

PRODUCT CARE & WARRANTY

MASSAGE CHAIRS



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CONGRATULATIONS

Congratulations on the purchase of your new Massage Chair. Please take time to read our care instructions and warranty information.

Synargy was built on the desire to create furniture that fits your life, and that's our promise.

A clear vision, supported by a dynamic team, brings you furniture with enduring quality, design, comfort and style.

For decades Synargy has developed high quality furniture, built to the needs of its customers. Our aim is to raise standards through innovation, quality materials and ensuring consistency throughout the manufacturing process. Our design team is highly experienced at combining world class design with carefully chosen materials and components that are tested to the highest standards.

We deliver comfort, strength and durability that you can depend on.



**STRUCTURAL
WARRANTY**



**FOAM
WARRANTY**



**MECHANICAL
WARRANTY**



**ELECTRICAL
WARRANTY**



**FABRIC
WARRANTY**



**ALL OTHER
PARTS**

WARRANTY



STRUCTURAL WARRANTY

The massage chair shell is constructed from moulded ABS plastic. Take care not to sit on arms or apply excessive weight to the shell. Never drag the massage chair by its arms. Always use the wheels at the rear when moving. A shell damaged as a result of force is not deemed warranty. Synargy will, within 5 years of the original sale of this product, repair or replace, at its option, any part of the shell construction which it deems to be defective in workmanship or materials. Structural warranty does not include fabric or mechanical components.



FOAM WARRANTY

Foam will always soften with use. Areas of greater use are likely to soften earlier than unused areas. As a result, the upholstery cover may show visible signs of being less taut, also known as “puddling”. The seat cushion pad and filling materials are warranted against defective material or workmanship for a period of 5 years from the date of the original purchase.



MECHANICAL WARRANTY

Mechanical covers the metal recliner mechanism and moving mechanical massage components. It does not cover the motors or electrical systems which drive them. These are covered under Electrical. Synargy will, within 3 years of the original sale of the product, repair or replace, at its option, the mechanical component which it deems to be defective in workmanship or materials. Examples of mechanical issues could include grinding, rough mechanical movement or jamming.

WARRANTY



ELECTRICAL WARRANTY

Synargy will, within 2 years of the original sale, repair or replace, at its option, an electrical component if it is subject to technical faults that result in its intended action no longer working. Electrical faults may result in reduced, or no massage functionality. If replacing an electrical component will restore full massage functionality, this is considered Electrical warranty and not Mechanical. Please do not place excess length of electrical cable under the massage chair. Wires may get caught in moving parts and result in a short circuit in the electrical system. Follow the cable management steps in the assembly instructions.



FABRIC WARRANTY

Synargy will, within 1 year of the original sale of the product, repair or replace, at its option, any fabric which is found to be faulty as a result of the manufacturing process.



ALL OTHER PARTS

All parts not specifically warranted have a 1 year warranty against defective materials or workmanship.

WARRANTY

ALL warranties detailed in this booklet:

- Only apply to furniture used for domestic purposes and only while the furniture and parts are cared for and cleaned in accordance with the instructions attached to your Synargy product.
- Do not extend to cover furniture which, in the opinion of Synargy, is worn by normal wear and tear, or has been damaged or rendered defective through misuse, abuse and negligence. If a furniture assessment identifies that damage is not a result of a manufacturing fault, Synargy reserves the right to charge for the assessment.
- Are issued only to the original purchaser or beneficiary.
- Synargy will bear the reasonable expenses of claiming the warranty, if in fact it is a warranty issue. Synargy always reserves the right to approve transportation charges prior to them being incurred.
- To receive the benefits of this warranty you must retain proof of purchase, which must clearly show the date. Please contact the retailer from whom you made your purchase.

ASSEMBLY

Refer to the assembly instructions included with your massage chair or online at www.synargy.com.

Note: video instructions are available for some models, also at www.synargy.com.



CARE AND MAINTENANCE BASICS



Regular care of your massage chair will protect your investment and ensure you can enjoy it for years to come.

To extend the life of your furniture, avoid direct sunlight. All materials will fade over time if placed in direct sunlight. This may cause colour fade variations and is not considered a fault.

It is recommended to keep within the weight capacity of the massage chair as the internal mechanical components may be damaged by excessive pressure. Refrain from letting your children sit on your lap while you are in your massage chair.

For the mechanical parts to stay lubricated and be in working order, you need to use your massage chair regularly. Just like a car, a rarely used massage chair may produce creaking or squeaking noises due to lack of lubrication.

If you have issues with your massage chair, avoid working on it yourself. This may void your warranty or cause further issues. Massage chairs are complex appliances with electronic and mechanical components.

LOOKING AFTER THE FABRIC

PU is a synthetic fabric that is highly durable, resistant to stains and ultraviolet (UV) light. However, to ensure best performance, it should not be placed in environments where there is excessive dust, low or high temperatures, high humidity, strong direct sunshine or exposure to acid or alkali solutions. Otherwise, there is an increased risk of cracking and premature aging.

- Use a mild detergent, like dishwashing liquid, mixed with warm water and gently wipe with a soft cloth. Allow time for the chair to fully dry before use.
- In hotter temperatures, perspiration may be absorbed into the fabric and should be regularly wiped down with a damp cloth to prevent odour.
- Perspiration, body oil and hair products will damage the finish of synthetic leather if not removed periodically.
- Vacuum clean regularly using low suction and a soft brush accessory.
- Clean spills and stains as soon as possible. Gently scrape any excess material off and mop liquid from the surface of the fabric.
- Be aware of sharp edges on clothing and accessories as these can damage your furniture.
- Keep pets off furniture. Claws can cause scratches and body oils from skin and fur can result in premature deterioration of the surface.

TROUBLESHOOTING



If you are having any issues, please try the following solutions.

- Check that all plugs are plugged into a wall outlet and are secure. Please check that the wall outlet is switched on. Check that all switches at the rear of the chair are switched on.
- Check to ensure that all connection cords are properly connected, as per the assembly instructions included with your chair.
- Try plugging the suite into a different wall outlet.
- Unplug the chair from the wall for 5 minutes to reset all electrical components.
- Ensure there is nothing obstructing the recliner movement.

If you are still having issues, please contact the retail outlet you purchased your product from.

Massage chairs are not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless supervised.

Do not use if you are pregnant, unwell, or have a pre-existing medical condition.

WARNINGS

- Ensure there is no person, animal or item obstructing the area under the footrest before operating this product.
- Improper use or installation may result in the risk of fire, electric shock and/or injury. We assume no liability for any eventual damages caused by improper use or inappropriate handling, or by any other non-compliance with the instructions in this manual.
- This product 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 product by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep fingers, hair and body parts well clear from moving parts. To reduce the risk of injury, keep children and pets clear of the product when in use.
- Do not sit or place additional weight on the arms, back or open footrest. Damage caused as a result of excessive force is not covered under warranty.
- This product is very heavy. Only move this product by lifting the main body. Never drag by the footrest, back or arm rest.
- Return this product to the full upright position to stand safely and prevent a tripping hazard.
- Do not operate this product if damage is visible in any form.
- Do not modify or use unauthorised substitute parts.
- This product has been designed and intended for indoor residential use only.
- This product is not suitable for commercial or outdoor use.
- This product is not intended to be used as part of a health care plan. Consult your medical professional before operating if you are taking medication or have physical limitations.
- Never force the back or footrest to close faster than the electric motor.
- Before commencing cleaning or maintenance, ensure this product is disconnected from the power outlet and the back is in the full upright position.
- Disconnect this product from the power outlet before moving.
- Cease operation and disconnect from the power outlet if you ever detect a burning odour or smoke coming from the product.
- Do not operate this product if liquid spillage occurs on or around it.
- Disconnect from the power outlet and allow product to completely dry before reconnecting.
- Do not operate the power functions or charge station with wet hands.
- Check the condition of the power cord, electrical cords, transformer, plug and connector on a monthly basis. Do not operate if wear is visible.
- Ensure the power cord, electrical cords and transformer are clear of moving parts and not trapped underneath the base.
- Position the power cord to minimise a tripping hazard.
- Never attempt to open or disassemble electrical components.
- We recommend the use of a surge protector (not included).

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. You are entitled to a replacement or refund for major failure or compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.

The warranty set out in these terms and conditions is provided by:

Australia

Synargy Limited Partnership
Unit 9/8 Navigator Place,
Hendra, QLD 4011

Australia – Synargy Limited Partnership
Email: customercare@synargy.com
ABN 55 687 583 449

New Zealand

Synargy Corporation Ltd
7 Henare Drive, Rolleston 7675,
New Zealand

New Zealand – Synargy Corporation Ltd
Email: customerservice@synargy.com

Any warranty claims should be directed to the retailer where you purchased your furniture.

Visit our website for further product care and troubleshooting videos and resources



www.synargy.com

SMART
COMFORT

Synargy
Furniture that fits your life