



Velora Duo



Welcome

Congratulations on the purchase of your new Velora Duo riser recliner chair.

The Velora Duo was designed to be the ultimate chair for those who spend long period of time sitting and sleeping in them.

Provided your chair is maintained and operated in accordance with this manual, it should last for many years and will assist you with comfort when sitting or rising to stand.

The positioning of the recliner chair is important. The moving parts must not be obstructed by walls or other objects. The optimum distance from walls or furniture is set out in this manual, however should you require any assistance, please contact the customer service department of your dealer.

Please read this manual thoroughly before using your chair. If you have any doubts about warnings or instructions, or do not understand the controls, contact our Customer Services Department via the contact details above for a full explanation.

If you think your chair may be damaged, do not use it and contact **+971 52 852 6319** for advice.

We suggest that you keep this manual in a safe place. It contains essential information regarding the operation of your chair.



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EMI STATEMENT

Lift and rise chairs can be affected by electromagnetic interference coming from electrical sources such as mobile phone, radios, and Wi-Fi, that may on rare occasions cause unexpected movement or damage to electrically-powered devices.

It is therefore recommended that at least 10 feet be maintained between the lift and rise chair and any handheld equipment emitting more than 10 watts of output power. Refer to the manufacturer's literature for the hand-held device to determine the maximum output power of that device. Every electrically-powered device has a resistance to EMI. The higher the resistance level, the greater the protection against EMI.

Per EMC standards, this product is classified as a Group 1, Class B product, meaning the chair uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment making the lift chair suitable for use in all establishments, including domestic establishments and hospitals.

Be aware that mobile phones, two-way radios, laptops and other types of radio transmitters may cause unintended movement of your electrically-powered device due to EMI. Exercise caution when using any of these items while operating your lift chair.

Do not modify your lift chair in any way. Your lift chair itself can disturb the performance of other electrical devices located nearby, such as alarm systems.

If unintended motion occurs, discontinue use of the lift chair. Contact **Manafeth Mobility Solutions** on **+971 52 852 6319** to report the incident.



ASSEMBLY INSTRUCTIONS

Your delivery should contain:

- Chair Backrest
- Chair Base with motor handset attached
- TWO Power supplies - One for the chair, another for the heat/massage.
- Separate handset for the heat/massage function



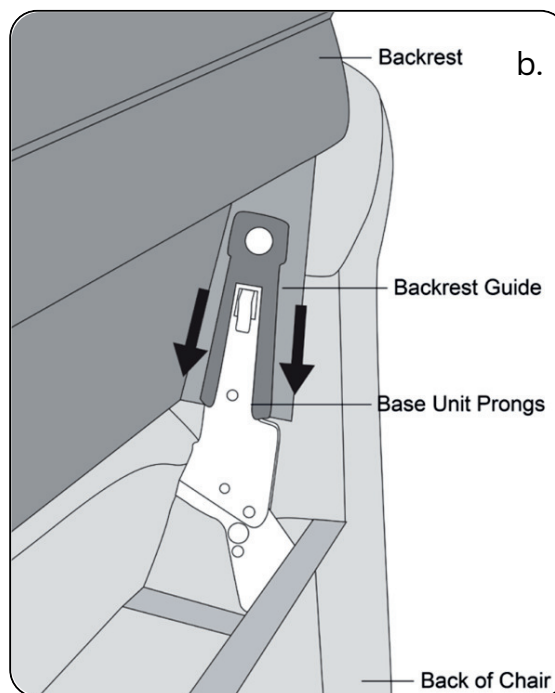
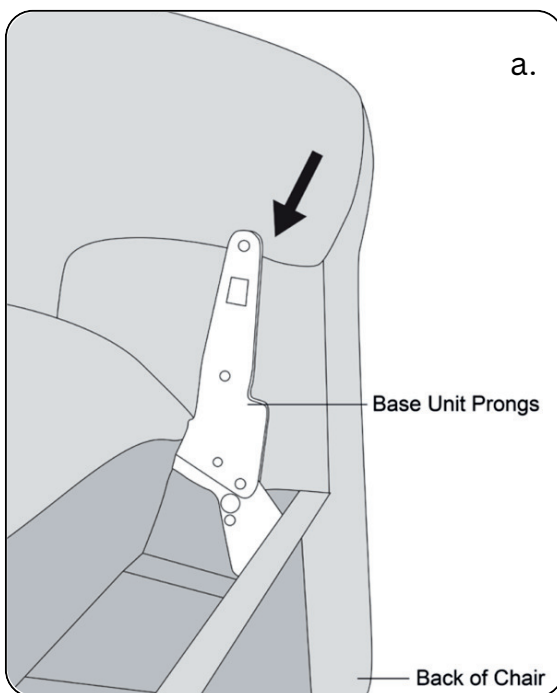


ASSEMBLY INSTRUCTIONS

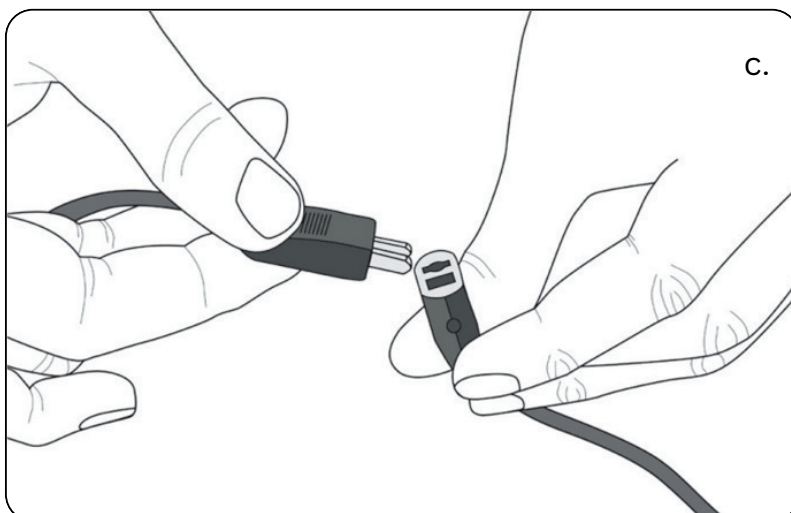
a) Remove all packaging from the chair base unit and backrest. Carefully unpack all other items and ensure all parts are there.

b) Slide the backrest into the base using the guides on the sides of the backrest.

When the base unit's protruding prongs are in the guides on either side of the backrest, push down on the backrest to 'click' this into place.



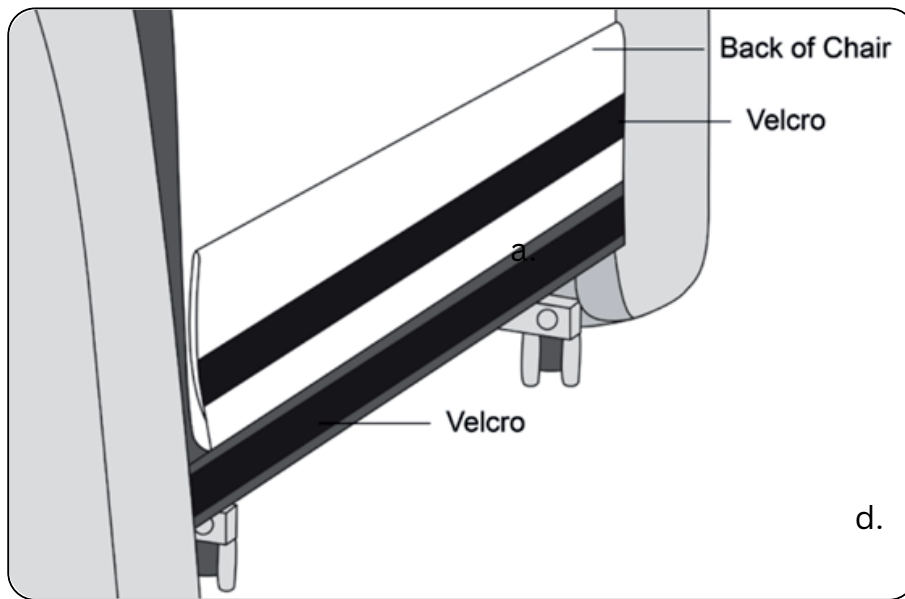
c) Check that the handset is plugged into the motor. If not, connect as per diagram below.



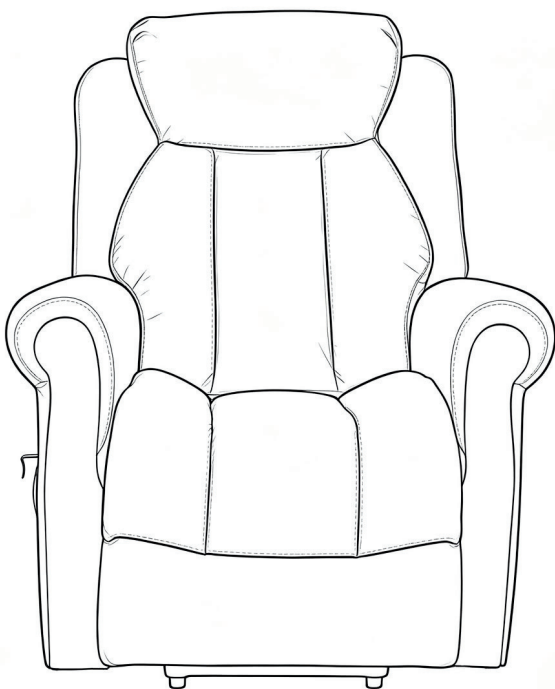


ASSEMBLY INSTRUCTIONS

d) Seal fabric from the bottom of the backrest to the base of the chair using the Velcro strips.



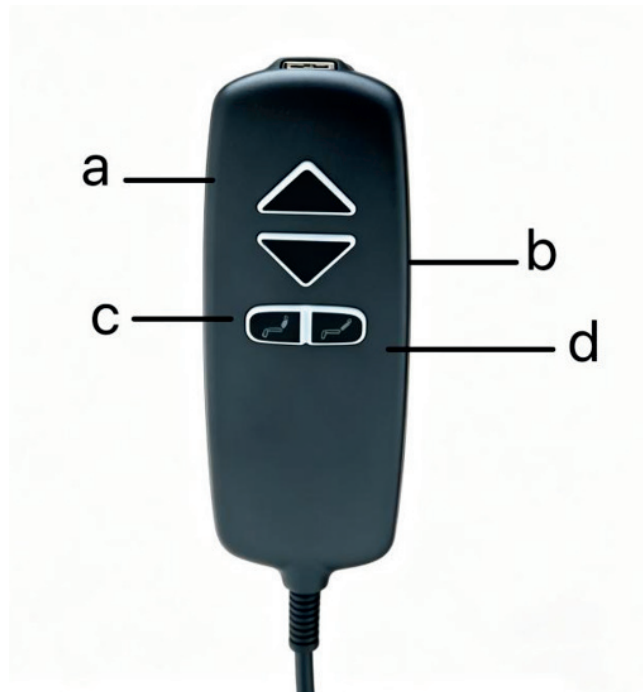
e) Move the chair in the desired position within the room (see section on 'Positioning Your Chair') then put your feet up, relax and enjoy!





REMOTE CONTROL

SINGLE MOTOR HANDSET



a) Lift Chair / Close Footrest

b) Lower Chair / Open Footrest

c) Close Backrest

d) Lower Backrest

- Push the **a** button the chair will lift and automatically stop
- Push the **b** button the chair will lower, when the chair reaches the sitting position, it will automatically go into the recline position, if you continue to press this button the backrest will lower, and the footrest will rise, andl automatically stop
- Push the **c** button the backrest will close
- Push the **d** button the backrest will lower

To stop the chair at any time simply release the button that is being pressed.

Warning! Never press both buttons together as this will damage your chair



REMOTE CONTROL

HEAT & MASSAGE CONTROL



1. Power to Controller – ON/OFF

2. Massage Intensity – High/Med/Low

3. Set Working Time – 10/20/30 mins

4. Heating Function – ON/OFF

5. Massage Mode Selection – 5 Modes

6. Massage Selector – Seat/Lumber/Both

Warning! Never press two buttons together as this will damage your chair.
Warning! Do not expose the handset to heat. This may cause the rubber to breakdown.
Warning! Massage & Heat function should only be used for a maximum of 25 minutes at a time with a minimum of 15 minutes resting period in between.
Warning! Never leave the chair unattended with the heat or massage on.

Warning! All handsets are fitted with a Quick Release cable connection (located in the pocket of your chair) that enables the handset to be removed if faulty, or if you wish to prevent unauthorized use of your chair. Take care when re-connecting the handset to ensure the locking cap is in place and the cable is secure.

Please Note: Do not expose the handset to heat. This may cause the rubber to break down.



POSITIONING YOUR CHAIR

If you wish to move the chair for cleaning or for a more comfortable position, please follow the instructions below. Remember to position a telephone within reach so you can call for help in an emergency.

- Make sure there is enough space behind the headrest for it to fully recline.
- If the backrest hits an object such as a wall, it will damage the mechanism.
- Beware of trip hazard when positioning the power lead. A lead protector should be used where it is exposed.
- Level the chair by adjusting the feet.
- If the pile of the carpet is thick, ensure that the footrest does not catch on the carpet. If it does, raise the chair by using the foot adjusters.

Before using your chair ensure that the cable appears undamaged, and it does not pose a trip hazard.

Ensure all cables are clear of the mechanism and that the chair isn't situated on top of any cables prior to use.



GETTING SEATED

Before you operate the controls, ensure that children and pets will not be trapped, and that the chair is not obstructed in any way.

- Stand close to the chair – press the UP/RISE button on the remote control and raise the chair to a comfortable height.
- Position yourself in the center of the chair, ensure you are stable then reach back until you feel both armrests. Then lower yourself into the seat.
- Once you are supported by the chair, press the DOWN/LOWER button, and lower yourself to a sitting position. When the chair has stopped moving release the button.



Warning! Always ensure that the castors (if fitted) are in the correct position before getting in or out of the chair.

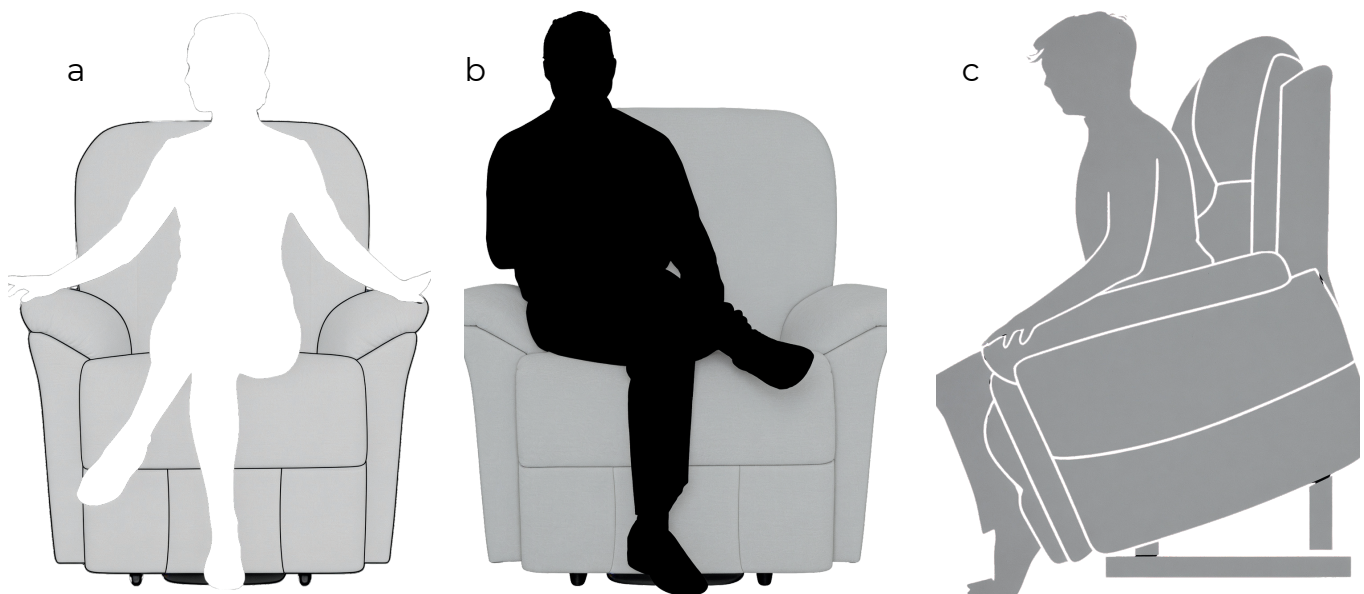
Warning! When the chair is in the raised position, do not drop heavily onto it but lower yourself gently. A severe impact could damage the mechanism.



SAFE SEATING POSITION

The chair is a lifting device, and it is important that you are positioned correctly in the chair when rising and lowering. If the correct body position is not maintained there is a risk of

injury or damage to the chair. The central position should be used either in the standing or sitting mode.



a) Correct position: Sit centrally with arms on the chair.

b) Incorrect position: This will place excessive strain on the mechanism plus the body is unstable.

c) Using the chair to stand.

- Press the UP/RISE button and the chair will raise. Remember to keep it in the central position in the chair.
- When you have reached a position which is easy for you to stand or get out of the chair, release the button.
- Press the DOWN/LOWER position to lower the chair back to its conventional position.
- Store the control in the pouch provided.

If you are not using the chair, it should not be left in the UP or RECLINED position. When the chair is in the sitting position it can of course be used as a normal piece of furniture.

Warning! Before operating the controls ensure that children and pets will not be trapped and that the chair is not obstructed in any way. Do not attempt to get out of the chair with the footrest in the raised position – the mechanism may be damaged by putting too great a weight on it.



HAZARD AREAS

Warning! When the chair and footrest are raised, keep the indicated areas clear of pets, children, bags, or any obstruction (see images above). Always ensure that cables or tubes are not trapped in any part of the moving mechanism. When positioning supporting medical devices, make sure they cannot be damaged by the movement of the chair, or displaced in such a way to result in damage to cables or tubes.

UPHOLSTERY CARE & MAINTENANCE

Caring for Leather & Bonded Leather Upholstery

Do not overexpose leather or bonded leather to sunlight.

Leather and bonded leather furniture must be thoroughly cleaned to keep free of dust and dirt. Please dust frequently and occasionally wipe it over with a damp, soft cloth. Let the furniture dry thoroughly before use.

Never use colored cloth to clean leather or bonded leather. Color may transfer from the cloth to the furniture.

Never use any type of harsh cleaner – especially alcohol-based products.

Spots & Spills

Blot excess liquid immediately with a clean absorbent cloth or sponge. If necessary, use clear, lukewarm water and gently wipe the spill. Dry with a clean cloth and allow to air dry. Do not dry wet areas with hair dryers etc

Stubborn Spots & Stains

For most leather or bonded leather furniture, use a mild solution, such as Neutrogena or Ivory liquid soap, with lukewarm water on a soft cloth. Always clean a small hidden sample area first and clean gently (no firm pressure). After cleaning, rinse and dry naturally. For natural leather, blot excess liquid immediately with a clean absorbent cloth. Stains should disappear eventually.



Do Not Use

Saddle soaps, oils, abrasive cleaners, soaps, furniture polish, oils, varnish or ammonia water should not be used on leather or bonded leather. The leather has already been permanently preserved in the tanning process and needs no maintenance other than the simple cleaning recommended.

Note: Please be aware that certain household chemicals and personal care products can have an adverse effect on the leather. This includes the products listed above and hair preparations, some skincare preparations, room sprays etc., plus some strong medications.

Cleaning Fabric Upholstery

In all cases remove excess spillage immediately using a clean white absorbent cloth or paper roll. Blot the stained area so that the fabric is as dry as possible. If the fabric is stained, use a damp cloth moistened with a diluted disinfectant cleaning agent. Clean a small hidden sample area first.

Warning! Always disconnect the chair from the mains before cleaning it, and do not reconnect it until you are sure it is completely dry. Never allow water to get into the electrics.

Maintenance: The chair is designed to be virtually maintenance-free, but we do advise that it is checked once every 12 months. Contact your dealer to arrange a service. On no account should an unqualified person attempt any repairs or maintenance.



GENERAL TROUBLE-SHOOTING GUIDE

Chair will not lift

1. Check the chair is plugged into an electrical outlet and that the outlet is switched on.
2. Check the cable is not damaged. Check the fuse in the plug. Check the house fuse is in order. If fuses blow after being replaced, do not use the chair but unplug it and contact Customer Services.
3. Continuous use of the chair mechanism over a brief period will overheat the motor. This will trip the safety switch and the chair will not work. Wait for 10 to 15 minutes and the switch will reset. The chair will now operate again. If it fails to operate contact +971 52 852 6319 Customer Services.

Noises

All motors hum and vibrate slightly, this is normal. There are many moving parts, and you may hear noises when operating the chair. However, if the noise is excessive, contact your dealer.

Motor hums but will not lift

Contact your dealer as there could be a mechanical failure.

Motor keeps running and will not shut off

Turn off the power and contact your dealer.

Hot smells or smoke

Disconnect the chair by unplugging at the mains, take fire safety precautions and contact your dealer.

Warning! If you are uncertain about your chair and the way it is working, unplug it and contact your dealer.



ENGINEER'S CHECKLIST

Warning! Always disconnect the chair from the mains before disassembling to avoid an electrocution hazard.

Warning! Springs can cause injury. Be aware that the exposed parts of the mechanism may move quickly and trap fingers or limbs.

- Inspect all wiring and connections in the transformer/mains unit and remote control.
- Check mechanism is working correctly and is level when raising/lowering.
- Ensure the chair is on level ground and the feet are adjusted correctly.
- Check the footrest does not touch the carpet or rug as it retracts.
- Check there are no signs of spillage on the chair – if contamination is suspected inspect the electrical system below the seat.
- Check whether the seat cushion is worn on one side – this indicates the incorrect positioning of the person when raising/lowering.
- Check the motor is quiet.
- Check the runners are lubricated and running true.
- If there is stickiness of the mechanism when operating this could indicate damaged bearings.
- Ensure nothing has been left down the sides of the armrests which may cause the chair to jam.
- Check that there are no obstructions under the chair. Check the functioning of the Hazard Sensor system (if fitted).
- If the backrest is marked this indicates that the chair has been in contact with a wall or obstruction.
- If the chair is fitted with the heating and massage option, check the safety of the electrical system before checking for correct functioning. Check for any cable damage and signs of over-heating and replace parts as necessary.
- Check all functions of the remote-control work correctly, including the battery back up. Replace the back-up batteries with those meeting the specification.

Before signing off the maintenance check, correct all deficiencies, replacing covers and parts as necessary.



MAINTENANCE SCHEDULE

Carry out regular inspections to keep your Velora Duo riser recliner in optimum condition.

COMPONENT	INSPECTION DESCRIPTION	AT ANY TIME	WEEKLY	MONTHLY	QUARTERLY
HANDSET CONTROLS	Ensure the handset is responsive and works as intended.	○			
FUNCTIONALITY	Ensure the riser recliner moves and operates as intended.	○			
CONNECTIONS	Ensure the recliner's connections are free from damage and are secure.	○			
FRAMEWORK	Ensure the framework is clear from debris and damage.	○			
UPHOLSTERY	Check for wear and tear.		○		
OVERALL	Overall check for wear and residue build-up. Cleaning if required.			○	

REPAIRS

Certain Velora Duo riser recliner components can be repaired by the user with guidance provided by Manafeth Mobility.

Other components can only be repaired/replaced by a service technician.

If for any reason the Velora Duo riser recliner requires repair due to a defect, contact Manafeth Mobility immediately.



TECHNICAL SPECIFICATION

Weight limits and specifications for our riser recliner range are shown below. Do not exceed these limits either by the weight of the person or by having pets, children or other items on your lap when operating the chair.

Total Width	_____	89cm
Total Depth	_____	90cm
Total Height (seat position)	_____	108cm
Seat Depth	_____	52cm
Seat Width	_____	52cm
Seat Height	_____	49cm
Backrest Height from Seat	_____	76cm
User Weight Capacity	_____	150kgs

Exact Overall Dimension

- Overall size (WDH): 89*90*108cm

Split Carton Packing Size (2 separate boxes for easy delivery & handling)

- Back: 74*28*78cm
- Back: 74*28*78cm
- Packed with heavy-duty 300 pounds grade thickened cartons, anti-collision & moisture-proof for long-distance sea transportation

Exclusive Advantages The backrest and footrest can be adjusted independently, supporting multiple flexible reclining angles to meet different resting postures. The whole lifting and reclining process is smoother and more stable, providing a more comfortable user experience, especially suitable for elderly users.

DISPOSAL & RECYCLING

When you dispose of your chair, contact your local waste disposal agency for advice. The chair must be disposed of in accordance with the local and national statutory regulations.



INTENDED USE

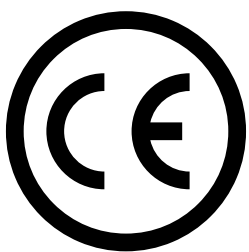
Suitable for:

- Elderly users
- Individuals with reduced mobility
- Home use
- Indoor use only

Not suitable for:

- Children
- Outdoor use
- Transporting patients
- Medical emergency evacuation

AUTHORITATIVE GLOBAL CERTIFICATIONS



EN12520
FURNITURE SAFETY
STANDARD



MEET SAFETY, ENVIRONMENTAL



MEDICAL AUXILIARY EQUIPMENT STANDARDS



3-YEAR FULL COVERAGE WARRANTY

Manafeth Mobility Solutions provides a **3-year full coverage warranty** on the entire chair, including the **fabric, foam, frame, and electronic accessories**, against defects in materials and workmanship under normal use by the original retail purchaser.

If a defect arises during the **3-year warranty period**, and a valid warranty claim is approved, Manafeth Mobility Solutions may, at its sole discretion:

- Repair the defective product or component at no additional cost using new or refurbished parts that are equivalent in performance and reliability to the original.
- Replace the defective component with a new or functionally equivalent part.
- Replace the chair with the same model or a product of equal or greater value and functionality if repair is not feasible.
- Refund the original purchase price, where applicable.
- Supply the authorized dealer or service provider with the necessary replacement parts to carry out the required repairs.

Any repaired or replaced product or component will continue to be covered for the remaining balance of the original **3-year warranty period**, or for **30 days from the date of repair or replacement**, whichever provides the longer period of coverage.

When a product or part is replaced, the replacement becomes the property of the customer, and the replaced item becomes the property of Manafeth Mobility Solutions. If a refund is issued, the original product must be returned to Manafeth Mobility Solutions and becomes the company's property.

This warranty applies only to defects resulting from normal use and does not cover damage caused by misuse, accidents, unauthorized modifications, improper maintenance, or normal wear and tear.

Medical Disclaimer

This chair is designed to assist with sitting and standing. It is not intended to diagnose, treat, cure, or prevent any medical condition. Users should consult their healthcare professional if they have concerns regarding suitability.



Exclusions & Limitations

The Guarantee does not apply to the following:

1. Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external cause.
2. Damage caused by operating the product outside the permitted or normal use of the product.
3. Damage caused to products that were not operated, maintained, or serviced in accordance with the Owner's Manual.
4. To a product or part that has been modified or repaired otherwise than in accordance with the Owner's Manual or with the express written authority of the Company; or
5. To normal wear or tear, normal maintenance, service, or periodic adjustments necessitated by normal use.

In addition to the above, the Company shall be under no liability in respect of any defect arising from willful damage, negligence, or misuse. The Guarantee only applies to the original purchaser and is non-transferable.

Except in respect of death or personal injury caused by the Company's negligence, the Company shall not be liable by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the terms of the Guarantees, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by the negligence of the Company or its employees or otherwise) which arise out of or in connection with the supply of the product(s) or their use or resale, and the entire liability of the Company under or in connection with the products and the Guarantees, shall not exceed the price paid for the products.

Any descriptions, specifications, samples, models, bulletins, or similar materials used in connection with the sale of products by the Company are only for information and should not be construed as warranties.

The consumer's statutory rights are not affected by the Guarantee.



Get in Touch

We're here to help with all your mobility needs.



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