

**Motion Mastery SV-701**  
Use and Care Manual



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# 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. Contact our customer service department for assistance.
- 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 allow an infant to use.
- This appliance 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 frequently.
- Never use this appliance without cover in place.
- Do not use pins or other metallic means to fasten this appliance in place.
- Never pull this appliance by the supply cord.
- Loop cord loosely when storing, tight wrapping may damage cord and internal parts.
- Read and follow all instructions on box.
- Review the assembly instructions to confirm that the appropriate critical components and accessories are being used with the appliance.

## SAFETY PRECAUTIONS

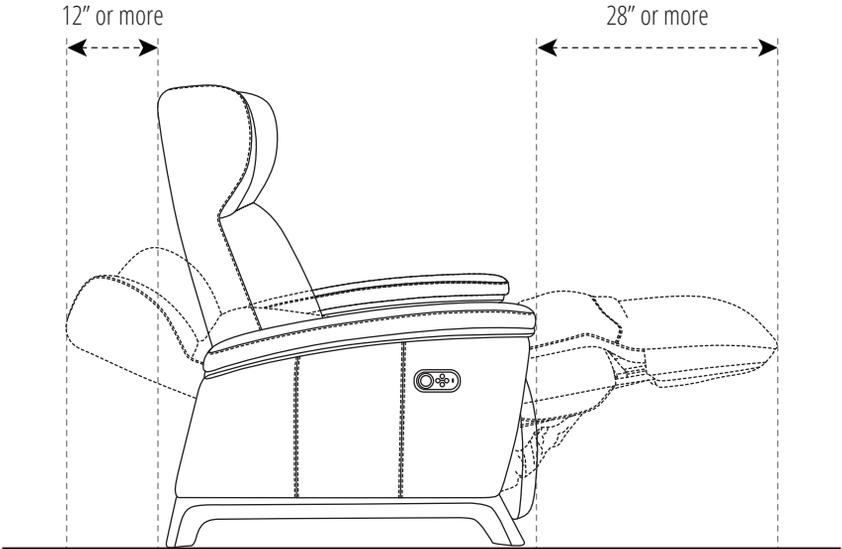
- Comfortable clothing is recommended while using this product.
- If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use the product. Consult your physician.
- Do not pull on the ac cord.
- When using this product after it has been in storage, 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.

# GET READY

To set up your chair, refer to the provided **Assembly Instructions**.  
To ensure a worry free experience with your chair, follow the suggestions below.

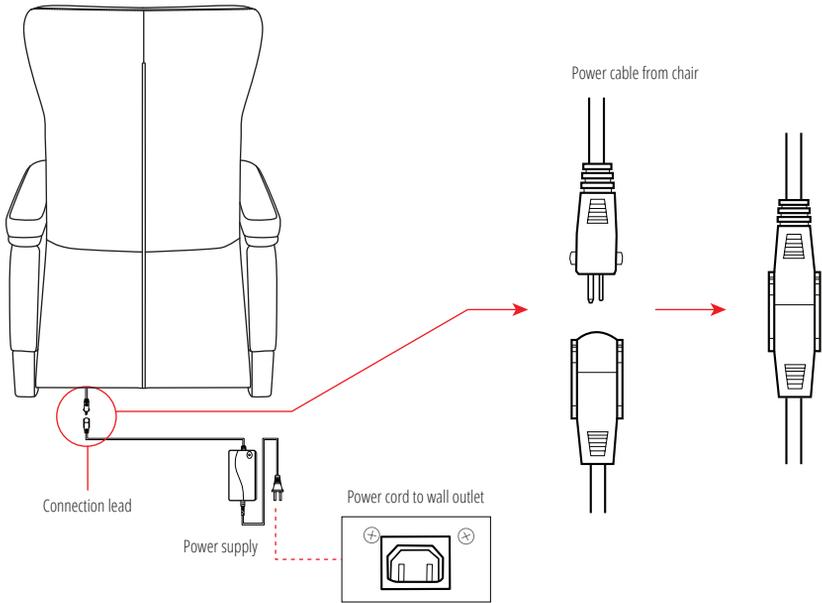
## CHOOSE A LOCATION

- Lay a carpet down, or something similar, in the set up location. This will prevent floor damage, and will muffle the noise during use.
- 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 12" clearance behind it.



## 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 that you run the cord outside of the chair. **DO NOT** run the cord between the arm rest and back rest.

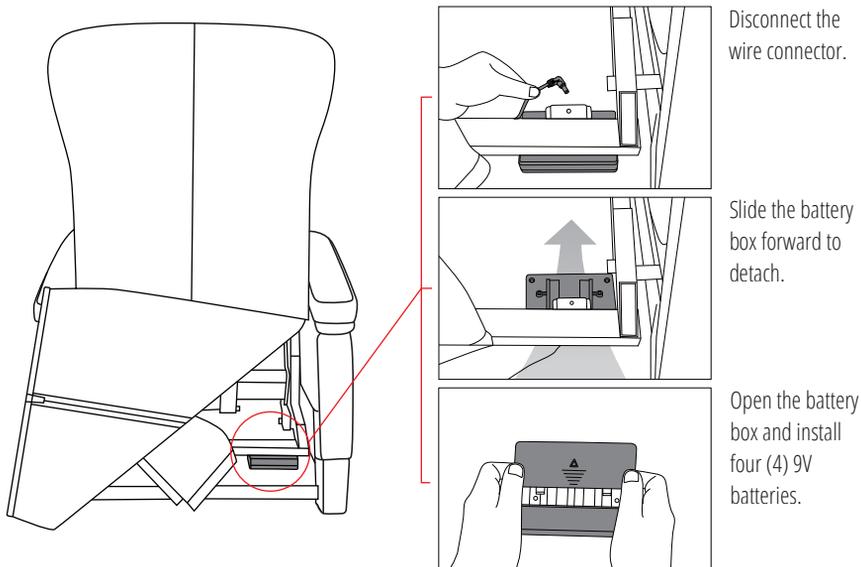


## BATTERY BACKUP SAFETY FEATURE

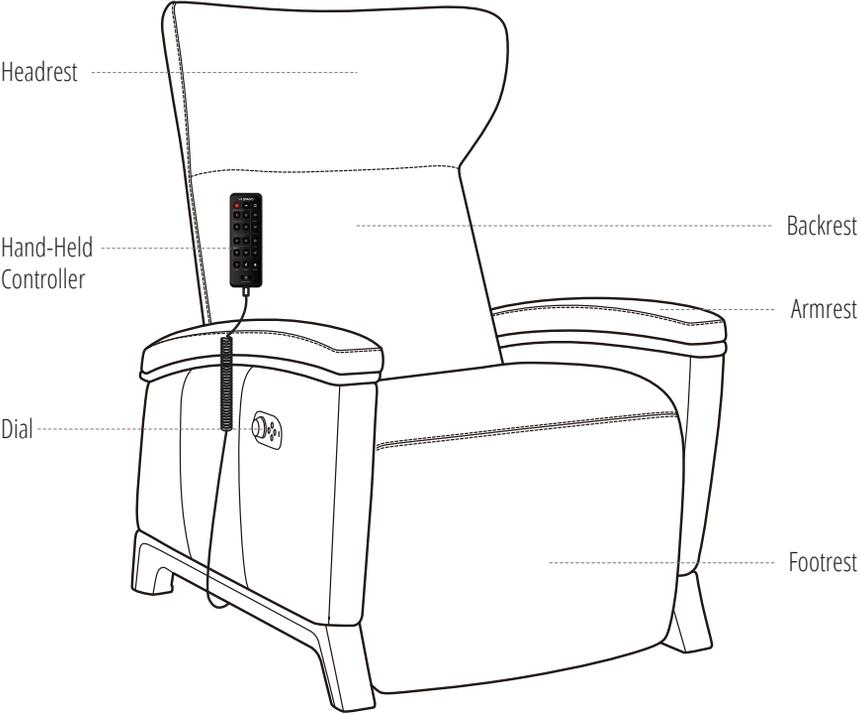
Your chair comes with a battery backup system, which will activate in the event of a power failure (**batteries not included**). You will need four (4), high-quality, 9V alkaline batteries to power the battery backup system. Replace these batteries after this system has been activated twice.

### To Install the Batteries:

1. Place the chair in the home position, unplug the power plug from the electrical outlet.
2. Lift the backrest skirt and detach the cover under the skirt. Locate the battery box on the right side of the chair frame.
3. Disconnect the wire connector.
4. Slide the battery box forward to detach.
5. Open the battery box and install four (4) 9V batteries.
6. Attach the battery box back onto the chair base. Connect the wire. Then attach the cover and backrest skirt.



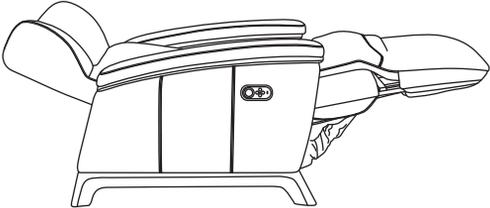
# CHAIR COMPONENTS



# CHAIR SPECIFICATIONS

Specifications		Description
Model No.		<b>SV-701</b>
Rated Voltage		<b>110-120V~</b>
Rated Frequency		<b>60HZ</b>
Out-Put		<b>29VDC 3A</b>
Rated Power Consumption		<b>1.1A</b>
Auto Timer		<b>15 minutes</b>
Dimensions (L*W*H)		<b>Chair Upright: 32.2" x 33.1" x 44.9"</b>
		<b>Packing Carton: 44.7" x 35.6" x 34.2"</b>
Weight	Net weight	<b>150 lbs</b>
	Gross Weight	<b>184 lbs</b>
Maximum Load weight		<b>400 lbs</b>
Required Recline Clearance		<b>28"</b>
Usage Condition		<b>Environmental temperature 10°C-40° Contrasting humidity level 30-85RH</b>
Storage Condition		<b>Storage temperature -20°C-55°C Storage humidity level 30-85RH</b>
Safety Feature		<b>Equipped with overheating and power surge detectors</b>

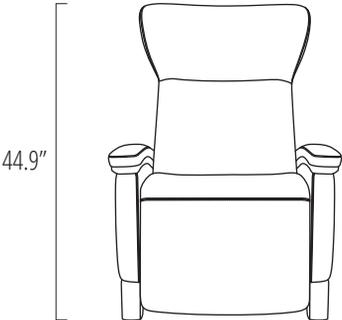
# CHAIR DIMENSIONS



72.2"



32.2"

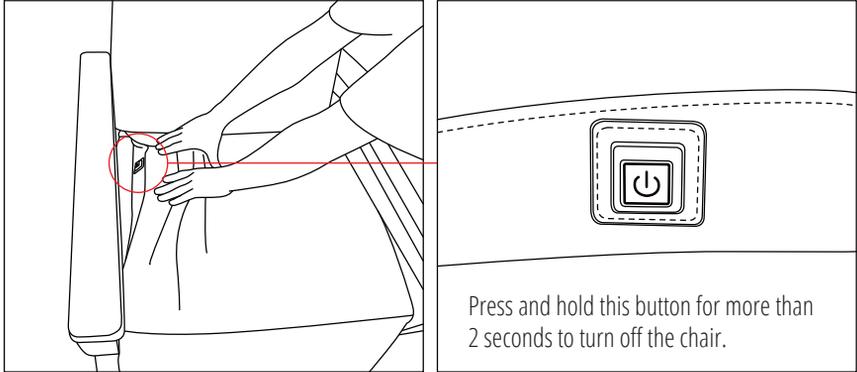


44.9"

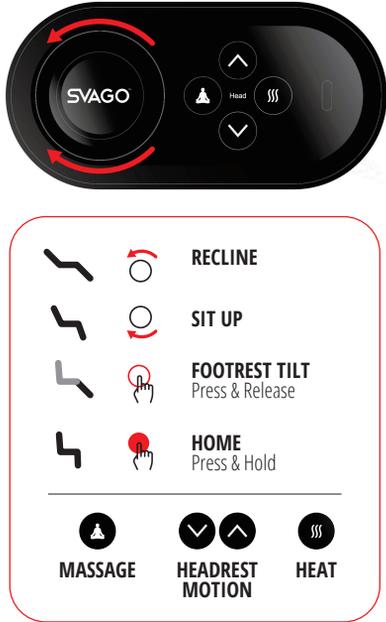
33.1"

# OPERATION GUIDE

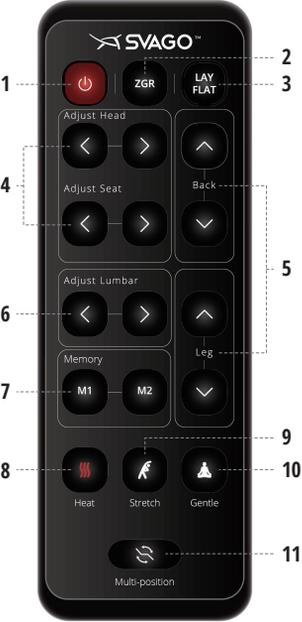
## Reset Control



## Dial



## Hand Controller



## 1. ON/OFF

Press to turn on the chair and the chair will start to work when you press any other function. Press again to stop all the functions and the chair will return to its original position.

## 2. ZGR

Press this button to recline to the preset zero gravity position.

Reclining motion can be paused by pressing either the ZGR button, headrest recline/restore button, backrest recline/restore button, seatrest recline/restore button, or the legrest recline/restore button. After achieving the ZGR position, you can adjust the headrest, backrest, seatrest or legrest angles by pressing the relevant buttons.

## 3. LAY FLAT

Press this button to lay flat to the preset position.

Reclining motion can be paused by pressing either the LAY FLAT button, headrest recline/restore button, backrest recline/restore button, seatrest recline/restore button, or the legrest recline/restore button.

After achieving the lay flat position, you can adjust the headrest, backrest, seatrest or legrest angles by pressing the relevant buttons.

## 4. Motion of Head and Seat

Press and hold the relevant button to activate the motion, release the button when desired angle is achieved.

These buttons will still work even when the ON/OFF button is not pressed.

## 5. Motion of Back and Leg

Press and hold the relevant button to activate the motion, release the button when desired angle is achieved.

These buttons will still work even when the ON/OFF button is not pressed.

## 6. Lumbar Adjust

Press and hold the ">" button to inflate the air lumbar until the lumbar support is at your desired height.

Press and hold the "<" button to deflate the lumbar air bag, releasing the button will keep it at its current height.

## 7. M1 & M2

Press and hold the M1 or M2 for 2 seconds to create a new memory seating position.

## 8. Heat

Press the Heat button to start the heating function on the back, seat and leg of the chair, press again to stop it.

Heating cycle can last for one hour.

Heating function will be paused during any reclining adjustments and resume automatically after adjustments.

## 9. Gentle

Press this button to activate the gentle air massage program. It is an air massage for gentle relaxation and loosening of muscles.

## 10. Stretch

Press this button to activate a slightly harder air massage that gives special attention to your spine by slowly stretching it at different points and releasing stress.

## 11. Multi-Position

Press this button to recline to the preset zero gravity position.

There are 7 preset positions, TV, Read, Lounge, U Stretch, Waist Stretch, Calf Stretch, and Back Extension.

Press the button repeatedly to switch between the different preset positions.

# 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.

### Caring for Leather Upholstery

1. To maintain your 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.
2. Natural leather is a breathing, porous material similar to human skin, and is susceptible to staining due to absorbing dirt, sweat, moisture, oil and grease (e.g., hair products and skin lotions). Do not allow these elements to come into direct contact with the upholstery. To help prevent normal leather cracking and drying, and to help prevent staining, apply a high-quality leather cleaner and conditioner at least every three months; this will revitalize and reseal the leather surfaces. Follow the product label instructions carefully; Svago is not responsible for third-party products.

### 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.

# TROUBLESHOOTING

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:

- Small scratches, slight color changes, and minor stretching are a normal part of leather wear over time.
- The 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. You can also 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 Assembly Instruction.

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 the label on the back of your chair, inside 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!

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Contact Customer Service at **844-697-8246** or via email at **service@svago.com**

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# WARRANTY INFORMATION

This chair has the following warranty:

A five-year frame, two-year parts, and one-year in-home service warranty from the date of original purchase. Our customer service will not issue Return Material Authorizations (RMAs) for products. Servicing is to be performed only by an authorized service representative.

## Service And Technical Support

- Consumers may contact our customer service department at 844-697-8246 between 9:00 am and 5:30 pm PST, Monday through Friday, email us at [service@svago.com](mailto:service@svago.com), or visit our website at [www.svago.com](http://www.svago.com) for warranty or service issues.
- Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the customer service department regarding a repair.
- The customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support.
- Non-warranty repair is provided on a "per incident" basis. The customer service will verify if the unit has failed and provide instructions for repairing the unit. 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 service.

## Extended Warranties

We offer extended warranty programs to enhance the ownership of your chair. Please call the customer service at 844-697-8246 for details and pricing.

## Product Repairs

- 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 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 that 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 a seven-day week.
- Field Service - The 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 customer service department. Some product repairs may be performed by the consumer in their own home with parts and instructions supplied by the customer service department, such as remote controller replacements that don't require a technician.

### **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 the product and does not include any accessories or enhancements.
- Field service requires pre-approval and must be performed by our authorized field service personnel.
- Field service is only available in the 48 contiguous United States and in major metropolitan areas of Canada.
- 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.
- 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 product, a malfunction or damage of 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, windstorm, hail, earthquake or exposure to weather conditions).
- Warranties do not cover any loss during the time spent waiting for parts or repairs.
- Under no circumstance shall we or our representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical and the like).
- Warranties are non-transferable.
- The sole liability and the purchaser's exclusive remedy shall be for the repair, or at our option, for the replacement of the defective part.
- Notwithstanding the above, if replacement parts for defective materials are not available, we reserve 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.





TEL: 1-844-697-8246

[service@svago.com](mailto:service@svago.com)

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