

**COSTWAY**

**COSTWAY**

**Clear Bay  
Swedish T Vitality**



## **USER'S MANUAL**

**Massage Chair  
JL10004**

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION. PLEASE READ AND KEEP FOR FUTURE REFERENCE.

**Please give us a chance to make it right and do better!**

Contact our friendly customer service department for help first.

Replacements for missing or damaged parts will be shipped ASAP!

**Follow Costway**



# Contact Us!

## **Do NOT return this item.**

Contact our friendly customer service department for help first.



# Before You Start

- ⚠ Please read all instructions carefully.
- ⚠ Retain instructions for future reference.
- ⚠ Separate and count all parts and hardware.
- ⚠ Read through each step carefully and follow the proper order.
- ⚠ We recommend that, where possible, all items are assembled near to the area in which they will be placed in use, to avoid moving the product unnecessarily once assembled.
- ⚠ Always place the product on a flat, steady and stable surface.
- ⚠ Keep all small parts and packaging materials for this product away from babies and children as they potentially pose a serious choking hazard.

## Contents

Sincerely thank you for choosing this massage chair.  
Please be sure to read the manual carefully before use.  
Please keep it for future reference.



1. Safety Precautions
2. Name and function of each part
3. Instructions
4. Maintenance and storage
5. Cause of failure and disposal method
6. Consultation window
7. Product specifications

- This massage chair is for use in the court. Do not use it for other purposes to avoid accidents.
- When an abnormality such as an abnormality or fire occurs, immediately unplug the power cord and stop using it.

### Safety Precautions






- Please read this [Safety Precautions] carefully before use and use this product correctly.
- Our precautions indicate how to use the product safely and correctly to prevent possible harm or damage to the product, users and others.
- This precaution is based on the two warnings of [Warning] and [Caution] depending on the size and severity of the hazard and damage that may result from improper operation. Content-related security is essential, so be sure to follow it.

Warning	Incorrect operation may cause serious injury to the user.
Notice	Incorrect operation may result in injury and damage to the user. Institutional damage refers to damage caused by houses, property, livestock, pets, etc.




### [legend]


	The logo is used to inform the warning or attention. (The left picture is generally used after warning or attention)
	⊘ The identification is to prohibit the content from being used to inform the figure that there is a specific content description. (The picture on the left is forbidden to remove)
	The logo is used to inform or force the content






Please save it after reading, where the user can see it at any time.

 <span style="font-size: 1.2em; font-weight: bold;">Warning</span>	
<p>In case of abnormality or malfunction, please stop using it immediately. Continue to use the following conditions, which may cause fire or electric shock. Immediately turn off the [Power] switch on the main unit and unplug the power cord from the power outlet. Then contact the dealer store for repairs.</p>	
 	<ul style="list-style-type: none"> <li>• Smoke, abnormal sound (abnormal state) Please disconnect the power immediately. After confirming the safety, please contact the dealer for repair. It is strictly forbidden to repair it yourself to avoid danger.</li> <li>• Internal water in the main unit</li> <li>• Drop inside the host</li> <li>• Heavy falls, falls or shell damage</li> </ul>
 <span style="font-size: 1.2em; font-weight: bold;">Notice</span>	
 <p style="font-size: 0.8em; margin-top: 5px;">Obligated to follow</p>	<ul style="list-style-type: none"> <li>• If your body feels abnormal during use, stop using it immediately and consult a doctor.</li> <li>• This product should be placed on a flat surface to avoid injury and accidents.</li> <li>• Before using this product, please confirm that the power switch is working properly to avoid injury and accidents.</li> </ul>


## Safety Precautions


 <span style="font-size: 1.2em; font-weight: bold;">Warning</span>	
 <p style="font-size: 0.8em; margin-top: 5px;">forbidden</p>	<p><b>The following people cannot use</b></p> <p>Thrombosis (blood disease, severe aneurysm, acute venous tumor), various skin diseases or skin infections (including subcutaneous tissue inflammation), etc.</p>
 <p style="font-size: 0.8em; margin-top: 5px;">Obligated to follow</p>	<p><b>Please consult a doctor before using.</b></p> <ol style="list-style-type: none"> <li>1. Patients with implantable medical devices who are vulnerable to electromagnetic influence</li> <li>2. Patients with malignant tumors</li> <li>3. Heart disease patients</li> <li>4. Women in pregnancy or physiological cycle</li> <li>5. Patients with diabetes and peripheral circulatory disorders</li> <li>6. Perceptually impaired</li> <li>7. The wounded part has a wounded person</li> <li>8. A person with a fever above 100.4 ℉, for example: acute inflammation (typhoid, high blood pressure)</li> <li>9. Sickness and physical weakness</li> <li>10. Patients with fractures and acute bone pain</li> <li>11. Patients with muscle sprain and muscle inflammation</li> </ol> <p>In addition, if you are in poor health, feel unwell or need to be quiet, please use it with caution.</p> <p>This product massage program has a cycle of 15 minutes, please avoid continuous massage in the same part. If you need to continue using it, please use it at intervals of 30 minutes or more. So as not to over-stimulate the muscles or nervous system.</p>

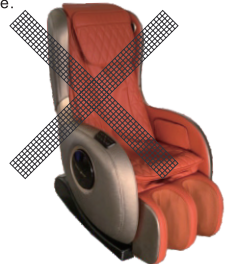
 **Warning**

 Prohibit wet hands	Never use it when the body is wet. In order to avoid electric shock or machine failure.
 No moisture	This product should not be immersed in water or other liquids, and should not be used and stored in a damp environment such as a bathroom to avoid electric shock or machine failure.
 Obligated to follow	Do this when you are sure there are no people or pets around.
 Prohibition of disassemble	It is absolutely forbidden to disassemble or repair this product and the power cord, control panel and other components. In order to avoid electric shock, fire accidents or machine failure. When the power cord is damaged, it is forbidden to disassemble and replace it. It must be replaced by the manufacturer or qualified professional.
 Forbidden	Do not damage the power cord The power cord must not be damaged. It must not be bent, pulled, twisted, or damaged. Do not hang heavy objects on the power cord. Using a damaged power cord may result in electric shock, short circuit, or fire.

**Safety Precautions**

 **Warning**

 forbidden	<ul style="list-style-type: none"> <li>Do not allow children or people with intellectual disabilities to use this product alone.</li> </ul>
	<ul style="list-style-type: none"> <li>Do not let children or people with intellectual disabilities approach when using.</li> </ul>
	<ul style="list-style-type: none"> <li>Do not use a power source other than the specified communication. The power cord must not be wrapped around the product to avoid electric shock, short circuit or fire.</li> </ul>
	<ul style="list-style-type: none"> <li>Do not allow children to ride on this product to avoid injury or machine failure.</li> </ul>
	<ul style="list-style-type: none"> <li>Do not put your hands or feet in the gaps around the product. In order to avoid injury or accident</li> </ul>
	<ul style="list-style-type: none"> <li>Do not use on the head or abdomen to avoid injury or physical discomfort</li> </ul>
	<ul style="list-style-type: none"> <li>Do not use this product naked to avoid skin damage.</li> </ul>
	<ul style="list-style-type: none"> <li>Do not use the body jacket when it is disassembled or damaged to avoid injury or accident</li> </ul> <p>Please remove the jewellery during hand massage to avoid damage. When performing hand massage, do not push the hand massager on both sides of the armrest to avoid injury to the hand.</p>



If the body feels abnormal during use, stop using it immediately. Consult a doctor.

### Notice



Obligated to follow

- When the power is off, please turn off the power switch immediately and unplug the power cord to avoid accidents when re-energizing.



Prohibit wet hands

Do not touch the power outlet, plug or power cord with wet hands to avoid electric shock



- If you do not use it or after use, be sure to unplug the power cord to avoid electric leakage, electric shock or fire. • When cleaning, be sure to unplug the power cord from the power outlet to avoid fire or electric shock.
- When pulling the power plug, you can not pull the power cord directly, but pull the plug. In order to avoid electric shock, short circuit or fire accident, check the power cord and power plug regularly.



forbidden

- Do not use this product immediately after meals or after drinking to avoid discomfort
- Do not hang heavy objects on the power cord to avoid electric shock or fire accidents.
- Do not use this product near fire or heaters, and do not smoke when using. Do not use on floors with floor heating and other heating equipment to avoid fire

## Safety Precautions

### Notice



forbidden

- Do not pull or scratch the fabric with a knife or a hard sharp object to avoid injury or accident.
- Do not bend or pull the power cord to avoid a fire.
- Do not use this product when the power cord, power plug is damaged, or the power outlet is loose, to avoid electric shock. Short circuit or fire accident.
- Do not put your hands, feet, etc. into the gaps in the product.
- Do not force external forces on the components in each action to avoid malfunction or injury.
- Do not use while asleep, unintentional use may cause injury and discomfort
- Do not force the product to move on the ground



**Notice**

forbidden

This product is for general household use, please do not use it in professional places.

When using this product, do not cover it with a blanket or the like to avoid a fire accident caused by excessive internal temperature of the machine.

Make sure the power plug and socket are well-fitted and free of rubbish. Do not use the tow board to avoid electric shock, short circuit or fire accident.

Do not stand, step on, and stack heavy objects on the body to avoid injury, machine failure, or accidents.

Do not use this product near fire or flammable gases to avoid product deformation, machine failure or fire accidents.

Do not use this product in an environment where the concentration of oil and other chemicals is high, so as to avoid product deformation, machine failure or fire accident.

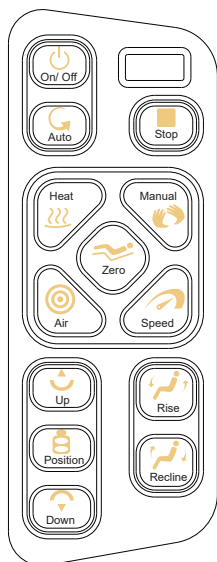
Do not wipe or spray this product with organic solvents, alcohol or insecticide to avoid cracks or electric shock or fire accidents.

Do not let children or people with intellectual disabilities approach during use to avoid injury.

People with intellectual disabilities or deafness cannot use this product.  
In order to avoid physical discomfort or injury.

**Name and function of each part**

## [Control Panel]



**Open key:** press this button to switch on and off

**Auto Key:** Press this key to cycle through Auto Mode 1 / Mode 2 / Mode 3.

**Emergency stop button:** Press this button to stop all functions. At this time, you can use the massage chair only after pressing the key to turn off the power and use it for emergency situations.

**Heating button:** press this button to turn on and off the heating function

**Manual:** Press this button to turn on the kneading massage (red light), turn on the sniper massage (green light), turn on the kneading sniper (yellow light) and switch between three states.

**Zero Gravity:** In the power-on state, press this button to start the chair and lie down in zero gravity state, the indicator light is red, and then press the chair to return to the original state.

**Pneumatic button:** press this button to select the pressure of the ring ( weak/ strong/ off )

**Speed button:** When the manual massage method is selected, press this button to switch the speed between medium speed, high speed, and low speed.

**Move up/down:** When selecting manual massage, press and hold the up and down keys to perform a fixed position massage. To exit the positioning massage, just press the area button to enter the area massage

**Part key:** Press the stop button, the massage machine will cycle through the whole body, the upper body and the lower body area to select the corresponding function.

**Collapse / lie down:** under the boot. Long sit posture adjustment up/down button. The whole machine is adjusted up/down, and the machine will stop at the current position when released.

## Name and function of each part

Massage program	Related function description
Air pressure	Air pressure massage is recommended for sleepy householders.
Emergency stop	Used in emergency situations where the massage chair needs to stop working immediately.
Automatic	Simulate the human hand with a massage wheel and perform a separate kneading/sniping massage for the user.
Fixed point	The massage position of the shoulder/back massage wheel can be selected by the up and down adjustment keys.
Heating	The product has a heating function on the waist, which can heat the waist.

## Accessibility

Bluetooth	Connect Bluetooth to realize the massage chair audio music playback.
USB	The USB charging port can charge the phone.

## Notice

- ※Do not press two or more keys at the same time to avoid malfunction
- ※Before turning on the massage mode, please be sure to start the program after sitting.
- ※Do not splash water or other liquid on the control panel
- ※When using, do not force on any part of the product to avoid injury and product failure.







## Instructions

### Preparation before use

• Check the product for damage

• Move the product to a flat surface

 Notice	
 forbidden	<ul style="list-style-type: none"><li>※ Do not move when the product is loaded</li><li>※ Do not drag the product on the ground, tap or pull the power cord to move the product.</li></ul>

 Notice	
 Obligated to follow	<ul style="list-style-type: none"><li>※ Confirm that the power cord is not damaged.</li><li>※ Before plugging in the power supply, the spectrum confirms the product power. The power switch must be in the closed position.</li></ul>

## Instructions

### Turn on the power

**1**

- Plug the power plug into the outlet
- Turn on the power switch under the product backrest

### Operation button

**2**

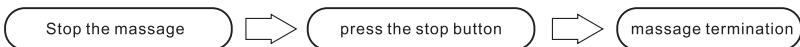
Press the message program button on the right armrest control panel to select the automatic massage program that suits you.

**3**

If you need a hand massage, first press the hand massager at the center of the outer side of the armrest to be massaged.

**4**

After the working time is up, it will stop automatically. After about 15 minutes, the massage stops automatically.



Before turning on the massage mode, please sit back and start the program.

※Do not press two or more keys at the same time

※The indicator of the selected massage mode button is lit when the corresponding massage program is selected, and is turned off when it is off.

※All massage procedures are rated for 15 minutes. If you need to continue using it, please wait 30 minutes or more.

After use, turn off the power switch under the backrest. When not in use for a long time, please unplug the power plug from the socket.

## Notice

※The child can use this product under the strict supervision of the guardian.

※Pressing the stop button only stops the massage. At this time, the massage chair is still in working condition. Turning off the power switch under the backrest is the real power cut.

## Maintenance and storage

### clean

- Before cleaning, make sure the power switch is turned off and the power plug is unplugged from the outlet.
- Wipe the surface of the product and operation panel with a soft cloth.
- If the soil is badly stained, clean it with a soft cloth dampened with water or a neutral detergent, then dry it with a dry cloth.

### Notice

- Do not store in high temperature, humidity, direct sunlight, or dusty environments.
- When cleaning, do not use organic solvents, alkaline bleach, bleach, etc. to avoid discoloration, deformation, and cracks.

### Waste treatment

- Please observe the local regulations for disposal of the product.

### When not in use for a long time

- Please unplug the power cord and store it.
- Do not damage the power cord, control panel, etc. when storing.
- Please remove dirt and dust and store in a dry place.

## Cause of failure and disposal method

Please reconfirm the following items before commissioning the repair. If the problem persists, please stop using and consult the dealer or after-sales service.

Situation	Possible reason	Approach
Sound (Running sound)	Sound The internal parts of the machine are working	Intrinsically constructed, Does not affect function and use
No action	Power plug off The power switch is not turned on	Plug in the power plug Turn on the power switch
Stop during use	Set time to stop	Use again after 30 minutes interval

## Consulting the window

For repair or consultation of the product,  
please contact the dealer or after-sales service.

- For (for repairs) and (purchase accessories), go to the above service window and service centers around the world.
- In order to answer the customer correctly, the call to the company may be recorded.
- The content and personal information of the consultation or commission may be provided to the affiliates of the company.
- If the customer needs to go to the door for repair, please submit a request to the after-sales service.



Checking household appliances that have been in use for many years	
Is there any of the following phenomena?	<ul style="list-style-type: none"> <li>•The power cord or power plug is abnormally hot</li> <li>•There is a burnt smell and odor</li> <li>•The power cord has a deep grain or deformation</li> <li>•Other abnormalities or malfunctions</li> </ul> <p>To prevent malfunctions and accidents, turn off the power switch. And unplug the power plug from the outlet, please be sure to entrust the business to repair. Please consult the dealer for the relevant fees.</p> <p>Other abnormalities or malfunctions</p>

- ※The company does not assume direct and indirect losses due to improper use of this product, and third party liability. Product upgrades and modifications are not subject to change.
- ※The color or printing of the product may vary slightly.

## Product specifications

Name	Massage Chair	model	Rk1911
power	96W	Rated time	15 min
Rated voltage	110V-120V/ 60Hz	Weight	133 lbs/ 165 lbs
Upright Size:	44" x 27.5" x 43.3"	Body material	plastic, metal
Lying Down Size:	56.3" x 35" x 27.5"	Main fabric	synthetic leather
Functional effect	Massage, shiatsu, tapping, general household use * Eliminate muscle fatigue and promote blood circulation.		

**Welcome to visit our website and purchase our quality products!**

With your inspiring rating, COSTWAY will be more consistent to offer you  
**EASY SHOPPING EXPERIENCE, GOOD PRODUCTS and EFFICIENT SERVICE!**

US office: Fontana, California

UK office: Ipswich



- \* Reward Points
- \* Exclusive Customer Service
- \* Personalized Recommendations
- \* Permanent Shopping Cart
- \* Order History

*5 Star Rating*



We would like to extend our heartfelt thanks to  
all of our customers for taking time to assemble  
this product and giving us valuable feedbacks.

*THANK  
YOU*  
☺





## **Costway Massage Chair Customer Warranty**

Costway products include the following warranty:

This Costway massage chair has a three-year warranty for both parts and labor.

Costway customer service will not issue Return Material Authorizations (RMAs) for products due to buyer's remorse. RMAs will be issued only when product has quality problem. Costway products will be either repaired by the customer or by an in-home technician.

### **Service And Technical Support:**

Customers can contact Costway's customer service department at 213-401-2666 at any time Monday through Friday or via email at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Customers are required to provide dated proof of purchase (sales receipt) when they contact Costway service department regarding a repair.



A Costway customer service representative will attend to most customer inquiries, however, in some cases, when necessary, a technical service specialist will provide advanced support.

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

You can visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms and pricing depending on the type of issue or incident.

Proof of purchase (sales receipt) is required for all warranty repairs or service.

## **Extended Warranties:**

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

Extended warranty provides: A maximum 2-year limited repair or





replacement massage chair warranty with on-site service in certain areas.

Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest terms for extended warranties.

## **Product Repairs**

Many Costway product repairs may be performed by the customer in their own home with parts and instructions supplied by Costway, such as remote controller replacements that don't require a technician.

Customers may contact Costway's customer service department at [topsupport@costway.com](mailto:topsupport@costway.com) for warranty or service issues.

Floor Models and Demonstration Units have a prorated 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 (sales receipt) is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" rate.

Warranty Coverage Period: Warranty coverage begins on the date of customer purchase. Proof of purchase (sales receipt) is required for all



warranty repairs. The warranty period is measured by continuous calendar days based on a seven-day week.

**Field Service:** The Costway customer service department will diagnose the problem and schedule an authorized service provider to repair a chair in the customer's residence. If the area is not covered by Costway official or authorized service provider, after the Costway service team diagnose the problem and provide approval, customers may find their own qualified technician. Customers will be reimbursement once an invoice and proof of the technician's qualifications are submitted to the Costway customer service department. The value of reimbursement should not exceed the cost of a Costway official or authorized service provider.

**Parts:** All parts deemed necessary for repairs will be shipped to the customer at no charge.

## **CUSTOMER WARRANTY LIMITATIONS AND EXCLUSIONS**

Warranties are not valid in certain areas. Invalid areas in Canada: NT, NU, YT.



Postcodes start with AOK, AOP, AOR, A2V, GOG, G4T, JOM, ROB, TOP, TOV, VOT, VOL, VOV, VOW, XOA, XOB, XOC, XOG, XOE, X1A, YOA, YOB, Y1A.

Invalid areas in US: Alaska, Hawaii, Puerto Rico, and Guam.

The warranty only applies to Costway products and does not include any accessories or enhancements.

Field service requires pre-approval and must be performed by qualified technicians. Costway official and authorized field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding authorized field service.

Softening of foams 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 fabrics 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 electrical/power supply, loss of power, dropped products, a malfunction of or damage to an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism, or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorms, hail, earthquakes, or exposure to other weather conditions), loss of use during the period the product is at a repair facility, or otherwise awaiting parts or repair.

Damage due to shipping and handling does not constitute a defect under this warranty.

Under no circumstance shall Costway or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical harm, and the like), even if any party has been advised of the possibility of such damages.

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 merchant ability or fitness for particular use.

Costway's sole liability and the purchaser's exclusive right shall be for the repair, or at Costway's option, for the replacement of defective part.

Notwithstanding the above, if replacements parts for defective materials are not available, Costway 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.

## **Extended Warranty**

LIMITED REPAIR OR REPLACEMENT MASSAGE CHAIR WARRANTY WITH  
ON-SITE SERVICE

If you have a warranty or product question, please contact Costway's support team at 213-401-2666 at any time Monday through Friday, or via email at [topsupport@costway.com](mailto:topsupport@costway.com).



In the event you detect and report a defect in the workmanship or material of the Equipment, during the Service Period, then the Administrator shall provide the services hereinafter described.

Your purchase of the Extended Warranty shall constitute your acceptance to the terms of this Limited Warranty including the indemnification provisions.

1) DEFINITIONS - For the purpose of this Limited Warranty, the following terms shall have the following meanings:

- (1) "Equipment" shall mean a Costway product or system;
- (2) "Customer" shall mean only the residential end-user of the Equipment who is the original purchaser of the equipment from the Distributor, from an authorized reseller.
- (3) Usages of "you" or "your" refer to the Customer;
- (4) "Commencement Date" shall mean the date on which the Equipment is first purchased by a Customer from the Distributor or from an authorized reseller;
- (5) "Service Period" shall mean the period commencing on the Commencement Date;



(6) "Administrator" shall mean Costway. Usage of "we," "us," or "our" shall mean the Administrator. You may contact the Administrator if you have questions regarding this coverage. We can be reached by phone at 213-401-2666.

2) COVERAGE - During the Service Period, we will repair or replace, at our sole discretion, any defective Equipment. We will return the Equipment to a properly functioning state. To obtain such service, you must be able to provide us with the original, dated proof of purchase (sales receipt) for the Equipment. This Limited Warranty extends only to Customers. Only our representatives may perform repairs on the Equipment under this Limited Warranty. Replaced parts shall be covered under this Limited Warranty for the remainder of the Service Period or for thirty (30) days, whichever is longer. We will provide on-site service as necessary on regular workdays. Submission of the Extended Warranty Card form is not a condition precedent to obtaining service under this Limited Warranty. If a particular replacement part is not available from the manufacturer, we will make reasonable efforts to locate a compatible replacement part. If we are unable to locate a compatible part, we may replace your Equipment with a similar product. Under no circumstances



shall the retail replacement value exceed the original net price paid for the Equipment. In the event you choose not to accept a replacement for your Equipment, we shall no longer be responsible for making repairs under this Limited Warranty.

3) EXCLUSIONS - This Limited Warranty does not include service needed on Equipment as a result of any of the following:

- (1) Installation, set-up, moving, or relocation from the originally installed location;
- (2) Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear;
- (3) Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers;
- (4) Failure by the Customer to use a high-quality surge protector during the entire Service Period; (5) Improper operating environments;





- (6) Any problem not involving a defect;
- (7) Damage or malfunction whatsoever caused by an animal or pet;
- (8) Damage or malfunction whatsoever caused by liquids of any kind;
- (9) Rental, business, commercial, institutional, or other non-residential use;
- (10) Unnecessary service requirement. If no problem is found upon diagnosis by us or any other third party, you may be charged our standard rate for shipping costs and parts;
- (11) Dropped products or components (including remote controls);
- (12) Use of any item with the Equipment that is not designated for use with the Equipment; and
- (13) Field service requires pre-approval and must be performed by Costway's authorized field service personnel. Field service is only available in certain areas. Please visit [www.costway.com](http://www.costway.com) and [www.costway.ca](http://www.costway.ca) for the latest information regarding field service.

4) YOUR RESPONSIBILITIES - You shall:

- (1) Operate the Equipment in an environment meeting the



requirements delineated in the Equipment's owner manual and other provided instructions;

(2) Protect the supply of electricity to the Equipment through the use a high-quality surge protection device;

(3) Permit no work on the Equipment except by our authorized service providers;

(4) Have an adult representative present whenever we provide support services;

(5) Perform telephone or email diagnostic procedures as requested by us;

(6) Safeguard and return (at our expense) all replacement parts shipped to you. Either the part to be replaced or the replacement part or item shipped to you must be returned to the Distributor upon request.

5) EXCULPATION AND INDEMNIFICATION - Our maximum liability under this Limited Warranty is limited to the cost of repairing or replacing defective Equipment. We shall not be liable to you for incidental and



consequential damages. Under no circumstances shall you or anyone else ever be deemed to be a third-party beneficiary of the agreement. We shall not be liable for, and you hereby indemnify and hold us and every authorized service provider innocent from, any and all loss, damage, claim, or cause of action, direct or indirect, incidental or consequential, occurring to you, or to the employees or agents of you, or to any other third party, or to the property of any of the foregoing, which may arise as a result of any defect covered by this Limited Warranty or as a result of any service performed under this Limited Warranty.

Exclusions:

- Any malfunction that is caused by circumstance beyond Costway's control.
- Damage or malfunction resulting from misuse or abuse including, but not limited to, damage from liquids of any kind, transit, shipping, relocation damage, incorrect voltage, operation contrary to what is detailed in the Owner's Manual, modification or repair by the user, use by anyone (whether the product is open or stowed) over weight capacity, or any use by more than one person at a time, outdoor usage, and any flood, fire, or other Acts of God.
- Normal wear and tear and all cosmetic damage to fabric or other exterior parts of the chair.



- Under no circumstances whatsoever shall Costway be liable for special, incidental, or consequential damages.
- Rental, business, commercial, institutional, or other non-residential use