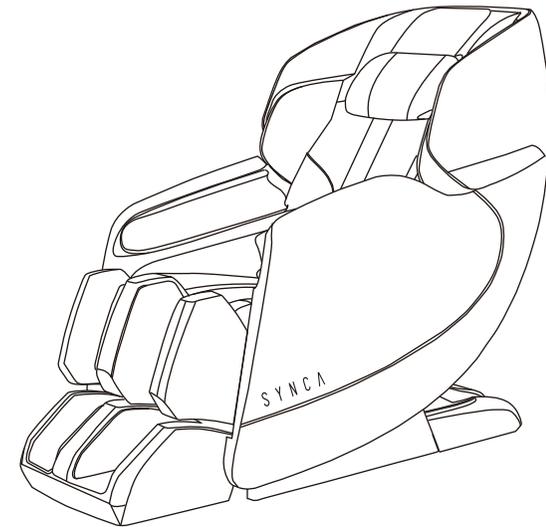




SYNCA

USER MANUAL

**HISHO**  
**Massage Chair**  
**MR3000**



[www.synca-wellness.com](http://www.synca-wellness.com)

Before using, please read this USER MANUAL carefully

## IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using (this appliance).

**DANGER** – To reduce the risk of electric shock:

1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

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

1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.

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 this appliance is used by, on, or near children, invalids, or disabled persons.

4) Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

5) Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.

6) Do not carry this appliance by supply cord or use cord as a handle.

7) Keep the cord away from heated surfaces.

8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.

9) Never drop or insert any object into any opening.

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) Do not use massager in close proximity to loose clothing or jewelry.

14) Keep long hair away from massager while in use.

15) Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.

SAVE THESE INSTRUCTIONS

For use household only

Thank you for purchasing this product.

Please read this user manual carefully before using to ensure proper installation and operation.

Please keep this USER MANUAL properly for future reference.

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## SAFETY PRECAUTIONS

### Safety Precautions

- ▶ Before using, please read the SAFETY PRECAUTIONS carefully to ensure correct operation of this appliance.
- ▶ Precautions and warnings listed below will help to ensure proper operation of this appliance.
- ▶ The classes of accidents caused by incorrect use are classified into WARNING and CAUTION. Read all WARNINGS and CAUTIONS below and follow all instructions within this manual.

 <b>WARNING</b>	Improper operation may cause injury to users.
 <b>CAUTION</b>	Improper operation may cause injury to users or damage to product.

 Prohibited	 NO Disassemble
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### Not suitable for below persons

We recommend that those with any of the following conditions should consult your physician before using.

 <b>WARNING</b>	<ul style="list-style-type: none"> <li>◆ Those with pacemaker or electronic devices implanted in the body.</li> <li>◆ Those undergoing treatment, especially those who are not feeling well.</li> <li>◆ Those with malignant tumors, acute disease, heart disease or severe hypertension.</li> <li>◆ Need to be supervised.</li> <li>◆ Women who are pregnant or menstruating.</li> <li>◆ Those with osteoporosis, distorted joints, dysfunction or recent fracture.</li> <li>◆ Those with serious or injured skin conditions.</li> <li>◆ Those with high fever.</li> <li>◆ The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance. (Need to be supervised)</li> <li>◆ This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.</li> <li>◆ This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.</li> </ul>
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### Controller Precautions

 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>◆ Do not operate the controller with wet hands or pull the controller wire by force.</li> <li>◆ Do not spill water or other liquid into the controller to avoid fault.</li> <li>◆ Do not lay heavy items on the controller.</li> </ul>
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### Cautions Regarding the Power Connectors and Power Cord

 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>◆ The appliance is only to be used with the power supply unit provided with the appliance.</li> <li>◆ It must only be supplied at safety extra low voltage corresponding to the marking on the appliance.</li> <li>◆ Do not use a wet hand to unplug the AC cord to avoid electric shock.</li> <li>◆ Do not pull on the power cord, reach to the front end to unplug it.</li> <li>◆ Do not squeeze the power cord by heavy objects.</li> <li>◆ Do not damage, over bend, pull hard or twist the power cord.</li> <li>◆ If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.</li> </ul>
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## SAFETY PRECAUTIONS

### Best Circumstances

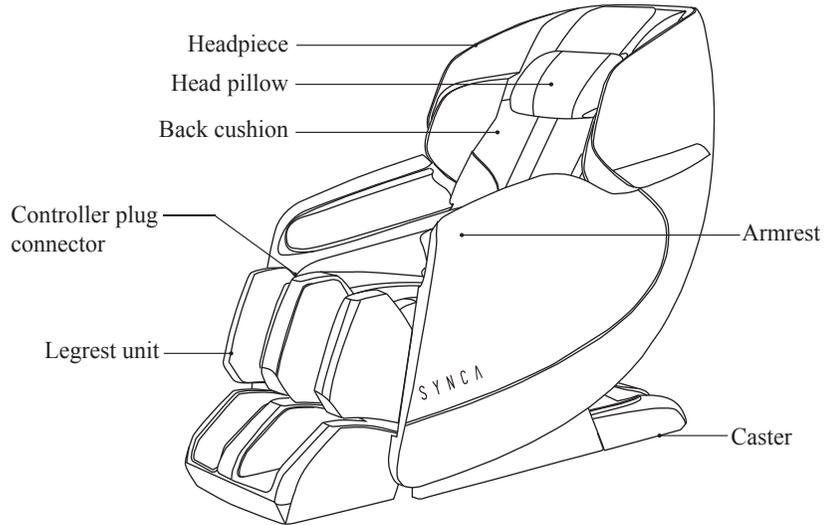
 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>◆ Do not use this appliance where temperature is over 40 C.</li> <li>◆ Do not use this appliance in moist or dusty environment.</li> <li>◆ Unplug from outlet during thunder or lightning storms.</li> <li>◆ Do not use outdoors.</li> <li>◆ Please place the product on the flat level floor.</li> <li>◆ Do not store near heat or open flame.</li> </ul>
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### Best Practices for Safe Use

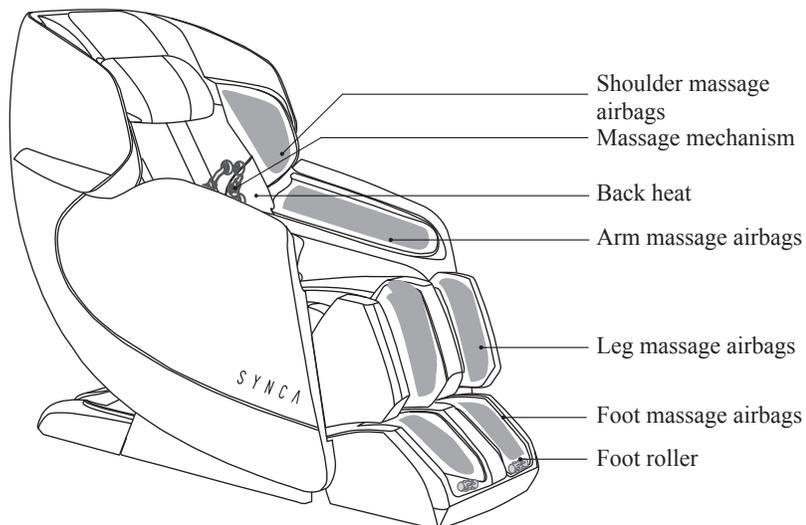
 <b>CAUTION</b>	<ul style="list-style-type: none"> <li>◆ Only for users weighs below 120kg.</li> <li>◆ Do not use other therapeutic device together with this product.</li> <li>◆ Use this product only for its intended use as described in this manual.</li> <li>◆ Appliance should only be used by one person, do not use by two or more persons at the same time to avoid damage to the products.</li> <li>◆ Do not use the product right after meal, it may cause discomfort.</li> <li>◆ Remove the accessories from the arms and empty the pockets while use the massage services.</li> <li>◆ Check the upholstery under the cushions and other spots, if any damages are present, do not use it and refer to a qualified service professional for servicing.</li> <li>◆ If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use the product.</li> <li>◆ Use the appliance for 20 minutes each time is highly recommended.</li> <li>◆ Make sure there is no obstacles behind the chair and there is enough clearance before adjusting the backrest or footrest angle</li> <li>◆ Make sure no other excessive load pressed on the backrest or footrest, keep children, pets or any other barrier away from the unit reclining backrest/ extending footrest to prevent any accidental injury.</li> <li>◆ Please be seated properly while using the appliance to avoid injury to the user or damage to the appliance.</li> <li>◆ Do not drag or push the chair or roll on its casters on wood floor or carpet to avoid damage.</li> </ul>
 <b>PROHIBITED</b>	<ul style="list-style-type: none"> <li>◆ Never operate this product if it has damaged /exposed parts or power leakage.</li> <li>◆ Do not stand on or stack heavy objects on the footrest.</li> <li>◆ Children should be supervised to ensure that they do not play with the massage chair.</li> <li>◆ Do not fall into sleep while the product is operating.</li> <li>◆ Avoid using the product under the influence of alcohol.</li> <li>◆ Do not put hands or foreign objects in the openings of the appliance to avoid injury to the user or damage to the appliance.</li> <li>◆ If there is any smoke or unusual smell during operation, stop using immediately.</li> </ul>
 <b>NO DISASSEMBLE</b>	<ul style="list-style-type: none"> <li>◆ Do not disassemble this product to avoid failure.</li> <li>◆ Do not attempt to repair or dismantle the appliance without permission.</li> <li>◆ Please contact authorized dealer or service agent.</li> </ul>
 <b>UNPLUG POWER CORD</b>	<ul style="list-style-type: none"> <li>◆ Pull out the power cord from the power strips before maintenance.</li> <li>◆ Never plug in or pull out power cord with wet hand to avoid shock or injury.</li> <li>◆ Pull out the power cord from the power strips after use.</li> <li>◆ Unplug from outlet when the power supply is cut.</li> </ul>

## NAME AND FUNCTION OF EACH COMPONENT

### External Structure

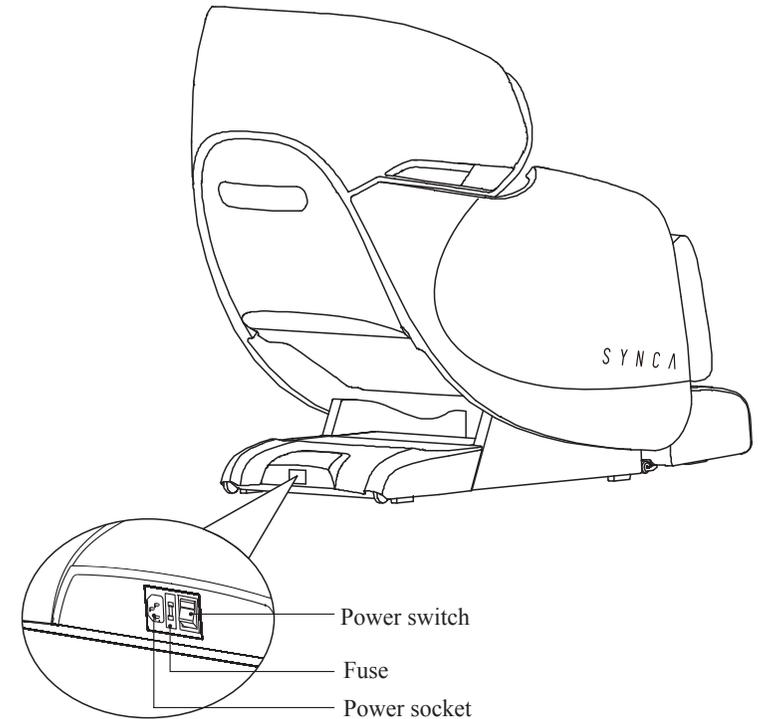


### Internal Structure



## NAME AND FUNCTION OF EACH COMPONENT

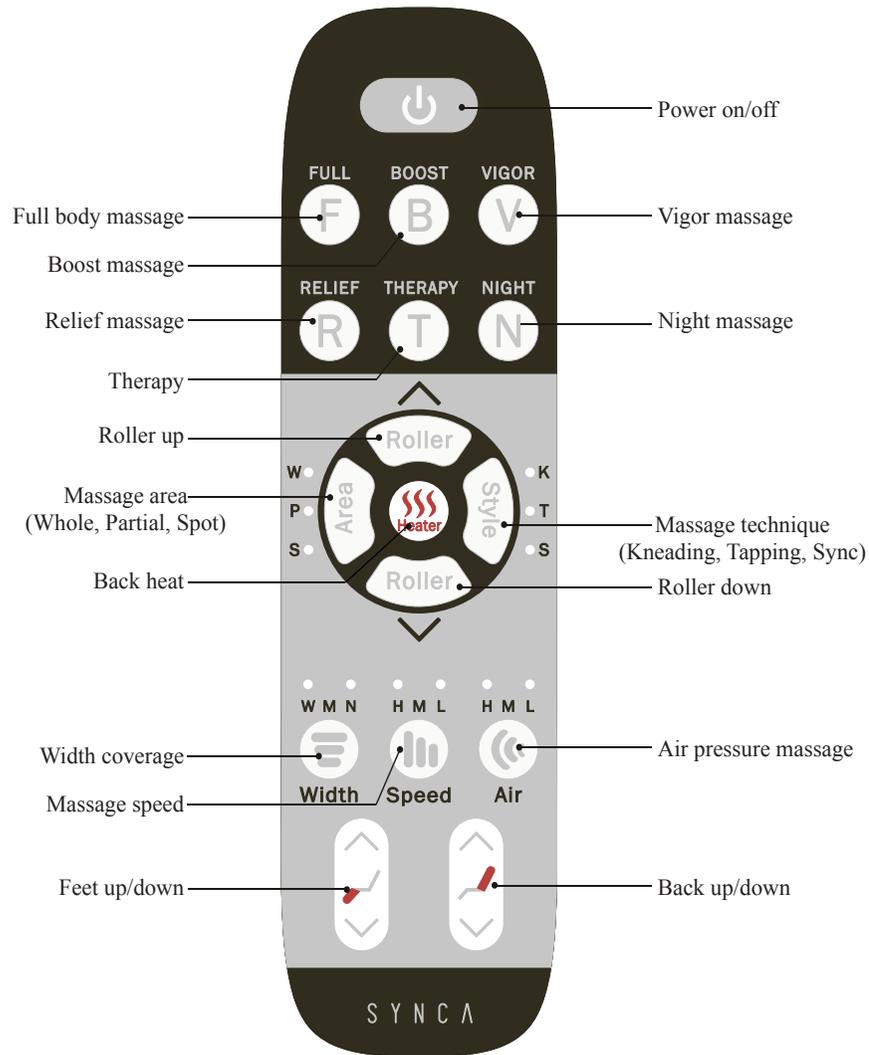
### Power Box



### ⚠ CAUTION

- ▶ Children should be supervised to ensure that they do not play with the chair or touch the power box.
- ▶ Always unplug the massage chair from the electrical outlet immediately after use.
- ▶ Unplug from outlet during thunder or lightening storms.
- ▶ Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children power on the massage chair accidentally.
- ▶ When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

## Controller



## NAME AND FUNCTION OF EACH COMPONENT

### Controller Instructions

#### Power On/Off Power on/off the controller.

- ▶ The power indicator light flickers when the massage chair is in standby mode ; Press this button to turn on the massage chair,the power indicator light goes solid; you may press other buttons to start a 20 mins massage session.
- ▶ When the power indicator light is solid,press this button to turn off all massage functions,appliance restores and goes into standby mode.
- ▶ Roller width can adjust only when the width adjustment icon on display screen is lit,when the icon lights off,roller width can't adjust.



#### Full Body Massage

- ▶ Combination of massage techniques to release the fatigue of the body ; covers muscles on the neck,shoulder,back,waist and buttocks.
- ▶ Press this button to start the Full body massage, the indicator light stays solid when this massage program is running.



#### Boost Massage

- ▶ Helps to soften hard muscles,stretch out the entire body,promote metabolism and boost the viability of the body.
- ▶ Press this button to start the Boost massage, the indicator light stays solid when this massage program is running.



#### Vigor Massage

- ▶ Start your day with a Vigor massage. This massage session helps to stimulate the body,energizes and encourages a bright attitude.
- ▶ Press this button to start the Vigor massage, the indicator light stays solid when this massage program is running.



#### Relief Massage

- ▶ Combination of deep tissue massage techniques; focuses on muscles from the neck and shoulder to the lower back.
- ▶ Press this button to start the Relief massage, the indicator light stays solid when this massage program is running.



#### Therapy

- ▶ Designed for muscles relaxation after sports and fitness,cradle in this chair can help to recover the body's internal stability.
- ▶ Press this button to start the Therapy massage, the indicator light stays solid when this massage program is running.



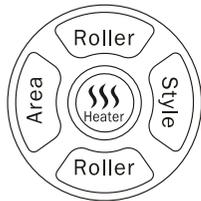
#### Night Massage

- ▶ Designed for improving sleep quality and relax the body before bed.
- ▶ Press this button to start the Night massage, the indicator light stays solid when this massage program is running.



## NAME AND FUNCTION OF EACH COMPONENT

\*Different massage techniques, such as kneading, tapping, sync, rolling, rubbing, knocking and shiatsu, are designed and programmed in respective auto programs.



### Roller Up

- ▶ Press and hold this button to move the mechanism up while in shoulder scan or manual-Point massage mode, the backlight of the controller flickers in the process.



### Message Area

- ▶ When manual massage program is working, press this button to toggle among Whole, Partial, Spot massage area, the area coverage indicator lights up/down accordingly.



### Style

- ▶ When manual massage program is working, press this button to toggle among Kneading, Tapping, Sync massage techniques, the technique style indicator lights up/down accordingly.

### Roller Down



- ▶ Press and hold this button to move the mechanism down while in shoulder scan or manual-Point massage mode, the backlight of the controller flickers in the process.



### Heater

- ▶ Press this button to turn On/Off back heating function, the indicator lights up/down accordingly.



### Roller Width

- ▶ When Manual massage program is working, if the Width indicator lights up solid, you can press this button to toggle among Wide, Medium, Narrow roller width (the roller width indicator on display screen lights up/down accordingly).
- ▶ When the indicator lights down, roller width can't adjust.

## NAME AND FUNCTION OF EACH COMPONENT



### Speed

- ▶ When Manual massage program is working, the indicator light of this button lights up solid, press this button to toggle among Medium, High, Low massage speed (the speed level indicator on the controller lights up/down accordingly).
- ▶ When the indicator lights down, massage speed can't adjust.



### Air Pressure Massage

- ▶ When massage program is working, press this button to turn On air pressure massage, you may press this button to toggle among Low, Medium, High air pressure intensity or Off (turn off air pressure massage function), the indicator light on the controller lights up/down accordingly.



### Feet Up

- ▶ Press and hold to raise the footrest, release the button to stop.

### Feet Down

- ▶ Press and hold to lower the footrest, release the button to stop.



### Back Up

- ▶ Press and hold to raise the backrest, release the button to stop.

### Back Down

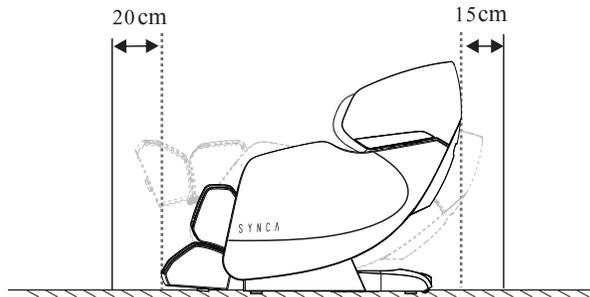
- ▶ Press and hold to lower the backrest, release the button to stop.

## PRELIMINARY CHECKS

### Position & Placement for Installation

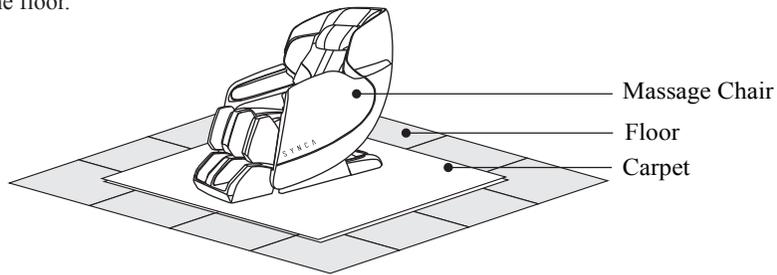
#### Clearance space for the massage chair:

- ▶ Ensure there is an adequate clearance for the installation: It needs 15cm clearance for the reclining of the backrest; It needs 20cm clearance space for the extension of footrest and sliding forward of the chair.
- ▶ Keep it 1 meter away from the TV, radio or other audio/video appliance to avoid signal interference.



### Floor Protection

- ▶ We recommend to place a piece of carpet or soft mat underneath it to avoid damaging the floor.



### Surrounding Environment



Do not use the massage chair in high moisture environment such as near swimming pool or bathroom to prevent electric shock accident.



Please keep the massage chair away from heated surfaces to prevent fire hazard or damage to the product.

### Grounding

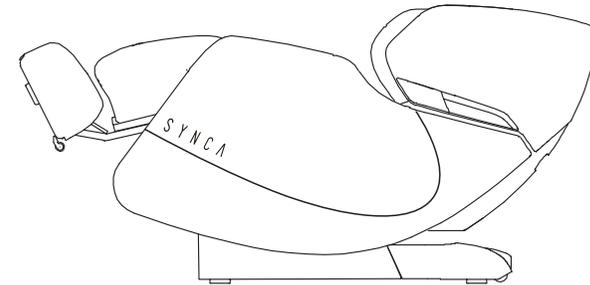


This product must be grounded, the plug must be plugged into an appropriate 3-wire grounded outlet that is properly installed and grounded in accordance with all local codes and ordinances to reduce risk of electrical shock.

## Installation Method

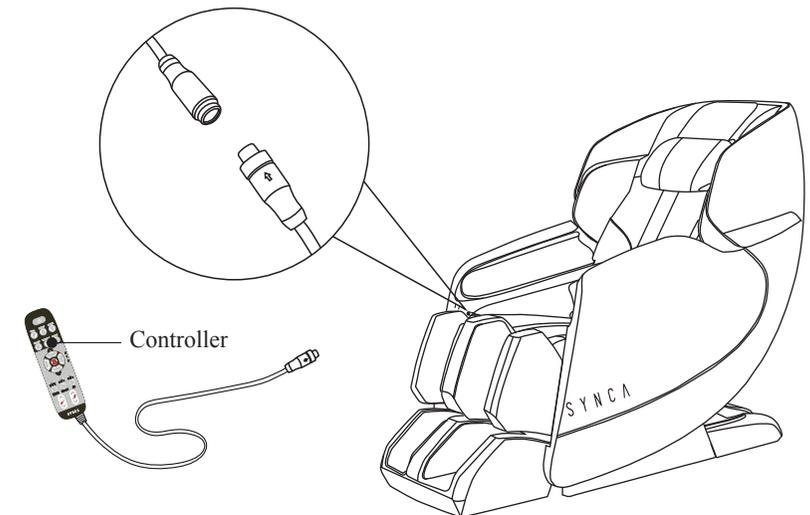
### Step 1, Take all massage chair units out of the cartons

- ▶ Unpack the cartons and take out all sewing and other accessories out of the cartons.
- ▶ Before beginning installation, please verify that all components are included (check with the packing list carefully)



### Step 2, Install the Controller

- ▶ Connect the controller cable to the massage chair's plug connector (line up the pins with the port before connection).



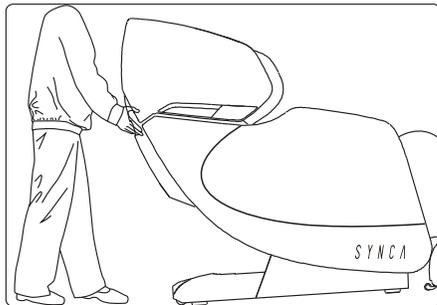
## PRELIMINARY CHECKS

- ▶ Connect the power cable to the product power connector port located at the power box of the product.(Check the illustration below)



### Moving the Massage Chair

- ▶ Roll the chair on its casters to the desired location.
- ▶ Incline the backrest to upright position.
- ▶ Turn off the power switch and unplug the appliance from the electrical outlet.
- ▶ Using two people, push down on the backrest and lift up on the front sides, roll the chair on its casters to the desired location(check the sketch for reference).



### **CAUTION**

- ▶ Do not move the chair when there is user inside.
- ▶ To carry this product, do not lift by the footrest or armrest, hold the chassis and steady the backrest(have 4 or more people to carry the product).

## PRELIMINARY CHECKS

### Connecting to Power

- ▶ Connect this appliance to a 3-wire properly grounded outlet.
- ▶ Turn on the main power switch located at the power box of the product.

### **CAUTION**

- ▶ Please verify that there is no damage to the supply cord before switching on the massage chair.
- ▶ Please verify that the main power switch is turned off before connecting to power.

### Commissioning

- ▶ Use the controller to recline the backrest to its lowest position, raise and extend the footrest to its top position, make sure there is enough clearance before commissioning.
- ▶ Return the backrest and footrest back to its default position after commissioning and turn off the power switch.  
To choose the massage program, please check the Controller Instructions for reference

### Before Sitting in the Chair

- ▶ Ensure the footrest is well assembled before sitting on the massage chair.
- ▶ Ensure the massage chair is returned to its original position before sitting on it.
- ▶ If there is any part not in default position, please turn off the massage chair to allow it to restore.

### **CAUTION**

- ▶ Do not take seat while the legrest is lifted.
- ▶ Do not put excessive load on the legrest to avoid damage.

### After Use

- ▶ Always unplug the massage chair from the electrical outlet immediately after use.
- ▶ Put the controller into the controller pocket.
- ▶ Turn off the power switch and unplug the massage chair from the electrical outlet while not in use to avoid children power on the massage chair accidentally.
- ▶ When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled and that the unit be placed in an environment free of dust and moisture.

## CARE AND MAINTENANCE

### Care Instructions

- ▶ To treat stains on back panel, armrest, footrest, plastic parts or air hose, spot clean with mild detergent foam, then wipe it with a dry cleaning cloth.
- ▶ To treat stains on controller, power box, spot clean with a dry cleaning cloth.
- ▶ To treat stains on back cushion or pillows, use a water-based upholstery cleaner only, wipe it with moist cloth, then air dry.
- ▶ To clean the foot/calf unit covers, remove it from the chair, hand wash with a mild detergent, then line dry.

#### WARNING

- ▶ Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- ▶ Pull out the power cord from the power strips before care and maintenance.
- ▶ To avoid electrical shock or injury, do not touch the power cord with wet hands.
- ▶ Make sure no detergent enters into the power box while cleaning.
- ▶ Do not use benzene, thinner or other solvents on your product, it may cause fading or damage to the product.
- ▶ Do not iron the upholstery.

#### Storage Methods

- ▶ Cover the product with a dust-free cloth to prevent collection of dust if not in use of a long period of time.

#### CAUTION

- ▶ Do not leave this product exposed to direct sunlight for long periods of time. This may cause fading or damage.

#### Warm Tips

During daily use, please check for the following symptoms:

- ▶ Burnt smell.
- ▶ Power flickers on and off when touching the charging cable.
- ▶ The power cord is hot.
- ▶ Other abnormal symptoms.

#### CAUTION

- ▶ Please stop using the product to avoid breakdowns or accidents if any above symptom exists.
- ▶ Switch off the power button and disconnect the plug, contact the local distributors or supplier for repair.
- ▶ All other servicing except above care and maintenance should be serviced by an authorized dealer or service center.

#### WARNING

Pull out the power cord from the power strips before care and maintenance. To avoid electrical shock or injury, do not touch the power cord with wet hands. Do not try to dismantle or repair the product yourself, please send your massage chair to the authorized service center.

## TROUBLESHOOTING

No.	Symptoms	Possible Causes	Possible Solutions
1	Noise is heard while in use	This sound is normal and comes from the air pump motor or other mechanical parts rubbing against the cloth cover	No need to take any measures
2	Appliance does not start	The power cord is not secured into the socket	Insert the power plug properly into the power socket
		Power switch is off	Turn on the switch
		The fuse is blown	Replace only with a fuse of same type and rating
3	Backrest or footrest cannot raise or recline	Excessive load has been pressed on the backrest or legrest	Reduce the load and try again

If problem remains, please contact the dealer for maintenance.

**Important:** Do not attempt to repair this product yourself, our company shall not be liable for the injury or damage caused by any servicing without authorization.

## TECHNICAL SPECIFICATIONS

**Product:** Massage Chair

**Model:** MR3000

**Rating:** 100-240Vac / 140W

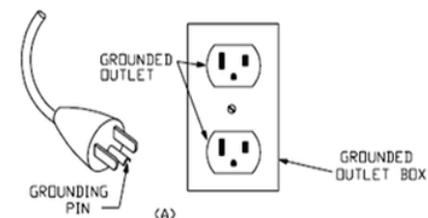
**Freq.:** 50-60Hz

## 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 120 V circuit and has a grounding plug that looks like the plug illustrated in sketch A in following figure. 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.



### Earthing

This massage chair belongs to Level One electrical appliance, make sure to use three-core power supply socket and to guarantee the ground wire connected to the power supply socket has obtained good ground connection to avoid electric leakage, electric shock and some other negative effect during use