

truMedic®

Massage Chair

MC-3500



User's Manual

MC-3500 Massage Chair Operation Manual

The MC-3500 Massage is built to fit a larger range of body types. This chair features customizable dual-zone heating, independent customization for the upper and lower body, and 4 rollers with an L track design to easily control speed, width, and intensity for the user. The MC-3500 also has a compact built-in remote control as well as an arm control panel for quick and easy access to different comfortability options to meet the user's massage needs. It also features 52 synchronized airbags throughout the chair and 2 memory slots so customers can easily save a preferred custom massage setting for later use.

Feature List

- The MC-3500 was designed with a set of massage nodes with vertical movement, four-wheel drive and quiet design.
- Several massage modes and techniques: 12 automatic massage modes with a combination of shiatsu, kneading, and tapping sensations bring relief to every area of your body.
- 8 Auto massage programs.
- Gentle heating massage built into the backrest and leg rest with 3 levels of heat.
- Equipped with automatic shoulder position detection.
- Airbag Pressure-Massage Functionality: 52 airbag massagers with and five levels air pressure intensity adjustment. These strategically located airbags grip, twist, and gently stretch your muscles. Sit back and relax as airbags in the seat provide additional relief to your waist and hips.
- Forward sliding functionality: The MC-3500 is able to slide the backrest away from the wall when reclining. This allows you to store your massage chair in a more compact space without sacrificing the ability to enjoy a full body massage.
- Custom Height Adjustment Capabilities: The leg rests extend and retracts to accommodate users of all heights. Upon powering on the Massage chair, it will automatically adjust to match your height.

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A Quick Note from truMedic®

As you install and begin to use your new massage chair, keep the following recommendations in mind:

- Read the operation manual in full before you attempt to install or use your massage chair.
- Store your operation manual in a convenient place for quick reference.
- Carefully read all warnings and cautionary notes provided in your manual.

truMedic® reserves the right to change the design specifications of the MC-3500 without notice. **Use the images provided here as a guide and not an exact replica of your chair.** Always refer to your massage chair as you read through the instructions.

Important Safety Instructions



People Who Should Not Use the MC-3500

- Those with osteoporosis.
- Those who have a pacemaker implant or other electrical medical implant.
- Those who are pregnant or in poor health should discuss use with a physician.
- Children under the age of 12.
- Anyone under the influence of alcohol or recreational drugs.
- Anyone who may fall asleep while using the chair (this chair is not meant for sleeping).

Accident and injury warnings

- Do not allow children, pets, or any objects in or around the chair while it is in an adjusted position or in operation.
- Immediately discontinue use and speak with a medical professional if you experience any strange symptoms while using your massage chair.
- Do not sleep in the chair.
- Do not sit or stand on the armrests.
- Avoid excessively targeting any one area of the body to reduce the risk of injury.
- Closely monitor any user who suffers from mobility difficulties.

Fire and electrocution warnings

- Always insert the plug into an appropriate power outlet.
- Never leave a plug sticking partly out of an outlet.
- Always turn off and unplug the chair when it is not in use.



Fire and electrocution avoidance

- Do not use a plug, cord, or outlet if you identify a poor or broken contact.
- Only use power sources that support the recommended voltage to reduce the risk of fire or electric shock.
- Do not use any damaged, twisted, knotted, or constricted power cords.

Accident avoidance

- Do not fold massage chair cushions if you plan to store the chair.
- Do not run this massage chair for long, uninterrupted periods. Follow all run-time recommendations listed in this manual.



Notes on User disassembly and Maintenance

- Contact a professional if your chair experiences water damage or begins to function improperly. Do not modify, disassemble, or perform unspecified maintenance.
- Do not attempt to repair or replace a damaged power cord or plug. Contact the service team at truMedic® or a professional dealer to receive a replacement.
- Do not remove or open any part of the chair for any reason.
- Contact a professional for repair if you notice any irregularities or damage in the cloth and leather coverings on your massage chair.



Avoiding Falls

- Always operate your chair on a flat and even surface.

Preventing Wall and Chair Damage

- Always place the chair at least 4 inches from all walls to allow for proper positioning.

Avoiding Injuries Associated With Excessive Use

- The maximum recommended massage time is 20 minutes. Try to change massage settings and positions every 5 minutes for best results. Failing to change positions frequently could result in discomfort.

Avoiding Accidents and Injuries

- Check the power switch before plugging the massage chair into the outlet. The power switch should sit in the OFF position any time you unplug or plug in the chair.
- Fully insert the plug into the outlet before turning the chair ON.
- Turn off all controls and switches before unplugging the chair.

Avoiding Electrocutation

- Look for cord and wire damage before using the massage chair.
- Follow all instructions for proper ground wire connectivity. The wire should not have any irregularities.

Avoiding Accidents and Injuries

- Do not press into or step on the massage heads.
- Do not place your hands or feet in between gaps in the massage heads.
- Do not put your hands or feet in between spaces in mechanical components.
- Do not drop or purposefully insert objects into the massage chair slot.
- Do not sit, stand, or place heavy objects on chair components, including the armrests, leg rests, and backrests.

- Never stand on the chair.
- Do not attempt to move a chair while it's operating.
- Do not use massage areas for unintended body parts (e.g., do not put your head in the leg rest).
- Do not put unusual amounts of pressure on the backrest while the chair is reclined.
- Avoid using the chair with exposed skin or while wearing sheer fabrics. Using the chair with improper clothing could lead to skin irritation.
- Empty your pockets before sitting in the chair.



Avoiding Chair Damage, Discoloration, and Deterioration

- Do not place the chair in humid or wet environments, around sharp things, or near heat sources, including stoves.
- Never use an electric heating pad, blanket, or other heated device while using the chair.
- Do not use the chair in high-temperature areas.
- Do not use the chair in an outdoor environment.



Avoiding Leaks and The Potential for Electrocutation Injuries

- Do not use or store your chair in a wet, humid, or exposed environment such as a swimming pool area or bathroom.
- Both the chair and the accompanying remote control must remain dry at all times.
- Do not sit in the chair with wet or damp clothes.



Avoiding electrocution Injuries

- Follow all directions for installing the ground wire or contact a professional electrician for assistance.
- Never use a plug adapter. Contact a professional electrician if you do not have the appropriate outlet for installation.



Avoiding Electrocutation Injuries or Fire

- Unplug the chair before cleaning.
- Unplug the chair if you notice any power damage or the potential for power-related damage (i.e., during thunderstorms).
- To unplug the chair, firmly grasp the plug (not the cord) to release the prongs from the outlet.

Avoid accidents:

- Avoid power-related damage:
- Always turn the switch to the OFF position and unplug your chair during electrical outages.



Operational Notes

Footrest Notice

- When the footrest is lifting, do not apply pressure on the footrest to avoid the massage chair falling forward which will result in damage to the chair or can cause personal injuries.

Massage Head Placement

- Before sitting on the massage chair, make sure that the massage head stays in the seat cushion to avoid discomfort to the buttocks while the body is pressing down.

Power Cord Safety

- Do not pull out the control cable or power cord during standby or the power-on state to avoid chair damage or electrocution accidents. We advise you unplug the controller cable and power cord, and put it away after you use the chair.

Zero Gravity/Reclining Safety

- When you start the zero gravity lying function, make sure to check whether there are children and pets under the bottom of the footrest and backrest, this may cause the chair to be damaged or may result in personal injuries.



Grounding and Fuse Replacement

Grounding Note

- This chair features a cord with a grounding conductor. Only use the appropriate outlet to power your massage chair.

Fuse Replacement Note

- If a fuse burns out in your chair, turn the switch to the OFF position and unplug the chair. Locate the switch box and identify the dysfunctional fuse. Only replace a burned out fuse with a matching fuse. Contact a professional electrician for further assistance if needed.



Ground Wire Placement Warning

Do not place the ground wire near a gas pipe, phone wire, lightning rod, or water pipe. These areas present high risks for fire, electric shock, and damage.

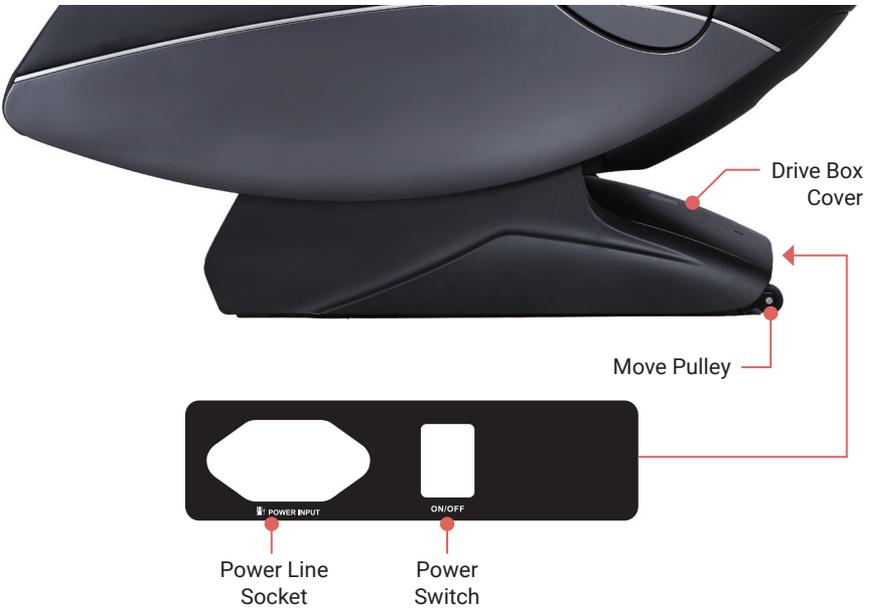
Getting to Know the Parts of Your Chair

Take the time to review the graphics available in this section and familiarize yourself with the distinctive parts of your new massage chair. Throughout this operation manual, you will notice that we use these terms to help you through the installation process. We have outlined the exterior and interior parts you will need to know to install and maintain your chair.

As soon as you unbox your massage chair, use the components listing to verify that you have all necessary parts. Contact truMedic® at service@truMedic.com if you are missing any pieces.

External Structure

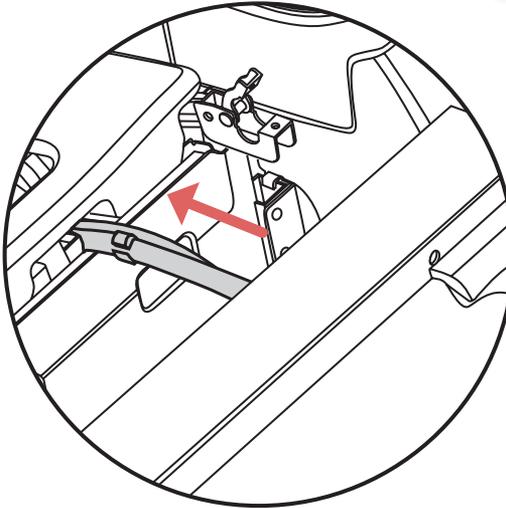
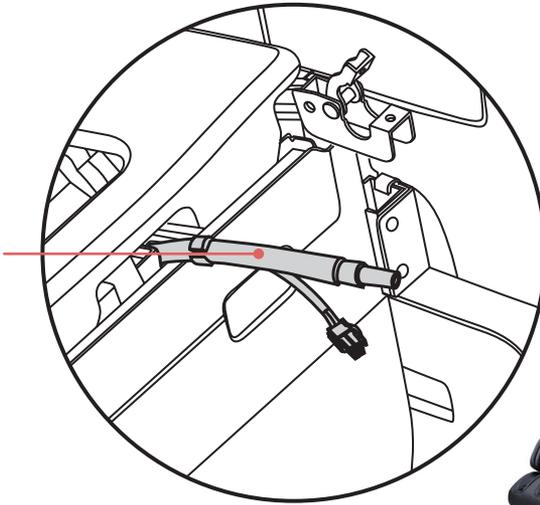




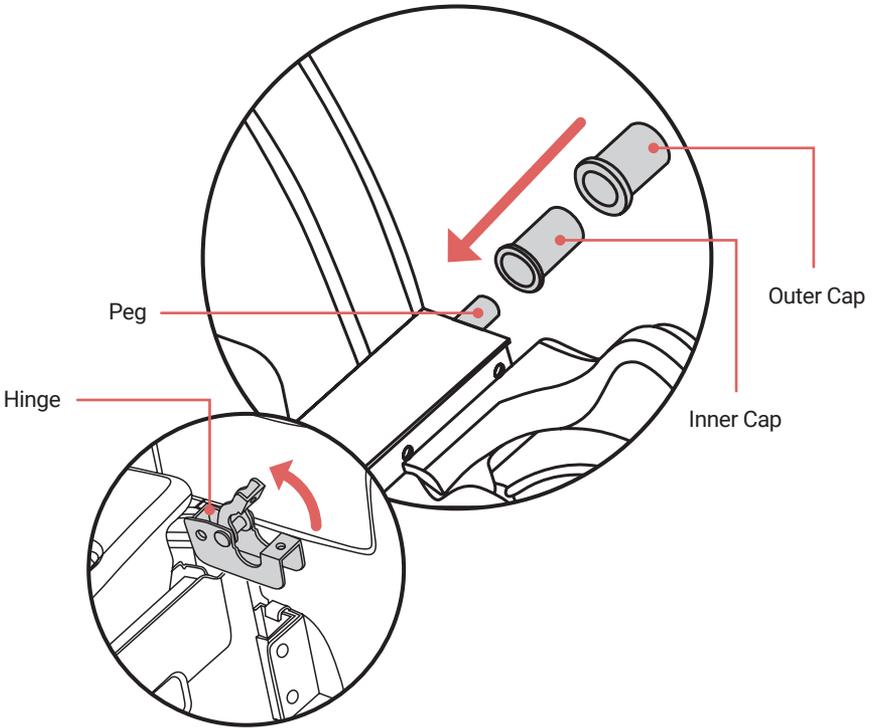
Calf Massager Installation

1. Connect the **air hose** and the **wire harness** from the calf massager into the front panel of the MC-3500 Massage Chair.

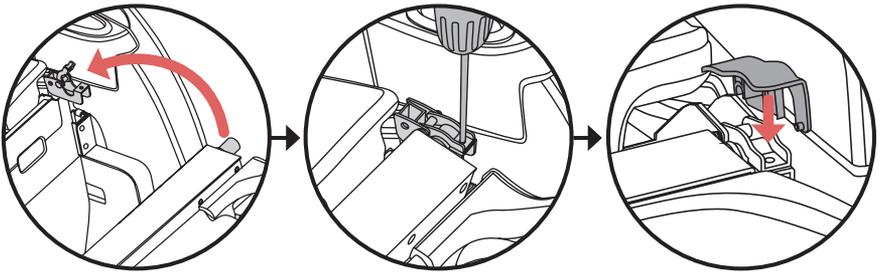
Air hose and
wire harness
connection



2. Insert the **inner and outer caps** for the **pegs** on the left and right sides of the calf massager. Then remove the **cover** from the **hinges** on the left and right sides of the MC-3500. Remove the screws from both hinges and lift them up.



3. Place the calf massager onto the **hinges** located on the MC-3500 frame. Then close the hinges and fasten it with the previously removed **screws**. Finally, snap the hinge **cover** back into place.



Adjusting Your Massage Chair



Do not place your chair near any areas that may suffer from moisture or wetness.



Avoid placing your chair in direct sunlight or near heating appliances.



Always place your chair on an even and supported surface to avoid accidents and injuries.

Placing Your Massage Chair

What to Do Before Using Your Chair.

- Check the clearance by fully extending your chair in all directions. Make sure there are no obstacles in your way such as pets, children or side tables.
- Monitor the power plug and source. Clean the plug and cord routinely to avoid dust buildup. Make sure the plug rests comfortably and protected between the power source and the chair. The cord should never sit under a heavy object or appear to have kinks, stretching or knots.
- Place the chair away from walls. The chair should sit out at least 4 inches from the wall starting from the backrest and at least 12 inches from the front of the leg rest.



Distance from Wall (Front and Back)

Tips for moving your massage chair

Moving Your Chair to the Right Place Easily and Successfully

- Wrap and place all cables in the seat of your chair to keep them out of the way and free from damage.
- Avoid trying to plump up the cushions of the chair during use or when you try to move it.
- Do not slide the chair on its castors it may damage the floor. Instead, ask someone to help you lift or move it.
- Keep the power off and the plug/power cord away from the floor until you are ready to plug the chair back into an outlet. Leave the chair standing in a safe position to prevent the back from falling to the floor.

Movement Examples

Example: One person can lift up from behind the leg rest until the chair falls onto its castor. Once in position, the individual may push the chair to a new position and set it back down. Never allow the chair to fall down to the floor on the backrest, as this may result in damage. Use the diagram above as an example of how you should move the chair.

Note: To protect your floor, consider placing a mat or rug under the chair before moving it to a new location.



Do not move your chair when the power is ON or the chair is plugged in.

Operation

Starting Your Massage

1. Plug the MC-3500 into a power socket from the back of the massage chair and be sure to use the power switch to ensure it receives power.
2. Press the power button on the remote controller to start the massage.
3. The massage chair will automatically recline.
4. The shoulder position will automatically detect, make sure to sit on the massage chair closely.
5. If the detected shoulder position deviates from the actual shoulder position, adjust the upper and lower keys of the shoulder position to the appropriate position. The shoulder position has 10 positions. If there is no shoulder position adjustment within 10 seconds, then automatically enter the massage function.

NOTE: During the start massage function, you can select the auto massage function. Repeat selecting the same auto massage function, you can then skip the detection process and directly enter the massage.

Turning off Your Chair.

1. If the chair is still on when you decide to end your session, press the On/Off button on your remote control. The chair will return to its default position, and the remote control will shut down.
2. After the chair and the remote control shut down, locate the power switch near the bottom of the chair's back. Press the "O" toggle to shut off power to the chair.
3. Unplug the chair from the power outlet.



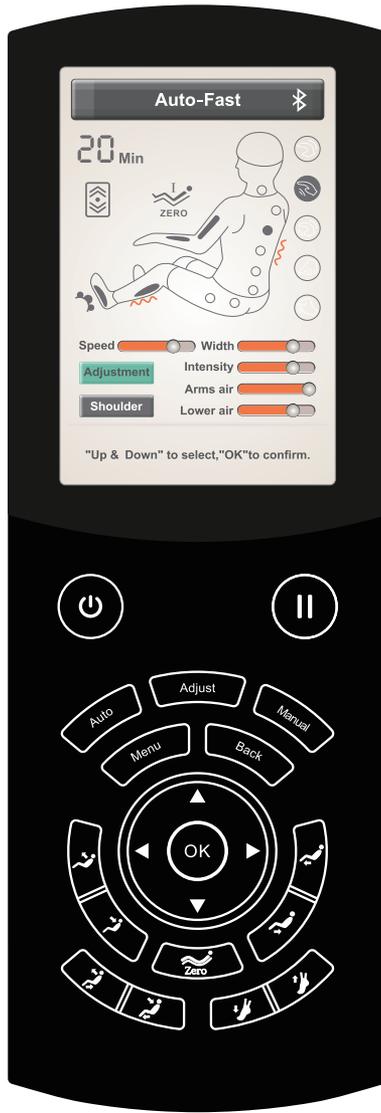
Always check behind the head pillow and back cushion. Avoid using the chair and call a professional repair technician if you notice any tears or broken PU material. Plug your chair only into an outlet supporting the proper voltage and connection.



Before you sit down in the chair, check moving areas for foreign objects. Remove anything that may inhibit the chair's movement. Do not sit in the chair to begin a session unless and until it moves back into its default position. Never stand on the chair.

Exploring the Remote Controller

The remote control that comes with your MC-3500 massage chair features a user-friendly interface and a crisp LCD screen. To help you learn the numerous functions available through your new massage chair, we've compiled this helpful guide. Return to this section as needed to learn more about the many ways you can customize your daily massage:



1. Initial Startup

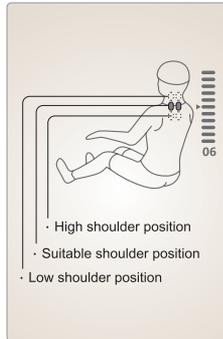
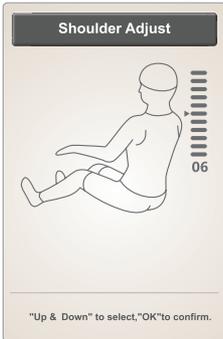


On/Off: Press this button to start using your chair. If you press this button while the chair is functioning, it will return to its default position and turn off.



Note: Upon powering on the chair, it will begin adjusting to fit your body size and shoulder position. You may skip this step and directly begin your massage session by press "OK" on the remote controller.

When the back massage rollers of the MC-3500 detects the position of your shoulders, you will hear a beep. If you are not comfortable with the current setup you may use the up (▲) or down (▼) arrow keys on the remote to adjust the location. After settling on your desired location, you will enter the home screen where you may view the information about your current massage.



2. Pause, Menu and Back Buttons



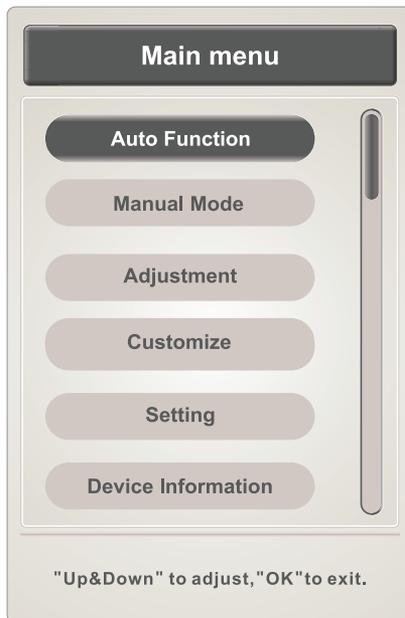
Pause: Pause your current message session. Simply press the button again to resume. The chair will automatically shut down after reaching 20 minutes while paused.



Back: Use this button at any time to return to the home screen.



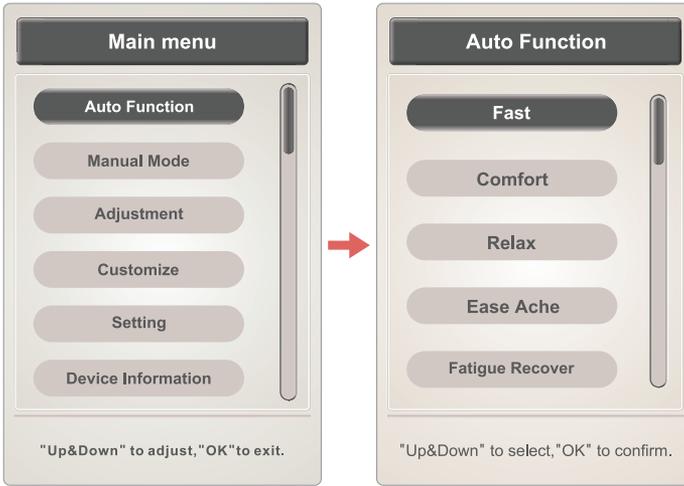
Menu: Enters the main menu. Use the up (▲) or down (▼) arrow keys on the remote controller to select a menu item and press "OK" to confirm. Press "Back" () to return to the home screen.



3. Automatic Massage Modes



Auto: Select between 8 different automatic massage modes. These massage modes are also accessible through the main menu by selecting "Auto Function"



Automatic Massage Modes

- | | |
|-------------------------|---|
| Fast: | Quickly experience a full massage. |
| Comfort: | The most comfortable massage experience. |
| Relax: | Soft and comfortable deep massage to ease physical fatigue. |
| Ease Ache: | Deep tissue shiatsu massage for aching muscle relief. |
| Fatigue Recover: | A deep massage to awaken your body. |
| Spinal Care: | A massage focused on your back. |
| Pressure Relief: | Gentle massage program for physical fatigue. |
| Waist Stretch: | A full-body stretching massage where the calf massagers will lower while the backrest reclines. |

4. Manual Massage Mode



Manual: Manually customize your massage session. These options are also accessible through the main menu by selecting "Manual Mode"

There are 4 sub-menus to choose from (Message Mode, Message Area, Air, Others), use the left (◀) and right (▶) arrow keys to change sub-menus.



Message Mode

5 levels of speed, 3 width adjustments

Knead: Speed

Tap: Speed/Width

Knead & Tap: Speed

Shiatsu: Speed/Width

Knocking: Speed/Width

Message Area



Fixed: Focused on a single area



Partial: Localized area of massage



Full Back: Massage the entire back

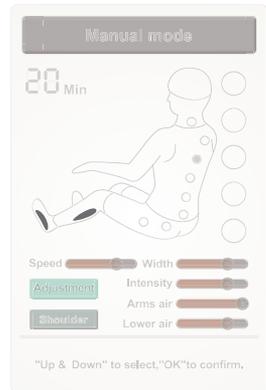
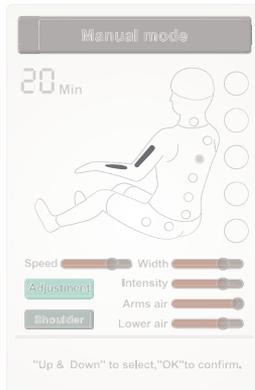


Upper Back: Focused on upper half of back



Lower Back: Focused on lower half of back





Air

Upper Air: Toggle the upper air massagers on or off

Lower Air: Toggle the lower air massagers on or off



Massage Mode

Back Heat: Toggle the backrest heating on or off

Legs Heat: Toggle the leg rest heating on or off

Foot Rollers: Toggle the foot massage roller in the leg rest on or off.

Bluetooth: Toggle Bluetooth connections on or off

Heating Note: It may take a few minutes before you can feel the gentle heat.

Bluetooth Function: Simply pair your Bluetooth enabled device with the massage chair to play audio through the MC-3500 speakers.

5. Adjustment

Adjust

Adjust: Fine tune several extra settings to get the most out of your massage. These options are also accessible through the main menu by selecting "Adjustment".

There are 4 sub-menus to choose from (Massage Mode, Massage Area, Intensity, Others), use the left (◀) and right (▶) arrow keys to change sub-menus.

Massage Mode

5 levels of speed, 3 width adjustments.

Press "OK" on the remote to adjust levels.

Speed: Adjust the speed of the massage rollers.

Width: Adjust the horizontal distance between each massage head.



Massage Area

Select the where to place the back massage rollers while using fixed or partial modes. Use the up (▲) or down (▼) arrow keys to select an area.

Intensity

5 Levels of intensity, 3 levels of heat.

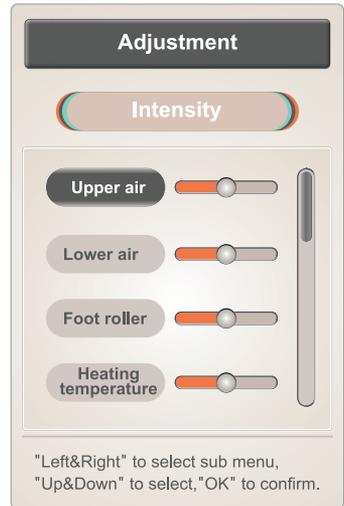
Press "OK" on the remote to adjust levels.

Upper Air: Adjust the intensity of upper body air bag massagers

Lower Air: Adjust the intensity of lower body air bag massagers

Foot Roller: Adjust the intensity of the rollers in the leg rest massager.

Heat (Temp): Adjust the level of heating



Other (Timer)

Massage sessions start with a 20 minute timer. Press "OK" on the remote controller to increase the timer in 5 minute increments up to 40. Exceeding 40 minutes will reset the timer starting at 5 minutes.

6. Customize



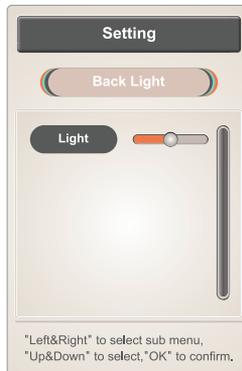
The *Customize* menu is used for saving and starting the message settings you chose under the *Manual Message* and *Adjustment* menus. You can save up to two message profiles.

7. Settings



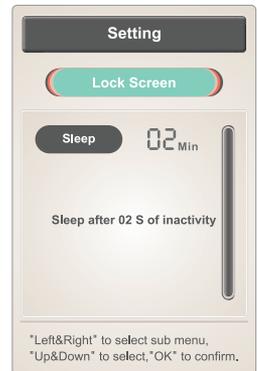
Language

Change the language used within the remote controller.



Back Light

5 levels of brightness for the remote controller LCD screen.



Lock Screen

Adjust the time before display goes to sleep. (15 sec, 30 sec, 1 min, 2 min or never lock)

8. Device Information



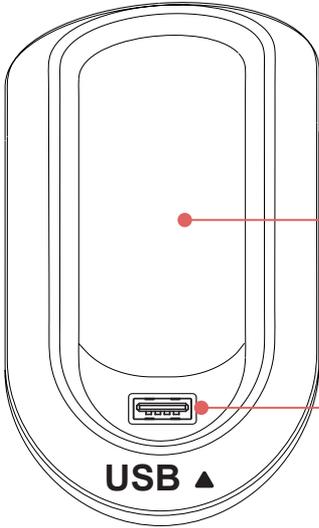
View the serial number for the MC-3500 under the *Device Information* menu option.

9. Other Massage Function Buttons

Button	Description
	Enable zero gravity recline. There are two positions to cycle from.
	Press and hold to raise the leg rest.
	Press and hold to lower the leg rest.
	Press and hold to raise the backrest.
	Press and hold to lower the backrest.
	Press and hold to raise the backrest and lower the leg rest.
	Press and hold to lower the backrest and raise the leg rest.
	Press and hold to extend the foot rest.
	Press and hold to retract the foot rest.

Handrail Shortcut Keys

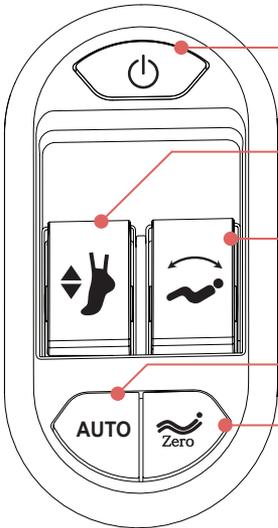
Right Arm



Remote Control Holder: A slot to hold the massage chair remote controller or personal mobile devices.

USB Charging Port: For charging personal devices.

Left Arm



Power Button: Turn the massage chair on or off

Foot Rest Adjustment: Extend or retract the foot rest.

Recline: Adjust the recline of the massage chair.

AUTO: Turn on the auto massage function.

Zero: Enable zero gravity recline. There are two positions to cycle from.

Cleaning and Maintenance

Follow these instructions as needed to keep your chair clean and well maintained

Cleaning the Synthetic Leather Surfaces

General Cleaning

- Wipe down your chair regularly with a dry, soft, clean cloth.
- Do not use chemical or medical-grade cleaners on synthetic surfaces.

For Deep Cleaning

- Use a water-based solution containing 3–5% natural detergent and a soft cleaning cloth. Squeeze excess liquid from the cloth before cleaning your chair.
- Wipe down PU leather surfaces with this solution.
- Remove excess moisture with a dry cloth.
- Allow your chair to dry fully before using. Do not use a hair dryer or other blower implement to dry your chair.

Cleaning the Cloth Surfaces:

- Use the same weak, natural solution you used to wipe down PU leather surfaces. Wring out your cloth or brush before applying it to the surface of the chair. Note: do not use harsh chemicals or substances such as gas, diluent, or alcohol.
- Gently use brushing movements to clean the surface. Note: using excessive pressure may weaken or damage the cloth.
- Wipe down the surface with a clean damp cloth and then a clean dry cloth.
- Allow the surface to fully dry before using.

Cleaning Plastic Components:

- Use a weak, natural solution to clean plastic components. Always wring out your cleaning cloth before applying to dirty parts.
- Wipe down the part with a clean, damp cloth to remove any remaining cleaning solution.
- Allow the part to dry.

Cleaning the Remote Control

- Use an electronics cleaning cloth to wipe any dust from the surface. If the surface requires deep cleaning, use a soft, damp cloth.
- Allow the control to dry completely before using. Note: Do not use alcohol, diluent, or propellant to clean the surface.



Always take the time to unplug your chair from the wall outlet with dry hands before engaging in any cleaning activities. Only use dry hands to reconnect the plug after cleaning. Failing to take the appropriate measures during cleaning activities could lead to electrocution or burn injuries.

Troubleshooting

If you experience difficulties while using your chair, refer to this section of the operation manual. Contact truMedic® if this section does not address the problem you experience.

Problem	Solution
My massage chair does not work when plugged in and turned on.	<ul style="list-style-type: none">• The remote control may not be turned ON. Locate and press the ON switch on your remote control.• You may not have chosen a massage function yet. Press any massage function to initiate the massage experience.• The chair is not receiving the right amount of electricity. Check the chair and wall outlet connections for contact.• The chair has a burned out fuse. Replace it with the appropriate fuse.• The problem is within the inner circuit. Contact an authorized maintenance professional to repair your chair.
Beeping noises inside the chair during massage sessions.	<ul style="list-style-type: none">• You are probably hearing the air pump, mechanical parts, and motor. This is completely normal.

Problem	Solution
Difference in Left/Right motors. One is sometimes higher than the other is.	<ul style="list-style-type: none"> • The massage rollers do not always run symmetrically. This is completely normal.
The sound I was hearing inside the chair is much louder now.	<ul style="list-style-type: none"> • You may have used the chair continually for too long. Power down the chair for at least 30 minutes, and then see if you still notice the sound. • Over time, the internal parts can wear down with consistent use. Some wear and tear is normal. Contact an authorized maintenance professional for repairs.
My massage unexpectedly stopped during a session.	<ul style="list-style-type: none"> • The chair may have lost electricity. Check the power cord for a secure connection. • You may have used the chair continually for too long. Allow the chair to rest for at least 30 minutes before restarting it.
I cannot move the backrest or leg rest as intended.	<ul style="list-style-type: none"> • Check the surrounding area for clearance. Remove any obstacles that may inhibit the chair from moving adequately. • The chair may have automatically stopped. Turn off the power to the chair and wait for at least 30 minutes before restarting it.
I cannot get the chair to return to its default position.	<ul style="list-style-type: none"> • This may happen if you use the chair continuously for too long or if the massage time frame has ended. If you cannot get the chair to return to its normal position after waiting for 30 minutes, contact an authorized maintenance professional for further guidance.
The electric wires and/or plugs are really hot.	<ul style="list-style-type: none"> • This can occur if you use the chair continuously for too long. Turn off all power, and allow the chair to rest for at least 30 minutes. • If you notice significant heat during any kind of chair usage, stop using the chair immediately and contact a maintenance professional.

Technical Specifications

Name	MC-3500 Massage Chair
Model	MC-3500
Input Voltage	110-120V~ 60Hz 220-240V~ 50/60Hz
Safety Design	Class I
Power	200W



If you notice any problems not listed in this short guide, stop using your chair immediately. Turn off all power and cut the electricity. Contact truMedic® for more information on repair and maintenance at **888-264-1766** or **service@trumedic.com**

Warranty Information

TWO (2) YEAR LIMITED WARRANTY

truMedic® warrants this truMedic® Massage Chair against defects in materials and/or workmanship under normal use for a period of TWO (2) YEAR from the date of purchase by the original purchaser (“Warranty Period”). Normal use is defined as use by an end-user in a residential location. If a defect arises and a valid claim is received within the Warranty Period, at its option, truMedic® will either 1) repair the defect at no charge, using new or refurbished replacement parts, or 2) replace the truMedic® Massage Chair with a new or refurbished truMedic® Massage Chair OR 3) provide a credit in the amount of the purchase price of the original product. A replacement product or part, including a user-installable part installed in accordance with instructions provided by truMedic®, will be covered for the remaining warranty period of the original product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes truMedic® property. When a credit is given, the original product must be returned to truMedic® and becomes truMedic® property.

Obtaining Service: To obtain warranty service, call the truMedic® Warranty Service at 888-264-1766 or contact the company via email at service@truMedic.com. Please be prepared to describe the truMedic® Massage Chair model that needs service and the nature of the problem. Proof of purchase is required. All repairs and replacements must be authorized in advance. Service options, parts availability and response times will vary.

Limits and Exclusions: Coverage under this Warranty is limited to the United States of America, excluding the U.S. Territories of Guam, Puerto Rico, and the U.S. Virgin Islands and including Canada. This Warranty applies only to products manufactured by truMedic® that can be identified by the “truMedic®” trademark, trade name, or logo affixed to them or their packaging. The Warranty does not apply to any non-truMedic® products. truMedic®, in so far as permitted by law, provides these products “as is.” This warranty does not apply to: a) damage caused by failure to follow instructions relating to product’s use or the installation of components; b) damage caused by accident, abuse, misuse, fire, floods, earthquake or other external causes; c) damage caused by service performed by anyone who is not a representative of truMedic®; d) accessories used in conjunction with a covered product; e) a product or part that has been modified to alter functionality or capability; f) items intended to be periodically replaced by the purchaser during the normal life of the product including, without limitation, batteries or light bulbs; g) any product sold “as is” including, without limitation, floor demonstration models and refurbished items; or h) a product that is used commercially or for a commercial purpose.

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