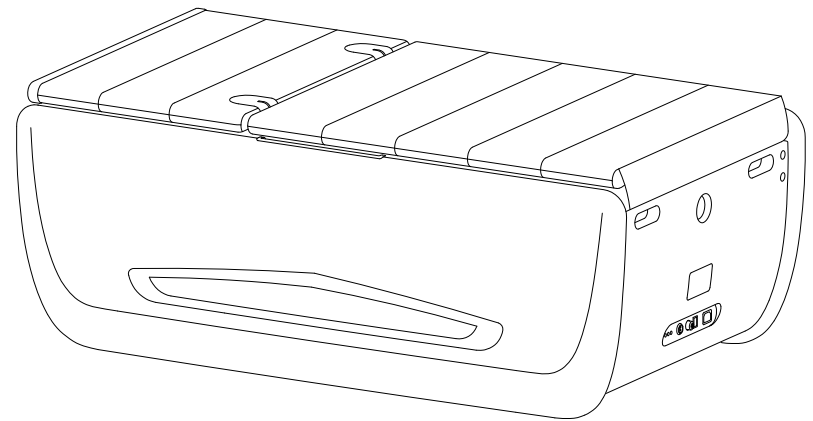


# 3D Wellness Massageliege

Please keep this manual properly

Model: Skema-Multirelax-A11  
3D Wellness Massage Bed



MultiRelax<sup>SWISS</sup>

Product Manual



1. Thank you for choosing Skema-Multirelax-AI1 series massage bed
2. Before use, please read the contents of the manual carefully in order to master the correct use of this product.
3. At the same time, please keep it properly and put it in a place where it is easy to read, so that you can read it when you need it.
4. When reading, please pay special attention to the "Safety Precautions" section.

Note: The company reserves the right to change and explain the design of the product. If there is any change, it will not be notified. The pictures in this description are for reference only, and the product is subject to the actual product.





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## Safety Precautions





- Before use, please read the contents of the manual carefully, and install and use it correctly in accordance with the requirements of the manual.
- The safety precautions are to explain the danger, the magnitude and severity of the damage, and to divide the wrong use and assumptions that may occur into two aspects: "warning" and "attention".

 <b>WARNING</b>	This symbol is a warning that death or injury may occur.
 <b>CAUTION</b>	This symbol is a warning of possible injury or damage.

## Symbolic representation

	This symbol indicates prohibited behavior.		This symbol means that disassembly by yourself is prohibited.
	This symbol indicates that you must follow the instructions.		This symbol indicates the correct operation of the power cord.

## Safety Precautions

WARNING		
	<ul style="list-style-type: none"> <li>●Osteoporosis, spine fracture patients.</li> <li>●Heart disease patients, those who have a pacemaker or other medical electronic equipment in their body.</li> <li>●Pregnant women, menstrual period, children, and drunk persons are prohibited from using this machine.</li> <li>●The surface of the machine is hot, and people who are not sensitive to heat should pay attention to it when using the machine.</li> <li>●Special reminder: If you use the massage chair just after the operation, please consult your doctor before using it.</li> <li>●People with intellectual disabilities or minors must use it under the supervision of a normal person.</li> <li>●Patients with skin trauma are not allowed to use this machine.</li> </ul>	Users who are not suitable for this product
	<ul style="list-style-type: none"> <li>●Confirm that there are no people or objects around before use.</li> <li>●During use, if the body is abnormal or feels abnormal, please stop using it immediately and consult a doctor.</li> <li>●When used by people with inconvenient behavior or insufficient communication skills, strict and continuous care must be taken.</li> <li>●Do not use this product in an environment where the room temperature is higher than 40°C .</li> </ul>	Accident or injury
	<ul style="list-style-type: none"> <li>●Only connect the plug of this machine to a suitable power outlet. Be sure to insert the plug fully into the power outlet to reduce the risk of short circuit or fire.</li> <li>●When not in use, be sure to unplug the power plug of the machine.</li> <li>●Before unplugging the power plug, wait for the massage chair to reset before unplugging the power plug.</li> <li>●Do not use the machine when the power plug or socket is loosely inserted to prevent electric shock and short circuit.</li> <li>●Do not use a power supply other than the rated voltage to avoid fire, electric shock or malfunction.</li> <li>●The power cord must not be broken, twisted, pulled, knotted, etc.</li> <li>●Do not plug or unplug the power cord with wet hands to avoid electric shock.</li> </ul>	Fire and electric shock
	<ul style="list-style-type: none"> <li>●If the product is dropped, damaged, watered, etc., it must be repaired by professionals or sent to the designated repair center, and it is not allowed to transform, disassemble and repair it by yourself.</li> <li>●If the machine works abnormally, please stop using it in time, unplug the power supply, do not open or disassemble any parts of the machine, and must be repaired by professionals.</li> <li>●Before use, please lift up the back cushion to confirm whether the surface of the backrest is damaged. If there is any damage (no matter how small it is), please stop using it in time, unplug the power socket, and have it repaired by professionals.</li> </ul>	Disassembly and repair

## Safety Precautions

CAUTION		
⚠	<ul style="list-style-type: none"> <li>When using this product, do not put mobile phones, valuables, sharps, etc. in your pocket.</li> <li>This product can only be used by one person, please do not use it by two or more people at the same time.</li> <li>If the leather or fabric of the backrest or calf massage area is damaged or disconnected, it is forbidden to use it. Please have it repaired by a professional in time.</li> <li>When starting up, if there is excessive noise, it is forbidden to use it. Please have it repaired by a professional in time.</li> <li>During use, if you find any abnormalities (such as smoke, peculiar smell, etc.). Prohibited to use.</li> </ul>	Precautions for use
⚡	<ul style="list-style-type: none"> <li>Do not use or store this product in swimming pools, bathrooms or other particularly humid environments.</li> <li>The machine and manual controller cannot be sprinkled with water.</li> <li>Do not use this product when the body is wet.</li> </ul>	Prevent leakage or electric shock
⚡	<ul style="list-style-type: none"> <li>The grounding wire must be installed correctly. Improper grounding wire may cause electric shock hazard. If you have doubts about the correctness of the grounding wire of this machine, please consult a qualified electrician for inspection.</li> <li>please do not use plug adapters. (If the plug attached to the machine does not match your socket, please do not modify the plug, but ask an electrician to install a suitable socket.)</li> </ul>	To reduce the risk of electric shock
⚡	<ul style="list-style-type: none"> <li>Before cleaning the machine, the power plug must be unplugged.</li> <li>If the machine is not used for a long time, the power plug must be unplugged.</li> <li>In the event of a power accident, please unplug the power plug immediately.</li> <li>Please hold the plug part and unplug the power plug. Avoid pulling the power cord to unplug the power plug.</li> <li>The plug must be unplugged immediately in the event of a power failure. Otherwise, it may cause an accident or injury when the power is restored.</li> </ul>	Prevent accidents
⚡	<ul style="list-style-type: none"> <li>Use this machine away from heat, moisture, sharp objects, and corrosive, flammable and explosive environments.</li> <li>It is forbidden to put heating items such as electric blankets on the machine.</li> <li>Do not approach the stove or place it around heating appliances such as heaters.</li> <li>Do not place it in direct sunlight or other places where the temperature is too high.</li> <li>Do not use this machine outdoors.</li> </ul>	Otherwise it will cause surface fading, discoloration or hardening and deterioration of synthetic leather.
⚠	<p>Where can't put the ground wire</p> <p>Gas pipe: May cause explosion and fire. Telephone line and lightning rod: Thunder may cause electric shock and fire. Water pipe: The plastic parts of the water pipe may cause poor grounding.</p>	

## Use safety warnings

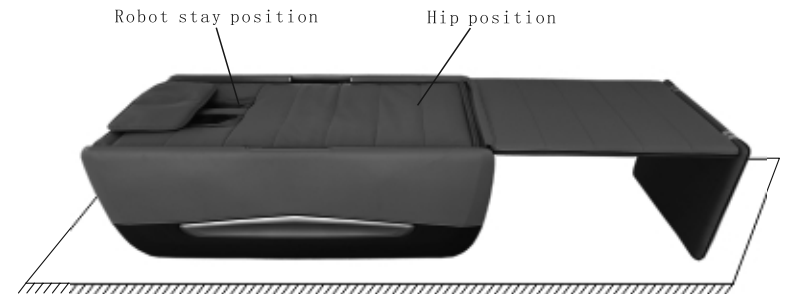
### ⚠ WARNING

After the massage bed is unfolded, it is prohibited to press down heavy objects on the bed board, which should not exceed 80KG, to prevent the bed board from being deformed and collapsed under long-term stress, so as to avoid personal injury and product damage.



### ⚠ WARNING

Before massaging, it is necessary to confirm whether the massage manipulator is reset, and the massage manipulator cannot stay at the hip position to avoid discomfort to the hips and damage to the massage manipulator during the gravitational pressing process of the human body.

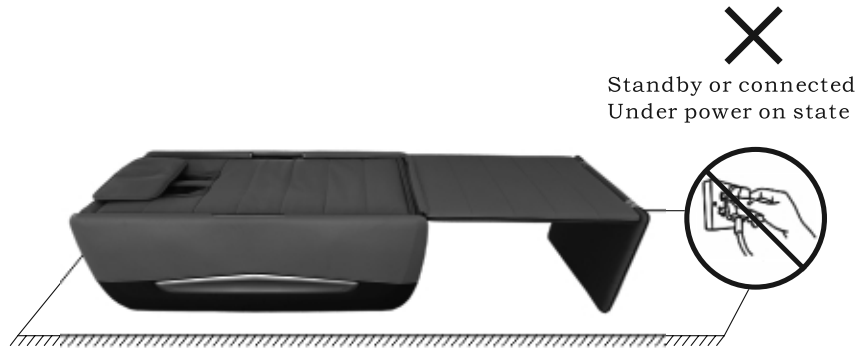




## Use safety warnings

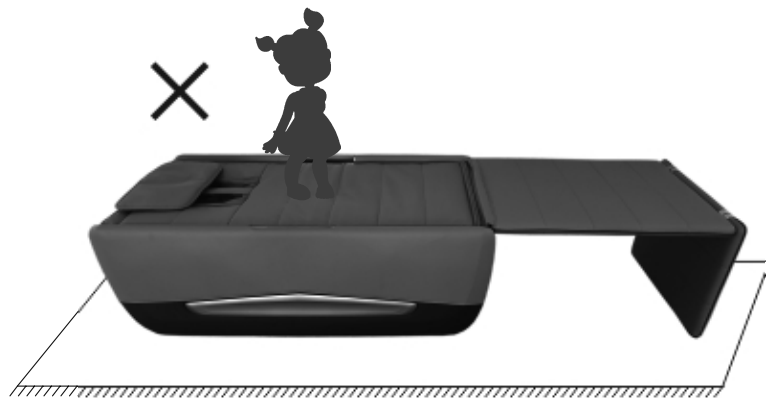
### ⚠ WARNING

In the standby or power-on state, do not pull the power cord and controller cord to avoid accidental electric shock and product damage, it is recommended to unplug the power cord and put it away when the massage bed is not used for a long time.



### ⚠ WARNING

When the massage bed is turned on and used, be sure to pay attention to whether there are children and pets staying or playing under the massage bed at the bottom of the calf and behind the backrest to avoid personal injury and product damage.



## Use safety warnings

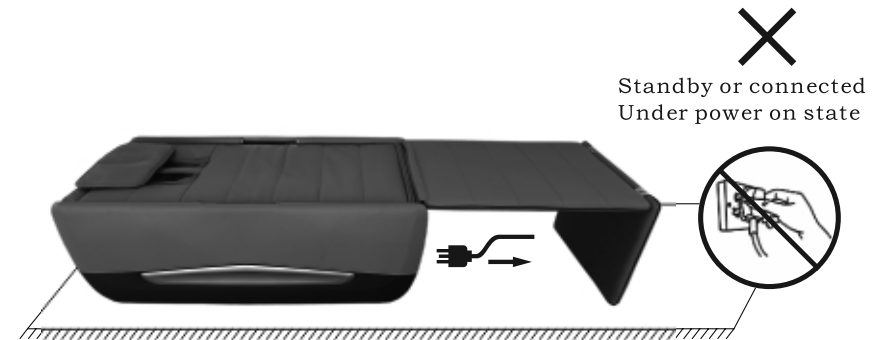
### ⚠ WARNING

Before using the massage bed, please remove the hard objects in your pocket or carry-on jewelry before you massage (such as keys, mobile phones, watches, bracelets, etc.) to avoid any damage during the massage. Personal injury and damage to jewelry and this product.



### ⚠ WARNING

After using the massage bed, please ensure that the movement is reset (initial position). After the movement is reset, turn off the power switch to avoid causing product damage. It is recommended to unplug the power cord and store it when not using the massage bed for a long time.

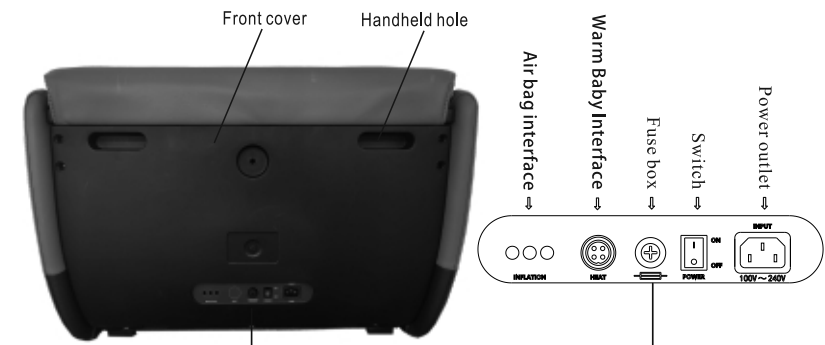
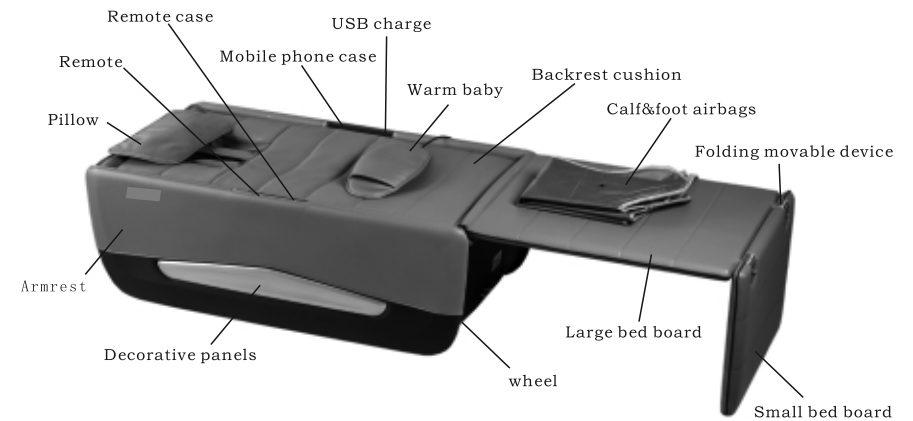


## Function

### Function:

- This product designs a group of massage manipulators that can walk up and down, with four wheel drive, and a silent design.
- There are six simulated massage techniques including back rubbing, kneading, tapping, kneading, finger-pressing, and tapping synchronization.
- Equipped with automatic massage function: Automatic massage includes health care, stretching, shoulder and neck relaxation, and lumbar spine. There are 6 automatic massage functions such as conditioning, soothing and relaxing, and rest and sleep assistance.
- Manual massage function is provided (both whole body and local massage positions are selected, and each massage technique speed is available. The sixth gear can be adjusted, and the robot can adjust its up and down position in local state; In patting, pointing. When pressing, tapping, and rubbing the back for massage, the width of the massage ball can be selected in three gears: wide, medium, and narrow.
- With a height adjustment function, the user switches to the corresponding height value, which will be calculated according to your posture. Adjust the position of the massage.
- It is equipped with a 3D intensity adjustment and 6 levels
- The calf & foot is with 3 sets of air massage and 6 levels
- The 3D movement with heating on massage balls
- Warm baby heating by carbon fiber as a far infrared heat source, with three temperature ranges: low, medium, and high
- Waist heating by carbon fiber as a far infrared heat source, with three temperature ranges: low, medium, and high
- SL track design and fully fitting the curve of the human body's back, which allows you to enjoy a personal massage from the head to the thigh.
- Bluetooth music with built-in 3D digital audio on the left and right sides of the massage bed.
- Voice Control
- USB charge device on left armrest

## The name of the external structure



### Recovery location process

1. After opening carton, remove polybag, lift the product out and place it on a flat ground (photo as belows)



2. Turn the small support board 90 degrees to see if the clip is stuck (photo as belows)



### Recovery location process

3. Turn the big support 180 degrees and place it on the ground (photo as belows)



4. Turn pillow up(photo as belows)



## Installation description

1. After using this device, please confirm that the movement has been reset (initial position) before operating the subsequent steps. Then turn off the power (as shown in Figure 1) and turn the pillow down, then turn the big support 180 degrees over and place it on the main body (as shown in Figure 2).

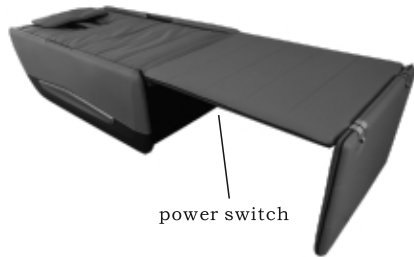


Figure 1



Figure 2

2. Lift the snap up with both middle fingers (as shown in Figure 3), while turning the small support down 90 degrees with both thumbs and laying it flat

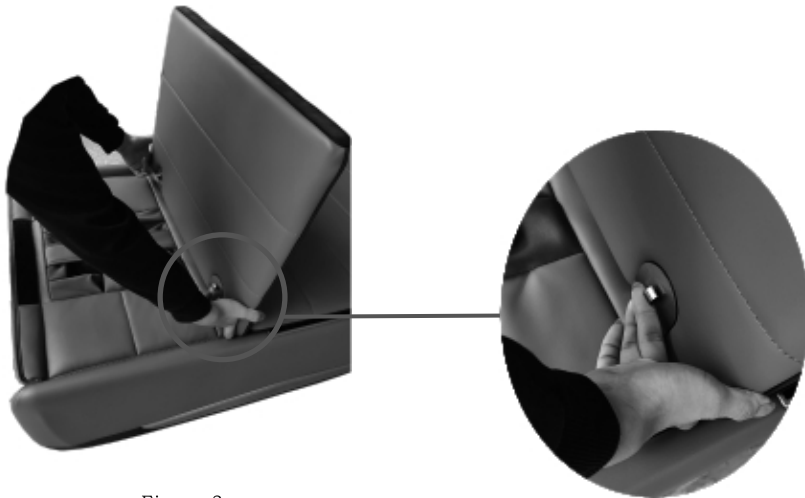


Figure 3

## Confirmation and adjustment before massage



Space required to use this machine:


The head is at least 15cm away from the wall.

The front of the leg is at least 40cm away from the obstacle.

### ⚠ CAUTION

- When using, please straighten out the power cord to prevent it from being twisted or pinched to damage the power cord.
- When the product is working, pay attention to whether there are children, pets, sundries, etc. in the front and back to avoid accidents.

### ⚠ Emergency stop

In case of an emergency, press the [  ] pause button on the manual control to immediately stop the machine. Please operate it multiple times and familiarize yourself with the emergency stop function in case of emergency.

## Confirmation and adjustment before massage

### Grounding instructions

This product is an electrical product. Please make sure that the ground wire is installed before starting the massage chair. Otherwise, there will be a risk of electric shock in the event of electric leakage. If the plug is three-plugged, there is no need for a grounding wire and it can be directly plugged into the socket, but it must be ensured that the grounding wire is connected.

If the plug is two plugs, please read the following carefully:

1. When the power socket has a grounding terminal, the grounding is connected to the grounding terminal screw of the main body and the grounding terminal of the power supply respectively.
2. If the power socket does not have a ground terminal, please contact the store where you purchased the product or electrical engineering personnel to implement grounding works (grounding works need to be charged).


### Items that cannot be connected to the ground wire:

1. Items that are dangerous to lightning, such as telephone lines and lightning rods;
2. Water pipe;
3. Gas pipes and other items that have the risk of explosion and fire.



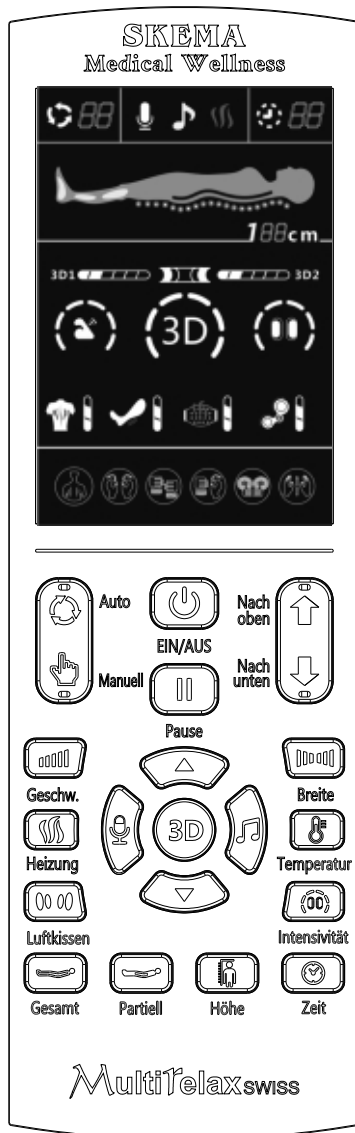
## Voice usage instructions

### Voice control operation

- When the massage bed is on or in standby mode, say "Xiaojia Xiaojia". Wake up voice control function.
- The voice button on the hand controller can turn on or off the [  ] voice control function.
- After successful wake-up, the massage bed will reply with "I am" and say the voice control words corresponding to the desired function within 6 seconds. After the massage bed replies, the corresponding voice control function can be implemented, and no voice control words are correctly spoken after 6 seconds. The voice control function automatically turns off and needs to be awakened again.
- Note: When awakening the voice control function, please use Mandarin, speak at a slower pace, and follow the voice control entry language instructions.















Command	German	Answer
Hallo „Bett“		Ja, ich bin einsatzbereit
„Bett“ einschalten		Bitte drücken Sie die Taste On an der Fernbedienung
„Bett“ ausschalten		„Bett“ wird ausgeschaltet
Starte Wohlfühlmassage		Beginne Wohlfühlmassage
Starte Dehnungsmassage		Beginne der Dehnungsmassage
Starte Entspannungsmassage		Beginne der Entspannungsmassage
Starte Nacken und Schultermassage		Beginne Nacken und Schultermassage
Starte Taillmassage		Beginne Taille Massage
Starte Nachtzeitmassage		Beginn der Nachtmassage
Manuelle Massage ändern		Die Massagetechnik wird geändert
weiter oben		oben
weiter unten		unten
Partienmassage		Partienmassage gestartet
Ganzkörpermassage		Ganzkörpermassage gestartet
Airbags an		Airbags aktiviert
Airbags aus		Airbags deaktiviert
Heizung an		Heizung aktiviert
Heizung aus		Heizung deaktiviert
Bluetooth an		Bluetooth aktiviert
		Rufen Sie mich bei Bedarf erneut

## How to use the controller



## How to use the controller

### Description of the controller button

	<p>Power button: ON/OFF the massage function of the whole machine When chair power on, press this button, then remote screen will show menu page and massage chair will enter start state at the same time</p>
	<p>Pause key Short press this key to stop all commands and actions, long press this key for 3 seconds to restore all commands and actions</p>
	<p>3D key After turning on the machine, press this button to switch between the shoulder and waist 3D force display bars, with 6 gears available</p>
	<p>“Add” key When the 3D force display bar on the shoulder or waist flashes, pressing this button to raise the robotic arm can increase the forceMassage intensity</p>
	<p>“Minus” key When the 3D force display bar on the shoulder or waist flashes, pressing this button to lower the robotic arm can reduceMassage intensity</p>
	<p>Auto shortcut Press the auto button [  ] to directly enter the automatic massage program. You can cycle through any of the six massage programs, including Well-being, stretching, Neck&amp;Shoulder, Lumbar, Relax, and Night Time for targeted massage (the massage mode will be displayed in the form of codes 01-06 in the upper left corner of the screen)</p> <p>Manual shortcut Press [  ] manual button to directly enter the manual massage program, and you can cycle through any of the six massage programs, including back rubbing, kneading, tapping, kneading, shiatsu, and tapping for targeted massage (the massage mode will be displayed in the form of an icon at the bottom of the screen).</p>
	<p>Up 1. Under auto program, short press [  ] button to move the movement upwards. When no exact massage points, press this button to make fine adjustments. 2. Under manual mode, long press [  ] button to move the movement upwards and massage at a fixed point.</p>
	<p>Down 1. Under Manual program, short press [  ] button to move the movement upwards. When no exact massage points, press this button to make fine adjustments. 2. Under manual mode, long press [  ] button to move the movement upwards and massage at a fixed point.</p>

## How to use the controller


### Description of the controller button

	<p><b>Speed key</b> After manual mode, pressing this button can adjust the massage speed, with 1-6 gears available</p>
	<p><b>Wide narrow bond</b> After manual mode, pressing this button can adjust the wide, medium, and narrow functions of the robotic arm</p>
	<p><b>Heating key</b> After power on, briefly press this button to turn on/off all heating. Long press this button for 3 seconds, the first heating icon flashes, then short press this button to switch to the second heating icon flashing, like so and all four heating icons cycle through flashing</p>
	<p><b>Temperature control key</b> When the heating strip is flashing, pressing this button can adjust the temperature, with three gears set: low, medium, and high</p>
	<p><b>Airbag key</b> After turning on, turn on/off the airbag</p>
	<p><b>Strength bond</b> After activating the airbag, you can press this button to adjust the air pressure of the airbag, with gears 1 to 6</p>
	<p><b>Voice key</b> After turning on, turn on/off voice</p>
	<p><b>Bluetooth key</b> After turning on, turn Bluetooth on/off</p>
	<p><b>Full body key</b> After manual mode, press this button to move the movement up and down for full body massage</p>
	<p><b>Local key</b> After manual mode, press this button to massage the movement back and forth within the set 10CM range</p>
	<p><b>Height key</b> After turning on, press this button to cycle through height values, which are 155, 160, 165, 170, 175, 180, 185CM 7th gear.</p>
	<p><b>Time key</b> After turning on, press this button to cycle through the time values, which are 5, 10, 15, 20, 25, 30, 35, 40 minutes, 8th gear</p>

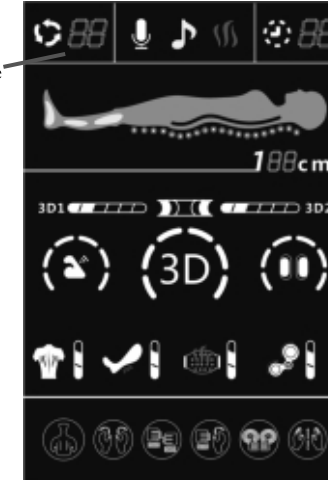
## How to use the controller

### LCD menu description

#### AUTO

Press [  ] to enter the auto programs. Continuously pressing this key to cycle through auto programs. The auto programs has modes 01/02/03/04/05/06, which correspond to Well-being, stretching, Relax, Neck&Shoulder, Lumbar, and Night Time

Automatic mode  
Cycle switching  
from 01 to 06



**Well Being:** Improve blood circulation, stimulate the body's acupuncture points, help enhance the function of the internal organs, and improve the body's immunity.

**Stretching:** Through the linkage of the push rods of the calf, waist and backrest, combined with air pressure massage, the body is stretched and traction, stretched and rejuvenated.

**Relax:** To dredge the meridian, remove the stagnant meridian qi and blood barrier, promote the circulation of qi and blood, and achieve the effect of relieving fatigue and relaxing the body and mind.


**Neck & Shoulder:** Focus on the shoulder and neck to massage the shoulder and neck muscles, activate the shoulder and neck nerves, accelerate the blood circulation of the shoulder and neck, relieve the discomfort of neck stiffness and pain, and relieve shoulder and neck fatigue.

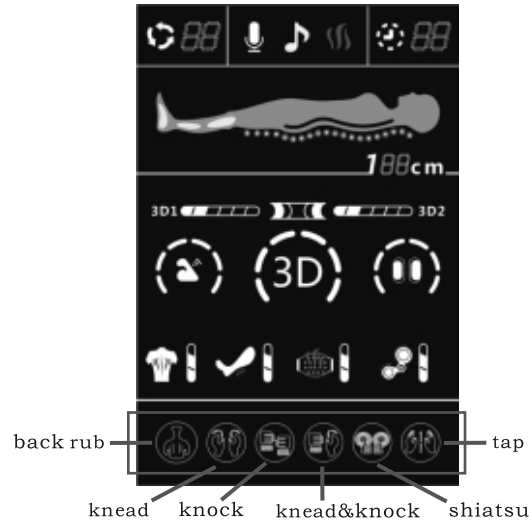
**Back & Waist:** Focus on the waist to perform targeted massage to promote the recovery of nerve function in the lumbar spine.

**Night Time:** Through the massage of preserve in good health acupoints, combined with swinging to help sleep, sleep can be improved and the quality of sleep can be improved.

## How to use the controller

### MANUAL

Press [  ] manual button to enter manual massage programs. Continuously pressing this button to cycle through the manual massage programs. The manual massage program with 6 types, including back rub, knead, knock, knead&knock, shiatsu, and tap. During operation, only the current massage icon is displayed.



**Back Rub:** The manipulator imitates the action of Back rub from wide to narrow with a human hand on the back.

**Knead:** The manipulator rotates in the centripetal direction.

**Knock:** The action of the manipulator is imitated by making a fist and striking at a constant speed.





**Knead & Knock:** The manipulator moves in a rotary motion in the centripetal direction and knocks at a constant speed at the same time.

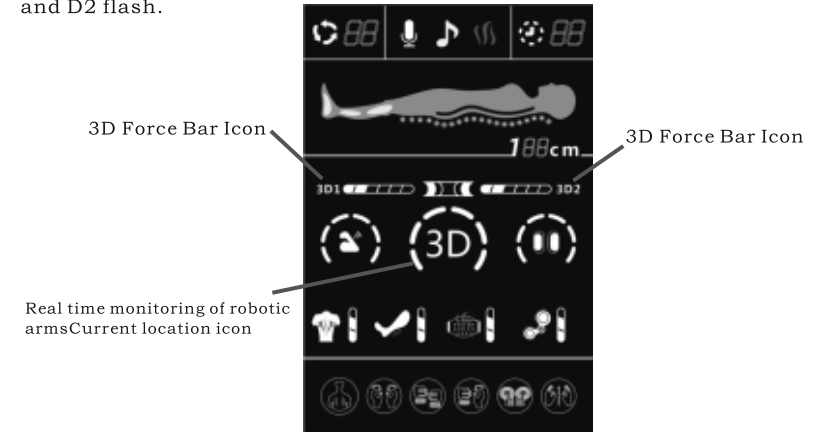
**Shiatsu:** The manipulator imitates the action of the thumb pressing at a constant speed.

**Tap:** The manipulator imitates the movement of the palm of the hand at a constant speed.





## How to use the controller

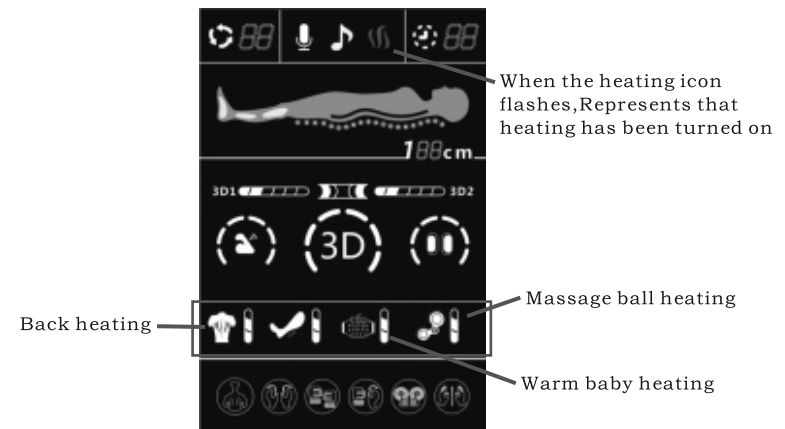
### 3D

Press the 3D key, the D1 and D2 intensity bars will flash. When the intensity bar flashes, press the [  ] increase key to increase the intensity, and at the same time, the massage arms will rise; Press [  ] button to decrease the intensity bar and simultaneously lower the arm; If there is no operation within 10 seconds, the intensity bar will stop flashing. When the intensity bars of D1 and D2 no flash longer, pressing [  ] and [  ] keys will have no effect. If you still need to adjust the 3D intensity, press the 3D key again to make the intensity bars of D1 and D2 flash.



### Heating

After power on, briefly press [  ] this button to turn on/off all heating. Long press this button for 3 seconds, the first heating icon flashes, then short press this button to switch to the second heating icon flashing, like so and all four heating icons cycle through flashing. When the heating strip is flashing, pressing the [  ] temperature control button to adjust, and with three levels: low, medium, and high. If there is no operation within 10 seconds, the heating bar will stop flashing and will have no effect even though press the [  ] temperature control button. If you still need to adjust the heating temperature, then press [  ] and hold the heat therapy button for 3 seconds to make the heating bar icon flash.

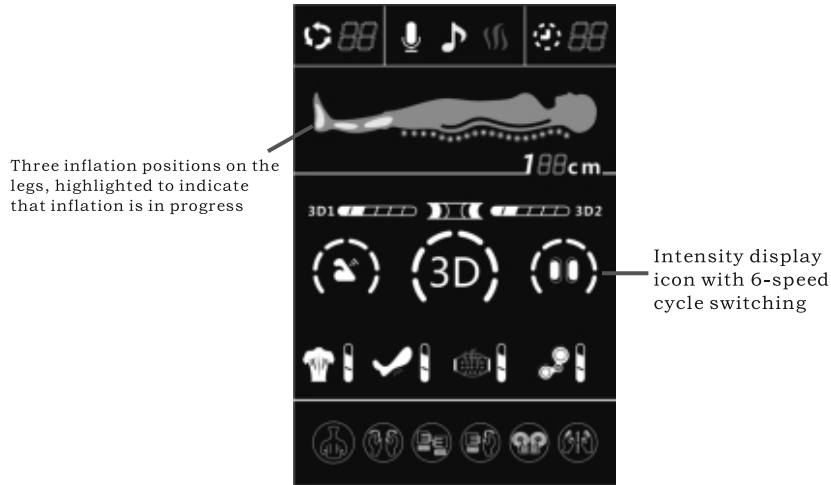




## How to use the controller

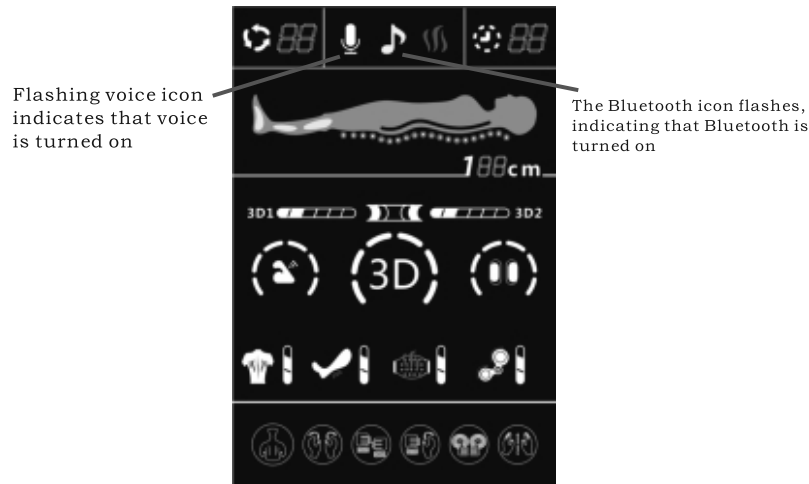
### Air

After power on, press [🔊] button to turn on/off the air massage. After airbags work, and press [🔊] button, then air intensity will cycle from weak to strong with 1-6 levels. When air function is turned off, then it will not work even though press [🔊] air intensity button .



**Bluetooth:** Press [🎵] button to turn Bluetooth on/off, and there will be a sound prompt when Bluetooth is turned on (Bluetooth is turned off by default).

**Voice:** Press [🔊] button to turn Voice on/off, and there will be a sound prompt (Voice is turned off by default).



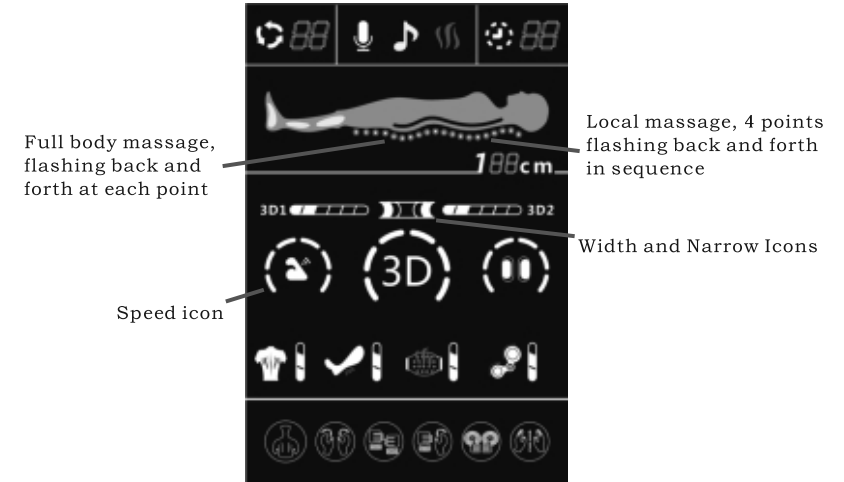
## How to use the controller

**Speed:** Under manual mode, press [🔊] button to cycle and adjust massage speed, and with 1-6 gears.

**Width:** Under manual mode, press [📏] button to adjust the wide, middle, and narrow from massage arms

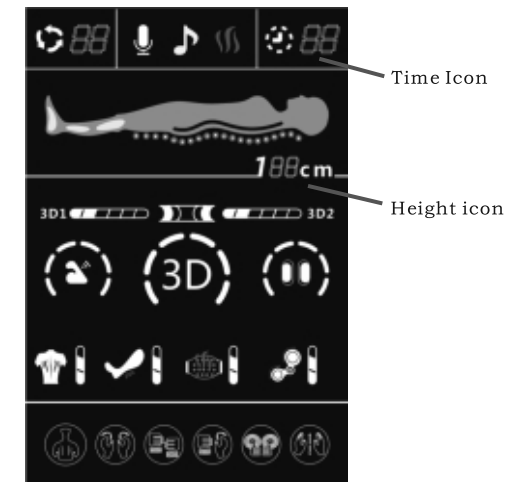
**Whole body:** Under manual mode, press [👤] button to move the movement up and down and massage whole body.

**Area:** Under manual mode, press [👤] to massage back and forth within the set 10CM range



**Height:** After power on, press [👤] button to cycle through height, which are 155, 160, 165, 170, 175, 180, and 185CM in 7 levels (the default height is 170CM).

**Time:** After power on, press [🕒] button to cycle through the time, which are 5, 10, 15, 20, 25, 30, 35, and 40 minutes in 8 levels (the default time is 15 minutes).



## Failure analysis

### Common phenomenon handling

Phenomenon	The reason	Approach
After turning on the power, the machine does not work	The machine's power switch is not turned ON	Just turn ON the switch
	Whether the power plug is in poor contact with the socket	Make good contact between the power plug and the socket
	Broken fuse	Replace the fuse of the same specification
	The electronic control system is malfunctioning	Inspection and repair by the maintenance department
When the machine is working, there is a "click" or "buzzing" sound	Electric control components and the sound produced by the massage action	Normal phenomenon, without any treatment
The left and right massage balls have different heights	Mutual exchange of massage balls	Normal phenomenon, without any treatment
The sound suddenly becomes louder while working	Whether it has been used for too long	Cut OFF the power, rest for half an hour before continuing to use
	Wearing parts caused by long-term use, is normal	Inspection and repair by the maintenance department
Airbag does not inflate	Bent trachea or solenoid valve failure	Tidy up the trachea or inspection and repair by the maintenance department
The machine stopped suddenly	Whether the power is OFF	Reconnect power
	Set massage time is up	Reselect the massage mode
After turning off the machine, the chair does not automatically reset	Motor push rod failure or bad plug-in contact	Inspection and replacement by the manufacturer, designated repairer or professional repairer
The controller is severely hot	Use the controller for a long time will heat up	If it is very hot, stop using it, and inspection and repair by the maintenance department
The power cord or power plug is abnormally hot	May be overloaded	Cut OFF the power, let the machine stop working, rest for half an hour before continuing to use
	May be other anomalies	Stop using it immediately, and inspection and repair by the maintenance department



**CAUTION:** After inspection, none of the above reasons are found. Please turn off the power switch of the machine, unplug the power plug from the power socket, and contact the dealer where you purchased the product or our company for maintenance.

## Product performance, specification and parameter

Product model	Skema-Multirelax-A11
Performance and parameter	
Manipulator stroke (CM)	90
Manipulator width (CM)	3-18
Product folding size (CM)	124*70*48
Product unfolding size (CM)	202*70*45

Product model	Skema-Multirelax-A11
Performance and parameter	
Machine packaging size (CM)	130*75*53
Gross weight of the whole machine (KG)	67
Net weight of the whole machine (KG)	56

Product model	Skema-Multirelax-A11
Performance and parameter	
Rated voltage	AC100-240V
Rated frequency	50-60Hz
Maximum power	200W
Safety structure	Type I