

# CERAGEM **PAUSE M10**

## USER GUIDE

CERAGEM PAUSE M10  
USER MANUAL

- Please read this manual carefully for instructions on the proper use of this product.
- After reading it, always keep it on hand so that you can refer to it as necessary.
- This user manual includes the product warranty. Please keep it in a safe place.
- We may improve the design and specifications of this product without notice in the future.

# CERAGEM **PAUSE M10**

## CERAGEM PAUSE M10 USER MANUAL

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# 01. Safety Precautions

Please read carefully before using the product.

The following instructions are intended to help you use the product safely and correctly, and to prevent unexpected hazards or damage.

Please be sure to follow them carefully.

The safety precautions are organized based on their importance in preventing potential issues and helping you use the product safely and effectively.

## Power and Plug Safety

- Do not use or store the product in bathrooms or other areas with high humidity.  
→ **This may cause electric shock, fire, malfunction, or mold growth.**
- Before using the product, always make sure the power connection is secure and safe.  
→ **Improper connection may lead to fire or electric shock.**
- Do not connect the power plug to a wall-mounted multi-outlet, plug adapter, or any other accessory without a dedicated power cord.  
→ **This may cause fire or malfunction.**
- Unplug the power cord when the product will not be used for an extended period.  
→ **Failure to do so may result in fire or electric shock.**
- When installing a new product, use a newly purchased multi-outlet power strip if possible, and regularly check the condition of the power cord insulation and plug connection.  
→ **Failure to do so may result in fire or electric shock.**
- If the power cord or plug is damaged, or if the power outlet is loose, stop using the product immediately and contact the service center.  
→ **There is a risk of fire or electric shock.**
- Make sure the power plug is not trapped under the product.  
→ **This may cause fire or electric shock.**
- Always unplug the power cord before performing any repairs, inspections, or part replacements.  
→ **Failure to do so may result in fire or electric shock.**
- Do not bend the power cord excessively or place heavy objects on it, as this may cause damage.  
→ **It can lead to product malfunction, electric shock, or fire.**
- When unplugging the power cord, always hold the plug itself and never pull on the cord.  
→ **Pulling the cord may cause damage, malfunction, or safety hazards.**
- Do not use multiple devices on a single power outlet at the same time.  
→ **This may cause fire or electric shock.**
- After using the product, be sure to turn off the power button and unplug the power cord.  
→ **This helps prevent fire or electric shock.**

## **Installation Safety**

- Do not use or store flammable materials near the product.  
→ **This may cause a fire hazard.**
- Do not use high-voltage electrical devices near the product.  
→ **Electrical discharge may cause malfunction.**  
(e.g., electric mosquito swatters)
- Do not place containers with liquids or metal objects on top of the product.  
→ **This may cause fire or electric shock.**
- Do not insert coins, matches, hairpins, paper, or similar objects into the product.  
→ **This may cause fire or electric shock.**
- When installing the product, leave enough space between the back of the product and the wall, and ensure there is ample clearance in the front as well.  
→ **Insufficient space may cause damage, malfunction, or safety hazards.**
- Never attempt to disassemble, repair, or modify the product on your own.  
→ **If you need to reinstall the product, please contact the Ceragem Customer Service at (213) 480-7070.**
- Install the product on a firm, level surface.  
→ **Failure to do so may cause damage, malfunction, or safety hazards.**
- Do not install the product near heating appliances.  
→ **This may cause product damage, malfunction, or fire.**

## Product Safety

- Please prevent animals from biting or damaging the power cord.  
→ **This may cause fire or electric shock.**
- Do not clean the product with water.  
→ **This may cause fire or electric shock.**
- When cleaning the product, gently wipe it with a soft cloth. Avoid using solvents or chemical cleaners.  
→ **These may cause damage to the product.**
- Do not sit on the rear section, arm massager, or leg massager of the product.  
→ **This may lead to injury or accidents.**
- Unplug the power cord before performing any repairs or inspections.  
→ **This helps prevent fire or electric shock.**
- Do not apply excessive force or impact to the product.  
→ **This may cause damage, malfunction, or safety hazards.**
- When unplugging the power cord, always hold the plug itself and never pull on the cord.  
→ **Pulling the cord may cause malfunction, electric shock, or fire.**
- Install the product in a location where the power plug can be easily accessed.  
→ **This helps prevent safety accidents, injuries, product damage, or malfunction.**

## Child Safety Tips

- Do not place toys, remotes, or other items children might play with on top of the product.
- Make sure children do not play near the bottom of the product or around moving parts.
- Make sure the product is not used alone by children or those who may need help.
- Encourage children to stay clear of the product and not use it for play.
- Before and after use, always check that no children or pets are near the product. Make sure they do not crawl under the chair or around the adjustable leg sections.  
→ **This may cause pinching, pressure injuries, or even fractures.**
- Make sure all cords and cables are secured out of reach of children.

## 02. Precautions During Use

### Before Use

**(1) For your safety, do not use this product if you fall into any of the categories below, as it may lead to injury or health complications:**

- Individuals diagnosed by a doctor as unfit to use the product due to conditions such as thrombosis, embolism, severe varicose veins, or acute venous disorders
- Those suspected of having acute cervical sprain (whiplash)
- Individuals with a history of torn muscles or sprains caused by sudden muscle contractions
- Pregnant women in the early stages of pregnancy or immediately after childbirth
- Individuals with spinal abnormalities due to past accidents or medical conditions, or with spinal curvature
- Those with severe osteoporosis
- Individuals with acute internal organ disorders or serious heart conditions
- People using implantable electronic medical devices such as pacemakers
- Those with severe seizures or psychological conditions (e.g., intellectual disabilities)
- Individuals with advanced peripheral circulatory disorders caused by conditions such as diabetes, resulting in loss of temperature sensitivity
- Those with, or at risk for, osteomyelitis (bone infection)
- Individuals who are unable to express themselves or move freely
- Those currently experiencing or being treated for a herniated disc
- Individuals undergoing treatment for specific medical conditions requiring hospitalization
- People who have recently had surgery
- Individuals with schizophrenia or uncontrolled epilepsy
- Anyone who is unable to move independently

**(2) Please consult a physician before using this product if any of the following apply to you:**

- Pregnant individuals or anyone who may experience adverse effects from using the product
- Individuals with elevated body temperature due to acute inflammation, chills, or fever
- Those with acute skin conditions, malignant tumors, or other skin-related disorders
- Individuals currently under medical treatment who require rest or are in a recovery phase
- Anyone experiencing unusual symptoms or discomfort in their body
- Individuals with reduced or impaired pain sensitivity
- Those diagnosed with or receiving treatment for conditions like vertigo or positional dizziness (e.g., benign paroxysmal positional vertigo)
- Patients currently being treated for acute disc herniation or spinal stenosis, or those at risk of recurrence



## During Use

### (3) To prevent injury or accidents, please refrain from using the massage chair if any of the following conditions apply to you.

- Do not use the product right after a shower, while your body is still damp, or when your hair is wet.  
→ **This may result in personal injury or accidents.**
- Review the operating instructions and be aware of any possible side effects before use.
- Be careful not to get any part of your body caught during use.
- Ensure that children or pets do not play near the product while it is operating.
- Remove all accessories such as bracelets, earrings, watches, and rings before using the product.
- Do not attempt to move the product on your own. Please contact Ceragem Customer Service for assistance.  
→ **Improper movement may cause damage such as scratches on the floor.**
- Use the product only for massage purposes and only on appropriate areas of the body.
- When sitting in the massage chair, check the position of the massage balls and sit down slowly.
- Do not use the chair after consuming alcohol or while eating or drinking during massage.
- The recommended user weight is 220 lbs (100kg) or less.
- Avoid using the product immediately after a heavy meal.
- If you are under 5'1" (155cm) or over 5'11" (180cm) in height, please try the product before purchasing.  
→ **The massage parts may not align properly with your body or may cause discomfort.**
- Do not allow more than one person to sit or use the product at the same time.
- Avoid using the product with hard objects in your pants pockets during a massage.
- Do not let bare skin come into direct contact with the heated or motorized areas, including the backrest.
- Be careful not to get any part of your body caught in moving parts during use.
- Do not use the massage function on elbows, knees, head, or abdomen, and do not insert hands or feet into the massage ball area.
- Do not fall asleep while using the product, as you may be injured without realizing it.
- Be cautious with long hair during use to prevent it from getting caught.
- Always sit down or get off the chair only after it has fully returned to its original position.
- Maintain a proper seated posture during use.
- Always start with a low intensity level and gradually increase as needed.
- If you need to get off during use, wait until the chair has returned completely to the upright position.
- If you experience severe pain or discomfort during use, stop immediately and take appropriate action based on your health condition.

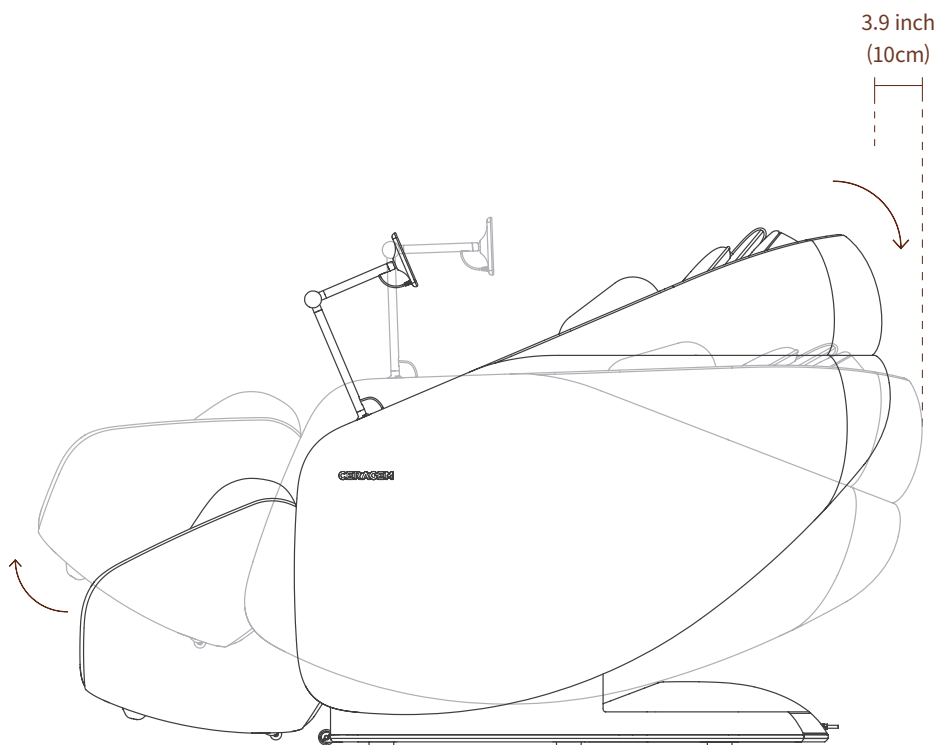
**(4) To prevent injury or accidents, do not use the product if you have any of the following conditions:**

- Scrapes, bruises, contusions, puncture wounds, or cuts caused by pressure or contact with the product
- Muscle, tendon, nerve, or spinal injuries due to excessive use or pressure from the product
- Skin conditions or burns
- Fractures, dislocations, or sprains
- Respiratory or digestive issues, or risk of suffocation

**(5) Cautions when using the Heating Function**

- Do not use the heating function continuously for extended periods, as it may cause low-temperature burns.
- Avoid direct skin contact with the heated areas.
- Do not fall asleep while the heating function is on.
- This product contains heated surfaces.
  - ※ Extra caution is advised for individuals with reduced sensitivity to heat.

## 03. Transporting and Installation

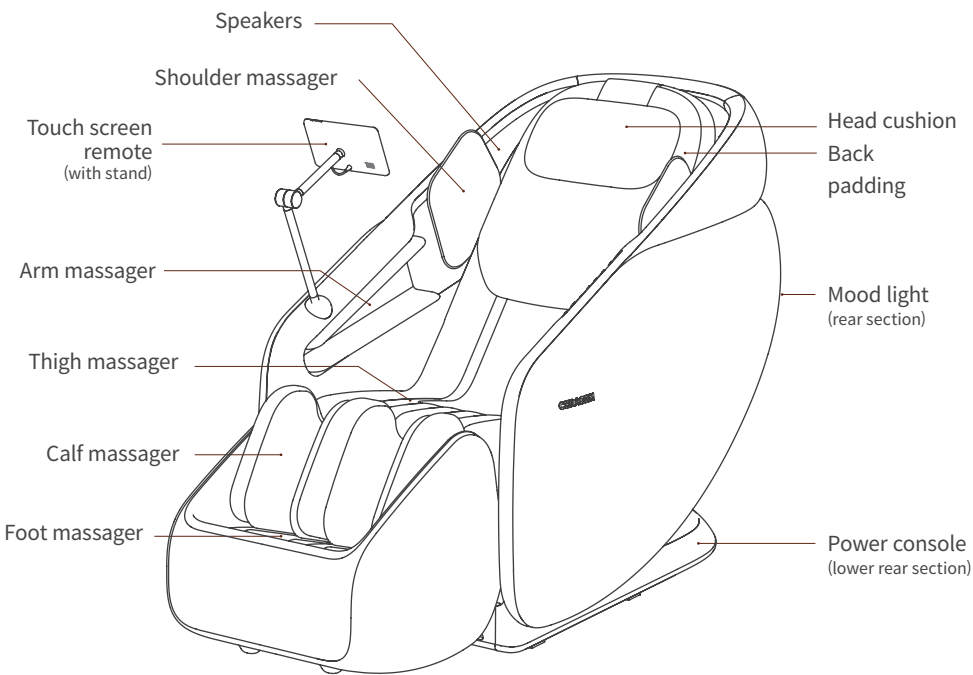


### Installation Precautions

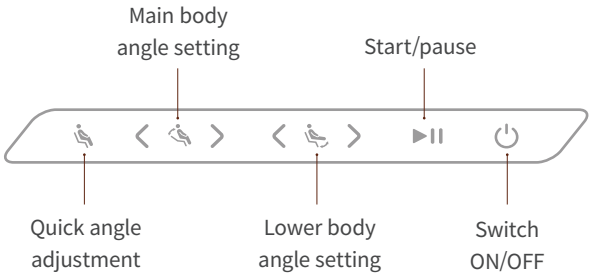
- (1) Before installation, make sure there is enough space for the product.
- (2) Ensure there are no obstacles around the product that could be damaged.
- (3) Carefully lift and move the product to the desired location, then gently set it down.
- (4) Make sure the power cord is not trapped under the product.
- (5) Be aware that the weight of the product may cause scratches or stains on the floor.
- (6) Do not place the back of the headrest facing a window.
- (7) Check that there is enough clearance for the foot massager to move freely.

# 04. Names of Parts and Components

## Names of Parts in Massage Chair Main Unit



## Built-in Quick Controller



# Touch Remote Control Panel - Part Names

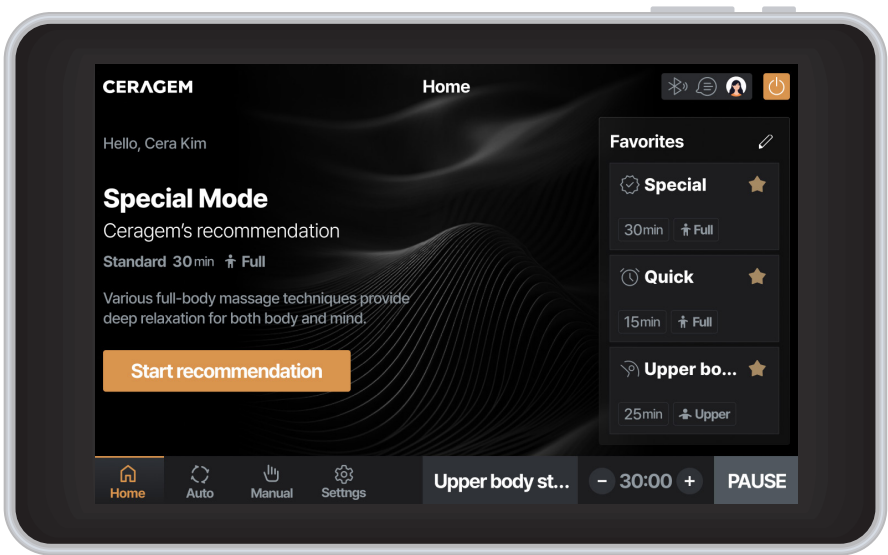
Side of Touch Remote Display

Volume control button

Power button

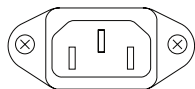


Front of Touch Remote Display



## Parts of Power Console

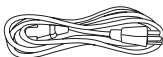
## Additional Components



Power plug



Power switch



Power cord



User manual

# 05. Massage Programs

## Automatic Modes

Standard Modes	Function	Operating Time
Special	Provides a full-body massage using various techniques like kneading and tapping.	30 minutes
Quick	Delivers a light, full-body massage in a short amount of time.	10 minutes
Relax	Offers a gentle, low-intensity full-body massage.	15 minutes
Energy	Uses a dynamic massage to help loosen tight muscles.	15 minutes
Circulation	Moves the massage ball rhythmically from the neck to pelvis.	20 minutes
Sleep	Relieves fatigue with a soft, warming full-body massage.	90 minutes
Focus Modes	Function	Operating Time
Upper body focus	Focuses on massaging the entire upper body from neck to lower back to relax the muscles.	20 minutes
Lower body focus	Targets the lower back and legs for concentrated massage.	20 minutes
Spinal focus	Provides a spinal alignment massage to help relieve back tension.	20 minutes
Neck & shoulders	Focuses on the neck and shoulder areas.	15minutes
Back & Waist	Concentrates on the upper and lower back regions.	15minutes
Pelvis & Thighs	Relaxes surrounding muscles through massage of the pelvis and hip area.	15minutes
Stretching Modes	Function	Operating Time
Upper body stretch	Supports the shoulders while stretching the back and lower back.	25minutes
Lower body stretch	Supports the pelvis and stretches the lower back and hips.	25minutes
Core Stretch	Stretches the spine by lifting and aligning the vertebrae along with spinal massage.	25minutes
Air Stretch	Uses air massage to gently stretch the entire body.	15minutes
Pilates	Relaxes tense muscles through varied upper and lower body angles and movements.	15minutes
Yoga	A full-body mode that stretches muscles to promote relaxation and flexibility.	15minutes

Daily Life	Function	Operating Time
<b>Student</b>	Relieves tension in the neck, shoulders, lower back, and hips caused by prolonged sitting.	20 minutes
<b>Driver</b>	Massages the entire body and lower legs to ease fatigue from long hours of driving.	20 minutes
<b>Golfer</b>	Focuses on muscles commonly used during golf for targeted relief.	20 minutes
<b>Mom &amp; Dad</b>	Gently relaxes the body and mind of parents fatigued from childcare.	20 minutes
<b>Office Worker</b>	Loosens neck and shoulder muscles strained from work-related stress	20 minutes
<b>Athlete</b>	Relaxes the lower body muscles strained from sports activities.	25 minutes

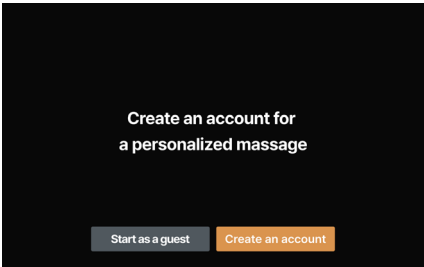
## Manual Modes

\* Full Mode : Massage ball position cannot be adjusted /  
Kneading, Rolling, Combination Modes : Massage width cannot be adjusted

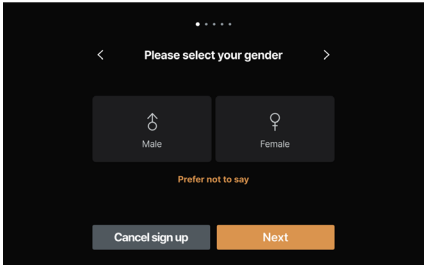
Massage Area	Function
<b>Full</b>	The massage balls move up and down along the spine, providing full coverage.
<b>Partial</b>	The massage balls move up and down within a specific section set by the user.
<b>Fixed</b>	The massage balls stay in a fixed position set by the user for localized massage.
Massage Techniques	Function
<b>Combo</b>	Uses a mix of tapping, kneading, and pressing techniques to massage the body.
<b>Tap</b>	Gently taps the body using the massage balls.
<b>Knead</b>	The balls move inward and outward repeatedly to knead the muscles.
<b>Roll</b>	The balls move left and right to provide a wide rubbing motion.
<b>Shiatsu</b>	Applies deep pressure to specific areas of the body just as when applying acupressure.
<b>Chop</b>	The massage balls move up and down quickly and lightly to deliver a tapping effect.

# 06. Using the Product

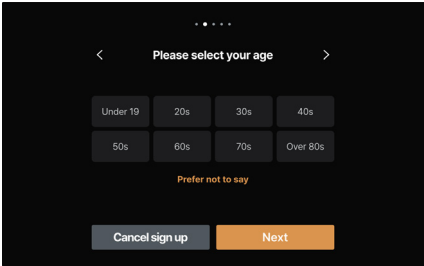
## 1) Creating and Selecting a User Profile



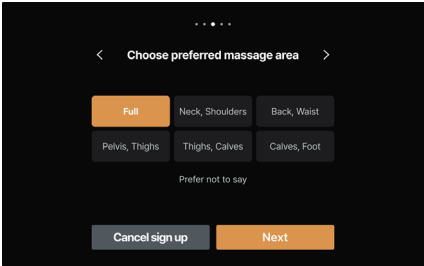
- (1) **Create Profile**  
Set up a profile to enjoy a personalized message experience.
- (2) **Guest Mode**  
You can begin your massage immediately in Guest Mode.



- (3) **Select gender**  
Choose either Male or Female.

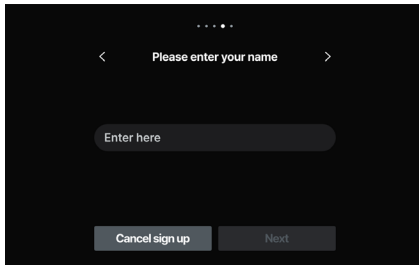


- (4) **Select Age Range**  
Choose an age range between Under 19 and Over 80.



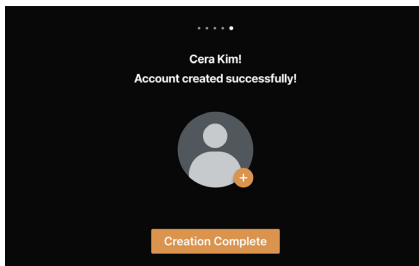
- (5) **Select Preferred Message Area**  
Choose one of the six available message areas.





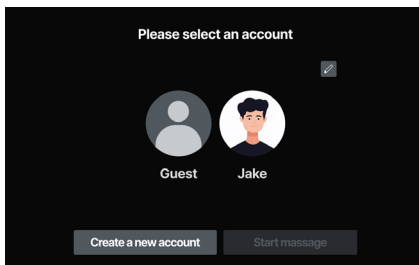
#### (6) Enter Username

Input a username to be used for your profile.



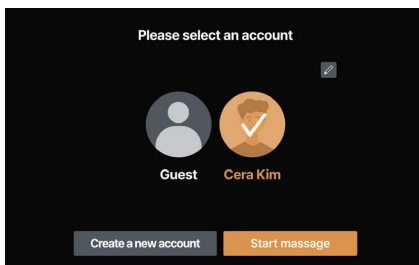
#### (7) Profile Creation Complete

Message recommendations will be provided based on your profile information.



#### (8) Select Profile

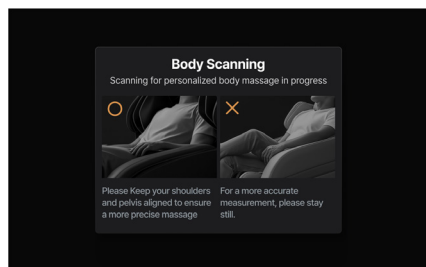
After creating a profile, choose your desired profile to begin your message.



#### (9) Choose Profile

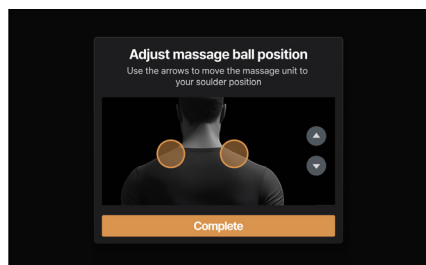
Select your profile and press the Start button to begin using the message chair.

## 2) Body Scan



### (1) Body Scan

When you select a profile or start as a guest, the massage chair will begin a body scan to customize your massage.

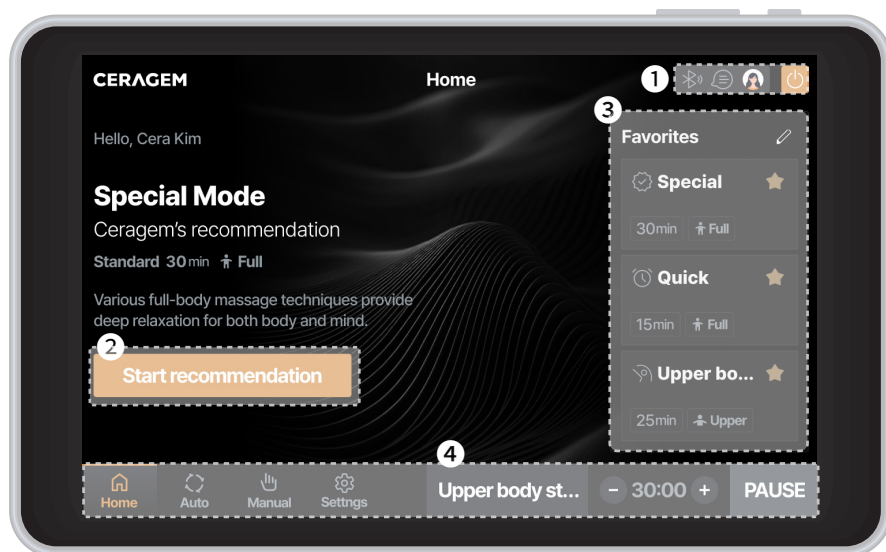


### (2) Adjust Message Ball Position

(Shoulder Position)

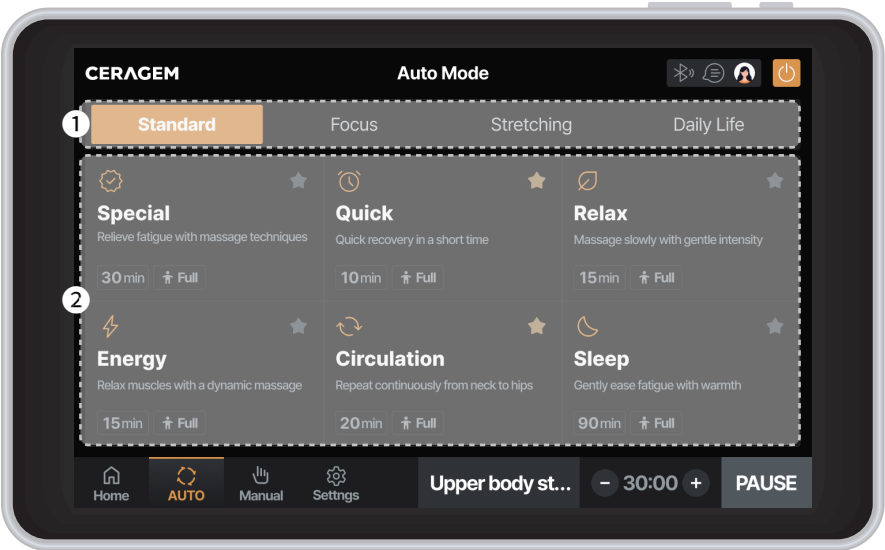
After the scan, press and hold the Up or Down arrow to adjust the starting position of the massage.

### 3) Home Screen



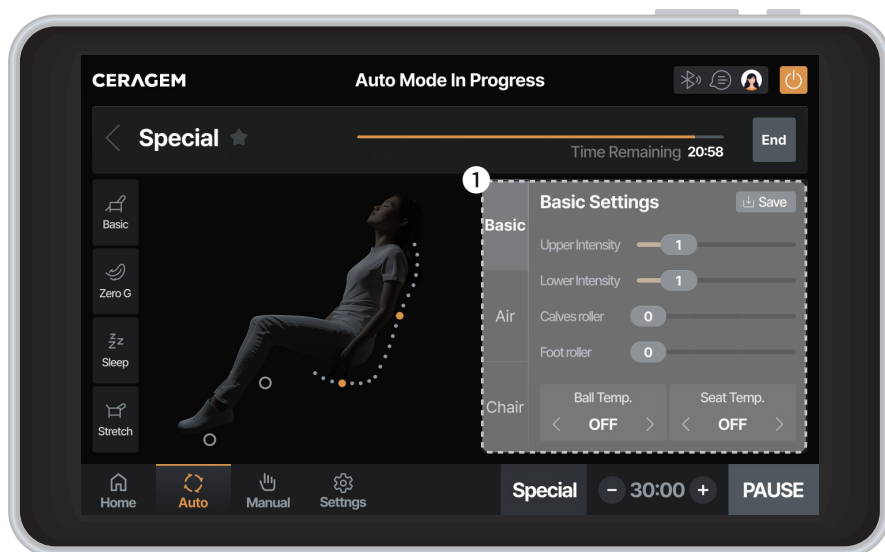
1 <b>Status Bar</b>	Voice guidance, Bluetooth status, profile switching, and power off functions can be accessed from here.
2 <b>Mode Recommendation</b>	You can select a recommended mode based on your profile information.
3 <b>Favorite Modes</b>	You can save up to 3 frequently used auto modes as favorites and start them with a simple touch.
4 <b>Bottom Bar</b>	Navigate to the main menus (Home, Auto Mode, Manual Mode, Settings) from here.

## 4) Automatic Mode - Selecting Modes



1 Auto Mode Themes	You can run programs from four auto mode themes categorized by need : Basic Mode, Targeted Areas, Stress Relief, and Daily Routine.
2 Select Auto Modes	A total of 24 auto modes are available, organized by theme for your convenience.

## 4) Automatic Mode - Main Massage Settings



### 1 Main Settings

Upper/Lower Body Massage Intensity : Adjustable in 5 levels.

Calves Speed : Adjustable in 3 levels.

Heated Massage Ball Temperature : Adjustable in 3 levels.

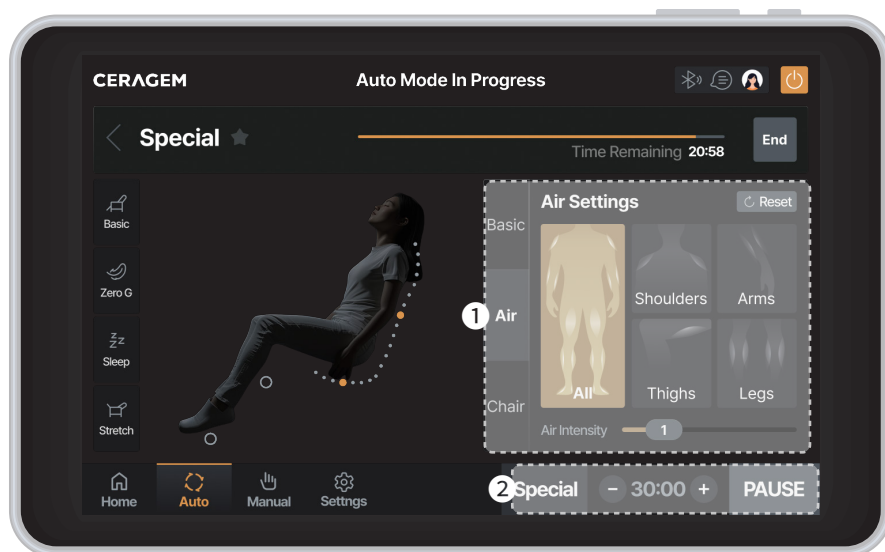
└ Temperature Levels : OFF / Level 1 - 113°F(45°C) /  
Level 2 - 131°F(55°C) / Level 3 - 149°F(65°C)

Seat Temperature : Adjustable in 3 levels.

└ Temperature Levels : OFF / Level 1 - 95°F(35°C) /  
Level 2 - 104°F(40°C) / Level 3 - 113°F(45°C)

## 4) Automatic Mode

### - Air Massage Settings and Massage Duration Adjustment



#### 1 Air Massage Settings

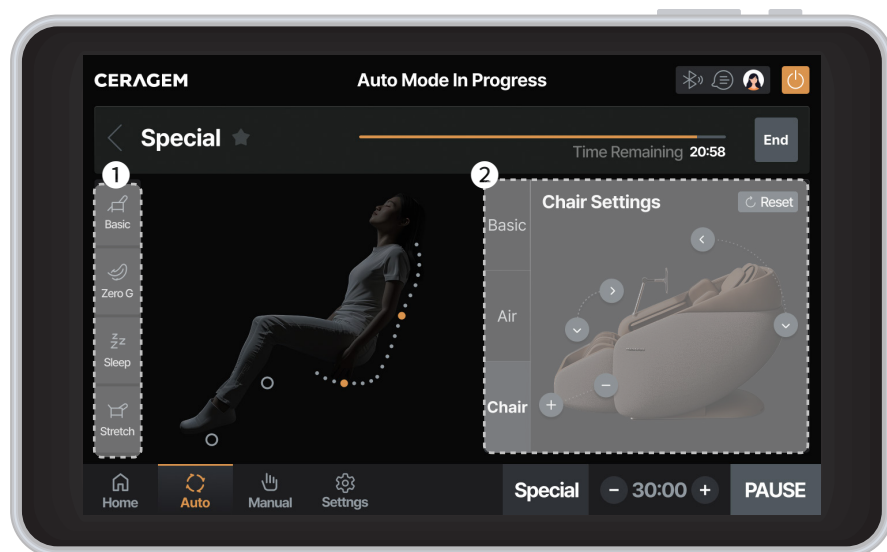
Air massage areas : By default, full-body air massage is applied. You can also select specific areas(shoulders, arms, thighs, and calves) individually or in combination as needed.

Air massage intensity : Adjustable in 5 levels

#### 2 Massage Duration Adjustment

Touch the +/- buttons to adjust the massage duration in Automatic Mode. Press the Stop button to temporarily pause the massage chair.

## 4) Automatic Mode - Angle Adjustment



### 1 Quick Angle Adjustment

Quickly switch between four preset angles to suit your environment: Basic, Zero Gravity, Rest, and Stretching.

### 2 Massage Angle Adjustment

Touch the <> buttons to adjust the main unit (backrest) and leg unit of the massage chair.

Use the +/- buttons to adjust the leg length for a comfortable fit.

## 5) Manual Mode - Main Massage Settings



## 1 Main Settings

You can fine-tune the massage settings for both the upper and lower body massage modules.

You can choose from six massage techniques : Combo, Knead, Tap, Chop, Shiatsu, and Roll.

lecting a technique will automatically start Manual Mode.

Upper/Lower Body Massage Intensity and Speed : Adjustable in 5 levels.

Calves Speed : Adjustable in 3 levels.

Heated Massage Ball Temperature: Adjustable in 3 levels.

Temperature Levels : OFF / Level 1 - 113°F(45°C) /  
Level 2 - 131°F(55°C) / Level 3 - 149°F(65°C)

Seat Temperature: Adjustable in 3 levels.

Temperature Levels : OFF / Level 1 - 95°F(35°C) /  
Level 2 - 104°F(40°C) / Level 3 - 113°F(45°C)

## 2 Manual Mode Massage Area

You can choose from three massage area ranges : Full, Partial, and Fixed.

### 3 Massage Ball Movement (Up/Down)

Touch the  $\wedge$   $\vee$  buttons to adjust the position of the massage balls for both the upper and lower body.

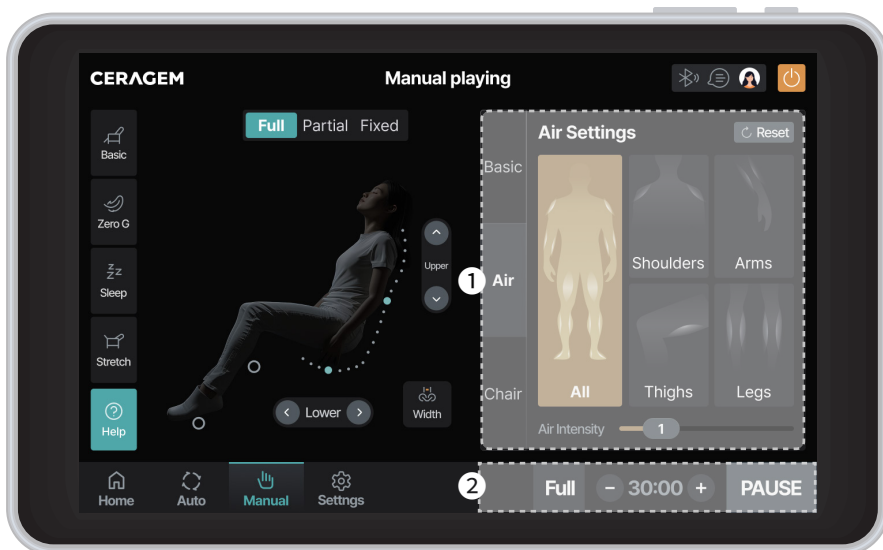
#### 4 Message Width Adjustment

You can adjust the message width to your preference.



## 5) Manual Mode

### - Air Massage Settings & Massage Duration Adjustment



#### 1 Air Massage Settings

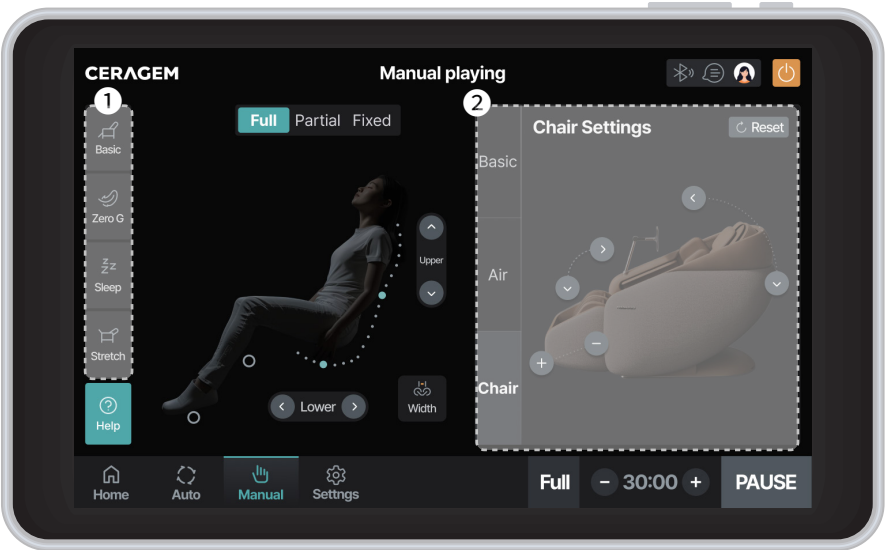
Air massage areas : By default, full-body air massage is applied. You can also select specific areas (shoulders, arms, thighs, and legs) individually or in combination as needed.

Air massage intensity: Adjustable in 5 levels.

#### 2 Message Duration Adjustment

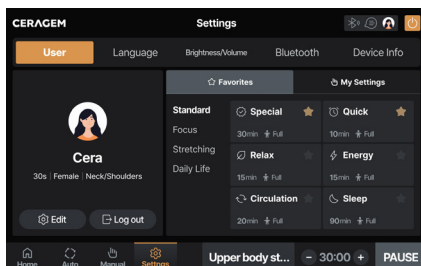
Touch the +/- buttons to adjust the massage duration in Automatic Mode. Press the Stop button to temporarily pause the massage chair.

## 5) Manual Mode - Angle Adjustment



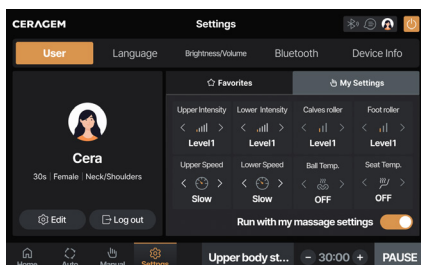
- |                                   |   |
|-----------------------------------|---|
| <b>1 Quick Angle Adjustment</b>   | Quickly switch between four preset angles to suit your environment: Basic, Zero Gravity, Rest, and Stretching.  |
| <b>2 Massage Angle Adjustment</b> | Touch the < > buttons to adjust the main unit (backrest) and leg unit angles of the massage chair.<br>Use the +/- buttons to adjust the leg length for a comfortable fit. |

## 6) Settings



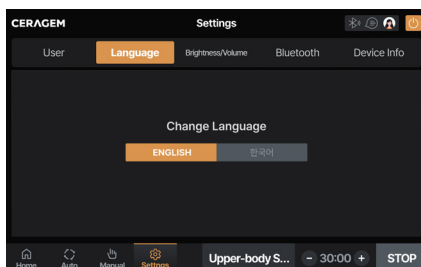
### (1) User: Favorites

You can save your frequently used message programs to Favorites.



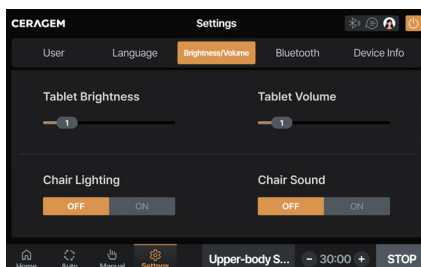
### (2) User: My Massage Settings

- Customize massage intensity and heat levels to suit your preferences, so you can enjoy the same settings every time.
- To use your saved preferences, make sure “Run with my massage settings” is turned ON before starting the massage.



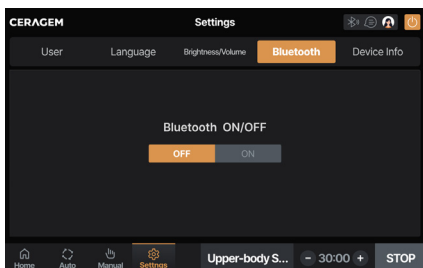
### (3) Language

You can select your preferred language : English or Korean.



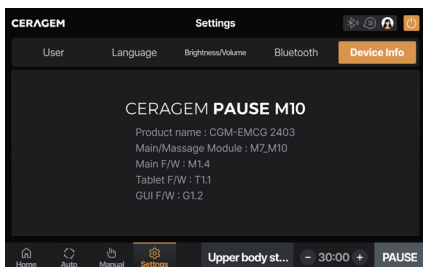
### (4) Brightness / Sound

- Adjust the screen brightness and touch sound volume.
- Toggle the chair lighting and voice guidance (chair sound) ON or OFF.



### (5) Bluetooth

You can turn Bluetooth ON or OFF.

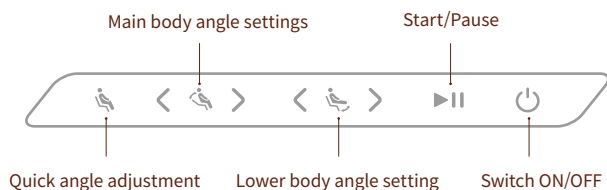


### (6) Product Information

View the model name and software version of your massage chair.

## 7) Built-In Quick Controller

### Product Button Controls



- ① (Lower body angle setting icon) Press the ► arrow button to raise the legrest angle.
- ② (Lower body angle setting icon) Press the ◀ arrow button to raise the legrest angle.
- ③ (Main unit angle setting icon) Press the ► arrow button to raise the backrest angle.
- ④ (Main unit angle setting icon) Press the ◀ arrow button to raise the backrest angle.
- ⑤ (Quick angle adjustment icon) Press the button to adjust the chair to a preset reclining angle.

## 07. Maintaining and Storing

- When servicing or cleaning the massage chair, always unplug the power cord from the outlet.  
→ **This may result in electric shock or injury.**
- Do not clean the chair with benzene or thinner(solvent), or alcohol, and do not spray insecticides on it.  
→ **This may cause discoloration, damage, or fire.**
- Do not wash with water. Gently wipe the surface using a dry, soft cloth.
- Do not iron the head cushion or back pad under any circumstances.
- Please note that the outer materials may become stained or discolored by clothing such as jeans or garments prone to color transfer.
- Prolonged exposure to sunlight and UV rays may cause discoloration of the product.  
Avoid placing the chair near windows or in areas with strong direct sunlight whenever possible.

## 08. Troubleshooting

If you experience any issues while using the product, please check the following items before contacting customer service.

Do not attempt to disassemble or repair the product yourself under any circumstances. Damage caused by unauthorized disassembly or repair will void the product warranty.

Symptom	Cause	Solution
The product is not operating.	Power button on the remote control is not pressed.	Power button on the remote control is not pressed.
	The program was unselected.	Please select and start the program.
	Improper connection of the power plug.	Please check the connection of the plug.
	Damage of power plug / cable	Please contact customer service.
	Electronic circuit malfunction	
The massage chair is making noise.	Normal mechanical sounds	These are normal operating sounds of the product and do not indicate a malfunction.
	· Sound of the air pump operating	
	· Noise from airbag inflation and deflation	
	· Movement sounds from the massage module	
	· Friction noise from the recliner mechanism	
The movement suddenly stopped during operation.	Sudden power supply interruption	Please restart the power.
	The massage duration has completed	Please restart your massage mode
The massage balls or recliner do not return to their original position.	A button was pressed during shutdown / the power supply was interrupted	Please restart the power.
	The chair has been operated excessively.	Please contact customer service.
The air massage is not operating correctly.	Air connection hose is disconnected	Please contact customer service.
	Air system power cable is disconnected	

※ If the issue is not resolved using the methods above, please refer to your product warranty and contact customer service.

## 09. FAQ

### Q1. Can I receive a massage only on my back?

Yes. Select Manual Mode and choose the “Fixed” option under massage area settings. This allows you to target and receive a massage on your desired area, such as the back.

### Q2. How far does the chair recline?

The chair reclines from approximately 120 degrees to 170 degrees.

The Pause M10 features a motorized reclining function, which can be adjusted using the built-in control buttons.

(The angle adjusts only while the user is actively pressing the angle adjustment button. Releasing the button will stop the movement.)

### Q3. Bluetooth won't connect.

Turn the massage chair off and then back on. On your device, delete PAUSE-M10-\*\*\*\*\* from the Bluetooth list, then reconnect to it.

### Q4. The operating noise seems louder at home than it did in the store.

In-store, background noise may have masked the sound of the massage chair in operation.

In quieter home environments, you may notice mechanical sounds during use. Rest assured, these are normal operating noises and do not indicate a malfunction.

### Q5. Can I get assistance moving the massage chair when I relocate?

If you need help relocating your massage chair, please contact our customer service center at (213) 480-7070.

### Q6. The recliner moves on its own.

When using the Rest preset angle mode, the backrest(main unit) angle may automatically adjust during certain stages.

This is part of the normal operation, so there is no cause for concern.

## 10. Customer Service

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### Free A/S Items

- (1) The warranty period is valid for one year (12 months) from the date of installation.
- (2) When the product is used in a shared facility, or for business purposes, the freeservice period is shortened to 6 months.

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### Paid A/S Items

Even within the free service period, the following cases will be subject to paid service when applying for service.

- (1) If product failure occurs due to liquid or other foreign substances on the product.
  - (2) When an impact is applied to the product so that damage or a functional failure occurs.
  - (3) If the exterior is damaged or deformed by organic solvents, such as thinners or benzene, etc.
  - (4) If product failure occurs due to the use of non-genuine parts or consumables.
  - (5) If product failure occurs due to an unforeseen disaster.
  - (6) If product failure occurs due to a failure to comply with cautions in the User Manual.
  - (7) If product failure occurs due to any other form of customer negligence.
  - (8) Discoloration, decolorization, tearing caused by customer's use, or damage to seats caused by pets (PU leather, outer and inner covers made of fabric).
  - (9) Damage to the main body case and cables due to customer negligence while using the remote control.
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# 11. Product Specifications

Product Name	PAUSE M10
Model Name	CGM EMCG-2403
Size of Massage Chair	W 69.3 X D 34.3 X H 44.5 in
Net Weight	306.4 lbs
Service Voltage	AC 120V, 60Hz
Power Consumption	350W
Customer Service Center	(213) 480-7070
Country of Manufacturing	China
Manufacturer	Fujian Rovos Fitness Co., Ltd.

# 12. Product Warranty

- 1. Ceragem provides warranty services for this product in accordance with the regulations in the Consumer Protection Law.
- 2. When you purchase products approved by Ceragem, repair services of the parts normally used are provided within the warranty period which is calculated from the date of installation, so ensure that the date of installation is written down and stored securely.
- 3. This warranty is provided free of charge in the country where the product was purchased.
- 4. The warranty period is valid for one year (12 months) from the date of installation.
- 5. In the event of product failure, please contact the Customer Service Center.

Product Warranty	Product Name	Model Name
	Serial No.	Place of Purchase
	Date of Purchase	Date of Installation
Customer Information	Customer's Name	
	Telephone Number	
	Address	
	Location	
	Zip Code	
<hr/>		
CERAGEM	CERAGEM International Inc. 9350 Wilshire Blvd, Beverly Hills, CA, 92012 www.ceragemus.com (213) 480-7070	

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