

BACKplus®
Since 1989



Shiatsu Office Chair



Model BP-1012

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TECHNICAL SPECIFICATIONS

Product name: BACKplus® Shiatsu Office Chair
Product model number: Model BP-1012 Input
voltage: 5V== 9V== 12V==
Input power: 15W 18W 25W

SAFETY PRECAUTIONS

Before using, please read the SAFETY PRECAUTIONS carefully to ensure correct operation of this appliance.

Precautions and warnings listed below will help to ensure proper operation of this appliance. The classes of accidents caused by incorrect use are classified into WARNING and CAUTION. Read all WARNINGS and CAUTIONS below and follow all instructions within this manual.

 CAUTION	Improper operation may cause injury to users.
 CAUTION	Improper operation may cause injury to users or damage to product.

• **DISSASSEMBLE WILL VOID AND NULLIFY WARRANTY**

Not suitable for everyone

Close supervision is necessary when this product is used by, on, or near children or people with mobility issues.

 WARNING	<ul style="list-style-type: none">◆ We recommend that those with any of the following conditions should consult your physician before using.◆ Those with pacemaker or electronic devices implanted in the body.◆ Those undergoing treatment, especially those who are not feeling well.◆ Those with malignant tumors, acute diseases, hypertension or heart disease (need to be supervised).◆ Women who are pregnant or menstruating.◆ Those with osteoporosis, distorted joints, dysfunction or recent fracture.◆ Those with serious or injured skin conditions.◆ Those with bad fever.◆ Close supervision is necessary when this product is used by, on, or near children, invalids, or disabled persons.◆ This massager is equipped with heat function, persons with reduced sensory of heat should pay attention to it.
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Control Button Precautions

 CAUTION	<ul style="list-style-type: none">◆ Do not operate the control buttons with wet hands or pull the adapter wire by force.◆ Do not spill water or other liquid into the control buttons to avoid fault.◆ Do not lay heavy items on the control buttons.
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• **IMPROPER USE OF INSTRUCTIONS WILL VOID AND NULLIFY WARRANTY**

 CAUTION	<ul style="list-style-type: none">◆ Do not use this appliance where temperature is over 40 °C.◆ Do not use this appliance in moist or dusty environment.◆ Do not use this product and unplug from outlet during thunder or lightning storms.◆ Do not store near heat or open flame.◆ Do not use this product outside.◆ Use this product on a flat floor.
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SAFETY PRECAUTIONS

Cautions Regarding the Power Connectors and Power Cord

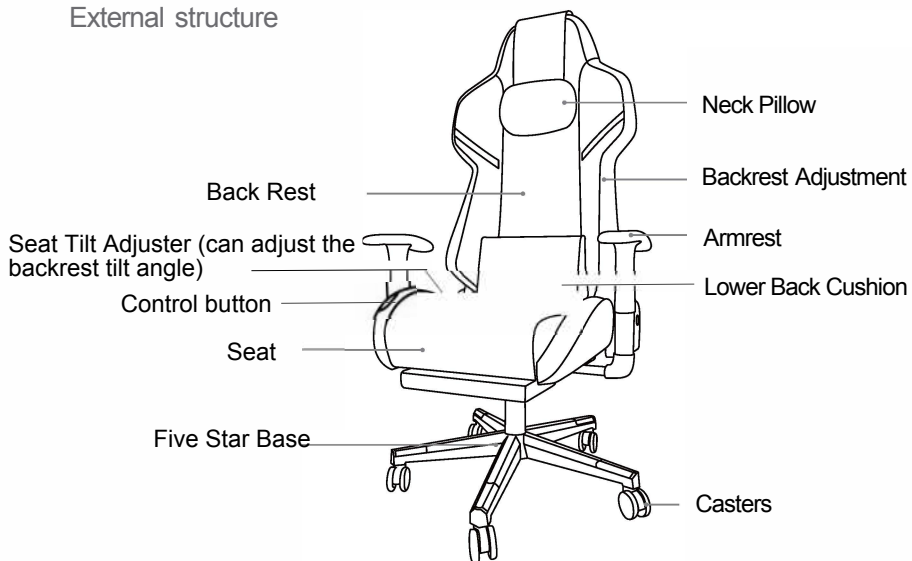
 CAUTION	<ul style="list-style-type: none"> ◆ Verify that the power voltage stated on the rating label corresponds to your local electricity supply. ◆ Do not use a wet hand to unplug the power cord to avoid electric shock. ◆ Do not pull on the AC cord.reach to the front plastic end to unplug it. ◆ Do not squeeze the power cord by the appliance or other heavy objects. ◆ Do not damage over bend.pull hard or twist the power cord. ◆ Please use a matching adapter,please contact the supplier or qualified person for replacement. ◆ If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
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Best Practices for Safe Use

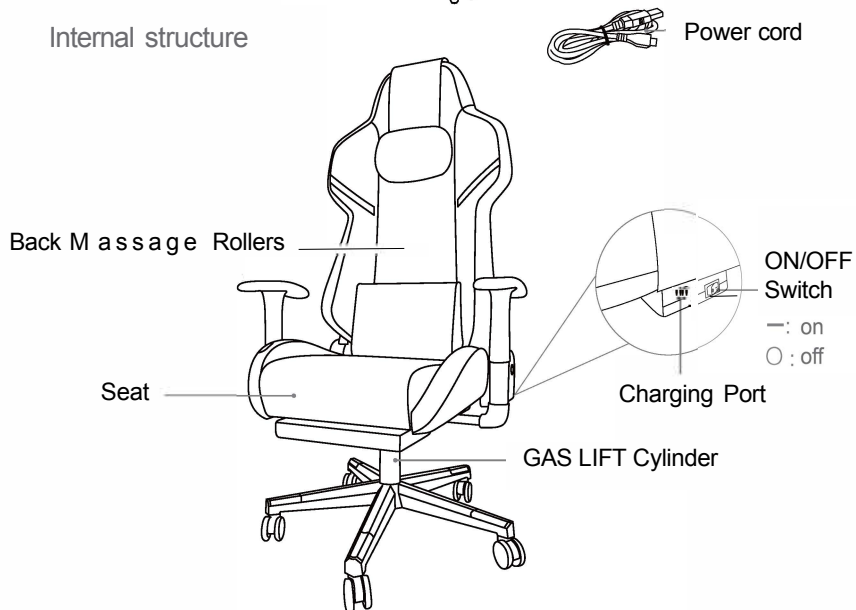
 CAUTION	<ul style="list-style-type: none"> ◆ Do not stack heavy items on the product. ◆ Do not use other therapeutic device together with this product. ◆ Do not put heavy items on the product. ◆ Do not use it for prolonged sessions to avoid discomfort.Do not use on the bony area. ◆ Do not use the product for therapeutic treatment purpose.Avoid leaving operating product unattended. ◆ Do not use the product right after meal, it may cause discomfort. ◆ If you feel any abnormal discomfort during the operation of this product, stop use immediately. ◆ The product can be used for one person only, do not use it more than one person at the same time. ◆ The product can be used for those who weight below 90kg. ◆ It is not recommended to use the unit for more than 15 minutes. ◆ Check the product spots, if any damages are present, do not use it and refer to a qualified service professional for servicing. ◆ If power goes off while in charging, please turn off the product to avoid hazards when the power is back on. ◆ Do not use the product on wet skin. Do not ride on the product to avoid damage. ◆ This product is not waterproof.Do not spill water or other liquid onto the product. ◆ Remove batteries from the appliance before disposing of the appliance. ◆ Cut the power supply before removing the batteries. ◆ Dispose the batteries properly.
 CAUTION	<ul style="list-style-type: none"> ◆ Never operate this product if it has damaged/exposed part or power leakage. ◆ Do not stand on or stack heavy objects on the product. ◆ Do not let a child use or play with the product. ◆ Do not fall into sleep while the product is operating. ◆ Avoid using the product under the influence of alcohol. ◆ Do not put fingers or foreign objects in the openings of the appliance to avoid injury to the user or damage to the appliance. ◆ If there is any smoke or unusual smell while using, stop using immediately, unplug the power cord.
 NO DISASSEMBLY	<ul style="list-style-type: none"> ◆ Do not disassemble this product yourself to avoid product failure. ◆ Do not attempt to repair or dismantle the appliance. <p>Please contact us or authorized service agent.</p>
 POWER CORD	<ul style="list-style-type: none"> ◆ Pull out the power cord from the power strips before maintenance. ◆ Never plug in or pull out power cord with wet hand to avoid shock or injury. ◆ Pullout the power cord from the power strips while fully charged. ◆ Unplug from outlet when the power supply is cut.

NAME AND FUNCTION OF EACH COMPONENT

External structure



Internal structure



NAME AND FUNCTION OF EACH COMPONENT

Controller instructions



After opening the main switch of the machine, the machine is in standby state and the product performs the following functions:
Power on/off:

When the main switch is on, chair is standby. Light will turn yellow if someone sit in or press any button. .
Long pressing on this button will start massage and the indicator light will be always Green. The default massage technique is slow kneading.
Short press to switch in below order:
--- Slow kneading massage mode for whole back in low speed with heating off;
--- Restore spirit mode for full back in middle speed with heating on;
--- Deep massage mode for full back massage in high speed with heating off.
It runs 15 min every time.
Long press this button to shut down. The massage mechanism will reset and button light flashes yellow slowly. After the reset is completed, the indicator light will be always yellow. If someone is sit on it, the yellow light will be always on. Light will turn off after 3mins if people leave.



Spot button:

Press this button to focus the massage at current position, press again to stop spot mode and massage roller will go up and down.

Indicator light description

Solid yellow light: function key effective, bluetooth can be connected;
Solid green light: enter the massage state, full charge state;
Green light flashes: in charging;
Red light flashes slow: low power;
Red light flashes fast: abnormal charging, check whether the product main switch is on;
Yellow light flashes slow: movement reset;
Yellow light flashes fast: distribution network status, unbinding status.



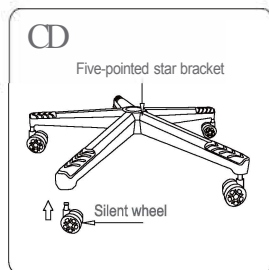
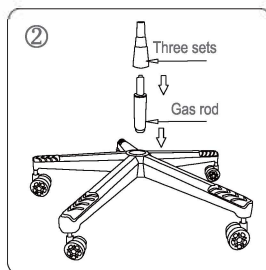
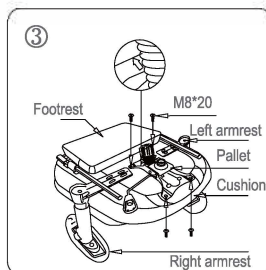
CAUTION

- ▶ Never plug in or pull out power cord with wet hand to avoid shock or injury.
Do not let a child use or play with the product.

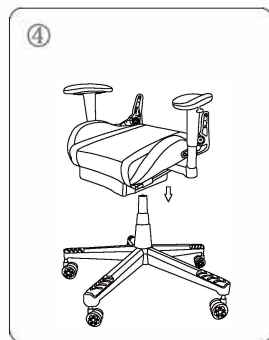
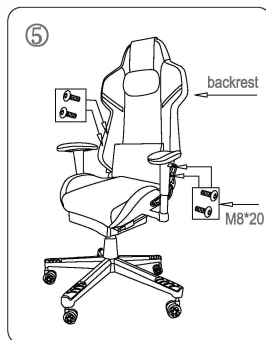
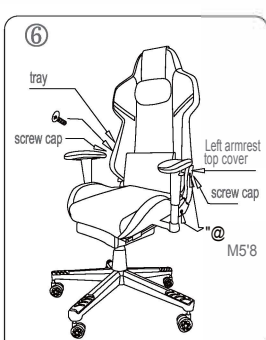
INSTALLATION

Installation

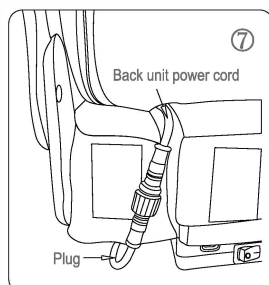
1. Install the 5 silent roller parts into the five-star foot bracket respectively.
2. Insert the air rod into the five-star foot bracket, and set the three sets into the air rod.
3. Attach the tray at the bottom of the seat cushion with four MB* 20 screws.



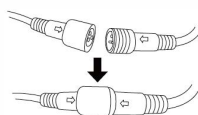
4. Insert the cushion part into the air bar for fixation.
5. Fixed the back and the upper arm with MB* 20.
6. Fixed the left and right corner housing with M5 * 8 screws, and insert 4 plastic covers into the corresponding mounting hole of the horn case.



Connect the power plug to the power cord of the back mechanism.



WARNING



- ▶ Add the three-core connector inward according to the direction indicated by the arrow on the harness to ensure the normal connection of the connector bus, and then rotate and tighten the nut fixing connector. (As left)

- ▶ Please be careful to prevent product damage or personnel injury.
- ▶ After the installation is completed, please check whether the installation is correct before power supply. Do not power supply during installation.

INSTRUCTIONS FOR USE

Use method

- ▶ Please check whether the product is damaged before use.
- ▶ Take out all the accessories according to the product configuration list, and check whether the accessories are complete, and then install the product. (See the installation procedure)
- ▶ Place the product in a safe environment, complete the first installation, and you can experience the massage without charging.
- ▶ Before using the product, open the main switch of the product and enter the massage state by pressing the power switch. Switch the ON/Off Switch to the ON position - = ON

Charging

When the main switch of the product is on, the type-c charging cable of the product is used, and the charging head can be used after charging.

- ▶ Low power: power indicator red light flashing; charging: power indicator green light flashing; charging complete: power indicator green light always on.
In the product charging, the product massage function and sedentary reminder function cannot be used.

After using

- ▶ Press the power button on the control panel, or shut it off in the applet.
- ▶ When not, turn off the machine switch. And place the products safely to prevent the product from damage.
- ▶ Not for a long time, please put a dust cover.

About battery recycling

There are rechargeable batteries inside the product. Before scrapping the product, the battery must be removed from the product. The specific steps are as follows:

- ▶ When removing the battery, turn off the product first.
- ▶ Open the top cover with a flat tool such as a Flat head screwdriver.
- ▶ After separating the upper shell, remove the circuit board.
- ▶ Pull out the battery connection to the circuit board and remove the battery.
- ▶ The battery should be treated safely, please be sure to be abandoned in the local or professional recycling units specified by the government.

WARNING

During the massage process, it is recommended to turn off the free function. The reclining angle is recommended to be within the adjustable range of the governor (90-135 degrees)

- ▶ The primary use time of this product is set to 15 minutes. After the time ends, the machine will enter the standby state. If you need to continue to use it, please press the corresponding function key.
- ▶ After use, please store this product, do not let the children contact, so as to avoid injury.

CARE AND MAINTENANCE

Cleaning

Be sure to turn off the power and disconnect the power cord from the electrical outlet before cleaning.

Use a soft cloth to clean the surface of the product and the controller.

To treat stains, spot clean with water-wet or mild neutral detergent-dipped soft cloth, then dry with another cloth.



CAUTION

- ▶ Never use wet hand to plug in or pull out power cord.
- Never wash this product with water, nor spill water or other liquid into the product.
- Do not use benzene thinner or other solvents on the product, it may cause fading or damage to the product.
- Do not try to dismantle the unit yourself while it's wet. ALLOW it to fully air dry.

Storage Methods

Be sure to cut the power before storage.

Place the unit in an environment free of moisture, high temperature and volatile gases.

When not in use for a long period of time, we recommend that the product packed in the box to keep it away from dust.

When not in use for a long period of time, we recommend that the battery be charged every month to avoid damage.



CAUTION

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

Warm Tips

During daily use, please check for the following symptoms:

Burnt smell.

Power flickers on and off when touching the charging cable.

The power cord is hot.

Damaged power supply cord.

Other abnormal symptoms.



CAUTION

Please stop using the product to avoid breakdowns or accidents if any above symptom exists.

Switch off the power button and disconnect the plug, contact us for repair.

Do not attempt to repair or dismantle the appliance yourself.

TROUBLESHOOTING

No.	Symptoms	Possible Causes	Possible Solutions
1	Noise is heard while in use	The sound is normal	No need to take any measures
2	Appliance does not start	The battery is dead	Use it after complete charging
		Power Switch is off	Turn on the power switch
		Default timer expires	Restart the appliance
		Appliance is overworking and overheat protection cut off the power	Try again after 60mins break
		There is over load pressed on the appliance	Remove the load

If problem remains, please contact us or authorized service center for maintenance.

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



1 Year Limited Warranty

This product is warranted for 1 year from the original date of purchase, against defects in materials and/or workmanship when utilized for normal household use. During this period if the unit is proved defective it will be repaired or replaced at the discretion of the service technician.

The unit shall be returned, by original purchaser, freight prepaid with proof of original purchase date and \$69.99 return shipping/handling charges included. Redfern Enterprises does not accept C.O.D.'s and will not reimburse for any fees associated with the return or shipping of the item.

This warranty does not apply to any defect arising from a buyers misuse, negligence, failure to follow instructions, use on current or voltage other than that stamped on the unit or repairs not authorized by a Redfern Ent. technician will null and void the warranty. If you believe that your product is defective, contact Redfern Enterprises Customer Services Department:

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

UNITED STATES
4168 N North Pecos Road, Ste 102
Las Vegas, Nevada, 89115
1-877-462-5757 ext. 1 (Toll Free)
infous@redferment.com www.redfermentus.com

Obtain a repair authorization number (RA Number) and bring in or send prepaid to the Service Center with proof of original purchase date, and prepaid return shipping of \$69.99. See contact info above for RA Number.