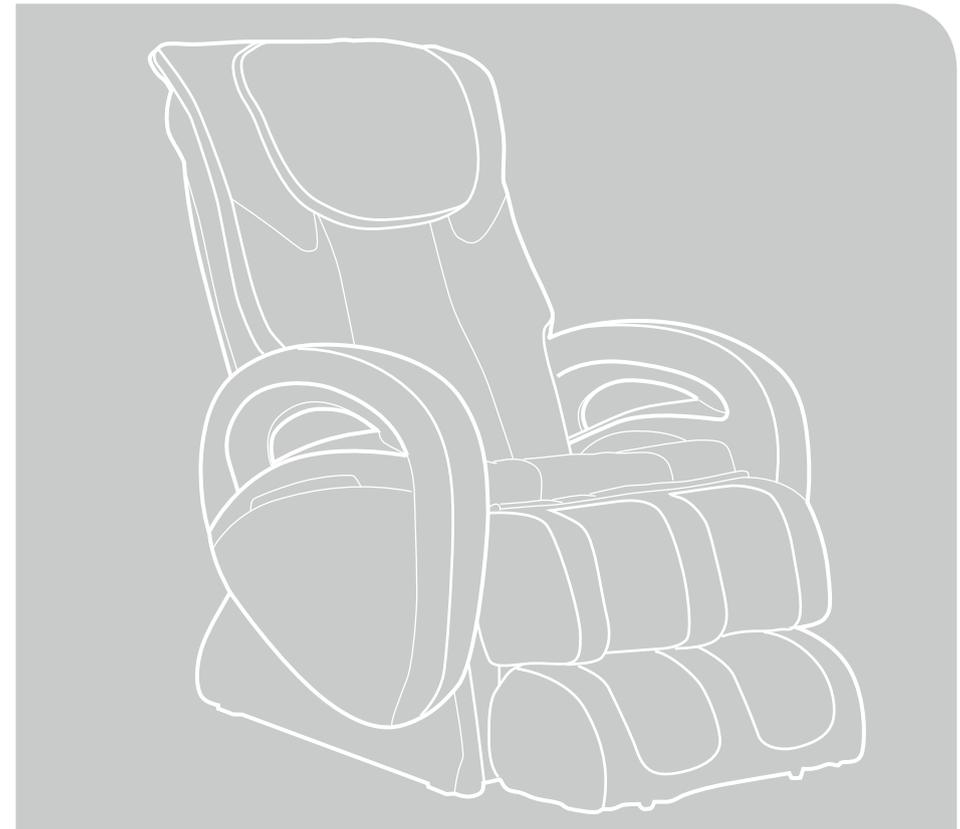




14515 E Don Julian Rd, City of Industry, CA 91746  
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**CZ-322**

Massage chair

Use & Care Manual

See more product update at:

[WWW.COZZIAUSA.COM](http://WWW.COZZIAUSA.COM)

See more product update at:

[WWW.COZZIAUSA.COM](http://WWW.COZZIAUSA.COM)

# Welcome To **COZZIA**

Thank you for purchasing the CZ-322 massage chair. Before using your chair, please read the contents of this instruction manual and refer to it when needed.

[COZZIAUSA.COM](http://COZZIAUSA.COM)

## CZ-322

Massage chair

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## SAFETY PRECAUTIONS

### IMPORTANT SAFETY INSTRUCTIONS

When using the massage chair, basic precautions should always be followed, including the following:

Read all instructions before using this massage chair.

#### **DANGER**—To reduce the risk of electric shock:

- Always unplug this massage chair from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.
- Carefully examine the covering before each use. Call for service if the covering shows any sign of deterioration, such as blistering, peeling or cracking.
- Keep dry—Do not operate in a wet or moist condition.

#### **WARNING**—To reduce the risks of burns, fire, electric shock or injury to persons:

- Read all instructions before using.
- A massage chair should never be left unattended when plugged in. Unplug from the outlet when it is not in use and before putting on or taking off parts.
- Close supervision is necessary when this massage chair is used by or near children or disabled persons. Keep children away from reclining backrest and extended leg rest.
- Use this massage chair only for its intent use as described in this manual.
- Never operate this massage chair if it has a damaged cord or plug, if is not working properly, if it has been dropped or damaged, or dropped into water. Contact Customer Service Department.
- Keep the cord away from heated surfaces.
- Never operate the massage chair with the air openings blocked. Keep the air openings free of lint, hair and the like.
- Never drop or insert any object into any opening.
- Do not use outdoor.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove the plug from the outlet.
- Do not stand on or in the massage chair. Use only while seated.



- The product is not intended for use by children or persons 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 product.
- Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use on an infant or invalid or on a sleeping or unconscious person. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- Burns may result from improper use.
- Do not crush—avoid sharp folds.
- Keep children away from extended foot support (or other similar parts).
- DO NOT WET—DO NOT USE PINS.
- NEVER REMOVE COVER.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.

## SAVE THESE INSTRUCTIONS

This massage chair is intended for household use only.

### 1. Usage Environment

- Do not use the massage chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the massage chair in a room with a temperature of 104° F or higher.
- Do not expose the massage chair to heaters, stoves or direct sunlight.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use and not for commercial purposes.



### Caution

- This massage chair is to be used indoors only.
- If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is stored in a cold place and is being brought into a warm environment, it is advisable to wait one hour before use. This is because its performance may not be at optimum level, as there may be water droplets on the mechanical parts due to condensation. Using the massage chair under such conditions may result in malfunction.

### 2. Safety Precautions

- To ensure safe and correct use of the massage chair, do not operate it without reading this operation manual carefully.
- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blanket etc., as this may result in ineffectiveness or injury.
- Do not use the massage chair an hour before or after eating as this may have adverse effects on the user.
- Do not allow children or pets to play around the massage chair, e.g. behind the backrest, under the seat or leg rest of the massage chair. This may result in injury.
- Do not use the massage chair when your body is wet.
- Do not operate the massage chair with wet hands.
- It is not recommended to use the massage chair for more than 15 minutes.
- Do not perform continuous massage on the same sport of your body for more than 5 minutes at a time as this may result in excessive stimulation and may have adverse effects.
- Do not insert your hand or foot along the paths of the massage rollers during use as this may cause injury.
- Stop operation immediately if you experience any discomfort.
- This product is not intended for self-treatment of conditions that should be managed by a qualified health care provider.
- People on medication or with medical conditions, please consult your doctor before use. Please do not use the product if you are not feeling well.



### 3. People with Medical Conditions

- are under medical rest as ordered by a doctor.
- have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
- have back problems.
- have diabetes, osteoporosis or sensory impairment.
- have joint dysfunction such as rheumatism, hammertoe or gout.
- have a pacemaker or other electronic medical devices.
- may be pregnant.
- have phlebitis or thrombosis.
- have an increased risk for blood clots.
- had recent surgery.
- Have surgical pins, screws, or anything mechanical in the legs, ankles or feet.



#### Caution

- This massage chair is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction or instruction concerning use of the massage chair by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the massage chair.
- Avoid using the massage chair under the influence of alcohol.
- Do not apply massage rollers directly on the head, elbow or knee joints, torso or abdomen.
- If your legs or feet slip off the leg rest during massage, do not force them back in as this may result in injury.
- Remove the power plug from the electrical outlet immediately should liquid be accidentally spilled onto the massage chair. Do not use wet hands to connect or disconnect the power plug from the electrical outlet.
- Do not tamper with the power cord or use the massage with a damaged cord as this may result in malfunction and electric shock.

### 4. Instances When the Massage Chair Should Not Be Used

In the following events, please switch off the main power switch immediately and disconnect the power cord from the electrical outlet:

- If water is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately and consult your doctor.
- If you detect any malfunction or any other abnormal condition during operation.
- If there is power failure. Injury may occur when power is restored unexpectedly.
- If there is lightning.

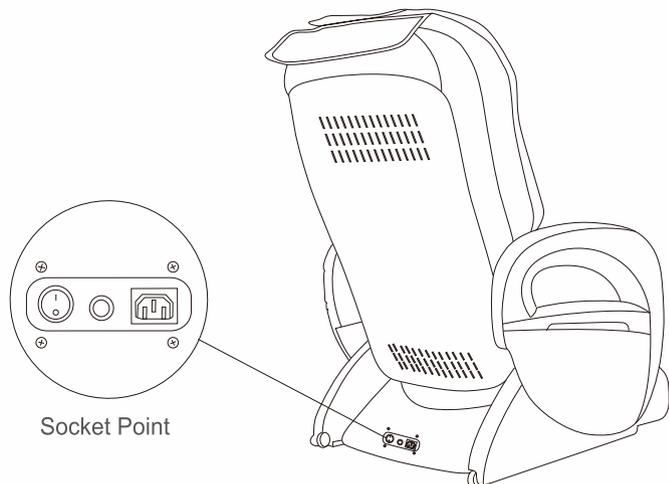
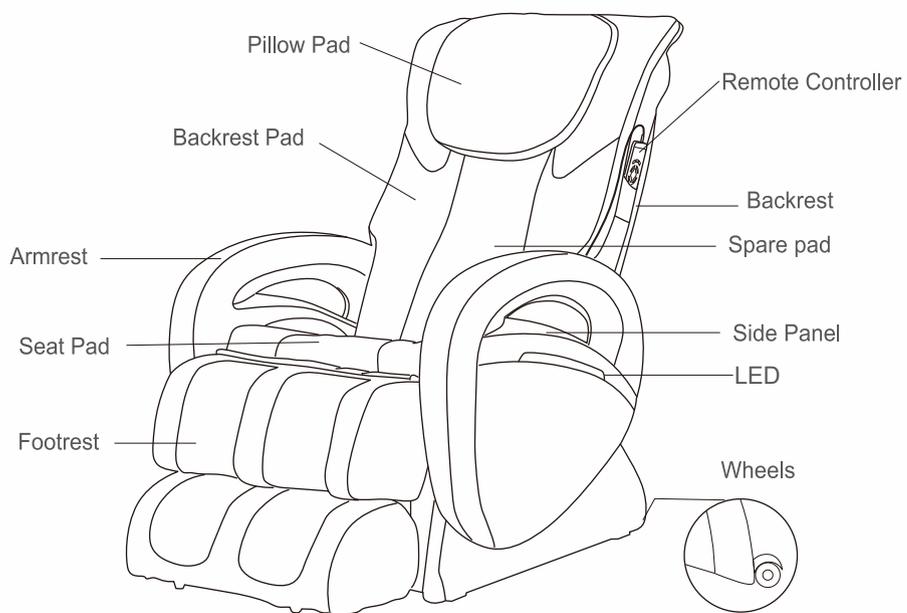
### 5. Assembly and Repair of the Massage Chair

- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electrical shock.
- This massage chair must only be professionally serviced or repaired. Do not attempt to disassemble or repair the massage chair yourself.

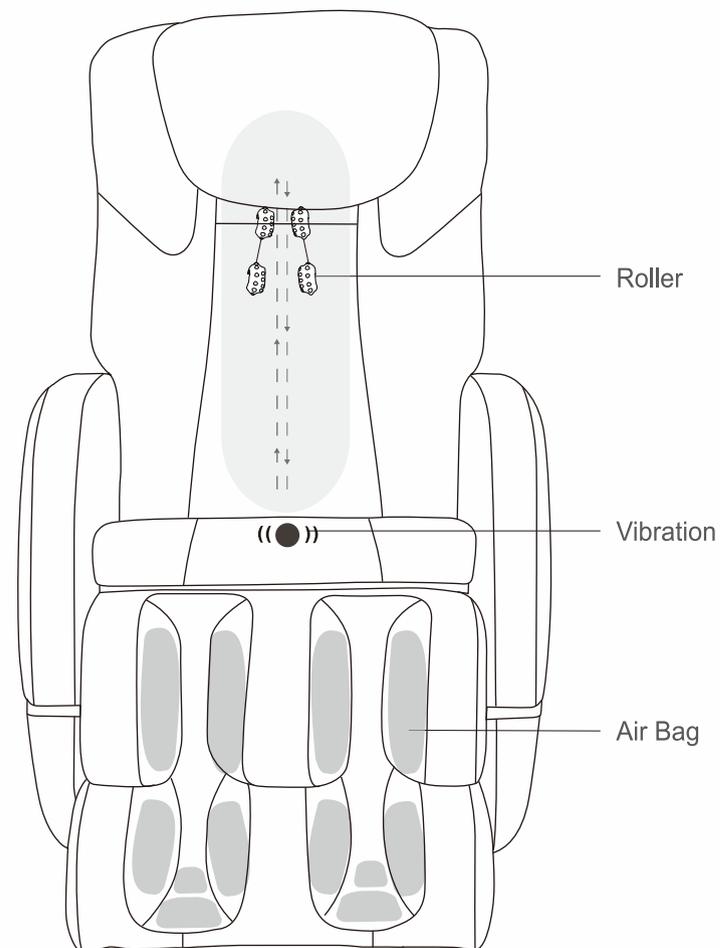
### 6. Things to Note About the Power Plug and Cord

- Check that the Alternating Current (AC) voltage corresponds with the specifications indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically by the Auto-Timer function, always remember to switch off the main power after use.
- Do not place the power cord under the massage chair or any other heavy objects.
- Do not wind the power cord around the massage chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage with a damaged cord or extension cord.
- Do not use the massage if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

## CHAIR COMPONENTS



## Massaging Position

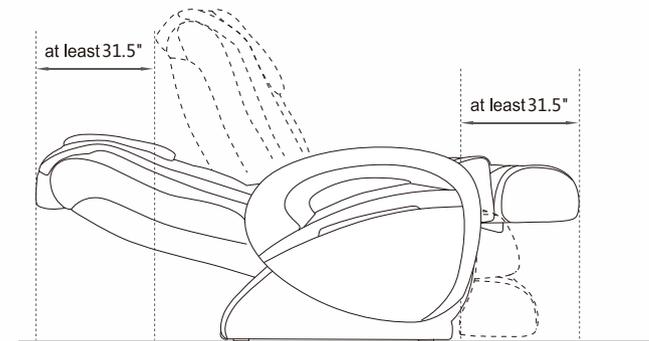


## CHAIR SPECIFICATION

Specifications	Description	
Model No.	CZ-322	
Rated Voltage	110-120V	
Rated Frequency	60Hz	
Power Consumption	120W	
Timer	5/10/15/20/25/30 minutes	
Max. Time rate	30 minutes	
Dimensions (LxWxH)	47.7"*31.9"*33.9"	
Weight	Gross weight:	168.3 lbS
	Net weight:	136.4 lbs
Length of wiring	Controller wiring 47.3"	
	Power supply wiring 70.9"	
Usage condition	Environmental temperature 10°C- 40°C Contrasting humidity level 30-85RH	
Storage condition	Storage temperature 20°C-60°C Storage humidity level 30-85RH	
Safety feature	Equipped with overheating and power surge detectors	
Using benefits	Increasing blood circulation, relieving muscular fatigue.	

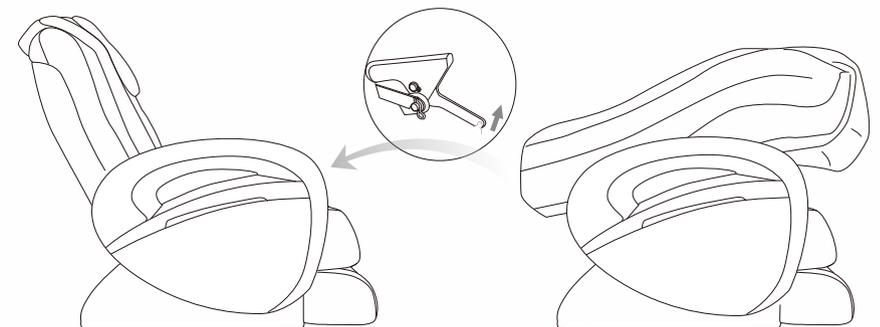
## CHAIR INSTALLATION & MOVING

**Note:** Ensure sufficient spaces around the chair. When backrest reclining and footrest raising, the minimum 31.5" inches space must be ensured both at the front and the back of chair. Bottom of the chair may damage the tatami mattress or floor. It is recommended to spread a piece of mattress under the chair.



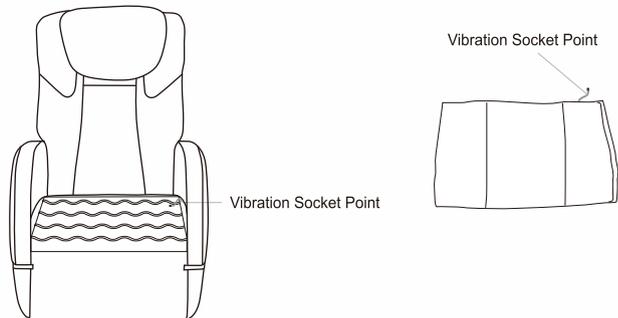
### Step 1

- Raise the backrest until you hear a “click” sound.  
Remark: If you want to fold the Backrest, lift the stopper as shown in picture. Then fold the Backrest onto the seat.



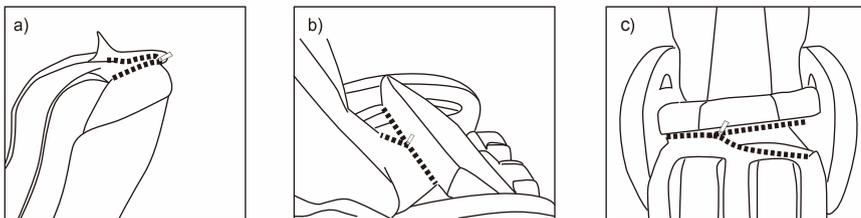
### Step 2

- Connect the two seat vibration connectors together as picture demonstrated.



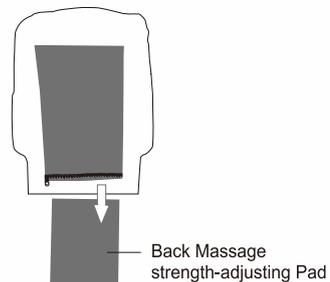
### Step 3

- Attach the backrest pad to the backrest by Velcro and zip up.
- Attach the backrest pad to the seat pad with zipper.
- Attach the seat pad to the footrest with zipper.



### Step 4 : (Optional)

In the backrest pad, there is a Strength-adjusting Pad. If a stronger massage is desired, you can remove the strength-adjusting Pad from the backrest pad (as shown in the picture), and while a milder massage is desired, just put back the Strength-adjusting Pad into the backrest pad.

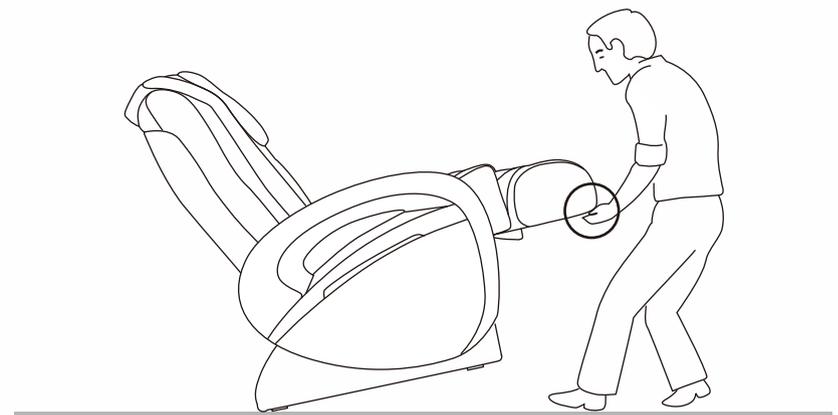
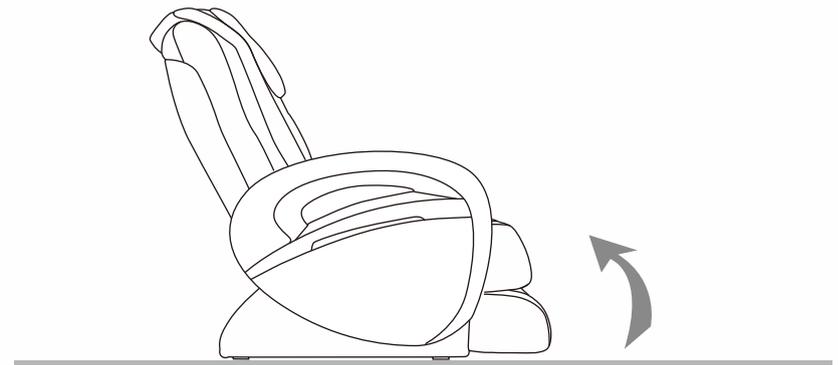


## MOVING THE CHAIR

1. Restore the footrest to its original position.
2. Recline the chair to tilt approximately 45 degrees. Move the chair using the wheels as the fulcrum.

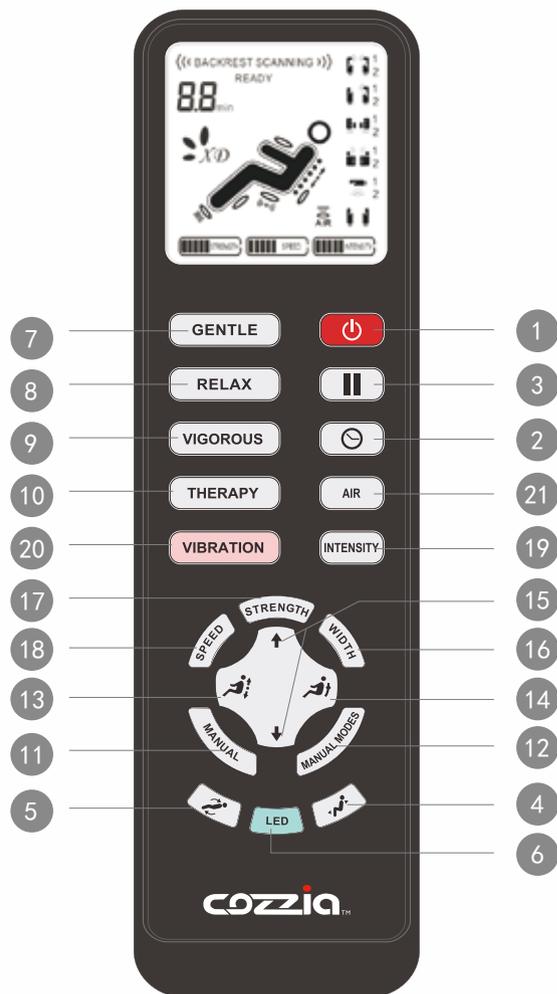
### Note:

- Always return the footrest to its original length and restore it to its original position before moving the chair, otherwise injury during movement may result.
- Do not move the chair while a person is seated on it.
- Place a mat on the floor and gently roll the chair over it to avoid damaging the floor.



## OPERATION GUIDE

Insert the power cord plug into the suitable electrical, and turn power switch to “I” position, and the chair automatically enters idle mode. During the idle mode, only three functions are available: “ON/OFF, Raise Legrest/Recline Backrest, Recline Legrest/Raise Backrest” .



### Control Buttons for the Massage Chair

#### 1. ON/OFF

The Start/Stop Control Button

Press this button to light up the LCD screen. Press any massage function button to start massage. This will initiate the timer function. Press this button again to stop all massage functions, massage chair will return to its original position.

#### 2. TIMER

Time interval Control Button

When a massage function is activated, the timer is preset at 15 minutes. Every single press on this button will change the timer interval in the sequence of “20>25>30>5>10>15>20” minutes in circle.

When only one minute left, 5 beeps will be sounded to alert the user.

Note: Screensaver will come out if no operation on the controller within three minutes. Any press on the main function button will light up the screen and press again to change to the new function.

#### 3. PAUSE

Press this button once to pause the massage function temporarily. During pause mode, the pause icon will blink on the liquid crystal display.

Press this button again to cease the “Pause” function and resume previous massage function as well as countdown timer.

#### 4. Recline Leg Rest/Raise Backrest

Angle Adjustment Control Button for Massage Chair

This control button allows reclining legrest and raising backrest synchronously. Keep pressing the button to adjust the chair to a comfortable position, then release to confirm the position.

#### 5. Raise Leg Rest/Recline Backrest

Angle Adjustment Control Button for Massage Chair

This control button allows raising legrest and reclining backrest synchronously. Keep pressing the button to adjust the chair to a comfortable position, then release to confirm the position.



## 6. LED LIGHTING LED

LED Lighting Function Start/Stop Control Button.

### Full Body Auto Massage Program

## 7. GENTLE GENTLE

## 8. RELAX RELAX

## 9. VIGOROUS VIGOROUS

## 10. THERAPY THERAPY

## 11. MANUAL MASSAGE MANUAL

KNEADING, SWEDISH, TAPPING, SHIATSU, CLAPPING, ROLLING

Press this button to activate rhythmic kneading manual massage function for a full back massage at direction one. Every single press on this button, manual massage function will change in the sequence of “KNEADING > SWEDISH > TAPPING > SHIATSU > CLAPPING > ROLLING > STOP” in circle.

## 12. MESSAGE DIRECTION MANUAL MODES

When SWEDISH, TAPPING, SHIATSU or CLAPPING message function is engaged, press this button to change the rhythmic mode between direction 1 and direction 2.

### Setting Spot Or Localized Back Massages

## 13. Spot

Spot Back Massage

This button allows users to select Spot massage for any part on the back by pressing button to user’s desired position. Press this button once, the massage rollers run at the original position in original massage mode. Press again to cease Spot massage function and resume full back massage function.

## 14. Partial

Partial Back Massage

This button allows users to select Partial massage for any part on the back by pressing button to user’s desired position. Press this button once, the massage rollers run at the original position in original massage mode. Meanwhile, the massage rollers will take the original position as the center to perform Partial Massage with the width of approx. 3.13 inches within movement range of rollers. Press again to stop Partial massage function and resume full back massage function.

## 15.

Position Adjustment Button for Spot or Partial Massage

After activating Spot or Partial Massage, continue to press the buttons in succession to move the massage rollers. The massage rollers will go upwards or downwards until the desired position. The original position of the Spot or Partial massage will be shifted to the new position. Release the button once the desired position is achieved.

## 16. Width WIDTH

Width Adjustment Button for Tapping and Rolling Function

After activating the Tapping and Rolling function, every time the button is pressed, the width can be adjusted in the sequence of “Middle<Wide<Narrow<Middle” .

## 17. STRENGTH STRENGTH

The Strength Adjustment Button for Kneading function.

When Kneading function is engaged, every single press on this button will change the massage strength interval in the sequence of "Lv1>Lv2>Lv3>Lv4>Lv5" in cycle.

## 18. SPEED SPEED

The Strength Adjustment Button for Tapping, Clapping, Swedish and Shiatsu function.

When Tapping, Clapping, Swedish and Shiatsu function is engaged, every single press on this button will change the massage strength interval in the sequence of "Lv1>Lv2>Lv3>Lv4>Lv5" in cycle.



**19. INTENSITY** INTENSITY

The Intensity Adjustment Button for Air pressure massage, 5 levels of intensity to be adjusted. When Air massage function is engaged, every single press on this button will change the air intensity in the sequence of “Lv1 > Lv2 > Lv3 > Lv4 > Lv5” in cycle.

**20. VIBRATION** VIBRATION

Seat Vibration function Start/Stop Control Button  
Press this button once to activate rhythmic seat vibration function, press this button again to stop the Vibration function.  
Note: During Auto Program mode, pressing this button can also disable/enable the Vibration function.

**21. AIR** AIR

Press this button to activate CALF&FOOT pressure massage function. Every time this button is pressed, air massage function will change in the sequence of CALF&FOOT>STOP>CALF&FOOT.

**Finish Operating**

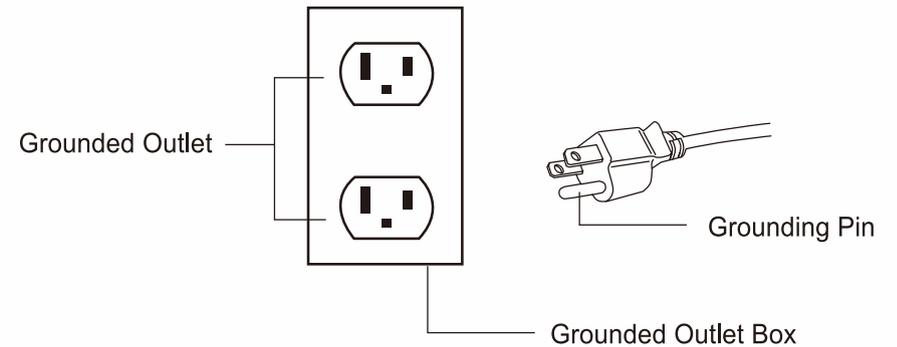
Please press the “ON/OFF” button after use. Massage Rollers will restore to its original position; then switch the power supply button under the chair to “O” and unplug the machine from the wire socket.

**GROUNDING INSTRUCTIONS**

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for the electric current to reduce the risk of electric shock. This product is equipped with a cord with an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Danger—Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service technician if you provided with the product—if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120V circuit and has grounding plug that looks like that plug illustrated below. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.



## TROUBLESHOOTING

This massage chair is controlled by a microcomputer and is thus susceptible to power surges of +10 to -15%. The following situations may arise in the event of a power surge:

Situation	Solution
The massage chair is connected to the power supply but is not functioning	<ol style="list-style-type: none"> <li>1. Check to see that the plug is properly connected and working</li> <li>2. Ensure the massage chair switch is in the 'I' position</li> </ol>
The remote control works but the massage chair is not functioning	Possible overheating due to prolonged use. Turn off the power for at least 30 to 50 minutes
Both the remote control and the massage chair are not functioning	<ol style="list-style-type: none"> <li>1. Ensure the chair is plugged into a working outlet</li> <li>2. Turn the power OFF and ON again</li> </ol>

If you continue to have problems, please read the warranty card and contact the COZZIA service department.

## PRODUCT CARE AND STORAGE

### 1. Storing the Massage Chair

- Wipe off dust and dirt from the massage chair with a dry, soft, clean cloth after use.
- Keep the massage chair clean and away from places of high humidity.
- If the massage is not to be used for a long period of time, cover the massage chair with a dust cover and unplug its power plug from the electrical outlet.

#### **Caution**

- Do not store the massage chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.
- Do not allow the massage chair to remain in contact with vinyl or wallpaper for extended periods of time as this could lead to discoloration.

### 2. Cleaning the Massage Chair

- Before cleaning, ensure that the main power switch is off and the power plug is disconnected from the electrical outlet.
- Wipe off dust and dirt from the massage with a dry, soft, clean cloth after each use.
- This product can be cleaned thoroughly with a slightly damp cloth.
- Do not iron the upholstery.
- Do not wash the upholstery using a home washing machine as this may result in deterioration of the upholstery's quality.

#### **Caution**

- Do not use abrasive cleaning agents like benzene or thinner to clean the massage chair. This may cause the upholstery to fade.

### 3. Cleaning the Controller

- Use only a clean, dry cloth to clean the controller.

#### **Caution**

- Do not use a wet cloth to clean the controller. This may result in malfunction.



## WARRANTY INFORMATION

### Cozzia products have the following warranty:

COZZIA's massage chairs, motion upholstery and home theater massage seating provide a ONE YEAR in home servicing warranty and a TWO YEAR parts warranty.

COZZIA customer service will not issue Return Material Authorizations (RMAs) for products. COZZIA products will be repaired by the consumer or by an in home technician. COZZIA will not issue Return Material Authorizations (RMA's) to buyers.

### SERVICE AND TECHNICAL SUPPORT

Consumers may contact COZZIA's customer service department at 1-877-977-0656 between 9.00am and 5.00pm PST, Monday through Friday or email us at [Service@cozziausa.com](mailto:Service@cozziausa.com) or visit our web site at [www.cozziausa.com](http://www.cozziausa.com) for warranty and service issues.

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the COZZIA Service Department regarding repair.

A COZZIA customer service representative will attend to most consumer inquiries but in some cases a technical service specialist will be required to provide enhanced support.

Non-warranty repair is provided on a 'per incident' basis. COZZIA customer service will verify that the unit has failed and provide instructions for repair. All applicable repairs, parts, shipping, handling, local tax and a 'per incident' fee will be charged for non-warranty repairs and support calls.

Proof of purchase (original receipt) is required for all warranty repairs or servicing.

### EXTENDED WARRANTIES

COZZIA offers extended warranty programs to enhance ownership of COZZIA products.

Extended warranty provides a three year limited repair or replacement massage chair warranty with on-site service.

Please visit [www.cozziausa.com](http://www.cozziausa.com) for the latest terms and pricing for extended warranties.

Many COZZIA product repairs may be performed by the consumer in his/her own home with

parts and instructions supplied by COZZIA such as remote controller replacement that does not require the service of a technician.

- Floor Models and Demonstration Units: have a pro-rated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a 'per incident' charge.
- Warranty Coverage Period: warranty coverage starts at the time the consumer purchases their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on the seven day week.
- Field Service: COZZIA customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer's residence
- Parts: all parts deemed necessary for repairs will be shipped to the consumer at no charge by the COZZIA service department.

### CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS

- Warranties are only valid in the 48 contiguous United States and Canada and are contingent upon the consumer operating the chair according to the corresponding instruction manual.
- The warranty only applies to COZZIA products and does not include any accessories or enhancements.
- Field service requires pre-approval and must be performed by COZZIA's authorized field service personnel. Field service is only available in the 48 contiguous United States.
- Softening of foam and filling composites in pillows, pads and memory foam occurs naturally and does not constitute a defect under this warranty
- Fading, wear and piling of fabric occurs naturally and does not constitute a defect under this warranty
- Natural markings, grain and dye variations in leather do not constitute a defect under this warranty
- Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of the electrical/power supply, loss of power, a dropped product, a malfunction or damage of an operating part from failure to implement the 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 is otherwise awaiting parts or repair

- Damage due to shipping and handling does not constitute a defect under this warranty
- Under no circumstances shall COZZIA or its representatives be liable for indirect consequential or incidental damages (including damages for lost profits, business interruption, bodily injury, medical problems) even if the other party has been advised of the possibility of such damages or possible problems
- Warranties are non-transferable 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
- COZZIA's sole liability and the purchaser's exclusive remedy shall be for repair, or at COZZIA's option, for the replacement of the defective part. Notwithstanding the above, if replacement parts for defective materials are not available, COZZIA reserves the right to make substitutions in lieu of repair or replacement.
- **All warranties begin on the date of purchase, no allowance or extension is offered for delivery and/or installation**
- **Warranties do not apply to rental, business, commercial institutions or other non-residential users.**



## WARRANTY REGISTRATION FORM

Product Serial No. (located on product) \_\_\_\_\_

Purchase price \_\_\_\_\_ Model No. \_\_\_\_\_

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please mail to:

COZZIA USA LLC

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City of Industry CA 91746

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Fax: 1-800-521-4712