

# Synk X

A Cross-platform Immersive Haptic Chair

## User Manual



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## Regulatory Information

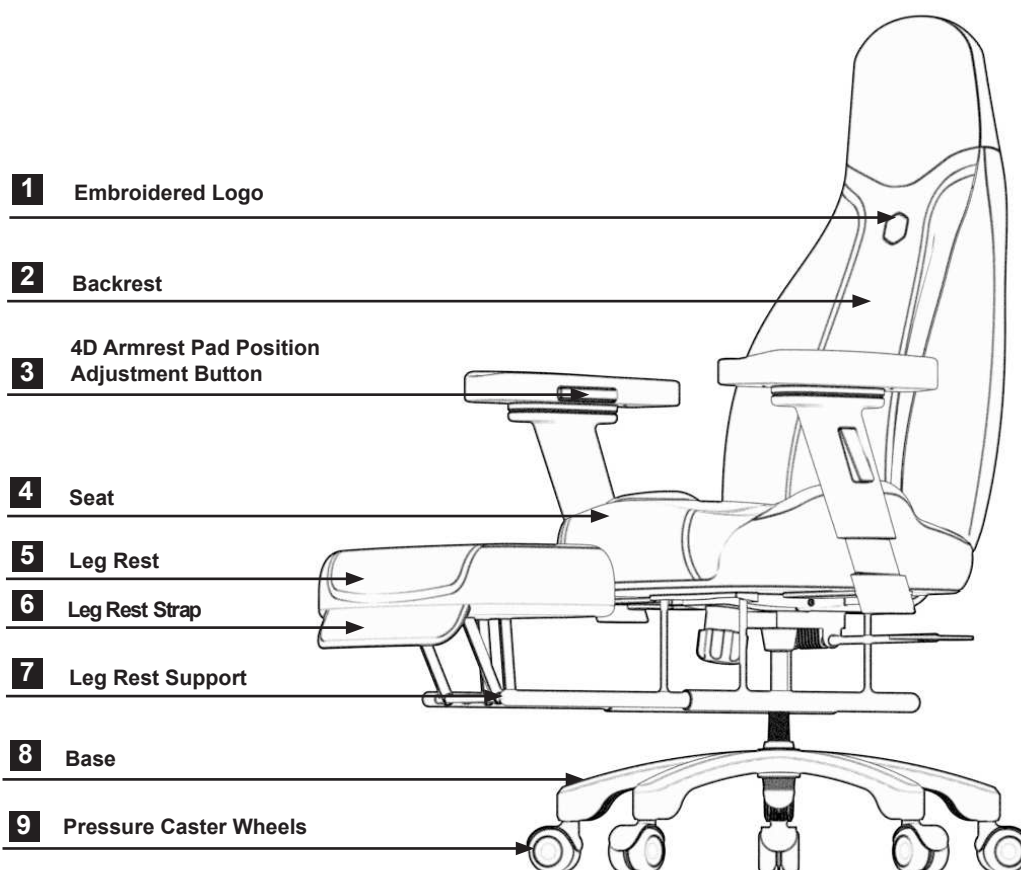
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# Specifications

|                               |                                                                                                                                  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Product Name</b>           | Synk X                                                                                                                           |
| <b>Voltage</b>                | 100~240VAC 50/60Hz                                                                                                               |
| <b>Power</b>                  | 100W Peak/50W RMS, 4Ω, 2 sets of transducer                                                                                      |
| <b>Structural Materials</b>   | Shock absorbing plywood, Metal pipes                                                                                             |
| <b>Seat Materials</b>         | Flame resistant foam and three-layer breathable mesh, Goose down fabric                                                          |
| <b>Size</b>                   | Length: 683 mm                                                                                                                   |
|                               | Width: 726 mm                                                                                                                    |
|                               | Height: 1225 mm                                                                                                                  |
| <b>Weight</b>                 | 29.4 kg                                                                                                                          |
| <b>Operating Temperature</b>  | 5°C to 40°C (ambient temperature)                                                                                                |
| <b>Operating Humidity</b>     | 5% to 95% RH                                                                                                                     |
| <b>Weight Capacity</b>        | <b>Seat Weight Capacity :</b><br>Maximum weight 136 kg<br><br><b>Reclined backrest weight capacity :</b><br>Maximum weight 96 kg |
| <b>Battery Specifications</b> | 4S2P Lithium-ion battery pack<br><br>16.8V<br><br>5200mAh                                                                        |

## ACCESSORY NAMES AND FUNCTIONS

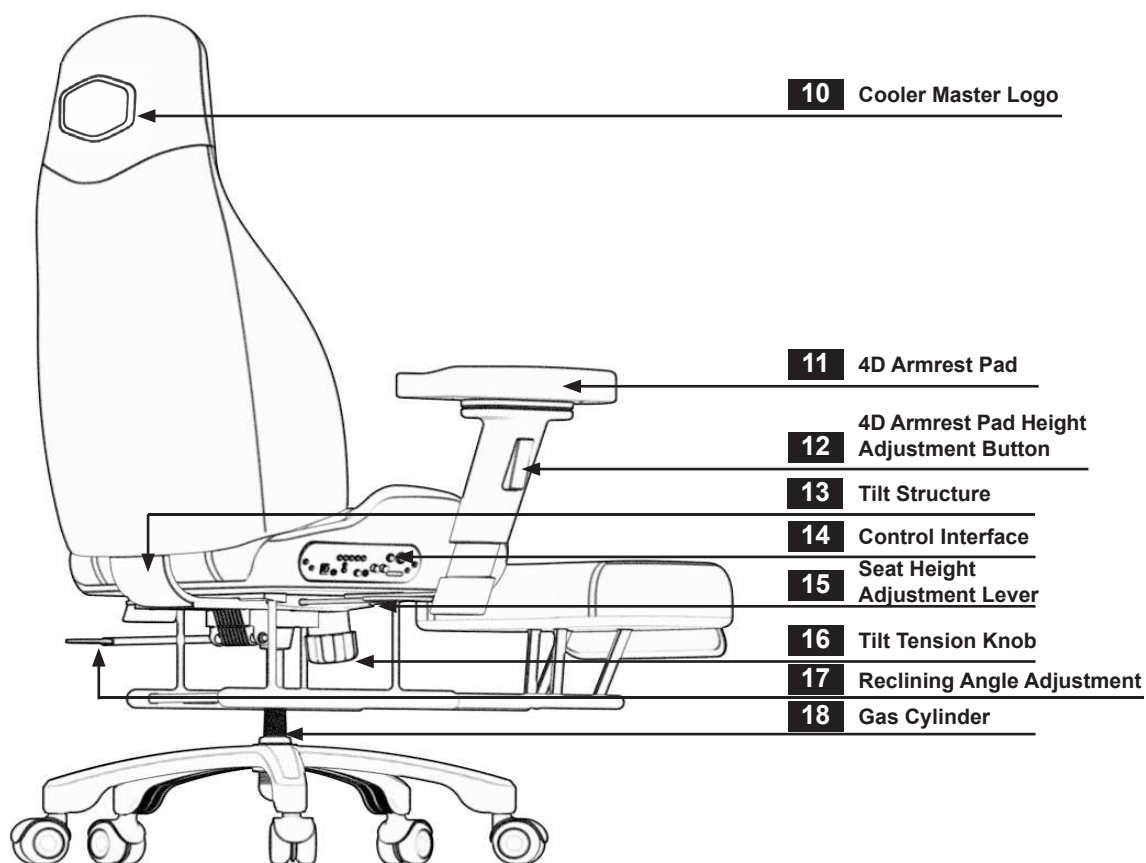
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### Caution!

The weight capacity of the seat is 136 kg  
The weight capacity of the backrest is 96 kg

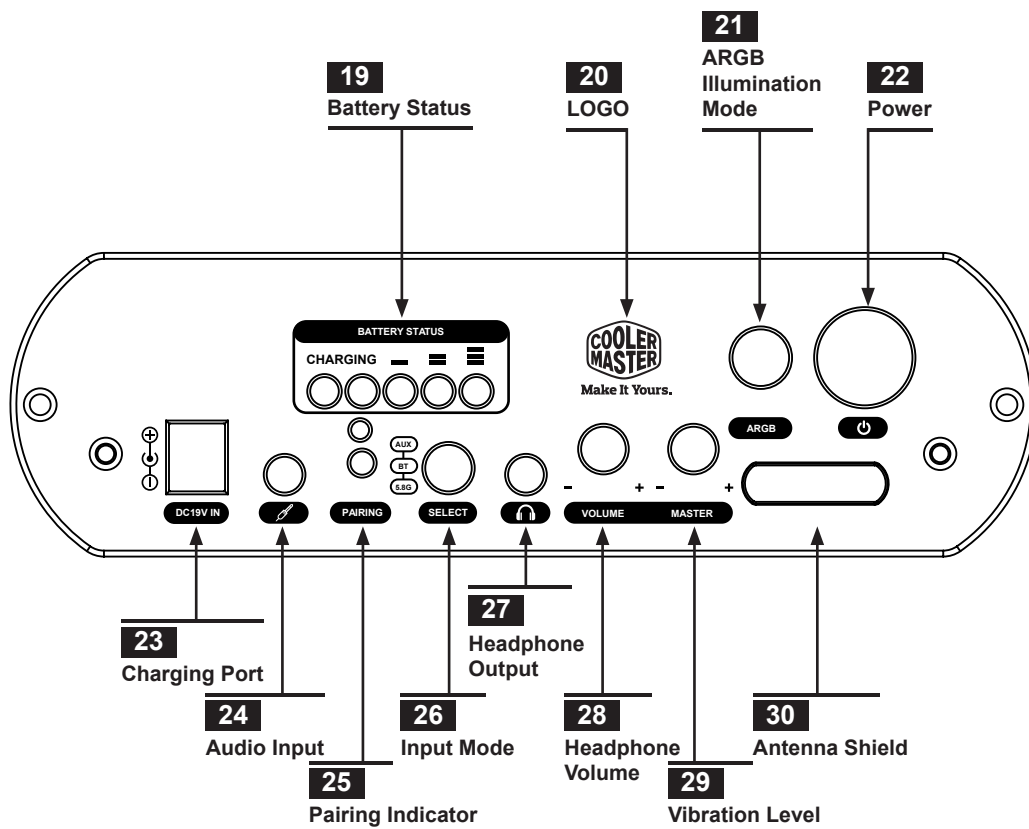
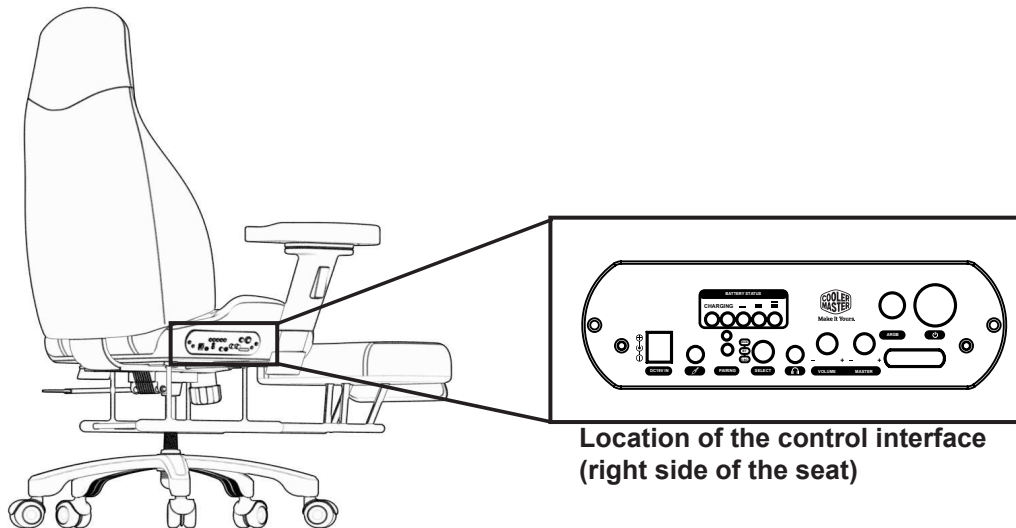


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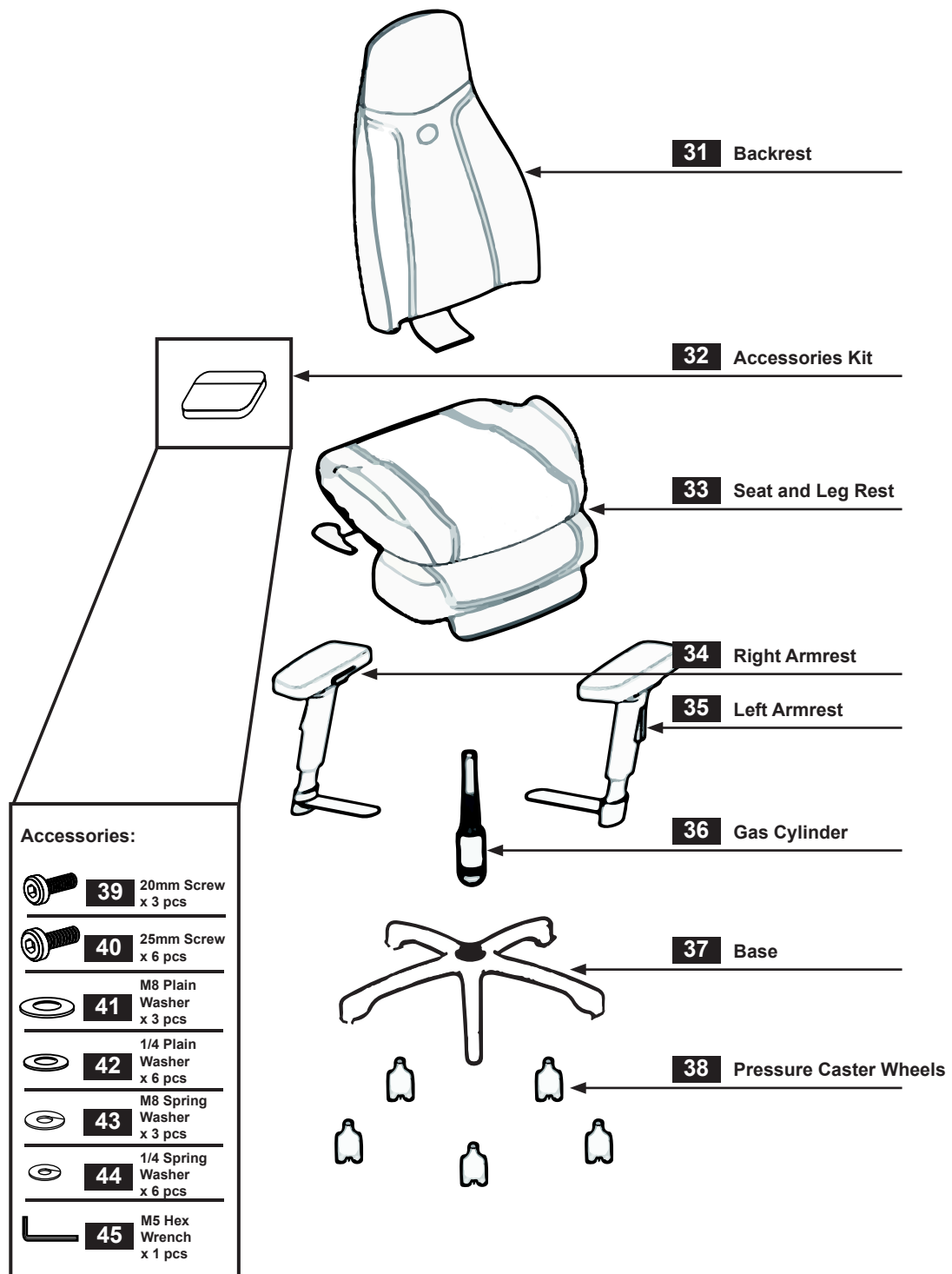
## Caution!

The weight capacity of the 4D armrest pad is 23 kg  
The weight capacity of the leg rest is 30 kg

# CONTROL PANEL AND FUNCTIONS

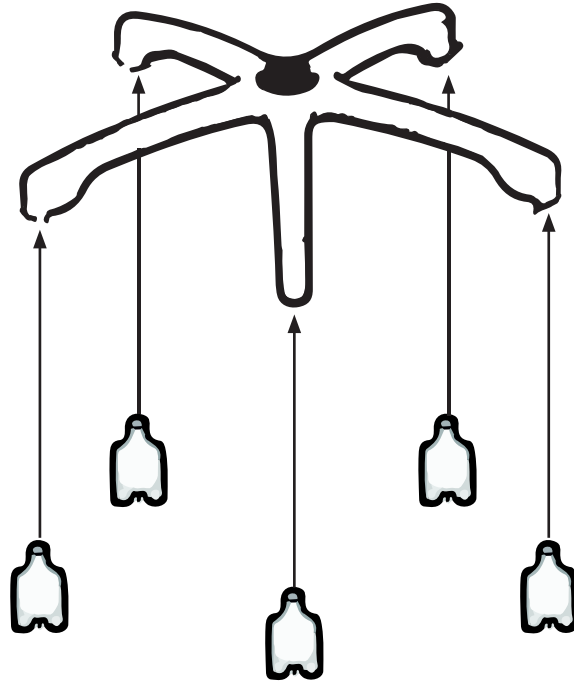


# LIST OF COMPONENTS



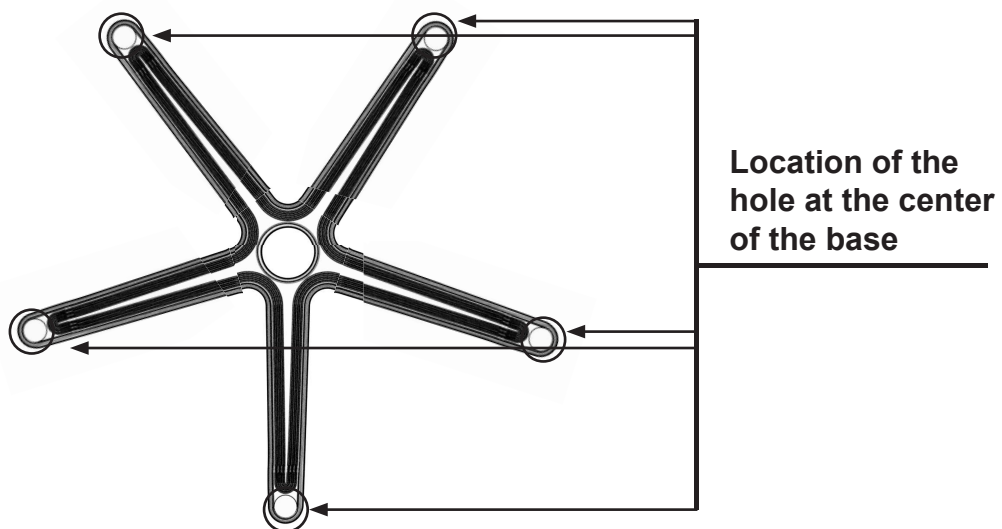
## PRESSURE CASTER WHEEL INSTALLATION

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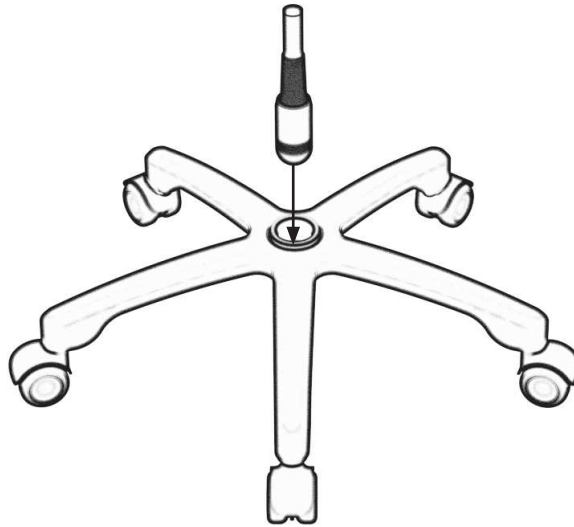
Take the five pressure caster wheels and insert them into the holes in the base

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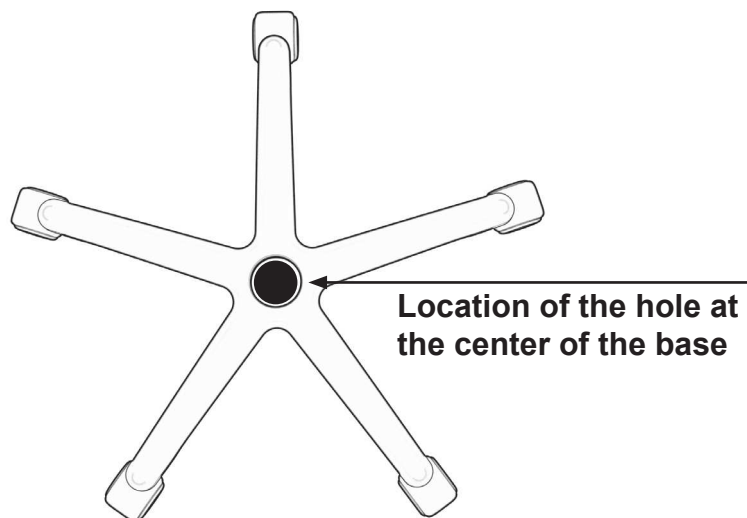
## **GAS CYLINDER INSTALLATION**

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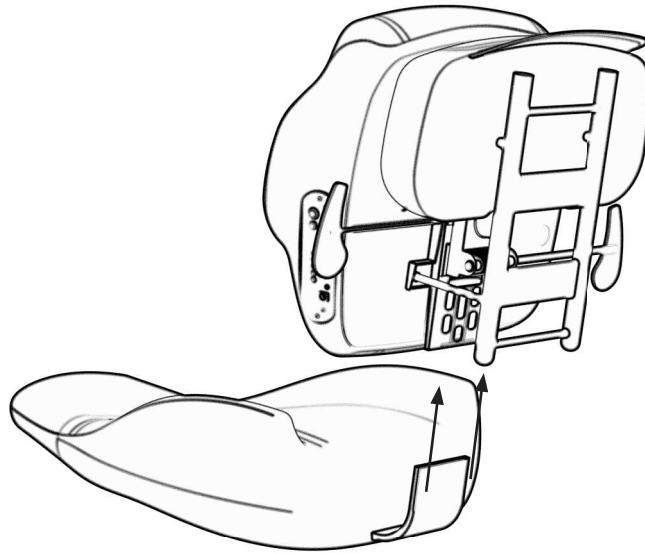
**Take the Gas Cylinder and insert it into the hole located at the center of the base**

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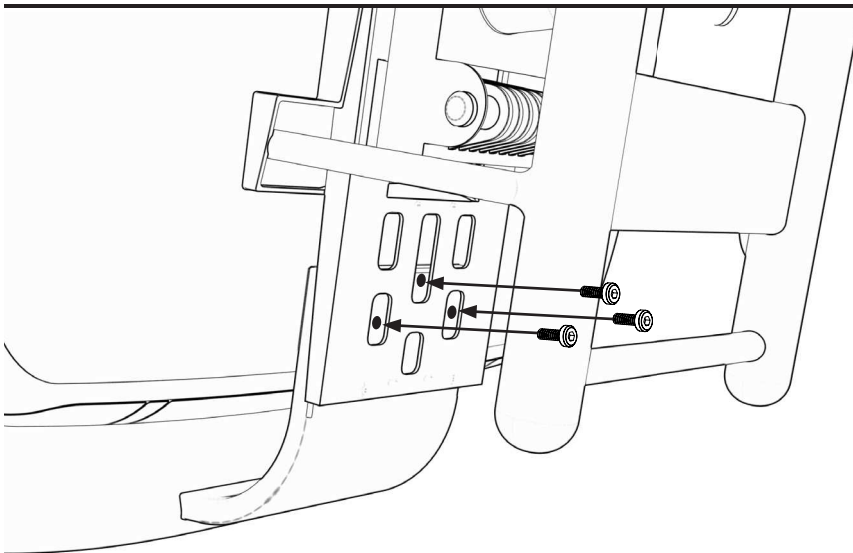


## SEAT AND BACKREST INSTALLATION

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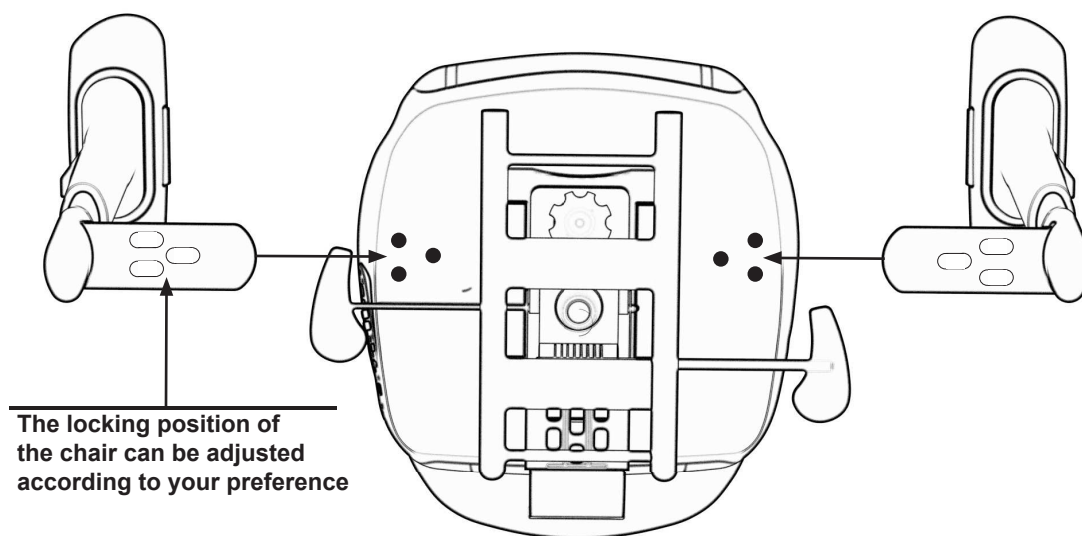
**Lay the backrest flat on the floor and insert the seat into the tilt structure**



**Take the 20 mm screws, insert them, and tighten with the M5 hex wrench**

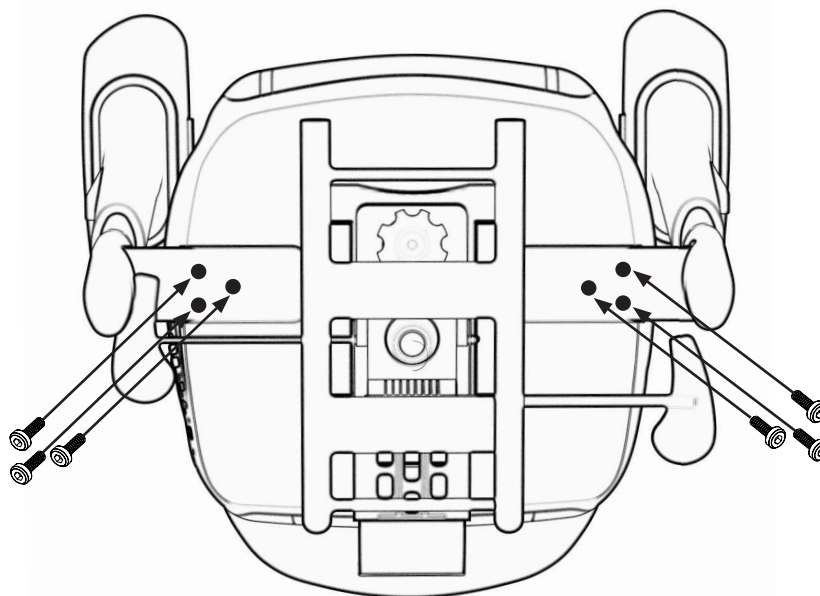
## 4D ARMREST INSTALLATION

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**Place the left and right armrests in the holes on both sides of the base of the seat**

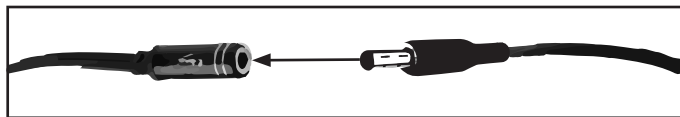
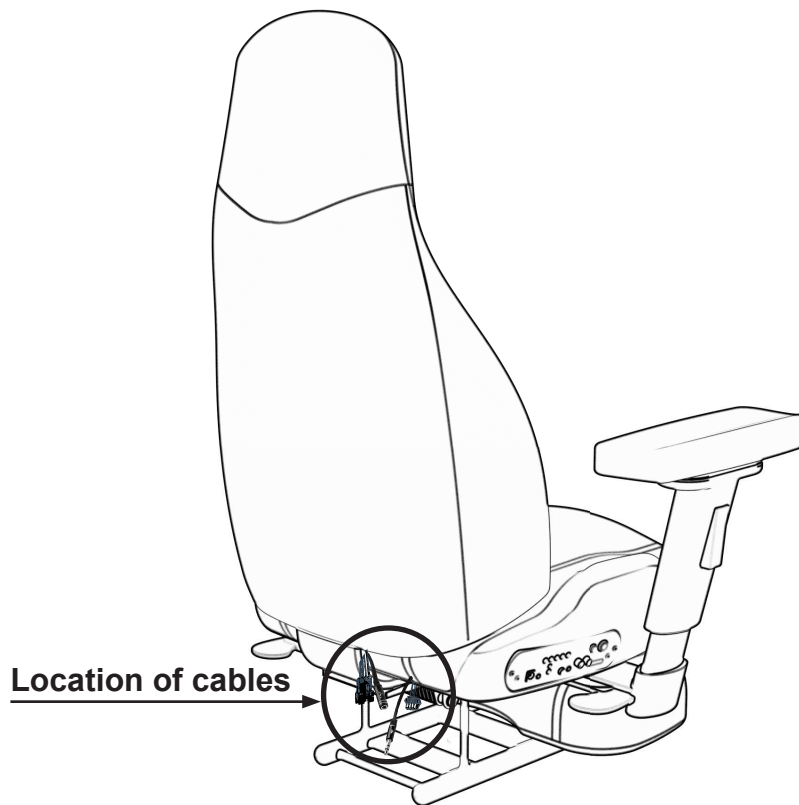
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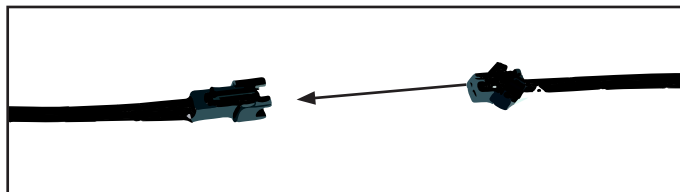
**Take the 25 mm screws, insert them, and tighten with the M5 hex wrench**

## CABLE CONNECTIONS

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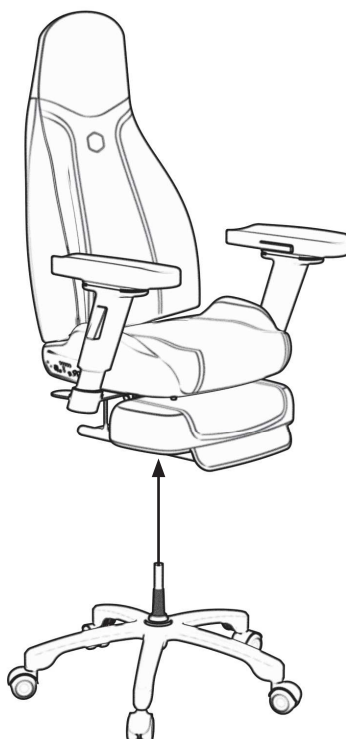
Connect the DC plug to the corresponding socket



Connect the DuPont connector to the corresponding DuPont socket

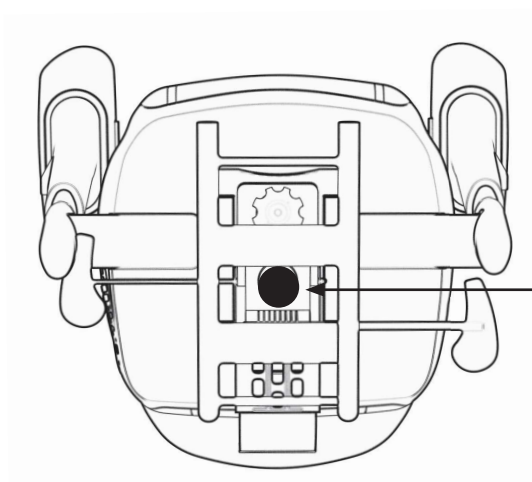
## CHAIR ASSEMBLY

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**Align the gas cylinder with the hole in the center of the seat and press the seat into place**

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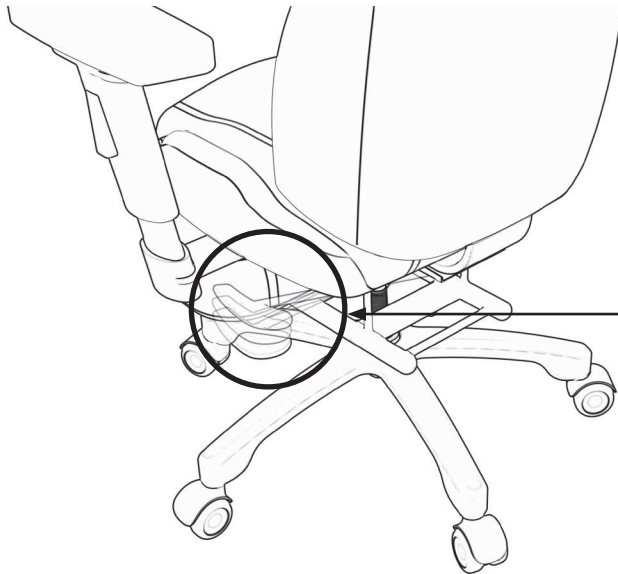


**Location of the hole at the center of the seat**

**Bottom view of the seat**

## RECLINING ANGLE ADJUSTMENT

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### Seat Tilt Lever

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- Push the lever down to lock the tilt position
- Pull the lever up to unlock the tilt position

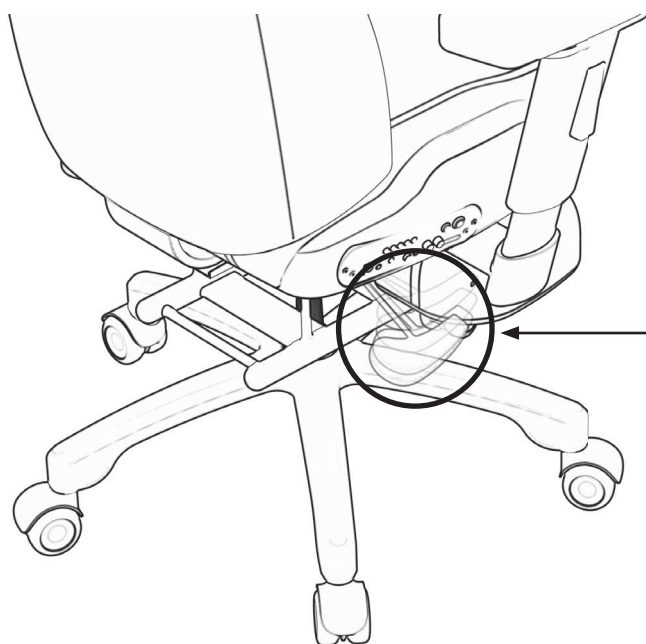
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The maximum angle the backrest can recline is 135°



## SEAT HEIGHT ADJUSTMENT

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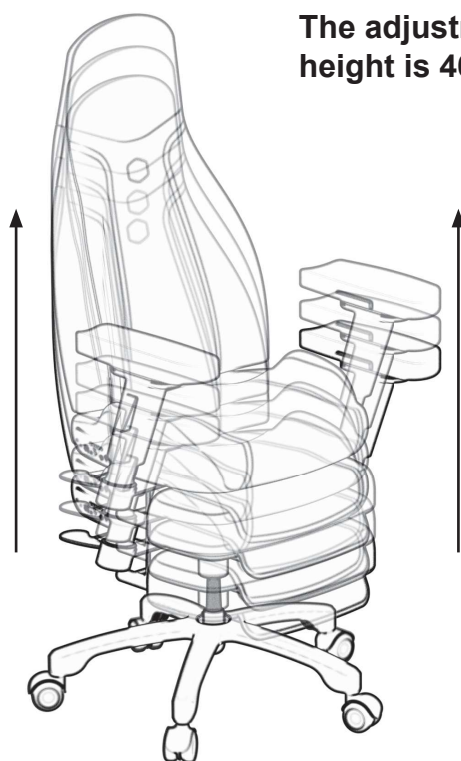
### Seat Height Adjustment Lever

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- Push the lever down to lock the seat height
- Pull the lever up to unlock the seat height

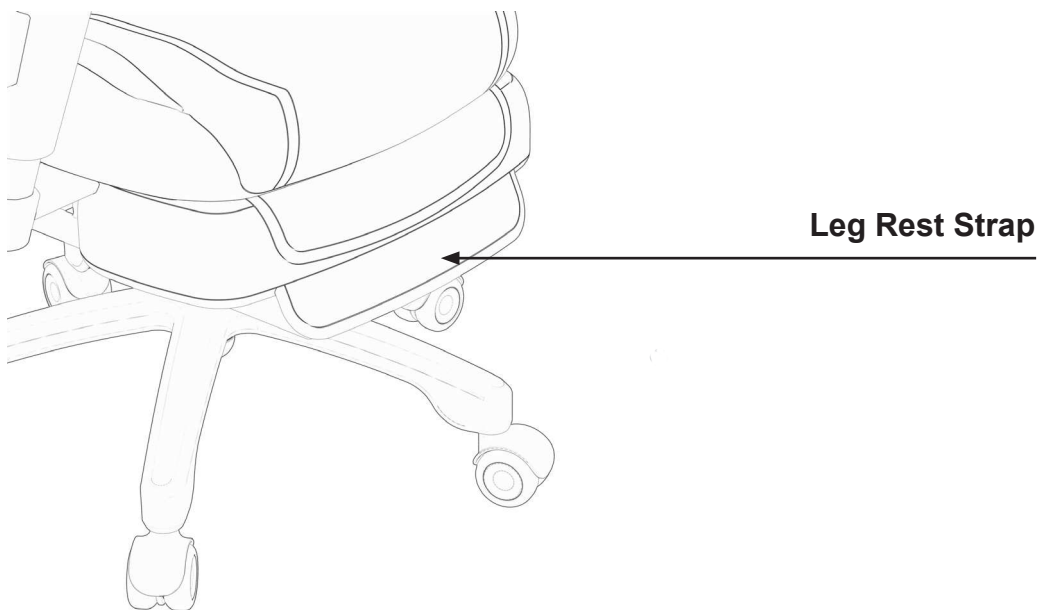
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The adjustment range of the height is 46 to 55 cm



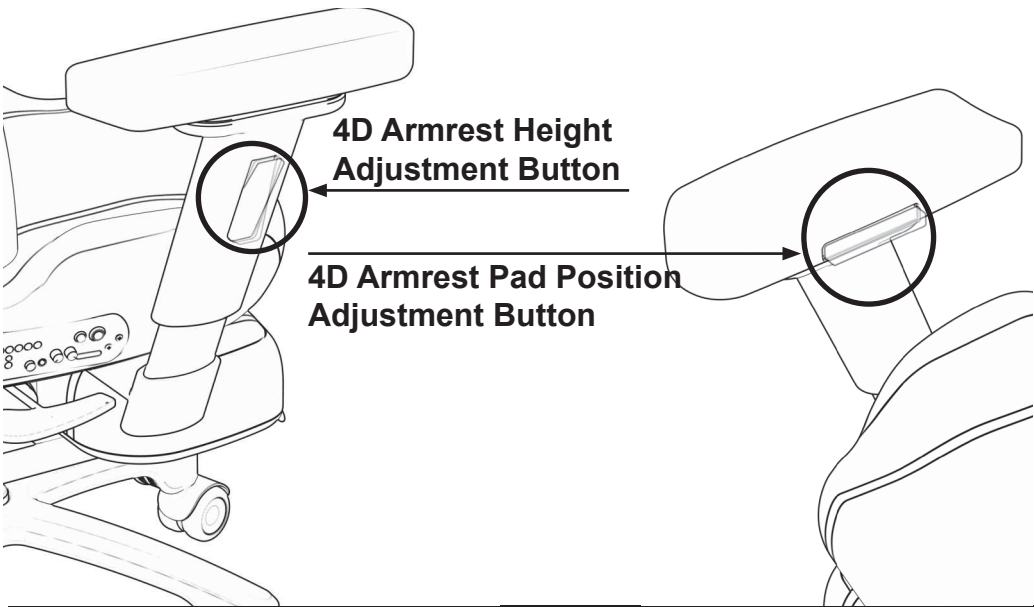
## LEG REST ADJUSTMENT

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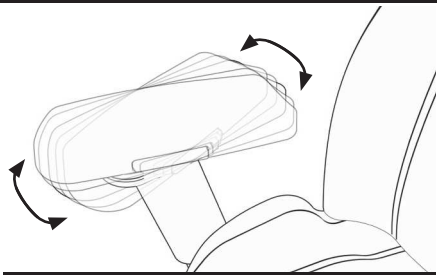
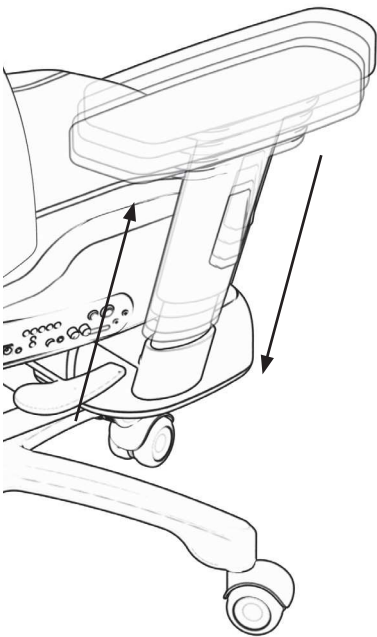


# 4D ARMREST ADJUSTMENT

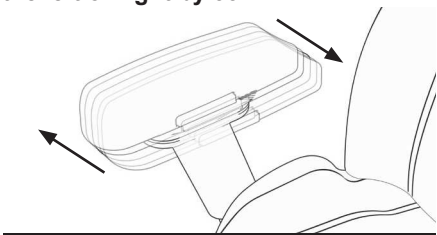
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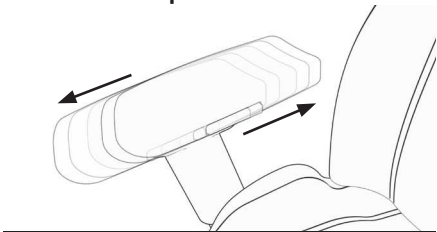
The extension range of the armrest is 90 mm



The armrest pad can be rotated to the left or right by 35°



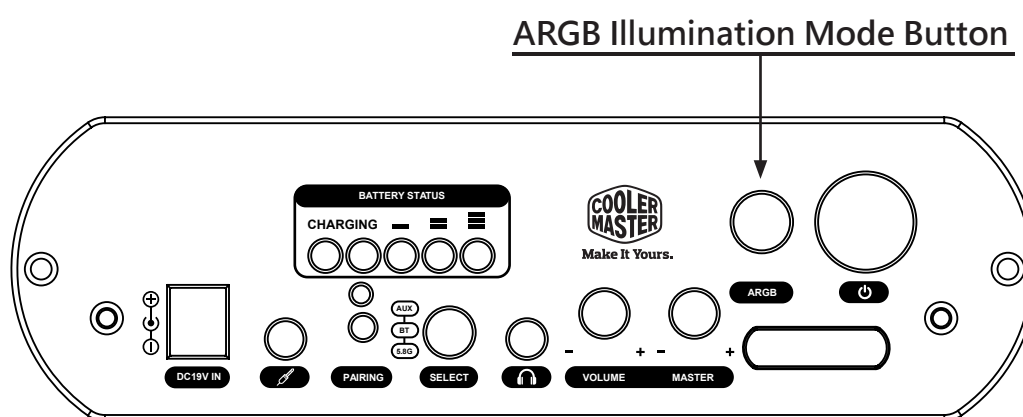
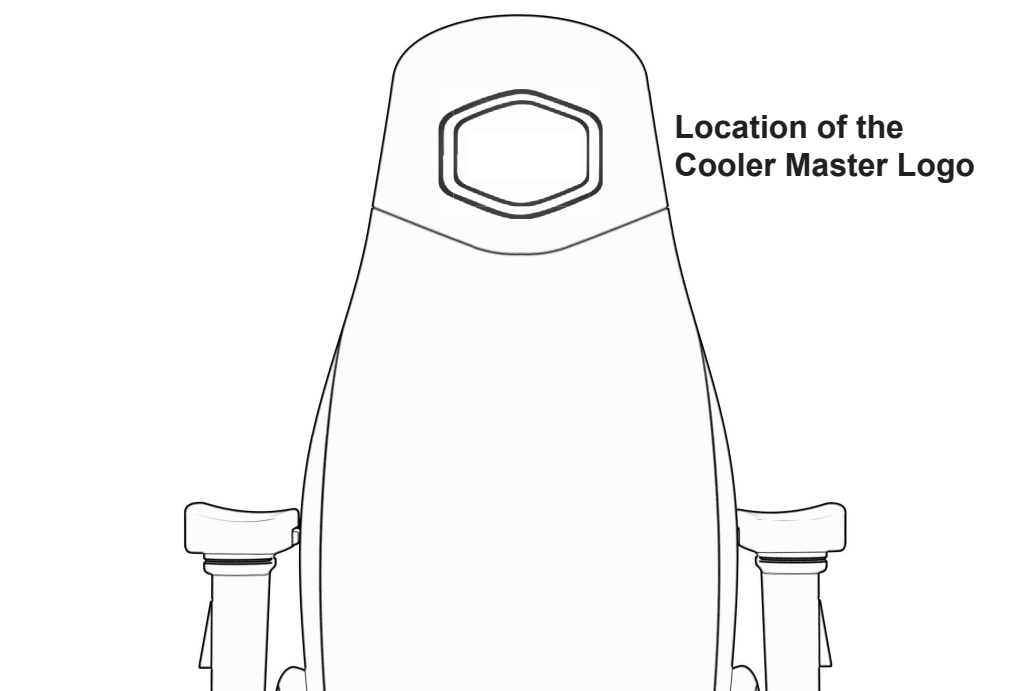
The left/right lateral sliding distance of the armrest pad is 25 mm



The front/back sliding distance of the armrest pad is 50 mm

## ARGB LED CONTROL

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- Mode 1: Uniform red light
- Mode 2: Uniform purple light
- Mode 3: Uniform green light
- Mode 4: Uniform blue light
- Mode 5: Rainbow flow effect
- Mode 6: Rainbow breathing effect
- Mode 7: Off

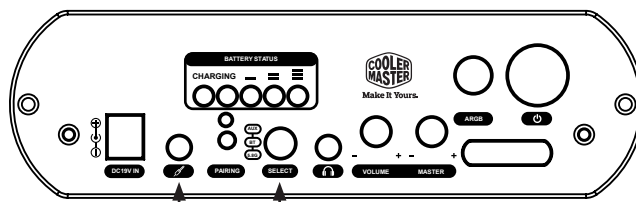
**When powered on, the system automatically remembers the ARGB illumination mode chosen when the system was last turned off**

# INTERFACE INPUT CONTROL

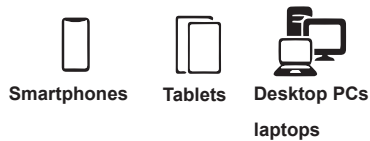
## 5.8G mode device



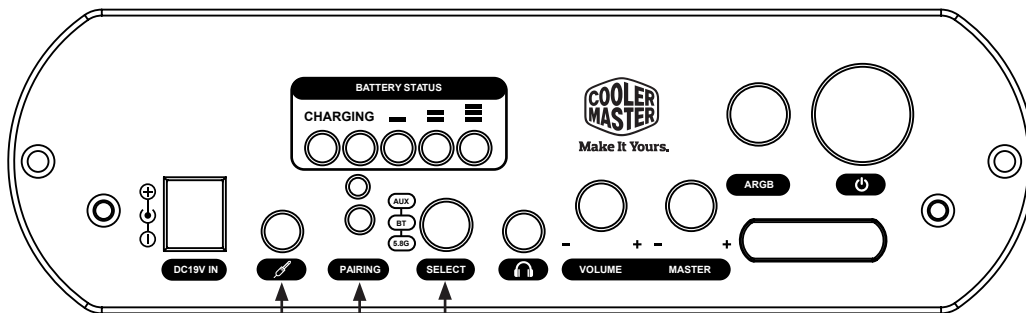
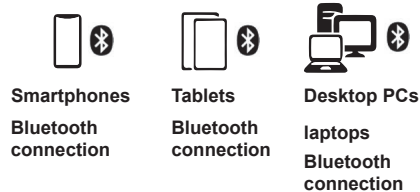
**Synk X 5.8G transmitter**  
Ultra-low latency accessories kit  
(please visit the website to purchase)



### AUX interface devices



### Bluetooth mode devices



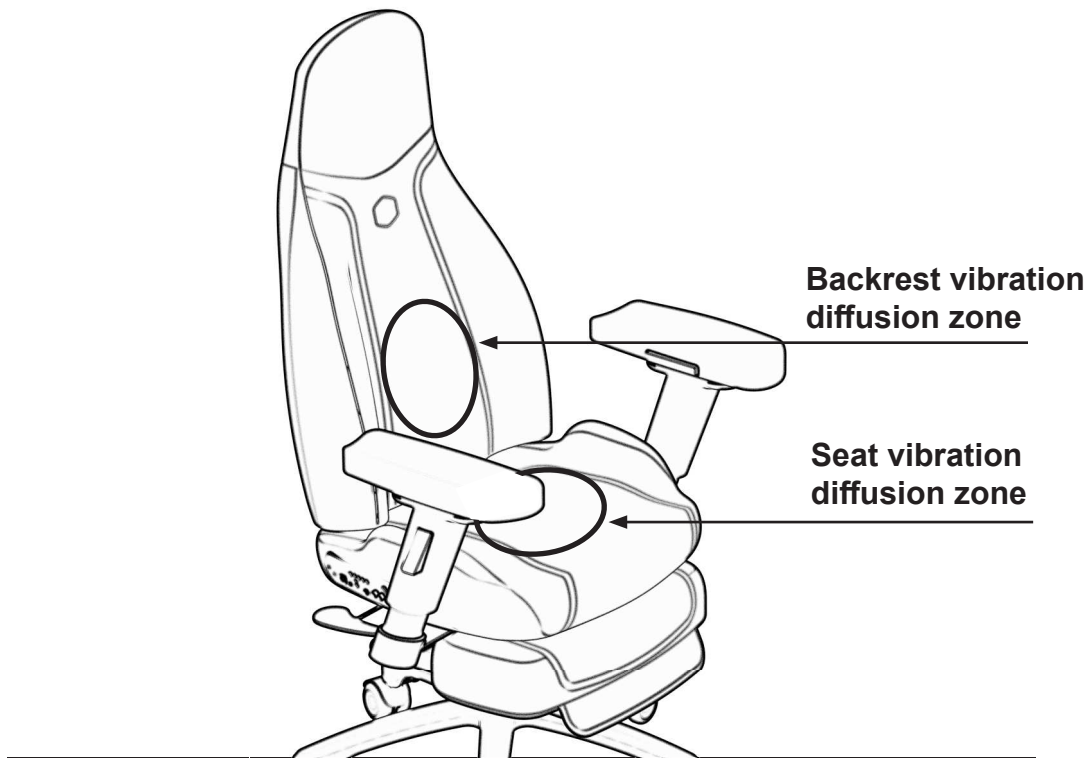
### AUX interface for connecting devices

- **Light mode 1: Blinking white light** - 5.8G is not paired or the host is not powered on
- **Light mode 2: Static white light** - successfully paired with the host
- **Light mode 3: Rapidly blinking white light** - pairing  
(Press and hold down the PAIRING button for 3 seconds to start pairing)

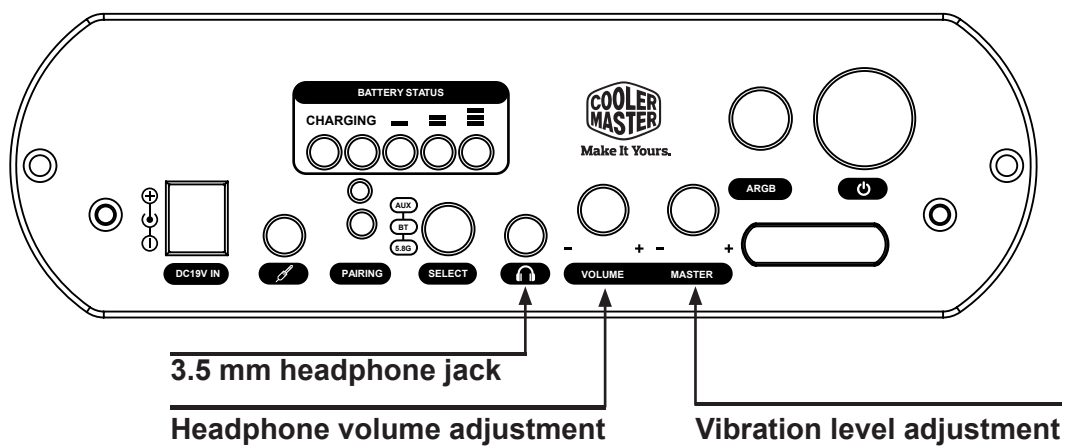
### Press the SELECT button to change the input mode

- **AUX mode:** The voice prompt will say "auxiliary mode"
- **BT mode:** The voice prompt will say "Bluetooth is waiting to pair"
- **5.8G mode:** The voice prompt will say "tactile transmitter mode"

## HEADPHONE VOLUME AND VIBRATION LEVEL CONTROL

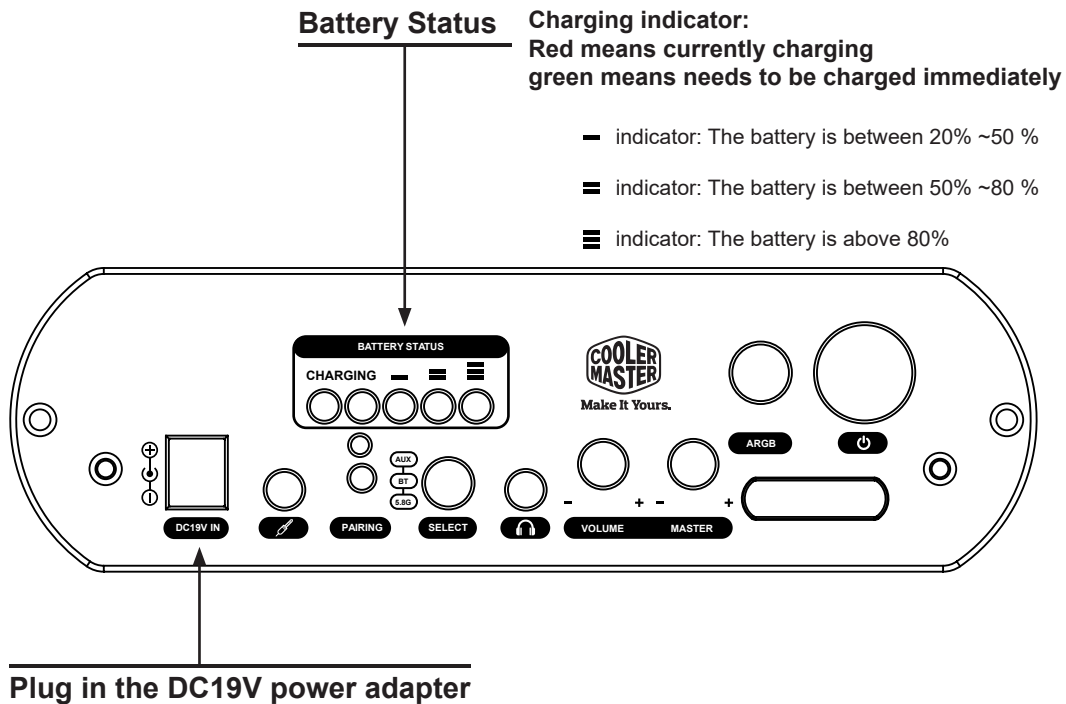


Headphone volume adjustment: Adjusts the volume in real time  
Vibration level adjustment: Adjusts the vibration level in real time



# POWER OPERATIONS

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## Caution!

The Synk X system is powered by lithium-ion batteries, which are built into the chair.

Before using the system for the first time, please ensure that the lithium-ion battery pack is fully charged and properly connected. Only use the factory-certified DC19V power adapter that came with the chair. The battery status indicator will be red when the battery is charging and goes out when the battery is fully charged.

The Synk X system can be used while charging. The vibration level will be reduced when the battery is below 30%.

The battery pack can be charged at any time; a full discharge is not required before charging. Keeping the battery fully charged and using it regularly will increase its performance and life cycles. Caution: Avoid repeatedly discharging the battery completely, as it will cause the battery pack to age rapidly.

# IMPORTANT SAFETY INFORMATION

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1. Do not sit on the backrest, leg rest, and armrests.
2. Place the chair on a level surface to prevent accidents or injuries.
3. Do not place any objects or body parts into any gaps of the chair.
4. To prevent accidents or injuries, do not crawl under the leg rest.
5. Keep sharp objects away from the surface of the chair.
6. Do not use the chair in damp environments.
7. Do not touch any plugs, sockets, switches, and wires that are powered with damp hands.
8. Do not sit in the chair simultaneously with another person.
9. Do not exceed the rated power during power operations.
10. Do not exceed the weight capacity of the chair.
11. Avoid excessively tilting the backrest and causing the wheels to rise beyond the proper range of motion.
12. Do not stand on the armrests or apply excessive force and pressure to them.
13. To prevent falls, do not stand on the seat, backrest, or leg rest.
14. Do not place the chair in direct sunlight, as it could cause the chair to fade, deteriorate, or crack.
15. Apply appropriate force when moving the chair, and move it slowly.
16. Apply appropriate force when raising or lowering the seat, as excessive force could break and damage the gas cylinder.
17. Please keep the pressure caster wheels clean, as dust or other foreign objects could make the ground dirty or jam the wheels.
18. The pressure caster wheels may damage softer floors; floor mats are recommended in this case.
19. The seat may generate static electricity in dry weather or environments.
20. Do not place the chair near flames or lit cigarettes.
21. For safety reasons, do not play around while sitting in the seat.
22. Do not use the chair as a means of transportation; doing so may damage the chair and related property.
23. After assembling the chair, please make sure it is stable.  
Gently rock the chair to make sure it is level with the ground and that the screws are tight.
24. Please be patient when assembling the chair.  
Make sure each component is in the correct place.

25. Do not use or store the chair in high temperatures.

26. To prevent damaging the batteries or battery explosions, do not expose the control system to extreme temperatures or place it near sources of heat or flames.

27. Clean the control system with a soft and dry cloth only.

28. Do not drag the seat around while sitting in it; doing so may damage the braking effect of the pressure caster wheels.

29. To prevent wireless interference or poor reception, do not store or use the system near magnetic devices.

30. Only use the voltage specified by the chair's power adapter. Using a higher voltage than required will damage the control system and may cause a fire or electric shock.

31. **注意** 若更換了錯誤類型的電池，可能會引發火災或爆炸  
**CAUTION** Risk of fire or explosion if the battery is replaced by an incorrect type  
**MISE EN GARDE.** Risque d'incendie ou danger d'explosion en cas de  
remplacer le type de la pile incorrectement.

32. 請勿吞食電池，有導致化學灼傷的危險  
[Synk X 隨附的電池組] 本產品包含鋰離子電池。如果吞下鋰離子電池，可能會在短短 2 小時內造成嚴重的內部灼傷，並可能導致死亡。

Do not ingest battery, Chemical Burn Hazard

[The battery pack supplied with Synk X] This product contains a Lithium-ion battery. If the Lithium-ion battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Ne pas avaler la batterie, danger de brûlure chimique.

[La batterie fournie avec Synk X] Ce produit contient une batterie lithium-ion. Si la batterie lithium-ion est avalée, elle peut provoquer de graves brûlures internes en seulement 2 heures et entraîner la mort.

33. 禁止讓兒童使用新 / 舊電池。將新 / 舊電池放在兒童接觸不到的地方。如果電池蓋未正確關閉，請停止使用本產品並將其放在兒童接觸不到的地方。

Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children.

Tenez les piles neuves et usagées hors de portée des enfants. Si le compartiment de pile ne se ferme pas correctement, cessez d'utiliser le produit et tenez-le hors de portée des enfants.

34. 如果您認為電池可能被吞食或被放置在身體的任何部位，請立即就醫。

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Si vous pensez que des piles ont été ingérées ou placées dans quelque partie du corps que ce soit, consultez immédiatement un médecin.

# FREQUENTLY ASKED QUESTIONS

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## **Question 1: How much space is needed?**

Answer: Please reserve enough space (at least 1.5 square meters) to safely tilt the seat back and extend the leg rest.

## **Question 2: Can I remove, repair, and reassemble the control system by myself?**

Answer: Please contact your local service provider for repairs.

## **Question 3: Can I replace the lithium-ion battery pack by myself?**

Answer: Only use certified battery packs made by the original manufacturer and strictly follow the battery specifications in this manual.

## **Question 4: How do I maintain the pressure caster wheels?**

Answer: Wipe them with water or detergent regularly or when they are dirty.

## **Question 5: How do I maintain the 4D armrest pads?**

Answer: Wipe them with water or detergent regularly or when they are dirty.

## **Question 6: How do I maintain the surface of the seat?**

Answer: Wipe them with water or detergent regularly or when they are dirty.

## **Question 7: How should I adjust the volume or vibration level when it is too low?**

Answer: Increase the output volume of the audio output device. If the device is a mobile phone or tablet, set the volume level to the maximum and use Synk X's control interface to adjust the headphone volume and vibration level.

## **Question 8: The system's indicators are normal and the headphone output is normal, but the vibration has stopped. How do I adjust it?**

Answer: Synk X may have entered protection mode due to overheating. Restart the system and reduce the vibration level.

## **Question 9: What are the contents of the warranty?**

Answer: Please visit [www.coolermaster.com](http://www.coolermaster.com) for the terms of the warranty.

## **Question 10: Which accessories are not covered by the warranty?**

Answer: The warranty covers all accessories except for consumables such as the pressure caster wheels, 4D armrest pads, and charging cables.

# TROUBLESHOOTING

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**1. If the chair doesn't respond when you press the buttons on the control interface located on the right side of the seat, please follow the steps below:**

- A. Check whether the battery status indicator is lit
- B. Check whether the interface inputs have been connected successfully
- C. Check whether the headphone volume/vibration level knob is normal
- D. If the problem is not solved after you have completed the above steps, please press the power button again

**2. If the chair cannot be adjusted, please follow the steps below:**

- A. Check the tilt structure for foreign objects or damage
- B. Check the leg rest rail for foreign objects or damage
- C. Check the gas cylinder for foreign objects or damage
- D. Check the 4D armrest pad structure for foreign objects or damage

**3. If the ARGB illumination mode cannot be adjusted, please follow the steps below:**

- A. Check whether the battery status indicator is lit
- B. Check whether the ARGB illumination mode button is operating normally
- C. If the problem is not solved after you have completed the above steps, please press the power button again

**4. If you cannot slide the chair, please follow the steps below:**

- A. Check whether there are foreign objects on the ground
- B. Check whether the pressure caster wheels are installed correctly or damaged
- C. When the direction of the pressure caster wheels is inconsistent, more force is needed to move the chair, or slide it to the left and right first to make it slide smoothly

**5. If abnormal noise that's not caused by vibration is emanating from the chair, please follow the steps below:**

- A. Make sure the screws are secured correctly
- B. Check if the vibrator is working
- C. If the problem is not solved after you have completed the above steps, please contact customer service

**6. If Synk X is not listed as a Bluetooth device name on the audio output device, please follow the steps below:**

- A. Check whether the host is in Bluetooth mode
- B. Check whether Bluetooth is connected to another audio output device
- C. Disable Bluetooth on the audio output device and then enable it to search for devices
- D. Turn off the Synk X host and then turn it back on; make sure Synk X has entered into Bluetooth mode and is waiting to pair

**7. If Synk X shuts down without warning, please follow the steps below:**

- A. Check whether the battery is too low or completely drained
- B. Synk X may have activated battery protection mode due to overcurrent and shut down. In this case, charge it with the power adapter for about one minute and then turn it back on

**If the problem is not solved after you have completed the above steps, please contact customer service**

# REGULATORY STATEMENTS

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## United State

### FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

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.

Un-license band: 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.

(15.21) Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

1. To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.
2. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter

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 needed.
- ☐ Consult the dealer or an experienced radio/TV technician for help.

**Canada**

Canada, ISED notice:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

**Canada, ISED avis:**

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**Radio Frequency (RF) Exposure Information**

The radiated output power of the Wireless Device is below the Innovation, Science and Economic Development Canada radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized.

This device has also been evaluated and shown compliant with the IC RF Exposure limits under mobile exposure conditions. (antennas are greater than 20cm from a person's body).

(French)

Informations concernant l'exposition aux fréquences radio (RF)

La puissance de sortie émise par l'appareil de sans fil est inférieure à la limite d'exposition aux fréquences radio d'Innovation, Sciences et Développement économique Canada. Utilisez l'appareil de sans fil de façon à minimiser les contacts humains lors du fonctionnement normal.

Ce périphérique a également été évalué et démontré conforme aux limites d'exposition aux RF d'IC dans des conditions d'exposition à des appareils mobiles (antennes sont supérieures à 20 cm à partir du corps d'une personne).

**Taiwan (R.O.C.)**

「減少電磁波影響，請妥適使用」

Low power device

取得審驗證明之低功率射頻器材，非經核准，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻器材之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前述合法通信，指依電信管理法規定作業之無線電通信。低功率射頻器材須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

**Europe(CE)**

Hereby, [Cooler Master Inc.], declares that this [Haptic Chair] is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

URL: [www.coolermaster.com](http://www.coolermaster.com)

**Unite Kingdom**

Hereby, [Cooler Master Inc.], declares that this [Haptic Chair] is in compliance with the essential requirements and other relevant provisions of Radio Equipment Regulations 2017.

URL: [www.coolermaster.com](http://www.coolermaster.com)

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