

truMedic® INSTASHIATSU+™
Products to Live Life Better Your Personal Masseuse

Massage Chair | MC-3000

Instruction Manual



INTRODUCTION

MC-3000 Massage Chair Operation Manual

Thank you for purchasing the InstaShiatsu+ MC-3000 Massage Chair from truMedic. The MC-3000 was designed to combine the benefits of ergonomics with a stimulating full body massage. Sink into your new chair and take advantage of a relaxing spa experience in your own home.

Your MC-3000 includes the following features:

- **3-Dimensional Encapsulated Support:** Body scan technology automatically detects the position of your body, the shape of your spine, areas of tension, and will even find the acupressure points. The massage chair will automatically adjust the position of the rollers and customize the massage based on the information that is gathered, to provide you with a superior massage experience.
- **Zero-Gravity Function:** With the automatic electric actuators, you only need to select one button to feel the weightless ease of zero gravity positioning. Zero gravity experiences offer health benefits such as soothing tension, and relieving pressure.
- **Strategically Positioned Air Pressure Massage:** Relieve stress in every part of the body with unique airbag massage features in both armrests as well as the seat, leg, and feet areas. Airbags in the back and seat provide additional waist and lower back massaging stretches and twists for improved stress relief.
- **Multifunction leg and footrests:** Enjoy the soothing stretch of this unique function with the extension and retraction capabilities in the leg rests. Capable of extending outward 8in. Footrests move vertically 30 degrees to provide a gentle stretch and improved flexibility.
- **Convenient Capability:** Enjoy listening to music through built-in speakers or with a personal headset. The MC-3000 supports U disc, SD card, and MMC card music.

TABLE OF CONTENTS

| | |
|--|----|
| Before Using the MC-3000 Massage Chair | 1 |
| Relevant Warnings and Notes of Caution for the MC-3000 | 2 |
| Getting to Know the Parts of Your Chair | 6 |
| Installation Guide | 11 |
| Adjusting Your MC-3000 Massage Chair | 16 |
| MC-3000 Control Panel Usage Guide | 19 |
| Operating Your MC-3000 Massage Chair | 23 |
| Cleaning and Maintaining the MC-3000 | 28 |
| Troubleshooting the MC-3000 | 30 |
| Technical Specifications | 32 |

A Quick Note from truMedic

As you install and begin to use your luxury massage chair, keep the following recommendations in mind:

- Read the operation manual in full before you attempt to install or use your massage chair.
- Store your operation manual in a convenient location for quick reference.
- Carefully read all warnings and cautionary notes provided in your manual.

Our company reserves the right to change the design specifications of the MC-3000 without notice. Use the images provided here as a guide and not an exact replica of your chair. Always refer to your massage chair as you read through the instructions.

1 SAFETY INSTRUCTIONS

Before Using the MC-3000 Massage Chair

Please note all symbols and signs outlined in this operation manual and follow the instructions listed for an effective and safe operating experience. Throughout this manual, we will use several symbols to indicate important areas:

| | | | |
|--|--|---|---|
|  | <i>If you see this symbol, the accompanying language will describe a warning for serious bodily injury or death.</i> |  | <i>The caution symbol denotes something that may cause an injury or property damage.</i> |
|  | <i>Avoid engaging in the listed behaviors associated with this symbol.</i> |  | <i>Do not disassemble any part on your chair featuring this symbol. Doing so may increase the risk of harm or void any accompanying warranty.</i> |
|  | <i>You must adhere to these guidelines when operating your new massage chair.</i> |  | <i>This symbol will provide directions on how to use a particular cable during assembly and use.</i> |
|  | <i>The chair is not waterproof, avoid contact with any liquids.</i> |  | <i>This symbol denotes any fire or environmental hazards.</i> |

Relevant Warnings and Notes of Caution for the MC-3000



WARNING

People Who Should Not Use the MC-3000

- Those with osteoporosis.
- Those who have a pacemaker implant or other electrical medical implant.
- Those who are pregnant or in poor health should discuss use with a physician.
- Children.
- Anyone under the influence of alcohol or recreational drugs.
- Anyone who may fall asleep while using the chair (this chair is not meant for sleeping).

Accident and injury warnings

- Do not allow children, pets, or any objects in or around the chair while it is in an adjusted position or in operation.
- Immediately discontinue use and speak with a medical professional if you experience any strange symptoms while using your massage chair.
- Do not sleep in the chair.
- Do not sit or stand on the armrests.
- Avoid excessive head, neck, belly, or knee massages to reduce the risk of injury.
- Closely monitor any user who suffers from mobility difficulties.

Fire and electrocution warnings

- Always insert the plug into an appropriate power outlet.
- Never leave a plug sticking partly out of an outlet.
- Always turn off and unplug the chair when it is not in use.

Fire and electrocution avoidance

- Do not use a plug, cord, or outlet if you identify a poor or broken contact.
- Only use power sources that support the recommended voltage to reduce the risk of fire or electric shock.
- Do not use any damaged, twisted, knotted, or constricted power cords.

Accident avoidance

- Do not fold chair massage cushions if you plan to store the chair.
- Do not run this massage chair for long, uninterrupted periods. Follow all run-time recommendations listed in this manual.

3 SAFETY INSTRUCTIONS



WARNING (CONT.)



Notes on User Disassembly and Maintenance

- Contact a professional if your chair experiences water damage or begins to function improperly. Do not modify, disassemble, or perform unspecified maintenance on this device.
- Do not attempt to repair or replace a damaged power cord or plug. Contact the service team at truMedic or a professional dealer to receive a replacement.
- Do not remove or open any part of the chair for any reason.
- Contact a professional for repair if you notice any irregularities or damage in the cloth and leather coverings on your massage chair.



CAUTION



Avoiding Falls

- Always operate your chair on a flat and even surface.

Preventing Wall and Chair Damage

- Always place the chair at least 40 centimeters from all walls to allow for proper positioning.

Avoiding Injuries Associated With Excessive Use

- The maximum recommended massage time is 20 minutes. Try to change massage settings and positions every 5 minutes for best results. Failing to change positions frequently could result in discomfort.

Avoiding Accidents and Injuries

- Inspect your chair before each massage session.
- Check the power switch before plugging the massage chair into the outlet. The power switch should sit in the OFF position any time you unplug or plug in the chair.
- Turn off all controls and switches before unplugging the chair.
- Fully insert the plug into the outlet before turning the chair ON.

Avoiding Electrocution

- Look for cord and wire damage before using the massage chair.
- Follow all instructions for proper ground wire connectivity. The wire should not feature any irregularities.



Avoiding Accidents and Injuries

- Do not press into or step on the massage heads.
- Do not place your hands or feet in between gaps in the massage heads.
- Do not put your hands or feet in between spaces in mechanical components.
- Do not drop or purposefully insert objects into the massage chair slot.
- Do not sit, stand, or place heavy objects on chair components, including the armrests, leg rests, and backrests.
- Never stand on the chair.
- Do not attempt to move a plugged in or operating chair.
- Do not use massage areas for unintended body parts (e.g., do not put your head in the leg rest).
- Do not wear hair accessories while using the chair.
- Do not put unusual amounts of pressure on the backrest while the chair is reclined.
- Do not use the chair without wearing appropriate attire. Wear comfortable clothing. Avoid using the chair with exposed skin or while wearing sheer fabrics. Using the chair with improper clothing could lead to skin irritation.
- Do empty your pockets before sitting in the chair.



Avoiding Chair Damage, Discoloration, and Deterioration

- Do not place the chair in humid or wet environments, around sharp things, or near heat sources, including stoves.
- Never use an electric heating pad, blanket, or other heated device while using the chair.
- Do not use the chair in any high-temperature areas.
- Do not use the chair in any outdoor environment.



Avoiding Leaks and The Potential for Electrocution Injuries

- Do not use or store your chair in a wet, humid, or exposed environment such as a swimming pool area or bathroom.
- Both the chair and the accompanying remote control must remain dry at all times.
- Do not sit in the chair with wet or damp clothes.



Avoiding electrocution Injuries

- Follow all directions for installing the ground wire or contact a professional electrician for assistance.
- Never use a plug adapter. Contact a professional electrician if you do not have the appropriate outlet for installation.



Avoiding Electrocution Injuries or Fire

- Unplug the chair before cleaning and after using your chair.
- Unplug the chair if you notice any power damage or the potential for power-related damage (i.e., during thunderstorms).
- To unplug the chair, firmly grasp the plug (not the cord) to release the prongs from the outlet.

5 SAFETY INSTRUCTIONS



CAUTION (CONT.)



Avoid accidents:

- Always turn OFF and unplug your chair after a massaging session.
- Avoid power-related damage:
- Always turn the switch to the OFF position and unplug your chair during electrical outages.

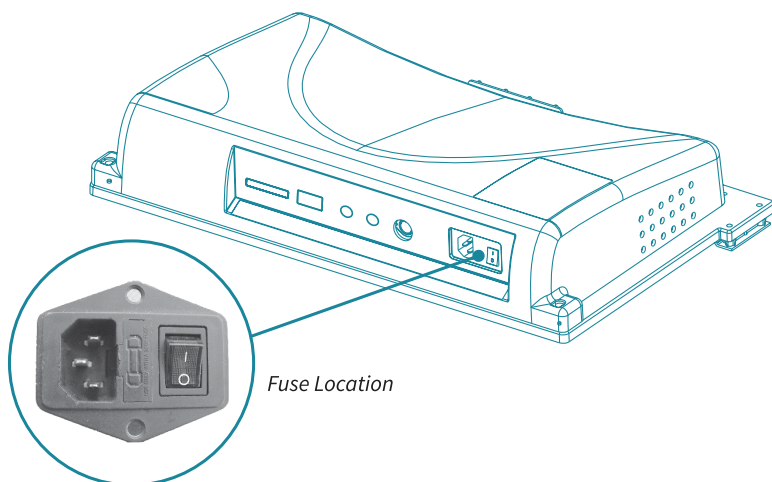
Special Notes

Grounding Note

- This chair features a cord with a grounding conductor. Only use the appropriate outlet to power your massage chair.

Fuse Replacement Note

- If a fuse burns out in your chair, turn the switch to the OFF position and unplug the chair. Locate the switch box and identify the dysfunctional fuse. Only replace a burned out fuse with a matching fuse. Contact a professional electrician for further assistance if needed.



Fuse Location



Ground Wire Placement Warning

Do not place the ground wire near a gas pipe, phone wire, lightning rod, or water pipe. These areas present high risks for fire, electric shock, and damage.

Getting to Know the Parts of Your Chair

Take the time to review the graphics available in this section and familiarize yourself with the distinctive parts of your new massage chair. Throughout this operation manual, you will notice that we use these terms to help you through the installation process. We have outlined the exterior and interior parts you will need to know to install and maintain your chair.

As soon as you unbox your massage chair, use the components listing to verify that you have all necessary parts. Contact truMedic at service@truMedic.com if you are missing any pieces.

External Structure

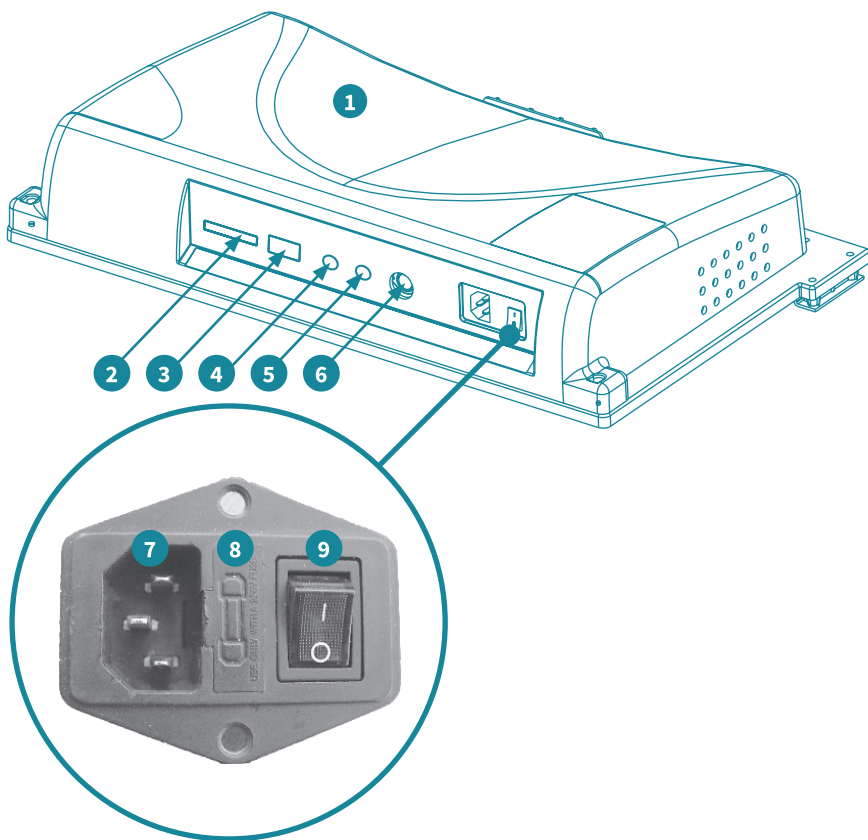
1. VFD Control
2. Control Bracket
3. Right Armrest
4. Seat Pad
5. Leg Rest
6. Footrest
7. Back Pad
8. Head Padding
9. Backrest
10. Waist Cushion
11. Left Armrest
12. Castor



7 UNDERSTANDING YOUR CHAIR

External Structure (Cont.)

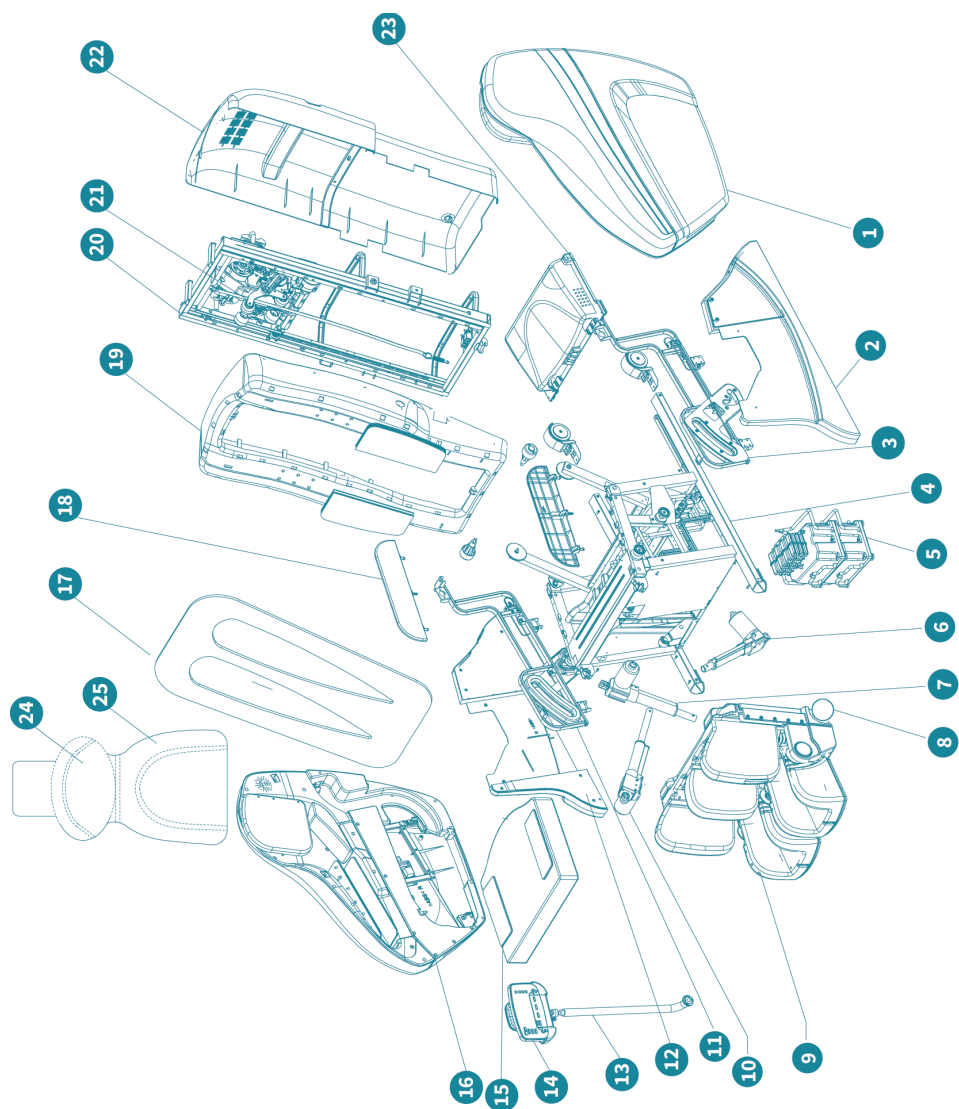
- | | |
|-------------------|----------------------|
| 1. Power Case | 6. Controller Socket |
| 2. SD Interface | 7. Power Cord Socket |
| 3. USB Interface | 8. Fuse Socket |
| 4. Headphone Jack | 9. Power Switch |
| 5. Audio Input | |



Internal Structure

1. Massage Heads (Under Cushion)
2. Shoulder Airbags
3. Armrest Airbags
4. Side Seat Airbags
5. Seat Airbag
6. Leg Airbags
7. Foot Airbags





Mechanical Components List

| # | Name | Qty | # | Name | Qty |
|-----|----------------------------|-----|----|-------------------------|-----|
| 1. | Left Armrest Assembly | 1 | 19 | Back Plastomer Assembly | 1 |
| 2. | Left Side Panel | 1 | 20 | Back Frame Assembly | 1 |
| 3. | Mobile Left Armrest Rack | 1 | 21 | Massage Machine | 1 |
| 4. | Seat Assembly | 1 | 22 | Back Cover | 1 |
| 5. | Gas Case | 1 | 23 | Power Case Assembly | 1 |
| 6. | Seat Electric Actuator | 1 | 24 | Pillow | 1 |
| 7. | Footrest Electric Actuator | 1 | 25 | Waist Cushion Assembly | 1 |
| 8. | Caster Assembly | 2 | | | |
| 9. | Footrest Assembly | 1 | | | |
| 10. | Back Electric Actuator | 1 | | | |
| 11. | Mobile Right Armrest Rack | 1 | | | |
| 12. | Right Side Panel | 1 | | | |
| 13. | Controller Support Bar | 1 | | | |
| 14. | VFD Controller | 1 | | | |
| 15. | Seat Mat Assembly | 2 | | | |
| 16. | Right Armrest Assembly | 1 | | | |
| 17. | Back Mat | 1 | | | |
| 18. | Inner Armrest Panel | 2 | | | |

11 INSTALLATION

Installation Guide

You now have all the knowledge you need to start installing and using your luxury MC-3000 massage chair. This section features a step-by-step guide to unboxing and setting up your chair. Follow the instructions closely, as this product contains several important components.

1. Unbox the Chair

Remove all plastic wrapping from the metal included on both armrests before you attempt to remove the chair. Hold the leg rest itself and the steel tube of the backrest to lift the seat gently out of its container.



Main Body



Left and Right Side Airbags



Pillow



Back Padding

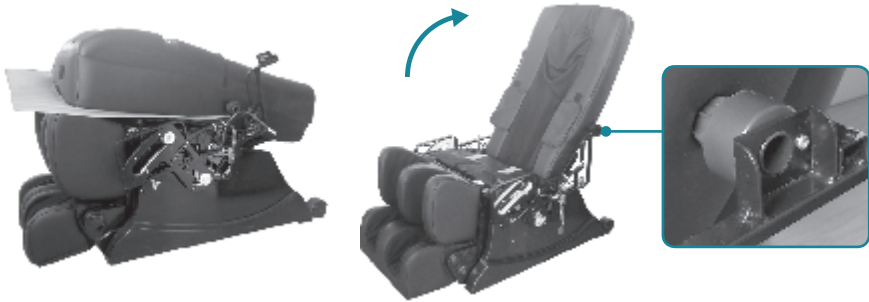


Do not hold the metal support on the armrest when you remove the main body of the chair. Only grasp the leg rest itself and the steel tube of the backrest.

Leave the white foam cushion placed between the seat and backrest during this step to protect the chair's finish.

2. Positioning the Backrest

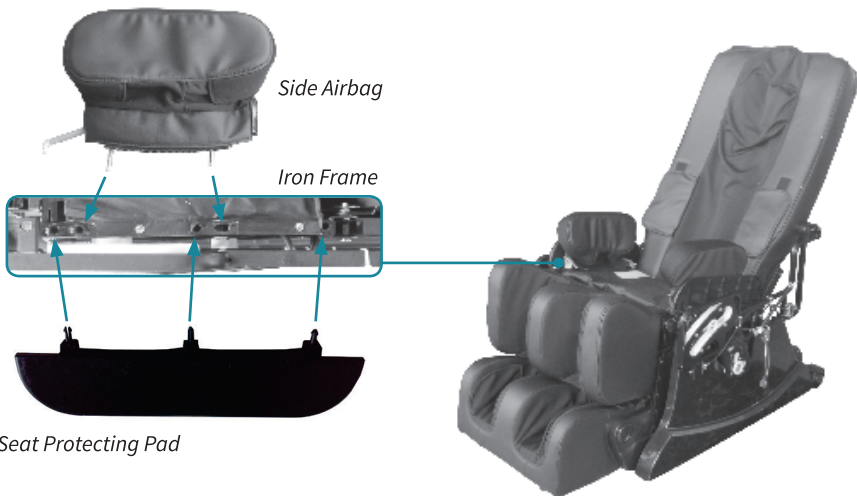
Hold and pull the backrest up from the leg rests. It will lock into its connection when it reaches an approximately 120-degree angle. You should hear a slight locking sound. Once you secure the backrest, remove the white foam cushion, and slide the left and right metal armrest holders and the armrest-rolling glove with an encapsulated bolt into place. Use the bolt to attach the armrest holder to the armrest-rolling glove.



Positioning the Backrest

3. Insert the Seat Protection Board

Identify the smooth side of the seat protection board. This side will face down toward the interior of the chair. Place each of the 3 pins in the board in the corresponding metal frame holes in the base of the chair. Press straight down on the board to lock it into position and avoid damaging the chair.



Seat Protecting Pad

4. Place Comfort-Maximizing Armrests

- A. Insert the locating shaft into the hole in the mobile rack near the rear of the armrest.
- B. Place the connector and pipe into the armrest.
- C. Insert the locating shaft into the hole in the front of the mobile rack of the armrest.
- D. Push the pieces into place until you hear a click.
- E. Repeat the process on the opposite side.

13 INSTALLATION



Right Armrest



Left Armrest

Notes on Disassembly: If you need to reverse the process, simply pull the tie-piece rotating panel to the rear of the armrest. While holding this piece, use your other hand to pull the armrest out of the clamp axis. Then, disassemble individual parts. Pull the locating shaft out of the front of the armrest, loosen the connector, and remove the locating shaft.

5. Attach the Control Panel and Control Panel Stand

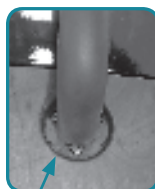
The control panel stand requires 3 included screws (look in M5*16) and washers (look in d=5) for installation. Attach the holder to the right armrest using corresponding holes on the side of the chair. The remote control fits snugly into the holder, facing the chair's user.



Control Panel

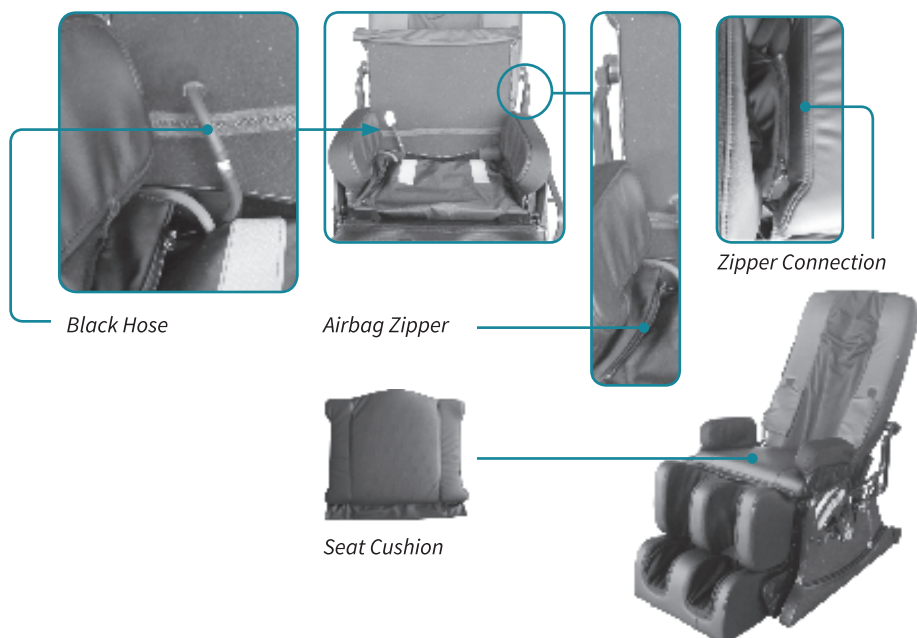


Control Panel Stand



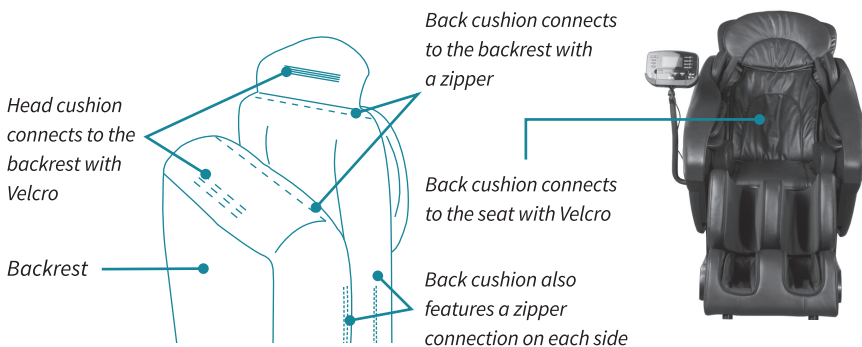
6. Connect Seat Air Hoses

The seat pad and air hoses are color-coded for installation convenience. You should see purple, dark brown, black, and gray tubes. Simply insert the corresponding hoses into the seat pad.



7. Attach head pads to backrest.

Sit in the chair and use zippers and magic tape to place the head pads in a comfortable location. For an optimal massage experience, match the bottom of the head pad with your ear area.

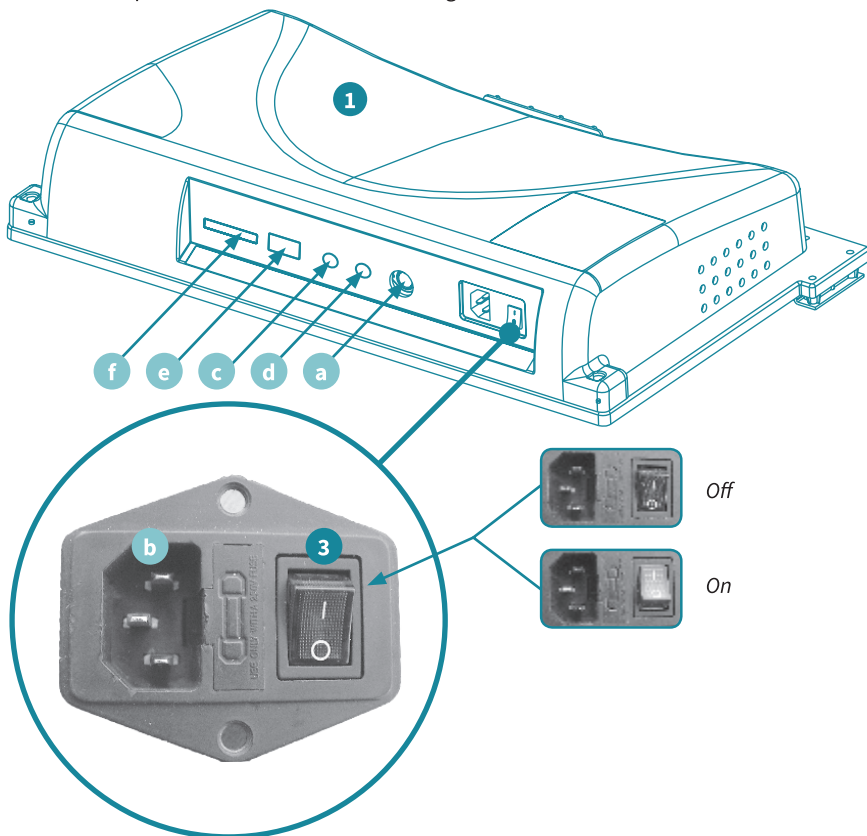


15 INSTALLATION

8. Connect the MC-3000 to power.

Use the following steps to finalize the installation:

1. Locate the power case under the backrest. The remote control plug and power plug fit into connections in this area.
 - a. Use this connection for the remote control.
 - b. Use this connection for the power plug.
 - c. & d. If you use earphones while enjoying your massage, insert the earphone plug into the appropriate hole.
 - e. Use this connection for USB devices.
 - f. Use this drive for SD and MMC cards.
2. Plug in the opposite side of the chair power plug into an outlet with the appropriate socket and voltage rating.
3. Turn the power switch from 0 to 1. The lights should turn on.



Adjusting Your MC-3000 Massage Chair



| | |
|--|---|
| | Do not place your chair near any areas that may suffer from moisture or wetness. |
| | Avoid placing your chair in direct sunlight or near heating appliances. |
| | Always place your chair on an even and supported surface to avoid accidents and injuries. |

Placing Your Massage Chair

What to Do Before Using Your Chair

- Place the chair away from walls. The chair should sit out at least 16 inches from any surrounding walls.
- Check the clearance. Fully extend your chair in all directions, and make sure you will not hit any other obstacles—including pets, children, and side tables.
- Monitor the power plug and source. Clean the plug and cord routinely to avoid dust buildup. Make sure the plug rests comfortably and protected between the power source and the chair. The cord should never sit under a heavy object or feature problems such as kinks, stretching, and knots.



17 PREPARATION



CAUTION

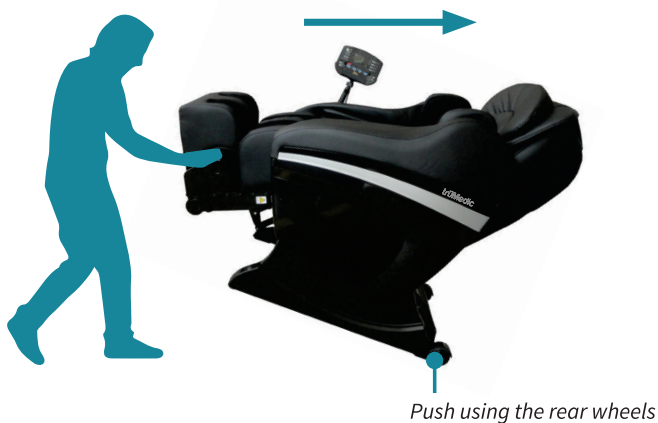


Do not move your chair when the power is ON or the chair is plugged in.

Tips for Moving Your Massage Chair

Moving Your Chair to the Right Place Easily and Successfully

- Wrap and place all cables in the seat of your chair to keep them out of the way and free from damage.
- Avoid plumping up the chair's cushions during use or when moving it.
- Do not slide the chair on its castors if it may damage the floor. Instead, ask someone to help you lift and physically move it.
- Avoid shaking the leg rests during a move, as this may result in damage.



Example Method of Moving Massage Chairs

- One person can lift up from behind the leg rest until the chair falls onto its castor. Once in position, the individual may push the chair to a new position and set it back down. Never allow the chair to fall down to the floor on the backrest, as this may result in damage. Use the diagram above as an example of how you should move the chair.

Helpful Tip

To protect your floors, consider placing a mat or rug under the chair before moving it to a new location.

Adjusting Your Chair for Maximum Relaxation

Improving Your Massaging Experience

- Check the placement of the massage head to keep it from hitting you in the head during use.
- Test the shoulder height. If the height is not quite right, the chair will adjust during the testing setting.
- In the correct position, your head should comfortably rest on the pillow and your back should rest easily against the backrest. During the test cycle, the massage roller will move around and adjust accordingly to your body.
- Always complete the test mode and subsequent massage settings in a comfortable and natural position for an improved massage experience.
- If needed, you may remove the pillow or cushion to increase the intensity level of the massage and improve your results.

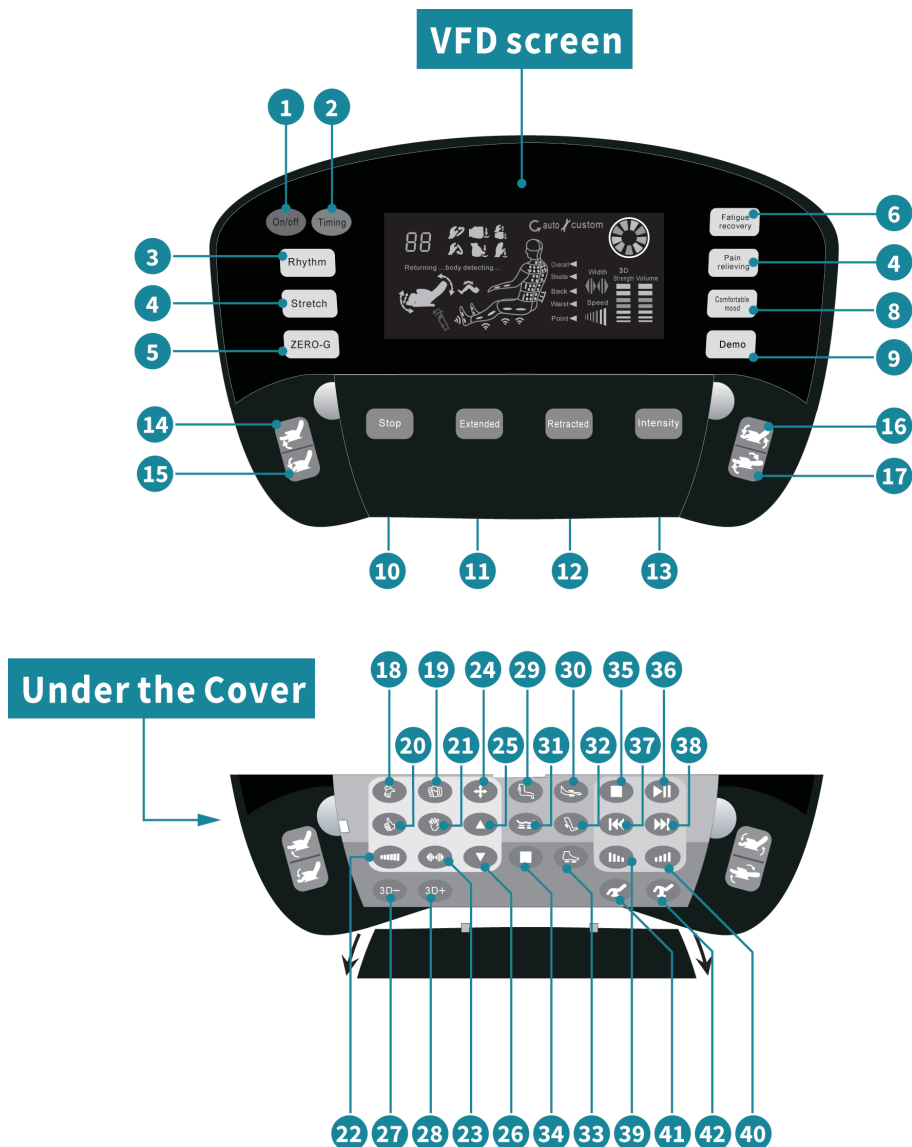
If needed, you may remove the pillow or cushion to increase the intensity level of the massage and improve your results.


















19 THE CONTROL PANEL






















MC-3000 Control Panel Usage Guide

The variable frequency drive (VFD) control panel is designed for intuitive massage choices. Use the easy-to-read interface to adjust each setting as necessary. To help you along the way, we've compiled a simple operational guide. Revisit this section as needed to change your massage experience:



| | |
|---|--|
|  | On/Off. The on/off switch on the chair will light up. As soon as you press a key on the remote control, the chair will start its detection cycle (an automatic setting). If you press the button again, all settings will stop. The massage rollers will return to a neutral position. |
|  | Timing. While in operation, this setting allows you to keep track of session length. The chair will automatically run for 20 minutes as its default setting, but you have the option to choose a 10-, 20-, or 30-minute session. |
|  | Rhythm. Use this button to choose your music and to synchronize your massage. An additional press will stop the function. |
|  | Stretch. This key initiates the automatic air pressure massage. Your back massage settings will continue as the air massage gently provides stretching and flexibility-enhancing movements. Press the button once more to stop the air pressure massage. |
|  | Zero-G. Short for “zero gravity,” this button adjusts the chair to an ergonomic setting that will make you feel weightless and comfortable. To return to the default position, press the button again. |
|  | Fatigue recovery. Start a targeted fatigue massage setting when you turn on this feature. Press once more to turn off the feature. |
|  | Pain relieving. If you are experiencing lower back pain or any other pain, select this function for targeted relief. Press it once again to return to the original setting. |
|  | Comfortable mood. Try this setting to experience a relaxing massage setting. Press it again to stop the setting. |
|  | Demo. Go through all of the massage settings in this eight-minute demonstration. Press the button to stop the demo at any point. |
|  | Stop. Cease all massage functionality with this button. |
|  | Extended. To adjust the leg rest, use this button. Keep pressing it until you reach your desired extension level, then let go of the button to stop the process. |
|  | Retracted. To pull the leg rest back in, continually press this button. Remove your hand from the button when you reach your desired level of retraction or when the process stops. |
|  | Intensity. During air pressure massage modes, use the intensity button to increase or decrease the intensity. |
|  | Leg Rest. Press the up portion of the image to raise the leg rest, and remove pressure when you reach your desired height. Press the down portion of the image to move the leg rest down. The leg rest will stop moving when you remove pressure. |
|  | Leg and backrest. For simultaneous movements, hit this button. Use the corresponding image to move the leg rest down and the backrest up or the leg rest up and the backrest down. |

21 THE CONTROL PANEL

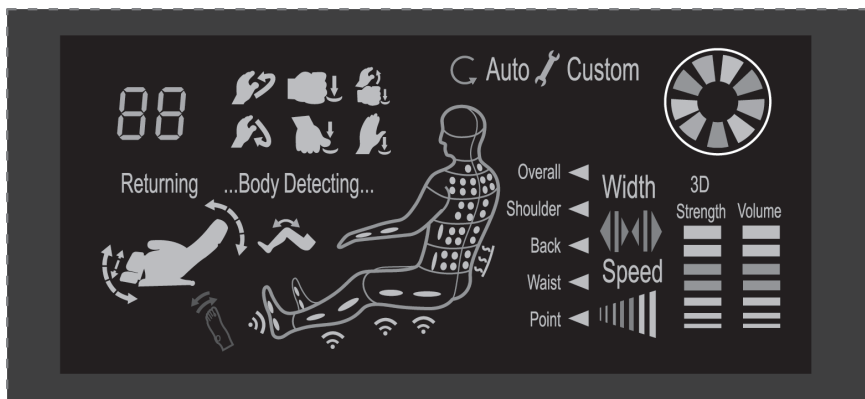
| | |
|--|---|
|  | Kneading image. For a kneading massage sensation, use this button. This feature can run in conjunction with other features. Use the button once more to stop it. |
|  | Tapping. For a tapping sensation, use this button to start and stop the experience. |
|  | Pressing. For a pressing sensation, use this button to start and stop the experience. |
|  | Knocking. For a knocking sensation, use this button to start and stop the experience. |
|  | Custom. This mode allows the user to choose a particular type of sensation and speed (features 3 speeds) for knocking, sync, tapping, and kneading massages. |
|  | Custom. This mode allows the user to choose a specific width of massage for knocking, tapping, and pressing sensations. |
|  | Positioning. Press this button to choose a new position for your waist, back, or entire body. |
|  | Point. Use these buttons to make fine adjustments in your massage position. Choose the corresponding directional arrow to move in a specific direction. |
|   | •3D +/- Use these buttons to adjust the massage chair forward and backward as needed. Choose the corresponding symbol, and move in your direction of choice until you achieve the desired experience. |
|  | Waist air massage. Use this button for a targeted waist air massage. Press once more to stop the massage movement. |
|  | Arm air massage. Use this button for a targeted arm air massage. Press once more to stop the massage movement. |
|  | Buttocks air massage. Use this button to receive a targeted rear air massage. Press once more to stop the massage movement. |
|  | Calf air massage. Target your calves with an air massage using this button. Press once more to stop the massage movement. |
|  | Feet air massage. Use this button to receive a targeted feet air massage. Press once more to stop the massage movement. |
|  | Complete massage start or stop. Use this button to begin or end combined mechanical and air massages. |
|  | Stop music. In the music display, use this button to stop music coming from headphones and speakers. |
|  | Play music. Play or pause your music using this button. |
|  | Skip to previous song. Use this button to replay the last song. |
|  | Skip to next song. To hear the next song in your playlist, use this button. |
|  | Volume controls. Use these controls to manage the music volume. |



Lower the seat. Continually press this button to lower the seat. When you reach your desired height or the seat lowers completely, release the button.



Raise the seat. Continually press this button to raise the seat. When you reach the desired height or the seat raises completely, release the button.



Digital Display: During standby, the screen will depict an “= =” symbol. When you turn the chair on, you should see the total balance of working time. The display will also showcase the intensity level of air pressure massages in the ON position



Automatic Mode: When you choose an automatic setting, you will see flashes of orange, green, and blue.

Returning: This signals the end of a massage. During this time, the chair will move into its default position.

Body-detecting: This signals the initial screening mode. Remain still and allow the scan to detect your body shape for an improved massage.



Kneading



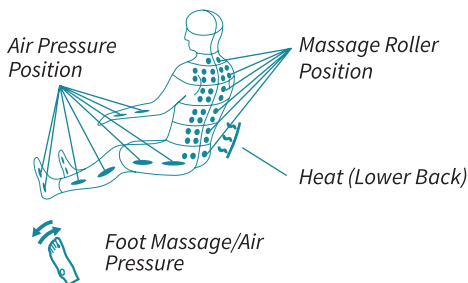
Tapping



Shiatsu



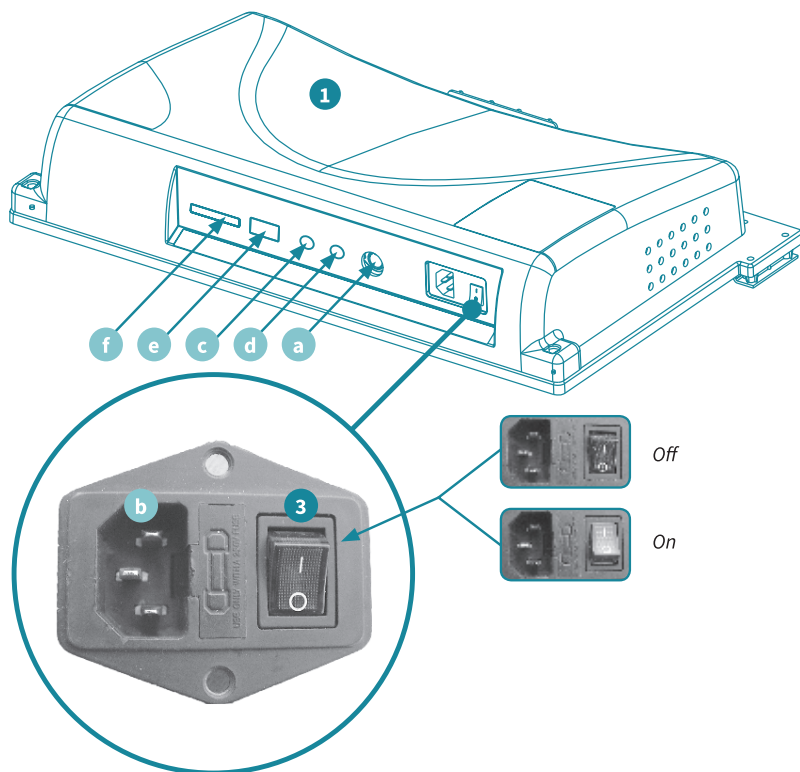
Thumping



Operating Your MC-3000 Massage Chair

1. Turn On Your Chair

- A. Power ON.
- B. To turn on your chair at any point, make sure the controller plug is inserted firmly into the “a” connection.
- C. Place one end plug from the power cord into the “b” connection.
- D. Plug the chair into the wall outlet.
- E. Turn on the switch located under the back of the massage chair. The chair is on when you press the “1” switch into the chair. At this time, the controller display will feature “=,” indicating it is in standby mode. If you do not press a button within 2 minutes, the chair will go into a low-power mode. Press the On/Off button on the controller to initiate your massage experience.



2. Choose Massage Settings

- A. Choose the massage functionality of your choice. Refer to the remote control guide for more detail.
- B. After the massage cycle ends, the chair will return to its default position. If you do not press a button for 2 minutes, the chair will revert to a low-power mode.

3. Turn OFF Power.

- C. At any point, you can hit the On/Off key on the remote control. The chair will return to its default position and turn off.
- D. Remember to turn off the power switch at the bottom of the chair when the rollers return to their default positions.
- E. Always unplug the chair after a massage session to reduce the risk accidents and injuries.



Always check behind the head pillow and back cushion. Avoid using the chair and call a professional repair technician if you notice any tears or broken PU material. Plug your chair only into an outlet supporting the proper voltage and connection.



Before you sit down in the chair, check moving areas for foreign objects. Remove anything that may inhibit the chair's movement. Do not sit in the chair to begin a session unless and until it moves back into its default position. Never stand on the chair.

Function Cheat Sheet

Raise the Leg Rest and Recline the Backrest

Achieve a fully reclined position when you press the button. The chair will lock into position when you release the button.



Raise the backrest and Lower the Leg Rest

Return to a seated position when you press this button. The chair will lock into position when you release the button.



Raise the leg rest only.

Using the corresponding arrow button, raise the leg rest until you reach a comfortable position. Release the button to stop the process.



Lower the leg rest only.

Using the corresponding arrow button, lower the leg rest; release the button when you reach your position of choice.



Extend and Retract the Leg Rest

Adjust the seat to your preferences with this setting. The MC-3000 has the ability to move in and out 20 cm.

Initiate Arm and Shoulder Massage

Place your arms comfortably between the airbags located on either side of the chair, and press the corresponding button. The airbags will start to fill, initiating an arm and shoulder massage.



Initiate 3D massage capabilities.

First, open the movable cover on the remote control and choose a massage sensation (knocking, tapping, or kneading). Choose your intensity level, and adjust the width to customize your experience. Then, use the 3D +/- buttons to move in a backward and forward motion.



Always check for children, pets, and other obstacles before initiating a massage sequence. Keep the gap between the backrest and armrest clear as you adjust chair settings. Do not attempt to leave or put pressure on the chair if the leg rest is in motion. This kind of activity may damage the chair. For more information on using the remote control to guide your massage experience, refer to the Remote Control Usage Guide.

What to Do After Your Massage

1. Look around the chair for any potential hazards including pets and children.
2. Use the function buttons to return the seat to an upright position, or press the On/Off key on your control panel—this will automatically return the chair to default settings.



3. Place the pillow pad in its original position.
4. Turn off the power to the chair. By pressing “o” on the switch in the back.
5. Unplug the power cord from its external power source. Hold the plug instead of the cord when you do this.
6. Wipe down the chair as necessary.



After a massage session, remember to press the On/Off key on the remote control. Always turn off and unplug the chair to avoid electricity-related accidents. Keep the chair away from moisture, dirt, and direct sunlight.

Cleaning and Maintaining the MC-3000

Follow these instructions as needed to keep your chair clean and well maintained

Cleaning the synthetic leather surfaces

General Cleaning

- Wipe down your chair regularly with a dry, soft, clean cloth.
- Do not use chemical or medical-grade cleaners on synthetic surfaces.

For Deep Cleaning

- Use a water-based solution containing 3–5% natural detergent and a soft cleaning cloth. Squeeze excess liquid from the cloth before cleaning your chair.
- Wipe down PU leather surfaces with this solution.
- Remove excess moisture with a dry cloth.
- Allow your chair to dry fully before using. Do not use a hair dryer or other blower implement to dry your chair.

Cleaning the cloth surfaces:

- Use the same weak, natural solution you used to wipe down PU leather surfaces. Wring out your cloth or brush before applying it to the surface of the chair. Note: do not use harsh chemicals or substances such as gas, diluent, or alcohol.
- Gently use brushing movements to clean the surface. Note: using excessive pressure may weaken or damage the cloth.
- Wipe down the surface with a clean damp cloth and then a clean dry cloth.
- Allow the surface to fully dry before using.

Cleaning and Maintaining the MC-3000 Cont.

Cleaning Plastic Components:

- Use a weak, natural solution to clean plastic components. Always wring out your cleaning cloth before applying to dirty parts.
- Wipe down the part with a clean, damp cloth to remove any remaining cleaning solution.
- Allow the part to dry.

Cleaning the Control Panel

- Use an electronics cleaning cloth to wipe any dust from the surface. If the surface requires deep cleaning, use a soft, damp cloth.
- Allow the control to dry completely before using. Note: Do not use alcohol, diluent, or propellant to clean the surface.



A Note on Cleaning: Always take the time to unplug your chair from the wall outlet with dry hands before engaging in any cleaning activities. Only use dry hands to reconnect the plug after cleaning. Failing to take the appropriate measures during cleaning activities could lead to electrocution or burn injuries.

Troubleshooting the MC-3000

If you experience difficulties while using your chair, refer to this section of the operation manual. Contact truMedic if this section does not address the problem you experience.

| Problem | Solution |
|---|--|
| My massage chair does not work when plugged in and turned on | The remote control may not be turned ON. Locate and press the ON switch on your remote control. |
| | You may not have chosen a massage function yet. Press any massage function to initiate the massage experience. |
| | The chair is not receiving the right amount of electricity. Check the chair and wall outlet connections for contact. |
| | The chair has a burned out fuse. Replace it with the appropriate fuse. |
| | The problem is within the inner circuit. Contact an authorized maintenance professional to repair your chair. |
| Beeping noises inside the chair during massage sessions. | You are probably hearing the air pump, mechanical parts, and motor. This is completely normal. |
| Difference in Left/Right motors. One is sometimes higher than the other is. | The massage rollers do not always run symmetrically. This is completely normal. |
| The sound I was hearing inside the chair is much louder now. | You may have used the chair continually for too long. Power down the chair for at least 30 minutes, and then see if you still notice the sound. |
| | Over time, the internal parts can wear down with consistent use. Some wear and tear is normal. Contact an authorized maintenance professional for repairs. |
| My massage unexpectedly stopped during a session. | The chair may have lost electricity. Check the power cord for a secure connection. |
| | You may have used the chair continually for too long. Allow the chair to rest for at least 30 minutes before restarting it. |
| I cannot move the backrest or leg rest as intended. | Check the surrounding area for clearance. Remove any obstacles that may inhibit the chair from moving adequately. |
| | The chair may have automatically stopped. Turn off the power to the chair and wait for at least 30 minutes before restarting it. |

31 TROUBLESHOOTING

| Problem | Solution |
|---|--|
| I cannot get the chair to return to its default position. | This may happen if you use the chair continuously for too long or if the massage time frame has ended. If you cannot get the chair to return to its normal position after waiting for 30 minutes, contact an authorized maintenance professional for further guidance. |
| The electric wires and/or plugs are really hot. | This can occur if you use the chair continuously for too long. Turn off all power, and allow the chair to rest for at least 30 minutes. |
| | If you notice significant heat during any kind of chair usage, stop using the chair immediately and contact a maintenance professional. |



If you notice any problems not listed in this short guide, stop using your chair immediately. Turn off all power and cut the electricity. Contact truMedic for more information on repair and maintenance at 888-264-1766 or service@trumedic.com

Technical Specifications

| | | |
|-----------------------------|-----------------------|------------------------|
| Name | MC-3000 Massage Chair | |
| Model | MC-3000 | |
| Input Voltage | AC120V - 60Hz | |
| | AC220V - 50/60Hz | |
| | AC240V - 50Hz | |
| Safety Design | Class I | |
| Power | 280W | |
| NW/GW | Main Body: | 106/121kg, |
| | Armrest: | 27/34kg |
| Packing Size (L × W × H) | Main Body: | 1390mm × 770mm × 880mm |
| | Armrest: | 1060mm × 440mm × 950mm |



TRUCORE DISTRIBUTORS, INC.

LOCATION 432 Middle Country Rd. Coram, NY 11727

TEL (888) 264-1766

E-MAIL service@truMedic.com

WEBSITE www.truMedic.com

A decorative graphic element consisting of several overlapping, wavy lines in shades of teal and blue, flowing from the left side of the page towards the right, positioned below the contact information.