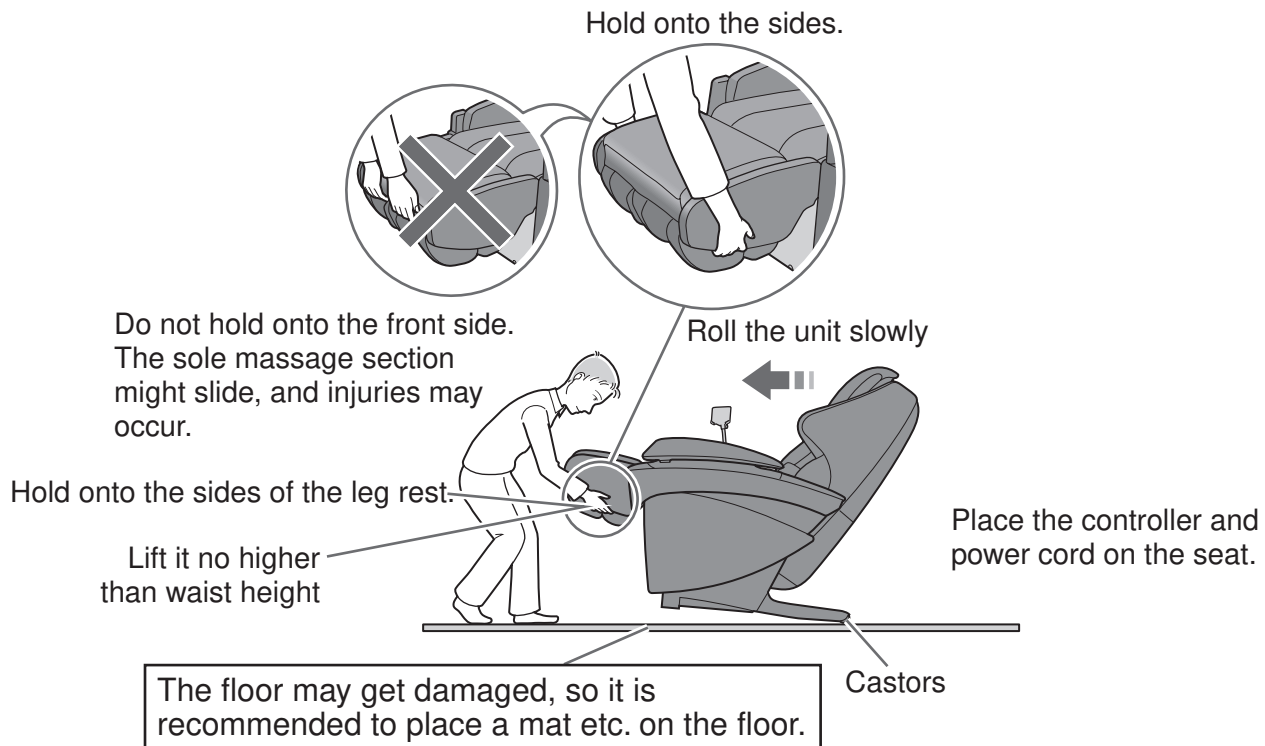


Using the castors to move the unit

Move the unit by holding onto the side of the leg rest and using the castors.



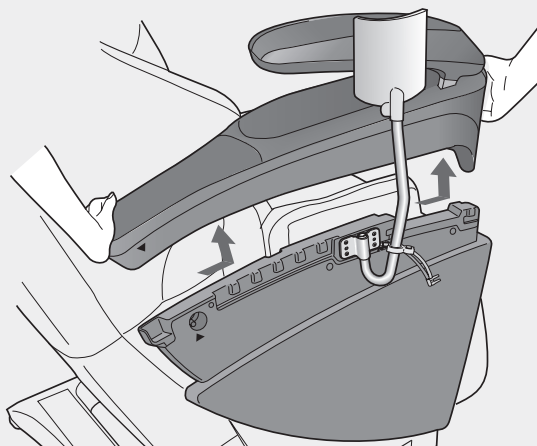
To put the unit down on the floor

- Put the unit down slowly and carefully watch your step.
- Put down the leg rest by holding it with your hands until it has been set on the floor completely. If you release your hands before the leg rest is fully extended, the leg rest will forcefully return to the initial position.

How to remove the armrest

It is easier to move with the armrest removed.

- 1** Remove the air plugs.
(See step 3 on page EN17.)
- 2** Remove the attachment screws.
(See step 2- ③ on page EN16.)
- 3** Slide the armrest forward and pull up with both hands.



About the automatic course/action/voice guidance function

Overview of the automatic course * Time spent on "Finishing Touches" differs depending on your height and intensity setting.

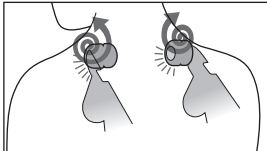
SWEDISH	Roll on neck, Knead, Swedish	Swedish on shoulders, Knead, Ultra knead	Neck stretch	Knead on lower back, Swedish	Pelvis stretch Leg stretch	Swedish on back	Chest stretch	Finishing touches*
DEEP	Roll on neck, Ultra knead, Knead	Knead on shoulders, Ultra-knead	Neck stretch	Knead on lower back, Ultra knead, Roll	Hip stretch Leg stretch	Ultra knead on back, Roll on neck	Chest stretch	Finishing touches*
SHIATSU	Roll on neck, Shiatsu	Knead on shoulders, Shiatsu, Ultra knead	Neck stretch	Shiatsu on lower back, Knead, Ultra knead	Hip stretch Leg stretch	Knead on back Chest stretch	Ultra knead on shoulders	Finishing touches*
STRETCH	Neck stretch Roll on neck	Chest stretch	Hip stretch Leg stretch	Neck stretch Roll on neck	Chest stretch Swedish on back	Hip stretch Leg stretch	Neck stretch Chest stretch	Hip stretch Leg stretch
NECK/SHOULDR	Roll on neck, Shiatsu, Knead, Ultra knead	Neck stretch	Ultra knead on shoulders, Knead, Roll	Chest stretch	Ultra knead on shoulders, Knead, Shiatsu	Neck/Shoulder Knead, Ultra knead	Neck stretch Finishing touches*	
LOWER BACK	Roll on lower back, Knead, Ultra knead	Knead on back, Ultra knead	Hip Stretch Leg Stretch	Knead on lower back, Shiatsu, Ultra knead	Finishing touches*			
ULTRA KNEAD About the DEMO course	Neck/Shoulder/ Back Ultra knead	Ultra knead on lower back	Back/Chest Ultra knead	Neck/Shoulder Ultra knead	Neck stretch	Shoulder to back Ultra knead	Chest/Hip/ Leg Stretch	Neck/HipStretch Finishing touches*

About the action

(The figures are images of the respective operations.)

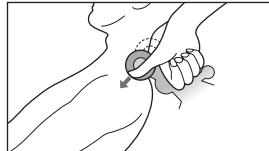
ULTRA KNEAD

Kneading action at small points.



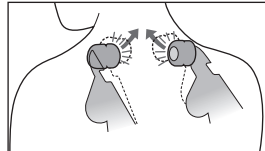
SHIATSU

Action compressing muscle knots vertically.



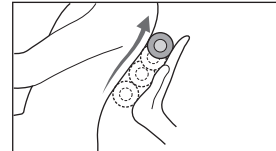
KNEAD

Deep kneading action.



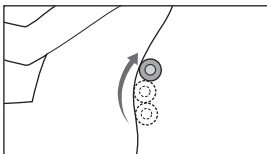
SWEDISH

Action of rubbing gently across a wide area.



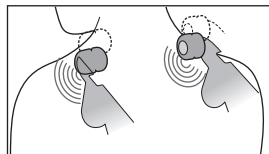
ROLL

Action to stretch an area.



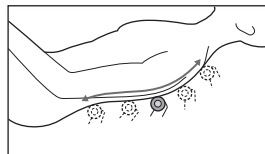
TAP

Tapping action for right and left alternately.



FULL BACK ROLL

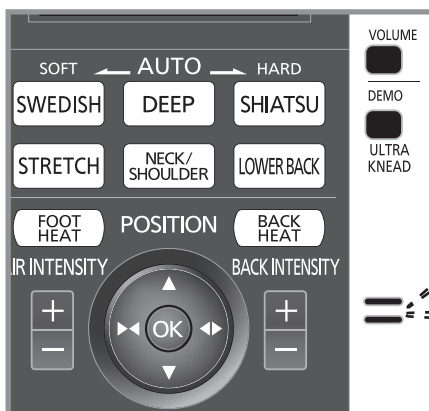
Action stretching the body along the backbone.



- The respective actions are suitable for specific body parts. Actions of Shiatsu for the "NECK" are different from of the actions for the "SHOULDER".

About the voice guidance function

This is a function which briefly explains the operation procedures and contents of the action.



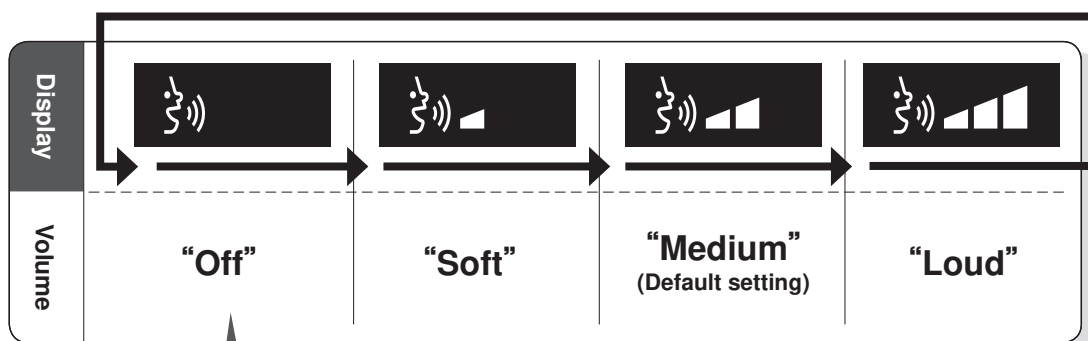
Seat yourself deeply in the chair, and adjust the position of the pillow.



Press the OK button if the position is OK.

Adjusting the voice guidance volume

Press  to shift the volume level by one up/down.



The single beep (when a button is pressed) and the triple beep (when the adjustable setting limit is reached) will always be audible.



- This can be used with the volume registered during the automatic course. ▶ See page EN30.

Q&A

Usage situation

Q Can I use the unit if I have an illness that requires regular medical attention?

A Consult your doctor before using this unit.

Massage is a form of stimulation by tactile pressure in which pressure is applied to the muscles to relax them and improve circulation. This may exacerbate some illnesses. Be sure to consult a doctor if you have an illness.

(See pages EN5-6.)

Usage method

Q Is it possible to massage only the upper body or legs?

A Yes.

Massaging only the upper body

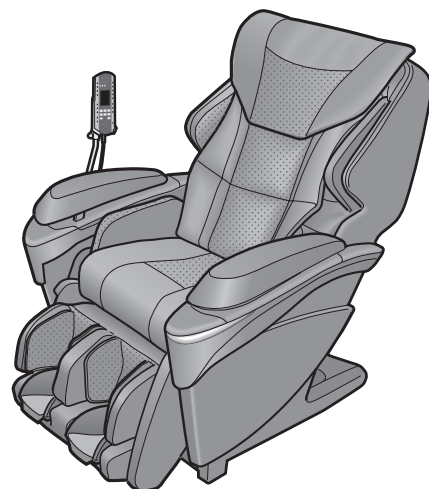
Store the leg rest and raise the comfort cushion to expose the backrest and pillow.



Massaging only the legs

Use the leg & sole massage section with the comfort cushion on the backrest.

(For details on opening the leg & sole massage section, see page EN20.)



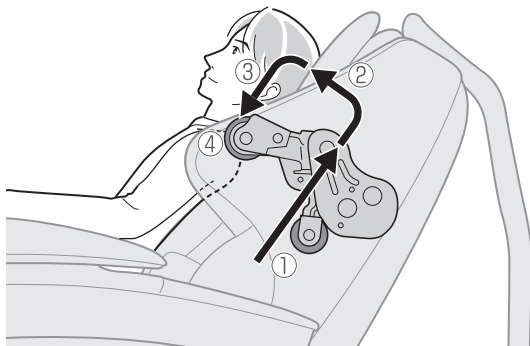
Body scanning*

Q How does body scanning work?

A The shoulder position is detected by the following mechanism.

- ① The massage heads rise up the back to the base of the neck, making a series of short beeps.
- ② The massage heads protrude.
(If the shoulder position is wrong, the massage heads move further up and repeat this step until they find the shoulders.)
- ③ The massage heads slowly lower to the shoulder position.
- ④ A tapping action is performed in the shoulder position for around 12 seconds.
 - Press **OK** to complete body scanning and start the massage, even during this tapping action.

* Body scanning = action of measuring the body.



- Body scanning can be performed correctly for heights between approx. 140 cm (55.1 in.) and 185 cm (72.8 in.).

Q Can people shorter than 140 cm or taller than 185 cm still use it?

A Yes.
The following methods are recommended, as the correct shoulder position may not be found during body scanning.

<If shorter than 140 cm> <If taller than 185 cm>



Place a cushion on the seat and sit firmly.



Recline the backrest and slide your body down.

Q During body scanning or a massage, the buttons flashed, five short beeps sounded (⏏, ⏏) was displayed and the operation stopped. What happened?

A Body scanning and the massages stop for safety reasons if the body cannot be detected for one of the following reasons:

- ① The user is not sitting.
- ② The head and/or back is not touching the backrest.
- ③ A cushion is placed against the backrest or the user is wearing thick clothing.
Sit firmly, lean gently back so that your head touches the pillow, press **⏏** and then press **⏏** to start again.
- ④ The comfort cushion is not raised.

Q The correct shoulder position cannot be found during body scanning. (The wrong position is used every time.)

A Correct body scanning may not be possible for some sitting positions (such as leaning forward.)

Adjust the shoulder position using the **POSITION** button. (See page EN27.)

For more correct scanning, sit firmly in the unit and lean back gently so that your head is touching the pillow (backrest).

Q&A (Continued)

Upper body massage

Q The automatic course is not strong enough even at the strongest setting or are too strong even at the weakest setting.

A Try the following methods.
<If the automatic course is not strong enough even at the strongest setting>

Recline the backrest. The extra body weight adds intensity to the massage.

<If the automatic course is too strong even at the weakest setting>

Place a piece of fabric or blanket between you and the backrest to decrease the sensation of the massage heads.

If you feel too strong at your lower back, you can also push the lower back air button to discharge some of the air in the lower back area. This decreases the sensation.

Q There is a delay in movement when adjusting the position.

A The chair may not move immediately depending on when the POSITION button is pushed.

(There may be a small time lag. This is not an abnormality.)

If long beeps sound when the button is pushed, this means that it is at the furthest position and cannot move any further.

Q The height (intensity) on the left feels different to that on the right. Is this OK?

A It is designed to differ in some cases. An alternating tapping mechanism is used to create a more natural sensation. The massage heads therefore do not move in unison in some massages. The height (intensity) on the left differs from that on the right in these massages. This is not a malfunction.

Hand & arm massages

Q The intensity in the left hand & arm differs from that in the right.

A Only one hand at a time is strongly massaged so that the massage can be immediately stopped using the other hand in the event of an abnormality or danger.

Q Red marks are left on the underside of my hands/arms after a hand & arm massage.

A Marks may remain on the hands and arms after use. These eventually fade and are not a problem.

Q Arm air pressure is applied more times on one side than on the other during the automatic courses.

A Changing settings such as intensity (back or air) or position can cause air pressure to be applied on one side more than on the other. This is not an abnormality.

- The air action works in connection with the back massage, so changing the settings can change the air action.

Operating sounds during air massage

Q A rattling sound occurs under the seat during the air massage. Is this a malfunction?

A This is an operating sound that is designed to occur during air massages. It is not a malfunction.

Reclining

Q The angle of the backrest, leg rest or armrest automatically changes at times.


A The angle automatically changes in the following cases.

- ① When automatic course, stretch action or manual operation are started.


The chair automatically reclines to the massage position.

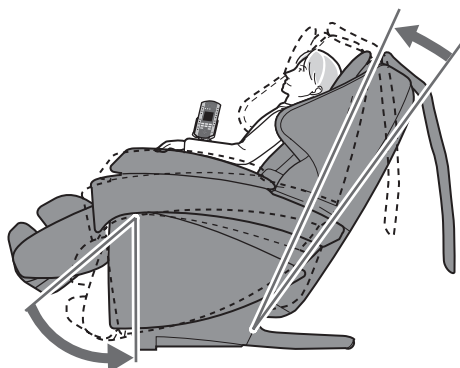
The angle does not change if the chair is already reclined to the massage position or further.



- ② When  is pressed to end the massage.

The chair automatically returns to the upright position.

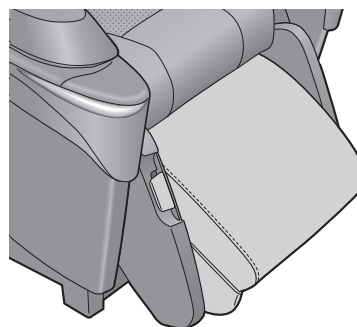
- Only the leg rest returns to the original position if the massage is completed according to the 16-minute timer.
- If  is pressed to end the massage, all operations immediately stop and the angle does not automatically change.



Leg rest

Q When storing the leg rest, the leg rests stop rotating when the leg rest rotation lock release lever is released while they are rotating.

A The leg rests are designed to stop partway for safety reasons.



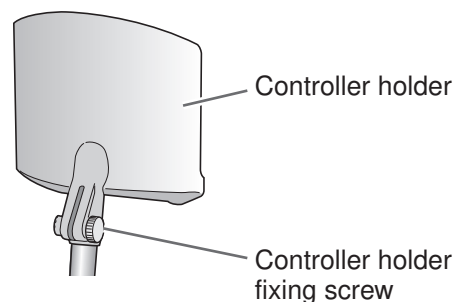
- If this happens, rotate them to the correct position.

Controller

Q The controller holder is unsteady.

A Tighten the controller holder fixing screw.

If the controller holder comes off, loosen the controller holder fixing screw, place the holder in and tighten the fixing screw again.



Q&A (Continued)

Other

Q The noise grows louder after using the chair for a long time.

A This may be a malfunction. Contact the nearest authorized service center for an inspection and repair.

Q Is there a timer function?

A Yes.

To prevent overuse, the massage automatically ends around 16 minutes after starting. When the timer ends, the leg rest automatically lowers and the massage heads are stored.

Press  to use again.

- Take a break of around 10 minutes after using for 16 minutes.
- Do not use more than twice (30 minutes) per day.

Q The leg & sole massage section doesn't get warm.

A The "Foot Heat" warms the toe portion of the cloth. Place feet so that they are firmly pressed against the "Heat" (heater) section.


Raise the leg & sole massage section during use so that soles of your feet touch this section to feel the heat from the heater section.



You can also place a blanket over your knees and lower legs to feel even warmer.

Q What precautions should I take to transport the unit when moving?

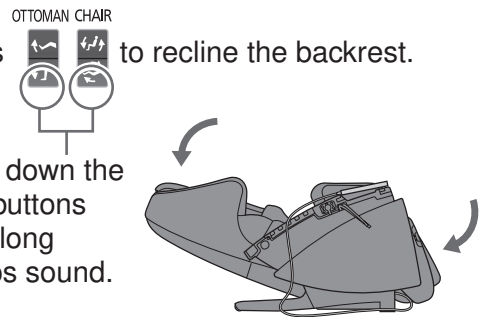
A Take the following precautions:

- Recline the backrest and raise the massage heads to around the center of the backrest. This moves the center of gravity to the center of the unit and makes it easier to move.
- Do not move the chair while a person is sitting in it.

① Press  to turn the power on.

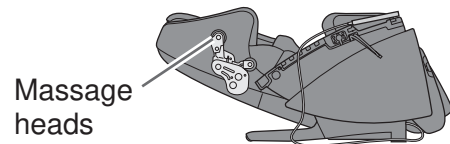
② Press   to recline the backrest.


Hold down the two buttons until long beeps sound.




③ Select an automatic course when the power is on.

- The massage heads move. An error occurs and the movement stops when they reach the center of the backrest.




④ Press  to turn the power off.

- Be sure to press , as  automatically raises the backrest.

⑤ Turn the power switch "off" and remove the power plug (see page EN45.)

If you need to move the chair with the backrest upright, follow the steps below.





- (1) Follow steps ①→③→④ above and raise the massage heads to the center.
- (2) Turn the controller power on again, raise the backrest and press  to turn off the power.

- Handle the chair with care. If you do not have the original box, use packing materials to prevent damage or vibration.
- When packing, check that the power cord and controller cord are not wrapped around the main unit and take measures such as placing them on the seat with the controller to ensure that they do not scrape against the ground while moving.




Troubleshooting

Investigate the “Problem” and follow appropriate the “Cause and Remedy” below.

If the problem still exists after following the remedy, contact an authorized service center.

Problem	Cause and Remedy
<p>The unit stops during operation.</p>	<p>For safety purposes, operation may stop when excessive force is applied to the unit. Turn off the power switch, wait 10 seconds and then switch it back on for operation.</p>
<p>It is not possible to recline the unit. The leg rest cannot be raised or lowered. (All the displays and buttons on the controller will flash and then turn off.)</p>	<p>If the unit encounters an obstacle or if excessive force is exerted on it during operation, in the interests of safety the unit will come to a stop. When all displays and buttons are flashing and the backrest or the leg rest has stopped, turn off the power of the unit once, turn “on” the power again after approximately 10 seconds, and then operate the unit.</p>
<p>The massage heads do not come up to the shoulder or neck.</p>	<p>If your head does not contact the pillow or your back does not contact the backrest, the shoulder position may be detected as lower than the actual position during the body scanning. Sit on the seat in the deepest position and put your head on the pillow, and then repeat the operations again from the start. See page EN26.</p>
<p>The height of the left and right massage heads is different.</p>	<p>An alternating tapping method is employed, which means that this phenomenon will naturally occur. There is nothing wrong with the unit. See page EN54.</p>
<p>“Heat” massage heads do not get warm.</p>	<ul style="list-style-type: none"> ●  is set to Off. ● Sense of warmth from the massage heads differs depending on your body shape, the massage body part, massage action, clothing, and room temperature.
<p>The “Foot Heat” does not get warm.</p>	<ul style="list-style-type: none"> ●  is set to Off. ● The “Foot Heat” warms the toe portion of the cloth. Sense of warmth from the “Heat” (heater) section differs depending on your body shape, the massage body part, massage action, clothing, and room temperature. Raise the leg/sole massage section during use so that soles of your feet touch this section to feel the heat from the heater section. You can also place a blanket over your knees and lower legs to feel even warmer.
<p>The “Heat” massage heads or “Foot Heat” do not cool down even after being turned off.</p>	<ul style="list-style-type: none"> ● Because of the structure of the heater, the “Heat” massage heads will feel warm for a while after heating due to the residual heat. ● Continuing to massage the same area even after turning off the “Heat” massage heads and the “Foot Heat” switch may increase the temperature felt.
<p>Reclining does not take place even though a massage is started in automatic course. (The seat does not automatically recline.)</p>	<p>Automatic reclining will not activate when the backrest is reclined to flat position more than massage position and leg rest is in upper position. See page EN55.</p>
<p>The backrest does not return to the upright position.</p>	<p>If the unit is stopped by automatic shut-off or by pressing , it will not return automatically. (To return from the reclined position to the original position, press  twice.)</p>

Troubleshooting (Continued)

Problem	Cause and Remedy
<p>The unit will not operate at all.</p> <ul style="list-style-type: none"> ● Upper body (neck to lower back) massage ● Lower body massage ● Hands and arms massage 	<ul style="list-style-type: none"> ● The power plug has been disconnected. See page EN21. ● The power switch on the unit has not been turned on. ● An automatic courses button or manual operation button hasn't been pressed after pressing .
<p>It is not possible to massage hands and arms.</p>	<p>The air plug on the armrest is disconnected. See page EN17.</p>
<p>Sometimes the power won't turn on when  is pressed again when a massage has finished.</p>	<p>Approximately 5 seconds are required for program termination after a massage finishes. Wait at least 5 seconds once all movement has stopped before pressing .</p>
<p>The unit has been damaged.</p>	<p>To prevent accidents, be sure to contact an authorized service center.</p>
<p>The power cord or power plug is abnormally hot.</p>	

Sounds and sensations of the unit

The following sounds and sensations occur while using the unit. However, they occur due to the construction of the unit and are perfectly normal.

- Sounds and feels like the massage heads are straining to get over wrinkles in the cloth
- Operating sounds of the kneading or tapping actions
- Creaking sound when the massage heads are in operation
- Operating sounds when the massage heads move up or down
- Sounds of the belt rotating
- Motor sounds
- Sounds when the massage heads change from "push" to "pull"
- Sound when sitting down
- Sound of the comfort cushion moving over the armrest when the seat is reclining
- Rubbing sound of the massage heads on the seat fabric
- Sound of discharging air
- Sounds when air pressure is applied
- Rattling sound of the leg rest
- Sounds of the pump beneath the seat
- Sounds of the valve beneath the seat
- Clunking sound during leg stretch or operation
- Sounds of air moving
- Sounds of the foot massager sliding

If these sounds have grown louder, there may be a malfunction.

- Contact the nearest authorized service center for inspection and repair.

WARNING

- Do not attempt to open or disassemble any part of the unit. Only use an authorized Panasonic servicer to fix your unit.

WARNING

- Never operate the unit if it has a damaged power cord or plug. Return the unit to the nearest authorized service center if it is not working properly, if it has been dropped or damaged, or if it has been immersed in water.
- If the massager functions abnormally, immediately turn off the power and have the massager checked by an authorized service center.