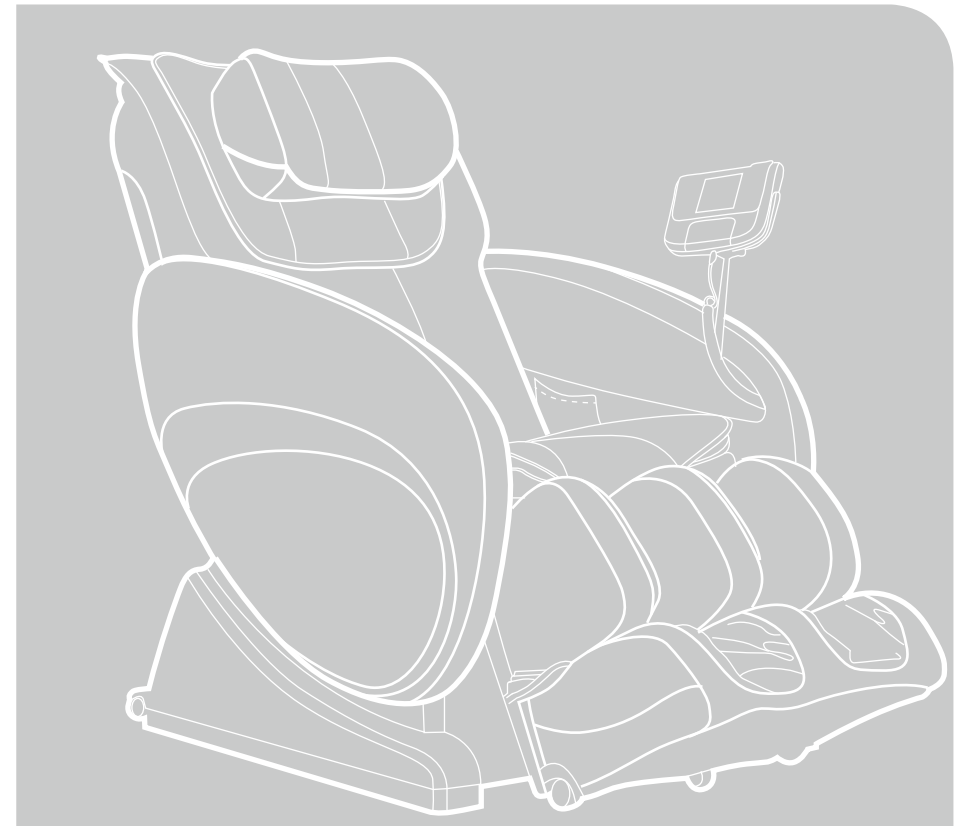




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**16027**

Massage chair

Use & Care Manual

See more product update at:

[WWW.COZZIAUSA.COM](http://WWW.COZZIAUSA.COM)

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[WWW.COZZIAUSA.COM](http://WWW.COZZIAUSA.COM)

# Welcome To **COZZIA**

Thank you for purchasing the 16027 massage chair. Before using your chair, please read the contents of this instruction manual and refer to it when needed.

[COZZIAUSA.COM](http://COZZIAUSA.COM)

## 16027

Massage chair

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## LUXURY FEATURES

The massage chair is controlled by a microcomputer that performs various intelligent massage methods and combinations such as Kneading, Swedish, Tapping, Shiatsu, Clapping, Rolling, Vibration and Air Massage. All these methods performing massage with accurate on the acupressure points, to effectively alleviate fatigue, promote metabolism and improve blood circulation.

The chair is equipped with five sets of full body automatic programs and three sets of localized automatic programs to thoroughly fulfill your various needs

Various types of massage functions can be combined for customized massaging programs, in addition to the precise point massage.

The combination of air pressure for the seat pad and leg as well as the calf and vibration functions can be set automatically for more effective massage.

- Spring-styled massage that is specially structured for the back is designed according to curve of the human body to provide more effective massage.
- The massage rollers use an interlocking gear to provide in-depth massage to the acupressure points on the back.
- Designed with double automatic adjustment, the chair's backrest can be adjusted from 115 to 160, while the footrest, from 0 to 90 to suit you.
- The timer function can be adjusted according to your desired duration of the massage program.
- Liquid crystal display and glow-in-the-dark display for a user friendly operation even in the dark.
- Designed with power surge and pressure detector as well as automatic temperature sensor and auto shutdown mechanism for safety.
- The operation is controlled by intelligent microprocessor for excellent performance and consistent quality.



## SAFETY PRECAUTIONS

### IMPORTANT SAFETY INSTRUCTIONS

When using the massage chair, basic precautions should always be followed, including the following:

Read all instructions before using this massage chair.

#### **DANGER**—To reduce the risk of electric shock:

- Always unplug this massage chair from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.
- Carefully examine the covering before each use. Call for service if the covering shows any sign of deterioration, such as blistering, peeling or cracking.
- Keep dry—Do not operate in a wet or moist condition.

#### **WARNING**—To reduce the risks of burns, fire, electric shock or injury to persons:

- Read all instructions before using.
- A massage chair should never be left unattended when plugged in. Unplug from the outlet when it is not in use and before putting on or taking off parts.
- Close supervision is necessary when this massage chair is used by or near children or disabled persons. Keep children away from reclining backrest and extended leg rest.
- Use this massage chair only for its intent use as described in this manual.
- Never operate this massage chair 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. Contact Customer Service Department.
- Keep the cord away from heated surfaces.
- Never operate the massage chair 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 outdoor.
- 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 the plug from the outlet.
- Do not stand on or in the massage chair. Use only while seated.
- The product is not intended for use by children or persons 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 product by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the product.
- Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use on an infant or invalid or on a sleeping or unconscious person. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- Burns may result from improper use.
- Do not crush—avoid sharp folds.
- Keep children away from extended foot support (or other similar parts).
- DO NOT WET—DO NOT USE PINS.
- NEVER REMOVE COVER.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.

### SAVE THESE INSTRUCTIONS

This massage chair is intended for household use only.

#### 1.Usage Environment

- Do not use the massage chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the massage chair in a room with a temperature of 104° F or higher.
- Do not expose the massage chair to heaters, stoves or direct sunlight.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use and not for commercial purposes.



**Caution**

- This massage chair is to be used indoors only.
- If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is stored in a cold place and is being brought into a warm environment, it is advisable to wait one hour before use. This is because its performance may not be at optimum level, as there may be water droplets on the mechanical parts due to condensation. Using the massage chair under such conditions may result in malfunction.

**2.Safety Precautions**

- To ensure safe and correct use of the massage chair, do not operate it without reading this operation manual carefully.
- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blanket etc., as this may result in ineffectiveness or injury.
- Do not use the massage chair an hour before or after eating as this may have adverse effects on the user.
- Do not allow children or pets to play around the massage chair, e.g. behind the backrest, under the seat or leg rest of the massage chair. This may result in injury.
- Do not use the massage chair when your body is wet.
- Do not operate the massage chair with wet hands.
- It is not recommended to use the massage chair for more than 15 minutes.
- Do not perform continuous massage on the same sport of your body for more than 5 minutes at a time as this may result in excessive stimulation and may have adverse effects.
- Do not insert your hand or foot along the paths of the massage rollers during use as this may cause injury.
- Stop operation immediately if you experience any discomfort.
- This product is not intended for self-treatment of conditions that should be managed by a qualified health care provider.
- People on medication or with medical conditions, please consult your doctor before use. Please do not use the product if you are not feeling well.

**3.People with Medical Conditions**

- are under medical rest as ordered by a doctor.
- have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
- have back problems.
- have diabetes, osteoporosis or sensory impairment.
- have joint dysfunction such as rheumatism, hammertoe or gout.
- have a pacemaker or other electronic medical devices.
- may be pregnant.
- have phlebitis or thrombosis.
- have an increased risk for blood clots.
- had recent surgery.
- Have surgical pins, screws, or anything mechanical in the legs, ankles or feet.



**Caution**

- This massage chair is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction or instruction concerning use of the massage chair by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the massage chair.
- Avoid using the massage chair under the influence of alcohol.
- Do not apply massage rollers directly on the head, elbow or knee joints, torso or abdomen.
- If your legs or feet slip off the leg rest during massage, do not force them back in as this may result in injury.
- Remove the power plug from the electrical outlet immediately should liquid be accidentally spilled onto the massage chair. Do not use wet hands to connect or disconnect the power plug from the electrical outlet.
- Do not tamper with the power cord or use the massage with a damaged cord as this may result in malfunction and electric shock.

#### 4. Instances When the Massage Chair Should Not Be Used

In the following events, please switch off the main power switch immediately and disconnect the power cord from the electrical outlet:

- If water is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately and consult your doctor.
- If you detect any malfunction or any other abnormal condition during operation.
- If there is power failure. Injury may occur when power is restored unexpectedly.
- If there is lightning.

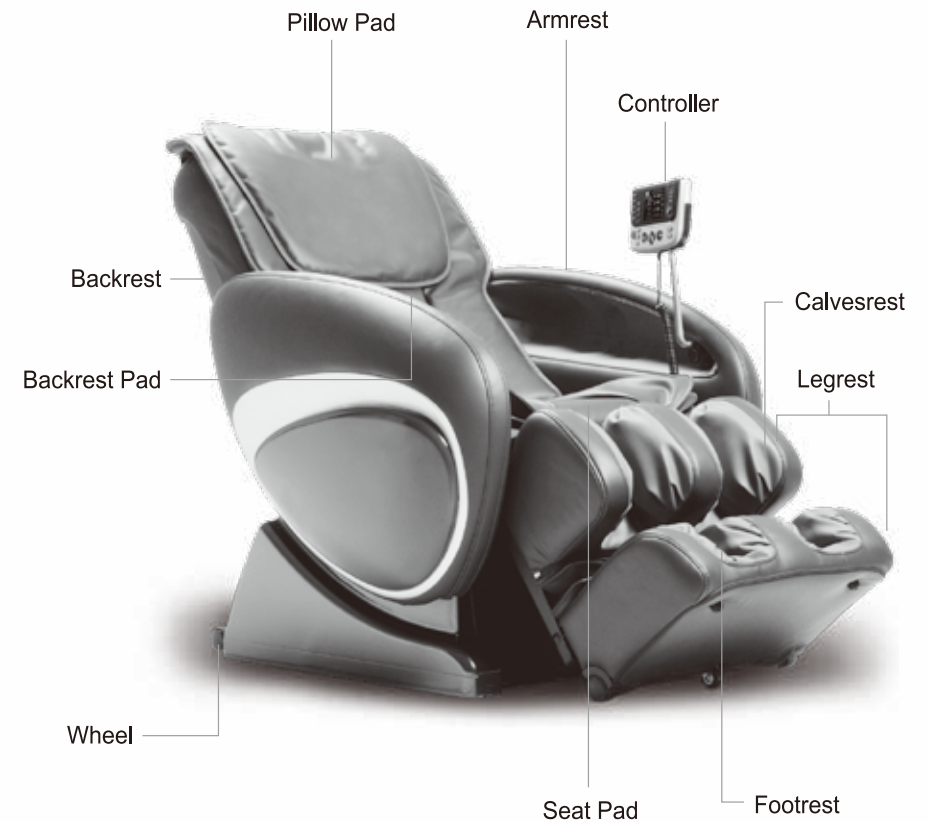
#### 5. Assembly and Repair of the Massage Chair

- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electrical shock.
- This massage chair must only be professionally serviced or repaired. Do not attempt to disassemble or repair the massage chair yourself.

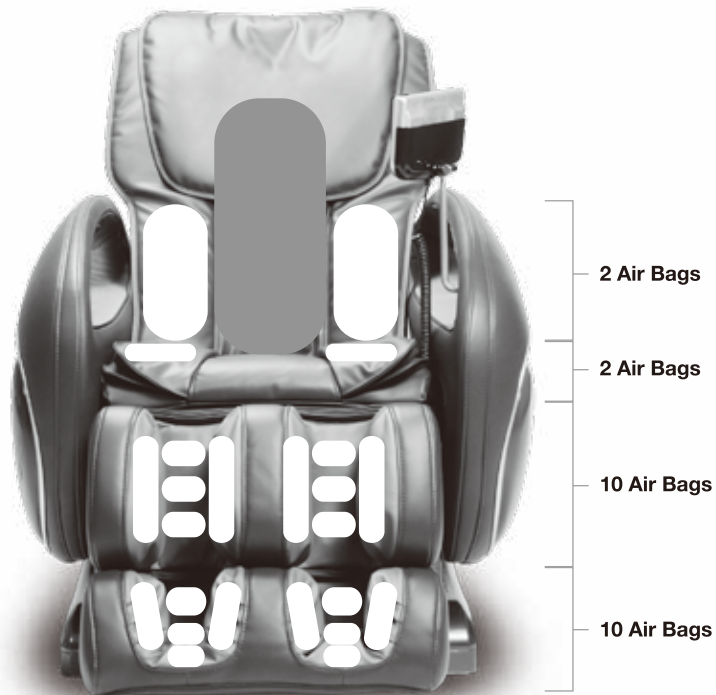
#### 6. Things to Note About the Power Plug and Cord

- Check that the Alternating Current (AC) voltage corresponds with the specifications indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically by the Auto-Timer function, always remember to switch off the main power after use.
- Do not place the power cord under the massage chair or any other heavy objects.
- Do not wind the power cord around the massage chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage with a damaged cord or extension cord.
- Do not use the massage if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

## CHAIR COMPONENTS



## Massaging position



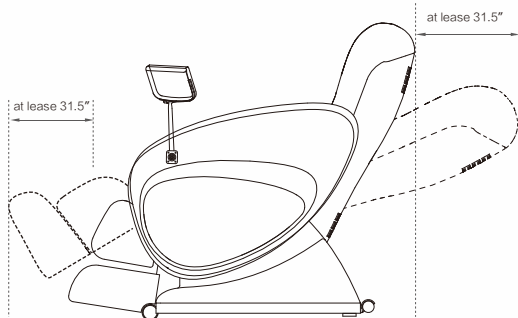
● Back Massage Mode    ○ Air Bag

## CHAIR SPECIFICATIONS

Description	Specifications	
Model No.	16027	
Rated Voltage	110V-120V	
Rated Frequency	60Hz	
Power Consumption	220W	
Timer	5/10/15/20/25/30 minutes	
Max Time Rate	30 minutes	
Dimensions(L*W*H)	Seat base carton: 50.6"*30.1"*31.9" Side panel carton : 38.2"*25"*14.6"	
Weight	Gross Weight:	Seat base: 218.3lbs Side Panels: 30.9lbs
	Net Weight:	Seat base: 187.4lbs Side Panels: 26.5lbs
Length of Wire	Controller wire: 51.18"	
	Power supply wire: 86.61"	
Usage Condition	Environment temperature:10°C-40°C	
	Contrasting humidity level:30-85RH	
Storage Condition	Storage temperature:20°C-60°C	
	Storage humidity level:30-85RH	
Safety feature	Equipped with overheated and power surge safety protection	
Using benefits	Increasing blood circulation, relievig muscular fatigue	

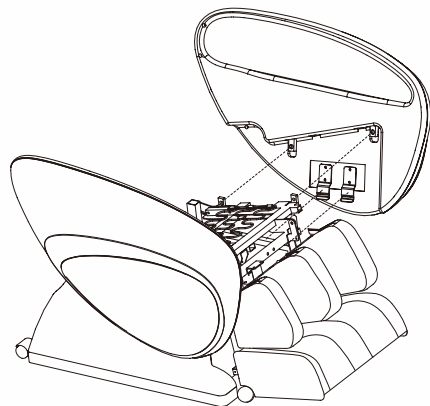
## CHAIR INSTALLATION & MOVING

**Note:** Ensure sufficient spaces around the chair. When backrest reclining and footrest raising, the minimum 31.5 inches space must be ensured both at the front and the back of chair. Bottom of the chair may damage the tatami mattress or floor. It is recommended to spread a piece of mattress under the chair.



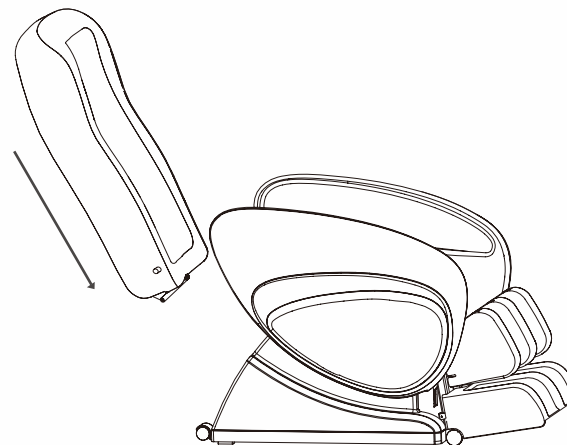
### Step 1

- Install one side panel, tighten it with two socket head screws.



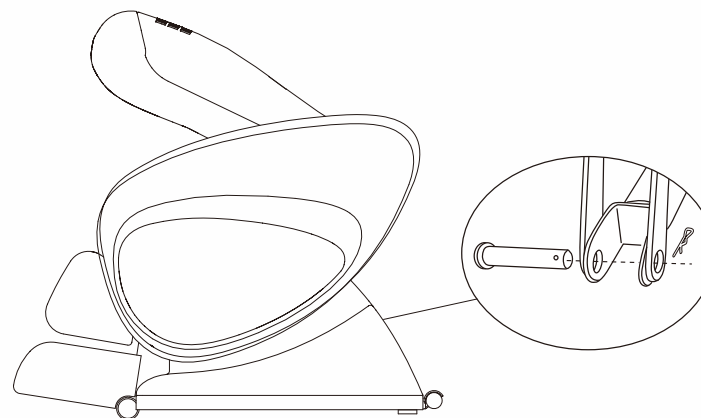
### Step 2

- Insert and connect the backrest to the bottom seat, and fasten the backrest into the allocated slot.



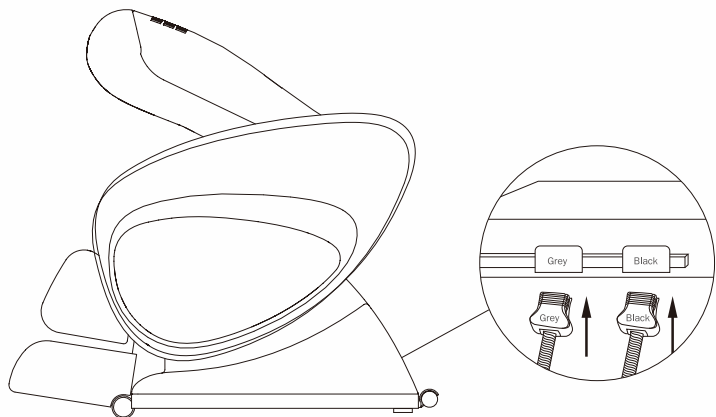
### Step 3

- Connect and lock backrest to bottom seat then secure position.



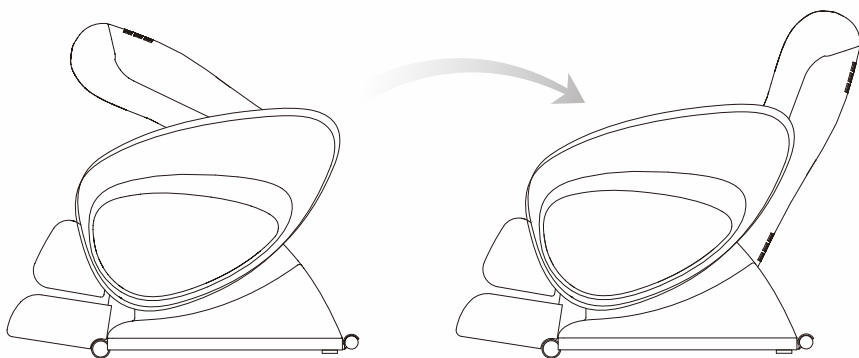
### Step 4

- Connect the plugs to the corresponding place in the seat according to the marks given.



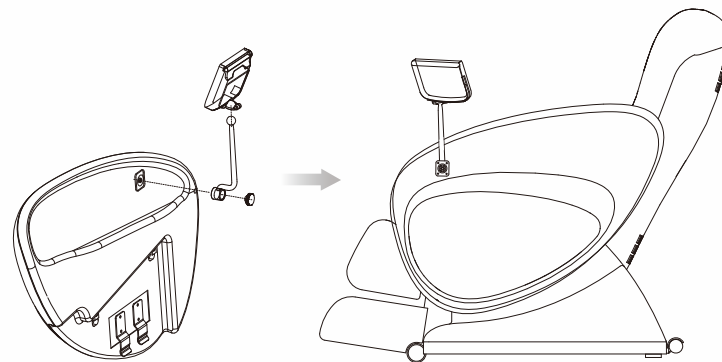
### Step 5

- Unfold the backrest until you hear it click into place.



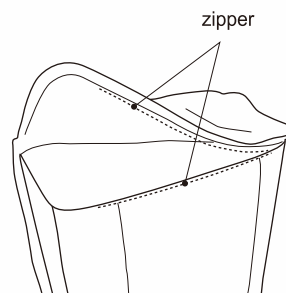
### Step 6

- Tighten the remote control holder with four screws. Tighten the place of remote control holder in the top of supporter with screws.



### Step 7

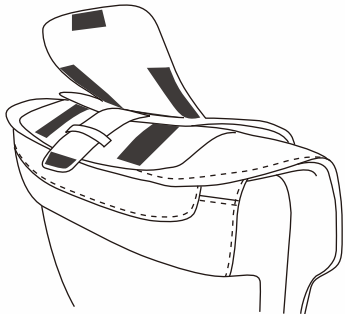
- Connect the cover to the backrest with the zipper.



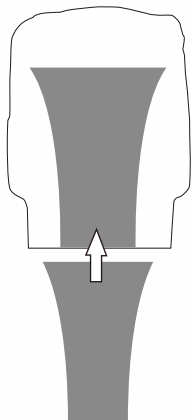


### Step 8

- Clip joint the pillow to the backrest cover.



The back massage strength-control pad has been inserted into the backseat cover. If strong massage is desired, remove the back massage strength-control pad from the cover. This strengthens the massage. If milder massage is desired, insert the back massage strength-control pad into the cover. This lessens the strength of the massage.



### MOVING THE CHAIR

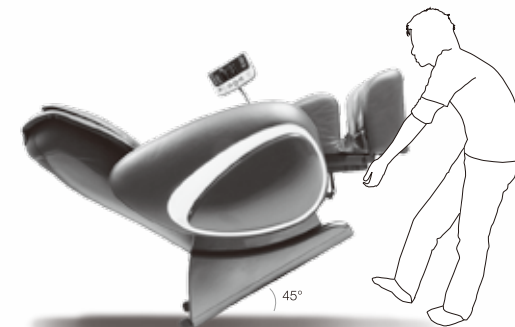
1. Restore the footrest to its original position.
2. Recline the chair to tilt approximately 45 degrees. Move the chair using the wheels as the fulcrum.

#### Note:

- Always return the footrest to its original length and restore it to its original position before moving the chair, otherwise injury during movement may result.
- Do not move the chair while a person is seated on it.
- Place a mat on the floor and gently roll the chair over it to avoid damaging the floor.



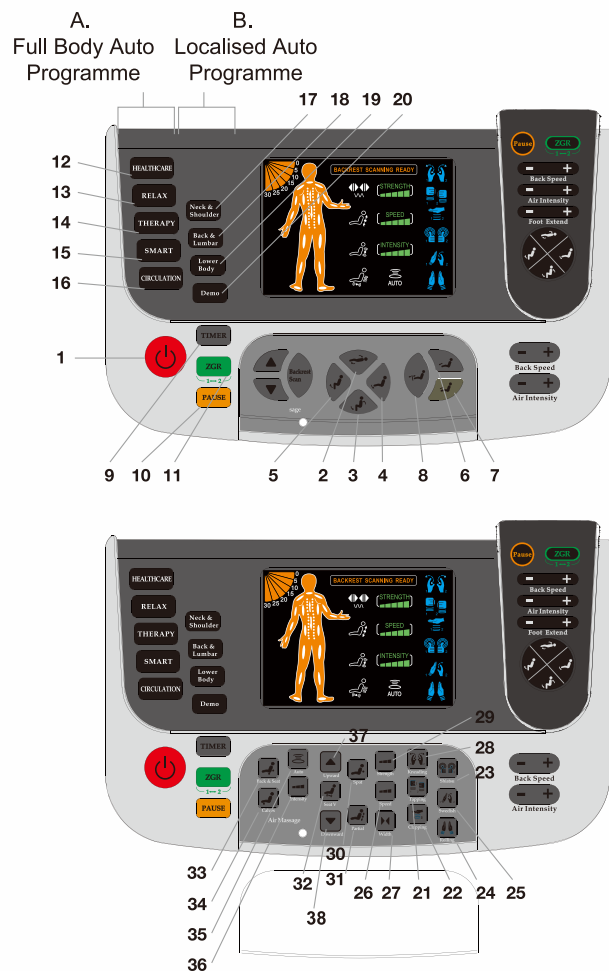
Step 1



Step 2

## OPERATION GUIDE

Connect to the power supply, and turn the switch to “I” position, chair is now in idle mode. During its idle mode, ON/OFF button will blink, which means the electric is well connected. During its idle mode, only ON/OFF, Foot Extend, Pause, Recline, Sit Up, Lift Leg or Recline Leg can be operated.



### Control Buttons for the Massage Chair

#### 1. ON/OFF

The Start/Stop Control Button

Press this button and the backlight of the Remote Control will start blinking: the chair is in idle mode. Press any massage function button to start massage. This will initiate the timer function. Press this button again to stop all massage functions, massage chair will return to its original position.

#### 2/3. Recline/Sit Up

Angle Adjustment Control Button for Massage Chair

These two control buttons can adjust the Reclining and Sit Up angle respectively.

Press once on the Reclining or Sit Up control button to adjust the Backrest and Footrest to a comfortable position. Press any of the control buttons again to adjust for Reclining, Sit Up, Lift Leg or Recline Leg, to confirm the position.

#### 4/5. Lift Leg/Recline Leg

Angle Adjustment Control Button for Calves

These two control buttons can adjust massage angle on the Legrest.

Press once on the Lift Leg or Recline Leg control button, and the Legrest will adjust itself to a comfortable position. Press any of the control buttons again for Reclining, Sit Up, Lift Leg or Recline Leg, to confirm the position.

**Note:** The adjustment angle functions will be activated by sustained pressing of the button for 2 seconds.

#### 6/7. Length Adjustment Control Button for Legrest

These two control buttons can adjust the length on the legrest. Press the button once to adjust the legrest to a comfortable length. Press the button again to confirm the length.

#### 8. Length Auto Adjustment Control Button

It is equipped with an Auto Function that length of footrest can be adjusted according to the user's leg length for a more effective massage. Every time the button is pressed, the auto function will detect the best massage length.



## 9. Timer

The Timer's Time Interval

After the massage process is activated, the chair will be automatically set on a 15-minute Timer. Subsequently, every time the "TIMER" button is pressed, the Timer's interval will be changed in the sequence of "20>25>30>5>10>15" minutes.

When there is only 1 minute remaining in the set time, the Backlight of the Remote Control will light up automatically, followed by 5 beeps to alert the user.

## 10. The Pause Button

When the chair is in massage mode and the user wants to temporarily pause it, press the Pause button and all massage functions will stop. The "Pause" icon will be blinking on the Liquid Crystal Display and the set time countdown will be paused as well. The chair is now in idle mode. Only the "Pause, Sit Up, Lift Leg, Recline Leg" can be used.

Press the Pause button again to immediately cease the "Pause" function and resume the original massage function. The countdown continues.

## 11.ZGR

Press this button to activate the ZGR function. Press the button again to stop the ZGR massage function.

## A.Full Body Auto Program

If one of the five Auto Programs is activated before the Auto Scan of the entire body, the machine will automatically do a height scan for the back. At the same time the user can manually adjust the massage height to the preferred level.

The following are the Auto Programs available:

### 12. Healthcare

### 13. Relax

### 14. Therapy

### 15. Smart

### 16. Circulation

The Backrest and Footrest will resume original position when this Auto Program is about to end.

## B. Localized Auto Program

This program gives precise massage at the exact part of the body for better localized-massage effect.

### 17. Neck/Shoulder

Neck/Shoulder Auto Program Start/Stop Control Button.

### 18. Back/Lumbar

Back/Lumbar Auto Program Start/Stop Control Button.

### 19. Lower Body

Lower Body Start/Stop Control Button.

### 20.Demo

Press this button for a brief demonstration of the features of the massage chair.

### 21. Tapping

Tapping function Start/Stop Control Button-3 sizes of width, 5 levels of speed to be adjusted. Press this button once to activate the tapping function for a full back massage at medium speed. Press the button again to stop the tapping massage function.

### 22. Clapping

Clapping function Start/Stop Control Button- 3 sizes of width, 5 levels of speed to be adjusted. Press this button once to activate the clapping function for a full back massage at medium speed. Press the button again to stop the clapping massage function.

### 23. Shiatsu

Shiatsu function Start/Stop Control Button - 3 sizes of width, 5 levels of speed to be adjusted. Press this button once to activate the Shiatsu function for a full back massage at medium intensity. Press the button again to stop the Shiatsu massage function.



## 24. Rolling

Rolling function Start/Stop Control Button – 3 sizes of width.

Press this button once to activate the Rolling function for a full back massage. Press the button again to stop the function.

This function cannot be used to perform “Spot” massage.

## 25. Swedish

Swedish function Start/Stop Control Button – 5 levels of speed to be adjusted.

Press this button once to activate the Swedish function for a full back massage. Press the button again to stop the function.

## 26. Speed

The Speed Adjustment button for Tapping, Clapping, Swedish and Shiatsu mode.

After activating the Taping, Clapping, Swedish or Shiatsu function, every time the button is pressed, the strength can be adjusted in the cycle.

## 27. Width

The Width Adjustment button for Tapping, Clapping, Shiatsu and Rolling mode.

After activating the Tapping, Clapping, Shiatsu or Rolling mode, the width can be adjusted in the cycle.

## 28. Kneading

Kneading function Start/Stop Control Button – 5 strength levels to be adjusted.

Press once on “Kneading” to activate full back-massage of Kneading mode, press again to stop the Kneading function.

This function can be combined with Tapping/Clapping/Shiatsu to enjoy Kneading+Tapping, Kneading + Clapping, Kneading + Shiatsu multi massage functions.

## 29. Strength

The Adjustment Button for Kneading Speed.

After activating the Kneading function, every time the button is pressed, the speed can be adjusted in the cycle.

## Setting Spot or Localized Back Massage

### 30. Spot

The Spot or Localized Back Massage.

This button allows user to select Spot massage for any part on the back. Press this button once to activate spot massage while the original massage mode continues to run at the original position. Press again to cease Spot massage function and resume full back massage function.

### 31. Partial

The Partial Back Massage

This button allows user to select Partial Massage for any part of the back. The position for Partial Massage can be adjusted for a user friendly method of Localized Massage.

Press this button once to continue the original massage code, while activating Partial Massage, which takes the original position as the centre to perform Partial Massage with the width of approx.3.15 inches. Press again to stop Partial Massage function and resume full back massage function.

## Setting Seating/Leg Vibration

### 32. Seat V

Seat Vibration function Start/Stop Control Button

Press the Vibration button one to activate the Vibration. Press this button again and it will stop the Vibration function.

### 33. Back& Seat

Back and Seat Air-pressure Start/Stop Control Button–5 levels of intensity to be adjusted.

Press once to activate Seat Air-pressure massage mode. Press again to stop the function.

### 34. Calves

Calves Air-pressure Control Button–5 levels of intensity to be adjusted.

Press once to activate Calves Air-pressure massage mode to enjoy rhythmic air-pressure massage at the calves. Press again to stop the function.



### 35. Auto

Auto Air Squeeze function Start/Stop Button—5 levels of intensity to be adjusted. Press once to activate pre-programmed Air-pressure massage mode to enjoy rhythmic air-pressure massage. Press again to stop the function.

### 36. Intensity

The intensity Adjustment Button for Air-pressure, Auto or Manual—5 levels of intensity to be chosen. After activating the Air-pressure function, press this button to adjust the intensity in the cycle.

### 37/38. Upward & Downward

Position Adjustment Button for Spot or Partial Massage  
These keys are used for adjusting backrest massage position to achieve spot massage. Press Upward & Downward key continuously until the massage wheel rolls to ideal position and then undo the key to get the spot massage function.  
Press Rolling key to eliminate spot function.

### Finish Operating

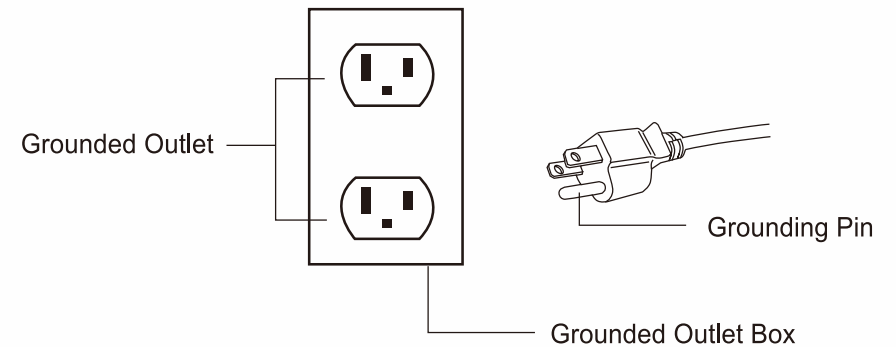
Please press the “ON/OFF” button after use, the chair will stop operation. Massage Rollers will restore to its original position; then switch the power supply button under the chair to “O” and unplug the machine from the wire socket.

## GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for the electric current to reduce the risk of electric shock. This product is equipped with a cord with an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Danger—Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service technician if you provided with the product—if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120V circuit and has grounding plug that looks like that plug illustrated below. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.





## TROUBLESHOOTING

This massage chair is controlled by a microcomputer and is thus susceptible to power surges of +10 to -15%. The following situations may arise in the event of a power surge:

Situation	Solution
The massage chair is connected to the power supply but is not functioning	<ol style="list-style-type: none"> <li>1. Check to see that the plug is properly connected and working</li> <li>2. Ensure the massage chair switch is in the 'I' position</li> </ol>
The remote control works but the massage chair is not functioning	Possible overheating due to prolonged use. Turn off the power for at least 30 to 50 minutes
Both the remote control and the massage chair are not functioning	<ol style="list-style-type: none"> <li>1. Ensure the chair is plugged into a working outlet</li> <li>2. Turn the power OFF and ON again</li> </ol>

If you continue to have problems, please read the warranty card and contact the COZZIA service department.

## PRODUCT CARE AND STORAGE

### 1. Storing the Massage Chair

- Wipe off dust and dirt from the massage chair with a dry, soft, clean cloth after use.
- Keep the massage chair clean and away from places of high humidity.
- If the massage is not to be used for a long period of time, cover the massage chair with a dust cover and unplug its power plug from the electrical outlet.

**⚠ Caution**

- Do not store the massage chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.
- Do not allow the massage chair to remain in contact with vinyl or wallpaper for extended periods of time as this could lead to discoloration.

### 2. Cleaning the Massage Chair

- Before cleaning, ensure that the main power switch is off and the power plug is disconnected from the electrical outlet.
- Wipe off dust and dirt from the massage with a dry, soft, clean cloth after each use.
- This product can be cleaned thoroughly with a slightly damp cloth.
- Do not iron the upholstery.
- Do not wash the upholstery using a home washing machine as this may result in deterioration of the upholstery's quality.

**⚠ Caution**

- Do not use abrasive cleaning agents like benzene or thinner to clean the massage chair. This may cause the upholstery to fade.

### 3. Cleaning the Controller

- Use only a clean, dry cloth to clean the controller.

**⚠ Caution**

- Do not use a wet cloth to clean the controller. This may result in malfunction.



## WARRANTY INFORMATION

### Cozzia products have the following warranty:

COZZIA's massage chairs, motion upholstery and home theater massage seating provide a ONE YEAR in home servicing warranty and a TWO YEAR parts warranty.

COZZIA customer service will not issue Return Material Authorizations (RMAs) for products. COZZIA products will be repaired by the consumer or by an in home technician. COZZIA will not issue Return Material Authorizations (RMA's) to buyers.

### SERVICE AND TECHNICAL SUPPORT

Consumers may contact COZZIA customer service department at 1-877-977-0656 between 9.00am and 5.00pm PST, Monday through Friday or email us at Service@cozziausa.com or visit our web site at www.cozziausa.com for warranty and service issues.

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the COZZIA Service Department regarding repair.

A COZZIA customer service representative will attend to most consumer inquiries but in some cases a technical service specialist will be required to provide enhanced support.

Non-warranty repair is provided on a 'per incident' basis. COZZIA customer service will verify that the unit has failed and provide instructions for repair. All applicable repairs, parts, shipping, handling, local tax and a 'per incident' fee will be charged for non-warranty repairs and support calls.

Proof of purchase (original receipt) is required for all warranty repairs or servicing.

### EXTENDED WARRANTIES

COZZIA offers extended warranty programs to enhance ownership of COZZIA products.

Extended warranty provides a three year limited repair or replacement massage chair warranty with on-site service.

Please visit www.cozziausa.com for the latest terms and pricing for extended warranties.

Many COZZIA product repairs may be performed by the consumer in his/her own home with

parts and instructions supplied by COZZIA such as remote controller replacement that does not require the service of a technician.

- Floor Models and Demonstration Units: have a pro-rated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a 'per incident' charge.
- Warranty Coverage Period: warranty coverage starts at the time the consumer purchases their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on the seven day week.
- Field Service: COZZIA customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer's residence
- Parts: all parts deemed necessary for repairs will be shipped to the consumer at no charge by the COZZIA service department.

### CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS

- Warranties are only valid in the 48 contiguous United States and Canada and are contingent upon the consumer operating the chair according to the corresponding instruction manual.
- The warranty only applies to COZZIA products and does not include any accessories or enhancements.
- Field service requires pre-approval and must be performed by COZZIA's authorized field service personnel. Field service is only available in the 48 contiguous United States.
- Softening of foam and filling composites in pillows, pads and memory foam occurs naturally and does not constitute a defect under this warranty
- Fading, wear and piling of fabric occurs naturally and does not constitute a defect under this warranty
- Natural markings, grain and dye variations in leather do not constitute a defect under this warranty
- Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of the electrical/power supply, loss of power, a dropped product, a malfunction or damage of an operating part from failure to implement the manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake or exposure to weather conditions), loss of use during



- the period the product is at a repair facility or is otherwise awaiting parts or repair
  - Damage due to shipping and handling does not constitute a defect under this warranty
  - Under no circumstances shall COZZIA or its representatives be liable for indirect consequential or incidental damages (including damages for lost profits, business interruption, bodily injury, medical problems) even if the other party has been advised of the possibility of such damages or possible problems
  - Warranties are non-transferable and shall be in lieu of any other warranty express or implied, including but not limited to any implied warranty or merchantability or fitness for particular use
  - COZZIA's sole liability and the purchaser's exclusive remedy shall be for repair, or at COZZIA's option, for the replacement of the defective part. Notwithstanding the above, if replacement parts for defective materials are not available, COZZIA reserves the right to make substitutions in lieu of repair or replacement.
- **All warranties begin on the DATE OF PURCHASE; no allowance or extension is offered for delivery and/or installation.**
- **Warranties do not apply to rental, business, commercial, institutional or other non-residential users.**



## WARRANTY REGISTRATION FORM

Product Serial No. (located on product) \_\_\_\_\_

Purchase price \_\_\_\_\_ Model No. \_\_\_\_\_

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please mail to:

COZZIA USA LLC

14515 E Don Julian Rd

City of Industry CA 91746

Tel: 1-877-977-0656

Fax: 1-800-521-4712