

CERAGEM

MASSAGE CHAIR

USER MANUAL

PAUSE M2
CGMEMCG-2101



CERAGEM®



Thank you for purchasing the CERAGEM Massage Chair.
Please read this manual carefully before starting any use.
Please store the manual where you can always find it after reading it.

This User's Manual contains the product warranty information.
This product is a home massage chair for household use. Do not use for commercial or industrial purposes.
We may improve the design and specifications of this product without any further notice.

This product is exclusively for 110V~120V.

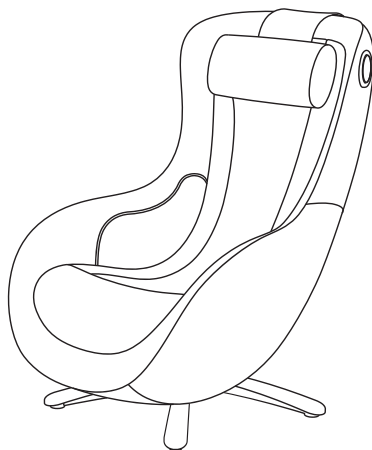
CERAGEM
LIFESTYLE
MASSAGE CHAIR
USER MANUAL

PAUSE M2 USER MANUAL

MASSAGE CHAIR
CGMEMCG-2101

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MASSAGE CHAIR
CGMEMCG-2101

The following safety precautions are intended to prevent unexpected danger or damage by ensuring safe and accurate use of the product.

When Installing

Remodeling, disassembly, or repairs should not be performed by anyone other than service personnel.

→ Can cause fire or electric shock.

Use the product on a flat surface.

→ Can cause product failure or an accident.

Regarding Power

If the product does not work or ceases to function, immediately disconnect the power plug from the outlet and contact the customer center for inspection and repair.

→ There is a risk of fire or electrocution due to electric shock or short circuiting.

If the cover of the product is torn or peeled off, it may cause a serious accident as clothes or hair can be caught inside. Ensure that there are no issues with the appearance of the product. If there is any damage, please contact the support center.

→ It may cause electric shock or injury.

Instruct children not to touch the power plug.

→ There is a risk of electric shock or injury.

Do not bend the power cord too hard and do not place heavy objects on it.

→ There is a risk of fire and electric shock.

Do not use multiple devices simultaneously when using a multi outlet adapter.

→ There is a risk of fire due to overheating of the outlet.

When unplugging the plug, pull it out of the outlet by grasping the plug.

→ If the power cord is severed, there is a risk of fire and electric shock.

Do not touch the power plug with wet hands, and when you clean or repair the product, disconnect the power plug from the outlet.

→ There is a risk of electric shock.

This product is exclusively for 220V. Please make sure to plug the power plug into a dedicated 220V outlet.

→ There is a risk of fire due to overheating of the outlet.

Be sure to use a grounding outlet when using an extension cord.

→ Using a non grounding outlet may cause electric shock or injury.

When there is a power outage, immediately turn off the power switch and unplug the power plug from the outlet.

→ Can cause electric shock or fire.

While operating the product, avoid pinching the AC cord or remote controller line between the center connection support or the four-foot support.

→ A short circuit may occur due to damage to the covering, so be careful when using it.

When using the product

Due to the risk of safety accidents, users with the following conditions should refrain from using the product:

The following persons should not use this product:

- People with thrombosis, embolism, severe venous, acute venous, etc.
- People with suspected acute cervical sprain (whiplash)
- People with symptoms of a sprain or sudden muscle contraction
- Pregnant women in early pregnancy or immediately after childbirth
- Those who have an abnormality in their spine due to an accident or disease in the past, or those with bent spine (scoliosis)
- Those who have an acute disease of the intestines or severe heart disorder
- Those who use an implantable electronic medical device such as implantable pacemakers
- Those who have a severe seizure symptom or psychogenic disorder (perceptual disorder)

-
- Those whose temperature sensation is lost due to severe peripheral circulation disorders such as diabetes, etc.
 - Those who have a risk of osteomyelitis or rickets
 - *Rickets: Symptoms of shrinking muscles throughout the body and an inability to stretch arms and legs
 - Those who are unable move their body freely
 - Those with or undergoing treatment for symptoms of disc disorders
 - Those receiving treatment at a medical institution for any disorder in their body

The following persons must consult a doctor before use:

- Those who have a risk of side effects due to the use of the product, e.g. pregnant women
- Those whose body temperature is higher than normal due to acute inflammation, chills, etc.
- Those with symptoms of acute skin disease, malignant tumor, or other skin disease
- Those who are receiving medical treatment
- Those who feel any bodily abnormalities
- Those who have been instructed by doctor not to undergo massage
- Those whose muscles have weakened or become lean due to old age
- Those who suffer from back pain

Do not use or store the product in a humid place such as a bathroom.

- It may cause electric shock, fire, failure, or mold.

Do not allow children to play or use on the massage chair. If the child is cognitively impaired or inexperienced, use under parental supervision.

- It may cause malfunction or injury.

Do not wear something hard on your head such as hair accessories during use.

- It may cause injury.

The operation time should not exceed a total of 30 minutes per day and 15 minutes at one time. Continuous use targeting the same area should be 5 minutes or less.

- Prolonged use may strain your muscles or nerves.

If you experience any of the following side effects while using the product, stop using it:

- Abrasions, strains, bruises, stinging/burning, or cuts caused by the product
- Damage to muscles, tendons, nerves, spine, etc. due to excessive use and pressure from the product
- Skin diseases and burns such as fractures, dislocations, sprains, etc.
- Respiratory and digestive disorders including asphyxiation, etc.

Do not use the product if you have any objects inside your pockets when massaging your hips or thighs.

- There is a risk of an accident or injury.

Make sure to use the product after checking that the power and remote control cords are neatly organized.

- It may cause an accident or injury or product failure.

Do not disconnect the power plug from the wall outlet or turn the power switch to [OFF] during the massage operation.

- This may result in an injury.

Do not use near open flames such as stoves or while smoking. Also, do not use it while mounted on or placed on top of a heating apparatus.

- It may cause fire.

Do not use after drinking alcohol.

- This may result in an accident or injury.

Must be used by one person at a time.

- It may cause malfunction or injury.

Please do not use it on your bare skin.

- Direct massage on bare skin may cause skin damage.

Be careful not to get your legs caught in the remote control cable.

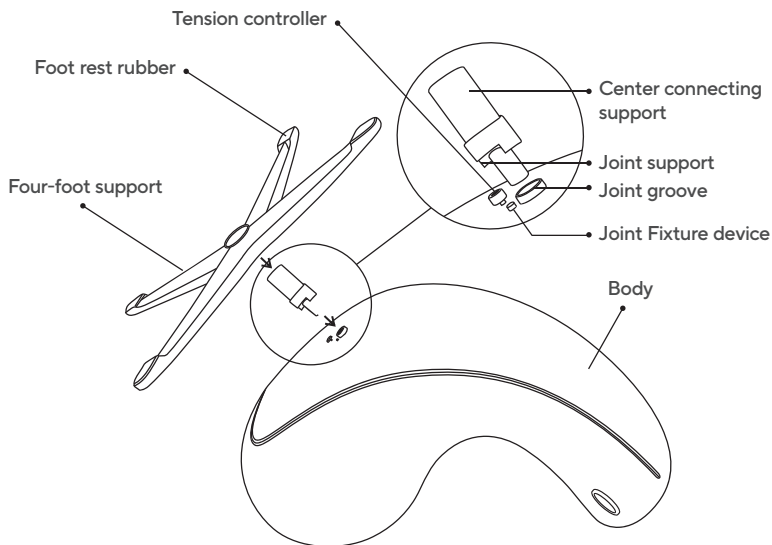
- This may result in an injury.

When cleaning or servicing the product, disconnect the power plug from the outlet.

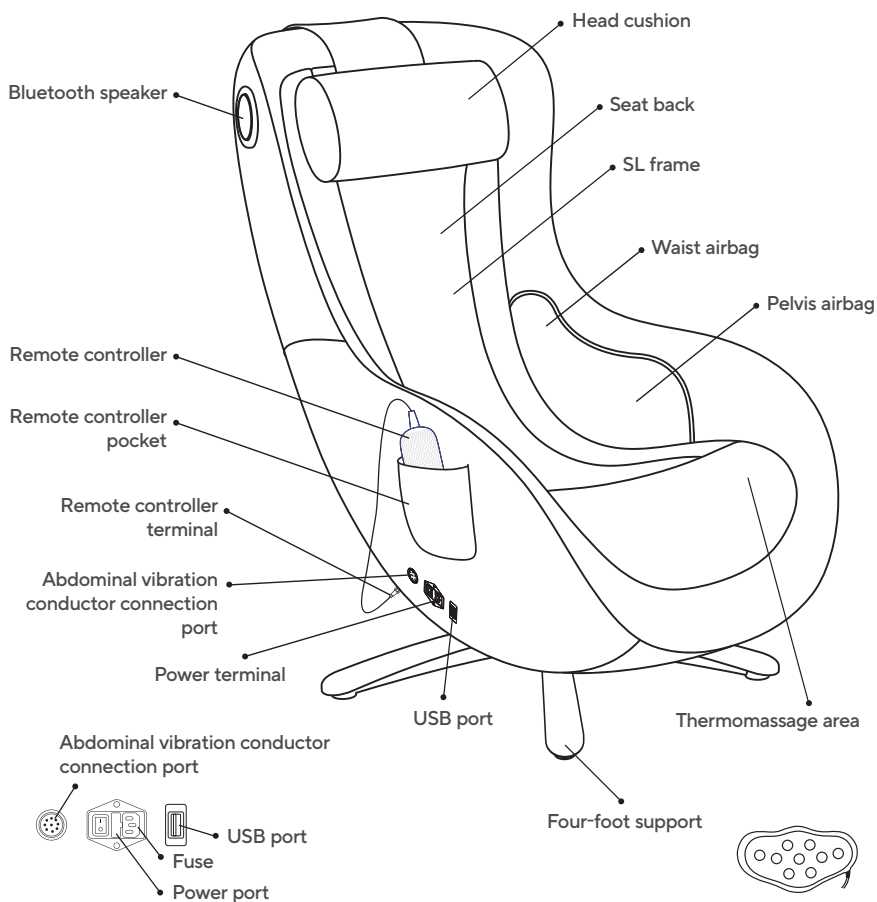
- It may cause an electric shock or injury.

02 Assembly Method

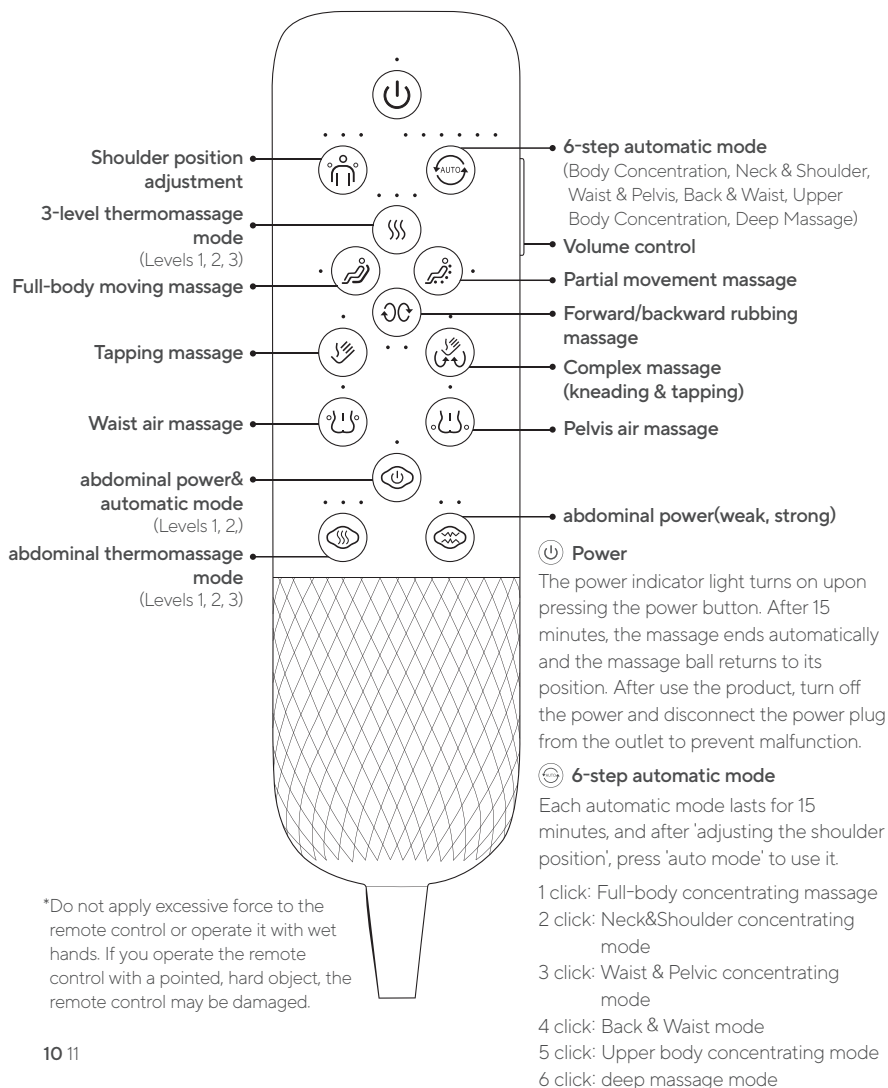
1. Safely remove all the parts enclosed in the box.
(Please make sure that there are no parts left behind).
2. Place it on a flat surface to avoid scratching.
3. Lay the product forward, and then insert the center connecting support into the groove on the bottom of the product.
* Caution: Fit the first side of the 'center connecting support' to the fixing device.
4. Insert the 'four-foot support' all the way inside the fixing device.



* When assembling and installing, put down the product slowly. If you rush this procedure, there is a risk of damage to the product or personal injury.



*Additional components: cushion,
1 electric abdominal ceramics



*Do not apply excessive force to the remote control or operate it with wet hands. If you operate the remote control with a pointed, hard object, the remote control may be damaged.

Range setting **Shoulder position adjustment button**

- 1 click: 5 cm higher
- 2 click: 5 cm lower
- 3 click: default position

 Full body movement massage button

- 1 click: Full-body moving massage
(Massage ball moves over the entire body)
- 2 click: Fixed massage
(Massage ball moves in its current position)

 Partial movement massage button

- 1 click: Partial movement massage
(The massage ball moves within a certain range)
- 2 click: Fixed massage
(Massage ball moves in its current position)

Abdominal massage function

 Press the power button to go directly to automatic mode.

- 1 click: vibration mode
- 2 click: Soft vibration mode

 abdominal power (weak, strong)

- 1 click: Fast
- 2 click: slow

 abdominal thermomassage mode

- 1 click: slow
- 2 click: medium
- 3 click: Fast

Function setting **Forward/backward rubbing massage**

- 1 click: Normal direction rubbing massage
- 2 click: Reverse direction rubbing massage
- 3 click: Stop

 Tapping massage button

- 1 click: Tapping
- 2 click: Fast tapping (1.5x)
- 3 click: Stop

 Complex massage button

- 1 click: Rubbing + Tapping
- 2 click: fast Rubbing + fast tapping (1.5 times)(1.5x)
- 3 click: Stop

Air massage button back **air massage** **pelvis air massage**

- | | |
|-------------------|-------------------|
| 1 click: Lightly | 1 click: Lightly |
| 2 click: Strongly | 2 click: Strongly |
| 3 click: Stop | 3 click: Stop |

Bluetooth function

You can use the speaker by connecting a device with Bluetooth functionality to the main body

(ID: CGMEMCG-2101)

* If it is paired to another device, be sure to disconnect it before connecting.

 3-level thermomassage mode
Temperature control in 3 levels

- Level 1: slow
- Level 2: medium
- Level 3: Fast

When cleaning or maintaining the massage chair, be sure to disconnect the power plug from the outlet. Do not touch it with wet hands.

- There is a risk of an electric shock or injury.

Do not wipe with benzene thinner (diluent), alcohol or spray pesticides.

- It may cause discoloration, deterioration or fire.

Don't douse the product with water. Please wipe gently with a leather cleaner which is used for natural leather products.

Never iron the leather finish.

The leather finish is prone to color bleeding, so make sure to avoid wearing clothes susceptible to discoloration.

Continuous exposure to sunlight and ultraviolet rays may cause product discoloration. Avoid installation near windows or in areas with strong sunlight.

Information on natural leather sofas

PAUSE uses natural cow leather.

It is a natural phenomenon that each natural leather may vary in texture and color. Marks such as scars and wrinkles are rather characteristics of genuine leather.

Due to the features of the natural cowhide, the density of wrinkles and the texture of the skin may vary, so the surface pattern is not uniform, having slight variations.

- Leather is subject to different degrees of dyeing depending on its surface condition. The resulting slight color variation is natural appearance.

If any problem occurs while using the product, refer to the following solutions.

If the problem persists, turn off the power supply, disconnect the power plug from the outlet, and then ask the service center.

Users should never disassemble or repair the product at their own discretion.

CERAGEM is not responsible for any damage to the product caused by disassembly or repair at the user's discretion.

Problem	Solution
The product does not work.	Check that the main power and power switch are turned on. Check the power plug connection state. Check that the correct voltage is used.
You can hear a fricative sound from the massage machine part. You can hear the sound of the motor. Noise increases when using the tapping and kneading function.	Those noises are generated due to the mechanical structure and are not a malfunction. There may be noise even during normal operation.
During use, the remote control works, but the massage chair does not work.	When the product is used for a long time, the massage chair automatically switches to overheating prevention mode due to increase in temperature. When the product is used for a long time, the massage chair automatically switches to overheating prevention mode due to increase in temperature. In this case, turn on the power and wait 30 to 50 minutes for the heat to cool.
Both the remote control and the massage chair do not work.	In case the working time has been set automatically, the set time has ended. Press the button again. Please turn the product off and on again.

* If this does not work, please refer to the product warranty and contact customer support.

Q1. Can I get a massage on my back only?

After pressing the rubbing massage button, press the full-body moving massage button and press it again on the area where you want to be massaged. The massage ball will become fixed.

Q2. How many degrees does the chair lean back?

It is inclined up to 105-120 degrees

when putting your feet on the ottoman, it will naturally lean back from the weight. (You cannot fix it while in the state of being inclined)

Q3. I can't connect to Bluetooth.

Turn the power off and then on. Then, delete CGMEMCG-2101 on the device to be connected, and reconnect it again.

*Bluetooth can only be connected to one device.

Q4. Will it create a lot of inter-floor noise?

Unlike other massage chairs, it barely creates any inter-floor noise because the main body is not attached to the floor.

In addition, you can further reduce the noise by placing a rug under the massage chair.

Q5. Can I change the leather?

Exterior parts such as head cushion, back seat, and airbag seat can be replaced for not under warranty.

Q6. The operating sound seems louder than what I heard when trying it out at the store.

At the store, you may not be able to hear the sound of the massage chair due to the ambient noise. In a relatively quiet residential space, you may hear the machine sound when operating the massage chair, but this is a normal and not a cause for concern.

Q7. Can you transport the massage chair if I move to another place?

We do not provide a massage chair transport service.

The chair is not large in size and is lightweight, so it is easily moved and transported.

Items Under Warranty

1. Machinery and/or equipment which operates the massage part inside the massage chair
2. Mainboards, motors, and air pumps
3. Internal electrical or electronic wiring and air hoses

Paid service items

1. Outer/inner sheet and all outer/inner linings
2. Damage to sheets (outer/inner lining made of artificial leather, natural leather, and fabric) caused by companion animal or discoloration, bleaching or tearing damage due to customer use
3. Damage to the main body case and cable of the remote controller due to customer mishandling

Product Warranty Period

1. If there is a failure while using the product, You can receive free service for one year from the date of installation.
2. The warranty period is shortened to 6 months when used for shared facilities or for business purposes.
3. The service visit is arranged within about 7 business days for Seoul and the metropolitan area, and around 14 business days for local areas excluding holidays.

Information on Paid Repair

1. Failure due to any liquid or other foreign substances in the product
2. Product damage or functional failure due to any impact to the product
3. Damage or deformation to the exterior by organic solvents such as thinner or benzene
4. Failure due to the use of parts or consumables that are not genuine goods from CERAGEM
5. Failure due to natural disaster
6. Failure due to not following the precautions in the user manual
7. Failure due to other customer-induced damage
8. Discoloration or bleaching due to continuous sunlight or UV exposure
9. Damage on the lower body frame

Exchange and Return Period

Exchanges and returns due to simple remorse must be made within 2 weeks from the date of installation, and the round-trip shipping cost (the amount varies depending on the region) and the refund of the installation fee will be charged.

If there is a defect that requires major repair when installing the product, it is a principle to exchange the product within 2 weeks free of charge.

Non-exchange and refund policy

As the product is an assembled electronic product, it cannot be exchanged or refunded for the following reasons:

1. If a product defect is caused by consumer carelessness, or the product value has decreased significantly due to the use of the product
2. An exchange or refund due to simple remorse 2 weeks after product installation
3. An exchange or refund due to differences in height or massage intensity that varies by person, not due to product defects
4. If there is not a defect that requires major repair when installing the product

* Reasons for shipping charges: In the case of a return due to simple remorse before opening the box, the customer will be charged the round-trip logistics cost. (Non-returnable when the product is opened)

09 Product specification

Product name	PAUSE M2 (CERAGEM MASSAGE CHAIR)
Model name	CGM EMCG-2101
Size of the massage chair	W65 X D112 X H101 cm
Size of the ottoman	W49 X D39 X H48 cm
Net weight	369kg(massage chair), 4.2kg(ottoman)
Gross weight (including box)	About 51 kg
Working voltage	100-240V, 50-60Hz
Power consumption	140W
Electrical Safety Certification Number	HU072161-21006A
Electromagnetic Compatibility Certification Number	R-C-Nhs-N-0002T
Customer center	1577-5570

1. CERAGEM provides a warranty for the products in accordance with the provisions of the Consumer Protection Act.
2. If you purchase a product approved by CERAGEM, repair service for any trouble arising from normal use during the warranty period is provided free of charge.
3. This warranty is provided free of charge to the country in which the product was purchased.
4. The free service period is only valid from the date of installation.
5. In case of product failure, please contact customer service.

Product Warranty	Product name		Model name	
	Serial number		Store	
	Date of purchase	Year month date	installation date	Year month date
Customer information	Customer name			
	Phone number			
	Address			
	Location			
	Zip code			
	※ Term of warranty: Warranty: 1 year from the date of purchase. In the case of a rental product, it varies depending on the rental contract period.			
free and paid service	Please refer to '08 Information on Customer Service'.			
	Precautions The customer is responsible for failure or damage to the product due to the following reasons: • Failure occurred because an unauthorized technician repaired the product • Failure due to customer's discretion repair and remodeling • Damage or failure due to misuse, abuse, or carelessness toward the product This warranty applies from the moment of purchase or contract. This warranty is valid only to the party of purchase. This warranty is valid only for the purchasing party, and the person who has then receive the product from the first buyer cannot receive the warranty. Any warranty not issued by CERAGEM, i.e. additional warranties issued by others or expired warranties, are excluded.			

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Customer service center 1577-5570

FCC Requirement

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please notice that if the FCC identification number is not visible when the module is installed inside another device, then the outside of the device into which the module is installed must also display a label referring to the enclosed module. This exterior label can use wording such as the following: "Contains FCC ID:2ADIW-N-0002" any similar wording that expresses the same meaning may be used.

Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

