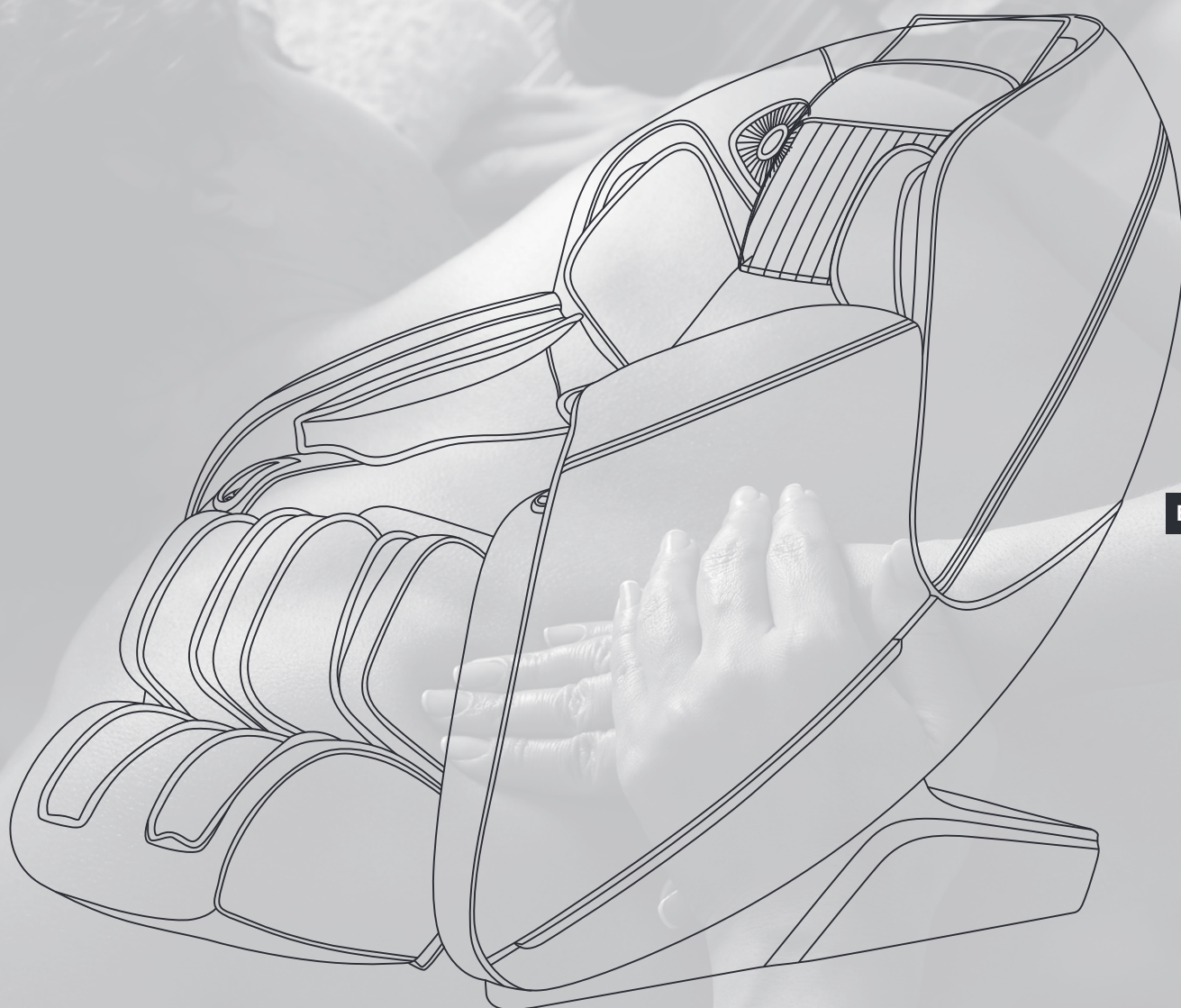


# *Massage Chair*

## MX 10.0Z



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**MAXXUS<sup>®</sup>**

## Index

Index	2
Safety Instructions	3 – 5
Overview - Massage Chair	6 – 7
Overview - Remote Control	8 – 9
Operation	10 – 17
Assembly	17
Location & Storage	18
Technical Details	18
Recommended Accessories	18
Care, Cleaning & Maintenance	19
Disposal	19
Exploded Drawing and Parts List	20
Notes	21
Warranty	22
Service Contract	23

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Before you use the massage chair, please make sure you are familiar with the contents of the entire Operating Manual, in particular the safety instructions, maintenance & cleaning instructions and the training information. Please also make sure that everyone who uses this massage chair is also familiar with all this information and observes it.

Be sure to follow carefully the maintenance and safety instructions contained in this manual.

This massage chair may only be used for its intended purpose. Misappropriate use may pose a risk for possible accidents, damage to health or damage to the massage chair for which no liability will be accepted by the distributor.

### Mains Connection

- A mains voltage of 220-230V is required for the operation of the device.
- The massage chair may only be connected by the mains cable included in delivery to a grounded 16A individually fused socket which has been installed by a professional.
- Always remember to first remove the mains plug from the socket if you want to change the location of the massage chair.
- Always remove the mains plug from the socket before starting any cleaning, maintenance or other works to the massage chair.
- Do not connect the mains adapter plug to a socket strip or to a cable drum.
- If using an extension lead make sure that it conforms to VDE guidelines and regulations or the equivalent in your country.
- Always lay the power cable in such a way that it cannot be damaged or cause a tripping hazard.
- Electrical appliances, such as smartphones, PC, TV (LCD, plasma, tube, etc.), game consoles, etc. transmit electromagnetic radiation during operation and in stand-by mode. Keep these all these devices away from this massage chair as they may cause malfunction or interferences.
- For safety reasons, always remove the mains cable plug from the electrical socket when the massage chair is not in use.

### Training Environment

- Choose an area for your massage chair that is level, clean and easily accessible. The area should offer the largest free space and maximum safety possible.
- Ensure that the area is well ventilated during use and that you avoid drafts.
- The massage chair is not suitable for outdoor use and so it should only be stored and used in a tempered, dry and clean room.
- The ambient temperature range for the operation and storage of the massage chair should be between at least 10° to a maximum of 30°Celsius
- Do not operate or store the massage chair in wet areas such as in swimming pools, saunas or bathrooms etc.
- Make sure that when in operation or when idle that the massage chair is kept on firm, level ground and that any unevenness in the floor surface is removed or levelled out.
- To protect delicate floors, such as wood, laminates, tiles, etc. from damage such as scratches it is advisable to place a **MAXXUS® floor protection** mat permanently under the device.
- Make sure that the mat is secured against slipping.
- Do not place the massage chair directly on pale coloured or white carpets as the feet on the device can cause staining.
- Make sure that the massage chair including the mains cable do not come into contact with hot objects and that the massage chair is kept at sufficient distance away from all sources of heat such as heating radiators, open fires, ovens and stoves.

## Safety Instructions

### Personal Safety Instructions for Training

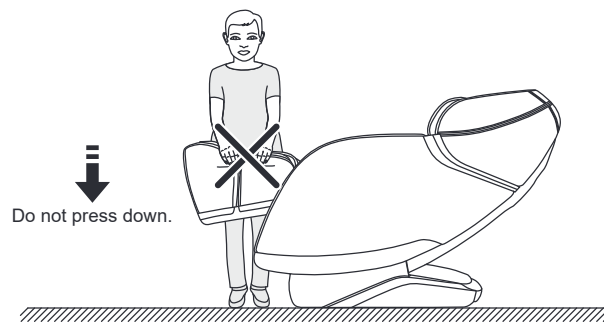
- Remove the power cable whenever the massage chair is not in use to prevent improper or uncontrolled use by third parties such as children.
- You should consult and have a health check with your doctor before using the massage chair for the first time.
- Persons with the following medical conditions / diagnoses should consult their doctor in advance before using a massage chair to discuss and receive medical clarification and advice:
  - Osteoporosis
  - Heart disease
  - Pacemaker
  - Fever
  - Pregnancy
  - Open wound
  - Broken bones
  - Bruises and contusions
  - Skin diseases
  - Back and spine problems
- For other diseases or diagnoses which are not listed above, please also consult your doctor before first use.
- **For their own safety it is necessary that persons whose body, perception or psyche are impaired or that those who are lacking in experience and knowledge about the use of massage chairs, should use the chair under the supervision of an experienced and responsible person.**
- If you feel physical discomfort, pain and / or experience breathing problems, stop the massage immediately.
- Always start your massage sessions with a low intensity and increase this slowly and gently throughout the session.
- Each user should only use the massage chair 1 x per day maximum and for no longer than 20 minutes.
- Use the massage chair at the earliest 1 hour after eating.
- Make sure that you wear suitable clothing during the massage session.
- The massage chair may only be used if the user's body is dry. If the body is damp such as directly after showering or bathing, the chair must not be used.
- Do not use any other accessories while using the massage chair.
- This massage chair is only suitable for use by one person at a time.
- Before each time of using check that the massage chair and electrical cable are in perfect condition. Never use the massage chair if it or the electrical cable show signs of being faulty or defective.
- Never use the massage chair if the cover or the artificial leather is damaged.
- You may only carry out repair work independently if agreement and approval has been given by our Service Department to do so. Only original spare parts may be used.
- The massage chair must be cleaned after each use. In particular, remove all impurities caused by body perspiration or other liquids.
- Always make sure that liquids (drinks, body sweat, etc.) do not penetrate the massage chair as this leads to corrosion and can lead to damage to the mechanical and electronic components.
- The massage chair is not suitable for use by children.
- During use, third parties - especially children and animals - must be kept at an adequate safety distance from the massage chair.
- Before each use check that there are no objects under the massage chair or remove them if necessary.
- Always make sure that the massage chair is not used inappropriately by children as a toy or climbing frame.
- Never carry out structural changes to the massage chair as this will result in the immediate expiry of all warranty and guarantee claims.

The design of this massage chair is based on the latest technical and safety technology available.

This massage chair should only be used by adults!

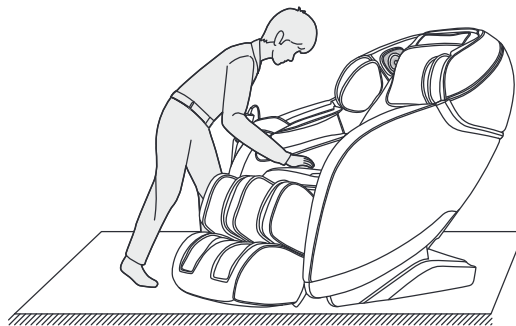
Extreme, wrong and / or unplanned use can lead to health problems!

When the footrest is raised, do not exert any pressure on the footrest as this may cause the massage chair to tip forwards and cause damage to the massage chair parts and/or injure people.



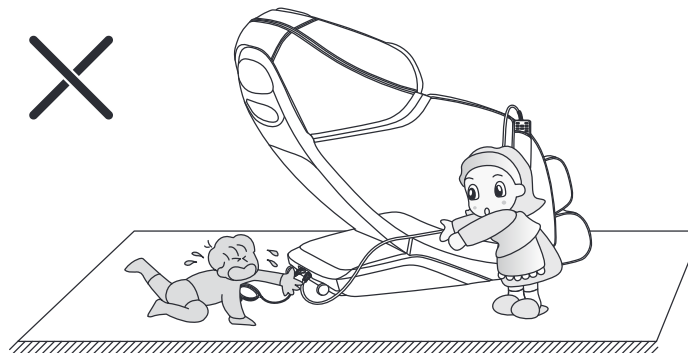
Before you sit down in the massage chair make sure that the seat cushion is correctly positioned in the massage chair.

If the seat cushion is not correctly positioned, it can cause pain around the buttocks area or damage to the massage sliding carriage.

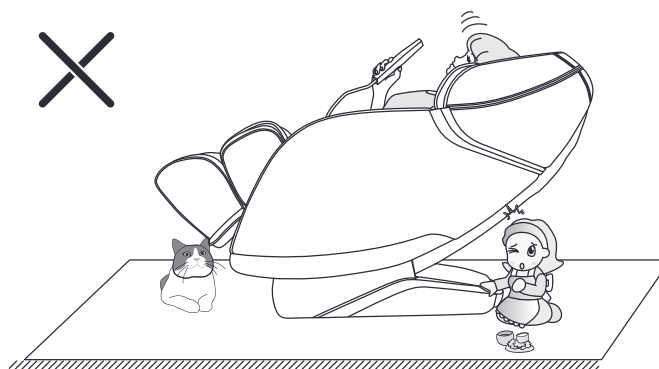


Never remove the power cable or the control unit cable when the massage chair is switched on or in standby mode. This may cause damage to the massage chair or cause an electric shock. Always switch off the massage chair using the main switch and then remove the power cable or the control unit cable. The power cable should always be removed when the massage chair is not in use to prevent unauthorized use by third parties, such as children.

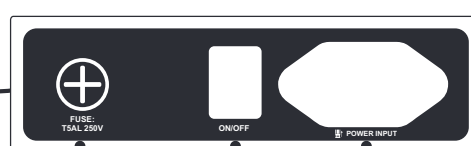
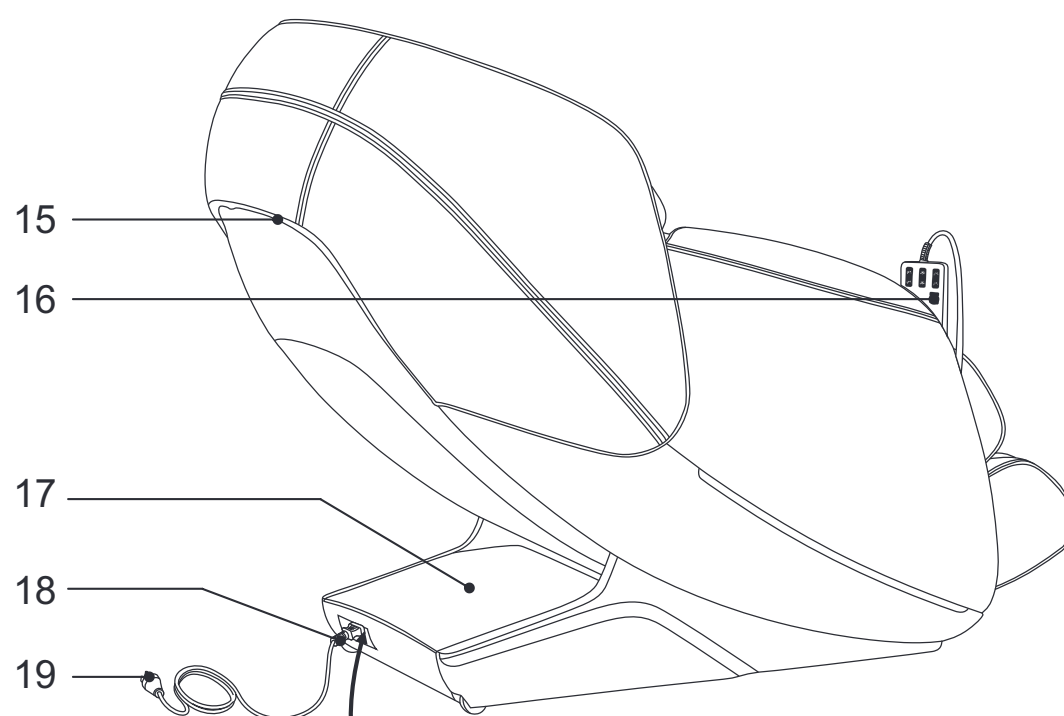
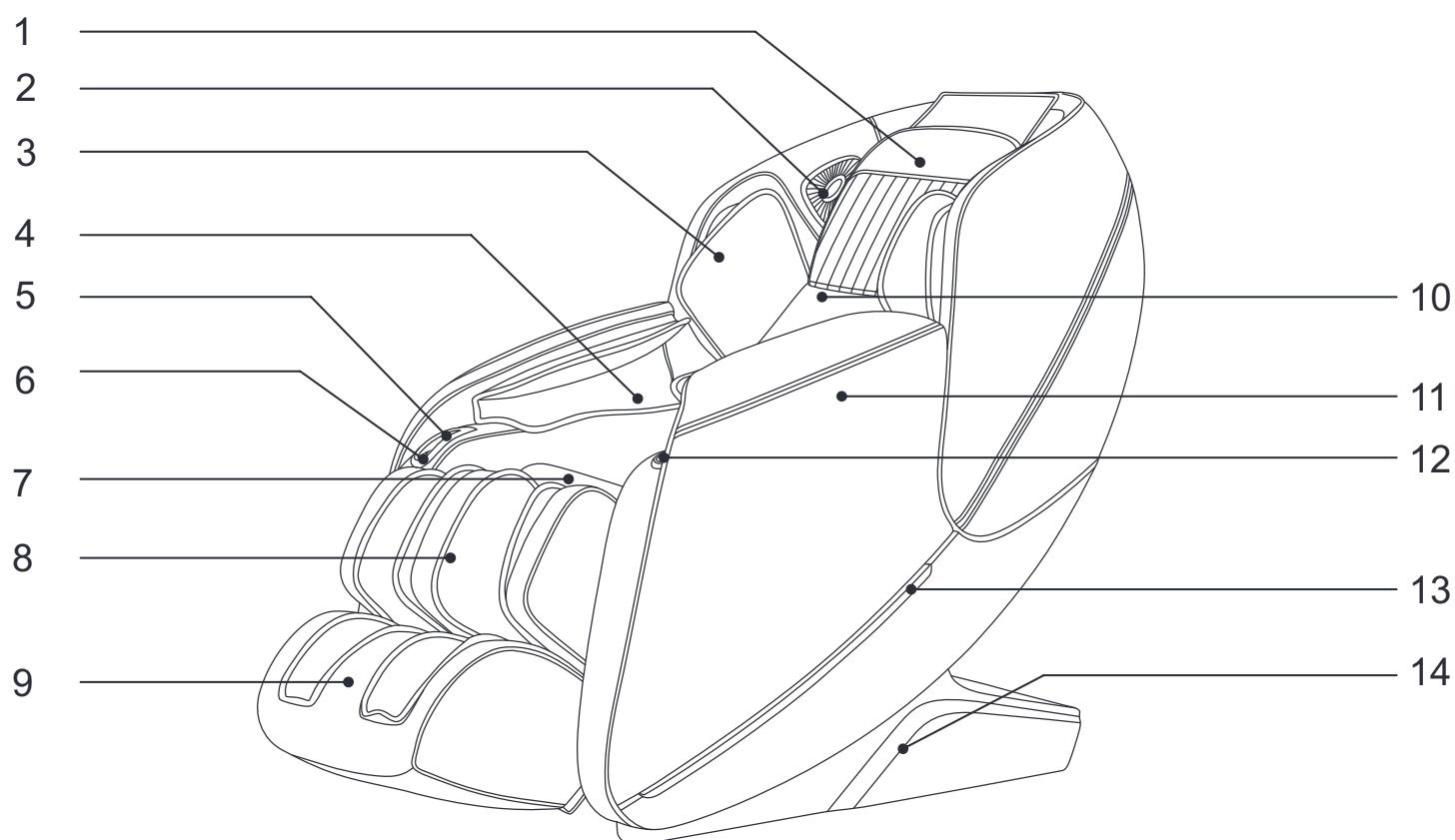
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Always check before using if there are children, pets or objects under the massage chair. Please check for this particularly around the foot rest and all around the back rest. Clear and remove anything which could obstruct the device as this could cause damage to the massage chair or cause injury to people etc.

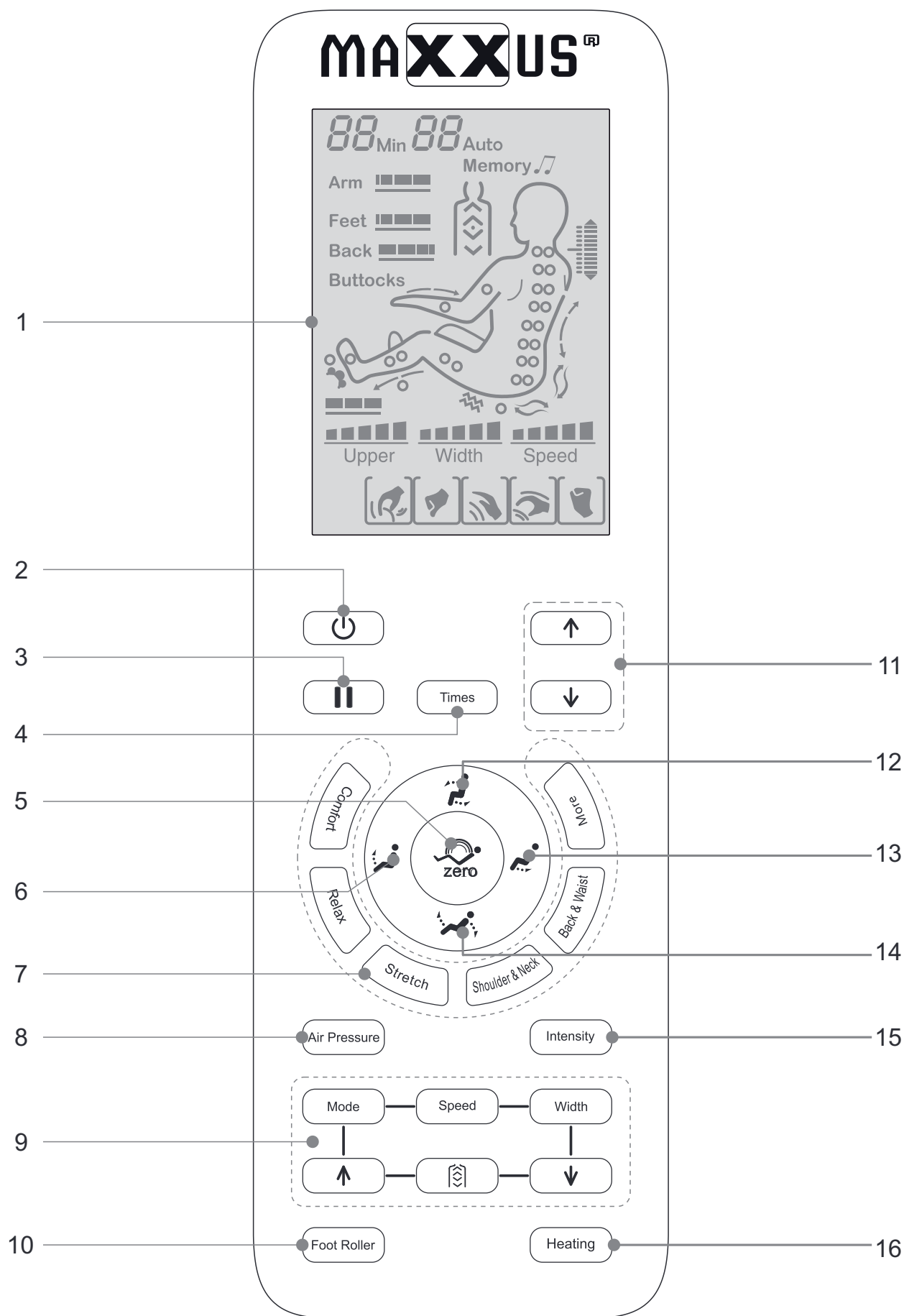


## Overview - Massage Chair



1. Head Cushion
2. Digital 3D Speaker
3. Airbag for Shoulder/Upper Arms
4. Airbag for Lower Arms
5. Storage for Remote Control
6. USB Connection
7. Seat Cushion
8. Airbag for Calves
9. Foot Unit
10. Back Cushion
11. Arm Rest
12. Control Unit/Quick Selection Keys
13. Integrated Lighting
14. Side Covers
15. Back Cover
16. Remote Control
17. Main Housing
18. Transport Rollers
19. Mains Cable
20. Fuse
21. Mains Switch
22. Mains Cable Connection

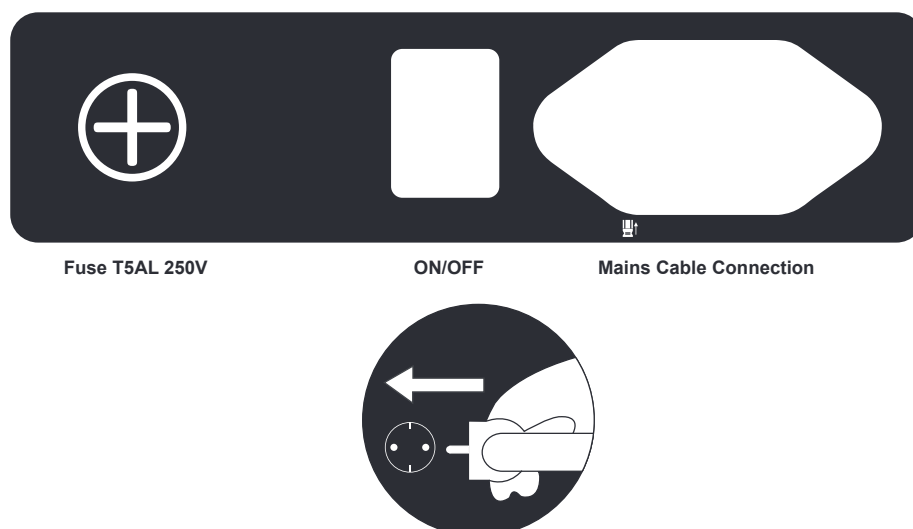






1. **LCD Display**
2. **On/Off Key**  
To switch the massage chair on or off.
3. **Pause Key**  
To stop or start all massage functions.
4. **Key to Set the Time**
5. **Key to Adjust the Automatic Reclining Position**  
There are three automatic reclining position adjustments to choose from.
6. **Key to Lift the Foot Unit**
7. **Key to Select the Manual Massage Programs**  
For information please read page 11 of this manual
8. **Air Pressure Mode Key (Airbag)**  
For information please read page 13 of this manual
9. **Key to Select the Manual Massage Types**  
Key to select the five different massage types
  - Shiatsu
  - Kneading
  - Tapping
  - Knocking
  - Combination Kneading & Tapping
10. **Key for Foot Roller Massage**  
For information please read page 10 of this manual.
11. **Key to Adjust the Neck Massage**  
Press this key to adjust the maximum height of the neck massage.  
(UP = higher, Down = lower)
12. **Key to Set the Reclining Position I**  
Press this key to raise the back rest and lower the foot rest.
13. **Key to Lift the Foot Unit**
14. **Key to Set the Reclining Position II**  
Press this key to lower the back rest and raise the foot rest.
15. **Key to Regulate the Intensity of the Air Pressure**
16. **Infrared-Heater Key**  
To switch the infrared back-heater on or off.

## 1. Mains Connection








Connect the mains cable to the connection on the massage chair.  
Then connect the mains plug on the mains cable to a power socket.

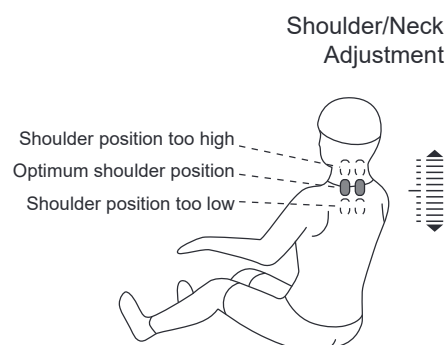
### ⚠ CAUTION:

The massage chair may only be connected with the mains cable included in delivery to a power socket individually grounded with a 16A fuse and which has been installed by a professional electrician.

## 2. How to Start a Massage

- 2.1 Switch the massage chair on at the main switch. The mains switch is located directly next to the mains cable connection (see Fig. above).
- 2.2 Activate the ON/OFF key on the remote control. 
- 2.3 The massage chair will automatically move into a reclining position (backrest lowered and footrest raised). If no program selection is made within 3 minutes, the massage chair will automatically switch into standby mode and the seating position will return into the original starting position.
- 2.4 After a program has been selected, the massage chair will automatically begin with a body scan. With this the massage chair determines the body shape and the optimal shoulder/neck height for the massage and acupressure points.
- 2.5 If the shoulder/neck height determined by the massage chair differs from your actual shoulder/neck height, you can adjust the setting by pressing the "UP" and "DOWN" keys. There are ten different height adjustment levels available. If you do not change the setting within 10 seconds, the massage chair will continue with the shoulder/neck height determined by the body scan.






Key	Description	Display
	Move the massage balls upward to a suitable position	
	Move the massage balls downward to a suitable position	



During the body scan, the shoulder/neck adjustment icon appears on the display and makes a beeping sound. You can also skip the body scan immediately after it starts. To do this, continue immediately with Step 2.6.





- 2.6 To start with a massage, select one of the 12 pre-set massage programs by pressing the program key.

## Massage Programs

Key	Description	Display
 <b>Comfort</b>	Full body massage to relax the muscles	F1 Auto
 <b>Relax</b>	Deep tissue massage of the most important acupressure points to relax and reduce muscle pain	F2 Auto
 <b>Stretch</b>	In this massage the backrest and foot unit are continually lowered and raised. Intensive air pressure massage, stretching and traction of the legs. This massage reduces fatigue and restores vitality.	F3 Auto
 <b>Shoulder&amp;neck</b>	This massage focusses on the neck and shoulder areas	F4 Auto
 <b>Back&amp;waist</b>	This massage focusses on the back and waist areas	F5 Auto
 <b>More</b>	Full body massage – deep massage to rejuvenate the body	A1 Auto
	Chiropractic massage – relaxation of body and mind	A2 Auto
	This massage focusses on reduction and elimination of muscle fatigue. Helps to relax the back and limbs and optimizes microcirculation.	A3 Auto
	Meridian massage – by pressing and gently stroking the 12 main meridians under the skin, this massage restores vital energy. Gentle loosening of hardened tissues, strengthening of the immune system and stimulation of the central nervous system.	A4 Auto
	Intensive massage of the buttocks area. Loosens the muscles and promotes fat reduction.	A5 Auto
	Sleep massage – supports the body in its recovery process by massaging the twelve main acupuncture points of the body. This can permanently improve sleep quality.	A6 Auto
	Pressure massage with focus on the whole body. Deep massage for complete relaxation of the body. Alleviates muscle pain and tiredness.	A7 Auto

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## Manual Massage











Function	Key	Massage Type	Display	Adjustment Options
Manual Massage	mode	Shiatsu		Speed and Width
		Kneading Massage		Speed
		Tapping Massage		Width
		Combination: Kneading & Tapping		Speed
		Knocking Massage		Speed and Width
Adjustment Options				
Speed	speed	   	 Speed	Adjustable to 5 levels
Width	width	  	 Width	Adjustable to 3 levels

You can select the different types of manual massage by pressing the mode key.









Press the “SPEED” key to alter the massage speed in Shiatsu, Kneading, Combined Kneading & Tapping and Knocking massages.

With the “WIDTH” key you can change the width of the massage in Shiatsu, Kneading, Tapping and Knocking massage types

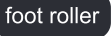

## Manual Massage Positions

Function	Key	Description	Display	Adjustment Options
Manual Massage Positions		Massage at a fixed point	 H0	yes
		Partial massage in a particular area of the body	 H1	yes
		Full body massage	 H2	no
Adjustment Options				
Massage Higher		 H0  H1	Moves the massage higher	
Massage Lower		 H0  H1	Moves the massage lower	

**Air Pressure Massage (Airbags)**



Function	Key	Description	Display	Adjustment Options
Air Pressure Massage		Air pressure massage of the legs and arms	Arm  Feet 	To 3 levels or off
		Air pressure massage arms	Arm 	To 3 levels or off
		Air pressure massage of the legs	Feet 	To 3 levels or off
Intensity Adjustment of the Air Pressure Massage				
Intensity		On/Off of the Air Pressure Massage and adjustment of the intensity	Arm  Feet 	To 3 levels or off

**Foot Massage**

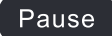

Function	Key	Description	Display	Adjustment Options
Foot Massage		On/Off of the Foot Sole Massage and adjustment of the intensity of the rollers		To 3 levels or off

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**Infrared Back-Heater**






Function	Key	Description	Display	Note
Back-Heater		On/Off of the Back-Heater		Fully heated after 3 minutes

**Pause Function**


Function	Key	Description	Display	Note
Pause		Stops or starts the current massage		The time continues to run in Pause Mode.

Press the "Pause" key to interrupt the current massage. All massage functions will stop automatically as soon as this key is pressed. To continue with the massage, press the "Pause" key again.


### Adjustment of the Reclining Position

Function	Key	Description
Raising Function		If you press and hold this key the back rest will simultaneously come up and the leg rest will go down. A signal will sound when the maximum upwards position for the back rest and downwards position for the foot rest have been reached and both will stop there. To stop the movement in any particular position, press the key again.
Lowering Function		If you press and hold this key the back rest will simultaneously go down and the foot rest will come up. A signal will sound when the maximum upwards position for the foot rest and the downwards position of the back rest have been reached and both will stop there. To stop the movement in any particular position, press the key again.
Lifting the Foot Rest		Press and hold this key and the foot rest will come up. A signal will sound when the maximum upwards position for the foot rest has been reached and it will stop there. Press the key again to stop the foot rest in any particular position.
Lowering the Foot Rest		Press and hold this key and the foot rest will go down. A signal will sound when the maximum downwards position for the foot rest has been reached and it will stop there. Press the key again to stop the foot rest in any particular position.
Zero G Function		Press this key to select one of the three pre-set reclining positions

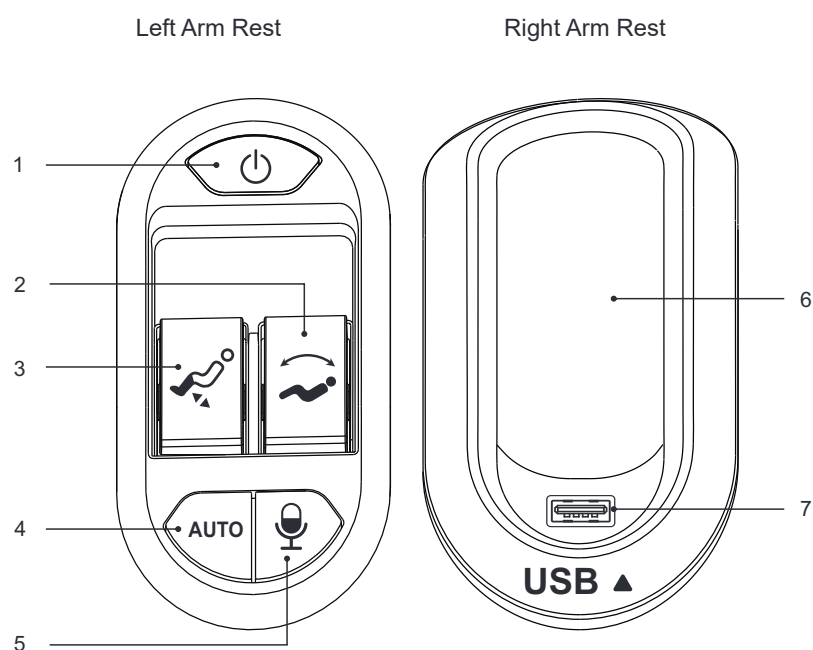
### Setting the Timer

Function	Key	Description		Note
Time Setting		Press this key to adjust the massage time in 5 minute increments to a maximum of 30 minutes	<i>20min</i>	If you go above 30 mins, the display will reset to 5 minutes

### Ending the Current Massage

As soon as you want to end the current massage, press the on/off key on the remote control. Now all massage functions will stop automatically, the back rest will lift up to its maximum position and the foot rest will lower to its maximum position. If the time of the current massage has expired, all massage functions will also stop. However, the position of the back rest and foot rest will remain unchanged. To move them back into their home position (back rest up/foot rest down), press the on/off key on the remote control. 

## Control Unit and Quick Selection Keys



1. **On/Off Key**  
Switches the massage chair on and off.
2. **Key to Adjust the Reclining Position**  
Push the key upwards and the back rest will slowly move downwards and the foot unit raised up. When you are in your desired position, release the key. Press the key downwards and the back rest will slowly be raised up and the foot unit lowered down. When you have reached the desired position, release the key.
3. **Key to Adjust the Position of the Foot Unit**  
Press the key upwards and the foot unit will slowly move up. When you have reached the desired position, release the key. Press the key downwards and the foot unit will slowly move down. Release the key when you have reached the desired position.
4. **Key to Select and Change the Massage Programs**
5. **This Key has no Function**
6. **Storage Compartment**
7. **USB Port**  
Connection possibility for a USB charging cable (not included) for charging Smartphones, e-books, tablet-PCs, etc.

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### Switching Off the Massage Chair

When the current massage is finished, switch the massage chair off at the main switch.

### Safety Note:

To avoid third parties (eg. children) using the massage chair unsupervised, remove the mains cable by first removing the plug from the power outlet and then disconnecting the cable from the connection on the massage chair.

Store the mains cable in a safe place separate place from the massage chair.

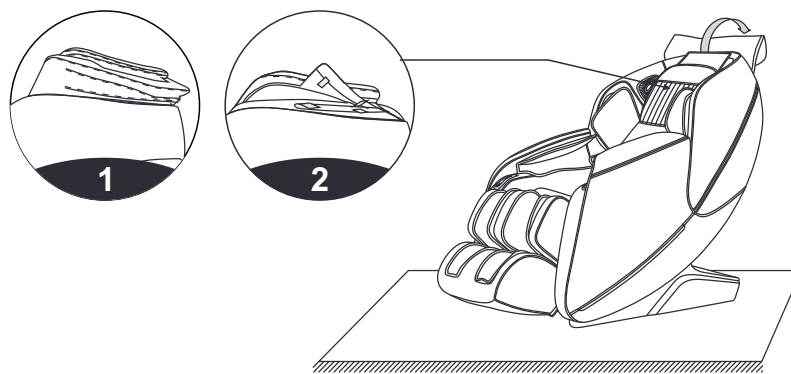
### Bluetooth Audio Function & Speaker

This massage chair has a 4.0 Bluetooth receiver. Switch the massage chair on. Search for new Bluetooth devices on your smartphone or tablet PC (for this, please read the operating manual of the smartphone or tablet PC which you are using). Your massage chair will appear with the name „IMCM-.....“.

You can then select music and control the volume of the integrated speakers via the external smartphone or tablet PC you are using.

### Head Cushion & Back Cushion

The intensity of the neck and shoulder massage can be regulated using the head cushion. You may choose if you would like to use the head cushion (recommended) or not. The back cushion is connected to the back rest with a zip (see Fig. 1). The head cushion and back cushion are joined together with Velcro (see Fig. 2).

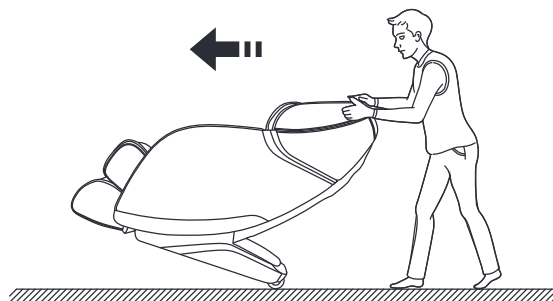


### Transport

To move the massage chair safely and easily, there are two sturdy transport rollers attached at the bottom rear back of the chair. To transport the chair, stand behind it and grab on to the top of the back rest with both hands. Raise the front end of the massage chair by tipping back the back rest far enough for the transport rollers to contact the floor. Now move the massage chair by rolling it on the transport rollers into the desired position.

### Note:

As the massage chair is heavy it is recommended to have two persons to tip the back of the chair. When tipping, transporting and putting down the chair, always make sure that you have a safe and firm footing.

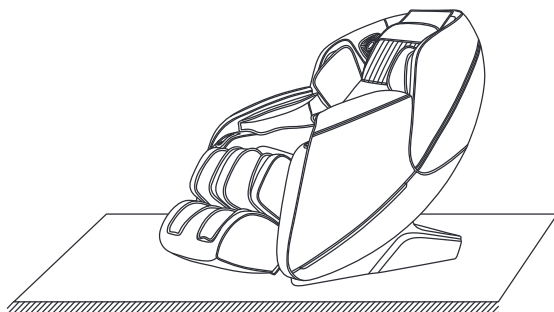


### Note:

Do not roll the massage chair over uneven ground or over floor coverings which may be easily damaged. Here the massage chair must be lifted by at least 2 persons.

### Floor Protection

As the massage chair is very heavy, it is recommended to lay down some floor protection particularly for floors such as parquet, laminate etc which could easily become damaged. You could use a rug or piece of carpet for this or alternatively a MAXXUS floor protection mat.



## Assembly

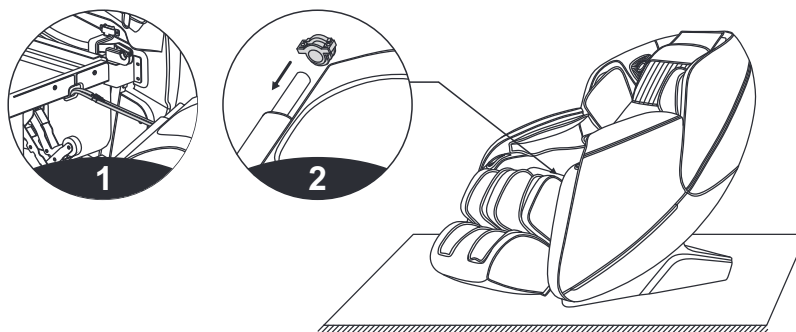
### Assembling the Foot Rest

#### Step 1 - Fig 1:

Connect the air hose and the wiring harness between the foot rest and the base frame. Push the extra cable back into the frame.

#### Step 2 - Fig 2:

Insert the fixing elements to the right and left cross tube on the foot rest.



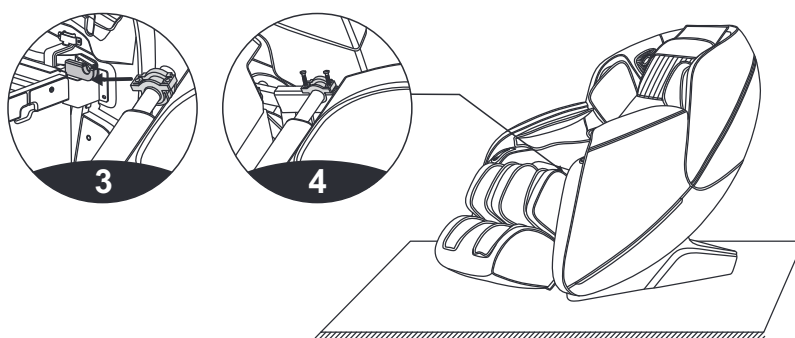
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#### Step 3 – Fig 3:

Insert the fixing elements assembled in Step 2 into the mounting hooks on the massage chair.

#### Step 4 – Fig 4

Fix each fixing element with 2 M4 screws. Make sure that you do not crush or damage either the air hose or the wiring harness when you do this.

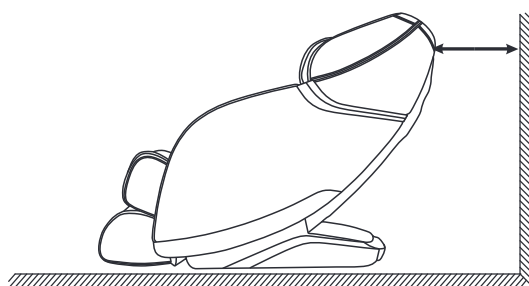


## Location and Storage

This massage chair was designed to be used in dry, well-temperate indoor areas only. Use or storage in damp or wet areas such as saunas, swimming pools etc. or in outdoor areas such as on balconies, terraces, in gardens or garages is not permitted. Due to the prevailing high humidity and low temperatures in such areas this can lead to defects in the electronics or to corrosion and rust. No warranty claims for this type of damage will be accepted.

Please choose a location for use and or storage of your massage chair which is dry, level and well-temperate. The massage chair should also not be located where it is continuously in direct sunlight as this could cause colour change, fading or defects to the cover. For your own comfort, choose a location which is adequately ventilated to allow for optimal oxygenation. Before using your massage chair after a longer period of non-use, make sure that all the fixing materials and parts are secure and safe.

The distance behind the back rest to other pieces of furniture or to the wall must be at least 275 mm. If the distance is not adequate, the back rest, the furniture or the wall could become damaged when the back rest is lowered.



## Technical Details

### Technical Details

Model:	Massage Chair MX 10.0Z
Nominal Voltage:	220-240V
Frequency:	~ 50/60Hz
Nominal Power Consumption:	120W
Noise:	≤ 55 dB
Security Level:	Class 1

**Application:** Home Use – exclusively for private use

## Recommended Accessories

These accessories are best suited for use with your massage chair. All products are available from our online shop at [www.maxxus.com](http://www.maxxus.com).

### MAXXUS® Floor Protection Mats

Due to its extreme density and material thickness of 0,5cm, this mat provides perfect protection for floors and floor coverings against damaging, scratches and soiling through body sweat. Noise caused by running and movement is significantly reduced.

Available in the following sizes:

- 160 x 90 cm
- 210 x 100 cm
- 240 x 100 cm



### MAXXUS® Anti-Static Spray

Effective against the static charges created in frames, clothing and training computers. Devices which are located on carpets or synthetic floors will become statically charged. MAXXUS® Anti-Static Spray will deter this. Synthetic surfaces treated with MAXXUS® Anti-Static Spray do not attract dust as quickly and will remain clean for longer.



### MAXXUS® Special Foam Cleaner

Use for regular cleaning of your training device. Plastic covers and metal frames can be easily cleaned and perfectly maintained with MAXXUS® Special Foam Cleaner. It is also suitable for cleaning pulse belts and other training accessories.

**⚠ CAUTION:**

Before you start any cleaning or repairs work make sure that the massage chair is completely disconnected from the mains. This is only the case if the mains cable is removed from the socket and from the massage chair. Please always remove the plug from the power outlet first and then disconnect the mains cable from the massage chair. The mains cable may only be reconnected to the massage chair and to the power outlet when all works have been completely finished and the device has been restored back into perfect condition. You may only carry out repair works to the massage chair yourself if you have gained advice and permission from the MAXXUS Service Team in advance.

**Cleaning**

Clean your massage chair regularly. To do this use a damp cloth and some soap. Never use any solvents. Vacuum the chair regularly with a vacuum cleaner on a low suction power using a textile attachment. Wipe the remote control with a dry cloth – never use any liquids to do this.

Regular cleaning of your massage chair can contribute significantly to its service life. Damages caused by body sweat or any other liquids are not covered in any way by the warranty. Also make sure during a massage that no liquids can penetrate the massage chair or the remote control.

**Checking the Fixing Materials**

Check that all screw connections between the foot rest and the massage chair are secure and safe and tighten them if necessary.

## Disposal

**European Disposal Directive in Accordance with the Electrical and Electronic Equipment Act**

Never dispose of your training equipment in the normal household waste. All consumers are legally obliged to dispose of old appliances separately from household waste.

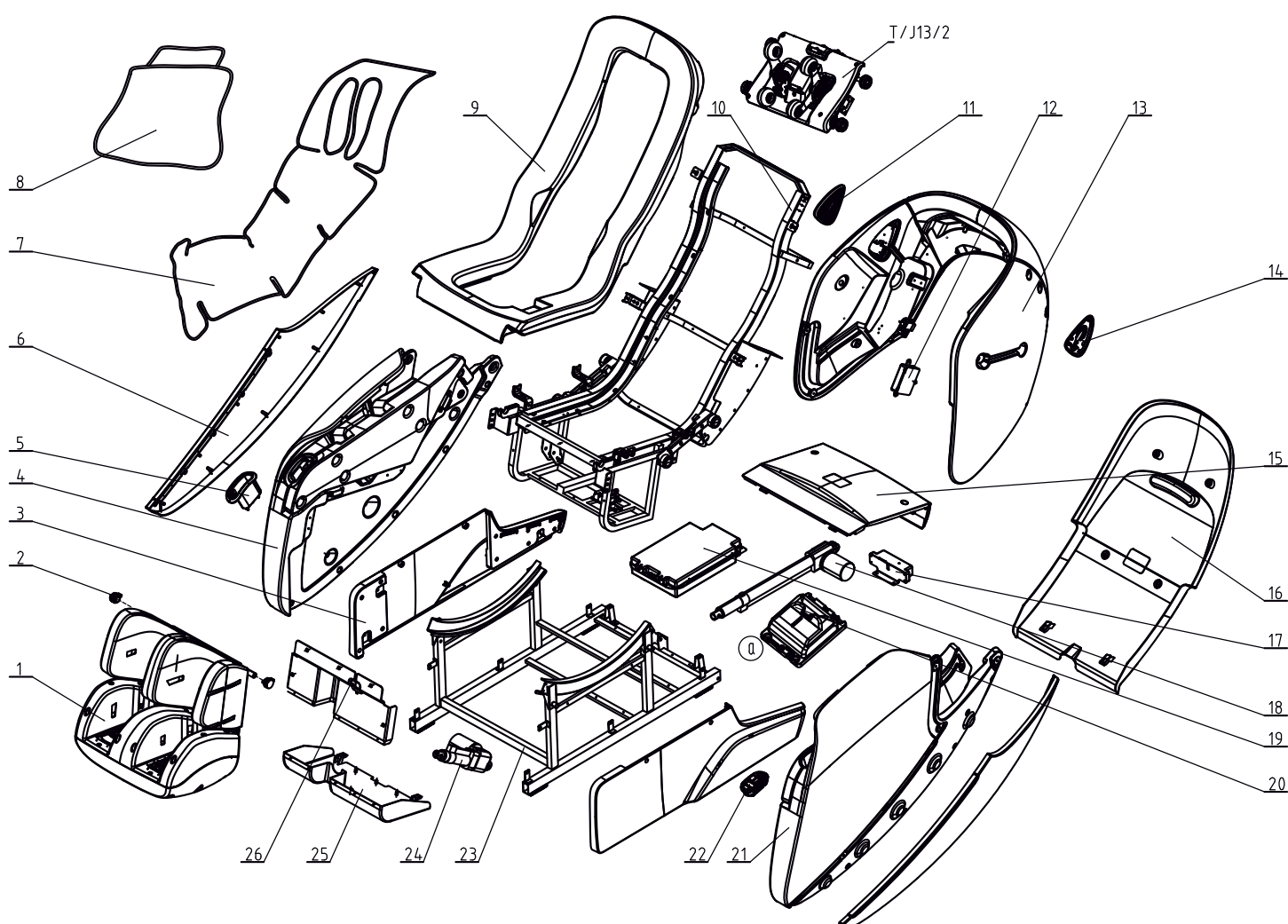
Dispose of the device only with a municipal or an authorised disposal company. Here the disposal of this device is free of charge. This is the only way to ensure that your old device is professionally disposed of and that negative effects on the environment will be avoided. Please observe the regulations which currently apply. If in doubt, please ask your local or municipal authorities for detailed information on how to dispose of your training device properly and in an environmentally sound manner.

**Batteries / Re-chargeable Batteries (if present in the device)**

According to the Batteries Directive, you as end user, are legally obliged to return all used batteries and re-chargeable batteries. **Disposal in normal household waste is an illegal offence.**

Most batteries already have the symbol to remind you of this regulation. In addition to this symbol the content of the heavy metals is also indicated. Such heavy metals must be disposed of in an environmentally sound manner. This means that all consumers are legally obliged to hand over used batteries and re-chargeable batteries to their local authority, at a municipal collection point or to return them to the retailer. If in doubt, please enquire at your municipal or local government authority on how to dispose of your batteries and rechargeable batteries properly and in an environmentally sound manner. You are also welcome to return your used batteries and rechargeable batteries to us at our head office or send them to us if sufficient postage is paid. On receipt we will dispose of them properly in accordance with the Batteries and Rechargeable Batteries Directive. Only return or dispose of batteries and rechargeable batteries when they are fully discharged.

## Exploded Drawing & Parts List



Part No.	Description	Qty
1	Footrest	1
2	Fixing block	2
3	Side cover	2
4	Side frame, right	1
5	Storage compartment	1
6	Side cover (right & left)	1/1
7	Back upholstery	1
8	Head cushion	1
9	Seat shell	1
10	Seat frame	1
11	Loudspeaker cover, right	1
12	Cover board	1
13	Housing, top	1

Part No.	Description	Qty
14	Loudspeaker cover, left	1
15	Cover, bottom	1
16	Cover, back area	1
17	Mains switch box	1
18	Hydraulic cylinder	1
19	Control unit	1
20	Air pressure control	1
21	Side frame, left	1
22	Control unit	1
23	Base frame	1
24	Hydraulic cylinder, foot unit	1
25	Cover, bottom	1
26	Cover, front	1



## Warranty\*

For MAXXUS® Support Team to help you as quickly as possible with service, we will require certain information about your fitness device and about you. To find the exact spare parts required, we will need the product name, date of purchase and serial number.

If necessary, please fill out completely the Service Contract form attached to this User Manual and send it to us by post or you are welcome to use our online form "Service Contract" which you will find under the "Service" section at [www.maxxus.com](http://www.maxxus.com)

### Areas of Application & Warranty Periods

Depending on the model, fitness devices from MAXXUS® are suitable for use in different areas. Find the appropriate area of use for your fitness device from the "Technical Data" in this User Manual.

#### Home Use:

Exclusively for private use

Warranty Period: 2 Years

#### Semi-Professional Use:

Use under instruction in hotels, physiotherapy practices, etc.

Use in a fitness studio or similar establishment is hereby excluded!

Warranty Period: 1 Year

#### Professional Use:

Use in a fitness studio or similar establishment under supervision by trained personnel.

Warranty Period: 1 Year

Use of your training device in an area which is not suitable for your device will cause immediate expiry of its guarantee and cancel your right to claim warranty!

Sole private use and warranty period of 2 years assumes that the purchase invoice is made out to the end user.

### Proof of Purchase and Serial Number

To claim your right to service works within the warranty period we will in each case require proof of purchase.

Keep your proof of purchase or purchase invoice in a safe place and in warranty cases send us a copy together with your Service Contract. This will ensure that we can process the service work as quickly as possible. So that we can identify which model version requires to be serviced correctly, we will require; Product Name, Serial Number and Date of Purchase.

### Terms and Conditions of Warranty:

The warranty period for your training device starts on the date of purchase and applies solely to products which were purchased directly from the MAXXUS Group GmbH & Co KG or one of the MAXXUS Group GmbH & Co KG direct and authorised distribution partners.

The warranty covers defects caused by production or material faults and only apply to devices purchased in Germany. The warranty does not apply to damages or defects caused by culpable improper use, negligent or purposeful destruction, lack or failure to carry out maintenance and/or cleaning measures, force majeure, operational causes and to normal wear and tear, damages caused by penetration of liquids, damage caused by repairs or modifications made with spare parts from a different supplier. The warranty also does not apply for damages due to faulty assembly or damages which occur because of faulty assembly. Certain component parts will wear out during use or from normal wear and tear. This includes for example:

- Ball bearings
- Bearing bushings
- Bearings
- Drive belts
- Rollers
- Switches and push-buttons
- Treadmill belts (bands)
- Treadmill decks (running deck)

Signs of wear and tear on wearing parts are not items covered under the warranty.

For assistance with warranty service or warranty repair enquiries for devices not in Germany, please contact our Service Department at MAXXUS Group GmbH & Co KG by sending an Email to: [service@maxxus.de](mailto:service@maxxus.de) and we will be happy to help.

### Service Outside the Warranty and Ordering Spare Parts

The MAXXUS® Service Team is happy to be of assistance to help solve any problems with faults which may arise following expiry of the warranty period, or in cases of defects arising which are not covered by the warranty.

In this case please contact us by email direct to:

**[service@maxxus.de](mailto:service@maxxus.de)**

Orders for Spare Parts or Worn Parts should be sent along with information on the Product Name, spare part description and number and the quantity required to:

**[spareparts@maxxus.de](mailto:spareparts@maxxus.de)**

Please be informed that additional fixing materials such as screws, bolts, washers etc are not included in the scope of delivery for individual spare parts. These should be ordered separately.

\*Version: June/2016





### Device Details

Product Name: **MX 10.0Z**Product Group: **Massage Chair**

Serial Number: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Where Purchased: \_\_\_\_\_

Accessories: \_\_\_\_\_

### Type of Use:

☐ Private Use

☐ Commercial Use

### Personal Details

Company: \_\_\_\_\_

Contact Person: \_\_\_\_\_

First Name: \_\_\_\_\_

Second Name: \_\_\_\_\_

Street: \_\_\_\_\_

House Number: \_\_\_\_\_

Post Code / Town/City: \_\_\_\_\_

Country: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Tel.No.: \_\_\_\_\_

Fax. No.\*: \_\_\_\_\_

Mobile No.\*: \_\_\_\_\_

\* The fields marked with an asterisk are optional. The remaining fields are mandatory fields that must be completed.

### Fault Description

Please enter a short description of the error as precisely as possible below:

(For example, when, where and how does the error occur? Frequency, after which period, at what Use, etc ....)

ENG

☐ A copy of the proof of purchase / invoice / receipt is attached.

☐ I accept the General Terms and Conditions of MAXXUS® Group GmbH & Co. KG.

I hereby instruct the company MAXXUS® Group GmbH & Co. KG to repair the above defects. In Warranty cases I will not be charged for the cost. The costs for repairs which are excluded from liability for defects in quality will be charged to me and must be settled immediately. In cases of repairs carried out on site, our staff are entitled to collect payment. This agreement is confirmed with here with my signature.

Date

Location

Signature

Please be aware that contracts can only be processed if this form has been completed in full. Be sure to attach a copy of your purchase invoice. Send the fully completed Service Contract to:

**Post\*:** Maxxus Group GmbH & Co KG, Service Department, Nordring 80, D-64521 Groß-Gerau, Germany

**Fax:** +49 (0) 6151 39735 400

**E-Mail\*\*:** customerservice@maxxus.com

\* Please stamp with sufficient postage – letters which are not sent postage paid will unfortunately not be accepted.

\*\* Submission by E-Mail is only possible as a scanned document with original signature.

You are welcome to use our online form "Service Contract" which you will find under the "Service" section at [www.maxxus.com](http://www.maxxus.com)



# MAXXUS<sup>®</sup>

**Maxxus Group GmbH & Co. KG**

Nordring 80

D-64521 Groß-Gerau

Germany

E-Mail: [info@maxxus.de](mailto:info@maxxus.de)

[www.maxxus.com](http://www.maxxus.com)