



OGAWA VIVACÊ



Rev.1.0

User Manual
OG5577使用手册



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Important safety instructions

Must be followed

These safety instructions must be strictly followed in use to avoid personal injuries and property damage are as follows:

■ All the safety instructions are described in compliance with degrees of the injuries or damage as a result of wrong use.

 Warning	Actions tending to cause serious injuries or death
 Caution	Actions tending to cause minor injuries or property damage

■ Pay attention to the symbols before safety instructions (an example is given below).

 Actions that must be absolutely forbidden	 Actions that must be done
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 Warning	
 Must be followed	● Before using the product, persons who are being treated or have any of the following symptoms should consult a physician. (1) Persons with a pacemaker or another in-vivo electronic medical device tending to suffer electronic jamming; (2) Patients with malignant tumors; (3) Patients with heart disease; (4) Persons proved to be unable to identify temperatures; (5) Pregnant persons or women who have just had childbirth; (6) Persons with perceptual disturbance because of diabetes or another serious peripheral circulation disturbance; (7) Osteoporosis patients, spinal fracture patients, or persons with acute painful diseases such as sprains or muscle strains; (8) Persons with injuries in the massaged parts; (9) Persons with a body temperature above 38 °C (with a fever) (For example, persons with intense acute inflammation symptoms such as listlessness, cold shivers and blood pressure change or persons in poor health); (10) Persons who are unwell or must have a rest; (11) Persons with an abnormal or bent vertebra; (12) Persons with protrusion of intervertebral disc; (13) Persons who feel very uncomfortable (except for the circumstances above) Otherwise accidents or physical discomfort may happen.
	● If you feel physically abnormal while using or no effect after use, stop the product immediately and consult a physician about it. Otherwise accidents or physical discomfort may happen.
	● Before being massaged or moving the backrest or the Lower Leg/Foot massage section, make sure there is no person or pet close to the product (in front, behind, below or on the side). ● Before use, make sure there is no foreign matter between the backrest and the back cover. Otherwise accidents or physical discomfort may happen.
	● Before use, lift the back cushion and check whether fabric of traveling sections of the massage wheels or of other positions are damaged. (Even if the fabric is slightly damaged, stop the product immediately, pull out the power plug and send the product to repair.) If the product is used when the fabric is damaged, you may get injured or get an electric shock.
	● Do not massage for more than 30 minutes each time. ● Do not massage a single part for more than 5 minutes. If any of these safety instructions is not followed, you may suffer an adverse effect and be injured.
	● After use each time, turn the power switch to the “O” position ,and then pull out the power plug. Otherwise accidents or injuries may happen due to naughty behaviors of children.
	● Follow the regulations about use of the socket and the wiring devices. ● Use a 220-240V~,50/60Hz power supply. (Do not use the product in a foreign country or connect it with a transformer without permission.) Otherwise electric shocks, product faults or fires because of overheat may happen.
	● Insert the power plug thoroughly into the socket. Otherwise electric shocks or fires caused by overheat may happen.
	● Remove such dirt as dust on the power plug at regular intervals. Otherwise fires caused by poor insulation due to factors such as moisture may happen. (Wipe the power plug with dry cloth.)

⚠ Warning

 Must be followed	● In the case of any abnormality or fault, stop the product immediately and pull out the power plug to avoid smoke, fires and electric shocks. Abnormality and fault examples • The product fails to work after the power switch is turned to the ON position; • After the power line is moved, the product is discontinuously powered on; • In use, the product gives off a burning smell or an abnormal sound; • The product is deformed or abnormally heating; → In any of these abnormalities and faults, have the product inspected and repaired by an authorized service center immediately.
 Forbidden	● Do not put the back cushion between the backrest and the back cover. Otherwise product faults may happen. ● When handling the product, hold its frame. Otherwise product faults or personal injuries may happen. ● The following persons should not use the product. Persons for whom massage is forbidden by doctors, such as persons with thrombosis, serious aneurysm, acute venous aneurysm, various skin inflammations (such as subcutaneous tissue inflammation) or various skin infections. Otherwise diseases may get worse. ● The following persons should not massage their waists. • Persons with acute lumbago, protrusion of intervertebral disc, or displacement of a lumbar vertebra; • Persons with deformation or other discomfort of the hip joint; Otherwise diseases may get worse. ● Do not put hands, arms or feet into the backrest's fabrics of traveling sections of the massage wheels. ● Children should not use the product. Keep them from playing on the product or climbing onto the Lower Leg/Foot massage section, the seat, the backrest or the armrests. ● Do not climb onto the backrest or the armrests. ● Do not lean or sit on the backrest. ● Keep your head from reachable areas of the backrest and the back cover. ● Persons unable to express themselves clearly or unable to operate the product should not use the product. ● When massing the neck, pay attention to moving directions of the massage wheels and do not massage with a too large force or massage front part of the neck. Otherwise accidents or personal injuries may happen. ● Do not damage the power line or the power plug. (Do not damage, machine, forcibly bend, twist or prolong the power line or the power plug, or place the power line or the power plug close to a heater, or tie or bind any heavy objects on the power line or the power plug.) A damaged power line or power plug may result in electric shocks, short circuit faults or fires. Please consult the shop from which you bought the product or a designated authorized service center about maintenance method of the power line or the power plug. ● Do not use the warm massage for a long time. Otherwise you may get low-heat burns. *Even if the temperature is relatively lower (40 °C~ 60 °C), low-heat burns may happen after longtime contact with skin (in spite of no obvious hot or painful feeling). ● Do not damage the heater section • Do not insert pins or needles into the product. • Do not cut the product with a cutter. If the internal heater is damaged, fires or electric shocks may happen.
 Wet-hand operation forbidden	● Do not insert or pull out the power plug with wet hands. Otherwise electric shocks may happen.
 Disassembly forbidden	● Do not refit, disassemble or repair the product without permission. Otherwise fires, abnormal movements or personal injuries may happen.

Caution

 Must be followed	● The following persons (even if they are physically healthy at present) should consult a physician before using the product. (1) Persons with muscular atrophy due to aging or thin persons; (2) Persons feeling lumbago because of bone or viscus problems; (3) Persons tending to suffer sprains or bruising; (4) Persons with carsickness or seasickness or strong response when taking other transport means; (5) Persons who once received a heart operation or another visceral operation; Otherwise health may get worse.
	● Before sitting on the product, make sure there is no foreign matter between any two parts of it. (Make sure there is no foreign matter on the back cover, the backrest, the seat surface, the Lower Leg/Foot massage section or inside surface of the back cushion.) Otherwise accidents, injuries, or product faults caused by clamping of hands, feet, or other articles by the product may happen.
	● Do not use the product when wearing any hard decorative article on head (such as hair pin). ● If there is any hard article (such as mobile phone or key) in a pocket of the trousers, take it out before massage. ● Before hand or arm massage, remove watch, nail wrap, ring, etc. Otherwise injuries may happen.
	● Before sitting on the seat, make sure the massage wheels are in the retracting positions. ● If you want to leave the seat during the massage, stop the product first. Otherwise accidents or injuries may happen.
	● When pulling out the power plug, do not pull the power line but hold the power plug. Otherwise an electric shock or a short circuit fault may happen.
	● Before moving the product, make the Lower Leg/Foot massage section back to the original position by adjusting its angle. Otherwise injuries may happen.
	● When moving the product by pulleys, put articles such as mats on the floor. Otherwise marks may be left on the floor.
	● Before moving the product by pulleys, remove the obstructions close to it. Lift the seat surface of the Lower Leg/Foot massage section to a position a little lower than the waist and move the product slowly. Otherwise accidents or injuries may happen because of turnover of the product.
	● In use, place the product horizontally. Otherwise accidents due to turnover of the product may happen.
	● If any symptom such as skin inflammation, itching or swelling in use, stop the product immediately and consult a physician. Otherwise accidents or physical discomfort may happen.
 Forbidden	● If the product is used again for massage after a period of out-of-service, read the Operating Instructions again and make sure the product can run normally first. Otherwise accidents or injuries may happen.
	● Do not use the product and other devices at the same time. Otherwise accidents or physical discomfort may happen. ● Keep head, abdomen or skin from the massage wheels and do not put hands or feet between the massage wheels. ● Do not put the knees between the Lower Leg/Foot massage section. ● Do not fall asleep while using the product. Do not use the product after drinking. ● If air in the filling the air bag on the seat is not completely discharged, do not stand or jump on the seat or put things on it. Otherwise accidents or injuries may happen.

⚠ Caution

 Forbidden	● Do not put hands or feet between the product and the Lower Leg/Foot massage section. ● Do not put hands, arms, or head into the seam of the Lower Leg/Foot massage section (footrest). For safety, admit the Lower Leg/Foot massage section after massage. ● Do not put hands, feet or head between the backrest and the back cover. ● Do not put pets on the product (such as its back cover, backrest and armrest). ● Do not pull out the power plug or turn OFF the power switch suddenly during massage. Otherwise injuries may happen.
	● Do not stand or sit on the back cover. Otherwise personal injuries due to the product toppling may occur.
	● Do not stand or sit on the armrests. Otherwise personal injuries may happen.
	● Do not stand or sit on the Lower Leg/Foot massage section or the footrest. Otherwise accidents or injuries due to rotation of front of the footrest or turnover of the product may happen. If bottom of the Lower Leg/Foot massage section runs into the floor, the floor may be damaged.
	● Do not drag or push the product after it is installed. Otherwise the floor may be damaged.
	● Do not move the product while there is a person on it. Otherwise, accidents, or injuries may happen due to a toppling of the product.
	● Do not use the product on heating devices such as electric blankets. Otherwise fires may happen.
	● Do not put the remote controller on the product. Otherwise the product may be damaged.
 Wet-hand contact forbidden	● Do not use the product in a bathroom or another wet place. Otherwise electric shocks or product faults may happen.
 Product wetting forbidden	● Do not sprinkle substances such as water on the product or its remote controller. Otherwise electric shocks, short circuit, or product faults may happen.
 Pull out the power plug	● Before cleaning or maintaining the product, pull out the power plug first. Otherwise electric shocks or injuries may happen.
	● In the case of a power failure, pull out the power plug at once. Otherwise accidents or injuries may happen when power is restored.
	● When the product is not used, pull out the power plug. Otherwise electric leakage fires may happen because of insulation aging caused by dust and moisture.
	● the appliance is to be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30 mA. This appliance is considered to be suitable for use in countries having a tropical climate. It may also be used in other countries. This product can be used in tropical climates

Warning:

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
2. The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance.

Grounding instructions

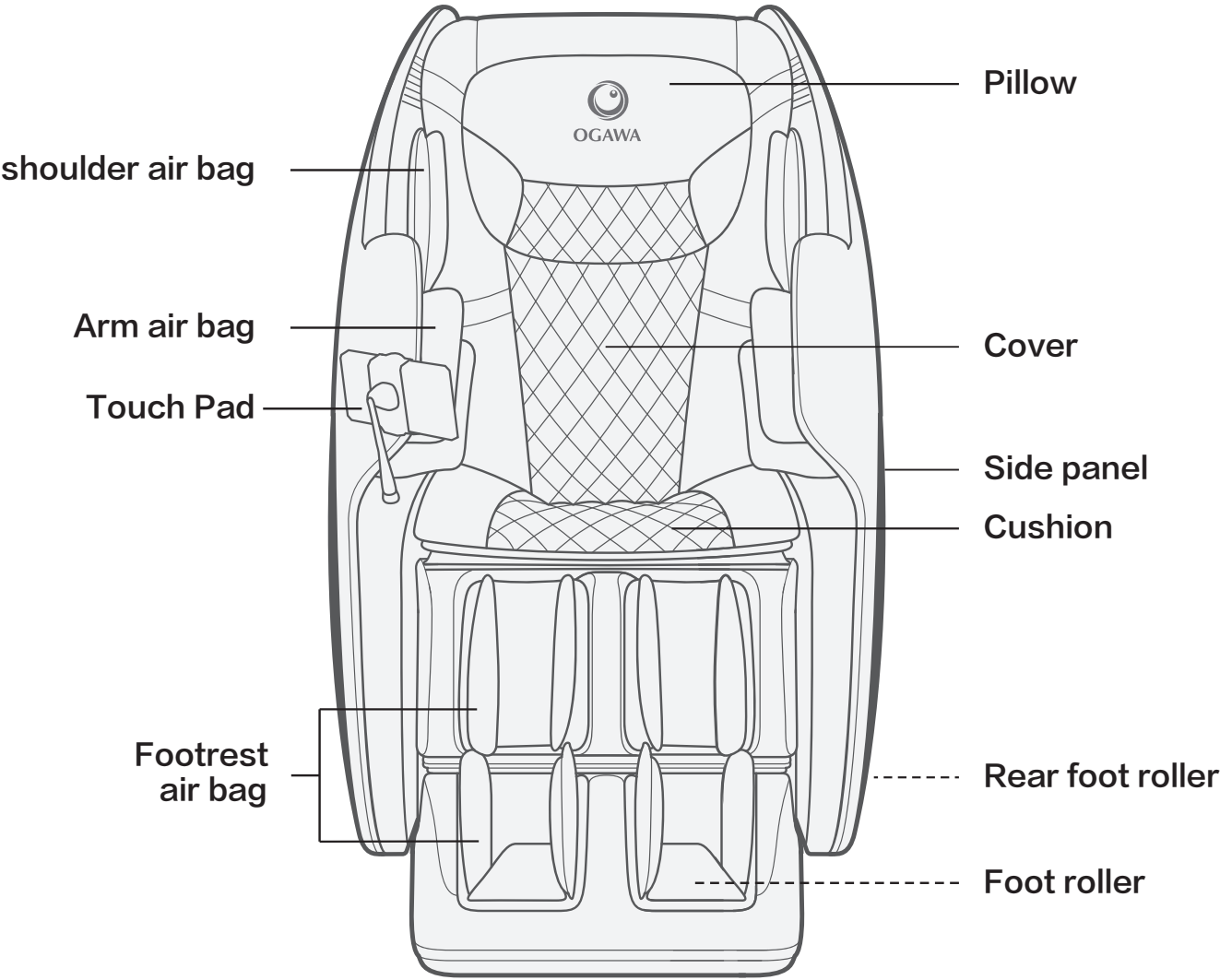
- The product must be grounded to reduce the electric shock hazard because of functional faults of the product.
- The product has a power line with a grounding conductor and a grounding plug. The grounding plug must be inserted into an appropriate socket that has been correctly installed and grounded in full compliance with the local code and decree.

Caution

- If the grounding conductor is not correctly connected, electric shocks may happen. If you are not sure about correctness of the grounding, have it inspected by a professional electrician. Even if the grounding plug provided with the product does not match with the socket you have, do not refit it by yourself but ask a professional electrician to install an appropriate socket.
- The product has a grounding plug. Make sure the product is connected with a socket matching with shape of the grounding plug.
- Do not connect the product to a multi-plug.
- If the power plug is damage, it must be replaced by a special plug available from OGAWA or authorize agents.

1. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
2. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision
3. The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance
4. The appliance is intended for indoor use only .

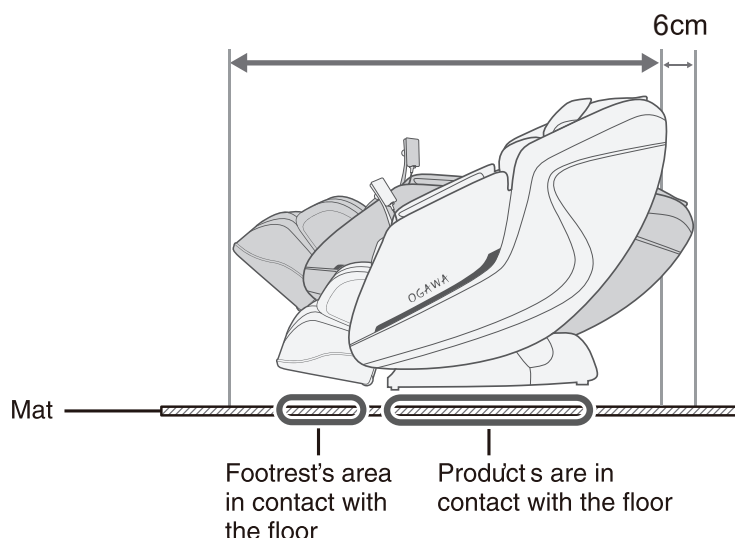
Product Parts



*Photo is for illustration propose only

Setup of the massage lounger

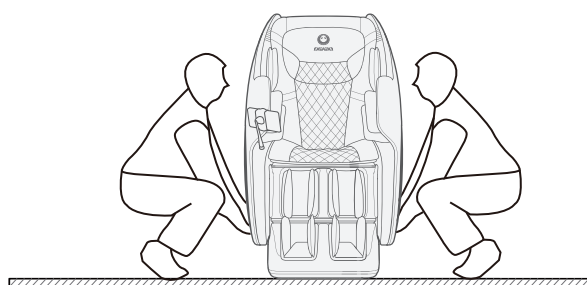
1 Before use (installation position)



- please place the product in a position with sufficient space: the massage chair will move forward and the footrest will rise up. Make sure the front of the product is more than 50cm.
- Do not expose the product to direct sunlight or a high-temperature place (e.g., in front of heating equipment); otherwise its synthetic leather may fade or harden.
- Place a mat below the product to avoid floor damage. The mat should cover the product's area in contact with the floor and the footrest's area in contact with the floor (minimum dimensions: 150cm × 90cm). See the figure.
- Install the product close to a power socket.

2 Chair Moving Instruction

Method one: Hold the two side cover and lift up to moving



Please lift up the side cover, as the moving process might have scratches on the floor surface.

- The product is heavy and should be handled carefully by two persons at least to avoid back strain.

Product weight	Approx. 75kg
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Put the product on the floor.

- Put down the product slowly and carefully to avoid foot injury.
- Do not release the footrest until the product is placed horizontally. Otherwise the footrest will rebound to its original position.
- It is suggested to pave an article such as a mat on the floor to keep it from damage.

⚠ Caution

- | | |
|---|--|
| <ul style="list-style-type: none"> ● Do not drag or pull the product after it is installed. ● When handling the product, do not hold its frame.
Otherwise product faults or personal injuries may happen. ● Do not move the product by pulleys directly on a floor.
Otherwise marks may be left on the floor. | <ul style="list-style-type: none"> ● Do not move the product while there is a person on it.
Otherwise, accidents or injuries may happen due to falling down. ● Do not hold the foot massage section when moving the product.
Otherwise injuries may happen due to sliding. |
|---|--|

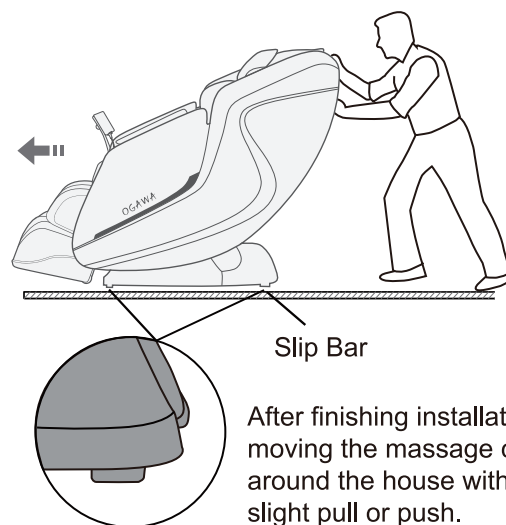
Method two: Moving by using slip bar underneath

⚠ Caution

Moving the massage chair with a slight pull or push as right figure, this way do not fit for the wood floor. Otherwise marks may be left on the floor.

- 1 Press the ON/OFF button to return the back rest and footrest to its original position.
- 2 Slide the power switch to the "O" position and unplug the unit.

Place the power cord on the seat.

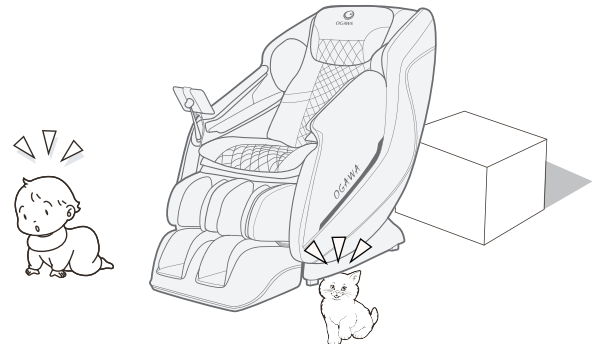


After finishing installation, moving the massage chair around the house with a slight pull or push.

Before use

1 Check the space around the product.

Make sure there is no person, pet or other object close to the product.



2 Roll up the back cushion and fix it by the zipper.

Roll up the back cushion and fix it on the main body by the zipper.

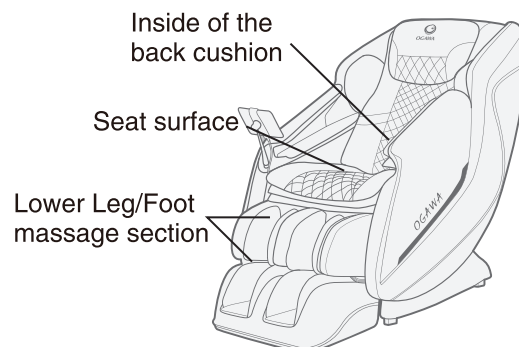


3 Make sure there is no foreign matter in the seams of the product.

When checking the Lower Leg/Foot massage section, press the footrest forward by your hands and make sure there is no foreign matter in the seam.

⚠ Caution

- Do not put hands, fingers, feet or head into the seam(s) between the footrest and the seat surface or the armrests.
- Before sitting on the product, make sure there is no foreign matter between any two parts of it.
- Do not put hands, arms or head between the backrest and the back cover.
- Do not put pets on the product (such as its back cover, backrest and armrests).



4 Inspect the power line and power plug

Warning

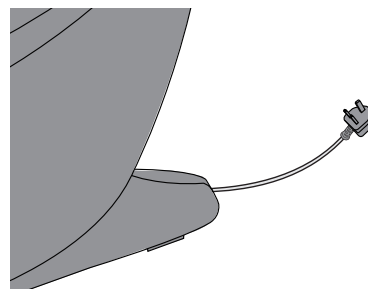
- **Remove such dirt as dust on the power plug at regular intervals.**

Otherwise fires caused by poor insulation due to factors such as moisture may happen. (Wipe the power plug with dry cloth.)

- **Do not damage the power line or the power plug. Do not damage, machine, forcibly bend, twist or lengthen the power line or the power plug, or place the power line or the power plug close to a heater, or tie or bind any heavy objects on the power line or the power plug.**

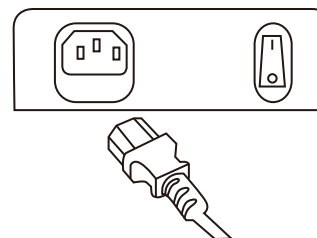
A damaged power line or power plug may result in electric shocks, short circuits, or fires.

Please consult the shop you bought the product or an authorized service center about maintenance method of the power line or the power plug.



Do not be entangled by the power line.

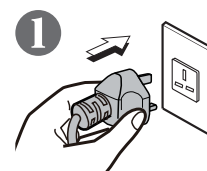
Push the interface into the power input jack till the end.



5 Power on the product

- 1 **Insert the power plug into the power socket.**

- 2 **Pull the power switch to the “I” position.**



Warning

- **Insert the power plug into the power socket till the end.**

Otherwise electric shocks or fires because of overheat may happen.

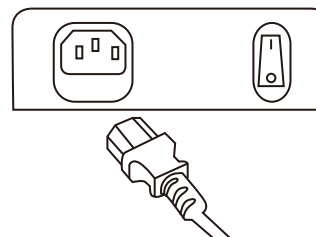
- **Abide by the regulations on use of the socket and the wiring devices strictly.**

- **Use a 220-240V~,50/60Hz power supply. (Do not use the product in a foreign country or connect it with a transformer without permission.)**

Otherwise electric shocks, product faults or fires because of overeat may happen.

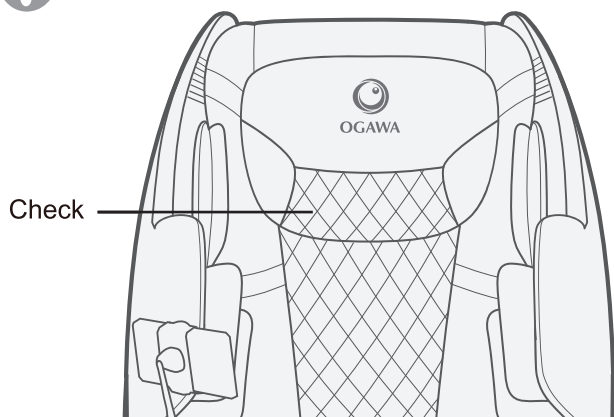
- **Do not insert or pull out the power plug with wet hands.**

Otherwise an electric shock may happen.



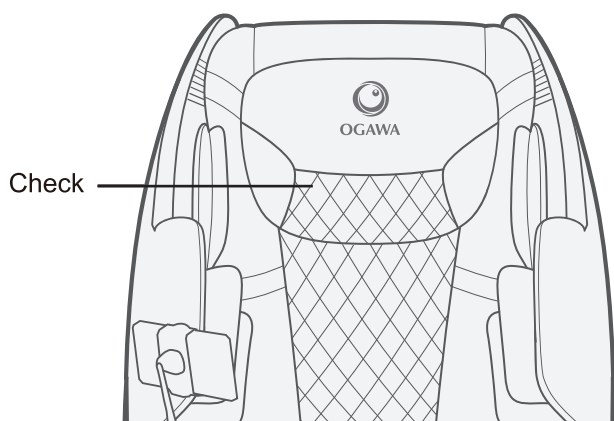
Before use (Continued)

6 Make sure the massage wheels are retracted



If they are not,
press ON return them to the
retracting position.

7 Make sure the fabric is not damaged nor cracked



Inspected area:
The fabric of traveling sections of the massage
wheels on the backrest

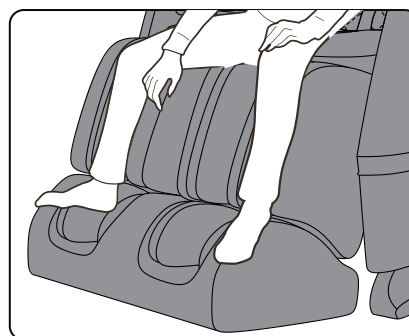
Warning

- Before use, raise the back cushion and check whether fabrics of the area pointed out in the figure are damaged.
(Even if the fabric is slightly damaged, stop the product immediately, pull out the power plug and send the product to repair.)
If the product is used when there is fabric damage, you may get injured or get an electric shock.

8 Adjust length of the foot massage section as needed

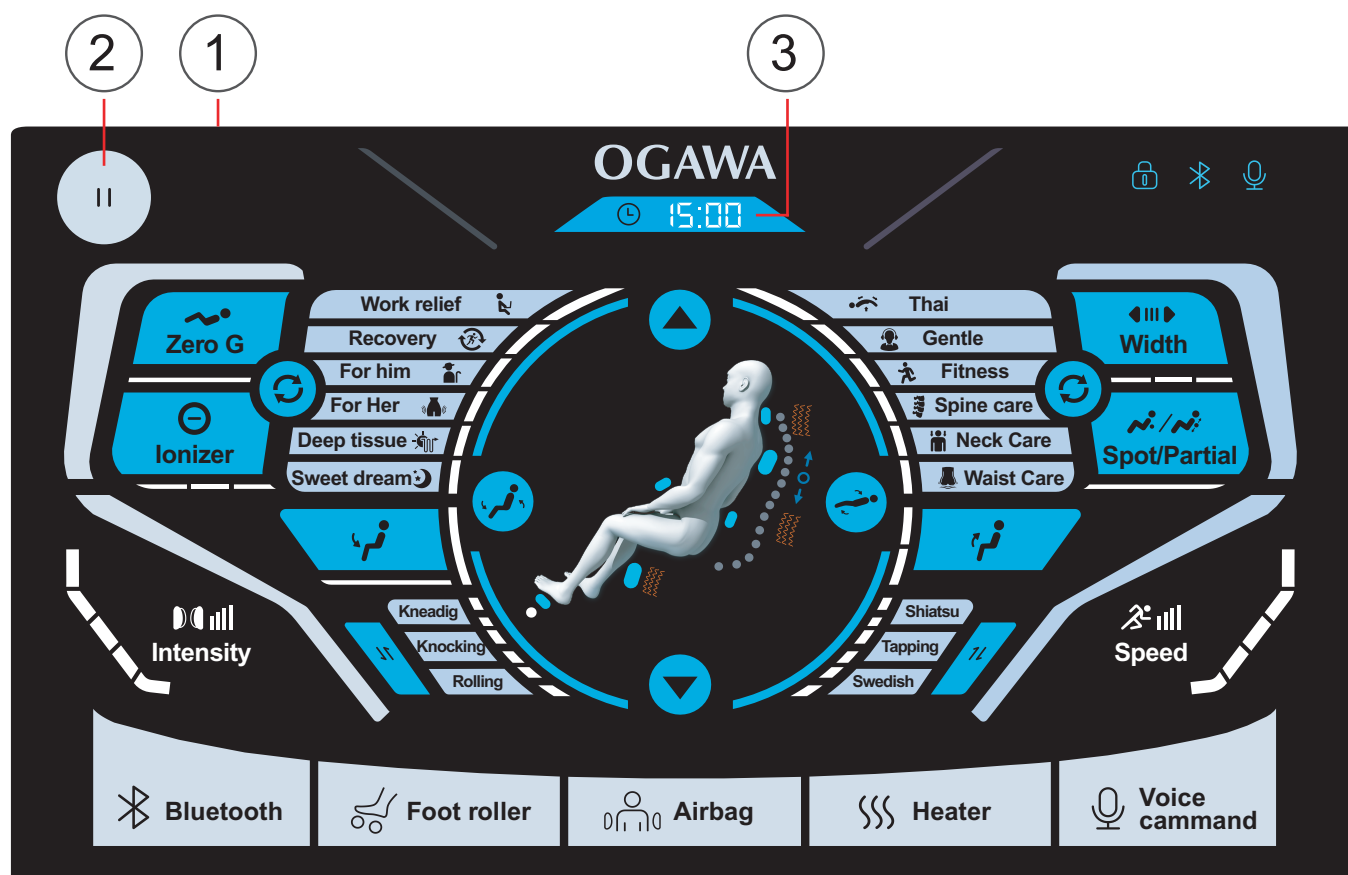
For a tall man

Step down the footrest when lifting to prevent knees from hanging.



Footrest is attach with spring for elongation purpose

Quick Controller



Pad Control

1. [POWER]

Press this button to turn ON the massage chair. Press again to turn OFF.

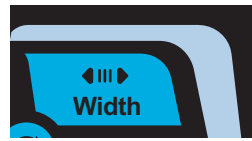
2. [Pause]

Press this button to temporary pause the massage. Press again to resume.

Press and hold this button 5 sec to activate child lock. To release, repeat the similar step.

3. [TIMER]

Press this button to increase the massage time, each press time will add 5 minute
5 > 10 > 15 > 20 > 25 > 30 in cycle.



4. [ZERO G]

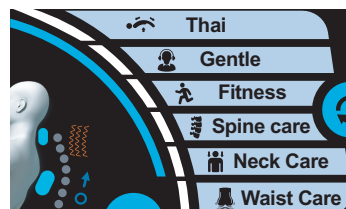
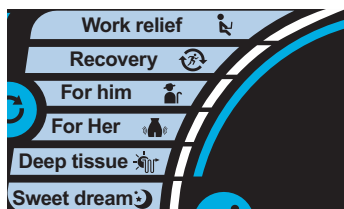
Press this button to activate zero G angle. Press the button to select ZG1 > ZG2 > Origin in cycle

5. [WIDTH]

In manual massage, press this button to select the massage width. Press the button to select narrow>medium>wide in cycle.

6. [SPOT/PARTIAL]

In manual massage, press spot to stop and focus at the location you want. Press again will switch to partial. Partial will use the stop point as a reference then move 8cm up and 8cm down. To release, press the button again.



7. [AUTO]

Total 12 auto program is available. Press the arrow button to select the auto program.



8. [UPWARD/DOWNWARD]

In manual massage, press either button to move the massage roller.

9. CHAIR [ASCEND/DESCEND]

Press this button to adjust the chair position.



10. FOOTREST [ASCEND/DESCEND]

Press this button to adjust the leg position.



11. [MANUAL MASSAGE]

Press this button to select manual massage.

Kneading 1/2 > Knocking 1/2 > Rolling 1/2 > stop

Shiatsu 1/2 > Tapping 1/2 > Swedish 1/2 > stop

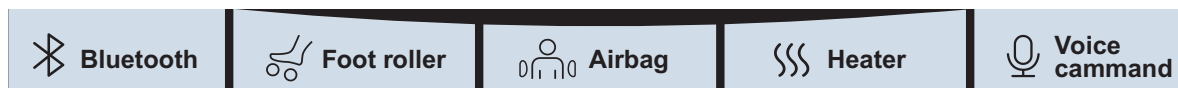


12. [INTENSITY]

Press this button to adjust the air pressure level.
LV1 > LV2 > LV3 > LV4 > LV5 in cycle.

13. [SPEED]

Press this button to adjust the massage speed.
LV1 > LV2 > LV3 > LV4 > LV5 in cycle.



14. [BLUETOOTH]

Press this button to turn on massage chair bluetooth.
Turn on your mobile phone bluetooth function.
Search for OG5577 then key in password 9999.

15. [FOOT ROLLER]

Press this button to turn on foot roller. Press again to turn off.

16. [Airbag]

In manual massage, press this button to select the airbag massage you want.
shoulder > hand > waist > leg and foot

17. [Heater]

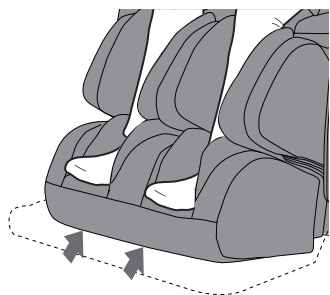
Press this button to turn on heater. Press again to turn off.

18. [VOICE COMMAND]

Press this button to turn on voice command. Press again to turn off.
In some situation, when microphone detect similar frequency, it will respond automatic so please turn it off when not use.

After massage

- 1 Make the foot massage section slide back to its original position.



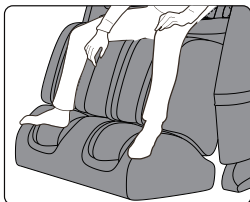
- 2 Move the feet from the Lower Leg/Foot massage section.

For safety, the footrest must be retracted after use.

Retracting method of the Lower Leg/Foot massage section

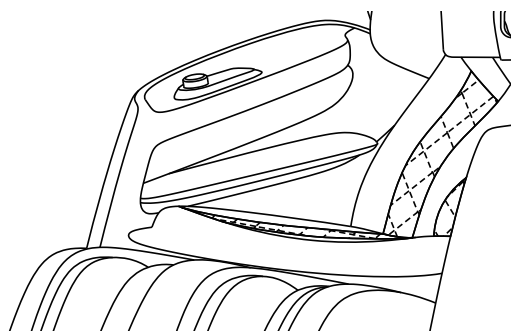
- Make sure there are no articles in the retracting position.

Slowly move the feet from the Lower Leg/Foot massage section.



Touch the footrest retract icon to allow the footrest back to origin position.

- 3 Insert the remote controller back into the pocket

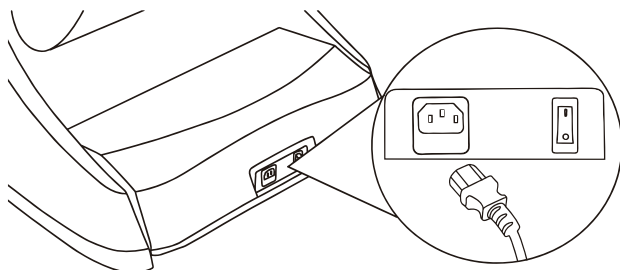


Warning

- Keep children from using the product, playing on its main body, or climbing onto its Lower Leg/Foot massage section, seat surface, backrest or armrests; otherwise accidents or injuries may happen.

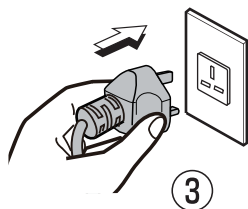


4 Power off the product.



① Turn off the power switch.

② Pull out the power plug.



Warning

- After use each time, pull the power switch to the **O** position and pull out the power plug; otherwise accidents and injuries by playing with them by children may happen.

Timer function

Massage will end automatically when time is up.

- The Lower Leg/Foot massage section will descend automatically.
- The massage wheels will move to the retracting positions.
- The backrest will not raise automatically.
If the screen was shut off, press ON/OFF button the backrest and footrest will return back.

To stop the massage in halfway

Press 

- 1. All the movement will stop immediately.
- 2. Press one more will continue the massage function.

If abnormal feeling

Press 

- All the movements will stop immediately.
- Step down the product carefully to avoid turnover of the product.

Cleaning and maintenance

Cleaning of the synthetic leather

Wipe the synthetic leather with a soft dry cloth.

- **Do not clean the product with chemicals such as thinners, gasoline and alcohol.**
- **When using a leather maintenance product (cleaning cloth) sold on the market, follow its directions for use.**
- **If the synthetic leather is very dirty, wipe it with the method below.**
 - ① Put a piece of soft cloth into water or 3% to 5% neutral detergent contained hot water and wring it out.
 - ② Wipe surface of the synthetic leather with the soft cloth.
 - ③ Wipe the detergent with a piece of cloth once soaked in clean water and wrung out.
 - ④ Wipe with a piece of wrung soft cloth.
 - ⑤ Have the synthetic leather take natural air drying.
- **If it is difficult to remove the stains on the synthetic leather, soak a piece of melamine foam bought from the market into a neutral detergent and use it wipe the product.**
- **Do not dry the surface by a hair drier.**
- **Surface of the synthetic leather may be dyed by fabric colors; therefore, be careful when wiping the product with denim or colored cloth.**
- **Keep these positions from long-time contact with plastics to avoid fading.**
- **Synthetic leather may discolor, so the position in contact with the hair dye used should be covered by a towel.**



Cleaning of the plastic parts

1 Put a piece of soft cloth into water or neutral detergent contained hot water, wring it out and wipe the plastic parts.

- **Do not clean the product with chemicals such as thinners, gasoline and alcohol.**

2 Wipe with a piece of cloth once soaked in clean water and wrung out.

- **Wring the cloth out before using it to wipe the remote controller.**

3 Have the plastic parts take natural air drying.



Questions and answers (Q&A)

Q Can persons paying frequent visits to hospitals because of diseases use the product?

A These persons should consult physicians before using the product.
 Massage is the so-called "touch-pressure stimulation": Muscles are compressed to relieve their tension and promote hemokinesis. Some diseases may get worsened because of massage. Thus, consult the attending doctors before using the product.

Q How about the body height requirement for use of the product?

A The body height requirement differs with the specific body type. See the rough reference below when using the product.
 If a person shorter than 145 centimeters or taller than 185 centimeters uses the upper body massage function and the Lower Leg/Foot massage function of the product at the same time, it will be possible that his soles will have poor contact with the foot massage section or that his knees will need to be bent.

For a taller person with knee bending when using the product:

Select method **A** or **B** below:

- A** Tilt the backrest and lower the Lower Leg/Foot massage section; or
- B** Massage the upper body only with the help of the footrest.
 (Massage the feet and the upper body separately.)

For a short person difficult to touch the foot massage section:

Select method **A** or **B** below:

- A** Raise the backrest and lift the Lower Leg/Foot massage section.
- B** Massage the upper body only with the help of the footrest.
 (Massage the feet and the upper body separately.)

Q Are there any things needing special attention during moving?

A Pay attention to the following things during moving.

For convenience during moving, tilt backrest of the product till the lowest position.
 During handling, do not sit on the product.

- ① Press ON button power on the product.
- ② Press  to make the backrest completely upright

Press the button until backrest and footrest stop



- ③ Turn off the power switch and pull out the power plug.
- If the original packing box is unavailable, make sure the power line is not wound on the product, wind it and place it on the seat surface. When handling the product, keep the power line from falling off and rubbing with ground.
- If the original packing box is unavailable, properly keep other packing auxiliary materials and wrap the product with them to avoid scratch and vibration during handling.

Q Where is serial number of the product?

A It is on back of the main body.



Q I care about the sounds the product makes when being used.

A It is caused by the core structure.

Q Does it matter if the massage wheels have different massage intensities?

A This phenomenon possibly exists during massage because of the core structure.
 To simulate the most natural massage effect, the product is designed with a core structure allowing alternate back massage by a left massage wheel and a right massage wheel. During massage, the massage wheels possibly have slightly different positions on the back. That's why you have that feeling. It is not a fault.

Q The acupressure force is too large.

A Set the air bag intensity to be "1" through the Air Bag button.
 You can also lower the Lower Leg/Foot massage section to reduce the acupressure force on the feet.

Q How about monthly power consumption of the product?

A Supposing you massage for 30 minutes in two times (15 minutes for each time) on each day, about 2 kilowatt-hours will be consumed each month.

Q What should I do if I do not feel warm in the knee?

A [Knee Warm] Only fabrics in the tiptoe positions are warm.
 Make the tiptoes in close contact with the warm transfer part. When the knee massage section is being raised, the warm transfer part is in close contact with the knee make you feel warm. You may cover your knees with a blanket to get warmer.

Troubleshooting

After a fault happens, inspect and try the corresponding method below.

If the fault still exists after that, contact the shop from which you bought the product.

Fault	Cause and elimination method
The massage wheels stop during use (The product beeps and all icons and buttons on the remote controller flicker and then go out.)	<u>For safety, the massage wheels will possibly stop upon a too large external force during use.</u> If all marks and buttons on the remote controller begin to flicker, it suggests an extreme abnormality. In this case, turn off the power switch and turn it on about 10 seconds later. If the massage wheels stop again, adjust your sitting posture and do not lean on the backrest completely. (Users, particularly those heavier than 100 kilograms, should follow relevant precautions.)
The product cannot tilt, or the footrest cannot be raised or lowered (The product beeps, the running light on the remote controller goes out and the product stops)	<u>For safety, the product will stop upon an obstruction or a too large force.</u> If all contents and buttons are flickering and the backrest or the footrest has stopped, turn off the power supply and turn it on about 10 seconds later and then operate the product.
The massage wheels cannot reach the shoulders or the neck	If the head is not in contact with the headrest, or the back is not in contact with the backrest, the shoulder position in body type detection will possibly be lower than the actual position. Sit in the deepest position of the product, lean your head on the headrest and operate from the beginning again.
The left and right massage wheels have different heights (intensities)	It is not a fault but a normal phenomenon because the product is provided with a massage core allowing alternate beats of the massage wheels.
The product cannot run at all. ● Upper body (the neck to the waist) massage ● Lower leg/foot massage	● The power line is disconnected. ● The power switch is not turned on. ● No program is selected after ON button on the remote controller is pressed.
The product is damaged	To avoid accidents, contact an authorized service center.
The power line or the power plug has abnormal heating	
Neither the waist nor the knee massage section provides a warm feeling	● The Back and knee heating button is set to be OFF. ● 「Knee Warm」 Only fabrics in the tiptoe positions are warm. The warm feeling depends on factors such as body type, massage method, clothes and room temperature. When the knee massage section is being raised, the warm transfer part is in close contact with the knee make you feel warm. You may cover your knees with a blanket to get warmer.
The product cannot cool down even if the Dual-temperature function is disabled	● Due to the heater structure, the product will still feel warm shortly after heating because of the residual heat. ● If a single part is continually massaged even after the heating function is disabled, you will feel increasingly warmer.
The heater does not heat even if the Back and knee heating is enabled function	● If neither upper body massage nor knee massage is enabled, the heating function will not work separately.

Troubleshooting (Continued)

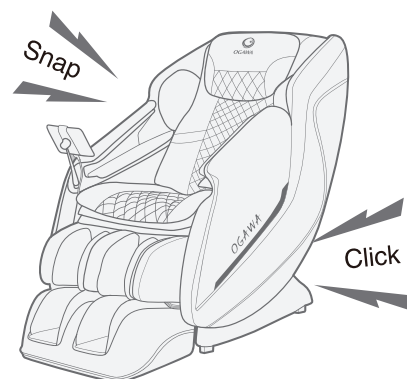
The sounds and feelings you care about in use of the product

You will hear or have the following sounds or feelings when using the product. It is not abnormal phenomena but results of the product structure.

- Sound when the stretching massages are retracted
- Sound and feeling when the massage wheels rub patterns on the fabric
- Sound of movements such as kneading and beat
- Friction sound of the running massage wheels
- Sound of up-down movement
- Sound of the conveyor belt
- Motor sound
- Sound of the squeezing massage wheels when they begin to stretch
- Sound when a person is sitting on the seat
- Friction sound between the armrests and the back cushion when the backrest is tilting
- Friction sound between the massage wheels and the fabric
- Sound of the inflator pump during Air Bag massage
- Sound of air exhaust during Air Bag massage
- Running sound of the solenoid valve at bottom of the product during Air Bag massage.
- Swing of the footrest
- Sound when the shoulders are stretched or moved
- Running sound of the air bags
- Sliding sound of the foot massage section
- Friction sound between the back cushion and the back cover leather when the backrest is tilting

If the sound is loud, it is also possible that the product has failed.

- In this case, have the product inspected and repaired by an authorized service center.



Warning

- **Do not refit, disassemble or repair the product without permission.** Otherwise fires, abnormal movements or personal injuries may happen.

Warning

- **In the case of any abnormality or fault, stop the product immediately and pull out the power plug to avoid fuming, fires and electric shocks.**
 - < Abnormality and fault examples >
 - The product fails to work after the power switch is turned to the ON position;
 - After the power line is moved, the product is discontinuously powered on;
 - In use, the product gives off a burning smell or an abnormal sound;
 - The product is deformed or abnormally heating
 - In any of these abnormalities and faults, have the product inspected and repaired by an authorized service center immediately.

Specifications

Power supply		AC220-240V~, 50-60Hz
Power consumption		85W
Upper body massage	Range of massage (up-down direction)	Approx.960mm
	Range of massage (left-right direction)	Approx.40~198mm
	Massage speed	Kneading: Approx.23~36times/min Beat: Approx. 192~307times/min. (single side) Moving speed: Approx.38~48mm/s
Angle of inclination		Backrest: Approx.120°~142°
Automatic power-off		Approx. 30 minutes (automatic power-off)
Dimensions	When it is not tilting: (L x W x H)	Approx.1480x760x1130mm(LxWxH)
	When it is tilting: (L x W x H)	Approx.1800x760x850mm(LxWxH)
Dimensions of packing box(L x W x H)		1280x780x1185mm(LxWxH)
Weight (Including the packing box)		90.5 kg
Maximum body weight of user		Approx.:100 kg

For a user heavier than 100 kilograms, the product may have bigger noise and its fabric housing may be worn quicker.

Customer Support Guidelines

Warranty Guidelines

Massage chair interior parts
Mainboard, board parts, motors, air pump
Interior wiring/airhose

Fees Applied

Cover Sheet
Any fading or deterioration of fabric, product parts, exterior cover sheet, etc caused by personal use

Controller
Broken screens, damaged controller, etc. caused by personal use

*Operational noise do not imply malfunctioning product.

Fees Applied

Fees apply for the following.

- 01 Problems due to liquids spilled within interior of product.
- 02 Broken or disabled parts due to excessive pressure.
- 03 Problems due to deformation or external defects caused by personal actions.
- 04 Problems due to not using part or cords provided by OGAWA.
- 05 Problems due to incorrect use of product.
- 06 Problems caused by user disabling parts of the machine.
- 07 Problems caused by repairs conducted by non-OGAWA technician.
- 08 Problems caused by natural disasters.
- 09 Failure to follow safety precautions addressed in User Manual.
- 10 Problems caused by personal misuse.
- 11 Problems caused by user's reckless behaviour, inability to follow guidelines, and etc.

*If after evaluation result conclude problems are not user's fault, warranty will be issued.

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