

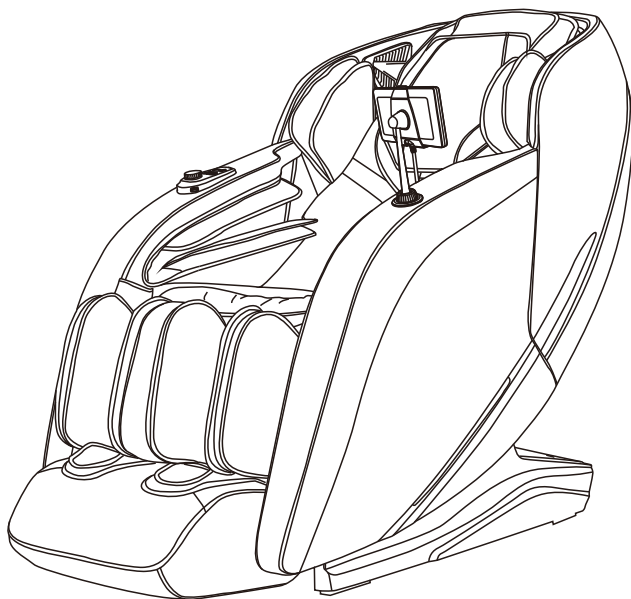
BACKplus®
Since 1989



Magnificent Robotic Massage Chair

Absolute

Owner's Manual



Sit Back, Loosen Up

LEAVE TENSION BEHIND

BP7000

Contents

WELCOME	4
SAFETY AND MAINTENANCE	5
1. Important Safety Warning	5
2. Do not use this product if you:	5
3. Safety	6
4. Environment	6
5. Maintenance	7
6. Trouble shooting: Solutions for common malfunctions	7
SAFETY WARNINGS	8
FLOOR PROTECTION & MOVING	10
BEFORE USE	11
1. Massage Chair Placement	
2. Leg/Calf Rest Installation	
3. Headrest Cushion & Backrest Pad	
MASSAGE CHAIR OVERVIEW	12
MASSAGE CHAIR FUNCTION	13
FUNCTION BUTTONS OVERVIEW	14
REMOTE CONTROL OVERVIEW	15
USER GUIDE	16
1. Switch power on	16
2. How to start massage	16
3. Massage Functions Overview	18
Automatic Massage	18
Manual Mode Upper Body Massage	19
Air Pressure Massage	20
Adjusting Lying Angle	20
Foot Roller Massage	20
Heated Massage	20
Pause/Start Massage	21
Other Massage Functions	21
4. Armrest Shortcut Buttons	22
5. Voice Control Operation & Commands	24
6. Bluetooth® Player Operation	25
7. Turn Off Power & Stop Massage	25
PRODUCT SPECIFICATION	26
WARRANTY	27

Welcome!

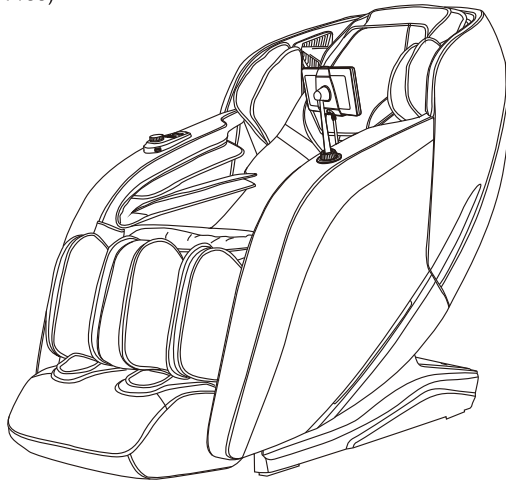
Thank you for purchasing this product. Please read this instruction manual carefully so you know how to use the chair correctly right from the start. This manual contains important health and safety information. Keep it somewhere safe for future reference.

Note: Our Company reserves the right to revise the design and description of this chair at any time. Please refer to your product model

Support

If you experience problems with the BACKplus® BP7000 Chair or its performance, please call our Customer Service Team for assistance:

CANADA
101-127 Commercial Drive,
Calgary, AB T3Z 2A7
TF: 1-877-387-7770 (Toll Free)
info@redferment.com
www.redferment.com



Safety and Maintenance

IMPORTANT:

Please read this Owner's Manual carefully before operation.



1. Important Safety Warning

- Do not allow children to touch moveable parts of this product.
- Only use grounded power supply for this product.
- Pull out the plug after use and before cleaning to avoid the risk of electric shock, or damage to the product.
- Only use this product as directed in this instruction manual.
- Do not use accessories other than those specifically recommended for the product.
- Do not use this product outdoors.
- Please read the instruction manual carefully before operation.
- Any usage other than that specified in this instruction manual may be dangerous, and is forbidden.
- For optimal results, do not exceed 20 minutes of usage per session.
- Do not use if leather is broken or damaged.
- Do not use if the cover is damaged.
- Do not use if the radiator hole is covered or blocked. Do not drop anything into this product.
- Do not fall asleep while using this product.
- Do not use if you are under the influence of alcohol, drugs, or prescription medications.
- Do not use if you feel unwell, or within one hour of having a meal.
- To avoid injury, adjust massage intensity to avoid irritating an existing condition or causing injury.

2. Do not use this product if you:

- ✧ Have osteoporosis.
- ✧ Suffer from heart disease.
- ✧ Wear a pacemaker or other electronic medical implants.
- ✧ Have a fever.
- ✧ Are pregnant.
- ✧ Have open wounds or a skin disease.
- ✧ Have been told by a doctor to rest, or feel unwell.
- ✧ Do not use if your skin is wet.
- ✧ The product has a heated surface. If you are sensitive to heat, use with care.

3. Safety

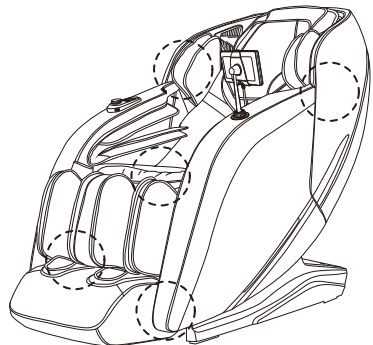
- Check that your power voltage is suitable to the specifications of the product.
- Do not use wet hands to pull the plug.
- Keep water away from the product to avoid the risk of electric shock or damage.
- Do not interfere with the wires or change the circuit of the product.
- Do not use a wet cloth to clean the electric parts such as the switch or plug.
- If there is a power cut, stay clear of the product until the power is back on to avoid the risk of injury from a power surge.
- Stop using this product if it ceases to function in its normal way, and consult your local agent immediately.
- Stop using the product if you feel unwell, and consult your health care practitioner.
- 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.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent, or similarly qualified person for safety reasons.

4. Environment

- Do not use in hot environments, or moist areas such as bathrooms.
- Do not use at times when there are rapid changes in temperature.
- Do not use in very dusty or acidic environments.
- Do not use in areas that lack adequate space or ventilation.

Proper Storage

- Storage room temperature: 5 ° c to 40 ° c.
- Relative humidity (RH) between 20% and 80%; free of corrosive gases, and a well-ventilated room.



5. Maintenance

- This product should only be maintained by appointed service agents. Users are prohibited to disassemble or maintain by themselves.
- Always turn the power off after usage.
- Do not use the product if the socket is loose.
- If you leave the product for a lengthy period without use, always store with the power cord wrapped up. Store in a dry environment and protect from dust.
- Do not place the product in hot or sunny environments.
- If the detachable cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons for safety reasons.
- Only clean this product with a dry cloth. Do not use thinners, benzene, or alcohol.

Do not roll or pull this product along uneven ground. It should be lifted before moving.

- **Do not use the product for lengthy periods. 20 minutes per session is optimal, 40 minutes is the maximum programmable time.**

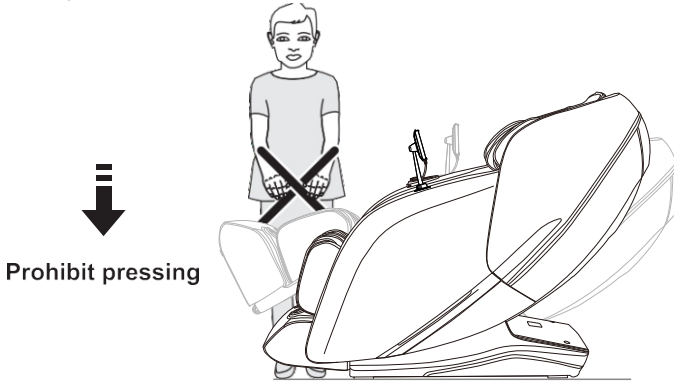
6. Trouble shooting: Solutions for common malfunctions

- It is normal to hear the motor during usage.
- If the controller doesn't work, check the plug and socket to ensure there is an adequate connection. Make sure the switch is turned on.
- The product will automatically switch off when it needs to cool down. This feature is designed to protect your safety and enhance the lifespan of the product. If the product activates the automatic shutdown feature, leave it to rest for half an hour before using again.

Safety Warnings

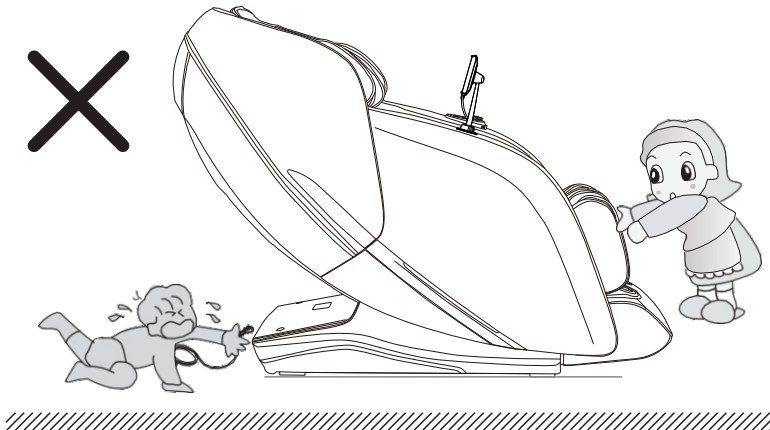
WARNING

DO NOT apply downward pressure to the footrest when it is raised. This could cause the massage chair to fall forward, resulting in personal injury or damage to the product.



WARNING

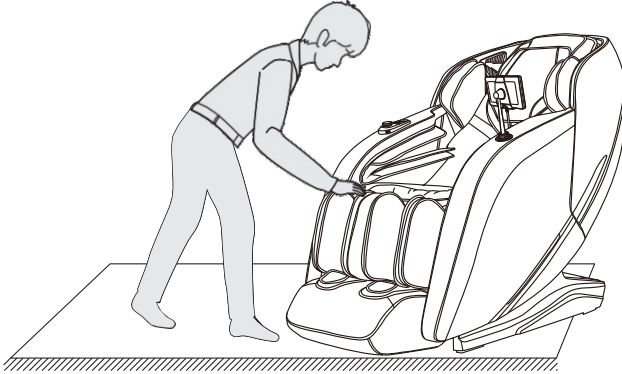
DO NOT try to pull out the control cable or power cord during standby or power on states due to the risk of electric shock or damage to the product. Always unplug the controller cable and power cord and put away after you use the chair.



Safety Warnings

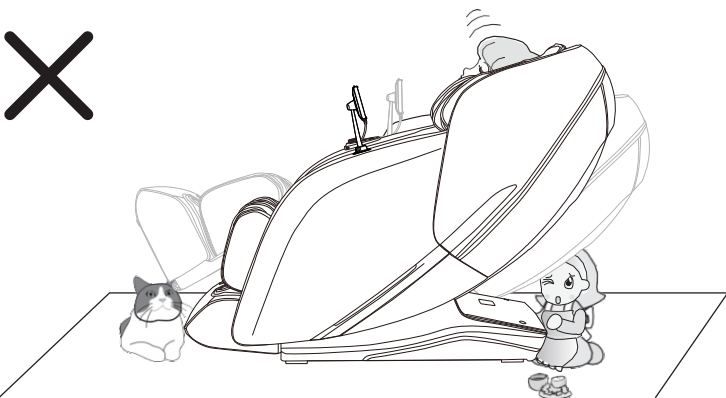
⚠ WARNING

Before sitting on the massage chair, make sure that the massage hand stays in the seat cushion position to avoid discomfort to the buttocks during use and damage to the massage hand.



⚠ WARNING

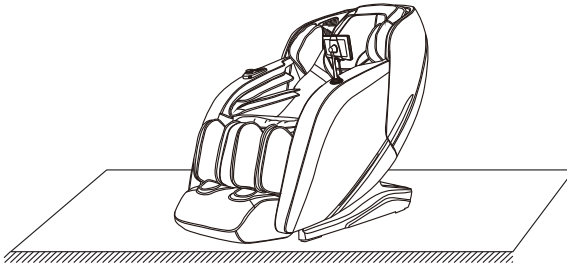
When using the zero-gravity lying function, first check to ensure there are no children or pets under the bottom of the footrest and backrest, to avoid the risk of personal injuries or damage to the product.



Floor Protection & Moving

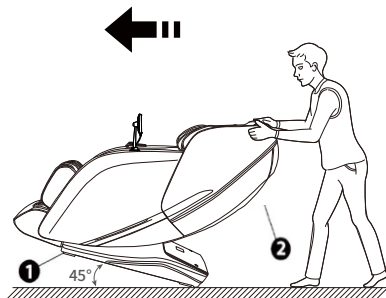
Floor Protection

Placing the heavy massage chair on wood may damage the floor, so please place a carpet or other barrier to avoid this type of damage.



Moving the chair

Make sure that all wires are well above the ground. Tilt the back rest backwards until the weight of the chair is resting on the wheels. Push the chair forwards or backwards with your hands, before returning the chair to the normal position in a slow, deliberate manner.



Note: Always turn the power off and disconnect the power cord and controller cord before moving the chair. No one should be in chair.

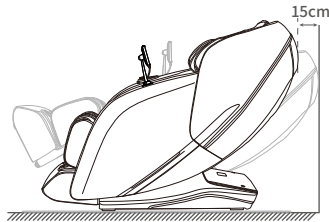
! CAUTION

DO NOT pull the chair with its wheels on wooden floors, rough ground or in a narrow space. **MOVING:** Two or more people are required to lift the chair. Lift from the calf rest end plate (1) and back rest cover grooves (2). Do not lift arm rest directly. **DO NOT** lift from the leg rest/calf rest

Before Use

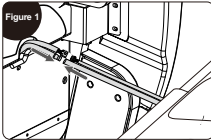
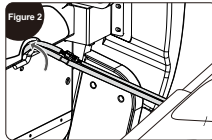
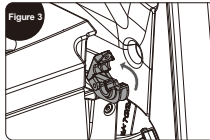
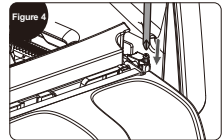
WARNING

Make sure there is enough space from your wall so the massage chair can be tilted at least 15 cm.



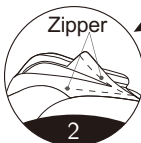
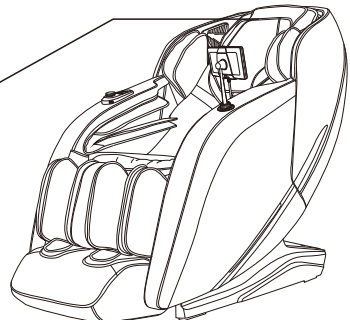
Calf (Leg) Rest Installation

1. Insert the wire of the leg rest and the air pipe into the front socket of the steel frame assembly (Figure 1).
2. Then push the connected wire and air pipe into the hole in the backrest frame (Figure 2).
3. After the wire docking is completed, open the leg rest fixing covers on both sides of the steel frame assembly (Figure 3).
4. Lift the leg rest into the notch, close the fixing covers, and secure it in place with 2 pieces screws (Figure 4).

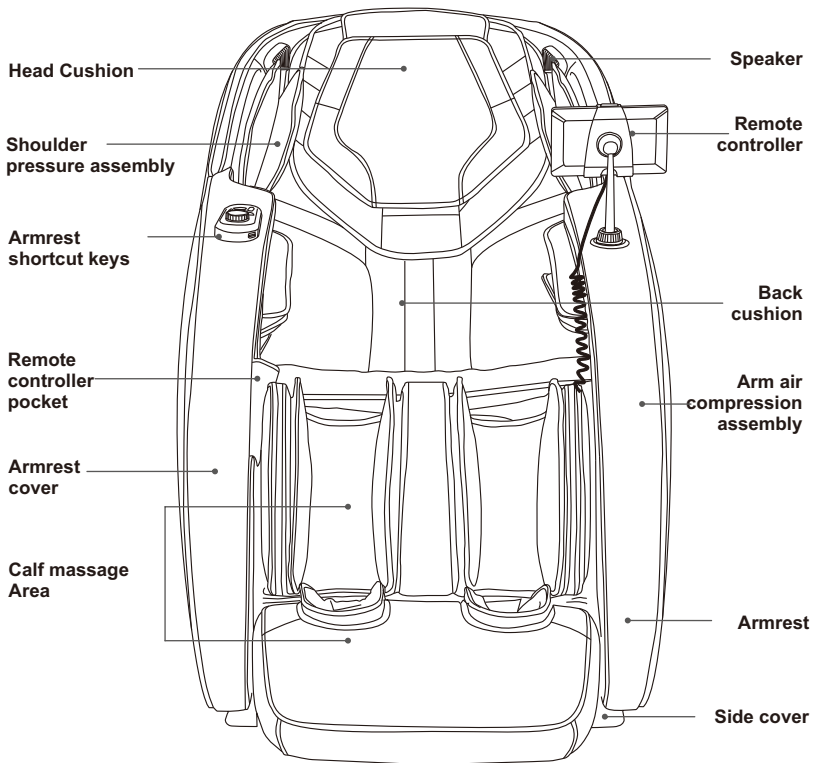


Headrest Cushion & Backrest Pad

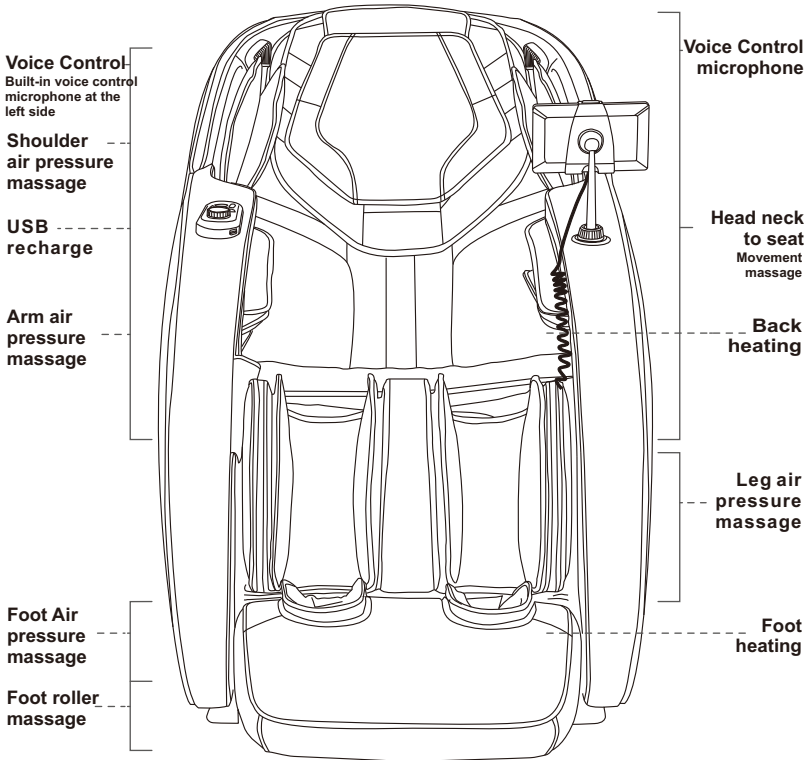
Using a headrest cushion can reduce the intensity of kneading massage on the neck and shoulders, and you can decide whether to use a headrest cushion according to your needs (recommended to use a headrest cushion). The backrest cushion and the backrest are connected by a zipper (1), and the headrest cushion and the backrest pads are connected by with Velcro (2).



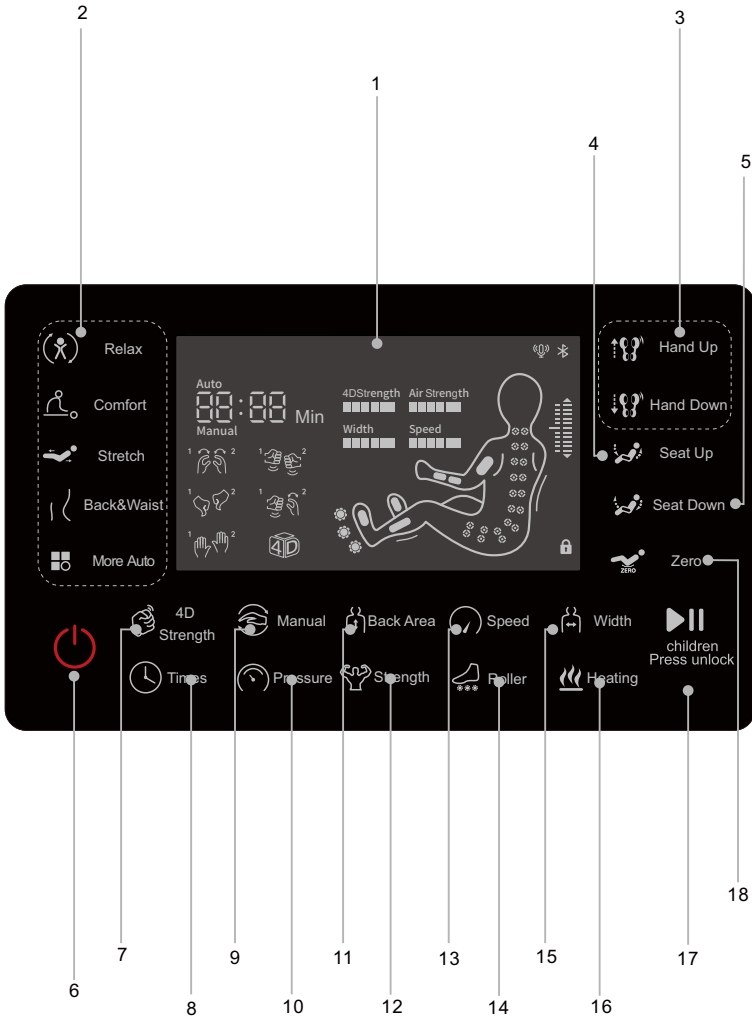
Massage Chair Overview



Massage Chair Overview



Remote Control Overview



Remote Control Overview

1. LCD Screen

Displays all massage functions.

2. Automatic Massage Mode Button

Please refer to page 18 For details.

3. Shoulder Adjustment Button

Adjust the position of shiatsu points on shoulder massage positions adjustment (in fixed point mode and partial mode, the massage position can be adjusted).

4. Backrest Up Button

Adjust the sitting posture to rise.

5. Backrest Down Button

Adjust the sitting posture to descend.

6. Power button

Turn on or off all massage chair functions.

7. 4D Adjustable Strength Button

Adjust the back strength, 5 levels adjustable

8. Timing button

Time adjustment, please refer to page 21

9. Manual Massage Button

Please refer to page 19 for details

10. Air Pressure Mode Button

Adjust the massage area refer to page 20 for details

11. Back Massage Adjustment

Please refer to page 17 for details.

12. Air pressure Intensity Button

Five levels of air pressure can be adjusted.

13. Speed button

Five levels of massage speed that can be adjusted.

14. Foot Roller Button

Please refer to page 20 for details

15. Back Width Adjustment Button

A total of three levels of width can be adjusted.

16. Back Heating Button

Turn on/ Off heating.

17. Pause/Start Button

Please refer to page 21 for details

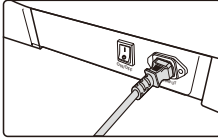
18. Zero Gravity Position Adjustment Button

There are three zero gravity modes, according to your own needs.

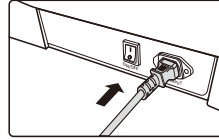
User Guide

1. Switch power supply on

Switch power supply on



Turn on the power switch ("I" position)



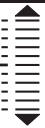
2. How to start massage

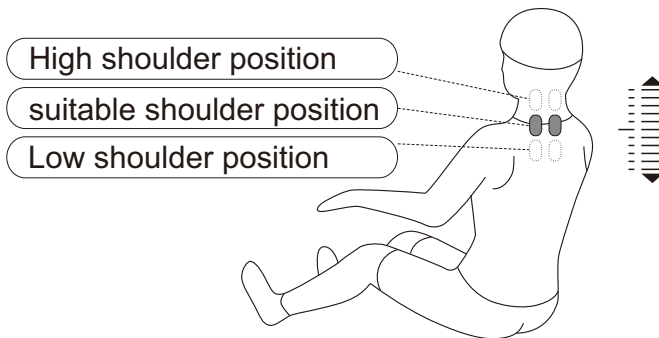
- 2.1 Press the power button to start the massage.
- 2.2 The leg frame and back frame will automatically adjust to recline angle, awaiting the selection of automatic massage function. After more than 3 minutes without operation, the chair goes into automatic shutdown and returns to the seated position.

There are 15 automatic massage function buttons (Comfort massage, Relax massage, Stretch massage, Back & Waist massage, Shoulder & Neck massage, Full body massage, Chiropractic massage, Pressure Point Massage, Lower Body massage, Buttock & Thigh massage, Restful massage, Sport Massage, Superior Massage and Whole Body massage). Use the appropriate Button to select the massage function. Use the "More" button to select auto massages that don't have a shortcut button.

- 2.3 After selection of an Auto massage, the automatic detection of the shoulder position and massage finger pressure point shall be carried out first. • wait for the detection to be completed.

- 2.4 If the detected shoulder position is different from your preferred shoulder position, adjust the upper and lower keys to the appropriate position. The shoulder position function has 10 different positions. If there is no shoulder position adjustment made within 10 seconds; the massage function will start automatically.

Button	Description	Display
	Move the massage balls upward to a suitable position	
	Move the massage balls downward to a suitable position	



3. Massage Functions Overview

AUTOMATIC MESSAGE			
Function	Button	Description	Display
AUTOMATIC MESSAGE	 Relax	Relax: A deeper soft and comfortable massage	Auto 01
	 Comfort	Comfort: The most comfortable massage experience.	Auto 02
	 Stretch	Frame and backrest rise and fall, air pressure massage, and stretch on the leg	Auto 03
	 Back & Waist	Back&waist: Focus on back and waist massage.	Auto 04
	 More Auto	Shoulder & neck: Focus on shoulder and neck massage.	Auto 05
		Full body massage: deep massage for body.	Auto 06
		Chiropractic: Focus on spine massage	Auto 07
		Acupressure Point Massage	Auto 08
		Lower body massage	Auto 09
		Glutes and thigh Massage	Auto 10
		Good night massage	Auto 11
		Restful massage	Auto 12
		Sport massage	Auto 13
		Superior massage: Shoulders and neck	Auto 14
		All massage	Auto 15

Note: Automatic programs 1, 2, and 3 include background music. Press and hold “Relax massage” for 3 seconds to turn on/off the background music.

MANUAL MODE UPPER BODY MASSAGE			
Function	Button	Description	Display
TECHNIQUE	 Manual	Knead: speed.	
		Beat: speed, width.	
		Knead pat: speed.	
		Shiatsu: speed, width.	
		Knock: speed, width.	
		4D Knead:Speed.	
		4D Tap:Speed, Width.	
		4D Knead & Tap:Speed.	
		4D Shiatsu: width.	
Speed	 Speed	Adjustable 5 gears in speed.	Speed 
Width	 Width	The width of the third gear can be adjusted.	Width 
4D Strength	 4D Strength	5 levels of strength can be adjusted.	4DStrength 
BACK STRETCH	 Back Area	Fixed position and spot massage.	H1 Manual
		Small area local round trip massage.	H2 Manual
		A full massage.	H3 Manual
		Upper back massage.	H4 Manual
		Lower back massage.	H5 Manual
	 Hand Up	Massage position adjustment (in fixed point and local mode, massage position can be adjusted).	Up
	 Hand Down		Down

AIR PRESSURE MASSAGE

Function	Button	Description	Display
Air pressure Mode	 Pressure	Full pressure: air pressure massage on arms, legs and feet.	
		Arm: air pressure massage with the arm as the focus.	
		Leg: barometric massage for leg, foot.	
intensity	 Strength	Five levels can be adjusted.	Air Strength 

ADJUSTING LAYING ANGLE

Function	Button	Description
Sit up	 Seat Up	Press this button, backrest frame slowly rise, calf frame slowly fall, and issued "di...di..."until it reached the top. Press this button again in the process of sitting, then stop sitting immediately.
Lay down key	 Seat Down	Press this key, backrest frame slowly down, calf frame slowly up, and issued "di...di..."until it stops. Press this key again in lying down process, stop lying down immediately.
Lie down automatically	 Zero	Each time the button is pressed, it switches to an automatic lying mode, with a total of four modes (including the reset and standing mode), which can be switched cyclically. Press and hold for 3 seconds to turn the voice control function on or off.

FOOT ROLLER MASSAGE

Function	Button	Description	Display
Foot roller	 Roller	Press this button to turn on or off the foot roller massage, and has a weak, medium, strong three levels of intensity can be adjusted to close the four states of cycle switching.	

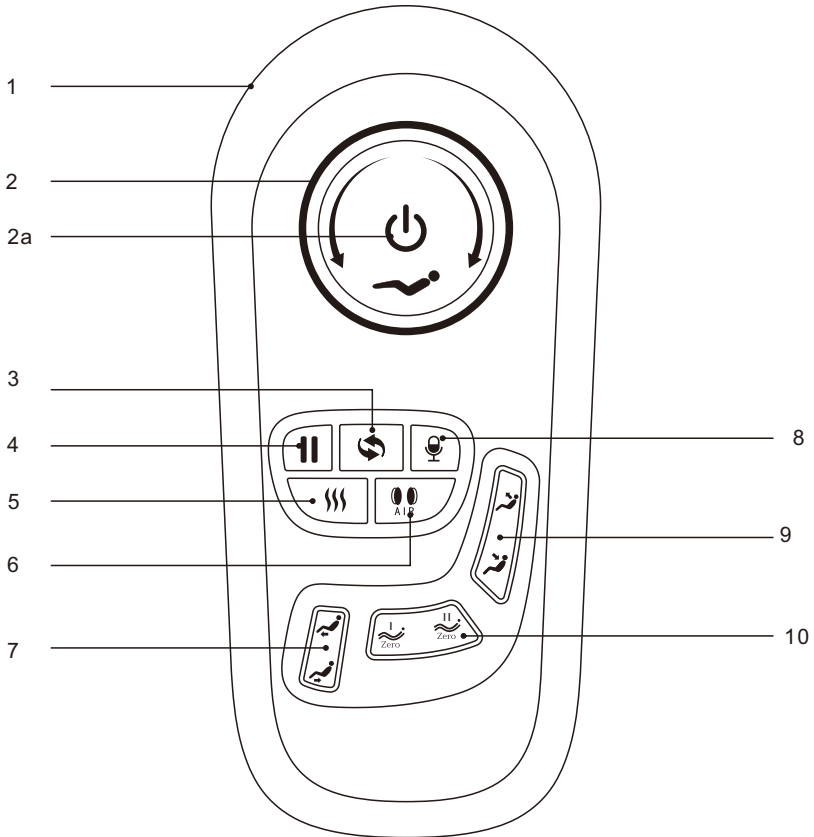
HEATED MASSAGE

Function	Button	Description	Display
Heat	 Heating	Press this button to turn on or turn off the far-infrared hyperthermia of the back and calf, and it will warm after 3 minutes.	

PAUSE/START MESSAGE			
Function	Button	Description	Display
Pause/start		Press this button in the process of massage, and all massage movements will be suspended urgently when time continues to countdown), and then press this key to resume all before suspension massage.	
V-chip		Press and hold Pause/start key for 3 seconds, display shows  that lock is successful, and other keys cannot be used after being locked; press and hold Pause/start for 3 seconds in locked state, and the display disappears  , indicating that unlock is successful and keys function returns to normal.	

OTHER FUNCTIONS			
Function	Button	Description	Display
Timing		Time adjustment, every time to press will add 5 minutes, can not exceed 30 minutes, if more than 30 minutes return to the minimum time value.	20min

4. Armrest Shortcut Buttons



1. USB Port

2. **Chair angle adjust dial:** The backrest and footrest will lift and recline in unison

2a. **Power Button:** on/off

3. **Auto mode Button:** start Auto mode

4. **Pause Button:** Pause all functions

5. **Heating Button:** turn heating on/off

6. **Air Pressure Button:** on/off

7. **Leg Rest lifting:** adjust the up/down of leg rest

8. **Voice Wake up Button**

9. **Back rest lifting:** adjust the up/down of backrest

10. **Zero Gravity Button:** adjust the chair to zero gravity positions

Armrest Button Overview

Function	Description
	USB jack: USB charging port, you can charge smart devices (such as mobile phones). Open key: short press this key to open key.
	Power button: Press the button briefly mid-use to pause all massage movements.
	Chair Recline Dial: turn clockwise to recline back-rest and raise footrest. Turn anti-clockwise to lift the back rest while lowering the leg rest, returning the chair to the original seated position. Remove your finger from the dial to stop the movement at any point.
	Pause button: Pause all massage functions with this button, press again to restart.
	Auto mode button: scroll through the auto modes each time you press the button.
	Voice wake up button: press this button to activate the voice control function.
	Heating button: on/off.
	Air pressure button: on/ off.
	Calf rest up button: press this button to lift the calf rest up slowly. Release the button and the movement stops.
	Calf rest down button: press this button to lower the leg rest. Release the button and the movement stops.
	Zero Gravity I button: automatically adjusts the position of the back rest and leg rest to the Zero Gravity I position.
	Zero Gravity II button: automatically adjusts the back rest and leg rest to be in the Zero Gravity II position.
	Back rest lifting button: the back rest lifts up while pressing this button and stops lifting when the button is released.
	Back rest reclining button: the back rest reclines down when you press this button. The movement stops when you release the button.

5.Voice Control Operation

When the massage chair is on or in standby mode, say "Hi Alice" or press the voice control wake-up button on the right armrest to wake up the voice control function.

After the successful wake-up, the massage chair will reply "I am here". At this time, give the voice control instruction from the table corresponding to the function required within 6 seconds. The massage chair will confirm by voice and action the instruction. If there is no voice command made within 6 seconds, the function turns off and needs to be reawakened.

Note: When waking up the voice control function keep your speech rate moderate. Voice commands will be confirmed back by Alice.

VOICE CONTROL COMMANDS	
To awaken Alice say: "Hi Alice" Alice will answer: "I am here"	
Your Command	Alice's Answer
Massage on	Answer: OK, massage on.
Massage close	Answer: OK, massage close
Comfort Massage.	Answer: OK, comfort massage
Relax massage.	Answer: OK, relax massage
Full body massage.	Answer: OK, full body massage
Neck and shoulder massage.	Answer: OK, neck and shoulder massage
Back and waist massage.	Answer: OK, back and waist massage
Stretch massage.	Answer: OK, stretch massage
Fixed massage.	Answer: OK, fixed massage
Change the other mode.	Answer: OK, change the other mode
Go little down.	Answer: OK, go little down
Go little up.	Answer: OK, go little up
Open the air pressure.	Answer: OK, open the air pressure
Close the air pressure.	Answer: OK, close the air pressure
Up the seat position.	Answer: OK, up the seat position
Down the seat position.	Answer: OK, down the seat position
Stop adjustment	Answer: OK, stop adjustment

6. Bluetooth® Player Operation

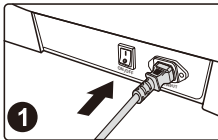
- 6.1 Switch on the Bluetooth® function on your smart device and search for new Bluetooth® devices.
- 6.2 The device will locate Bluetooth® (IMCM-XXXX), select this and it will sync with the chair.
- 6.3 Turn on the Music Player in the smart device.

7. Turn Off Power & Stop Massage

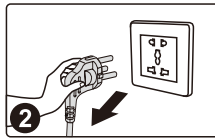
Pressing the power button on the during the massage will stop all massage functions immediately and return the back rest and footrest to the default position.

When the set massage time is up, the massage hand will return to its original position and all the massage functions will stop. The backrest and footrest will not return to the original position.

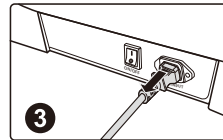
Turn off the power to the machine by switching the power off.



Power off ("0" position)



Take off the power plug



Take off the product power cable.

Product Specification

Model: BP7000 Massage Chair
Configure: 2
110-120V - 60Hz
Rated power input: 120W
Rated time: 20min
Safety structure: Class I

Warranty

Redfern Enterprises Ltd. Two (2) Year Limited Warranty for BACKplus® Absolute Massage Chair

If your product (the “Product”) becomes defective due to faulty material or workmanship within a period of 2 years from the date of purchase, we warrant to do the following:

FIRST 90 DAYS FROM DATE OF PURCHASE

- ✧ Any BACKplus® Massage Chair returned to Redfern Enterprises must be packed and shipped by a Redfern Enterprises approved carrier to maintain the validity of this warranty. The warranty covers in home service (at Redfern Enterprises discretion), packing and return shipping to Redfern Enterprises, parts and labour for the repair work and return shipping to the purchaser, within the first 90 days from original date of purchase.
- ✧ The consumer will be responsible for all shipping charges to and from Redfern Enterprises for all warranty repairs. The cost of parts and labour are covered under 1 year warranty.
- ✧ The second year is covered for parts only. Upon inspection by Redfern Enterprises; if the unit is proved defective it will be repaired or replaced at the discretion of Redfern Enterprises. Consumer must provide original proof of purchase to validate warranty.

Your Warranty is subject to the following conditions:

- ✧ DO NOT operate the Product with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water. To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician in order to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- ✧ The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- ✧ The item has been subjected to normal wear and tear.
- ✧ The item has not been used for trade, professional or hire purposes.
- ✧ The item has not sustained damage.

Your warranty does not cover;

Your warranty is subject to the following conditions:

- ✧ Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- ✧ Unauthorized or improper maintenance or handling or overload.
- ✧ Accessories that are supplied with this item.

All services covered by this warranty must be pre-approved by Redfern Enterprises. To initiate warranty services; please contact Redfern Enterprises Toll Free at 1-877-387-7770 or Calgary local at 403-735-5130; between 9:00 am -5:00 pm MST, Monday - Friday (closed all statutory holidays) or email info@redferment.com



Redfern

Smart Products for Home + Health

Canada www.redferment.com
