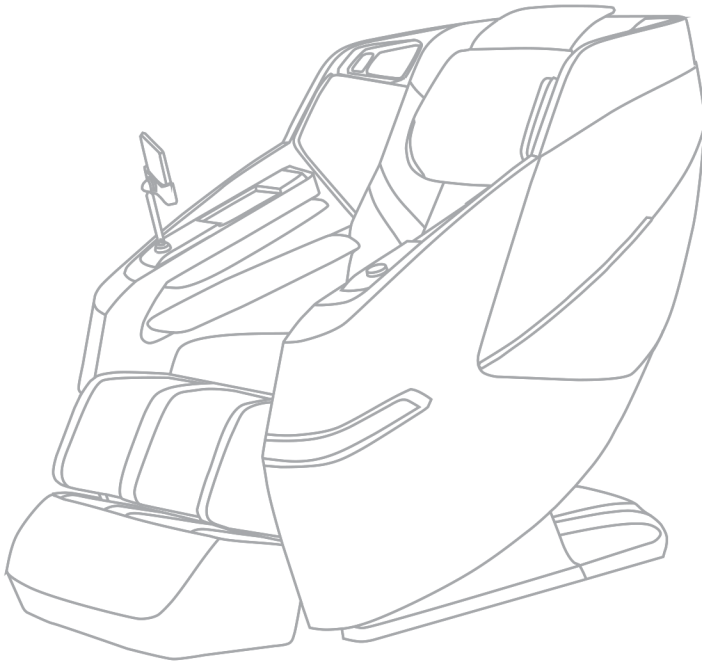


USER MANUAL

Twinstar Massage Chair

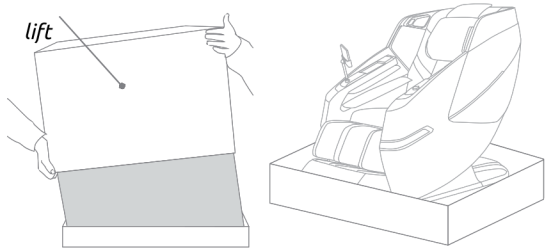


Please read all the instructions before using the chair.

1. Unpacking the chair

How to unpack the massage chair box

- remove all securing straps
- lift the carton box
- take out all accessories
- carefully lift the chair at least 6"
- move it off its wooden support



Dimensions

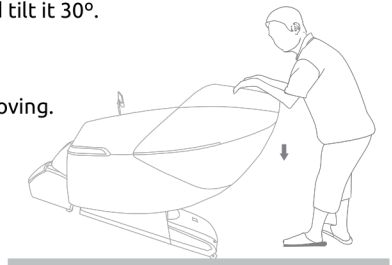
Packing size (L×W×H):	51" x 30" x 47"	Net Weight:	201 lbs
Product dimensions (upright):	60" x 30" x 46"	Gross Weight:	265 lbs
Product dimensions (reclined):	68" x 30" x 38"	Door clearance:	32"

2. Moving the chair

The chair has 2 wheels on the back and can be moved around by one or two persons.
To safely move the chair push down on the backrest and tilt it 30°.

⚠ CAUTION

- Make sure the power cord is not connected while moving.
- Hold the backrest firmly, or you may drop the chair.
- Do not move the chair while a user sits in it.
- Soft floors may be scratched by the wheels, so place a soft mat or carpet underneath it while moving.



3. Placing the massage chair

Choose your ideal installation location by taking into consideration the following requirements.

⚠ ATTENTION

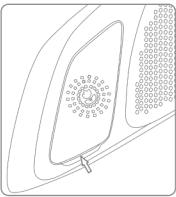
- DO NOT install the chair in a high moisture environment or on an unlevelled floor.
- DO NOT position the chair next to a heat source, open flame or in direct sunlight.
- DO NOT place or run the massage chair over the power cord.

Keep the massage 3ft away from TV, radio or other equipment to avoid potential signal interference.

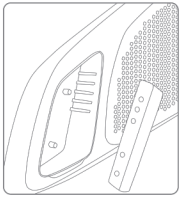
Allow for clearance at least 2" from the back to the wall and 20" in front of the leg rest.

4. Aromatherapy Cube Installation

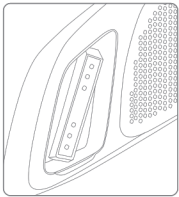
In order to have a functional aromatherapy setup, you need to insert aroma cubes in the aroma box, located next to the speaker on the same arm side as the remote control.



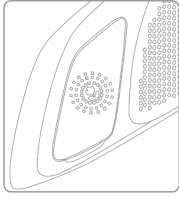
Step 1
Remove the cover.



Step 2
Insert the aroma cube.



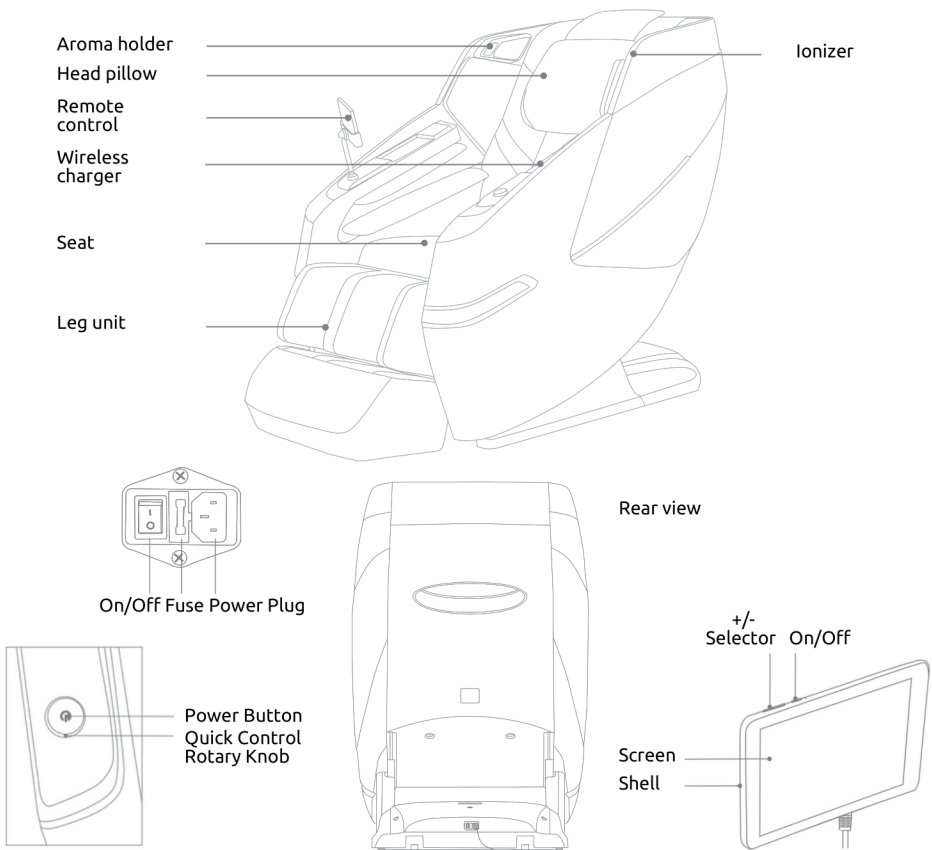
Step 3
Properly fix it.



Step 4
Put back the cover.

5. Major Components

The major components of the Twinstar massage chair are described below.



6. Technical Specifications

Brand:	Rebalanse
Model:	Twinstar
Input voltage:	110-120V, 50/60 Hz
Power:	150 W
Airbags:	60
Rollers:	Yes
Massage mechanism:	2 engines, 4D + 3D
Manual massages:	Yes
USB port charging	No
Wireless phone charging:	Yes
Foot massage roller:	Yes
Foot massage airbag:	Yes
Armrest/Hands massage:	Yes
Zero gravity:	Yes, 2 positions
Full body heating:	Yes
Back heating:	Yes
Leg heating:	Yes
Cover material:	PVC Leather
FDA Classification:	Class I Medical Device
Track Type:	S & L track
Track Length:	53"
Colors:	Navy Brown, Cream White
Bluetooth:	Yes
Body scanning technology:	Yes
Speakers:	Yes
Session preset duration:	10, 15, 20, 25, 30 min
Wheels:	Yes, 2
Remote type:	7" tablet + quick control rotary knob
Packing size (L×W×H):	51" x 30" x 47"
Net Weight:	201 lbs
Gross Weight:	265 lbs
Upright dimensions:	60" x 30" x 46"
Reclined dimensions:	68" x 30" x 38"
Door clearance:	32"

6. IMPORTANT SAFETY INSTRUCTIONS

Please read this manual carefully to ensure the correct installation and operation of the massage chair. The Safety Instructions are provided as both Warnings and Cautions for important safety information. Pay close attention to both Warnings and Cautions as they indicate essential safety precautions.

⚠️ WARNINGS

Warnings indicate potential risks of severe injury or harm to the body.

- ⚠️ A. People with conditions such as osteoporosis, vertebral fractures, acute painful diseases (sprains, muscle strains), heart disease (including pacemaker users), cancer patients, perceptual disorders due to circulatory disturbances (e.g., diabetes), abnormal spine, crooked spine, protruded intervertebral disc, pregnant women, those who have just completed childbirth, and individuals with poor health should not use the massage chair.
- ⚠️ B. Individuals with thrombosis, acute varices, various skin inflammations, unable to feel temperature levels, high fever (acute inflammation), and generally individuals over 80 years of age should avoid using the massage chair as it may cause accidents or discomfort.
- ⚠️ C. People with impaired consciousness, mental disabilities, or those unable to operate the chair independently should refrain from using it. It is also prohibited for infants, individuals who cannot take care of themselves, and those under the influence of alcohol.
- ⚠️ D. Do not use the massage chair when you are wet. It should not be used by individuals who are not sensitive to heat or who have allergies to heat.
- ⚠️ E. Individuals experiencing any of the above-mentioned symptoms should avoid using the massage chair or consult a doctor before usage. Users should exercise discretion when using the chair.
- ⚠️ F. Prolonged usage (more than 1 hour) is not recommend, nor is sleeping in the chair!

⚠️ FIRE AND ELECTRIC SHOCK PRECAUTIONS

- ⚠️ Avoid running the chair without any load for an extended period.
- ⚠️ Never leave the chair unattended while it is plugged in and working.
- ⚠️ Ensure that the power cord, plug, and socket are not broken or loose.
- ⚠️ Use only the rated voltage and avoid using other electric power sources.
- ⚠️ Connect the chair's cord, which includes a grounding conductor, only to grounded sockets.

Note: If the fuse is burnt out, turn off the switch, unplug the power, and open the lid to access the fuse in the switch box. Replace it with the same-size fuse and close the lid. Alternatively, consult an electrician for fuse replacement.

7. ⚠ OPERATING PRECAUTIONS ⚠

DO NOT attempt to move the chair while it is in operation.

DO NOT place your hands or feet in the gaps between mechanical parts.

DO NOT get into the chair when the footrest is lifted.

DO NOT use the chair directly on bare skin as it may cause skin irritation.

DO NOT use electric blankets or other heating products on the chair.

DO NOT stand on the chair while it is in use.

Make sure not to drop or insert any objects into the massage chair.

Avoid storing hard objects in your pocket while getting a massage.

Keep pets and babies away from the chair, especially the area under the leg rest.

Please remove any hair ornaments before using the massage chair.

Avoid unplugging the chair or turning off the power during operation.

The chair is intended for indoor use only and should not be used outdoors.

Place the chair away from heat sources, water, dust, corrosive, inflammable environments.

8. Operation Guide

POWERING ON THE CHAIR

The power button is located in the back, next to the power cord. Turn it on when using and off once you know the massage chair will not be used for extended periods of time.

Turn the chair ON the tablet, by pressing the on the top button, or by pressing and holding for a few seconds the quick control rotary knob.

REMOTE CONTROL / QUICK CONTROL

Press the +/- control buttons on top of the remote to adjust the 4D massage intensity.
Use the visual interface to adjust all parameters.

Short press the quick control rotary knob to cycle between the automatic massage sessions.
Press and hold for a few seconds to power on the chair or enter standby mode.
Rotate it clockwise to raise the backrest and counterclockwise to recline the backrest.

BLUETOOTH PAIRING

By default, when the massage chair is ON, the Bluetooth is on, accepting connections.
No password is required for pairing. The chair speakers will be used to play sounds from the connecting device. Their maximum volume level is 64 decibels (dB), roughly equivalent to a normal conversation. Bluetooth can be deactivated from the ⚙ Settings menu.

9. Massage Programs

The Twinstar massage chair has 18 automatic programs:

His Massage	Her Massage	Morning Massage
Deep Tissue Massage	Stretching Session	Night Massage
Neck & Shoulders	Back & Spine	Waist Massage
Hip Hip Massage	Upper Body Session	Lower Body Session
Sports Recovery	Relax After Work	Pampering Massage
Thai Massage	Chinese Massage	Ancient Massage

By default the massage sessions are 20 minutes long, but you can change the preset timer from the remote control to 10, 15, 20, 25 or 30 min.

The 6 Massage Techniques used are: Kneading, Tapping, Knocking, Rubbing, Shiatsu and Sync.

Using the Manual Mode you can combine the different massage techniques with the airbag massage and specify the area or the point that you want massaged.

10. Storage and Maintenance

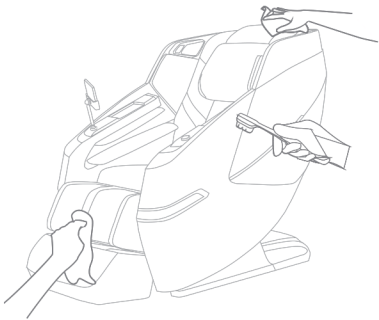
PARTS MAINTENANCE

No maintenance is required for the components of the massage chair. It does not need oiling.

CLEANING

Disconnect the power cord from the electrical outlet before cleaning the massage chair.

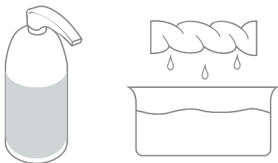
To clean leather on a massage chair, you can use a mild solution of warm water and a small amount of mild dish soap. Mix the soap and water, then dampen a soft cloth with the solution and gently wipe the leather surfaces. After cleaning, be sure to wipe the surface with a clean, damp cloth to remove any soap residue. Avoid using harsh chemicals or abrasive materials that can damage the leather.



STORAGE

Disconnect the power cord and keep the chair out of the sunlight or heat sources.

Do not stack heavy items on top of it.



11. Troubleshooting

A. If the massage chair doesn't work after power is turned on:

- Make sure the control switch is turned on.
- Ensure that a massage function has been selected.
- Check if the plug and socket are properly connected. They shouldn't be in poor contact.
- If you suspect the wire or plug is damaged, get in touch with the manufacturer or maintenance personnel for a check and possible replacement.
- In case the fuse has burned out, use the replacement fuse or one of the same specification.
- If you suspect something is wrong with the inner circuits, ask a maintenance person to check and repair it.

B. Hearing a beep sound inside the massager while it's working is normal. It's the sound of the air pump, motor, and mechanical parts.

C. The different height between the left roller and the right roller is also normal. The massage rollers work on shifts and don't require any action.

D. If the sound becomes much louder while the chair is working:

- It could be due to the chair working for a long time. In this case, turn off the power and let the massager rest for an hour before you use it again.
- If the issue persists, it could be because the inner parts have been worn away due to long-term use. If this is the case, reach out to maintenance personnel for a check and possible repairs.

E. If the massage function suddenly stops while working:

- Check if there's a power outage and try connecting the electricity again.
- When the chair works for long periods of time it may overheat and activate the internal protection (stops working). Just let the massager rest at least an hour before you use it again.

F. If neither the backrest nor the leg rest cannot raise/recline:

- Check for any obstacles and remove them.
- Check to see if the connecting wires/plugs are loose.

G. If the electric wire or plug gets heated:

- This could be because the chair is overloaded. To resolve this, turn off the power and let the massager rest for one hour before the next use.
- If you notice any other abnormal case, stop using the chair and reach out to maintenance personnel for help.

CONTACT US: Visit www.Rebalanse.com for up to date contact information.