icon to get to the account settings page
*A wifi connection is required before logging in to your account
After logging in to your account, you can save your own favorite programs and health data

Register an Account Interface



Please enter your email

Please enter the code [Code](#)

Create a password

[Sign Up](#)

Already have an account? [Log In](#)

☒ I have read and agreed [Service Agreement](#) and [Privacy Policy](#)


[Skip](#)

Enter your email address and click the "Code" button to get a verification code sent to your email

Enter the verification code from your email, then create your password

*Before registering an account, you need to agree to the service agreement and privacy policy

Account login Interface



Code Login Password Login

Enter email address

Enter password

[Forgot Password](#)

Log In

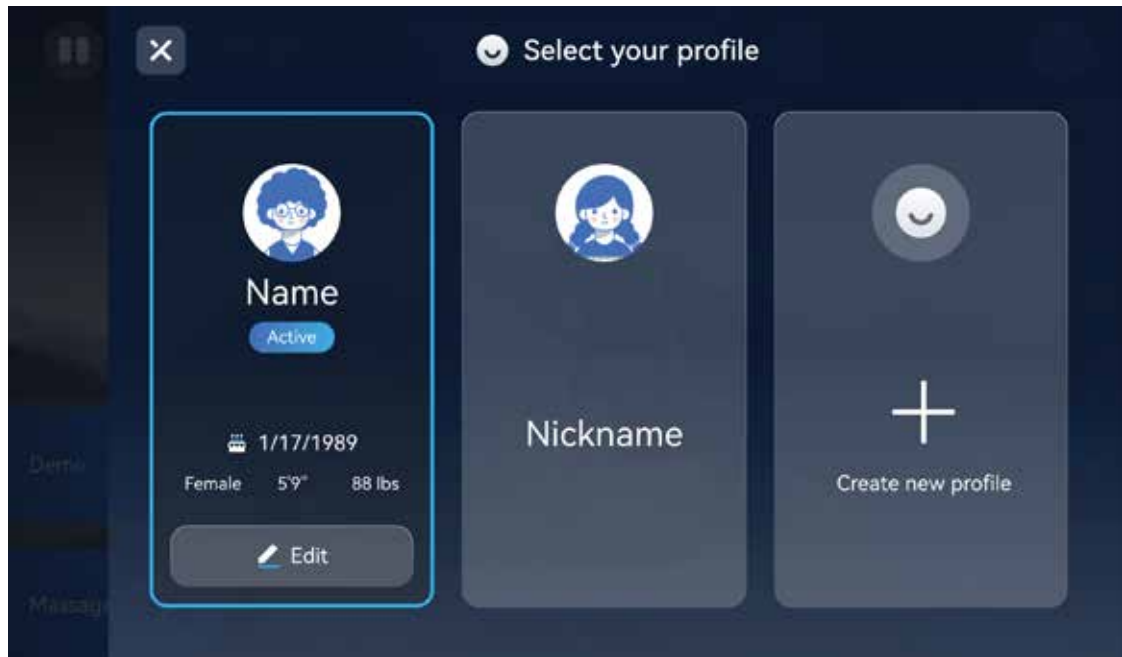
Don't have an account? [Sign up](#)

☐ I have read and agreed [Service Agreement](#) and [Privacy Policy](#)

Skip

If you already have an account, you can log in with your password or email verification code

Account Settings Interface



You can switch between accounts or edit your account information

AUTO PROGRAM DESCRIPTIONS

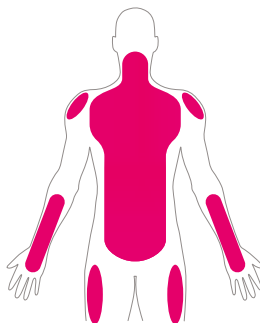
Let's dig a little deeper and discover the details of our pre-programmed massages.

Demo



A 5 minute whole body massage for those on the go.

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INTENSITY



FOCUS TECHNIQUES



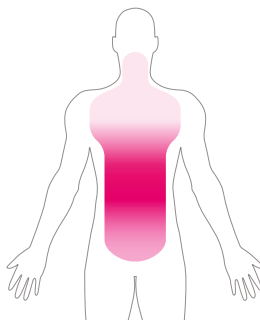
KNEADING ROLLING TAPPING

Gentle



A program designed to provide a quiet, gentle massage that is good for beginners or those that prefer a soft touch.

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INTENSITY



FOCUS TECHNIQUES



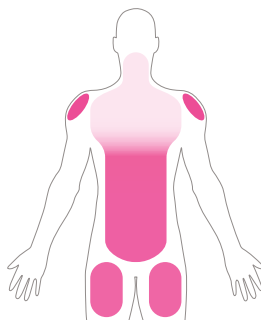
KNEADING ROLLING

Stretch



This massage will stretch your legs and back with a combination of gentle tapping, rolling, and air compression.

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FOCUS TECHNIQUES



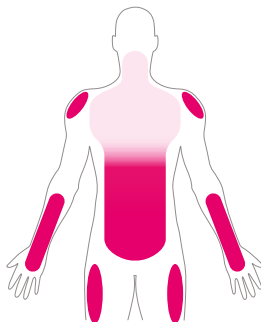
KNEADING TAPPING

Spine Care



This program provides a deep tissue massage that relaxes the spine.

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SHIATSU



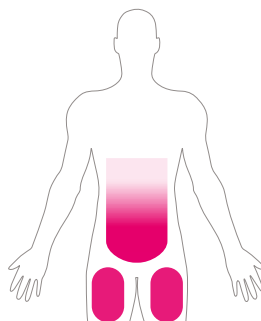
SWEDISH

Legs



This program will focus on your leg muscles.

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SWEDISH



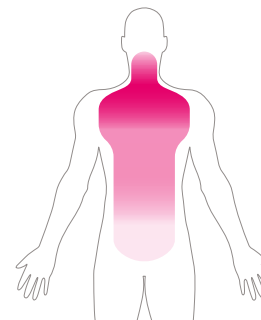
CLAPPING

Relax



A program designed to provide a mild massage that is great for deep relaxation, best used before going to sleep.

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KNEADING



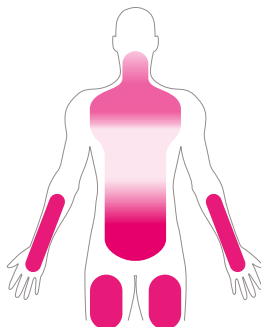
SWEDISH

Vigorous



This massage will combine vigorous tapping on your lower back and an air massage focused on your thighs and legs.

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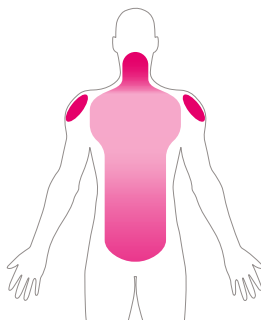
TAPPING KNEADING

Neck & Shoulder



This massage will focus on your shoulders and neck using a combination of kneading and shiatsu techniques.

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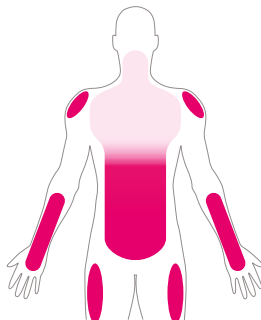
KNEADING TAPPING

Lower Back



This massage will focus on your lower back with a deep massage that includes air compression.

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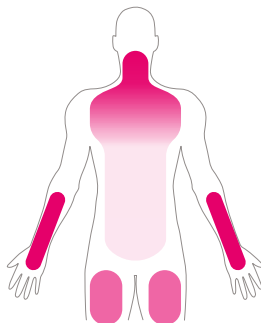
TAPPING KNEADING

Upper Back



This massage will focus on your neck, shoulders, and legs with a slow massage that incorporates soothing heat.

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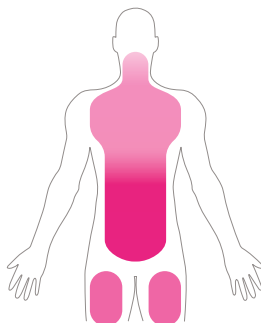
KNEADING TAPPING SWEDISH

Lower Body



This is a partial body program that focuses air compression and vibration on the lower body.

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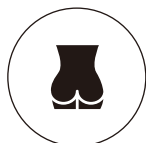


FOCUS TECHNIQUES



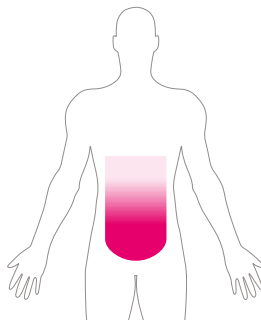
KNEADING ROLLING

Hip & Waist



A program that helps you relax your waist and hip muscles.

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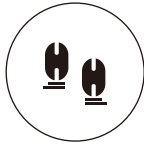


FOCUS TECHNIQUES



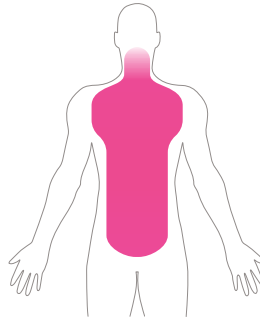
CLAPPING TAPPING

Rolling



This program will massage from your neck down to your hips, using the ultra rolling technique.

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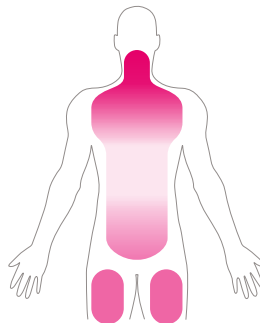
ROLLING

Swedish



This massage will start by traveling from your neck down to your glutes, and will finish with a soothing rocking motion.

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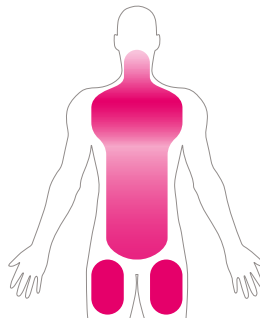
KNEADING TAPPING

Thai



This massage will focus on your mid back and upper shoulders with a deep tissue massage that will create an acupuncture effect.

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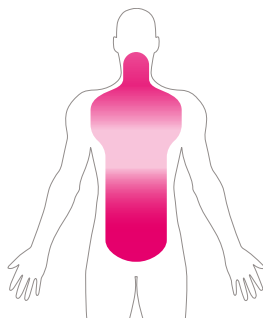
KNEADING TAPPING

Japanese



A program designed using Japanese-inspired techniques to improve your immune system, blood circulation, and aid in pain relief.

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SHIATSU



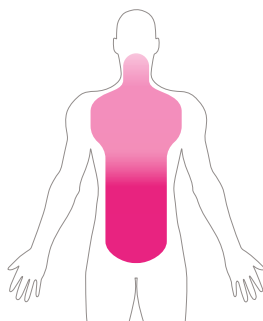
KNEADING

Chinese



This massage will focus on your entire back while also massaging your legs and feet.

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KNEADING



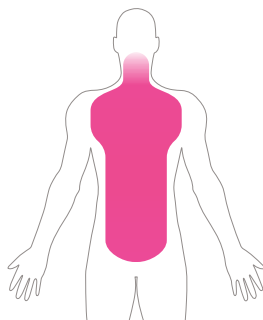
TAPPING

Balinese



This massage will focus on your back and spine using fast, ultra kneading and tapping techniques.

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KNEADING



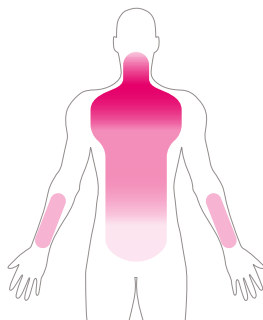
TAPPING

Morning



This program is a relaxing massage that will help ease you into your day.

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KNEADING



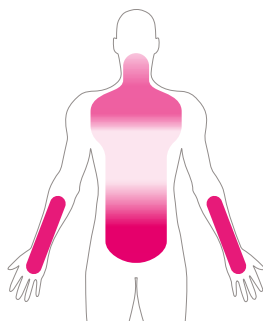
SWEDISH

Night



The program is a calming massage that will get your mind and body ready for bed.

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KNEADING



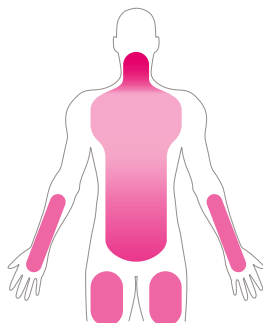
TAPPING

AI Design



A full body massage that centers on kneading and tapping, with a stretching function. This program enables users to achieve the effect of relaxing the whole body and refreshing the mind.

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SWEDISH



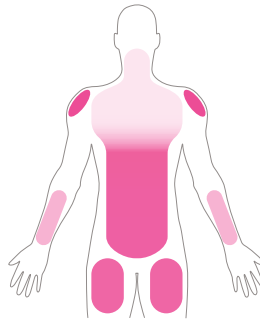
KNEADING

Post Workout



A program that is designed to help your muscles recover and to relieve body tension after you exercise.

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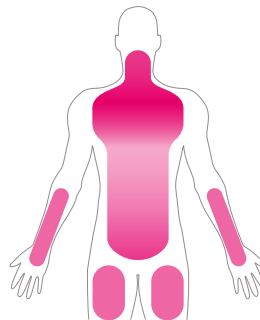
KNEADING SWEDISH TAPPING

Recharge



Use this program when you are tired to reenergize your body.

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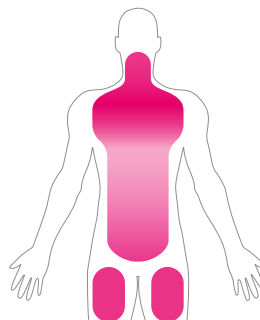
KNEADING ROLLING

Yoga Stretch



This program uses yoga exercises (asana) for warm up and stretching - this helps you wake up quickly and provides a gentle stretch for the muscles.

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INTENSITY



FOCUS TECHNIQUES



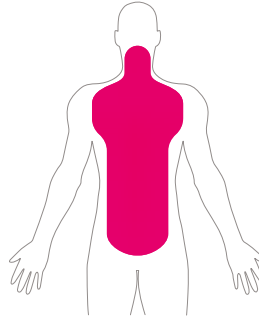
KNEADING TAPPING CLAPPING

Deep Tissue



A deep tissue massage to relieve your muscle tension.

FOCUS AREAS



INTENSITY



FOCUS TECHNIQUES



KNEADING



TAPPING





ROLLING

IMPORTANT SAFETY INSTRUCTIONS

(MUST BE FOLLOWED)


The safety instructions that must be strictly followed to avoid personal injuries and property damage are listed below.


- All the safety instructions are described in compliance with degrees of the injuries or damage as a result of wrong use.

 Warning	Actions tending to cause serious injuries or death
 Caution	Actions tending to cause minor injuries or property damage


- Pay attention to the symbols before safety instructions (an example is given below).


 Actions that must be absolutely forbidden	 Actions that must be followed
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 **Warning**


Must be followed

- Before using the product, persons who are being treated or have any of the following symptoms should consult a physician.
 - (1) Persons with a pacemaker or other internal electronic medical device tending to suffer electronic jamming.
 - (2) Patients with malignant tumors.
 - (3) Patients with heart disease.
 - (4) Persons proved to be unable to identify temperatures.
 - (5) Pregnant persons or women who have had recent childbirth.
 - (6) Persons with perceptual disturbance because of diabetes or another serious peripheral circulation disturbance.
 - (7) Osteoporosis patients, spinal fracture patients or persons with acute painful diseases such as sprains or muscle strains.
 - (8) Persons with injuries in the massaged areas.
 - (9) Persons with a body temperature above 38°C, with a fever (for example, persons with intense acute inflammation symptoms, cold shivers and blood pressure change, or persons in poor health).
 - (10) Persons who are unwell or must have a rest.
 - (11) Persons with an abnormal or bent vertebra.
 - (12) Persons with protrusion of intervertebral disc.
 - (13) Persons who feel very uncomfortable.Otherwise accidents or physical discomfort may happen.
- If you feel physically abnormal while using or experience no effect after use, stop the product immediately and consult a physician about it.
Otherwise accidents or physical discomfort may happen.

 **Warning**


Must be followed

- Before using the massage chair or moving the backrest or the footrest, make sure there is no person or pet close to the chair (in front, behind, below or on the side).
- Before using the massage chair, make sure there is no foreign matter between the backrest and the back cover.
Otherwise accidents or physical discomfort may happen.
- Before using the massage chair, lift the backrest pad and check whether the fabric of the traveling sections of the massage rollers or other positions are damaged. (Even if the fabric is slightly damaged, stop the product immediately, pull out the power plug, and call customer service.)
If you use the product when the fabric is damaged, you may get injured or get an electric shock.
- Do not massage for more than 30 minutes each time.
- Do not massage a single area for more than 5 minutes.
If any of these safety instructions are not followed, you may suffer an adverse effect and become injured.
- After use each time, turn the power switch to the OFF position and disconnect the power plug.
Otherwise accidents or injuries may happen.
- Follow the regulations about use of the socket and the devices.
- Use a 110~120V, 60HZ power supply. Don't use the product in a foreign country or connect it with a transformer without permission.
Otherwise electric shocks, product faults or fires because of overheat may happen.
- Insert the power plug thoroughly into the socket.
Otherwise electric shocks or fires caused by overheat may happen.
- Remove dirt/dust from the power plug at regular intervals.
Otherwise fires caused by poor insulation due to factors such as moisture may happen. (Wipe the power plug with dry cloth).
- In the case of any abnormality or fault, stop the product immediately and pull out the power plug to avoid smoke, fires and electric shocks.
Abnormality and fault examples:
 - (1) The product fails to work after the power switch is turned to the ON position.
 - (2) After the power line is moved, the chair power turns on and off repeatedly.
 - (3) During use, the product gives off a burning smell or an abnormal sound.
 - (4) The product is deformed or abnormally heating.In any of these abnormalities and faults occur, have the product inspected and repaired by JPMedics immediately.
- If there is any foreign matter between backrest and main PCB box cover, stop the product, disconnect the power supply and take out the foreign matter by opening the protective fabric covering at the lower part of backrest.
Otherwise product faults or personal injuries may happen.

Warning



Forbidden

- **Do not put the backrest pad between the backrest and the Main PCB box cover.**
Otherwise product faults may happen.
- **The following persons should not use the product:**
Persons for whom massage is forbidden by doctors, such as persons with thrombosis, serious aneurysm, acute venous aneurysm, various skin inflammations (such as subcutaneous tissue inflammation) or various skin infections.
Otherwise disease may get worse.
- **The following persons should not massage their waists:**
 - (1) Persons with acute lumbago, protrusion of intervertebral disc, or displacement of a lumbar vertebra.
 - (2) Persons with deformation or other discomfort of the hip joint.
Otherwise disease may get worse.
- **Do not put hands, arms or feet into the backrest's fabric.**
- **Children should not use the product. Keep them from playing on the product or climbing onto the footrest, the seat, the backrest, or the armrests.**
- **Do not climb onto the backrest or the armrests.**
- **Do not lean or sit on the backrest.**
- **Persons unable to express themselves clearly or unable to operate the product should not use the product.**
- **When massaging the neck, pay attention to moving directions of the massage rollers and do not massage with too much force or massage the front part of the neck.**
Otherwise accidents or personal injuries may happen.
- **Do not damage the power cord or the power plug.**
(Do not damage, forcibly bend, twist, or prolong the power cord or the power plug, or place the power cord or the plug close to a heater, or tie or bind any heavy objects on the power cord or the power plug).
A damaged power cord or power plug may result in electric shocks, short circuit faults or fires.
Please consult JPMedics about the maintenance method of the power line or the power plug.
- **Do not damage the foot heater section.**
- **Do not insert pins or needles into the product.**
- **Do not cut the product with a cutter.**
If the internal heater is damaged, fires or electric shocks may happen.
- **Do not insert or pull out the power plug with wet hands.**
Otherwise electric shocks may happen.
- **Do not disassemble or repair the product without permission.**
Otherwise fires, abnormal movements or personal injuries may happen.

Caution



Must be followed

- **The following persons (even if they are physically healthy at present) should consult a physician before using the product:**
 - (1) Persons with muscular atrophy due to aging or thin persons.
 - (2) Persons feeling pain because of bone or organ problems.
 - (3) Persons tending to suffer sprains or bruising.
 - (4) Persons with carsickness or seasickness or strong response when taking other transport means.
 - (5) Persons who once received a heart operation or another visceral operation.
Otherwise health may get worse.
- **Before sitting on the product, make sure there is no foreign matter between any two parts of it. (Make sure there is no foreign matter on the backrest pad, the backrest, the seat pad, the footrest or inside the surface of backrest pad.)**
Otherwise accidents, injuries, or product faults caused by clamping of hands, feet, or other articles by the product may happen.
- **Do not use the product when wearing any hard decorative article on hand (such as a watch). If there is any hard article (such as a mobile phone or key) in your pants pocket, take it out before getting into the chair.**
- **Before hand or arm massage, remove watch, rings, etc.**
Otherwise injuries may happen.
- **Before sitting on the seat, make sure the massage rollers are in the home position.**
- **If you want to leave the seat during the massage, stop the product first.**
Otherwise accidents or injuries may happen.
- **When pulling out the power plug, do not pull the power line but hold the power plug.**
Otherwise an electric shock or a short circuit fault may happen.
- **When moving the product by pulleys, put articles such as mats on the floor.**
Otherwise marks may be left on the floor.
- **Keep children from the retaining screws on the remote controller holder.**
Otherwise children may cause accidents or suffer injuries by ingesting it or playing with it.
- **Before moving the product by pulleys, remove any obstructions close to it. Lift the footrest to a position a little lower than the waist and move the product slowly.**
Otherwise accidents or injuries may happen because of turnover of the product.
- **The product needs to be placed on a stable ground.**
Otherwise accidents due to turnover the product may happen.
- **If any symptom such as skin inflammation, itching, or swelling occurs, stop the product immediately and consult a physician.**
Otherwise accidents or injuries may happen.

<p>! Must be followed</p>	<ul style="list-style-type: none"> • If the product is used again for massage after a period of out-of-service, read the user manual again and make sure the product can run normally first. Otherwise accidents or injuries may happen.
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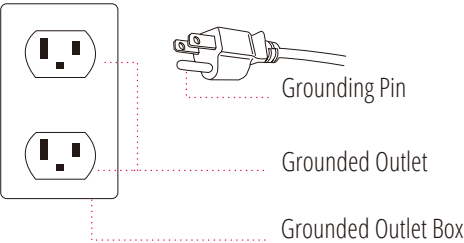
<p>! Caution</p>	
<p>! Forbidden</p>	<ul style="list-style-type: none"> • Do not use the product and other devices at the same time. Otherwise accidents or physical discomfort may happen. • Keep hands, abdomen and skin away from the massage rollers and do not put hands or feet between the massage rollers. • Do not put the knees between the lower footrest and upper footrest. • Do not fall asleep while using the product. • Do not use the product after drinking. • If the air in the air bag on the seat is not completely discharged, do not stand or jump on the seat or put things on it. Otherwise accidents or injuries may happen. • Do not put hands or feet between the base and the footrest. • Do not put hands, arms, or head into the seam of the footrest. • For safety, reset the footrest to the home position after you are finished with your massage. • Do not put hands, feet or head between the backrest and the main PCB box cover. • Do not put pets on the product (such as its main PCB box cover, backrest and armrest). • Do not pull out the power plug or turn OFF the power switch suddenly during massage. Otherwise injuries may happen. • Do not stand or sit on the main PCB box cover. Otherwise personal injuries due to the product toppling may occur. • Do not stand or sit on the armrests. Otherwise personal injuries due to the product toppling may occur. • Do not drag or push the product after it is installed. Otherwise the floor may be damaged. • Do not move the product while there is a person on it. Otherwise, accidents, or injuries may happen due to a toppling of the product. • Do not use the product with heating devices such as electric blankets. Otherwise fires may happen. • Do not put the remote controller on the product. Otherwise the product may be damaged. • Wet-hand contact forbidden • Do not use the product in a bathroom or another wet place. Otherwise electric shocks or product faults may happen.

<p>! Caution</p>	
<p>! Forbidden</p>	<ul style="list-style-type: none"> • Product wetting forbidden. • Do not sprinkle substances such as water on the product or its remote controller. Otherwise electric shocks, short circuit or product faults may happen. • Pull out the power plug in the instances below: <ol style="list-style-type: none"> (1) Before cleaning or maintaining the product, pull out the power plug first. Otherwise electric shocks or injuries may happen. (2) In the case of a power failure, pull out the power plug at once. Otherwise accidents or injuries may happen when power is restored. (3) When the product is not in use, pull out the power plug. Otherwise electric leakage fires may happen because of insulation aging caused by dust and moisture.

GROUNDING INSTRUCTIONS

The product must be grounded to reduce the electric shock hazard because of functional faults of the product. The product has a power cord with a grounding conductor and a grounding plug. The grounding plug must be inserted into an appropriate socket that has been correctly installed and grounded in full compliance with the local code and decree.

<p>! Caution</p> <p>If the grounding conductor is not correctly connected, electric shocks may happen. If you are not sure about the correctness of the grounding, have it inspected by a professional electrician. If the grounding plug provided with the product does not match with the socket you have, do not refit it by yourself but ask a professional electrician to install an appropriate socket.</p> <p>The product has a grounding plug. Make sure the product is connected with a socket matching with shape of the grounding plug.</p> <p>Do not connect the product to a multi-plug.</p>
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PRODUCT CLEANING

Wipe the synthetic leather with a soft dry cloth.

- Don't clean the product with chemicals such as thinner, gasoline and alcohol.
- When using a leather maintenance product (cleaning cloth) sold on the market, follow its directions for use.
- If the synthetic leather is very dirty, use the method below.
 - ① Put a piece of soft cloth into water or 3% to 5% neutral detergent contained hot water and wring it out.
 - ② Wipe surface of the synthetic leather with the soft cloth.
 - ③ Wipe the product with a piece of cloth once soaked in clean water and wrung out.
 - ④ Wipe with a piece of dry soft cloth.
 - ⑤ Allow the synthetic leather to air dry.
- If it is difficult to remove the stains on the synthetic leather, soak a piece of melamine foam bought from the market into a neutral detergent and use it to wipe the product.
- Do not dry the surface with a hair dryer.
- Surface of the synthetic leather may be dyed by fabric colors; therefore, be careful when wiping the product with denim or colored cloth.
- Keep the chair positioned away from long-time contact with plastics to avoid fading.
- Synthetic leather may discolor, so if you are using hair product or hair dye, cover the headrest with a towel.

CONSUMER WARRANTY

The JPM65/KaZe Duo massage chair has a three year in-home service warranty. The warranty is only valid in the 48 contiguous states. We do not provide a warranty for chairs sold to Alaska or Hawaii.

Consumers may contact the JPMEDICS customer service department at 1-877-977-0656 between 9:00 am and 5:30 pm PST, Monday through Friday or email us at service@jpmedics.com for warranty or service issues.

The warranty period begins from the day of purchase; no allowance or extension is offered for delivery and/or installation.

The warranty only applies to the JPM65/KaZe Duo massage chair, any accessories or enhancements are not included.

The JPMEDICS service department will make an appointment with the consumer before they arrange in-home service which is performed by an authorized technician.

In certain situations, the warranty does not apply:

- A: Customer cannot provide receipt and warranty card.
- B: Damage caused by improper installation, abuse, or improper maintenance.
- C: Damage caused by disaster (ex. earthquake, fire, flood, etc.), abnormal power supply, breakages (ex. pets chewing, drink spilling, etc.).
- D: Massage chair repaired by unauthorized technician or if unauthorized modifications occur to the massage chair.

If the synthetic leather, fabric, sponge, or fillers become naturally worn, they are not considered as defect under this warranty. Read the safety instructions before using this massage chair. Under no circumstance shall JPMEDICS or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, and so on).

The warranty is not applicable if the massage chair is being utilized for business use.



JP MEDICS

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