

Cloud 9 Spa Treatment Table



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# Introduction

Congratulations on your purchase of the incredibly versatile Cloud 9 Spa Treatment Table. From completely flat to a nearly 90° back tilt, the Cloud 9 is perfect for massage, facials, injectibles, pedicures, manicures - a host of body treatment options. LEC's Strata™ 4" Memory Foam Cushioning System and Natursoft™ upholstery makes the Cloud 9 a virtuoso in comfort, function and design. Perfect for multi-use treatment rooms and medi-spas.

Cloud 9 tables are designed for licensed therapists and are intended to be used in a professional spa, massage studio, or similar commercial environment. While no special training is needed to operate the table, for safety reasons it is important that the instructions contained in this manual are reviewed in detail before the first use. This manual should be read in its entirety by each professional who will be operating the table to ensure the safety of both operator and client. This manual should be saved for future reference.

The Cloud 9 table should not be used in any other manner than described in this manual. Please read, understand, and follow all safety warnings, labels, and instructions. Misuse, use of unnecessary force, or using the product for unintended or unauthorized procedures can result in injury to operator, client, and/or equipment.

Detailed instructions for use and maintenance can be found in this user manual. If you have further questions, please contact us at (800) 872-0560 for US customers, or (760) 597-2155 for international customers. We can also be reached via e-mail at [info@livingearthcrafts.com](mailto:info@livingearthcrafts.com)

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# SECTION 1: SAFETY INFORMATION

## Safety Symbols

Familiarize yourself with the following Safety & Warning symbols. They are designed to prevent damage and injury to you, your clients, and your new Living Earth Crafts product.

**IMPORTANT:** The important safety instructions and warnings in this manual cannot cover all possible problems and conditions that can occur. Use common sense and caution when installing, operating, or maintaining this appliance.



Indicates an imminently hazardous situation which could result in serious or fatal injury.



Indicates a potentially hazardous situation which could result in serious injury.



Indicates a potentially hazardous situation which could result in equipment damage and/or injury.

## IMPORTANT SAFETY INSTRUCTIONS - FOR COMMERCIAL USE ONLY

Read all instructions before using this product.



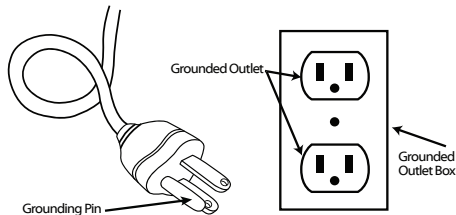
### RISK OF ELECTRIC SHOCK, FIRE, AND EXPLOSION

- 1) Always unplug this furnishing from the electrical outlet before servicing.
- 2) Never use this furnishing 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. Return the furnishing to a service center for examination and repair.
- 3) Keep the cord away from heated surfaces.
- 4) Do not use outdoors.
- 5) Do not operate where aerosol (spray) projects are being used or where oxygen is being administered.
- 6) To disconnect, turn all controls to the off position, then remove plug from outlet.
- 7) Connect this furnishing to a properly grounded outlet only. See Grounding Instructions.

## GROUNDING INSTRUCTIONS:

**POWER SUPPLY:** (120V AC grounded) Electrical limitations: Do not use extension cord with this product, plug directly into grounded outlet. **This product must be grounded.** If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. This three prong grounded plug will only fit into wall outlet one way. If the plug does not fit fully in the outlet, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

### NORTH AMERICA ONLY



### INTERNATIONAL VERSIONS ONLY

This product is for use on a nominal 220V-240V circuit and has a grounding plug (plug type varies by country). Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

READ AND SAVE THESE INSTRUCTIONS

# SECTION 1: SAFETY INFORMATION

## WARNING

**To reduce the risk of burns, fire, electric shock, or injury to persons:**

- 1) Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
- 2) Do not operate this equipment unless properly trained.
- 3) Install this furnishing in treatment area not accessible to the public.
- 4) Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
- 5) This product does not have "pinch point" protection. Only operate when no possibility of any portion of the body could be caught and injured while moving the table top upward/downward, or activating the back/foot tilt.
- 6) Do not use this furnishing to support video equipment such as televisions or computer monitors.
- 7) Never attempt to use the Head or Leg lift section to support concentrated weight such as sitting or standing

## CAUTION

1) When lowering any section of the table, make sure that no supplies or any part of yours or your client's body is between the top of your table and its base. This could result in injury, or could damage your table as well as the item. It is recommended that you always return your table top to the lowest flat position to avoid leaving the base exposed.

- 2) When lowering the table height, be sure there are no foreign obstacles underneath your table that could obstruct it from lowering completely. This could damage your table.
- 3) Never set anything under the table frame to avoid collision if lowered.
- 4) Never operate your table on an uneven surface. Adjust the leveling feet so that your table is stable.
- 5) Never raise the head or leg section with a client in the prone position (face down.)
- 6) Never use or store your table in a wet or very humid environment. Water and excessive moisture can damage the wood cabinet and electrical components. Evidence of exposure to water or moisture will void your warranty.
- 7) If you have purchased the Flexible Armrest Option, never use the Armrests as handholds or body support mechanisms, especially when setting clients on or off the table.
- 8) Never drop or insert any object into any opening.

## CAUTION

### IMPORTANT NOTE ABOUT CLOUD 9 SUPPORT BARS

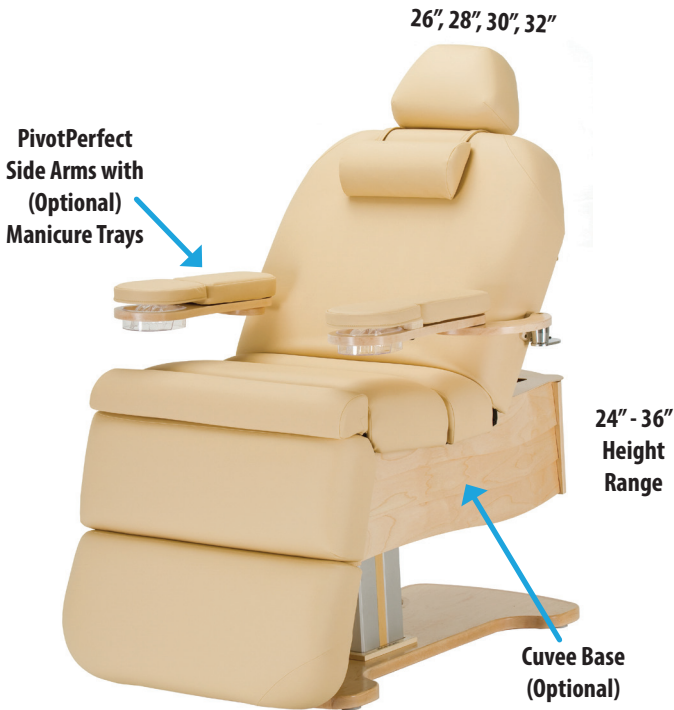
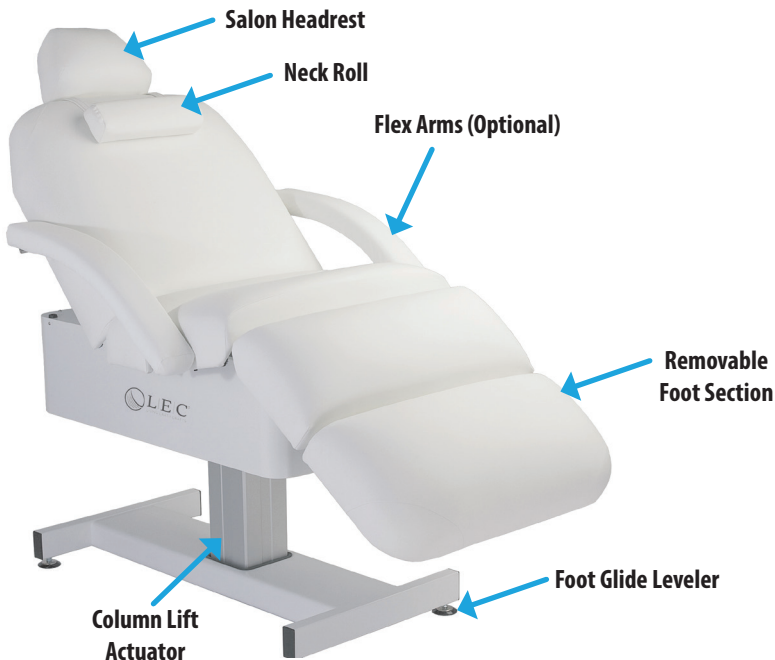
The Cloud 9 comes equipped with support bars that must be used properly to ensure the safety of your clients and protect the integrity of your table. The support bars must be engaged/extended whenever there is a weight in excess of 15 pounds placed on the thigh/leg section of your table.

Without these support bars in place the thigh/leg section is NOT a weight bearing surface. Sitting or placing excess weight on the thigh/leg section without these bars in place may void your warranty.

Removable footrest section is not a weight bearing surface. Weight placed on the footrest should never exceed 35 pounds. Never try to lower the calf section of your table lower than flat while the support bars are extended. This could damage your table and void your warranty.

See page 9 for full instructions on how to use the support bars.

# SECTION 2: PRODUCT OVERVIEW



## SECTION 2: PRODUCT OVERVIEW

### Product Specifications

Top Length	73" (185 cm)
Top Width	26", 28", 30", 32" (66 cm, 71 cm, 76 cm, 81 cm)
Height Range	24" - 36" (61 cm - 91 cm)
Extended Height Range	20" - 37" (51 cm - 94 cm)
Lift Capacity	500 lbs

### Included Features

Feature	Standard	Optional
Electric Salon Top	X	
Electric Single Column Lift Actuator	X	
Heavy Duty Steel Frame	X	
Strata™ 4" Memory Foam Cushioning	X	
PivotPerfect Side Arms	X	
Neck Roll	X	
Salon Headrest	X	
Flex Arms		X
Pivot-Perfect Side Arms w/manicure dishes		X
Cuvee Base		X
Extended Height Range (for pedicure)		X
Hands Free Foot Control		X

## SECTION 3: INSTALLATION

Your Cloud 9 table comes completely assembled and ready to use.

Once the table is unpacked, follow the “Moving Your Table” instructions below.

### Moving Your Table



#### CAUTION

Your table is very heavy - extreme caution should be used to avoid injury to yourself, others around you, and your table. DO NOT lift or move

without using proper safety procedures/equipment. DO NOT turn the table on its side for any reason. Lift your table by grasping firmly from the bottom of the metal frame underneath the upholstered top. Do not try to lift from the upholstered top.

### Basic Setup Instructions

Once your Cloud 9 table is positioned for use, follow these steps:

- Plug the power cord into a grounded outlet that is properly rated for the table.
- Arrange and secure the power cord so it will not create a tripping hazard.
- Place the hand and foot controls in locations where they are safe and accessible.
- Ensure the controls are not in danger of being crushed by the lift or tilt mechanisms.
- Follow the “Leveling Your Table” instructions on the next page.



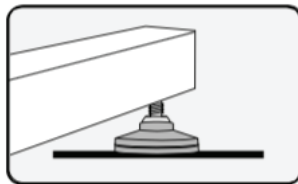
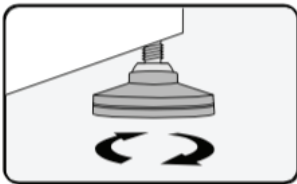
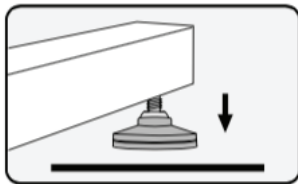
Be certain to arrange the power cord and foot control so they will not create a tripping hazard, and will not be in the path of moving parts.

### Leveling Your Table

Leveling, or balancing, your table is very important during initial setup and routine maintenance. Your Cloud 9 table is equipped with leveling feet that can adjust to uneven floors.

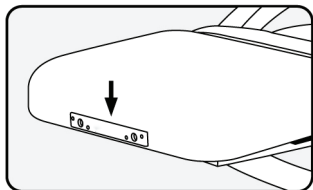
To adjust the leveler feet:

1. Place the table in the position you plan to use it.
2. To determine which foot needs adjusting, attempt to “rock” your table. If there is any movement, the leg that is lifting is the one that will need adjusting.
4. Using your hand, or a wrench if necessary, turn the leveling foot in the needed direction. (Counterclockwise will lower the overall height, clockwise will raise the overall height)



### Table Accessories

All Cloud 9 tables come with outlets at both ends, specifically designed for providing a fixed location for FacePillow platforms, salon pillows, and other accessories.



See the Living Earth Crafts website for all available accessories that will fit into the table outlets.

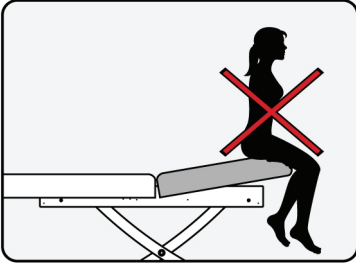


## SECTION 4: OPERATING INSTRUCTIONS

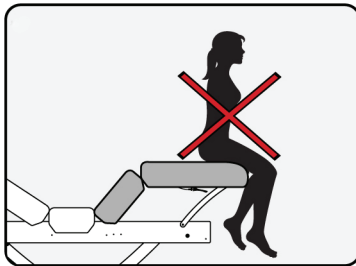
### Important Safety Notes

#### WARNING

Always use extreme caution when making any position adjustments to your table. Ensure all body parts and objects are clear from all moving parts. The described adjustments can be done with a client on the table, but use caution to ensure that the client's weight is supported while positioning the table section(s).



Do not sit or put unnecessary amounts of pressure on the back section of the table when it is in tilt position of any level. This can damage or destroy the tilt mechanism and cause harm or bodily injury to persons. The tilt mechanism is intended solely to be used when a client is properly seated or laying on the table top. Damage caused in this manner may void the warranty.



Do not sit or put unnecessary amounts of pressure on the leg section of the table when it is in tilt position of any level. This can damage or destroy the tilt mechanism and cause harm or bodily injury to persons. The tilt mechanism is intended solely to be used when a client is properly seated or laying on the table top. Damage caused in this manner may void the warranty.

#### CAUTION

DO NOT store or place anything under the backrest - this can damage the top and/or tilting mechanism and will void your warranty. This area is not designed for storage or as an area to hold accessories and/or massage supplies while performing any type of service.

DO NOT store or place anything between the table and the base - this can damage the table and/or base and will void your warranty. The base of the table is not designed for storage or as an area to hold accessories, including foot pedal.

### Weight & Lift Capacities

**500 lbs.**

The Cloud 9 is powered by a heavy-duty lift column. The recommended lift capacity is 500 lbs.





**50 lbs.**

The back and leg section has a maximum weight capacity of 50 lbs. These sections are not meant to hold full body weight.

# SECTION 4: OPERATING INSTRUCTIONS

## Electrical Specifications

Spec	North America	Europe/Asia
Input Voltage	120 VAC	220 VAC
Input Frequency	60 Hz	50 Hz
Consumption	2.5 Amps, 287.5 Watts	1.3 Amps, 287.5 Watts
Output	32 VDC	32 VDC
Duty Cycle	10%, 2 min/18 min	10%, 2 min/18 min

China <b>PLUG DESCRIPTION</b>			
NORTH AMERICA	UK / MIDDLE EAST	ASIA	EUROPE
 120V AC	 220V AC	 220V AC	 220V AC

## Positioning Recommendations

### For Pedicures

- Lower the Cloud 9 to the lowest height setting and raise the backrest to a comfortable slightly reclined position.
- Before the client is in the chair, remove the footrest, then raise the thigh section approximately 3 inches. (Ensure the support bars are stowed and not extended!)
- Lower the footrest section all the way down. (Positioning the chair in this order will prevent a “sliding off” sensation for your client.)

### For Massage

- **ENSURE THE SUPPORT BARS ARE EXTENDED** (see previous page for instructions).
- Lower the back section and raise thigh and footrest sections until table is flat.



## Important Note About Cloud 9 Support Bars

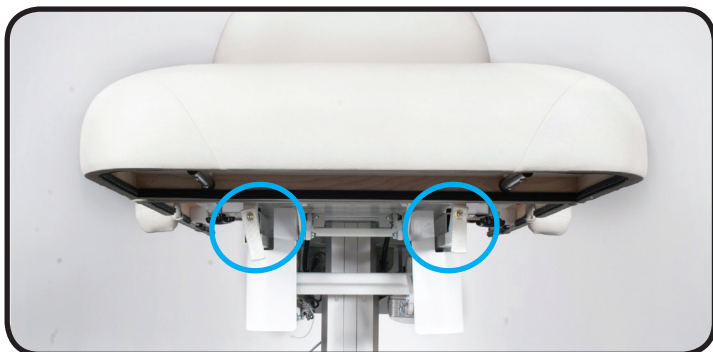
The Cloud 9 comes equipped with support bars that must be used properly to ensure the safety of your clients and protect the integrity of your table. The support bars must be engaged/extended whenever there is a weight in excess of 15 pounds placed on the thigh/leg section of your table.

Without these support bars in place the thigh/leg section is NOT a weight bearing surface. Sitting or placing excess weight on the thigh/leg section without these bars in place may void your warranty.

Removable footrest section is not a weight bearing surface. Weight placed on the footrest should never exceed 35 pounds . Never try to lower the calf section of your table lower than flat while the support bars are extended. This could damage your table and void your warranty. See next page for full instructions on how to use the support bars.

## SECTION 4: OPERATING INSTRUCTIONS

### Support Bar Instructions



Support bars are located at the foot end of the table as shown above.



#### Storage Position

- 1) Raise thigh section a couple of inches.
- 2) Push the support bar all the way into the shroud until it stops.
- 3) Repeat for other support bar.

You can now lower the footrest section of the table.



#### Extended Position

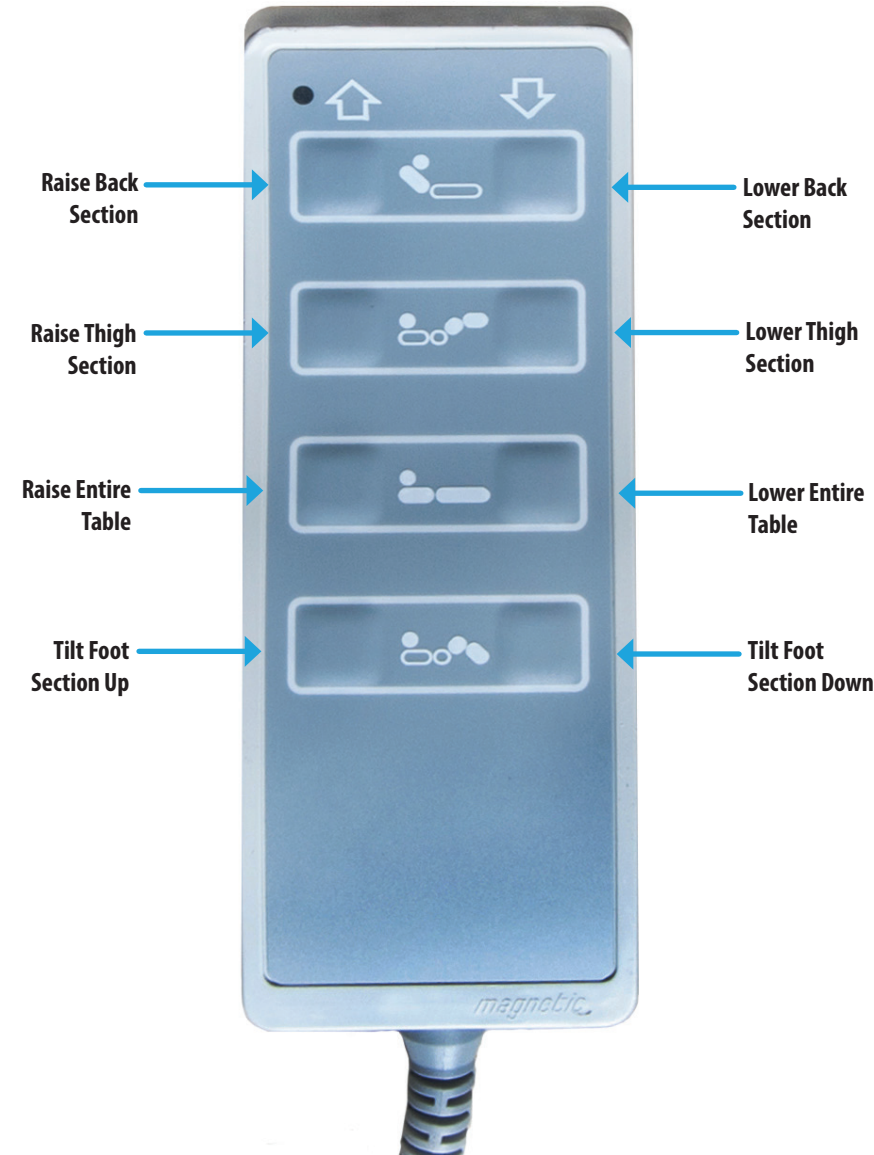
- 1) Raise thigh section a couple of inches.
- 2) Using the white loop attached to the end of the support bar, pull the bar out until it stops.
- 3) Repeat for other support bar.

You can now use the table in a flat massage position.

# SECTION 4: OPERATING INSTRUCTIONS

## Hand Control Operation

Your Cloud 9 hand control is already connected and ready for use. See below for a description of each button's functionality.



## SECTION 4: OPERATING INSTRUCTIONS

### Flex Arms (Optional)



It is recommended that you remove the flexible armrests prior to the client getting onto the Cloud 9, and prior to the client exiting the Cloud 9. Never use or allow your clients to use the flexible armrests as handholds or body support mechanisms.



#### To Remove:

Note: It is easiest to remove the flexible armrest with the table in a flat position, but it can be performed at any angle.

Firmly grasp each end of the armrest and pull towards you. If needed, push the two ends towards each other to loosen the tension.

#### To Install:

Evenly push each metal dowel into the outlets on the side of the table.

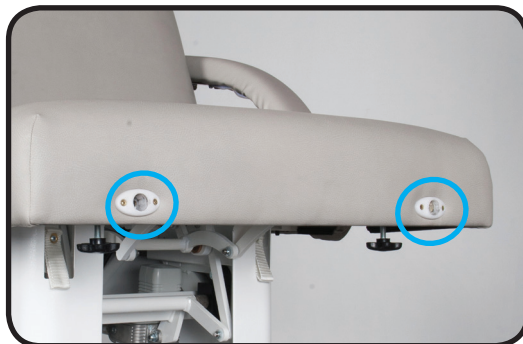
### Removable Footrest



#### To Remove:

Note: It is easiest to remove the footrest if you raise the table height and flatten/raise the thigh and foot section.

Turn the two knobs (circled in the photo above) counterclockwise to loosen. Firmly grasp the footrest and pull towards you to remove.



#### To Install:

Evenly push each metal dowel into the outlets on the bottom of the thigh section.

Turn the same two knobs clockwise to tighten.

# SECTION 5: CARE & MAINTENANCE

## Cleaning & Ongoing Maintenance



### RISK OF ELECTRIC SHOCK

Always unplug this furnishing from the electrical outlet before cleaning.



DO NOT USE acetone, “Armor All” type cleaners, citrus-based cleaners, or industrial cleaners. These can seriously damage the upholstery. Such damage would not be covered under warranty.

With proper maintenance, your table is designed to give you years of trouble-free operation. To ensure your table will continue to function properly and keep its appearance, we recommend the following.

Upholstery	<p>Remove day-to-day dirt and smudges with a mild soap and water solution. For tough stains and to disinfect, use a (100 to 1) water to bleach solution. Spray a damp cloth with the solution to clean.</p> <p>After each cleaning, gently wipe the upholstery with a damp cloth and clean water, then allow upholstery to air dry before using or storing.</p> <p>For more difficult stains, please contact your dealer or please call us directly for guidance. For best results, use only the products suggested above.</p>
Laminate	<p>To clean the surface, use a damp cloth or sponge and a mild soap or detergent. Rinse thoroughly with warm water and wipe dry.</p>
Electronics	<p>Anti-static electronic aerosol dusters can be used to keep the surfaces of electronic components, power cables, and plugs free of dust.</p>
Lubrication & Mechanical	<p>The actuator or mechanical lift is maintenance free. Do not lubricate. Be careful to avoid application of sticky substances to the mechanism.</p>
Leveling Feet	<p>Regularly check to ensure the table is level and stable. See page 5 for leveling instructions.</p>

## SECTION 5: CARE & MAINTENANCE

### Troubleshooting

This helpful troubleshooting guide will provide you with information about how to recognize a problem with your table, determine possible causes, and find a solution.

In the event your specific situation is not covered in this guide, please contact Living Earth Crafts so our technical support department can assist you. Beyond the troubleshooting guide below, do not attempt to repair the table yourself. This can void your warranty.

Unauthorized service will not be covered. Please be sure to contact Living Earth Crafts Customer Service first at (800) 358-8292, (760) 597-2155 Int'l.

Issue	Solution
Table does not raise or lower	<ol style="list-style-type: none"><li>1. Ensure the table is plugged in.</li><li>2. If using a dimmer switch, ensure it is turned to full power.</li><li>3. Ensure the outlet in your room is receiving power. This can be done by plugging in a small appliance and turning it on.</li><li>4. Ensure the switch on the attached power strip is turn on.</li><li>5. Check the fuse or circuit breaker for blown fuse or tripped breaker.</li><li>6. Ensure the controls are securely plugged into the junction box.</li></ol>

### Warranty Information

Living Earth Crafts (LEC) offers an industry best warranty against defects in materials, design, and workmanship, to the original owner, as follows:

- Frame - limited lifetime warranty\*
- Foam and upholstery covering - warranted for three (3) years
- Motors, controls, electronics - warranted for two (2) years, including parts and labor
- Accessories and options - warranted for one (1) year, unless otherwise noted

LEC may repair or replace defective components at our discretion. LEC will return the warranted product, standard shipping pre-paid, to customers in the continental US. International customers are responsible for any applicable duties and taxes, as well as all shipping charges inbound and outbound. Normal wear and tear, and costs associated with maintenance procedures, and damage caused by accident, misuse, improper maintenance, harsh operating environments or neglect (which includes tears in the upholstery and damage caused by harsh chemical-based cleaners) are not covered under this warranty. All warranties are limited to repair or replacement, at LEC's discretion, unless otherwise stated.

\*Lifetime warranty applies to the original owner, as long as you own your table for 5 years after the model is discontinued, or 5 years for private label tables.