

use & care manual



RELAX THE BACK®

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HALE COMFORT RECLINER-NA-A0

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Relax The Back® provides best-in-class wellness solutions to achieve a life well lived. livewellness® is our mantra to relieve pain, improve health and foster well-being by transforming routine, space and life for our customers.

Relax The Back was founded in 1984 by an osteopathic physician who wanted to make it easier for his patients to find the self-care products necessary to relieve their neck and back pain. The company began franchising in 1989 with the support of the medical community behind it. It is this relationship with the medical community that put Relax The Back in a unique position - that of a specialty wellness retailer. With success for nearly 40 years, the company embraces a holistic approach for a healthier lifestyle we call livewellness.

With more than 70 stores throughout North America, and our website RelaxTheBack.com, our clients enjoy personalized experience with education and best in class ergonomic and wellness product solutions that address their unique needs. Store consultants are trained in common spinal health disorders as well as strategies to support a healthy lifestyle. We understand that wellness is a personal cycle of physical and mental relief, renewal, prevention, and sustainable activities that support sound health. In fact, many medical professionals rely on Relax The Back as a resource for prevention and continued care of their patients. We are dedicated to helping our clients live healthier and happier lives. Visit Relax The Back and change your life.

HALE *Comfort* ZG RECLINER

The Hale's dual-motor power design allows independent control of the footrest and backrest for maximum comfort. With the simple power remote, you can easily find your ideal position.

Enjoy improved circulation with the Zero Gravity position at the touch of a button. The chair adjusts to infinite positions to release joint tension and soothe sore muscles, while proprietary memory foam conforms to your body.

The power lumbar and built-in air chamber massage enhance comfort, promoting better circulation and range of motion. Choose your preferred relaxation method for ultimate comfort.

keep it safe

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.

 **DANGER:** TO REDUCE THE RISK OF ELECTRICAL SHOCK
ALWAYS UNPLUG THIS PRODUCT FROM THE ELECTRICAL OUTLET IMMEDIATELY AFTER USING AND BEFORE CLEANING OR SERVICING.

 **WARNING:** RISK OF ELECTRIC SHOCK, FIRE, AND INJURY, THIS PRODUCT MUST BE USED IN ACCORDANCE WITH THE FOLLOWING INSTRUCTIONS:

- DO NOT PUT HANDS OR FINGERS NEAR THE FOOTREST MECHANISM ON THE UNDERSIDE OF THE CHAIR WHILE THIS PRODUCT IS RUNNING. TOUCHING THE MECHANISM CAN RESULT IN INJURY.
- IF THE SUPPLY CORD IS DAMAGED, IT MUST BE REPLACED BY THE MANUFACTURER OR ITS SERVICE AGENT OR A SIMILARLY QUALIFIED PERSON IN ORDER TO AVOID A HAZARD.
- AN APPLIANCE SHOULD NEVER BE LEFT UNATTENDED WHEN PLUGGED IN. UNPLUG FROM OUTLET WHEN NOT IN USE, AND BEFORE PUTTING ON OR TAKING OFF PARTS.
- CLOSE SUPERVISION IS NECESSARY WHEN THIS PRODUCT IS USED BY, ON, OR NEAR CHILDREN, INVALIDS, OR DISABLED PERSONS. KEEP CHILDREN AWAY FROM EXTENDED FOOT SUPPORT (OR OTHER SIMILAR PARTS).
- USE THIS PRODUCT ONLY FOR ITS INTENDED USE AS DESCRIBED IN THIS MANUAL. DO NOT USE ATTACHMENTS NOT RECOMMENDED BY THE MANUFACTURER.
- NEVER OPERATE THIS PRODUCT IF IT HAS A DAMAGED CORD OR PLUG, IF IT IS NOT WORKING PROPERLY, IF IT HAS BEEN DROPPED OR DAMAGED, OR DROPPED INTO WATER. RETURN THIS PRODUCT TO A SERVICE CENTER FOR EXAMINATION AND REPAIR.
- DO NOT CARRY THIS APPLIANCE BY SUPPLY CORD OR USE CORD AS A HANDLE.
- ALWAYS KEEP THE POWER CORD AWAY FROM HEATED SURFACES.
- NEVER OPERATE THIS PRODUCT WITH THE AIR OPENINGS BLOCKED. KEEP THE AIR OPENINGS FREE OF LINT, HAIR, AND THE LIKE.
- NEVER DROP OR INSERT ANY OBJECT INTO ANY OPENING.
- DO NOT USE OUTDOORS.
- DO NOT OPERATE WHERE AEROSOL (SPRAY) PRODUCTS ARE BEING USED OR WHERE OXYGEN IS BEING ADMINISTERED.
- TO DISCONNECT, TURN ALL CONTROLS TO THE OFF POSITION, THEN REMOVE PLUG FROM OUTLET.
- DO NOT USE THIS PRODUCT WHEN STANDING ON A DAMP FLOOR, OR WHEN ANY PART OF THE BODY IS IN CONTACT WITH PLUMBING OR ANY SIMILAR GROUND.
- DO NOT USE THIS PRODUCT IF NOISE ABOVE NORMAL SOUND IS HEARD.
- DO NOT STAND ON OR IN APPLIANCE. USE ONLY WHILE SEATED.
- THIS APPLIANCE IS NOT INTENDED FOR USE BY PERSONS (INCLUDING CHILDREN) WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES, OR LACK OF EXPERIENCE AND KNOWLEDGE, UNLESS THEY HAVE BEEN GIVEN SUPERVISION OR INSTRUCTION CONCERNING USE OF THE APPLIANCE BY A PERSON RESPONSIBLE FOR THEIR SAFETY. CHILDREN SHOULD BE SUPERVISED TO ENSURE THAT THEY DO NOT PLAY WITH THE APPLIANCE.

- DO NOT USE WHILE SLEEPING.
- DO NOT USE ON AN INFANT.
- THIS PAD IS NOT TO BE USED BY OR ON AN INVALID, SLEEPING OR UNCONSCIOUS PERSON, OR A PERSON WITH POOR BLOOD CIRCULATION UNLESS CAREFULLY ATTENDED.
- DO NOT USE ON AREAS OF INSENSITIVE SKIN.
- BURNS CAN OCCUR REGARDLESS OF CONTROL SETTING; CHECK SKIN UNDER PAD FREQUENTLY.
- NEVER USE PAD WITHOUT COVER IN PLACE.
- DO NOT USE PINS OR OTHER METALLIC MEANS TO FASTEN THIS PAD IN PLACE.
- DO NOT SIT ON OR CRUSH PAD – AVOID SHARP FOLDS.
- NEVER PULL THIS PAD BY THE SUPPLY CORD.
- DO NOT USE THE CORD AS A HANDLE.
- IT IS NOT NECESSARY TO OPEN THE COVER TO EXAMINE THE PAD BEFORE EACH USE.
- LOOP CORD LOOSELY WHEN STORING, TIGHT WRAPPING MAY DAMAGE CORD AND INTERNAL PARTS.
- READ AND FOLLOW ALL INSTRUCTIONS ON BOX OR PACKED WITH PAD BEFORE USING.
- THE HEATING PAD MUST NOT BE LAUNDERED.
- REVIEW THE ASSEMBLY INSTRUCTIONS TO CONFIRM THAT THE APPROPRIATE CRITICAL COMPONENTS AND ACCESSORIES ARE BEING USED WITH THE FURNISHING.
- THE PRODUCT SHOULD BE INSTALLED FLATLY AND FIRMLY ON THE FLOOR.

SAFETY PRECAUTIONS

- COMFORTABLE CLOTHING IS RECOMMENDED WHILE USING THIS PRODUCT.
- IF YOU FEEL ANY ABNORMAL DISCOMFORT DURING THE OPERATION OF THIS PRODUCT, TURN OFF THE POWER IMMEDIATELY AND DO NOT USE THE PRODUCT. CONSULT YOUR PHYSICIAN.
- DO NOT PULL ON THE AC CORD.
- WHEN USING THIS PRODUCT AFTER IT HAS BEEN IN STORAGE, CHECK TO SEE THAT THE PRODUCT IS OPERATING PROPERLY PRIOR TO USE.
- ALWAYS CONFIRM THAT THERE ARE NO OBSTACLES BEHIND THE PRODUCT AND THAT THERE IS SUFFICIENT SPACE TO RECLINE.
- TO AVOID INJURY, KEEP PETS AWAY FROM THE CHAIR WHEN IN USE.

DO NOT ATTEMPT TO REPAIR THIS PRODUCT YOURSELF.

- THIS PRODUCT IS DESIGNED FOR PERSONAL IN-HOME USE. COMMERCIAL USE WILL VOID WARRANTY.
- THIS HEATING PAD HAS A POLARIZED PLUG (ONE BLADE IS WIDER THAN THE OTHER) AS A SAFETY FEATURE. THIS PLUG WILL FIT INTO A POLARIZED OUTLET ONLY ONE WAY. IF THE PLUG DOES NOT FIT FULLY INTO THE OUTLET, REVERSE THE PLUG. IF IT STILL DOES NOT FIT, CONTACT A QUALIFIED ELECTRICIAN. DO NOT ATTEMPT TO DEFEAT THIS SAFETY FEATURE.

SAVE THESE INSTRUCTIONS



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.

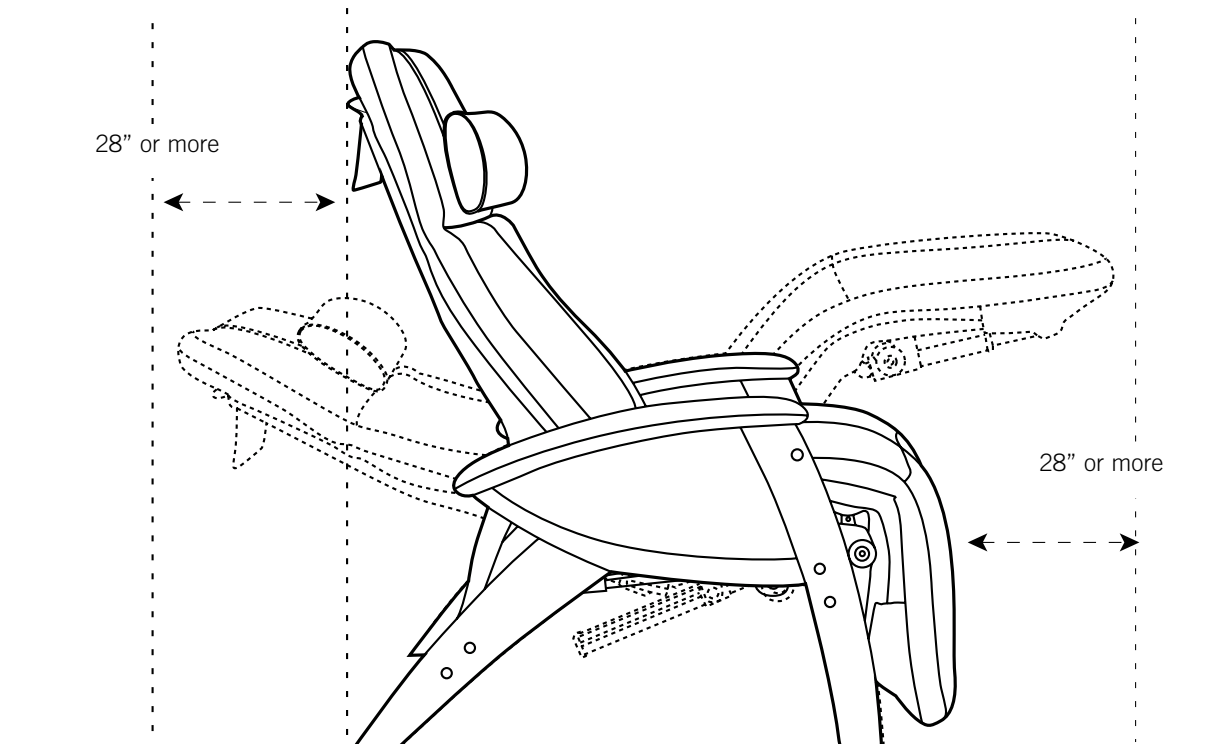
get ready

To set up your Hale Comfort ZG Recliner, refer to the provided **Hale Comfort ZG Recliner Assembly Guide**.

To ensure a worry free experience with your Hale ZG Recliner, follow the suggestions below.

CHOOSE A LOCATION

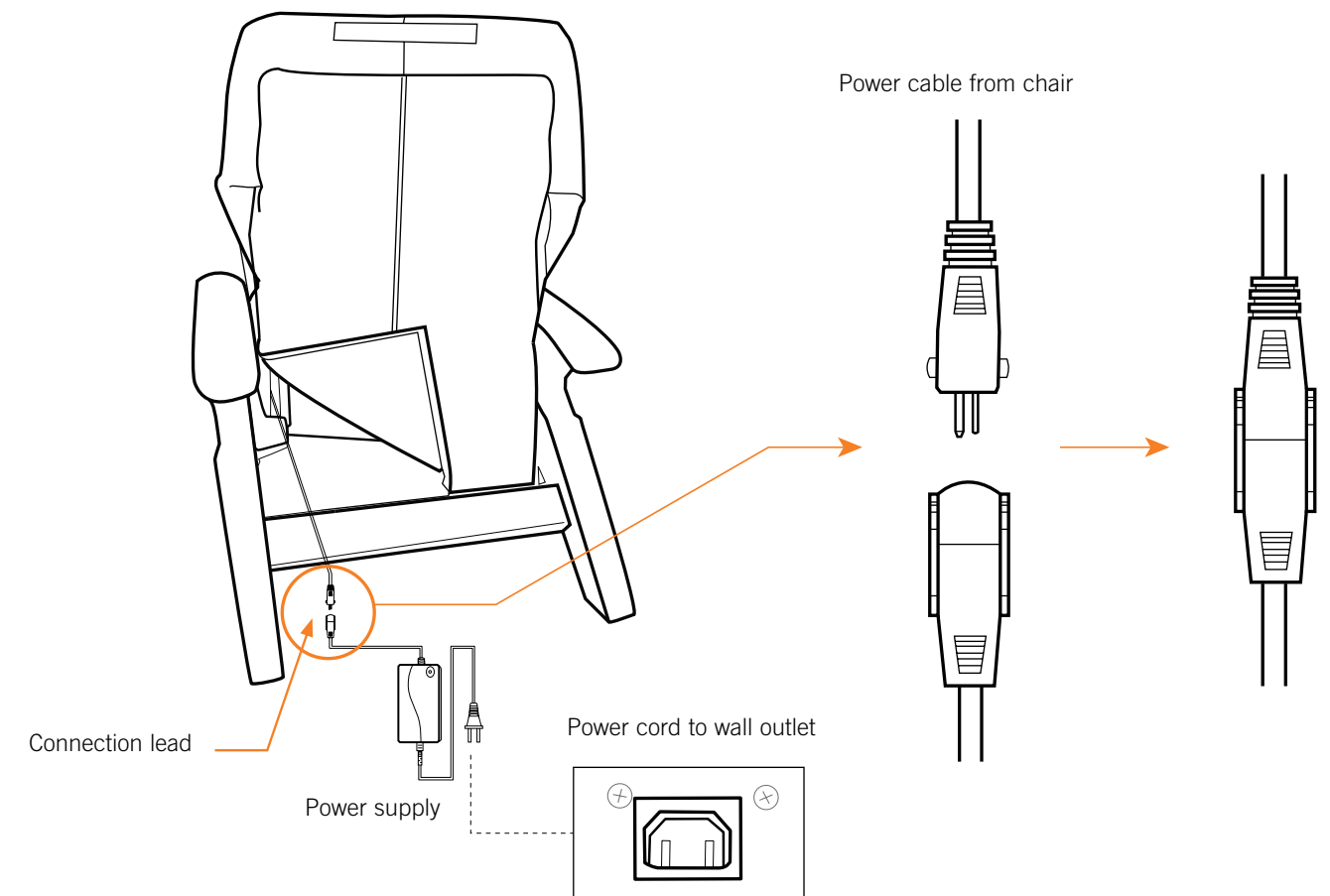
- Place the unit on a flat surface, away from direct sunlight or any other direct heat source (to avoid fading).
- To accommodate the footrest when deployed, make sure the area in front of the chair is clear for at least 28".
- To ensure the chair does not hit the wall when reclining, make sure there is at least a 28" clearance behind it.



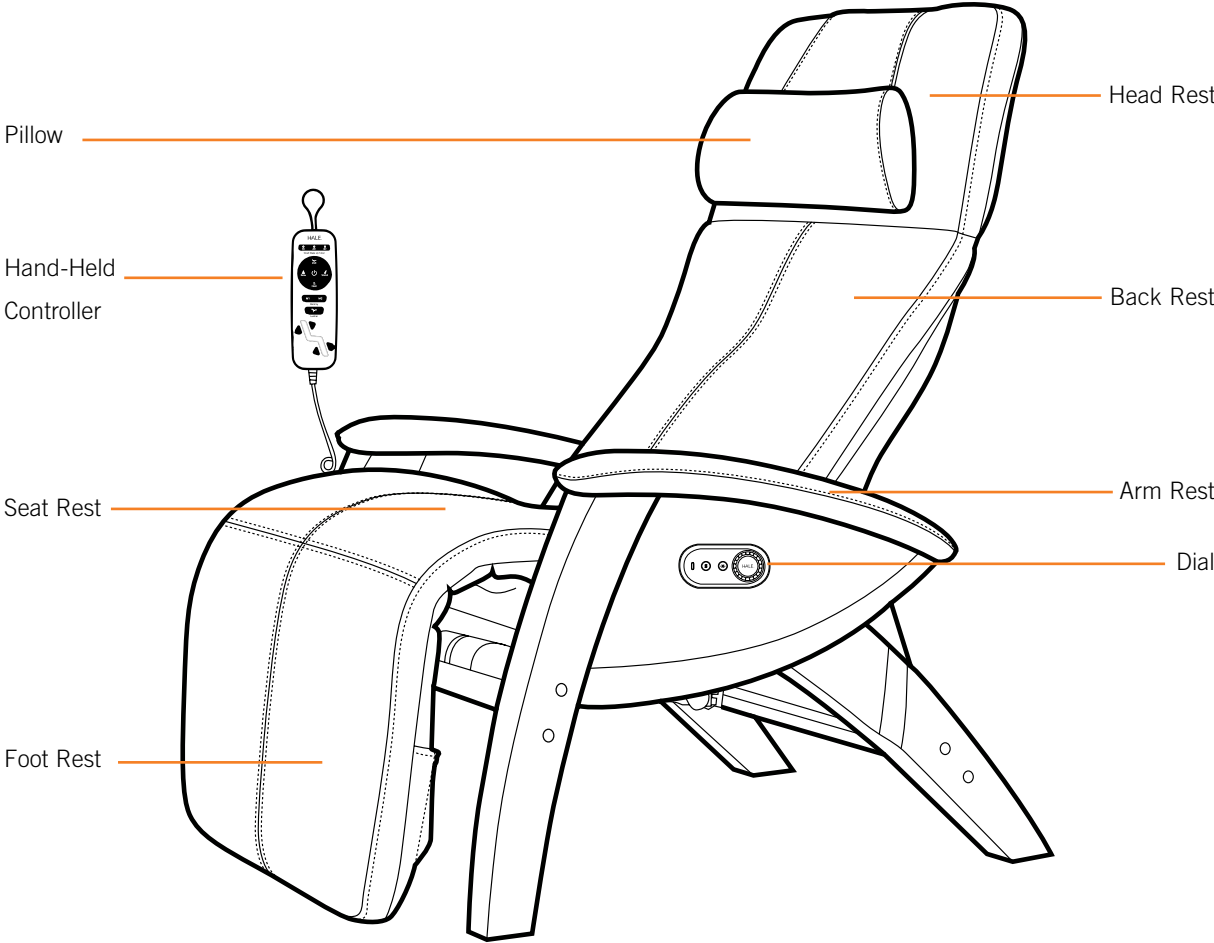
Your Hale Comfort ZG Recliner Assembly Guide provides step-by-step instructions on setting up your chair.

Position the power supply

To avoid any chance of damage to the remote control cord, make sure that after you attach the remote control to the chair connection lead, you run the cord outside of the chair. DO NOT run the cord between the arm rest and back rest.



get acquainted



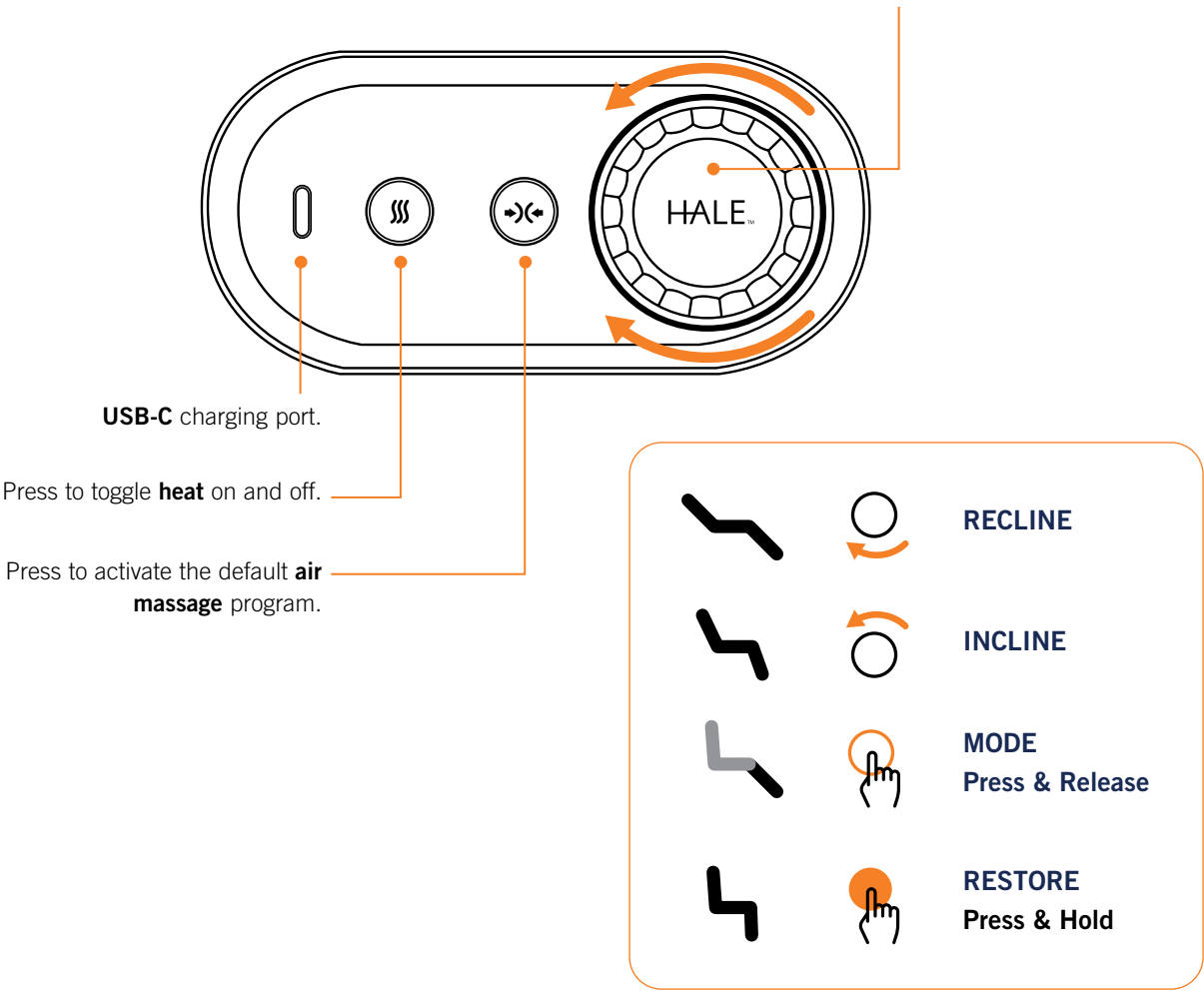
USING THE DIAL

Quick press to toggle between simultaneous back and footrest adjustment mode and footrest only mode.

Press and hold to restore the chair to the upright position with the footrest lowered.

Turn clockwise to simultaneously recline the chair and raise the footrest; do the same counter-clockwise to incline the chair and lower the footrest.

To adjust the footrest only, press the MODE button, then turn clockwise to raise the footrest; do the same counter-clockwise to lower the footrest.



take control

Using your Hale Comfort ZG Recliner by Relax The Back is easy. Just take a seat and use the precision power recline system to adjust the chair to the desired position. The Hale cradles you in zero gravity comfort, with your feet above your heart—the ultimate neutral posture position for stress relief.



Automatic Timer – This chair has an automatic 15-minute shut-off timer for all functions other than heat, which shuts off after one hour. Press any button to resume using the chair.

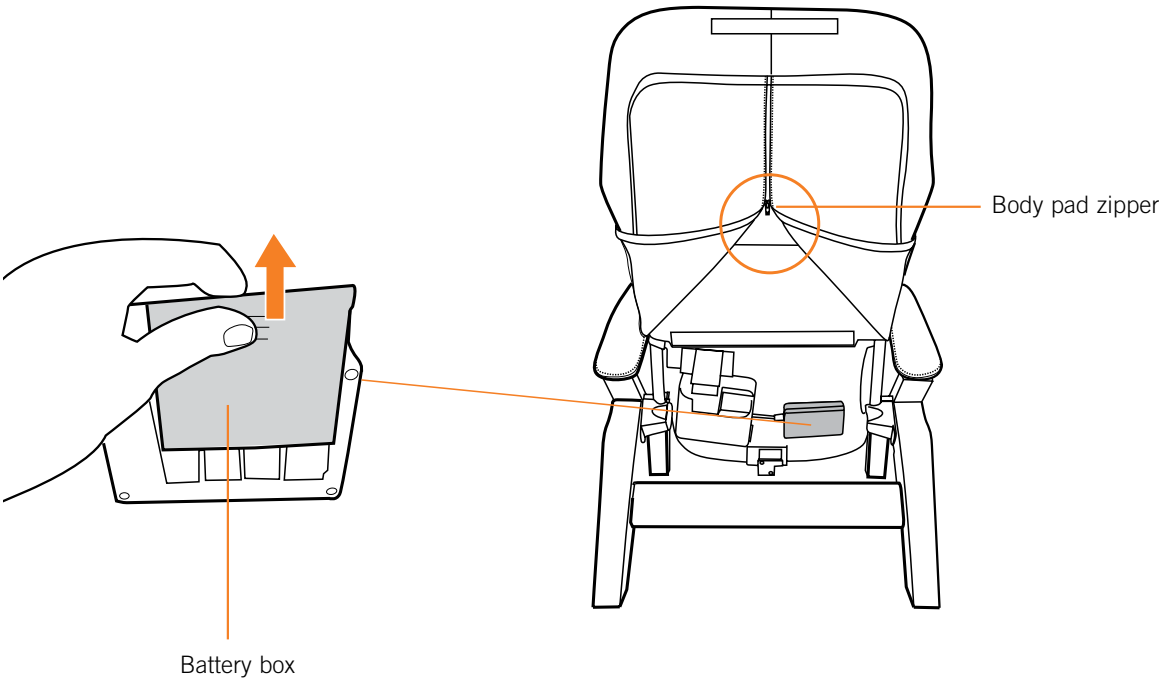
BATTERY BACKUP SAFETY FEATURE

Your Hale Comfort ZG Recliner comes with a battery backup system, which will activate in the event of a power failure. Use the four (4) provided, high quality 9V alkaline batteries to power the battery backup system.

Be sure to note the date you installed the batteries and the battery expiration date. Replace the batteries before the expiration date, or at least annually, to ensure that the battery backup system is functional

To install the batteries:

1. Unplug the power plug from the electrical outlet.
2. Unzip the body pad at the back of the chair.
3. Locate the battery box and slide the cover upward to remove.
4. Install four (4) 9V batteries into the battery box.
5. Replace the battery box cover and zip the body pad to close.



IMPORTANT: The batteries can only be used **ONCE**; after using the battery backup system, replace the batteries immediately. If you unplug the chair for longer than an hour, remove the batteries from the battery backup system to avoid draining them.

care and maintenance

To keep your product working and looking its best, please follow these simple care guidelines. Any other servicing is to be performed by an authorized service representative.

⚠ WARNING:

1. Be sure to disconnect the power cord from the electrical outlet before cleaning.
2. When cleaning the hand controller or power switch, use a dry cloth only. Never use a damp cloth to clean the hand controller or power switch.

⚠ CAUTION:

1. Be sure to test any cleaning solution on a small, inconspicuous part of the product to ensure that the color does not fade prior to using the solution on the entire product surface.
2. Do not use benzene, thinner or any other solvents on your product.

Cleaning Code Standard: W

To maintain your Relax the Back product in optimum condition, dust it frequently and/or vacuum it with a soft brush vacuum extension. If your product becomes dirty, use a water-based upholstery cleaner only. To treat stains, spot clean with an upholstery shampoo or a mild detergent foam.

Maintenance and Repair:

1. The mechanics of this product are specially designed and constructed to be maintenance free. No periodic lubrication or servicing is required.
2. Servicing is to be performed only by an authorized service representative.

Use and Storage Environment:

1. Do not place the chair in direct or reflected sunlight, as ultraviolet rays will quickly fade the upholstery color and cause upholstery to rapidly deteriorate.
2. Operate your chair in a room temperature between 41 and 104 degrees Fahrenheit (5 to 40 degrees Celsius) with humidity levels of 10% to 70% (non condensing) to avoid damage.
3. To prevent damage to the upholstery, before sitting in your chair make sure there are no sharp objects in your pockets and no metal buttons or zippers that can come in contact with the chair.
4. Do not place the chair where excessive dust and pet hair can migrate into the chair's electrical and mechanical components; this can cause malfunction over time.
5. When not in use for a long period of time, we recommend that the chair be covered, the power cord be coiled, and that the unit be placed in an environment free of dust and moisture.
6. Store your chair in a room temperature between 5 and 122 degrees Fahrenheit (-15 to 50 degrees Celsius) with humidity levels of 10% to 70% (non-condensing) to avoid damage; product stored in cold temperatures may require 48 hours at room temperature to function properly.
7. Do not store near open heat or flame.
8. For indoor use only.

having trouble?

Should your chair exhibit any abnormal behavior, please do the following to fully reset the chair. As with any other electronics, this simple reset sequence will resolve many issues.

1. Unplug the chair from the power source.
2. Wait 30 seconds.
3. Plug the chair back into the power source.

If your chair has no power:

1. **Check the power cord** - Make sure the power cord connection to the chair is secure and that the power cord is not damaged.
2. **Check the wall outlet** - Plug a known working device into the outlet to ensure the outlet is working.

Questions about the pad?

Before calling customer service, consider the following:

- Hale Comfort body pads are “soft cushion” upholstery, therefore some wrinkles are an intended part of their appearance.
- As with any soft upholstery, sitting habits may cause sharp folds to occur over time. These can generally be smoothed out if caught early, or remove and reinstall the pad for maximum improvement.
- It is normal for upholstery foam, whether standard foam or memory foam, to settle and compress to some degree over time, somewhat altering its appearance.
- If the body pad is crooked, sagging, making noise, or uncomfortable, remove and reinstall the body pad carefully following the instructions in the Hale Comfort ZG Recliner Assembly Guide.

If your issue remains, please do the following before contacting our customer experience team (this will help us help you much more quickly):

1. Locate the serial number on label on the back of your chair, underneath the upholstery flap, and write it down.
2. Locate your proof of purchase, as we will need it to process any warranty claim.
3. Now you’re ready to contact us!

Contact Customer Service at **800-355-2762** or via email at **csadmin@humantouch.com**.

Specifications*

Operating Voltage:	AC 110-120 V 60 Hz
Power Consumption:	0.85 A
Chair Size (upright):	43” L x 31” W x 48” H
Chair Size (reclined):	63” L x 31” W x 30” H
Product Weight:	123 lb
Required Recline Clearance:	28”
Maximum Load Weight:	400 lb

**Specifications are subject to change without prior notice.*