
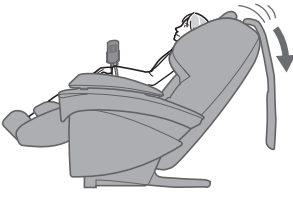


Q&A



Question	Answer
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Before Use

Doctor Consultation	<p>Can I use the unit if I have an illness that requires regular medical attention?</p>	<p>Consult your doctor before using this unit.</p> <p>Massage is a form of stimulation by tactile pressure in which pressure is applied to the muscles to relax them and improve blood circulation. This may exacerbate some illnesses. Be sure to consult a doctor if you have an illness. (Page EN6)</p>
How to use	<p>Is it possible to massage only the upper body or legs?</p>	<p>Yes.</p> <p>For taller and shorter persons it is recommended to separate massage of the upper body from that of the legs.</p> <ul style="list-style-type: none"> <p>● Massaging only the upper body</p> <p>Raise the comfort cushion to expose the backrest and pillow for use.</p> <p>For taller persons, please use by reclining the backrest.</p> <p>● Massaging only the legs</p> <p>Use the leg & sole massage section with the comfort cushion on the backrest.</p> <p>For shorter persons, please use by raising the backrest and lifting the legrest.</p>
Body scanning*	<p>Can people shorter than 140 cm (55.1 in.) or taller than 185 (72.8 in.) cm still use it?</p>	<p>Yes.</p> <p>The following methods are recommended, as the correct shoulder position may not be found during body scanning.</p> <p><If shorter than 140 cm (55.1 in.)></p>  <p>Place a cushion on the seat and sit firmly.</p> <p><If taller than 185 cm (72.8 in.)></p>  <p>Recline the backrest and slide your body down.</p>

Question	Answer
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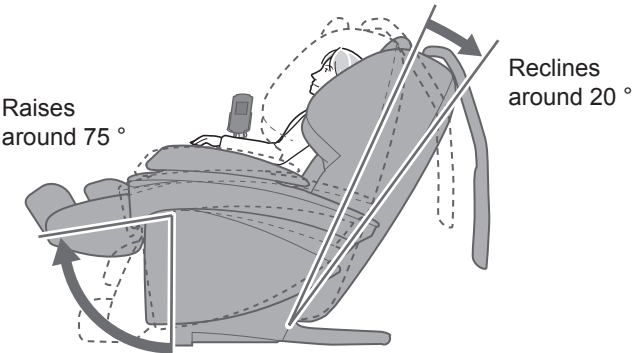


During Operation

Body scanning*	<p>During body scanning or a massage, the buttons flashed, 5 short beeps sounded (U, I) was displayed) and the action stopped. What happened?</p>	<p>Messages stop for safety if the body cannot be detected for one of the following reasons.</p> <ul style="list-style-type: none"> ● The user is not sitting. ● The head and/or back is not touching the backrest. ● A cushion is placed against the backrest or the user is wearing thick clothing. <ul style="list-style-type: none"> • Sit firmly, lean gently back so that your head touches the pillow, press  and then press  to start again. ● The comfort cushion is not raised.
Upper body	<p>Back massage intensity controller may not work sometimes.</p>	<p>Back massage intensity controller may not work in the following cases.</p> <ul style="list-style-type: none"> ● Changing massage operation (ie changing from "KNEAD" to "SWEDISH") ● Body scanning <p>This is intended to prevent the massage suddenly intensifying, it is not a malfunction.</p>
	<p>There is a delay in movement when adjusting the position.</p>	<p>The massage heads may not move immediately depending on when the POSITION button is pushed. (There may be a small time lag. This is not an abnormality.)</p> <p>If you hear the limit sound (beep-beep-beep) when the button is pushed, this means that it is at the furthest position and cannot move any further.</p>
	<p>The height (intensity) on the left feels different to that on the right. Is this OK?</p>	<p>It is designed to differ in some cases.</p> <p>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 massage head height (intensity) on the left differs from that on the right in these massages. This is not a malfunction.</p>
	<p>The massage heads sometimes move bit by bit in a twitching manner. Is this alright?</p>	<p>The chair is detecting the pressure acting on the massage heads and changing the massage strength. The massage heads may move bit by bit depending on the pressure but this is not an abnormality.</p>
Sole	<p>The sole roller sometimes moves before the action begins ...</p>	<p>Before the action begins, the sole roller moves into place. This is not an abnormality.</p>
Air massage	<p>During auto course (including memory course), air action and sole roller action may suddenly stop and transit to the next operation...</p>	<p>During auto course, when hip massage or stretch action starts, air action and sole roller action stops.</p> <p>This is to increase the efficacy of the hip massage and stretch action, by prioritizing those air actions connected to the movement of the massage heads.</p>
Hand & arm	<p>Arm air pressure is applied more times on one side than on the other during the auto course.</p>	<p>Therefore, when getting arm massage alternately left and right, the number of massages on each arm may not be equal.</p>

* Body scanning = action of measuring the body.

► Continued on the next page **EN47**

Q&A (Continued)

Question	Answer
During Operation (Continued)	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Reclining</p> <p>The angle of the backrest, legrest or armrest automatically changes at times.</p>	<p>The angle automatically changes in the following cases.</p> <ul style="list-style-type: none"> ● When auto course, stretch action or manual action are started. <div style="border: 1px solid gray; padding: 2px; margin: 5px 0;">The chair automatically reclines to the massage position.</div> <p>The angle does not change if the chair is already reclined to the massage position or further.</p>  ● When  is pressed to end the massage. <div style="border: 1px solid gray; padding: 2px; margin: 5px 0;">The chair automatically returns to the upright position.</div> <ul style="list-style-type: none"> ● Only the legrest returns to the original position if the massage is completed according to the timer. ● If  is pressed to end the massage, all operations immediately stop and the angle does not automatically change.

After Use

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Hand & arm</p> <p>Red marks are left on the under side of my hands/arms after a hand & arm massage.</p>	<p>Marks may remain on the hands and arms after use. These eventually fade and are not a problem.</p>
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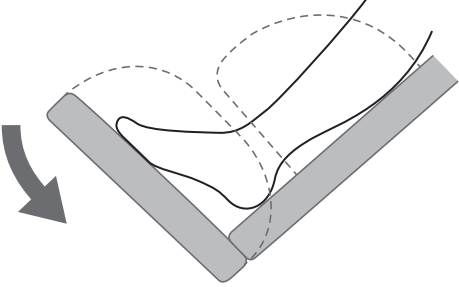
How to adjust the <Position>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Body scanning*</p> <p>The correct shoulder position cannot be found during body scanning. (The shoulder position slips each time.)</p>	<p>Correct body scanning may not be possible for some sitting positions (such as leaning forward).</p> <p>Adjust the shoulder position using the POSITION button. (Page EN24) For more correct scanning, <u>sit firmly in the unit and lean back gently so that your head is touching the pillow (backrest).</u></p>
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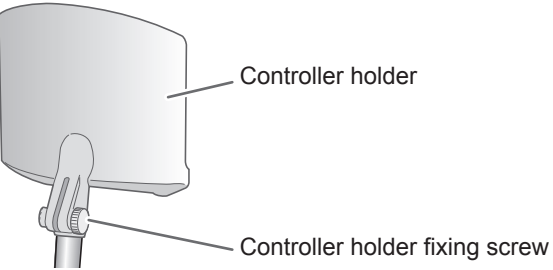
* Body scanning = action of measuring the body.

Question	Answer
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How to adjust the <Intensity>

Upper body	The auto course is “not strong enough even at the strongest setting...” or is “too strong even at the weakest setting...”.	<p>Try the following methods.</p> <ul style="list-style-type: none"> ● When the auto course is not strong enough even at the strongest setting, recline the backrest. The extra body weight adds intensity to the massage. ● When the auto 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.
Hip	The hip massage is weak ...	<p>Please sit further in.</p> <p>When you sit further in, the gap between the backrest and the hip becomes smaller, making it easier for the massage heads to contact your body. (Page EN40)</p>
Hand & arm	The intensity in the left hand & arm differs from that in the right.	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.
Sole	I hardly feel any difference in intensity in the sole roller even after adjustment ...	The sole roller intensity is adjusted by the strength of the foot side air pressure holding the soles. Therefore, depending on the operating pattern, intensity difference may not be felt.
	Sole roller is too intense even at the gentlest setting ...	<p>Try the following method.</p> <p>Slightly lower the sole massage section so that the heel is raised above it, which will weaken the effect of the roller.</p> 









Other

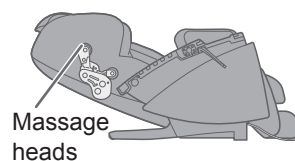
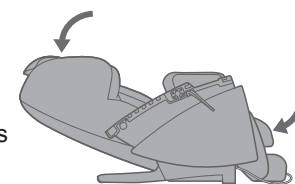
Controller	The controller holder is unsteady.	<p>Tighten the controller holder fixing screw.</p> <ul style="list-style-type: none"> ● If the controller holder comes off, loosen the controller holder fixing screw, place the holder in and tighten the fixing screw again. 
Noise	The noise grows louder after using the chair for a long time.	This may be a malfunction. Contact the nearest authorized service center for an inspection and repair.

Q&A (Continued)

Question	Answer
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Other (Continued)



Timer function	<p>Is there a timer function?</p> <p>Yes.</p> <p>To prevent overuse, the massage automatically ends at a maximum of 19 minutes after starting. (Page EN41)</p> <p>When the timer ends, the legrest automatically lowers and the massage heads are stowed.</p> <p>Press  to use again.</p> <ul style="list-style-type: none"> ● Take a break of around 10 minutes after using for 16 minutes. ● Do not use more than 30 minutes per day.
Moving	<p>What precautions should I take to transport the unit when moving?</p> <p>Take the following precautions:</p> <ul style="list-style-type: none"> ● 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. <p>① Press  to turn on the power.</p> <p>② Press  to recline the backrest.</p> <p style="text-align: center;">Hold down the two buttons until the limit beeps sound.</p> <p>③ Select one of the “auto course” with the power “on”.</p> <ul style="list-style-type: none"> ● The massage heads move. An error occurs and the movement stops when they reach the center of the backrest. <p>④ Press  to turn off the power.</p> <ul style="list-style-type: none"> ● Pressing  automatically raises the backrest, so be sure to press . <p>⑤ Turn the power switch “off” and remove the power plug. (Page EN43)</p> <p>If you need to move the chair with the backrest upright, follow the steps below.</p> <ol style="list-style-type: none"> 1. Follow steps ①→③→④ above and raise the massage heads to the center. 2. Press  on the controller again, raise the backrest, then press . <ul style="list-style-type: none"> ● 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 apply the “Remedy” below.

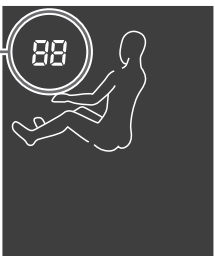
If the problem still exists after following the remedy, contact an authorized service center.

Problem	Cause and Remedy
The action stops mid-way.	<p>If excessive force is applied to the massage heads during operation, in the interests of safety the action may stop.</p> <p>→ Turn off the power switch, wait for approximately 10 seconds and then turn the power switch on again.</p>
The seat cannot be reclined and the legrest cannot be lowered. (All the displays and buttons on the controller flash and then turn off.)	<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.</p> <p>→ When all displays and buttons are flashing and the backrest or the legrest 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>
The massage heads do not come up to the shoulder or neck.	<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.</p> <p>→ Sit on the seat in the deepest position and put your head on the pillow, and then repeat the operations again from the start.</p> <p style="text-align: right;">(Page EN24)</p>
The height of the left and right massage heads is different.	<p>An alternating tapping method is employed, which means that this phenomenon will naturally occur. There is nothing wrong with the unit.</p> <p style="text-align: right;">(Page EN47)</p>
“Heat” massage heads do not get warm.	<p>HEAT is set to Off.</p> <hr/> <p>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 “HEAT” massage heads do not cool down even after being turned off.	<p>Because of the structure of the heater, the “HEAT” massage heads will feel warm for a while after heating due to the residual heat.</p> <hr/> <p>Continuing to massage the same area even after turning off the “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>Automatic reclining will not activate when the backrest is reclined to flat position more than massage position and legrest is in upper position.</p> <p style="text-align: right;">(Page EN48)</p>
The backrest does not return to the upright position.	<p>If the unit is stopped by automatic shut-off or by pressing , it will not return automatically.</p> <p>→ To return from the reclined position to the original position, press  twice.</p>

Troubleshooting (Continued)

Problem	Cause and Remedy
The unit will not operate at all.	The power plug has been disconnected. (Page EN13)
	Power switch on the rear panel is set to “off”.
	The child lock has been applied. (Page EN23)
	An auto selection button or manual selection button hasn't been pressed after pressing  .
It is not possible to massage hands and arms.	The air plug on the armrest is disconnected. (Page EN15)
Sometimes the power won't turn on when  is pressed again when a massage has finished.	Due to shutdown (Approximately 5 seconds)  may not be accepted. → Wait at least 5 seconds once all movement has stopped before pressing  .
	The child lock has been applied. (Page EN23)
The unit has been damaged.	→ To prevent accidents, be sure to contact an authorized service center.
The power cord or power plug is abnormally hot.	


Error display




Remaining time display 

▶

<Example of error display>

- For the error “U10”

 will flash alternately.

Error display	Contents
	For safety reasons, action will terminate automatically when it cannot detect if someone is seated. If this error occurs even if you are seated, press  , sit back all the way to the backrest, and operate from the start again.
	There is a malfunction inside the massage device. Stop using and ask your dealer to inspect and repair the chair. (Service and maintenance will be carried out smoother if the error number is communicated when contacting.)

Please contact an authorized service center. (See the warranty card for the contact number.)
Service and maintenance will be carried out smoother if the error number is communicated when contacting.

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.

From each air massage unit (see page EN10 for the position of each air massage unit)

“Snapping” sound

Sound of air bag during air action

“Popping”, “Clunking” sounds

Sounds and feels like the massage heads are straining to get over wrinkles in the cloth

“Rattle”, “Squeak”, “Rustle” sounds

Operating sounds of the kneading or tapping actions

“Creaking” sound

Creaking sound when the massage heads are in operation

“Rattle”, “Jerk” sounds

Operating sounds when the massage heads move up or down

“Rumble” sound

Sound of the belt rotating

Motor sounds

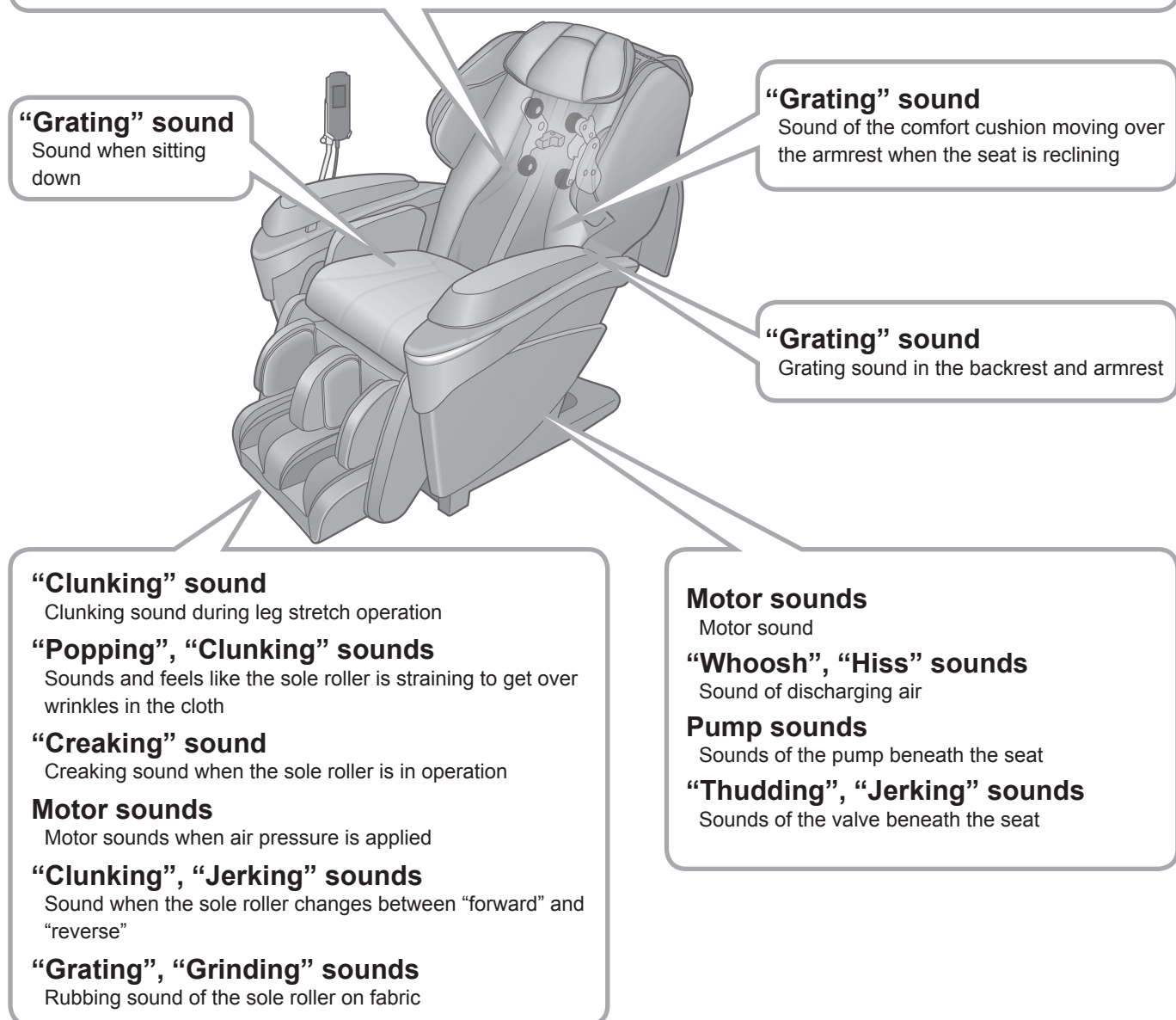
Motor sounds when air pressure is applied

“Clunking”, “Jerking” sounds

Sounds when the massage heads change from “push” to “pull”

“Rubbing” sound

Rubbing sound of the massage heads on the seat fabric



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

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

Specifications

Power supply		AC 120 V 60 Hz
Rated Current		3.0 A
Upper body massage	Massage area (Up-Down)	Approx. 79 cm (31.1 in.) (The massage heads move a total of approx. 63 cm (24.8 in.))
	Massage area (Left-Right)	Distance between massage heads during operation (including width of massage heads) Neck, shoulder, back: Approx. 7 cm – 21 cm (2.8 in. – 8.3 in.) Lower back/hip: Approx. 7 cm – 25 cm (2.8 in. – 9.8 in.) Distance between massage heads (including width of massage heads) during back roll and up-and-down movement: Approx. 7 cm – 18 cm (2.8 in. – 7.1 in.)
	Massage area (Forward-Back)	Projected range of massage head travel (intensity adjustment): Approx. 10 cm (3.9 in.).
	Massage speed	Knead: From approx. 4 times/min – approx. 73 times/min Tap: From approx. 190 times/min – approx. 520 times/min (one side) Moving speed: From approx. 1 cm/sec – approx. 5 cm/sec
Air massage	Air pressure (Calf)	3: Approx. 35 kPa 2: Approx. 32 kPa 1: Approx. 17 kPa (May vary with the area slightly.)
Sole massage section	Massage speed	From approx. 8 times/min – approx. 21 times/min
Reclining angle		Backrest: Approx. 120 ° – 170 ° Legrest (Leg & sole massage section): Approx. 5 ° – 85 °
Automatic shut - off		Around 19 minutes (automatically ends)
Dimensions	When not reclined (H × W × D)	Approx. 115 cm × 90 cm × 130 cm (45.3 in. × 35.4 in. × 51.2 in.)
	When reclined (H × W × D)	Approx. 72 cm × 90 cm × 200 cm (28.3 in. × 35.4 in. × 78.7 in.)
Weight of unit		Approx. 87 kg (191.8 lbs)
Dimensions of box (H × W × D)		Approx. 77 cm × 75 cm × 170 cm (30.3 in. × 29.5 in. × 66.9 in.)
Weight in box		Approx. 108 kg (238.1 lbs)
Maximum user weight		120 kg (264.3 lbs)

For persons weighing 100 kg (220.3 lbs) or more, the product operations may make more noise and the fabric cover may wear faster.