



# **ZA-171**

## **Massage Chair User Manual**

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Please read SAFETY INSTRUCTIONS carefully before using the ZA-171

## Key Features

1. 3D Massage Rollers. The soft intelligent 3D massage rollers provide a relaxing and comfortable massage for your neck, shoulders and waist similar to a massage therapist.
2. Includes ShapeDetect to detect the shape and size of your body for a customized massage experience.
3. Converts into ZeroG position with 1-button touch, which moves your feet above your head, allowing your body weight to be more evenly distributed, providing the ultimate in relaxation.
4. CalfMassage provides a soothing air pressure massage to your tired calves that helps to aid in muscle recovery and promotes circulation.
5. HipShape helps to loosens the muscles in your lower back by alternating an air compression massage for your waist, thighs, and glutes.
6. ReCirculate alternating from left to right air pressure massages from fingertips to elbow, helping to increase circulation to your arms and hands.
7. ComfortExtend extends legrest up to 9(nine) inches offering optimal comfort even for taller users.
8. Includes convenient full-color LCD remote control for ease of use.
9. YogaFlex relieves pressure in your spine and joints.
10. FootReflex delivers a stimulating massage to your nerve endings with a re-energizing kneading massage for the bottom of your feet.

### Note:

ZA Massage Chairs and their partners may make product modifications and enhancements. Specifications may change without notice. International products may be configured differently to meet local electrical requirements. Dimensions are approximate. Manufactured under one or more United States patent numbers Other patents may apply.



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**Thank you for choosing ZA Massage Chairs ZenWave ZA-171.**  
**Please read this manual carefully before using the massage chair.**  
**Please keep this manual in a safe place for future reference.**

- Please read this manual carefully to make sure the installation and operation of the ZA Massage Chair is correct.
- "Safety Instructions" are provided with Warning and Caution warnings.
- Both Warning and Caution are important for your safety please read before operation.

 <b>Warning</b>	<b>This sign indicates warning of causing injury or death.</b>
 <b>Caution</b>	<b>This sign indicates caution of causing possible injuries or damages.</b>

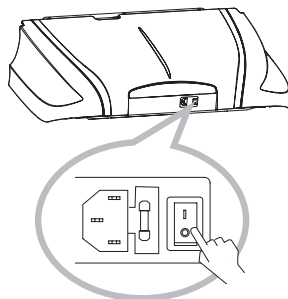
## **Warning**

**This product may not be suitable for users who experience increased discomfort, risk of accident, or bodily harm. Users with the following conditions should consult their doctor before use.**

- Osteoporosis, vertebral fractures, and acute painful diseases such as sprains or muscle strains.
- Pacemakers or other implanted medical devices - The vibrations and electromagnetic fields from massage chairs could interfere with medical devices.
- Cancer - Massage directly over tumors is not recommended. Check with a doctor first.
- Perceptual disorders due to high levels of peripheral circulatory disturbances such as diabetes.
- Protruded intervertebral discs.
- Pregnant women and those who have recently given birth, as well as people with poor health.
- Do not use if the massage chair is wet or if the user is wet.
- Sensitivities or allergies to heat.
- Users that have been diagnosed with narcolepsy.
- Sensory loss - Those with reduced sensation may not realize if the massage pressure is uncomfortably high.
- Those under the influence of drugs, alcohol or medication that causes drowsiness - Impaired users have a greater risk of falls or improper use.
- Children under the age of 14 - Massage chairs are designed for adults and can overextend children's muscles and joints.

### **Grounding instructions**

The massage chair is equipped with a cord that has a grounding conductor. The plug must be plugged into an appropriate socket that is properly installed and matched with the plug. Always use a surge protector.



### **Replacing the fuse**

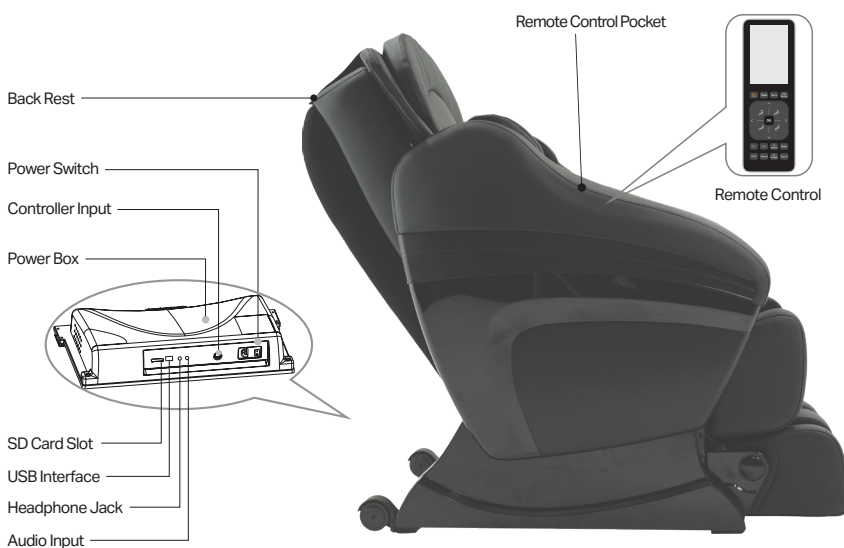
If the fuse is burned out, turn off the on/off switch and unplug the power from the wall outlet. Open the lid covering the fuse which is located in the switch box. Make sure the replacement fuse is the same size as the current burnt out fuse. Contact an electrician if you need assistance.



## Warning

<p>Accident or Injury</p>	<ul style="list-style-type: none"> <li>• Before operating the ZA Massage Chair, please make sure to check the area around the massage chair for any obstructions.</li> <li>• When using the backrest, calf up &amp; down, or calf extend, be sure to check that there is no interference or objects in the area (behind, under, or in front of the massage chair).</li> <li>• In the event of a physical abnormality or abnormality in use, stop using it immediately and ask a doctor.</li> <li>• When massaging around sensitive areas like the head and neck, pay close attention to the movement of the massage rollers and avoid excessive massaging or applying too much pressure.</li> <li>• When massaging around the neck area, use caution and avoid over-massaging.</li> <li>• Do not massage the abdomen or knees with this machine.</li> <li>• If you want to leave your seat during the massage, you must stop the massage chair before you leave the seat.</li> <li>• Do not use it with other instruments.</li> <li>• Do not allow children or pets to play on or around the massage chair (especially while in use.)</li> <li>• Do not sit or stand on backrest, armrests or legrest.</li> <li>• Users requiring assistance should be accompanied by a parent, guardian, or aide for safety.</li> <li>• Before moving the massage chair, the backrest and legrest must be angled back to their original position.</li> <li>• Do not fold cushions for storage.</li> <li>• Do not run the massage chair without the user properly seated and positioned in the massage chair.</li> <li>• Do not fall asleep in this massage chair.</li> <li>• Do not leave massage chair unattended when plugged in.</li> <li>• Do not use if massage chair is wet.</li> </ul>
<p>Fire and Electric Shock</p>	<ul style="list-style-type: none"> <li>• When assembling, make sure the massage chair is unplugged and the power is off.</li> <li>• Insert the electrical plug from the massage chair into a compatible power outlet. Make sure the plug is completely inserted into the socket to reduce short circuit or fire risk.</li> <li>• Always unplug the power cord when not in use. Be sure to turn off all massage chair functions by pressing the on/off switch first before unplugging.</li> <li>• Power cord, plug, socket can't be used in broken or loose contact condition.</li> <li>• Do not use other electric power except rated voltage in case of fire, electric shock or any breakdown.</li> <li>• Do not use power cord or operate the massage chair if the cord or plug has been damaged, frayed, knotted, twisted or crushed.</li> <li>• Keep the power cord away from heated surfaces.</li> </ul>
<p>Disassembly and Maintenance</p>	<ul style="list-style-type: none"> <li>• If the massage chair becomes dysfunctional, defective, or wet, please have it repaired by a professional repairman or send the massage chair to the assigned service agent. Self-modification, disassembly or maintenance is forbidden.</li> <li>• If power cord or plug is damaged, please do not replace it yourself, please contact us or appointed dealer for replacement.</li> <li>• To avoid electric shock or bodily harm, please do not open or disassemble any part of the massage chair; there are no user-serviceable parts.</li> <li>• Check leather or cloth material on the back and other areas is broken or not. If broken, even though it is small, please stop using the massage chair, unplug the power and have it repaired.</li> </ul>

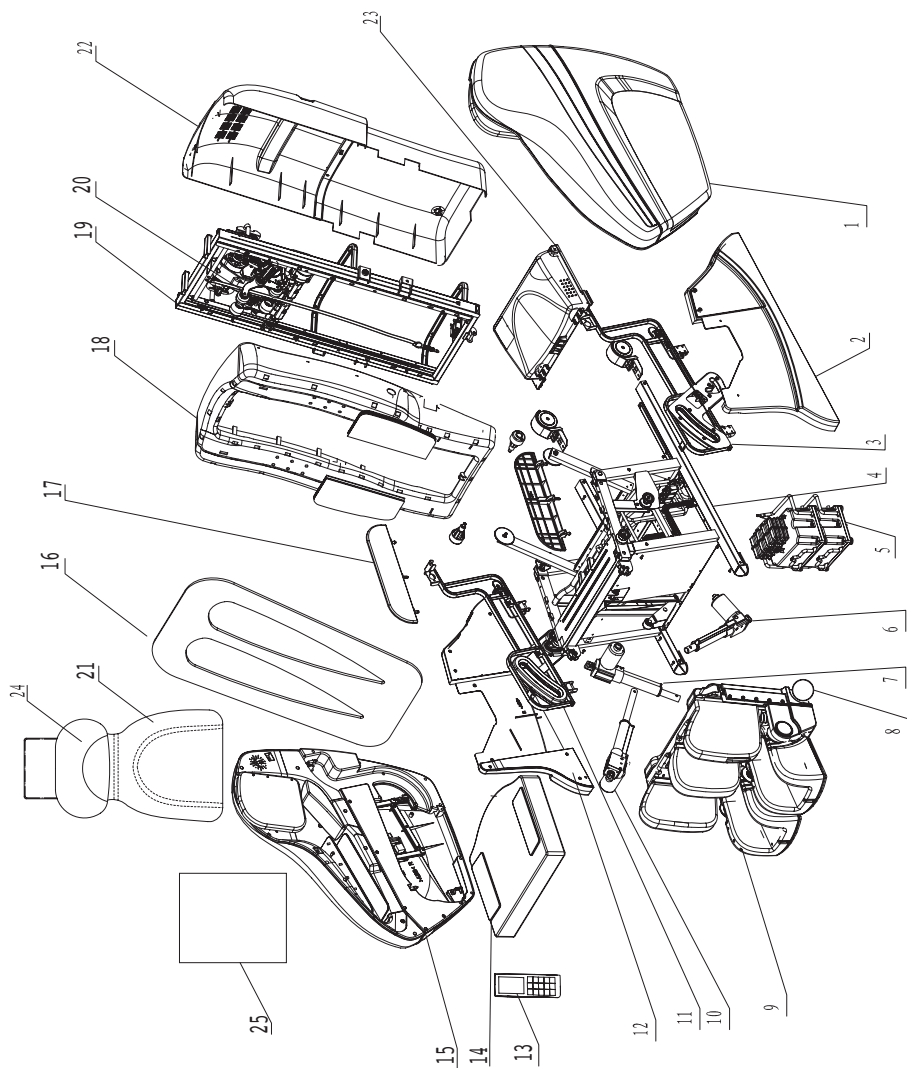
## External Structure



Internal Structure



## Explosion Diagram





Part			Qty	Part			Qty
1	Left Arm Assembly	1	23	Power Case Assembly	1		
2	Left Side Panel	1	24	Pillow	1		
3	Left Armrest Mobile Rack	1	25		1		
4	Seat Assembly	1					
5	Gas Case	1					
6	Seat Electric Actuator	1					
7	Footrest Electric Actuator	1					
8	Caster Assembly	2					
9	Footrest Assembly	1					
10	Backrest Electric Actuator	1					
11	Right Armrest Mobile Rack	1					
12	Right Side Panel	1					
13	Remote Control	2					
14	Seat Mat Assembly	1					
15	Right Armrest Assembly	1					
16	Back Mat	1					
17	Inner Armrest Panel	2					
18	Back Plastomer Assembly	1					
19	Back Frame Assembly	1					
20	Massage Mechanism	1					
21	Waist Cushion Assembly	1					
22	Back Cover	1					

## 7 Installation (1)

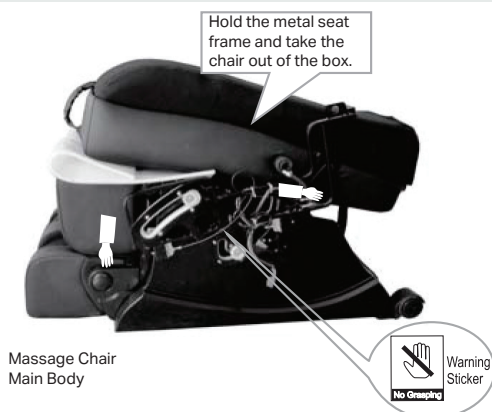
Setup

Scan the QR code to follow along with a video assembly of the ZA-171.



### Step 1. Remove the massage chair from the box.

1. Remove the accessories and main chair from the box (Using two people)
2. Confirm all of the accessories are accounted for.



Massage Chair  
Main Body

### The Accessories



Back Seat Cushion



Waist Cushion and Pillow



Power Cord



Seat Cushion



Seat Protector Pad



Left Seat Airbag



Right Seat Airbag



Remote Control

3. Take out the left and right armrest from the armrest box, put the armrest on the table or ground and lay flat carefully to prevent scratches.



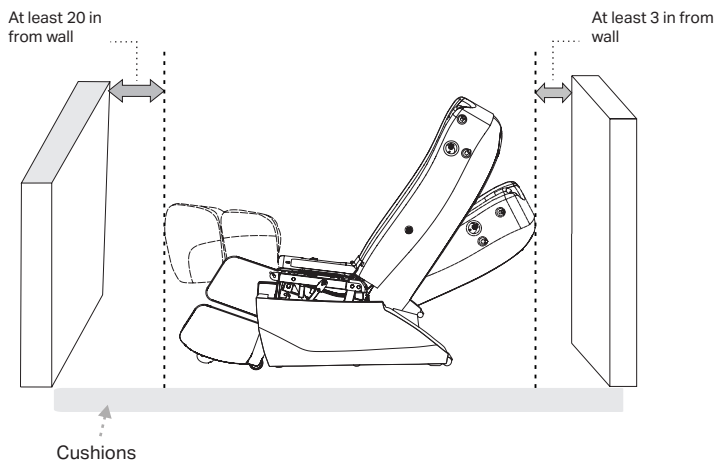
Right Armrest



Left Armrest

## Step 2. Check for adequate space.

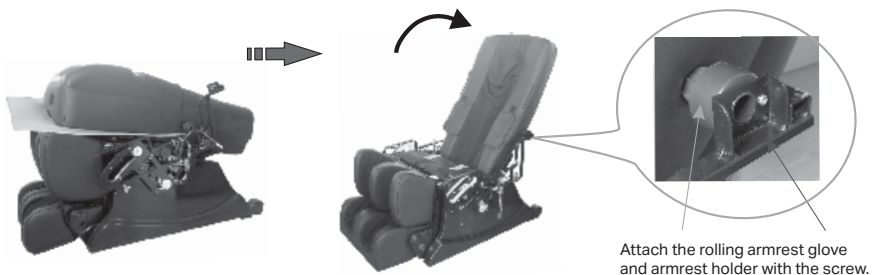
Ensure there is enough space behind the massage chair to allow for it to recline



Consider using a rug or floor pad to avoid damage to floor.

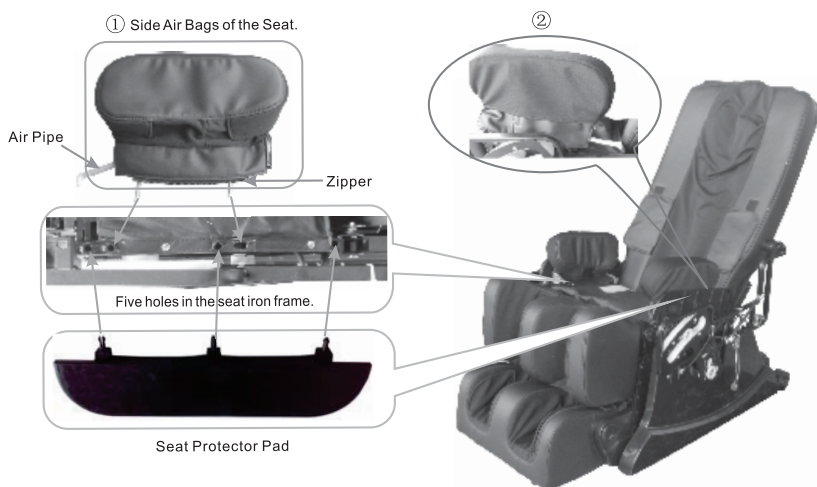
## Step 3. Lifting up the Backrest.

1. Slowly lift the backrest up to 120 degrees. You will hear it click into place.
2. Connect the left and right arm rest holders to the rolling armrest glove. Remove the screws from the glove and align the armrest holder to the side and put the screws back in.



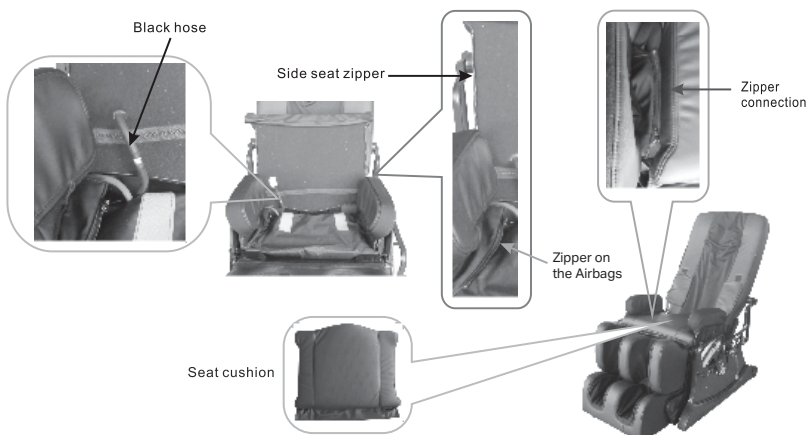
### Step 4. Assemble Side Airbags and Seat Pad Protector.

1. Take the seat side airbags with the leather side facing toward the seat. Slide the two pins on the bottom of the airbag into the second and fourth holes on the seat frame.
2. Connect the air hose from the airbag with the color-coded air hose coming from the seat and repeat on the other side.
3. Install the seat protector pads with the smooth side facing in toward the seat. Slide the pins in the first, third and fifth holes on the seat frame.



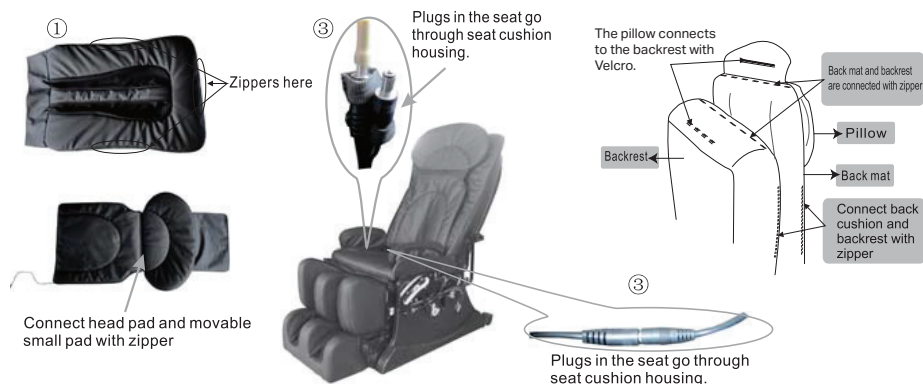
### Step 5. Install Seat Air Hoses.

1. Connect the black hose from the seat cushion to the black hose coming from the seat. Connect and zip the zippers on the seat cushion and side seat airbags and connect.



## Step 6. Install Back Cushion, Pillow, and Waist Cushion.

1. Zip the back seat cushion to the backrest.
2. Connect the pillow to the top of the chair with the Velcro strip.
3. Locate the heat plugs coming up through the seat. Connect the heat plugs from the seat and back pad to the plugs coming from the seat.



Scan the QR code to follow along with a video assembly of the ZA-171.



## Step 7. Armrest Installation.

1. Put the locating shaft into the hole at the back of the armrest holder.
2. Connect the air hose coming from the side of the chair to the air nozzle on the armrest.
3. Connect the electrical wiring harness to the harness plug on the armrest.
4. Place the locating shaft into the hole at the front of the armrest and press in at the bottom of the armrest until you hear the armrest lock into place.
5. Repeat steps 1 through 4 for the other side.

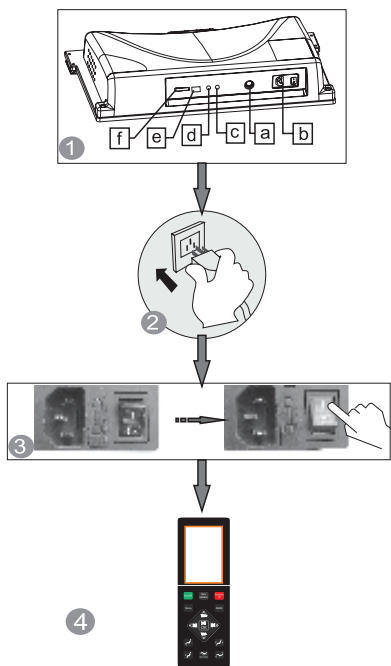


## Step 7. Powering on the massage chair.

1. Plug the power cord in the socket on the power box as shown in the right picture..
2. Insert the plug end of the power cord into the electrical outlet.
3. Turn on the switch behind the power box.(Switch on/off "O/I", press I down to turn it on.)
4. Use the remote to select a massage program, and enjoy!



Make sure the switch is off before you insert the plug of power cord into the socket.



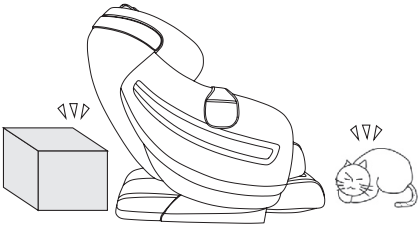
# 13 Before Massage Operation

Setup

**Refer to this page before using your ZA Massage Chair.**

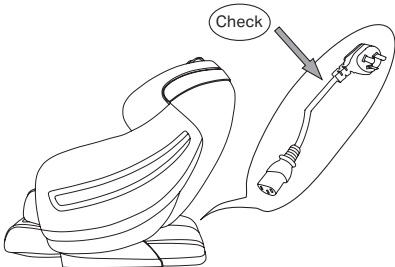
## 1. Check space in front

Check the areas when the back and legs extend to make sure there are no obstructions.



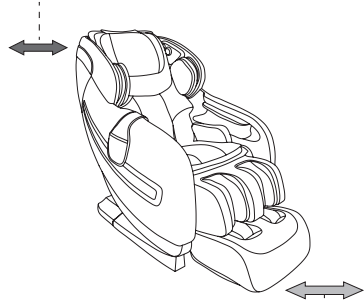
## 2. Check power cord and plug.

- Ensure plug is clean, dry and free of dust. Do not bend or apply pressure to plug.



## 3. Space needed for operation.

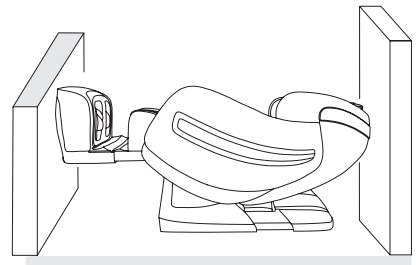
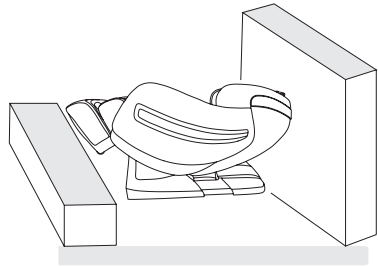
- At least 3" inches from the wall behind.



- At least 20" inches in front of the legrest.

## 4. Check surroundings

- When the backrest or legrest reclines or extends, please make sure to:
  1. Check for obstructions in front of and behind the massage chair.
  2. Ensure there is 3 in of space behind and 20 in of space in front of the massage chair





## Moving the massage chair.



### Caution

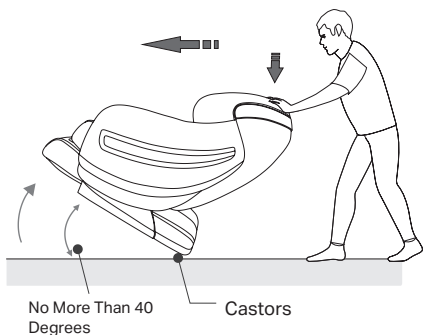
Do not move the massage chair when it's working in case of accidents or damage

### Prepare the massage chair

- Bind the cables and put them in the seat to avoid damage when moving.
- Avoid bumping the massage chair with your body or with another object. This could damage the internal mechanisms of the massage chair.
- Do not use the castor if the floor is easily damaged. The massage chair will need to be lifted.
- Using your bodyweight, push down on the back of the massage chair in order to raise it onto its castors. Then, slowly guide it to the desired location.



Lean the massage chair back so it's resting on the castors. Push the massage chair on the back castors to the desired destination, then slowly release the massage chair until it's completely resting on the floor.



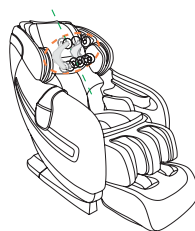
Please hold the footrest to move the massage chair as shown in the picture in case any scratches on the leatherette



Note: the armrest does not move when the back of the massage chair is reclining.

## ShapeDetect Setup

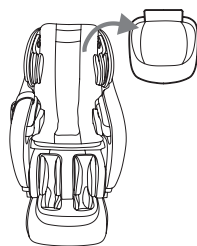
1. Make sure the massage rollers stop in the upper part of the backrest, then sit on the massage chair slowly to avoid injury caused by the massage head being in the wrong position.



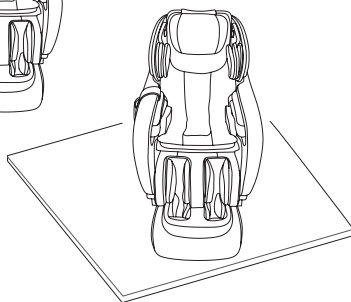
2. When setting up ShapeDetect, if the massage head can not find the shoulder position, it will default to the middle position.
3. Correct position: Your back should rest on the back of the chair, with your head resting on the pillow.



- Sit up straight with good posture to prevent incorrect ShapeDetect detection which could cause discomfort.
- You will hear a "beep" once ShapeDetect is complete. If you need further adjustment of rollers, press the up or down key on the remote.



- You can remove the pillow to increase massage pressure.



- Place the massage chair on a rug, blanket, or other soft floor covering to prevent marks or scuffs on floor.

Manual Control





1. In standby mode, press this button to turn the massage chair on. This will bring you to the home screen. From the home screen press this button and the massage chair will go into the shutdown process, the chair will adjust to the original position and reset the functions. The remote control will go off 6 to 10 seconds later.



2. Press this button to stop all current massages. This will deactivate the chair and remote. To continue the massage, press the power button to reactivate the massage chair and remote.



3. Press this button from the home screen to enter the main menu or to return to the home screen from the main menu.



4. Press this button to enter the quick relaxation auto program. The timer for this message is 8 minutes. Press it again to stop the quick relaxation auto program.



5. Press this button to turn on or cycle through the auto massages. The screen will display the name of the current massage.



6. The directional pad allows you to navigate through the menu. The up and down buttons navigate up and down the menu options. The left and right buttons enter and exit the sub menus. The up and down buttons are also used to manually adjust the shoulder height during ShapeDetect.



7. Press this button to confirm selections in the menu. This button also plays and pauses music if an audio device is connected. To adjust the volume or change songs use the directional pad.



8. Press and hold this button to raise the legrest. Release the button to stop moving.



9. Press and hold this button to raise the backrest and lower the legrest. Release the button to stop moving.



10. Press and hold this button to lower the legrest. Release the button to stop moving.



11. Press and hold this button to lower the backrest and raise the legrest. Release the button to stop moving.



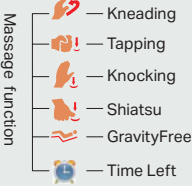
12. Press this button to enter the ZeroG position. Press it again to return to the default position.

LCD Display Graphic Description

Home Screen



Press the on/off button, and you'll hear one beep. The LCD screen displays the boot-up screen, then it displays the Main Menu and gives the option to enter Standby Mode. The home screen shows the massage position, massage mode, time, current massage status etc.



Massage position

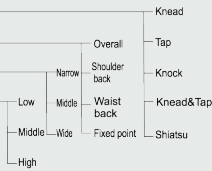
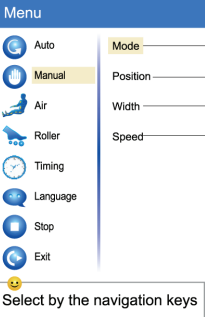
- ||||| Message speed (5 levels)
- ||| Message width (narrow, mid, wide)
- ||||| Message Intensity (5 levels)

Main Menu



Press the Menu button while on the Home Screen and it will switch to the Main Menu, where the user can set the massage function from available options. Press the Menu button while in the Main Menu and it will exit and return to the Home Screen.

Auto message: Press Menu in the Home Screen to enter Auto message, there are six Auto-Massage methods to choose from: Recovery, Pain Relief, Stretch, Overall, Rock Relax, and Health Care.

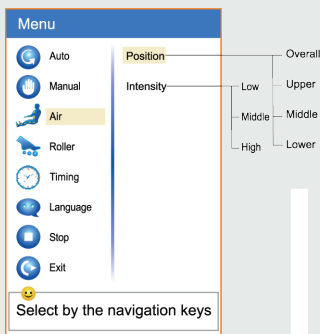


Manual message: On the Home Screen, press Manual to enter Manual Massage, There are 4 manual massage programs to select from:

- Mode: Knead, Tap, Knock, Knead&Tap, and Shiatsu.
- Position: Overall, Shoulder Back, Waist Back and Fixed Point.
- Width: Narrow, Middle, and Wide.
- Speed: Low, Middle, and High.

On the Home Screen, use the Up and Down buttons to adjust the massage position. When adjusting, the reminder bar will display the following: "the massage position is adjusting."

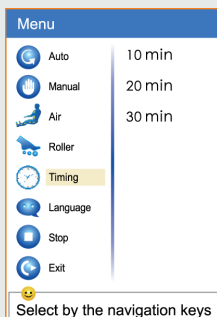
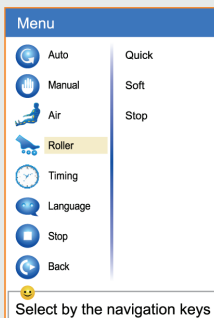
## LCD Display Graphic Description



**Airbag Massage:** After pressing the Menu button, select the Airbag button and press OK. There are two options from which to choose: Position and Intensity. Press either and press OK to proceed. You can choose Full Body, Upper Body, or Legs & Feet by pressing any of those buttons and then selecting OK. To adjust the intensity of your massage, select Intensity, where it provides 5 levels of intensity from which to choose.



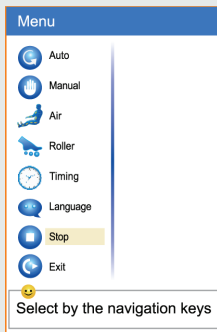
**Foot Roller:** Press the Menu button, then select Roller and press OK. You then have the following options: Quick Soft, or Stop.



**Timer:** Press the Menu button, then press Timer. You can choose from the following massage durations: 10 minutes, 20 minutes, or 30 minutes. The default time is 20 minutes, after which the massage chair will turn off automatically.



**Setting:** Press the Menu button, choose Setting, then use the directional buttons to choose the preferred user language.

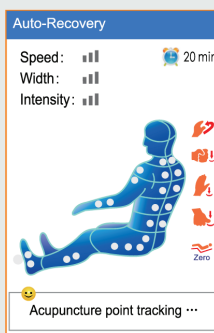


**Stop:** Press the Menu button, select the Stop button, and it will stop the massage and return to the Main Menu.



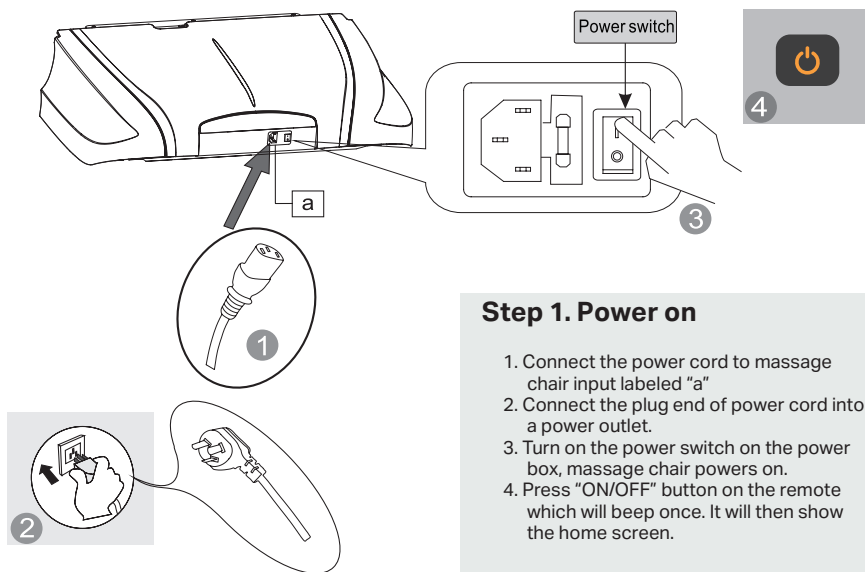
**Exit:** Press the Menu button and select Exit using the directional buttons. This will return you to the Home Screen.

After turning on the massage chair, it will start ShapeSense™ for the first time, during which there will be a beep every second. The screen will display the following message: please adjust your shoulder height directly. During this time, if you feel the height is not adjusted to your liking, use the Up or Down buttons to make fine-tuned adjustments to match your shoulder position. The default duration is 20 minutes, after which the massage chair automatically shuts down and resets.



# 19 Operation Instructions

## Message Chair Operation



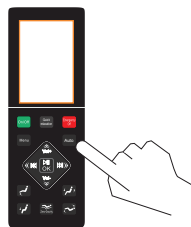
### Step 1. Power on

1. Connect the power cord to message chair input labeled "a"
2. Connect the plug end of power cord into a power outlet.
3. Turn on the power switch on the power box, message chair powers on.
4. Press "ON/OFF" button on the remote which will beep once. It will then show the home screen.

### Step 2. Massage

1. Operate according to controller operation instructions. As for the massage method's details, please refer to remote control's Usage page.
2. When the massage ends, the message chair will return to the default position, meanwhile "Shutting down" will be displayed on the controller.

Remote Control



### Step 3. Turn off the power

1. When the message chair is On, press On/Off button to turn off the message chair and it will restore automatically.
2. Turn off the power switch on the bottom of the back of chair after the rollers reach the storage position.
3. Unplug the power plug from the socket.



1. Before using, pull up the pillow, back cushion etc. to check if the PU material is broken, if there is damage, please stop using, unplug the message chair, and ask for repairs.
2. Only plug to proper socket.



- Before sitting down, make sure there is nothing pinched between armrest, legrest, backrest and seat of the message chair.
- Make sure the message chair is in reset state before using.
- Do not stand on it when using the message chair.

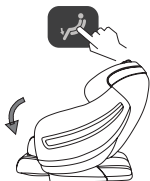
### ● Legrest Up

Press this button on the controller to raise the legrest. Release the button to stop moving.



### ● Legrest Down

Press this button on the controller to lower the legrest. Release the button to stop moving.



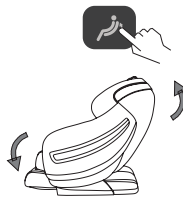
### ● Backrest Down

Press this button on controller, to lower the backrest. Release this button to stop moving.



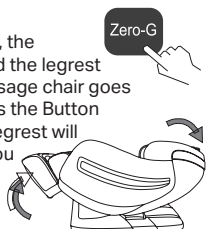
### ● Backrest Up

Press this button on the controller to raise the backrest. Release this button to stop moving.



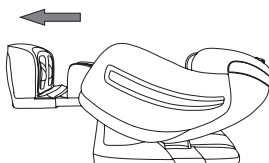
### ● ZeroG

Press the "ZeroG" button, the backrest will go down and the legrest will raise up, and the massage chair goes into ZeroG position. Press the Button again, the backrest and legrest will stop moving. However, you can change the angles to keep a comfortable position all the time.



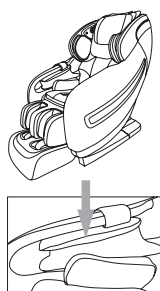
### ● ComfortExtend

Legrest can extend or retract up to 9 inches.



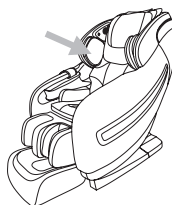
### ● PalmRelax

The armrest has built-in pulse pressure massage function, put your arm in the air bag when it is not inflating. It will slowly inflate, and massage your arm and hands.



### ● ShoulderCompress

An air pressure massage that can help alleviate the stress and strain in shoulders tired from daily activities.

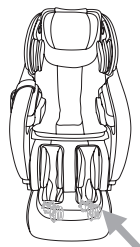


### ● FootReflex

FootReflex delivers a foot roller massage.

### ● CalfMassage

CalfMassage provides a calf air compression massage.

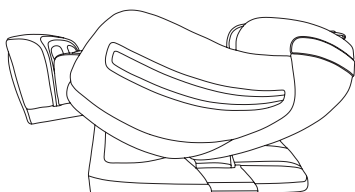


1. Please make sure the area is clear to avoid unexpected injuries or property loss.
2. When adjusting the backrest, be careful of the gap between the backrest and armrest.
3. When the legrest is moving, please do not stand on or leave from the seat, do not stop the legrest from moving in case of causing damage to the massage chair.
4. Please refer to control instruction for more details.

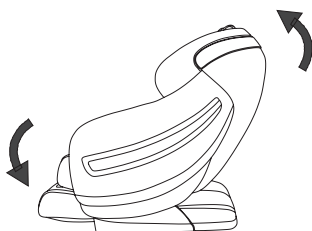
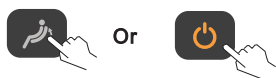
## 21 Powering Down

### Massage Chair Operation

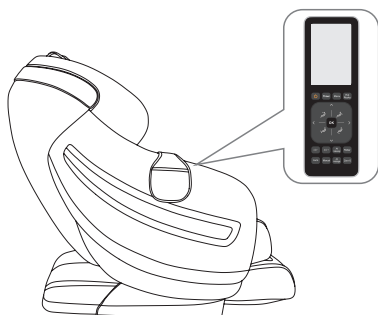
- ❶ When returning the massage chair to the upright position, make sure there are no obstructions under the legrest.



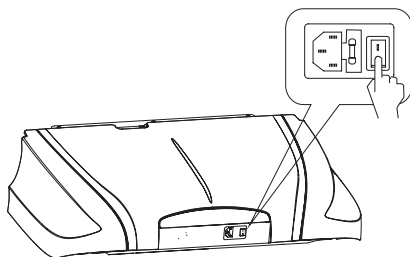
- ❷ Return the backrest and legrest to their normal positions with the remote. (Or press the ON/Off key to restore the massage chair to the normal position)



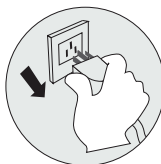
- ❸ Put the controller back into the controller bag on the right armrest after the massage chair returns to the initial position.



- ❹ Switch off the power.



- ❺ Unplug the massage chair from the socket.



- ❻ Clean the massage chair if necessary.



#### Attention!

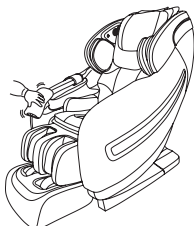
- After using, press the ON/OFF to end the massage and wait for the massage chair to return to the initial position.
- Make sure to unplug the massage chair to avoid any unexpected injuries or damages.
- After using, turn off the power, unplug the electricity. Avoid moisture, dirt and aging of insulation to avoid damages.



## Synthetic leather

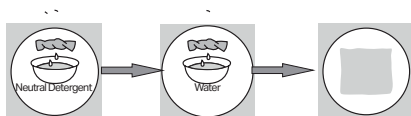
### ● General cleaning

Clean with tidy, soft and dry cloth slightly.



### ● If leather is dirty

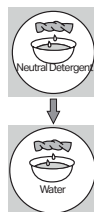
1. Dip soft cloth into neutral detergent solution, squeeze it then clean the stain on the surface gently.
2. Wash cloth, squeeze it and wipe with detergent.



3. Clean it softly with dry cloth.
4. Allow to air dry (air blower is prohibited)

## Plastic parts

1. Dip cloth into neutral detergent, squeeze it and clean.
2. Wipe with water-dipped but squeezed cloth.
3. Allow to dry.



## Clean the controller

1. Wipe with soft cloth after squeezing.
2. Allow to dry.



## Cloth material

1. Dip cloth into weak neutral detergent, squeeze it and clean the material surface.

2. Brush the dirty parts with weak neutral detergent. (Avoid excessive brushing)

Excessive cleaning may cause damage to cloth material.

3. Wipe with water-dipped but squeezed cloth.
4. Allow to dry.



Remote control



## About cleaning

- Before cleaning, unplug the electricity, do not touch plug with wet hands.
- Make sure hands are dry when plugging to the socket.
- Failure to follow instructions may result in electric shock or burns.

Trouble	Possible reason	Troubleshooting
The massage chair does not power on.	Check if the control is on or not.	Open control switch
	No massage function selected.	Choose massage function
	Check whether the plug and socket are securely connected	Make sure plug and socket are connected.
	Wire or plug has been damaged.	Please ask authorized retailer for service and repairs.
	The fuse burned out.	Replace fuse of same specification.
	Something is wrong with inner circuit.	Please ask appointed or authorized maintenance man for checking and repairing.
Hear a beep sound inside massager while in use.	It is the sound of an air pump, motor or mechanical parts	Normal sound, no need to pay attention to it.
Different height of the left roller and right roller.	Massage rollers work on shifts.	This is a normal occurrence.
Sound suddenly becomes much louder while working.	Check if it is due to extended runtime.	Turn off the power to let the massager rest for at least 30 minutes before the next use.
	Inner parts fretted away due to extended usage is normal.	Please ask authorized maintenance person to check and repair.
Massage function suddenly stops while working.	Suddenly power-down	Check the power connection, remote, and the fuse.
	Setting time is up.	Turn off power to let the massager rest for at least 30 minutes before the next use.
Neither the backrest nor the legrest can be adjusted	Check if there are any obstacles; for safety reasons sometimes the massage machine may automatically stop working.	Remove the obstacles; turn off the power to let the massager rest for at least 30 minutes before next use.
The massage chair can't return to its original position.	Excessive operation; setting time is up.	Please ask authorized retailer for service and repair.
Electric wire or plug give out heat	It may be a work overload	Turn off the power to let the massager rest for at least 30 minutes before next use.
	Other abnormal case	Stop using and ask authorized retailer for service and repairs.



Note: If you are experiencing an issue not notated above, please contact your authorized retailer for assistance.

Name	ZA Massage Chair	Power	180W
Model	ZA-171	NW/GW	183/216lbs
Input Voltage	AC120V 60Hz	Packing Size	45in × 31in × 48in (L    W    H)
Safety Design	Class I		

## **Limited Lifetime Massage Chair Warranty Policy**

- The frame and massage rollers are covered for the life of the massage chair to the original purchaser.
- Motors, boards, console, belts, and power supply have a 5-year 100% replacement warranty for manufacturer's defects in home applications only.
- Consumer should register their product immediately upon purchase at warranty-registration and keep original proof of purchase from dealer.

## **Consumer Warranty Limitations and Exclusions**

- Non-electrical / mechanical attachments including head cover, back pad, arm covers, wheel castors, seat cover, footrest cover material unless caused by defects in material or workmanship.
- Any loss or damage resulting from: improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power; dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance; transportation damage; theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions); loss of use during the period the product is at a repair facility or otherwise awaiting parts or repair.
- Any damage inflicted upon the massage chair by improper use or accidental damage incurred by negligence user (i.e. surpassing the stated weight limit, remote damage from dropping on the ground, etc.).
- Warranties are non-transferable, are available only to the original purchaser, and shall be in lieu of any other warranty, express or implied, including but not limited to any implied warranty or merchantability or fitness for particular use. Galaxy Health and Wellness's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Galaxy Health and Wellness's option, for the replacement of the defective part. Notwithstanding the above, if replacements parts for defective materials are not available, Galaxy Health and Wellness reserves the right to make substitutions in lieu of repair or replacement.
- All Warranties begin on date of delivery.
- Any other warranty said or implied by Dealer in addition to Galaxy Health and Wellness's warranty is not substantiated or the responsibility of Galaxy Health and Wellness.
- There are no warranties applicable to ZA Massage Chairs except as expressly stated herein or as implied by applicable state and federal laws. ZA Massage Chairs and its affiliates are not responsible for any warranty obligations. The only warranty is offered and administered by Galaxy Health and Wellness.
- This warranty is for home applications only.
- IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED TOGETHER OR TO THE FULLEST EXTENT ALLOWED BY LAW. This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law.
- The consumer may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, disclaimer of certain warranties, or the exclusion or limitation of incidental or consequential damages so some of the above limitations may not apply to the Consumer.