



# 303TS OWNERS MANUAL

Read this manual thoroughly before you start using your massage chair. In particular, please pay close attention to the sections of this manual devoted to safety.

Follow the instructions in this manual for the safe use and maintenance of your massage chair. This manual should be kept on hand as a reference.

This product is designed for home use.

**KOYO 303TS MASSAGE CHAIR**

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*NOTE: The pictures in this manual are only for reference. Please refer to the actual product.*

## Register Your Product

Congratulations on your KOYO massage chair purchase!

As a KOYO owner, you'll want to keep up on all the latest developments and news about your chair. Register here in order to receive updates about your warranty, care and use tips, and more. Registering also ensures faster service if you ever need to contact us for service or support.







Simply scan the QR code below, or visit [www.KOYOMassageChairs.com](http://www.KOYOMassageChairs.com)



**SCAN TO REGISTER**

# CAUTIONS & WARNINGS

## Indications, Symbols, & Descriptions

 <b>WARNING</b>	This action could result in serious injury or death
 <b>CAUTION</b>	This action could result in personal injury or damage to property
	This action is prohibited
	Further action is required
	Do not disassemble
	Unplug power cord from wall outlet

## Important Safety Precautions

- Please follow all basic precautions while using this chair.
- Please read all instructions before using this massage chair. Refer to your Owner's Manual for important information about assembly as well as correct and safe procedures for using the chair.
- The above symbols are used to identify important safety instructions. Please familiarize yourself with these symbols and their meanings.
- Remember to keep this Owner's Manual in an easily accessible place.

# CAUTIONS & WARNINGS

## General Safety



### TO REDUCE THE RISK OF ELECTRIC SHOCK

Always unplug this appliance from the electrical outlet immediately after using and before cleaning.



### TO REDUCE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

- An appliance should never be left unattended when plugged in. Unplug from outlet when not in use and before putting on or taking off parts.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when this appliance is used by, on, or near children or individuals with disabilities.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if the cord or plug is damaged, if it is not working properly, if it has been dropped or damaged, or if it has been exposed to water. If this happens, contact the service center for examination and repair.
- Do not carry this appliance by the supply cord or use the cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the appliance with air openings blocked. Keep the air openings free of lint, hair, etc.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- 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 plug from the outlet.
- Use heated surfaces carefully. May cause serious burns. Do not use over areas with sensitive skin or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- Keep children away from extended foot support (or other similar parts).
- Connect the appliance to a properly grounded outlet only. See Grounding Instructions.

# CAUTIONS & WARNINGS

## Grounding Instructions

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric shock. This product is equipped with an equipment-grounding conductor and a grounded 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 serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug 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 only on a nominal 120V circuit and has a grounded plug that looks like the plug illustrated in Figure A below. Make sure that the product is connected to an outlet having the same configuration as the plug. An adapter should never be used with this product, such as shown in Figure B below.

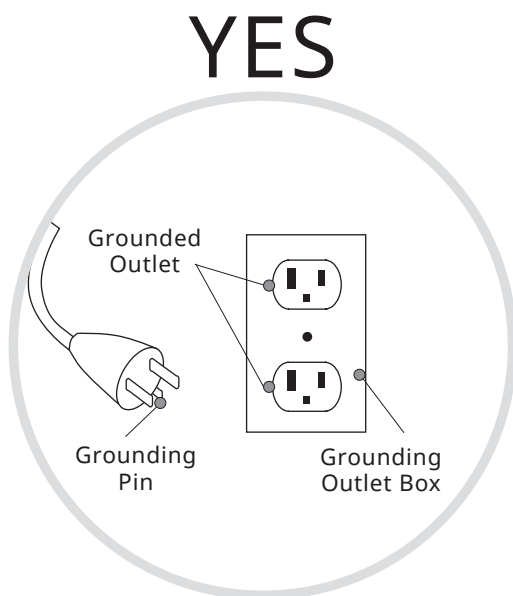


Figure A

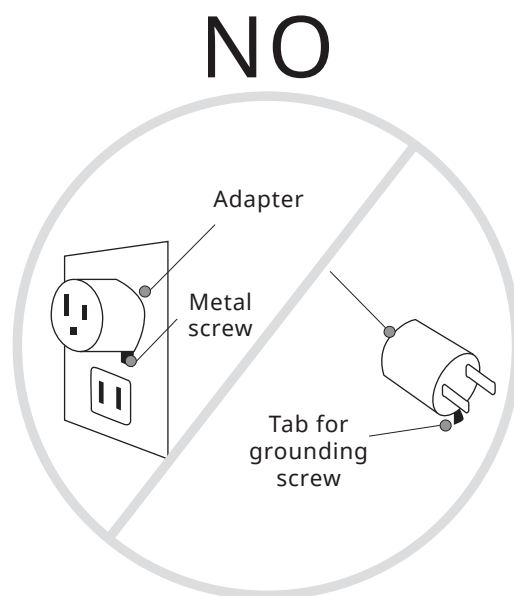


Figure B

# CAUTIONS & WARNINGS

## Safety During Installation



- This product uses a normal Alternating Current (AC) circuit and has a ground pin as displayed in the figure to the right. Always make sure that the chair is connected to an outlet that has the same configuration as the plug, and is fully inserted into the outlet. If the chair should malfunction or break down, the grounding will provide a path of least resistance for electrical current to help reduce the risk of electric shock.
- This chair must be plugged into an appropriate outlet that has been properly installed and grounded in accordance with all local codes and ordinances. It is recommended to always use a surge protector.
- Do not use with any type of transformer device.
- Do not use the chair with a power supply other than those shown in the image on page 18 (Model, Power Supply AC120V).
- Make sure the main switch is in the OFF position before inserting the plug into the outlet.
- Any modification of the plug provided is prohibited and can cause serious injury. If the plug does not fit into an outlet, contact a qualified electrician for proper installation.
- Failure to connect the grounding conductor of the chair can result in the risk of electrical shock. If you feel the product is not properly grounded, please contact a qualified electrician.
- Please unplug this chair from the electrical outlet after use and before any cleaning or maintenance. To do so, ensure the main power switch is in the OFF position, then unplug the chair from the outlet.



- This product is intended for use described in this Owner's Manual. Do not use any attachments that are not recommended by the manufacturer.
- Do not use this appliance if the cord or plug is damaged, if it is not working properly, if it has been dropped or damaged, or if it comes into contact with water. In case of any of these scenarios, please contact KOYO Service immediately.
- Make sure all air openings are free of lint, hair, or other debris. Do not operate this appliance with the air openings blocked.
- Never use this appliance where aerosol spray products are used or oxygen is being administered.
- Excessive heating of this product can occur and cause fire, electric shock, or serious injury. Do not operate under a blanket, pillow, or heated surface.
- Do not try to move or carry this appliance by pulling or holding onto the power cord.
- Keep power cord away from all heated surfaces.

# CAUTIONS & WARNINGS

## Safety During Installation



### TO AVOID ACCIDENT AND INJURY

- Install the chair on a flat and level surface.
- Allow at least 8" (20 cm) clearance from the chair's back to a wall to allow sufficient space for reclining up and down.
- Do not drop or slam the foot rest.
- This appliance is not recommended for children under the age of 14. Please keep children away while in use or storage.

### TO AVOID DAMAGE

- Do not use outdoors.
- Stoves, heating products, direct sunlight, or other high temperature areas can cause fading, discoloration, or hardening of the upholstery. Please keep your chair away from this type of exposure.

## Safety Before Use



### PEOPLE NOT SUITABLE TO USE THE CHAIR

- People with circulatory problems (such as varicose veins or thrombosis), children, and those advised not to use a massage chair by their doctor should not use this chair.
- If you have any of the following health conditions, please consult your doctor for medical advice before using this chair: serious heart problems, serious diabetes, serious osteoporosis, serious skin conditions, malignant tumor(s), sensory impairment, pregnancy (or suspected pregnancy) or those who have just given birth, acute gastrointestinal complaints (gastritis, hepatitis, enteritis), joint dysfunction such as rheumatism, hammer toe and gout, thecitis (or suspected thecitis), high fever, spinal abnormalities due to past injury or ailment, curvature of the spine (scoliosis), acute neck sprain (whiplash), or any other medical condition that may contraindicate usage of this product.
- Seek medical advice before using this chair if you have a pacemaker or other electronic medical device, if you have been restricted to bed rest, or if you are planning to use this chair to treat a specific ailment, to recover from surgery, or for therapy.
- Elderly people and those with weak bones should seek medical advice before using this chair even if they do not have a specific disease or disorder mentioned above.
- Do not use this chair if you have recently consumed alcohol.
- 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.



# CAUTIONS & WARNINGS

## Safety Before Use, continued...



### TO AVOID ACCIDENT, INJURY, AND DAMAGE

- Children should be supervised to ensure that they do not play with the appliance.
- The appliance has a heated surface. Persons sensitive to heat must be careful when using the appliance.
- Do not use this chair for any other reason than described in this manual.
- Do not use this chair with any other therapeutic device or accessory besides those included.
- This chair is intended to be used with all the fabric attached. Failure to do so can result in serious injury.
- Check for any holes or tearing in the active massage area of the chair before each use. If a tear is noticed, stop using immediately and contact KOYO Service.
- Check the position of the roller mechanism prior to sitting down. If the rollers are not in the storage position, turn the power on and check that the chair is operating properly.
- Do not move the chair while someone is in it.
- Do not stand on this chair.
- Do not sit on any part of the chair other than the seat.
- Do not sit, stand, or lean on the foot rest unless you are sitting in or getting up from the chair.

## Safety During Use



### TO AVOID ACCIDENT AND INJURY

- Do not wrap the power or remote cord around your body or place the chair on top of the cord.
- Do not scratch, tear, treat, twist, stretch, or bend the power or remote cord.
- Spilling water or other liquids on this chair may result in electric shock, short circuit, or combustion.
- Keep all children and pets off the chair and away from the surrounding moving area.
- Do not allow children or individuals with disabilities near the chair without close supervision. Keep all persons away from the reclining back rest and extending foot rest to avoid injury.
- Do not use the chair while more than one person is sitting in it, or when holding a baby or small child.
- Do not use the chair if any part of your body, including your hands, is wet.
- Do not use the chair unclothed.
- Do not use this chair for any purpose other than its intended uses outlined in this manual.
- Do not use the chair to massage the head, chest, stomach, and/or joints including knees and elbows.

# CAUTIONS & WARNINGS

## Safety During Use, continued...



### TO AVOID ACCIDENT AND INJURY

- Do not place your hands or feet into the roller tracks, or into any moving parts, such as the reclining mechanism.
- Remove all hard objects, such hair accessories or jewelry, before using.
- Do not use the leg rest for anything other than legs or feet.
- Do not operate this massage chair without someone in it.
- Do not put your hands or head between or beneath the leg rest.
- Do not sleep in the chair.
- Never unplug the power cord during operation.
- Upon initial use of this chair, start off with a lighter massage. Starting off with a deep massage may result in injury. Elderly and people with weak bones should be careful while selecting massage intensity.
- If you notice any abnormal condition or in case of an emergency, push the Pause button on the remote to stop operation immediately.
- Immediately discontinue use of the chair and seek medical advice if you notice any acute pain or unusual physical discomfort.
- If the massage feels too strong, reduce the stimulation according to this manual. If it still feels too strong, discontinue use immediately.
- Do not use this chair with the back pad removed.



### TO AVOID DAMAGE

- Do not use this chair if there is a power outage or the possibility of one. In this case, stop using the chair immediately, turn the power switch off, and unplug the cord from the wall outlet.
- Do not use this chair if there is a threat of lightning. If so, stop operation immediately, turn the main power switch off, and unplug the chair from the wall outlet.
- If a specific operation does not start or you find any incidence of abnormality, stop using the chair, turn off the main power switch, and unplug the cord from the wall outlet. Call KOYO immediately.

# CAUTIONS & WARNINGS

## Safety During Use, continued...



### TO AVOID DAMAGE

- Do not use this chair for any longer than 30 minutes each day. Avoid using a specific focused area massage for more than 5 minutes at a time. Long and continuous massage in the same position may cause discomfort or bodily harm.
- Do not attempt to force your leg, foot, arms, or hands back into the leg rest/arm rest if it comes out. Undue force may result in damage to the chair.

### OTHER SAFETY PRECAUTIONS

- Do not cause any major impacts to the chair.
- Do not sit on any part of the chair other than the seat.

## Safety After Use and When Not in Use



### TO AVOID ACCIDENT, INJURY, AND DAMAGE

- Do not plug or unplug the chair with wet hands.
- Do not use any other power cord except the one supplied.
- Grasp the power plug when unplugging the cord from an outlet. Do not use the power cord to pull.
- Turn the main power switch off and unplug the power cord from the wall outlet after each use.
- Always recline the seat back to the upright position after using.
- Wipe down the chair after each use.
- Always store the chair in a low humidity environment.
- Do not place any objects on the chair.
- In case of malfunction, do not attempt to repair. Contact KOYO Service.
- Do not modify any part of the chair.
- Be sure to include this Owner's Manual when transferring this chair to another party.
- Do not dispose of this product or its accessories without consulting with your local authorities beforehand.

# MAIN FEATURES

## **Calf & Low Back Heat**

Soothing infrared heat complements the therapeutic calf and low back massage, loosening tight muscles and aiding in relaxation.

## **Full Body Air Massage**

Strategically placed air cells provide relief to your feet, calves, thighs/hamstrings, arms, hands, and shoulders.

## **SL-Track**

The KOYO hybrid SL-track combines the benefits of a traditional L-track's broad body coverage and zero gravity recline, with the addition of a curved S shape that conforms more closely to the contours of your body, allowing for a more precise massage.

## **Auto Body Scan**

KOYO chairs provide a personalized massage experience by beginning each session with an automatic body scan, allowing the 4D massage mechanism to tailor its movements to each part of your body.

## **Servo 4D Massage Mechanism with Anthropoid Silicone Massage Heads and Precision Brushless Motor**

The KOYO servo 4D massage mechanism is programmed to mobilize your spine, relax your mind, and help you recover from the stresses and strains of your day. With carefully designed kneading, tapping, rolling, and pressing movements, it improves blood flow and soothes tired muscles. Its varying speed capability and pliable silicone massage heads make the massage feel like human hands on your back. The precision servo brushless motor provides accurate speed control and extra-quiet operation.

## **Zero Gravity**

With the push of a button, enter the rejuvenative and deeply relaxing zero gravity recline position. Improve blood circulation, breathe easier and deeper, and alleviate pressure on your joints and spine.

## **Bluetooth Sound System**

Drift off to your favorite classical piece. Energize with some hard-driving rock 'n' roll. Or listen to a peaceful nature soundtrack. Just sync your smart device to the chair, and your soundtrack can be as personalized as your massage.

# MAIN FEATURES

## Foot Rollers

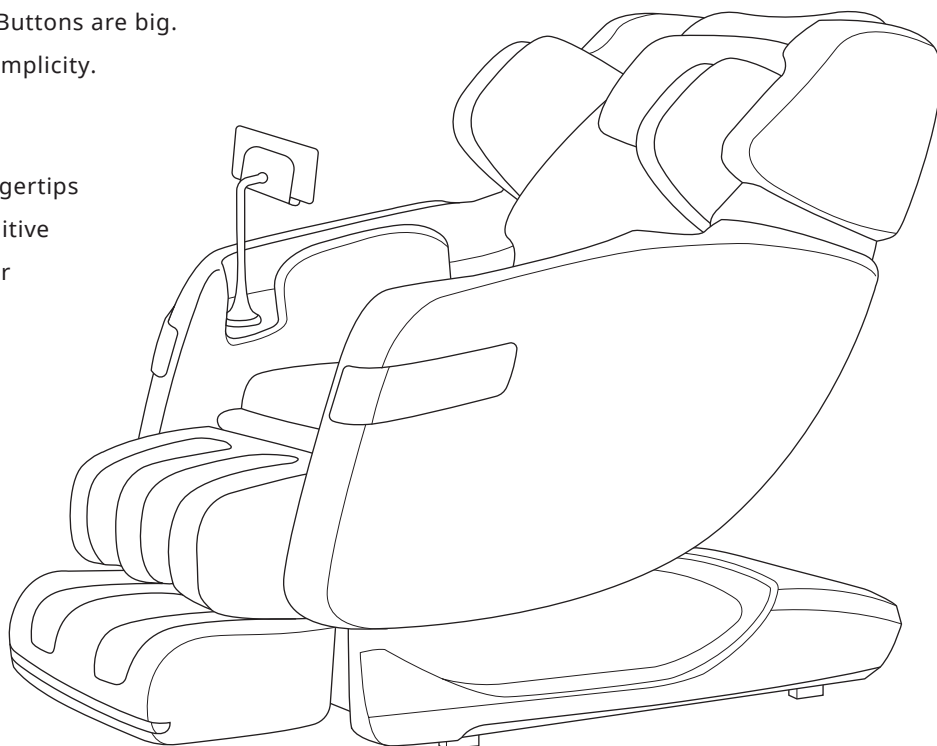
Thoughtfully-shaped foot rollers rub, roll, and squeeze your tired or sore feet. Working in concert with the foot air massage cells, KOYO foot rollers encourage blood flow, work muscles, and mobilize your entire foot.

## Super-Simple Touch Screen Remote

Life is stressful enough. Your massage chair remote shouldn't be. We have designed the 303TS remote to be simple to learn to use. In just minutes, anyone can learn to control the full functionality of the chair. Menus are clear. Buttons are big. This touchscreen remote is dazzling in its simplicity.

## Quick Change Dial Fingertip Control

This simple tactile control located at the fingertips of your left hand allows for instant and intuitive personalized adjustments to the feel of your massage, without having to open an eyelid.



# SESSIONS

Choose from ten programmed massage sessions. Each session lasts approximately 18 minutes and, unless otherwise noted, can be selected by navigating through the easy-to-use menus on the remote display.

## Programmed Sessions

### Full Body

An invigorating massage for the entire body and mind.

### Neck & Shoulder Focus

Focused kneading massage around the neck and shoulders designed to help loosen the muscles of the upper back.

### Low Back Focus

Encourages blood flow to the lumbar area and works to stretch and mobilize your low back.

### Stretch

Relaxing massage with a focus on stretching motions and back extension (arching) movements.

### Rolling

Simple and deeply relaxing full body rolling provides the same type of back extension movements you experience on a chiropractor's rolling table.

### Morning

A vigorous full body massage option that wakes up your core and prepares your body and mind for an energetic and productive day.

### Night

A massage session built around methodical, slow, and repeated movements designed to quiet your mind and help you drift into a deep sleep.

### Hips & Legs

Focused massage for the feet, calves, thighs and gluteal region.

### Meditate

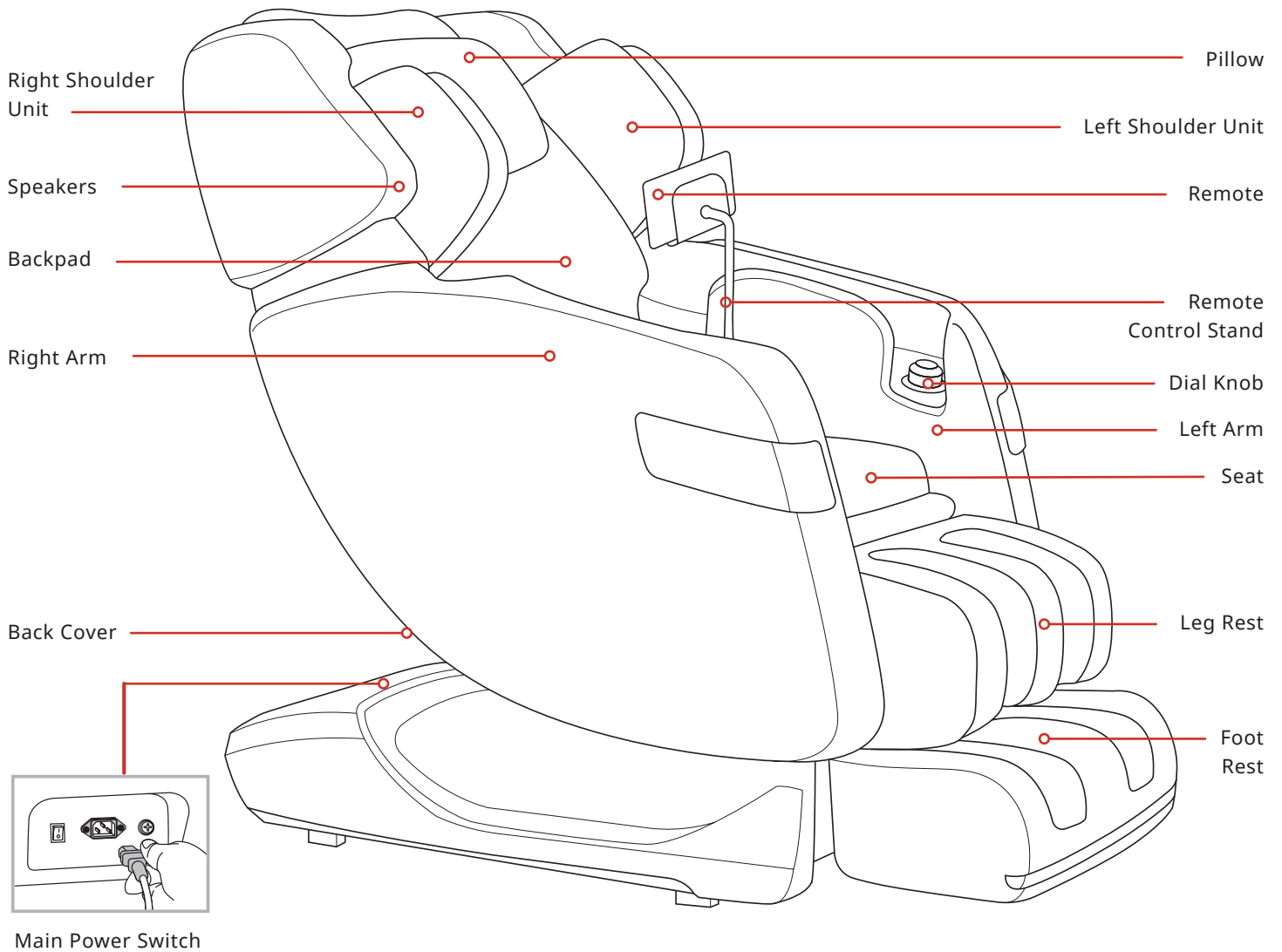
Rhythmic and calming massage designed to help you deeply relax and focus your mind.

### Shiatsu

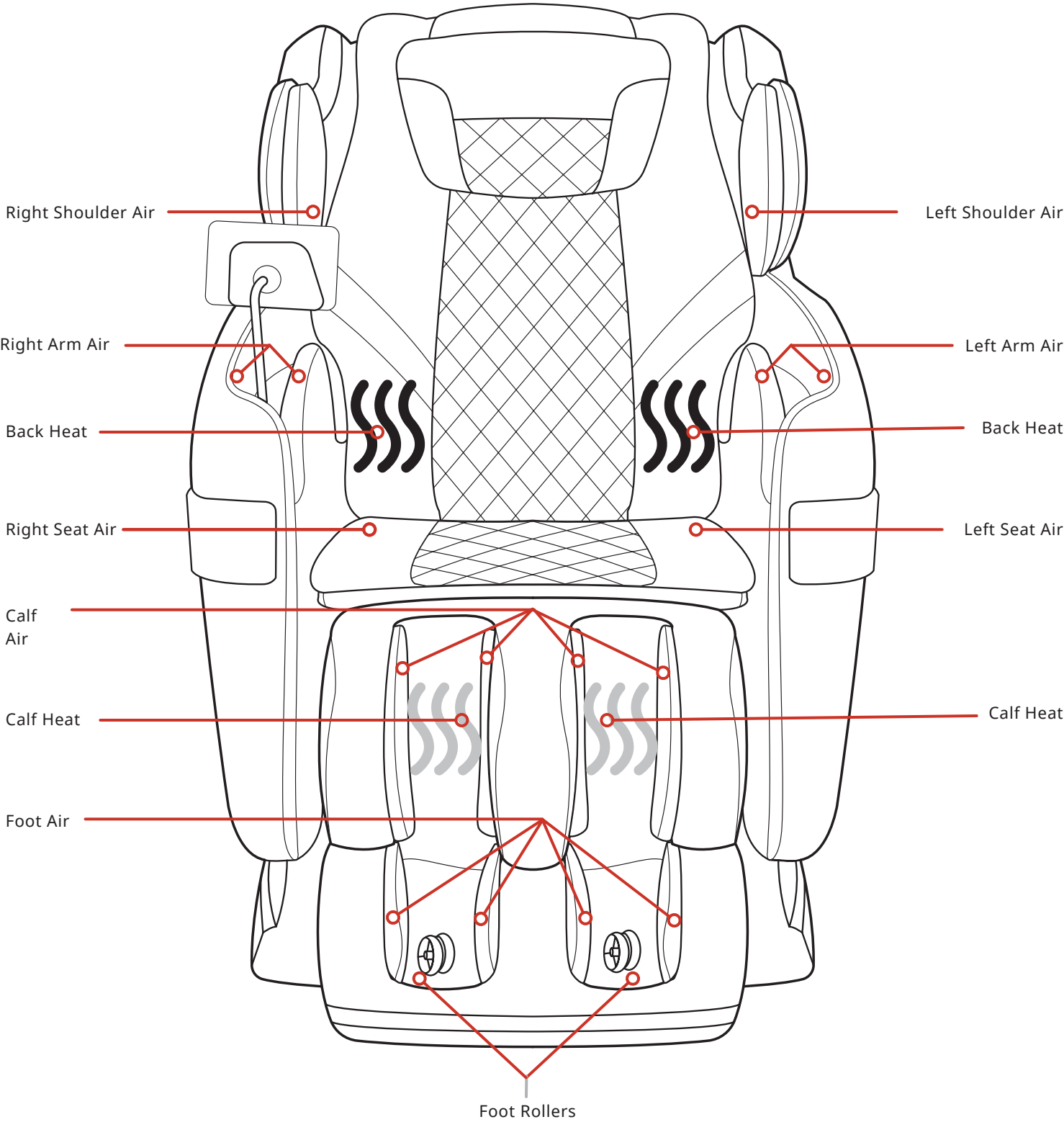
Inspired by the traditional Japanese "finger pressure" style massage, this session gently and carefully works the full back and body.



# PARTS & FUNCTIONS



# PARTS & FUNCTIONS





# MOVING THE CHAIR

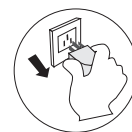


## TO AVOID DAMAGE

- Never move the chair while it is operating or when someone is in it.
- As the chair is heavy, please exercise extra care not to abruptly drop it. This may cause damage to the floor as well as the internal components of the chair.

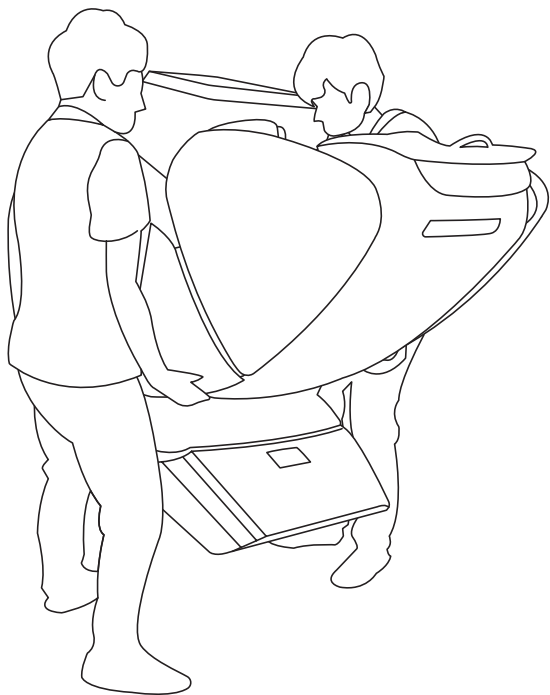
Before moving the chair, turn off the main power and disconnect the power plug from the wall outlet.

Bind the cables and put them in the seat to avoid damage when moving the chair.



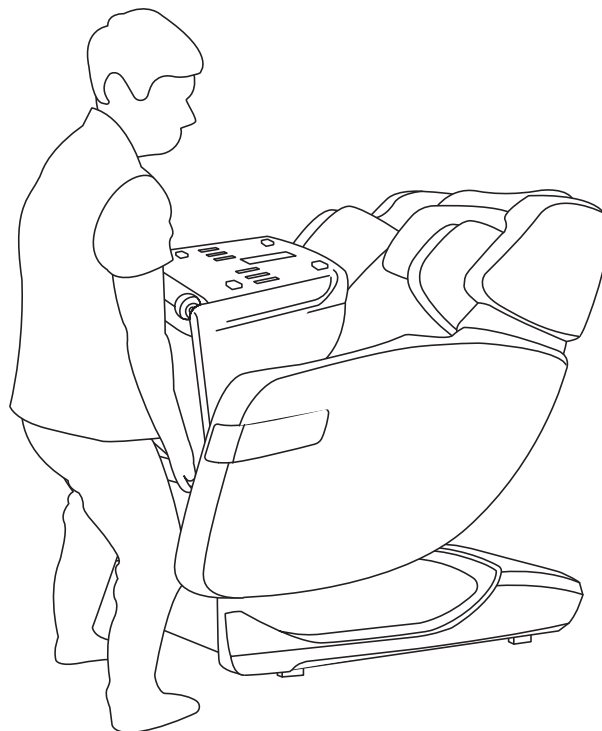
### OPTION 1

With two people, carefully lift the chair holding from the lower side of the arms on both the left and the right side.



### OPTION 2

Invert the footrest, then lift from the footrest, as shown, until chair is resting on its back wheels. When in this position, the chair can be wheeled on flat surfaces to another location.



## Safety During Installation



### TO AVOID DAMAGE

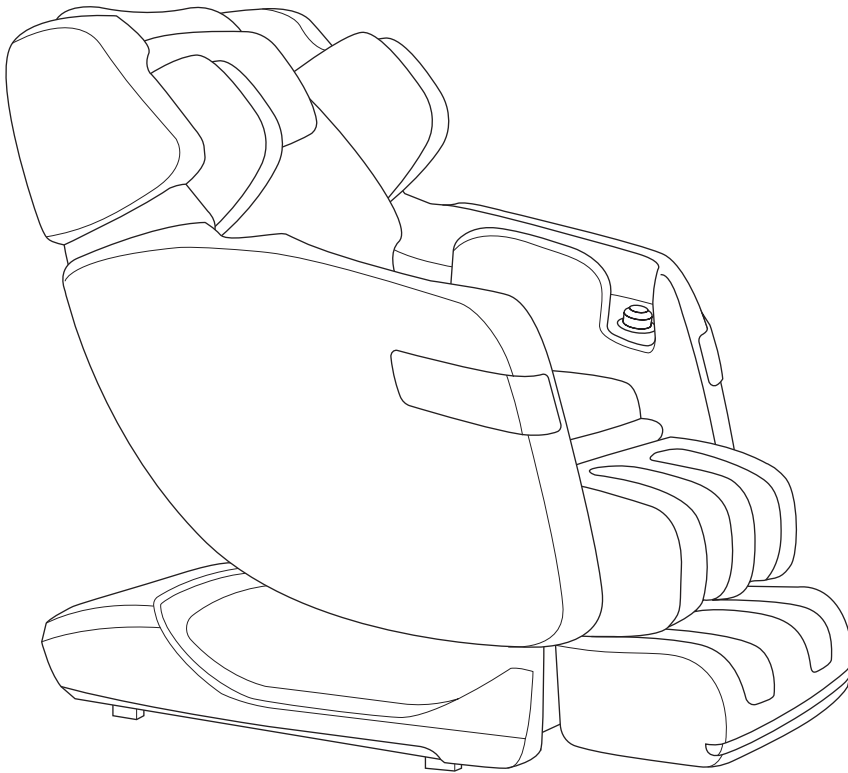
- Do not install the chair in an area of high humidity, such as a bathroom or sauna.
- Do not use the chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the chair in a room with a temperature of 104-degrees or higher.
- Do not expose the chair to heaters, stoves, or direct sunlight.
- Keep fire sources, such as cigarettes and ashtrays, away from the chair.
- Ensure chair is installed on a flat and level surface to avoid tipping over.
- As the chair is heavy, please exercise extra care not to damage the floor when positioning the chair.

## Assembly Preparation

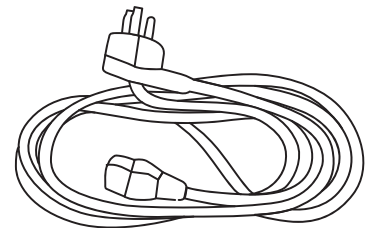
- Ensure there is an allowance of at least 8" (20cm) behind, and 12" (30 cm) in front of the chair to allow the back rest to recline and the leg rest to extend without obstruction during operation.
- Maintain a minimum distance of 3' (92 cm) from AV devices, such as a TV or radio, to prevent signal interference.
- It is recommended that a carpet be placed under the chair to prevent scratching the floor and to reduce noise during operation.
- As the chair is heavy, please exercise extra caution.

## Assembling the Chair

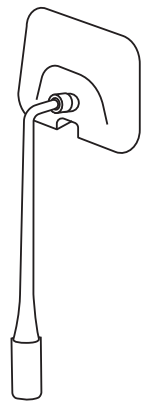
**Important:** Before starting, check the supplied items to ensure all parts are included in the package.



Chair



Power Cord



Remote Stand



- To prevent disconnection, be sure to double check all connections by gently pulling on the electrical connectors and air hoses.
- If not connected properly, the air cells will not inflate as designed.

### TO AVOID DAMAGE

- Do not sit, step, or place heavy objects on the remote control.
- Do not drop the remote control.
- It is recommended that the remote control be placed in the remote stand when not in use.
- Do not exert excessive force on the remote control.
- Do not pull the remote control cord forcefully.
- Do not operate the remote control using sharp edged or hard objects.

# ASSEMBLY

## Assembling the Chair, continued...

### STEP 1

Unbox chair and place in designated area.

### STEP 2

Power and incline the chair.

A) Plug the power cord into the back base of the chair (Figure 2A), and;

B) Turn on the main power switch. (Figure 2B).

Figure 2A

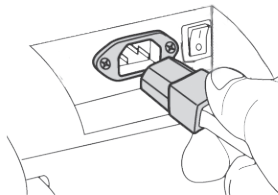
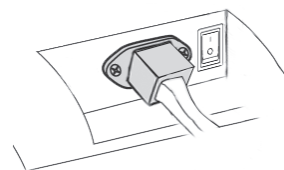


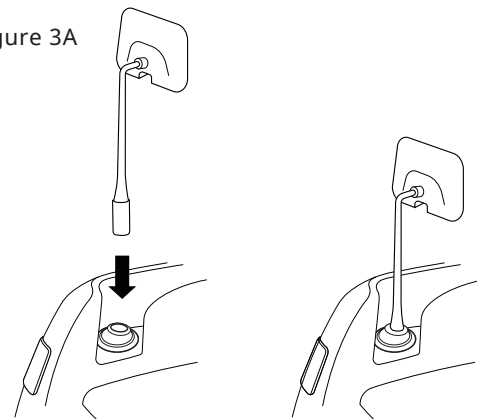
Figure 2B



### STEP 3

Install remote stand as show in figure 3A, then place remote on the remote stand for storage.

Figure 3A



### STEP 4

Secure padding in place by connecting the zipper on the leg rest to that on the seat pad.

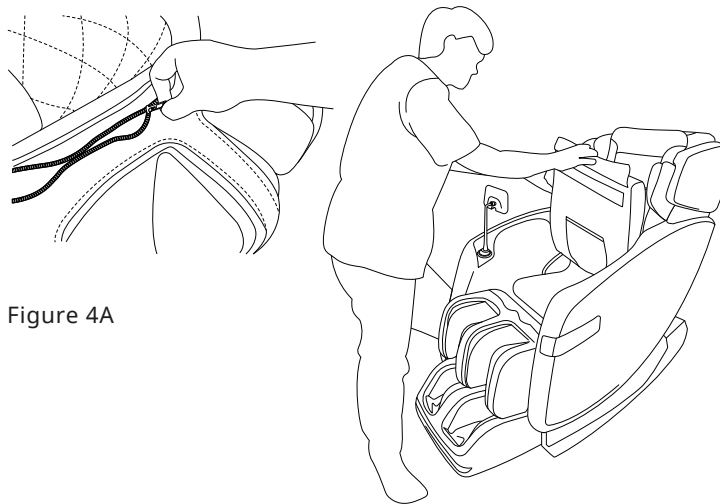


Figure 4A



## TO AVOID INJURY

Always check your surroundings before beginning a massage to ensure that no people, pets, or objects will be hit or squeezed by the reclining back or leg rest.



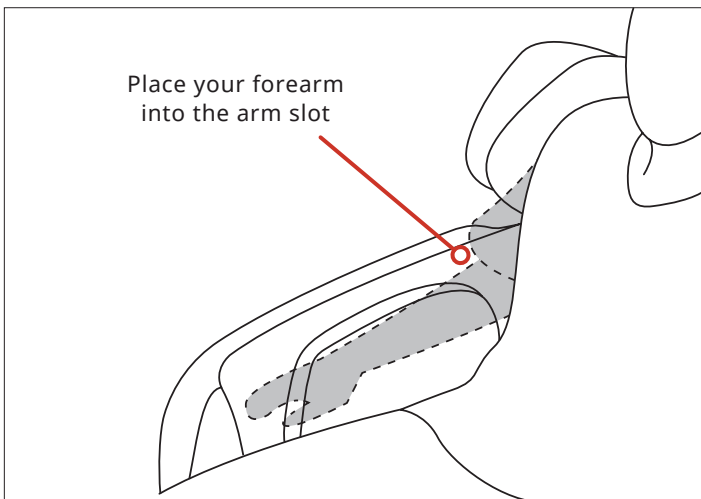
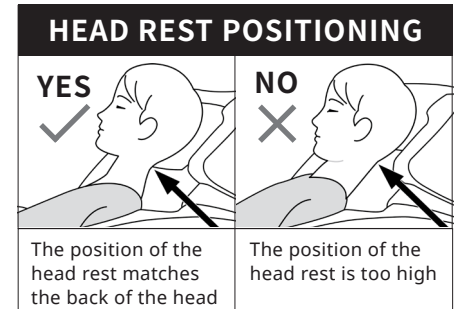
## TO AVOID DAMAGE AND INJURY

- This massage chair is meant to be used for indoor household use only. The chair is not designed for commercial purposes.
- If you use the chair in a cold room, do not increase the temperature abruptly. Instead, increase the temperature gradually to a normal level.
- If the chair is stored in a cold place and is moved into a warm environment, wait one hour before use. Otherwise, performance may suffer, or the chair may malfunction due to condensation on the mechanism.
- Do not sit on the chair with the leg rest raised. Sudden heavy weight on the leg rest could cause damage to the mechanism, or it may result in accident or injury.
- Ensure the back rest returns to the upright position before sitting.
- Do not use the arm or shoulder unit for any area other than your arms and shoulders.
- If your arm comes out of the arm or shoulder unit or your leg/foot come out of the foot rest during a massage, do not try to force it back in.
- Do not massage your elbows.
- Do not put anything other than legs and feet in or on the foot rest.

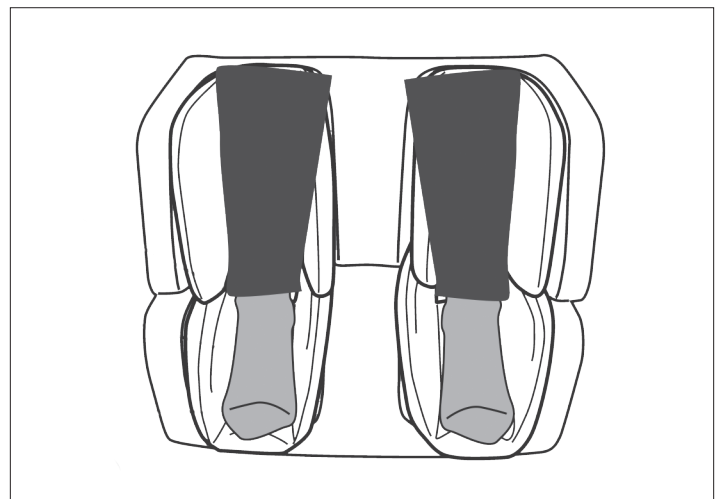
# OPERATION & USE

## Positioning Yourself in the Chair

- When the chair is off, the rollers are stored in the top of the back rest. This is known as the storage position. If the rollers are not in the storage position, simply reset by pressing the Power button on the remote control before sitting on the chair.
- Sit back fully in the chair so your entire back is against the back rest and your head is leaning into the pillow.
- Adjust the head rest so it sits just above your shoulders and at the base of your neck. If the pillow is positioned too high or too low, the automatic body scan will not work correctly (see right).
- Adjust the shoulder air cell by rotating it up or down until comfortable.

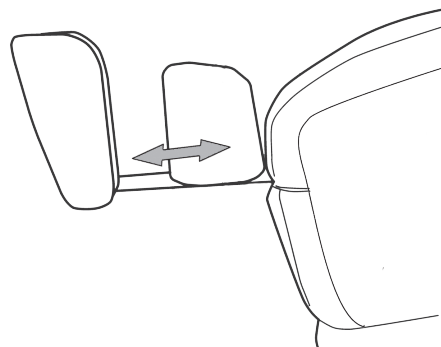
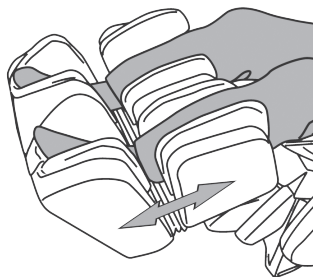


Place your arms in the arm unit.



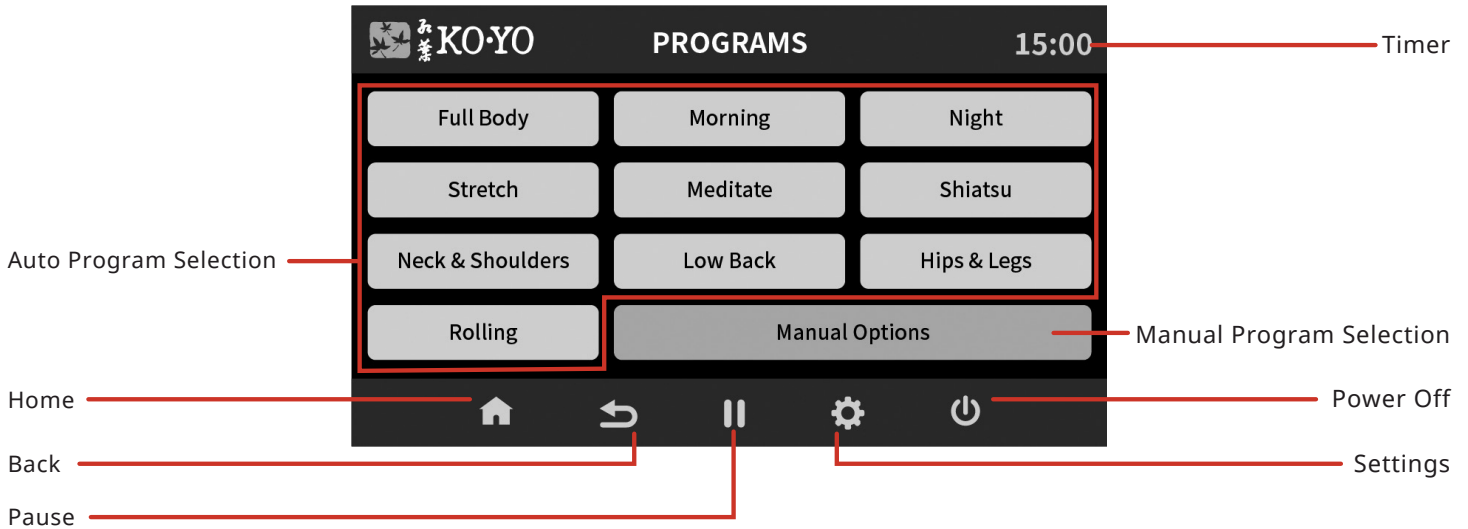
Place your feet in the leg rest.

*NOTE: When the leg rest raises, press out with your feet and the leg rest will adjust to the appropriate length (see below).*

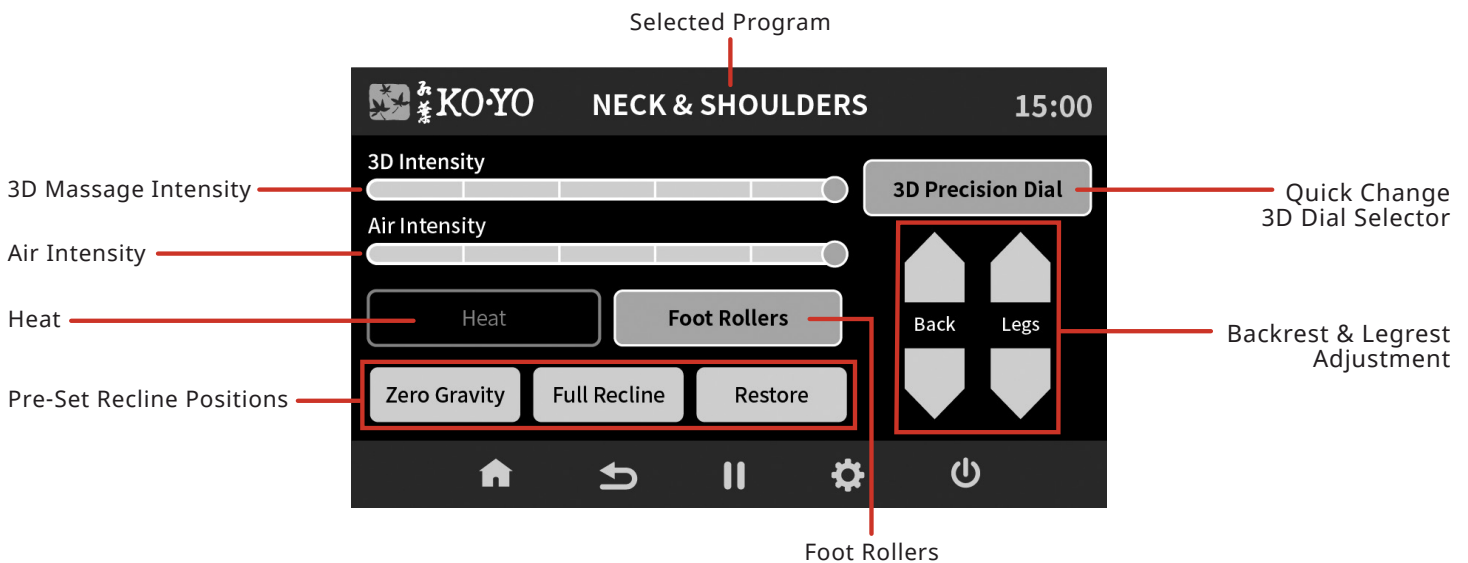


## Remote Screen Legend

### Home Screen



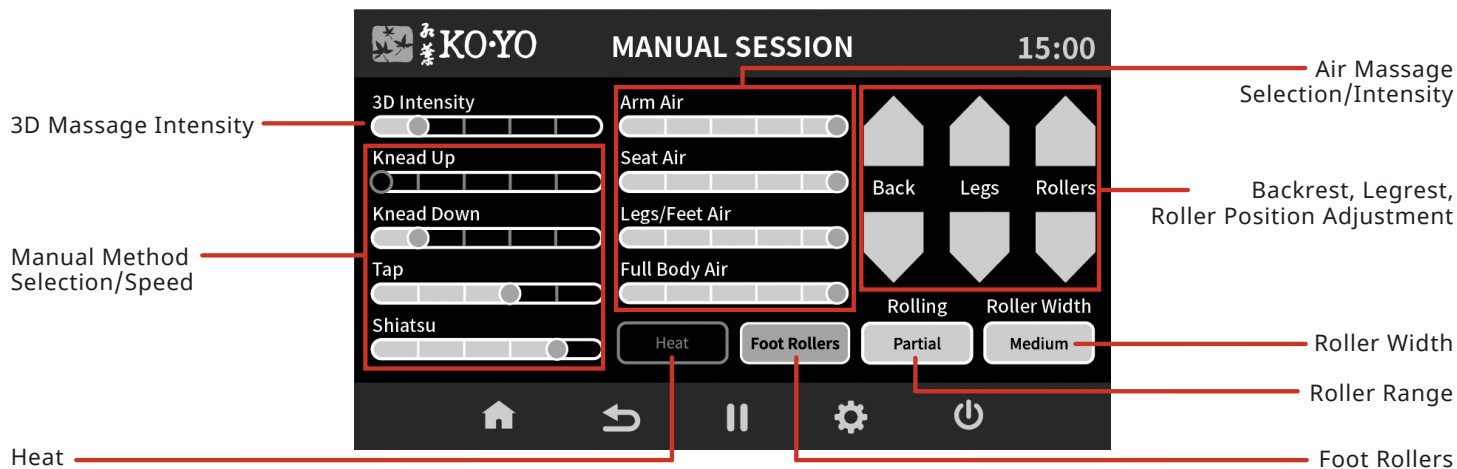
### Auto Sessions Screen



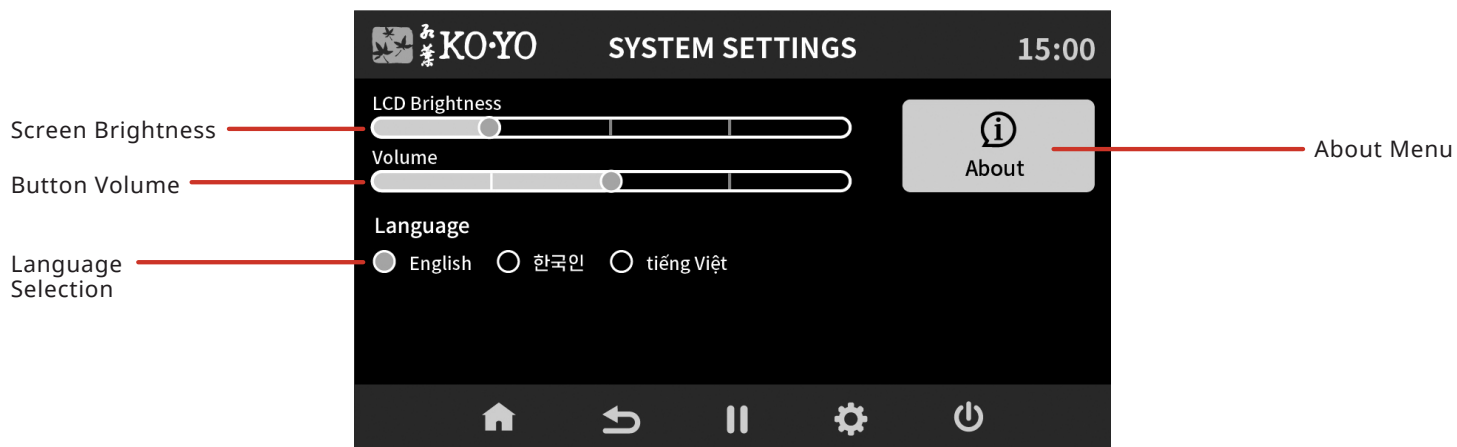
# OPERATION & USE

## Remote Screen Legend, continued...

### Manual Sessions Screen



### Settings Screen







## TO AVOID INJURY

- If you feel the massage is too strong, reduce the stimulation using the Massage Intensity button as described earlier in this manual. If the massage remains too strong, stop operation immediately.
- Do not place hands or feet into the roller tracks, into the space between the seat and back, or into the moving parts.
- Do not sit wearing hard objects, such as hair accessories or jewelry.
- Keep massage sessions to no more than 30 minutes in length. Do not exceed 5 minutes for an area-specific massage for any part of the body.

## Retrieving & Storing the Remote

- The remote should be stored on the stand on the right arm (when sitting) of your chair.
- The remote can be used while it remains in the stand, or it can be gently removed from the stand and held by the user.
- The remote should always be stored on the stand when not being used.

## Powering On

- Press the Power button, located on the top left of the remote, to turn the remote control power ON. When the power is ON, the remote screen shows the main menu.

## Powering Off

- Press the Power button, on the top left of the remote, or touch the power icon, in the lower right corner of the screen to turn the remote control power OFF. When the power is OFF, the remote screen is black/blank.
- If the chair has been in a reclined position it will automatically restore to the upright position when powered off.

*NOTE: The remote power will automatically turn off after approximately 15 minutes of inactivity.*

*NOTE: The Power button on the remote is not the Main Power switch. See page 14 for Main Power.*

# OPERATION & USE

## Starting an Auto Massage

- Ensure remote power is ON.
- From the Home Screen, tap on an auto-program to begin.
- Upon activation of an Auto session, the Body Scan In Progress screen will display and the body scan will begin.
- The message you selected will begin, and the upper left section of the screen will display the name of the selected auto message session. The timer in the upper right corner indicates the time remaining in the message session.

## Starting a Manual Massage

- Ensure remote power is ON.
- From the Home Screen, tap the Manual button.
- The Manual Mode menu will be displayed. From here you can tailor your massage by tapping the manual method buttons on the screen.

## Shoulder Scan

To experience a massage as intended, it is important for your chair to accurately measure the height of your shoulders prior to the start of an Auto massage session. To ensure message accuracy, please follow the steps below:

- The message chair will auto-detect your shoulder position. During this time your remote will display a screen indicating this process is in progress.
- Fine Tune Shoulder Position: Once auto-detect is complete, the remote will beep and a screen will appear that allows the roller position to be adjusted by touching and holding the Up or Down arrows on the screen until the mechanism is located in the proper position at the tops of your shoulders. Once positioned correctly, you can touch the OK button on the screen OR wait 5 seconds for the scan position to register.

*NOTE: Fine Tune Shoulder Position lasts approximately 8 seconds before the shoulder position is stored and used for all message choreography.*

*NOTE: Shoulder scan detection does not occur when selecting Manual massages.*

## Massage Mechanism Intensity Adjustment

Feature available with all Auto and Manual massages

The pressure of the massage mechanism can be controlled in five increments by sliding the selection indicator on the 3D bar. Left is low intensity, right is high. The default setting is intensity level 3 (medium).

### Using the Speed Dial to Adjust 3D Intensity

Feature available with all Auto massages.

- Turn Speed Dial knob to the right to increase 3D Intensity.
- Turn the Speed Dial knob to the left to decrease 3D Intensity.
- The speed of the mechanism will be displayed on the 3D Intensity bar.

## Air Massage Intensity Adjustment

Feature available with all Manual massages

The pressure to the air cells that inflate and deflate to provide massage to the body's extremities can be controlled in five increments by sliding the selection indicator on the Air Intensity bar. Left is low intensity, right is high.. The default setting is 3 (medium).

## Massage Mechanism Speed Adjustment

Feature available with all Manual massages except Rolling

Speed, or the pace of the massage mechanism movements, can be adjusted in five increments by sliding the selection indicator on the bar of the manual function you desire. Left is slow intensity, right is fast. The default setting for all manual action is 3 (medium).

- Massage speed for all kneading and tapping massage functions can also be adjusted by using the Speed Dial located at the fingertips in the left arm of your chair.

# OPERATION & USE

## Width Adjustment

Feature available on the following Manual massages: Tap & Rolling

Width, or the distance between the rollers of the massage mechanism, can be adjusted between narrow, medium and wide by tapping the Roller Width button. The default setting is narrow.

## Rolling Range Adjustment

Feature available with all Manual massages

Rolling coverage, or the area of your back that is massaged, can be adjusted between Point (the rollers do not move up and down at all), Partial (rollers move up and down by 7.75" (20cm)) and Full (rollers cover the entire back). The default setting for Rolling is Full, while the default setting for all other manual massages is Point.

### Using the Rolling Range Adjustment buttons on the remote...

- Tap the Rolling button until you see your desired selection (Point, Partial or Full) indicated to the right of the button.
- In Point or Partial, use the up/down Roller buttons to move the massage mechanism to the desired location.  
The up arrow will move the rollers up the back toward the shoulders, while the down arrow will move the rollers down the back toward the glutes.

## Foot Roller Use & Adjustment

### During Auto Massages...

Some Auto massages activate the Foot Roller function intermittently throughout the massage session. If you wish to cancel all foot roller action, tap the Foot Roller button on the remote. If you wish to reactivate the movement, tap the Foot Roller button again.

### As a Manual Massage...

Foot Rollers can be activated as a manual massage by tapping the Foot Roller button from the Manual Mode menu.

*NOTE: A highlighted Foot Rollers button indicates the feature is selected and active.*

## Chair Angle Adjustment

During Auto massages, the chair will automatically recline to the suggested position for the massage. If a different reclining angle is desired you can adjust by the following:

- **Back Position Adjustment:** To recline the angle of the chair's back, touch and hold the Lower Chair Back button until the desired position is reached. To incline the angle of the chair's back, press and hold the Raise Chair Back button until the desired position is reached. Note adjusting the back position also automatically adjusts the leg position.
- **Leg Position Adjustment:** To decline the angle of the chair's leg, touch and hold the Lower Leg Rest button until the desired position is reached. To incline the angle of the chair's leg, press and hold the Raise Leg Rest button until the desired position is reached.

*KOYO Preset Positions: The remote includes buttons for Zero Gravity, Full Recline and Restore that allows quick and easy movement into the desired preset position. To move the chair into this position, tap the desired position button located on the Auto and Manual Program screens.*

## Heat Setting Adjustment

- The chair is equipped with heat for the calf and low back. Heat can be enjoyed on its own, or during any massage session.
- To turn heat on, press the Heat button on the remote. To turn heat off, press the Heat button a second time.

*NOTE: A highlighted heat button indicates the feature is selected and active.*

# OPERATION & USE

## Combining Manual & Manual Air Massages

- Air massages can be combined with all Manual massage methods.
- To activate air massage with a manual massage, tap the desired Air Massage button after selecting a manual massage.

## Pausing a Massage

To pause a massage in the middle of an active session, tap the Pause icon in the footer menu on the screen. This will stop all massaging action. The chair will remain in its reclined position and the rollers will remain where they were when the massage was paused.

To resume the massage, simply tap the large MESSAGE PAUSED button.

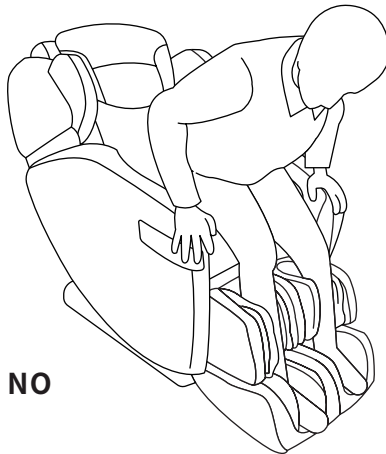
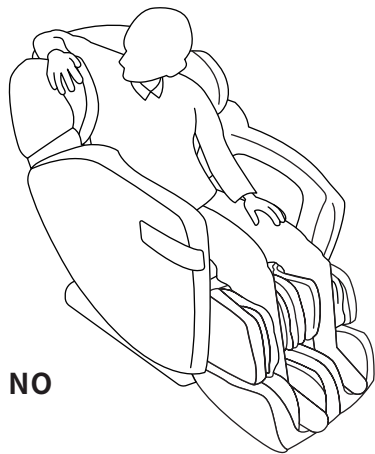
## Ending a Massage

To end a massage in the middle of an active session, tap the Power icon on the top right of the screen. This will stop all massaging action, the rollers will move up toward their stowing position, and the chair will reset to its fully upright position.

*NOTE: Upon completion of a massage program, the chair will remain reclined.*

*NOTE: Never get out of the chair without first returning it to its full upright position.*

*NOTE: Never press on shoulder, or stand on foot rest to get out of chair.*



## Settings

The Settings menu, accessed from footer of all screens, is where you can adjust button volume (VOLUME), LCD screen brightness (LCD), and language settings.

The About Menu can also be accessed from the Settings menu.

## Sound & Connecting to Bluetooth

To use the speakers in the massage chair, connect a smart device to the chair's Bluetooth by doing the following:

1. Ensure the Main Power is ON
2. From the settings menu of your smart device, select to connect to the Bluetooth connection titled KOYO303
3. Your Bluetooth device will indicate once the connection is established

*NOTE: To connect a new device, the currently connected device must first be forgotten which can be done through the settings menu of your smart device.*

Once a smart device is connected, use your smart device to select, play, pause audio and adjust the volume of sound.

## Language

To change the language displayed, go to the Settings menu, then choose and tap on a language from among the language options displayed.

## LCD Screen Brightness

The brightness of the screen can be adjusted from the Settings menu. Screen brightness can be adjusted by sliding the selection indicator on the LCD Brightness bar. Left is dim, right is bright.

## About

Information helpful to servicing your chair if issues arise can be found on the About screen. Should your chair require service, a KOYO technician may ask you to read information from this screen. There are no functions available from the About screen.

# CARE & STORAGE

## Storage

- After every use, turn off the main power switch located on the back of the chair and unplug the power cord from the wall outlet.
- When not in use, the chair should always be stored in its full upright position (back rest fully inclined, foot rest to its lowest position).
- The chair should be stored in a place of low humidity.
- Do not store the chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.

## Cleaning & Care



### TO AVOID INJURY

- Before cleaning, always unplug the power cord from the wall outlet.
- Never clean the chair or remote with wet hands.



### TO AVOID DAMAGE

- Before cleaning, always unplug the power cord from the wall outlet.
- Never clean the chair or remote with wet hands.

- Use a soft, dry clean cloth to wipe dust off of upholstered surfaces and the remote control.
- For spots on the fabric, dampen a soft, clean cloth with warm water and a mild detergent, then gently rub. Finish with a soft, dry clean cloth.



## Troubleshooting Guide

If you encounter problems with the operation of your massage chair, please check the following points to see if they can be easily rectified. If the chair still malfunctions or does not work, please turn off the main power switch and remove the power plug from the wall outlet.

Contact KOYO for service. Do not dismantle or attempt to repair the chair yourself. Doing so will void the warranty.

### **Problem: My chair doesn't work after powering on.**

#### **Possible Cause & Solution:**

- Ensure the chair is securely plugged into the wall outlet.
- Ensure the main power switch on the back of the chair is switched to the ON position.
- Ensure the remote control and power cord are fully installed.
- Ensure the remote power is on by pressing the Power button on the remote.
- Ensure a massage session has been selected by pressing either the auto or manual massage button on the remote.
- Other issues may include the wires or plug being damaged, the fuse having burned out, or an issue with the inner circuit. Call KOYO for service.

### **Problem: My chair is very noisy.**

#### **Possible Cause & Solution:**

- There are many sounds made by the massage chair that are normal. This includes noise during tapping, the sound of the rollers rubbing against the seat covering while kneading, the sound of the rollers moving up and down the track, and the sound of the air pump and the air bags inflating and deflating. If you hear sounds other than this, or the sounds suddenly become different/louder, please call KOYO for service.

### **Problem: The rollers suddenly stopped in the middle of a session.**

#### **Possible Cause & Solution:**

- The chair may have lost power. Turn off the main power switch, unplug from the wall, then reinsert the power cord into the wall outlet and turn on the main power switch.
- Ensure the massage session didn't complete its cycle by using the remote to select a new massage session.
- Sometimes when there is too much pressure on the rollers, they can stop moving temporarily. To test this, slightly lift your body or slightly raise the reclining seat back.

# TROUBLESHOOTING

## Troubleshooting Guide, continued...

**Problem: The back rest or leg rest will not go down entirely.**

**Possible Cause & Solution:**

- Ensure there are not any objects blocking its path.

**Problem: The shoulder scan is not working properly.**

**Possible Cause & Solution:**

- Ensure you are sitting still during the shoulder scan. If you wiggle or move around, you can trigger a false reading.
- Ensure the back pad is not bunched or folding over itself in any part of the back.
- Ensure you are not sitting on the bottom of the backpad. When this is too tight against the back of the chair, it can cause the scan to not work properly.
- Try sitting further back in the chair so that your head rests firmly on the head rest. You can also adjust the shoulder position with the Roller buttons immediately after the acupuncture point detection is complete.

**Problem: The power cord or plug is abnormally hot.**

**Possible Cause & Solution:**

- Stop using the chair immediately. Turn off the main power switch and remove the power plug from the wall outlet. Call KOYO for service.

**Problem: The back rest or leg rest will not go down entirely.**

**Possible Cause & Solution:**

- Ensure there are not any objects blocking its path.

**Problem: My chair does not incline when I use the back up button.**

**Possible Cause & Solution:**

- If the problem persists, turn off the main power switch and unplug the chair from the wall. Then re-insert the power cord and turn on the main power switch. The chair should return to its upright position.
- If the chair does not, turn the power on with the remote power button, then turn the power off with the remote power button. The chair should return to its upright position.
- If the problem persists, please contact KOYO service for further assistance.

## Troubleshooting Guide, continued...

**Problem: The pillow is too high/too low.**

**Possible Cause & Solution:**

- Simply push up or pull down on the pillow to change its position.

**Q: Can I put the chair on a wood floor?**

A: Yes. However, because the chair could damage the floor surface we recommend laying a carpet or something similar under the chair.

**Q: I spilled water on the chair. What should I do?**

A: There is danger of electric shock. Stop using the chair immediately and do the following:

- Turn off the main power switch on the back left of the chair.
- Unplug the power from the wall outlet.
- Contact KOYO for assistance.

**Q: How do I make the massage stronger?**

A: Try any of the following things:

- Use the Intensity button to select maximum pressure.
- Sit back further in the chair so that your weight is against the reclining seat back.
- Lower the reclining seat back.

**Q: How do I make the massage softer?**

A: Try any of the following things:

- Use the Intensity button to select minimum pressure.
- Raise the reclining seat back.

# WARRANTY & AFTER SALES SERVICE

## Warranty

We're confident that your new massage chair will provide you with many years of relaxation and trouble-free performance. Your KOYO massage chair comes with a 3-year limited warranty, and (for an additional fee) a five year extended warranty is also available. Our limited warranty includes on-site service covering all parts and labor in most locations in the United States and Canada. Some restrictions apply. See [www.PositivePosture.com](http://www.PositivePosture.com) for full warranty details. We recommend that you print the limited warranty information at the time of purchase and keep it with your Owner's Manual.

## Service & Repairs

Before calling for repairs or service, please consult the Troubleshooting Guide on page 32. If the problem persists, contact KOYO for assistance. For fastest service, please have the following information ready:

- Your name, email, address & telephone number
- Model Number (see the specification field on the front cover of this Owner's Manual or review the sticker affixed to the back base of your chair)
- Serial Number (see the sticker affixed to the back base of your chair)
- Copy of original receipt and purchase Date
- Malfunction or issue with as much detail as possible

*Note: We typically maintain an inventory of service parts (except fabric) for 5 years after terminating production of the model. The service parts are those necessary to maintain function of the chair.*

# SPECIFICATIONS

<b>Model Name</b>	KOYO 303TS
<b>Model Number</b>	K303TS
<b>Power Supply</b>	AC 120V ~ 60Hz
<b>Power Consumption</b>	140W
<b>Rated Time</b>	18 minutes
<b>Kneading Speed</b>	From 11 times/minute to 37 times/minute
<b>Tapping Speed</b>	From 550 times/minute to 650 times/minute
<b>Up/Down Speed</b>	0.034 m/s (13±3 rpm)
<b>Back Stroke Range</b>	47.25" (120 cm)
<b>Preset Sessions</b>	10 sessions
<b>Manual Sessions</b>	6 sessions plus Foot Rollers
<b>Air Pressure</b>	Approximately 35 kPa
<b>Program Timer</b>	Approximately 18 minutes
<b>Foot Rest Adjustment Range</b>	Approximately 6.3" (16 cm)
<b>Reclining Angle</b>	Approximately 125° to 150° against flat floor
<b>Chair Dimensions</b>	Upright: 58" (147 cm) L x 31.5" (80 cm) W x 45" (114 cm) H Reclined: 71.75" (182 cm) L x 31.5" (80 cm) W x 35.5" (90 cm) H
<b>Seat Width</b>	19.5" (50 cm)
<b>Seat Depth</b>	19.5" (50 cm)
<b>Chair Weight</b>	200.6 lbs (106 kg)
<b>Outer Cover</b>	Synthetic Leather
<b>Supplied Items</b>	Power cord, manual
<b>Shipping Dimensions</b>	50.75" (129 cm) x 30.3" (77 cm) x 45.25" (115 cm)
<b>Shipping Weight</b>	234 lbs (106 kg)
<b>Recommended User Weight</b>	265 lbs (120 kg) (maximum)
<b>Recommended User Height</b>	5' 0" (153 cm) to 6' 0" (188 cm)



Your massage chair was meticulously designed to conform to your specific comfort and relaxation needs. If you have questions about the operation of your massage chair, contact information for a KOYO massage chair expert can be found at [www.KOYOMassageChairs.com](http://www.KOYOMassageChairs.com).

KOYO. A division of Furniture For Life.  
Boulder, Colorado | USA  
[www.KoyoMassageChairs.com](http://www.KoyoMassageChairs.com)

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