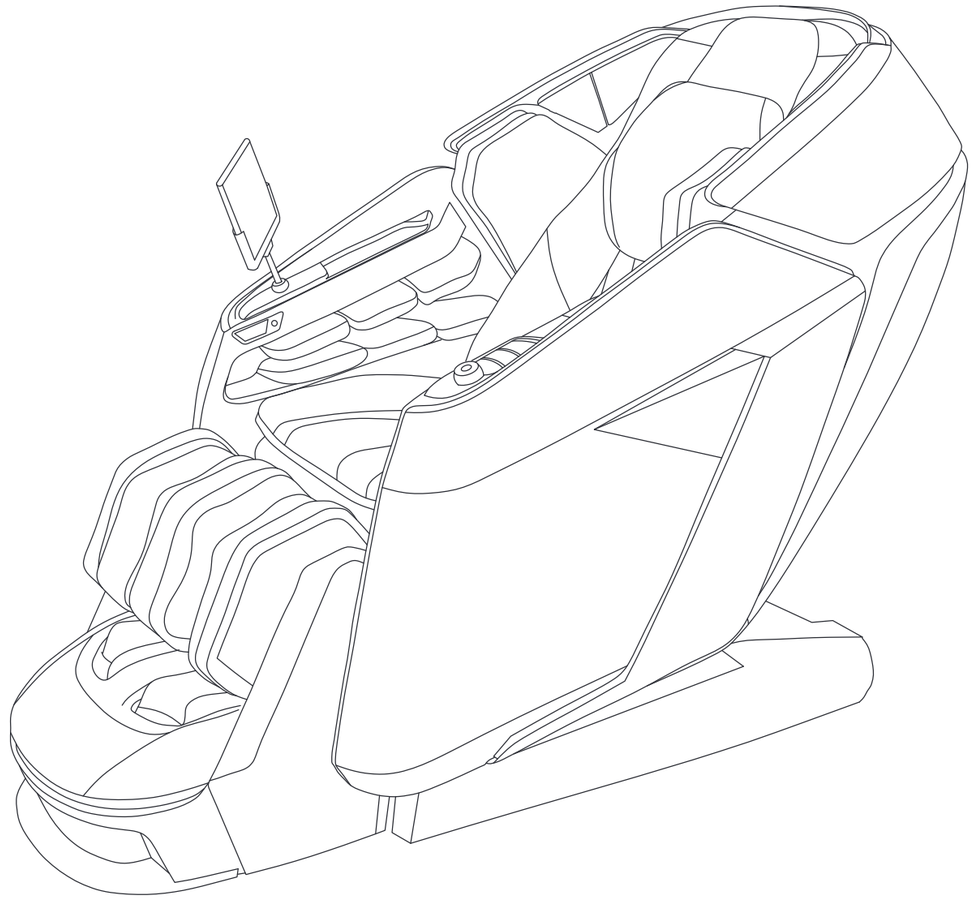
Osaki Ai SERIES

Instruction Manual

GRAND DUO 4D+4D



Please read SAFETY INSTRUCTIONS carefully before using the chair.

1.Thank you for buying our massage chair

2.Please read the user manual carefully to understand the operation way before operating the chair.

3.Keep the user manual in a good condition for review if needed.

4.Please pay special attention to “safety precautions” section.

Note: We reserve the rights of design change and explanation on the products, subject to change without prior notice, the pictures in the manual are for reference only, subject to real products.

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Please store the user manual in a good place for reading at any time

- Please read this manual carefully before use, and install and use it correctly according to the requirements of the manual.
- The safety precautions are to explain the size and severity of the hazard and damage. And divide some situations that may occur due to incorrect use and assumptions into two aspects: [Warning] and [Caution].

  Both are important safety warnings, please pay attention to them.

Warning	This symbol is a warning that death or injury may occur.
Caution	This symbol is a warning of possible injury or damage.

The Meaning of Symbols

	This symbol indicates prohibited behavior.		This symbol means that it is forbidden to disassemble by yourself.
	This symbol means that you must follow the instructions.		This symbol indicates the correct operation of the power cord.。

- After reading the following content, please be sure to keep it at any time.

Warning

- Patients with osteoporosis, spine fractures, and those suffering from acute painful diseases such as sprains or muscle strains.
- Heart disease patients (including those who are equipped with a pacemaker or are using other medical electronic equipment) Malignant tumor patients.
- People who suffer from perceptual impairment due to diabetes and other high-level peripheral circulatory disorders.
- People with abnormal spine or curved spine.
- People with herniated disc.
- Pregnant women and those who have just finished childbirth, and those who are in poor health.
- People suffering from trauma such as thrombosis, acute venous tumor, various skin inflammations, etc.
- People who have been found to have lost the ability to discern temperature.
- People with high fever symptoms (acute inflammation: such as fatigue, chills, changes in blood pressure, physical weakness)
- Seniors over 80
- People who are mentally handicapped, mentally handicapped, or incapable of operating this machine are prohibited from using this machine.
- People who cannot take care of themselves, infants and drunk persons are prohibited from using this machine.
- It is forbidden to use this machine if it gets wet or people with wet body.
- People who are not sensitive to heat or those who are allergic to heat must be careful when using it, or do not use it.
- Do not fall asleep in this chair.

People with the above symptoms are prohibited from using this machine, or must consult a physician before using this machine. If this product is used, close supervision must be carried out.

For users not suitable,it may cause accidents or physical discomfort.

Warning

!	● Before sitting, please make sure that there are no foreign objects between the various parts of the machine. ● When using the backrest lift, lower leg lift, and lower leg extension, make sure that there are no people or objects around (behind, under, or in front of the chair). ● If you experience abnormalities or feel abnormalities during use, stop using it immediately and ask your doctor. ● When massaging around the head, pay attention to the movement of the massage head, and don't massage the head too much. ● When massaging the surrounding areas of the neck, be especially careful and avoid massaging the neck too heavily. ● Do not use this machine to massage your abdomen or knees. ● If you want to leave the seat during the massage, you must stop the operation of the massage chair before leaving the seat. ● Do not use it with other equipment at the same time. ● Do not let children or pets play on or around the machine (especially when in use); also do not sit or stand on the backrest, armrests, or legs. ● When used by people with limited mobility or lack of communication skills, strict and continuous care must be provided. ● Before moving the machine, the angle of the backrest and legs must be adjusted back to the original state.	Accident or injury
	● When installing this machine, please turn off the power switch and unplug the power plug after the chair is reset. ● Only connect the plug of this machine to a suitable power outlet. And be sure to fully insert the plug into the power socket to reduce the risk of short circuit or fire. ● When not in use, be sure to unplug the power plug of the machine. Before unplugging the power plug, turn off all massage actions and switches.	Fire and electric shock
	● It is forbidden to curl and store the cushions and other accessories of the massage chair. ● It is forbidden to run the machine without load for a long time. ● It is forbidden to leave the appliance unattended after plugging in the power source.	Accident
⊘	● Do not use it when the power plug or socket is loosely inserted. To prevent electric shock and short circuit. ● Do not use a power supply other than the rated voltage to avoid fire, electric shock or malfunction. ● The power cord must not be broken, reworked, twisted, stretched, knotted, or pressed with heavy objects (pay special attention not to be pressed under the machine), etc. ● If the power cord or plug is damaged, cannot work normally, please do not use this product. ● Keep the power cord away from heat sources.	Fire and electric shock
	● If the machine is not working properly, has been dropped or damaged, has been splashed or dropped into the water, it must be repaired by professionals or sent to the designated repair center. Do not modify, disassemble and repair by yourself. ● If the power cord is damaged, you must use a special power cord or buy special components from its manufacturer or maintenance department to replace it. ● To avoid electric shock or personal injury, please do not open or disassemble any parts of this machine without authorization. There are no user-serviceable parts in this machine. ● Before use, please lift the back cushion to check whether the fabric of the backrest and other parts is damaged. If there is any damage (no matter how small the damage), please stop using it in time and unplug the power socket. Request for a repair.	Disassembly and repair

Caution

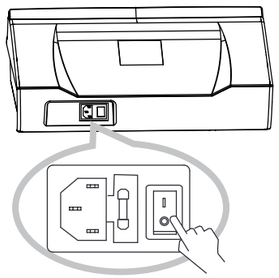
!	● This product is intended for use by individuals weighing below 120 kilograms.	When used by overweight individuals, the product may generate significant noise during operation, and the fabric may wear out more quickly."
	● Please use it on a flat ground.	To prevent it from accidental dumping.
	● Please start with a light massage. The recommended use time is 20 minutes, and the same position massage within 5 minutes.	Long time continuous use will have an adverse effect.
	● Please confirm the correct position of the massage head before sitting down slowly.	To avoid accidental damage.
	● The tablet hand controller should be placed on the tablet support in time, and do not randomly place it to avoid damage to the tablet hand controller from being squeezed or dropped.	
	● Before connecting the power plug to the socket, be sure to check that the power switch is in the off position.	
	● When not in use, before unplugging the power plug, turn off all massage actions and switches.	Otherwise, it may cause an accident when the power is restored.
	● Be sure to insert the power plug completely into the power socket.	To reduce the risk of short circuit and fire.
	● Check whether the power cord is damaged, there should be no adherents such as moisture or trash on the power plug.	If you don't pay attention, you may get an electric shock in case of leakage or malfunction.
	● For safety, please install the ground wire accurately. The power plug must be plugged into a socket with a grounding wire. The ground plug cannot be bent or removed.	
⊘	● Do not press or step on the massage head with hands and feet. ● Do not reach between the active massage heads. ● Do not put your hands and feet into the gaps of the movable mechanism. ● Please do not let objects fall or jam into any slots of the machine. ● Do not stand, sit or put anything on the backrest, armrests, or calves. ● Do not stand, sit or put anything on the backrest, armrests, or calves. ● Do not stand on the machine during use. ● Do not unplug the power plug and turn off the power switch during use. ● Do not put your hands and head into or under the calf massage area. ● Do not use hard hair accessories on the head. ● When massaging the buttocks and thighs, there should be no hard objects in the trouser pockets. ● Do not hit the armrest with hard objects or sharp cones, so as not to affect the appearance of the armrest. ● When the backrest of the massage chair is in an inclined position, do not sit on it or press it heavily. ● Do not use it when the skin is bare or wearing only thin clothes. Although thin clothes can enhance the massage effect, it may cause skin irritation and pain or low-temperature burns. ● Do not use this product immediately after meals, as it may cause physical discomfort. ● Do not use this machine while wearing loose clothes or jewelry. ● Keep long hair away from the massager.	Keep long hair away from the massager.
	● Keep this machine away from heat, humidity, sharp objects, and corrosive, flammable and explosive environments. ● It is forbidden to put heating items such as electric blankets on the machine.	Otherwise, the fabric will fade, change color, or harden and deteriorate the synthetic leather.
	● Do not approach the stove or place it around heating appliances such as heaters. ● Do not place it under direct sunlight or in an environment where the room temperature is higher than 40°C. ● Do not place it in an environment with severe dust or corrosive gas. ● Do not place it in a small space or use in a place with poor air circulation.	
	● Do not use this unit outdoors.	

Caution		
	● Please keep it dry and do not use or store this product in swimming pools, bathrooms and other particularly humid environments. ● The chair and the controller can not be sprinkled with water. ● Do not use this product when the body is wet.	To prevent leakage or electric shock.
	● Be sure to install the ground wire correctly. (Improper grounding connection may cause electric shock hazard. If you have any doubts about the correctness of the grounding of the machine, please entrust a qualified electrician for inspection.) ● Please do not use plug adapters. (If the plug attached to the machine does not match your socket, please do not modify the plug, but ask an electrician to install a suitable socket.)	To reduce the risk of electric shock.
	● Before cleaning the machine, be sure to unplug the power plug. ● After using this machine, be sure to unplug the power plug.	To prevent fire or electric shock.
	● In the event of a power failure, please unplug it immediately.	
	● Please pull out the power plug by holding the plug. Avoid pulling the power cord to unplug the power plug.	
	● After each massage, please turn off the power switch and unplug the power plug.	To prevent accidents.
	● Unplug the plug immediately when there is a power failure.	Otherwise, it may cause an accident or injury when the power is restored.

Usage environment	Environment temperature：0℃~35℃ Relative humidity：20%~80%
Storage environment	Environment temperature：-5℃~35℃ Relative humidity：20%~80%

Grounding Instructions

※This machine is equipped with a cable with a grounding plug. The plug must be plugged into a well-installed and grounded socket that meets the requirements of this plug.

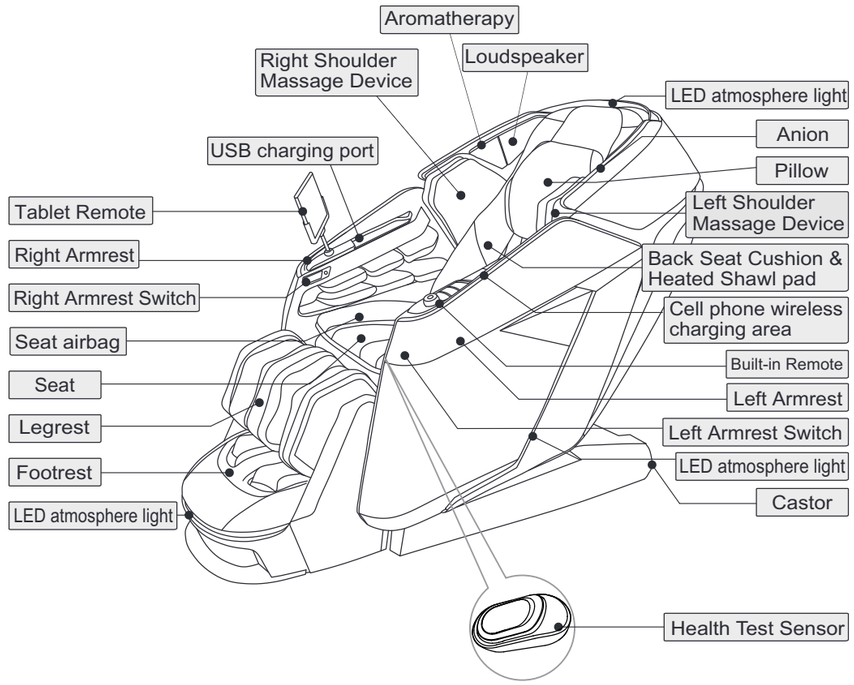


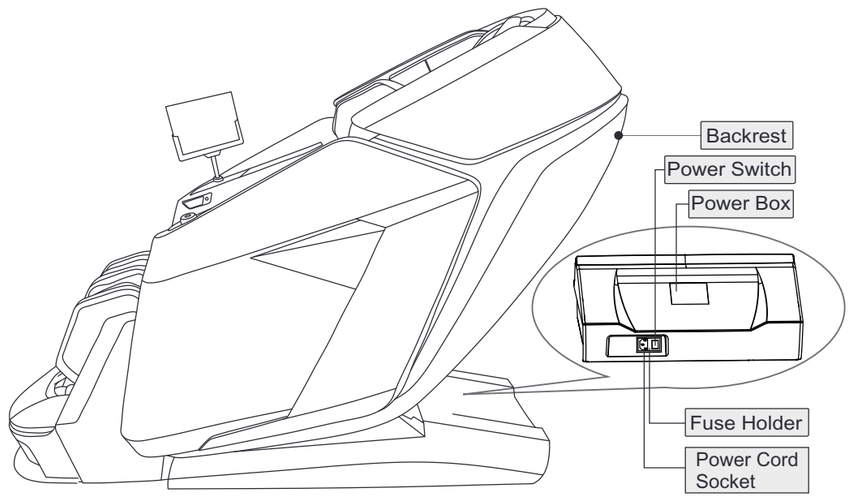
Replace the Fuse

※When the fuse is blown, please unplug the power plug first, turn off the power switch, then use a screwdriver to open the fuse box cover on the switch box, replace with a new fuse of the same specification, and then reinstall the fuse box cover or entrust an electrician to assist in the replacement.

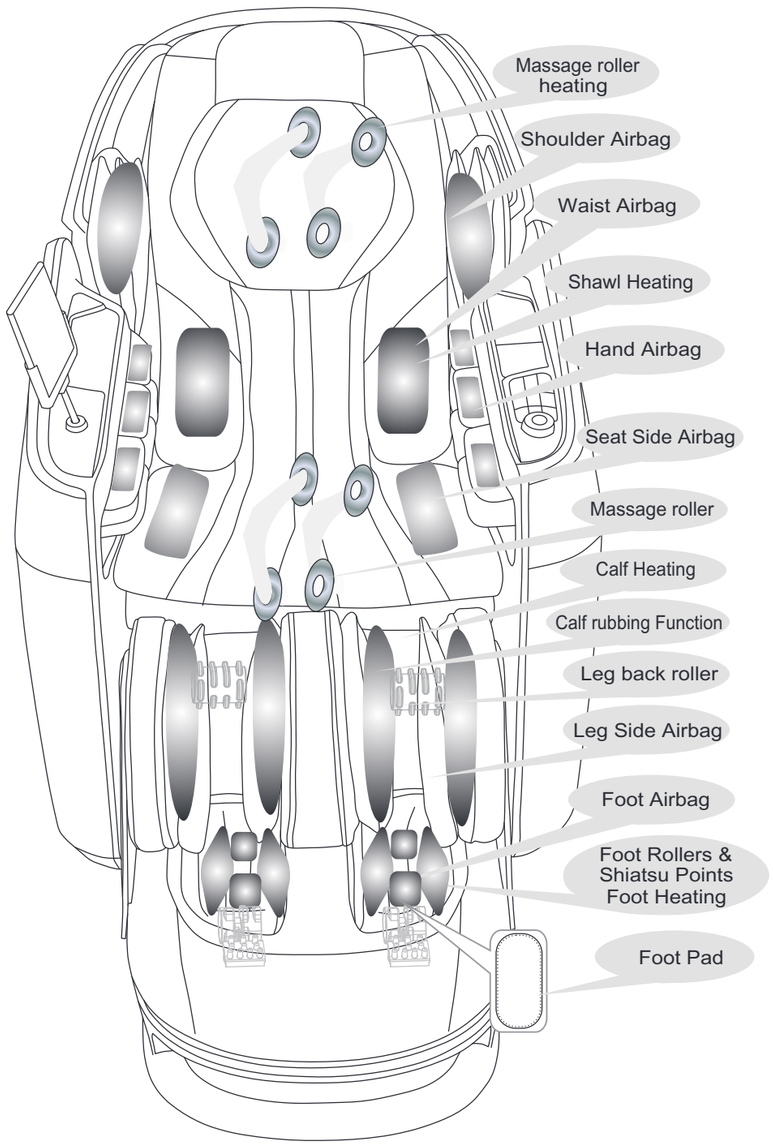
The place where the ground wire cannot be set.	Gas pipe: may cause explosion and fire. Telephone lines and lightning rods: lightning may cause electric shock and fire. Water pipe: The ground wire does not work where there is plastic in the water pipe.

External Structure

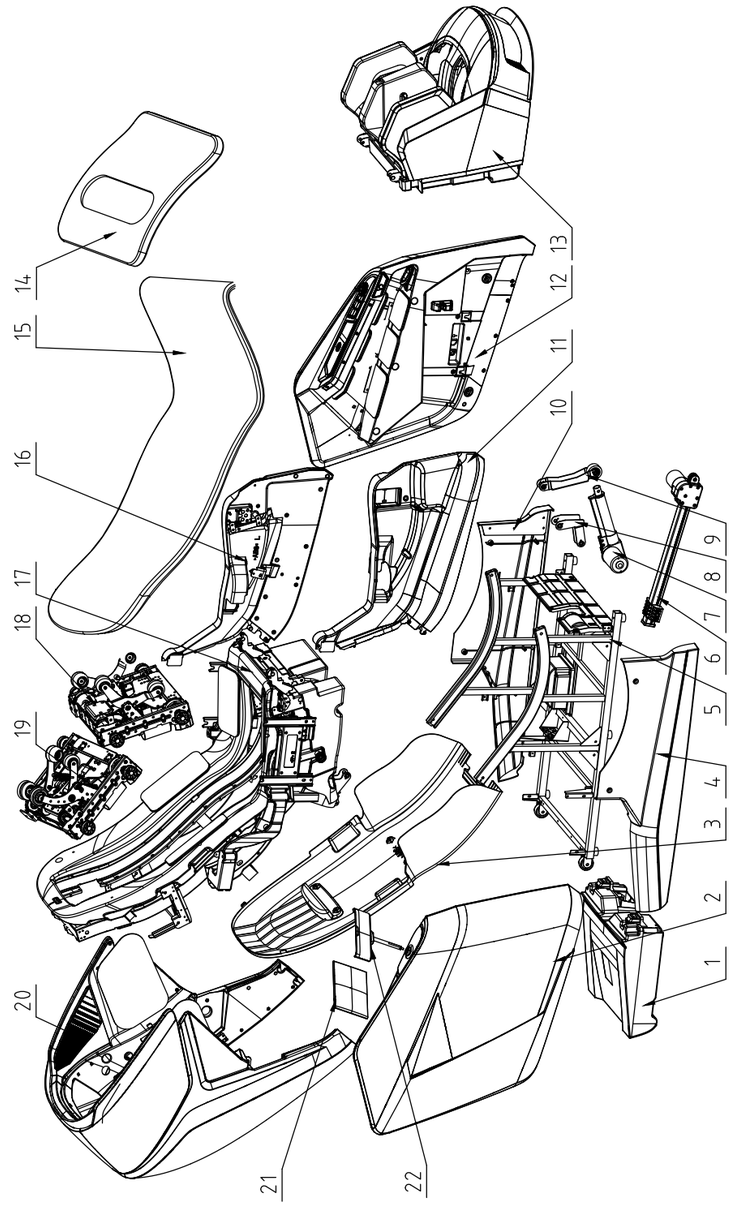




Internal Structure



Mechanical Explosive View



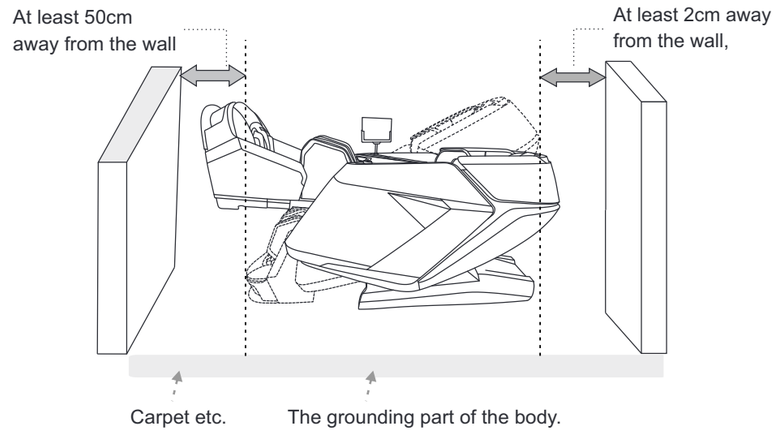
Mechanical Components List

NO	NAME	PIECE	NO	NAME	PIECE
1	CMD Tablet Controller	1	22	Shoulder cushion	1
2	Tablet Bracket Assy	1	23	Backrest Cover	1
3	Right Armrest Assy	1			
4	Right Lower Guard Assembly	1			
5	Power Box Assy	1			
6	Right Fender	1			
7	Seat Frame Assembly	1			
8	Seat Actuator	1			
9	Leg and Foot Electric Support Rod	1			
10	Actuator Split Ear Seat Component	1			
11	Legrest Actuator	1			
12	Leg and Foot Assembly	1			
13	Left Fender	1			
14	Left Lower Guard Assembly	1			
15	Left armrest assembly	1			
16	Pillow Assembly	1			
17	Shawl Assembly	1			
18	Back Seat Cushion	1			
19	Back-rest Assy	1			
20	Upper Mech	1			
21	Lower Mech	1			

Installation 1

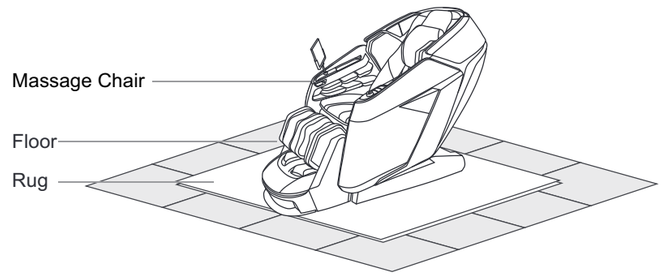
Decide the setting place.

- Please make sure you can tilt the space.



Hint:

because sometimes can damage the floor, so it is recommended to put carpet etc under the body, When laying, prepare a rug that can cover the ground part of the body.



Attention:

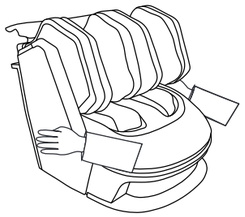
- Do not use or store the product in swimming pool, bathroom or other particularly humid environment.
  - To prevent leakage, electric shock or failure.
- Please use on a flat field.
  - Prevent accidental dumping of the machine.
- Do not close to the stove or placed around the heating fan and other heating appliances.
  - Can cause fabric fading, discoloration or synthetic leather hardening deterioration, etc.

Installation 2

Step 1 Take footrest , main body and accessories from the packing box

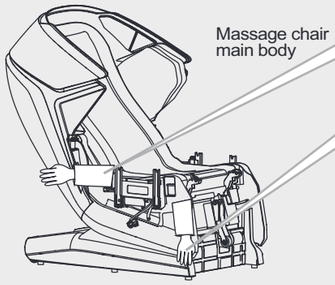
①Hold the left and right sides of the legs and footrest with both hands and lift the legs and footrest out of the seat of the main body

Legrest device

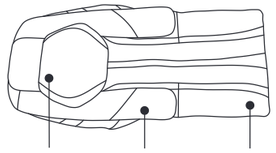


②take out the accessories box and other parts, and lift out the body of the massage chair by more than two people.

③Check and confirm whether the attachments are complete (please check one by one against the packing list)

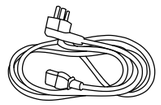


Two people should each use one hand to hold the backrest handle, and the other hand to hold the front lower end of the seat side panel. Slowly lift it out.




Tablet


tablet support


Power cord

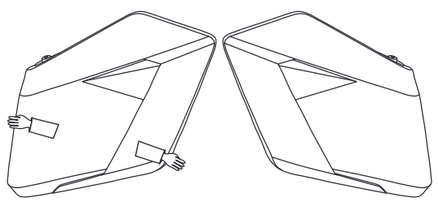


Aromatherapy Box
(contains 5 aromatherapy tablets)


2 M6*30
Screws


Hex key

④lift out the left and right armrest put the armrest flat on the table or the ground. (Be careful not to scratch).


Left armrest

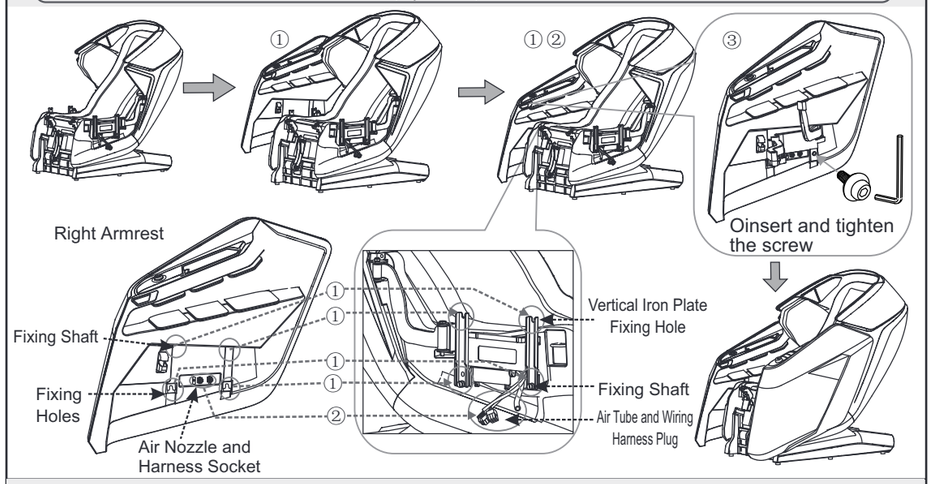
Right armrest

Installation 3

Step 2 Installing the Left and Right Armrests

①Move the right armrest close to the side of the main unit and raise the armrest. Insert the upper fixing holes of the two vertical metal plates on the side of the seat into the fixing shafts on the inside of the armrest. Simultaneously, insert the lower fixing shafts of the vertical metal plates on the seat side into the fixing holes at the lower end of the outside of the armrest.②Connect the air tube on the side of the seat to the air nozzle on the side of the armrest securely and insert the harness connectors of the corresponding colors into the harness socket.③Align the screw holes of the lower end connecting part of the armrest, use an Allen wrench to screw in and tighten one M6*30 screw, then close the armrest.④Install the left armrest following the same method.

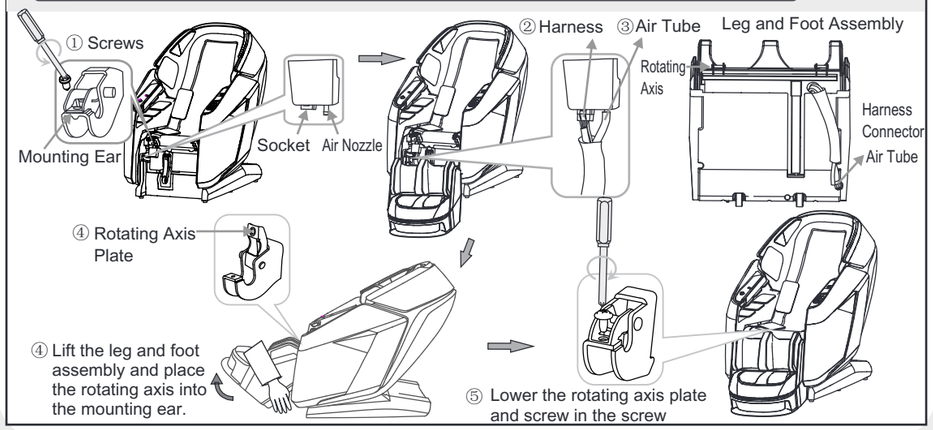
⚠ Note: During installation, avoid pinching the air tube, as it may cause air leaks or prevent the airbag from inflating. Ensure the fixing plates and harness connections are secure to avoid armrest detachment or malfunction of the convenience controller, speakers, or Bluetooth.



Step 3 Installing the Leg and Foot Assembly

①Remove the screws from the mounting ears on the leg and foot assembly.②Connect the harness plug of the leg and foot assembly to the socket on the main unit.③Securely connect one air tube from the leg and foot assembly to the air nozzle on the main unit.④Lift the rotating axis plate on the mounting ear, raise the leg and foot assembly, place the rotating axis into the mounting ear of the main unit, and lower the rotating axis plate.⑤Screw in and tighten the screws.

⚠ Note: When connecting the air tubes and harnesses, ensure they are not twisted together.

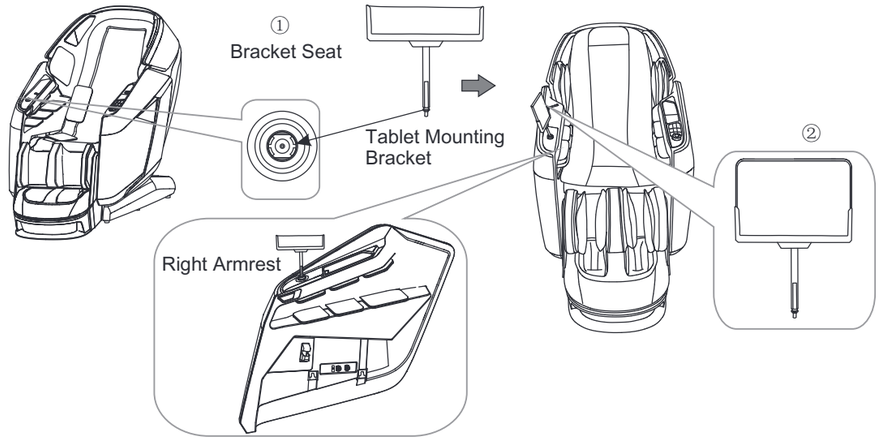


Installation 4

Step 4 Installing the Tablet Controller Mounting Bracket

①Insert the tablet mounting bracket rod into the bracket seat on the right armrest. Align the rod with the shape of the bracket and the seat hole until the bottom screw of the bracket is securely in place.②Place the tablet controller on top of the bracket.

Note: After inserting the tablet controller into the bracket, it can be charged once the massage chair is powered on. If it is not charging, gently press down on the controller to ensure the charging port at the bottom is properly connected.

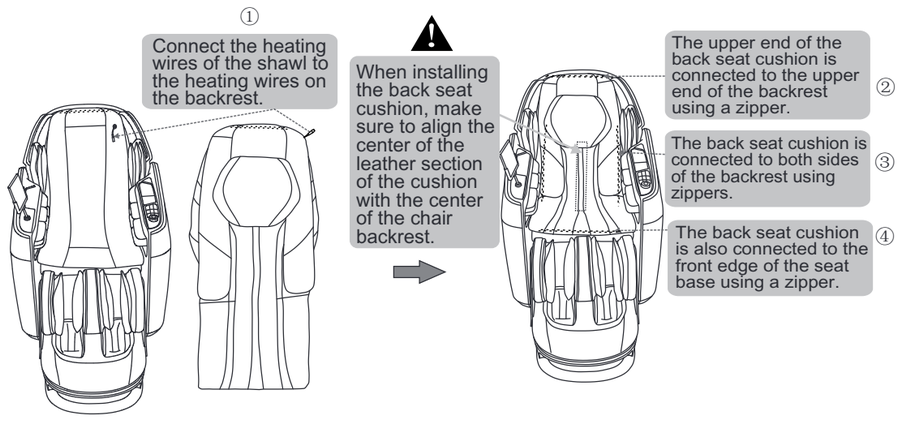


Step 5 Connecting Air Tubes and Heating Wires, and Installing the Back Seat Cushion

Connect the heating wires for the shawl. Finally, zip the back seat cushion together.

★Warm Suggestion: When the user sits in the chair, make sure the bottom of the pillow is level with their ears before connecting the pillow to the backrest. This will ensure more accurate body shape detection and achieve a more comfortable massage effect.

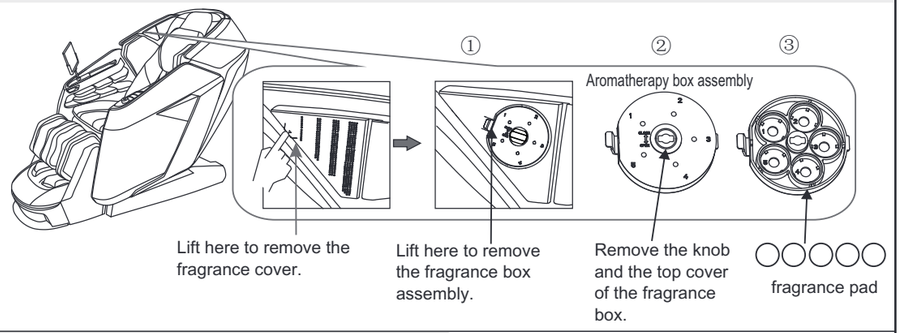




Installation 5

Step 6 Installing the Fragrance Pads

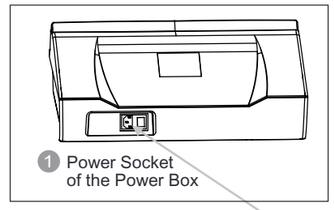
①Open the fragrance cover on the right shoulder of the chair and remove the fragrance box assembly. ②Rotate the knob to remove it along with the top cover of the fragrance box.③Place the fragrance pads into the corresponding slots in the fragrance box according to their numbers.④Replace the top cover of the fragrance box and screw the knob back in.⑤Reinstall the fragrance box assembly into the right shoulder of the chair and close the fragrance cover.

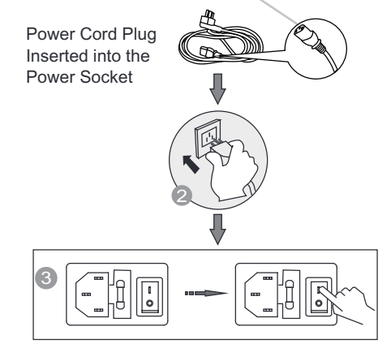


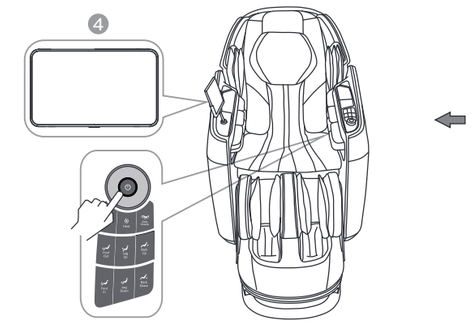
Step 7 Post-Installation Operation

1. Insert the power plug into the power socket located under the backrest (as shown in the diagram).
2. Plug the other end of the power cord into a power outlet.
3. Turn on the power switch at the back of the power box (the switch has “O/I” markings; press “I” to turn it on).
4. Use the convenient hand controller on the armrest or the tablet controller to select the massage function and enjoy the relaxing and comfortable massage provided by this product.

Note:Before connecting the power plug to the outlet, make sure the power switch is in the “off ” position.







Environment

Caution

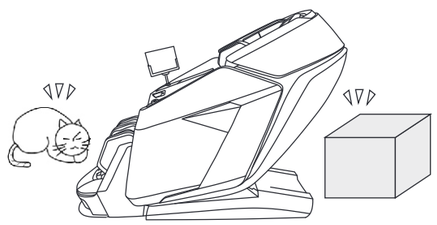
Don't use the chair in wet places like near swimming pool, bath room to avoid leakage or electric shock.

Don't use under sunlight or near stove or other heating place to avoid upholstery deteriorated.

Please use chair in flat place to avoid chair falling or noise or other unexpected trouble.

● Check places in front

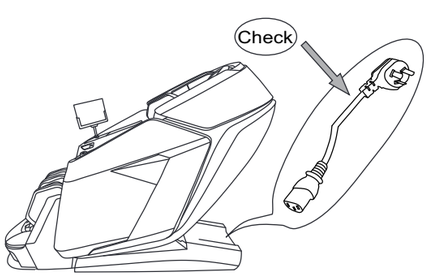
Check the areas when back and leg extending, make sure no people, pets or other things around.



● Check power cable, plug

(1) Clean the dust on plug on time. (using dry cloth).

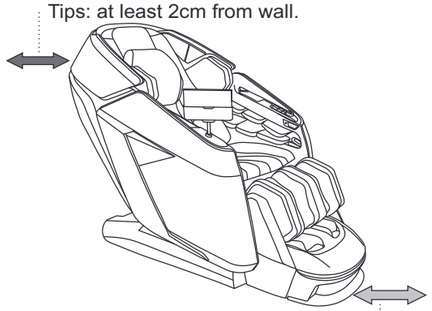
(2) No damage, re-do, bend, stretch, tie or press with heavy thing(especially can't be pressed by the chair) on power cable.



Check environment

● Space size for using the chair

- Zero space from wall.
  Tips: at least 2cm from wall.



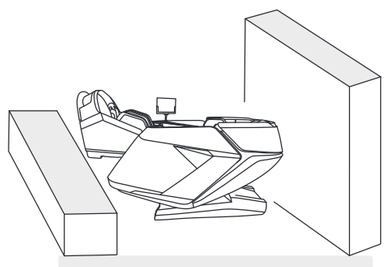
- At least 50cm in front of the leg.

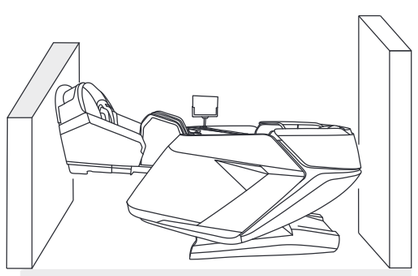
● Check surroundings

When the backrest or legrest reclines or extends, please pay attention to:

(1) Check any person or things in every direction.

(2) Check the space size.





How to move massage chair

Caution

✦Don't move chair when it's working in case of accidents or damage

How to move

※ Bind the cables and put them in the seat to avoid damage when moving.

※ If you plump the chair, it may damage the inner parts of the chair.

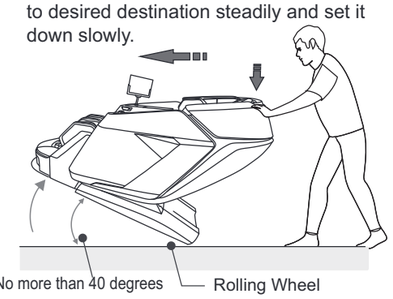
※ Don't use the castor if the floor is wooden or other easy damaged material. It will need 2 or more persons to lift the chair.

※ Make sure the power is off and the plug doesn't touch the floor(It's better to let the chair in standing status to avoid the back crashing the floor)



Normally

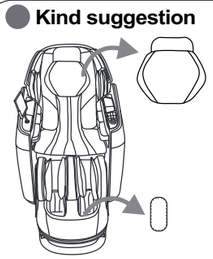
1. Press down the head part to make the gravity fall on the back castors. Then push the chair to desired destination steadily and set it down slowly.



Please hold the footrest to move the chair as shown in the picture in case any scratches on the leatherette

During massage chair backrest lie down process, can't move the armrest.

● Kind suggestion



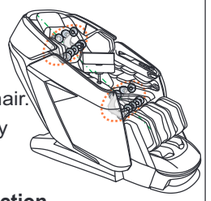
- If you think the back massage is not strong enough, please remove the pillow before massage.
- If you think the foot roller massage is weak, please remove the foot pad.

Adjustment before massage

● Before adjustment

✦ Please confirm the massage mechanism is at the right position before sitting in the chair.

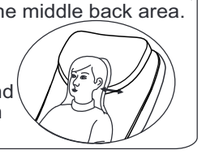
※ Avoid injury caused by improper position of massage head.



✦ **Shoulder Height Detection**

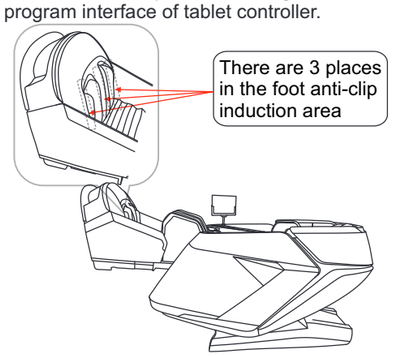
During the shoulder height detection, if the massage mechanism can't find the shoulder, the default position is the middle back area.

Proper posture: please put your back against the back of the chair and lean your head back on the pillow cushion.



● Foot Safety Anti-Clip Function

When the footrest angle is being adjusted, the massage chair can automatically detect the length of human legs,do not put your feet on the out cover if footrest now,otherwise it will affect the detection of the leg length, resulting in retraction failure of the footrest. Also,there is anti-pinch reminding on auto program interface of tablet controller.

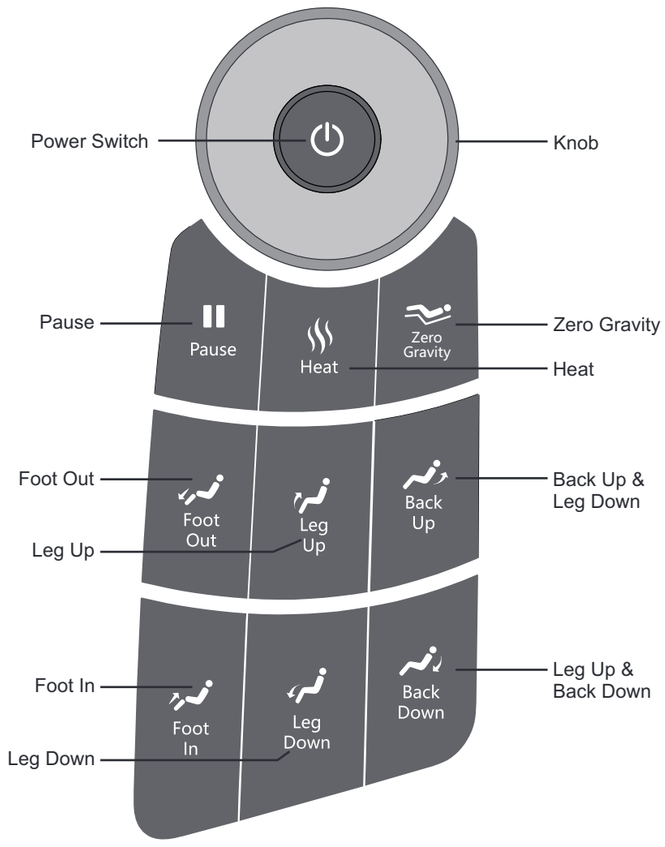


When the massage chair is turned off, do not put your feet or any parts on footrest, or the foot retracts will stop; In this state the chair continues reset, the legs and feet can not be collected to the original position.

Note: When the power is turned on, the massage chair should be fully reset. Turn on the machine again, otherwise it will cause the anti-clamping function to fail.

The power box have the flowing anti-pinch function,if there is heavy obstacle pressed the cover of power box,the backrest will stop declining,and continue to decline after heavy obstacle removed.

Built-in Remote Instructions

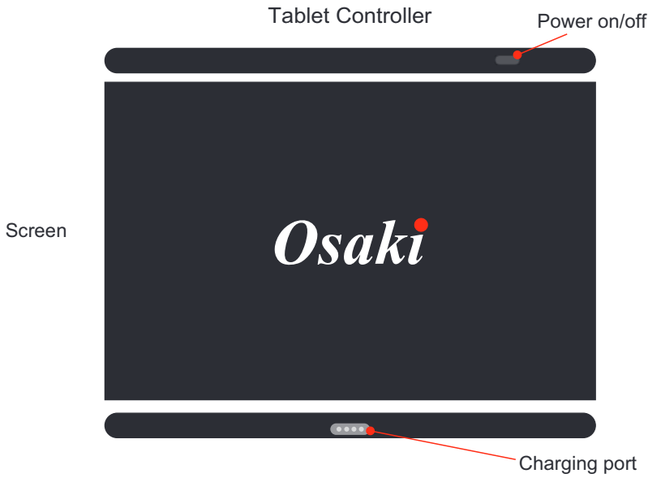


Tips: When the following functions are enabled, the tablet hand controller will display the status synchronously.

1. In standby mode, press the power button for about 2 seconds to turn on the massage chair. The chair will enter the operating state and cycle through the five programs: “Traditional Chinese Medicine Wellness,” “Pain Relief,” “Muscle Relaxation,” “Quick Relaxation,” and “Health Maintenance.” The tablet controller will display the current program interface. To turn off the massage chair, press the power button for about 2 seconds to shut down and reset the chair.
2. Knob, clockwise rotation can control the 4D+, counterclockwise rotation can control the 4D- .
3. In ON status, press this key to enter Pause mode, back light becomes red, press it again to restart massage, back light becomes white.
4. In ON status, press this key to enter Heat level one, level two, level three and heat off in turn.
5. In ON status, press this key successively to enter Zero Gravity , Relaxation, Sleep and Reset Mode in turn.
6. In ON status, keep pressing this key to extend the footrest, release it to stop.
7. In ON status, keep pressing this key to retract the footrest, release it to stop.
8. In ON status, keep pressing this key to raise the legrest, release it to stop.
9. In ON status, keep pressing this key to lower the legrest, release it to stop.
10. In ON status, keep pressing this key to raise the backrest and lower the legrest, release it to stop.
11. In ON status, keep pressing this key to lower the backrest and raise the legrest, release it to stop.

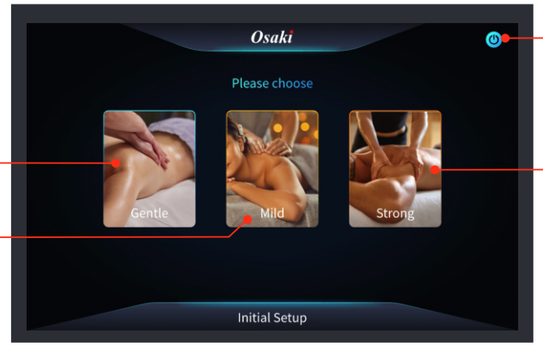
Massage operation

Tablet remote control operation



1.Press and hold the power button at the upper right corner of the tablet controller for 2 to 3 seconds to turn it on and display the startup screen. Once the tablet is on, Bluetooth will automatically connect, and the main interface will appear. To turn off the device while it's on, press and hold the power button. A short press will put the screen into sleep mode.

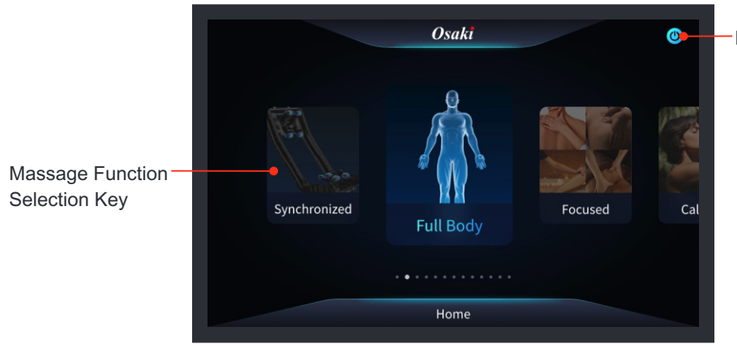
Initial Setup Interface



The Initial Setup Interface allows you to set “Gentle,” “Mild,” or “Strong” modes:
Gentle: Corresponds to 4D first gear for the up and down mechanism, and air pressure intensity level 1.
Mild: Corresponds to 4D third gear for the up and down mechanism, and air pressure intensity level 3.
Strong: Corresponds to 4D fifth gear for the up and down mechanism, and air pressure intensity level 5.
After selecting the desired intensity mode, proceed to the main interface.

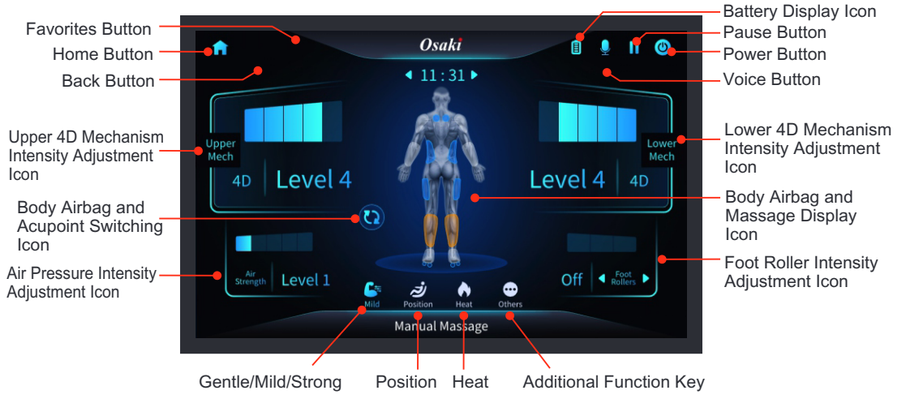
Tablet remote control operation

Main Interface



In the main interface, you can swipe left or right to select the following options: Full Body 、Focused、Calming、Point Massage、International、Personalized、Healing、Manual Massage、AI Massage、My Favorites、Settings、Health Test.

Body Standby Interface



Tablet remote control operation

Body Shape Detection Interface



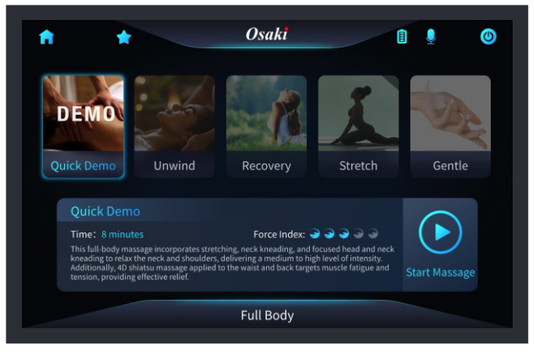
Click on the Home button and select "Synchronized " to enter the body operation interface. If this is the first time powering on the machine, you will enter the body detection interface.During body detection, only the power button can be used. After body detection is complete, you will proceed to the shoulder height adjustment interface.

Shoulder Height Adjustment Interface



Long press the up and down arrow buttons to adjust the position of the upper mechanism. Release to stop the movement. The running trajectory of the upper mechanism will be dynamically displayed on the body.
If there is no adjustment, the shoulder height adjustment interface will automatically close, but you can also click the "OK" button to manually close the shoulder height adjustment interface.

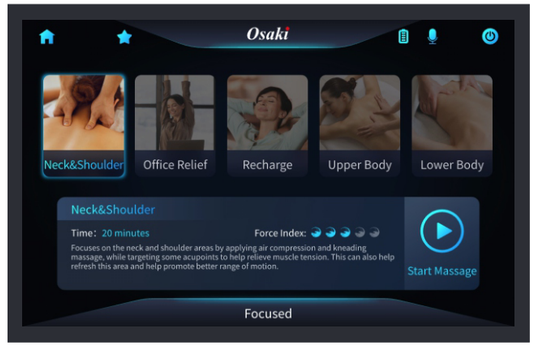
Full Body Massage Program Interface



Home screen to enter the Full body Massage Program Interface. Full Body programs include: Quick Demo, Unwind, Recovery, Stretch, Gentle, Meditation, and Synchronized.
Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

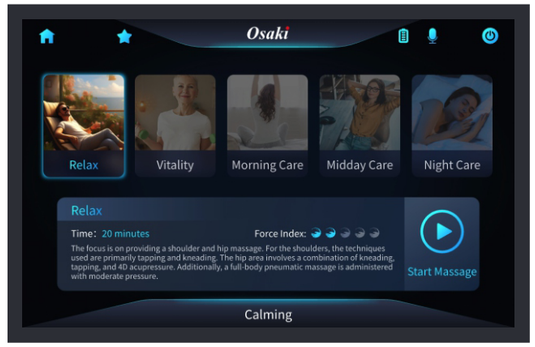
Tablet remote control operation

Focused Massages Program Interface



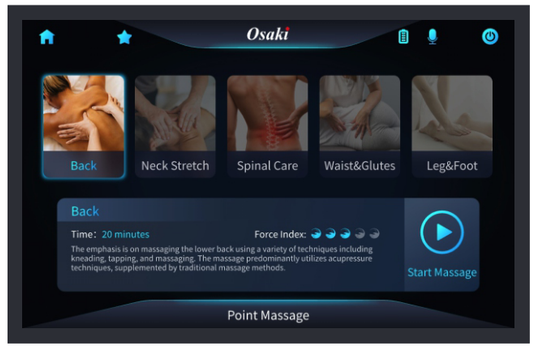
Click on "Focused" on the Home screen to enter the Focused Program Interface. The Focused programs include: Neck & Shoulder, Office Relief, Recharge,Upper Body, Lower Body,Sport Recovery, Fatigue Relief, and Lower Body Relax.
Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

Calming Massages Program Interface



Click on "Calming Massages " on the Home screen to enter the Calming Massages Program Interface. The leisure programs include: Relax, Vitality, Morning Care,Midday Care, Night Care, Point Massages, Back, Neck Stretch,Spinal Care, Waist & Glutes Massage, and Leg & Foot Massage.
Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

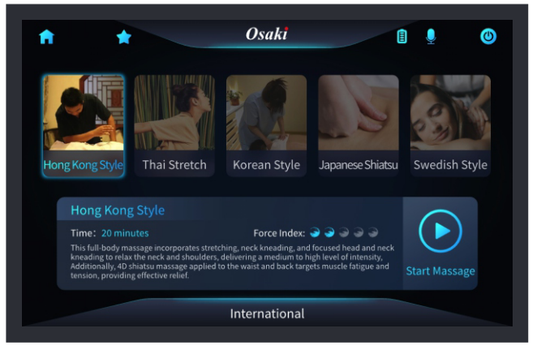
Point Massage Program Interface



Click on "Point Massage" on the Home screen to enter the Point Massage Program Interface. The part programs include: Back, Neck Stretch, Spinal Care,Waist & Glutes, and Leg & Foot.
Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

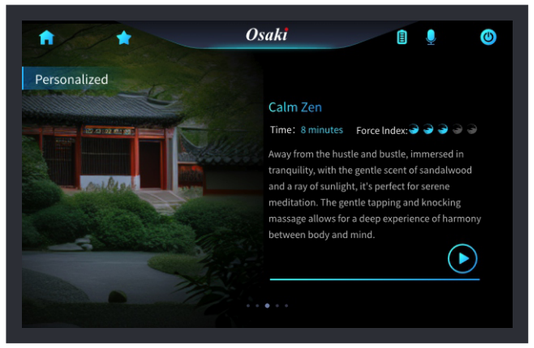
Tablet remote control operation

International Interface



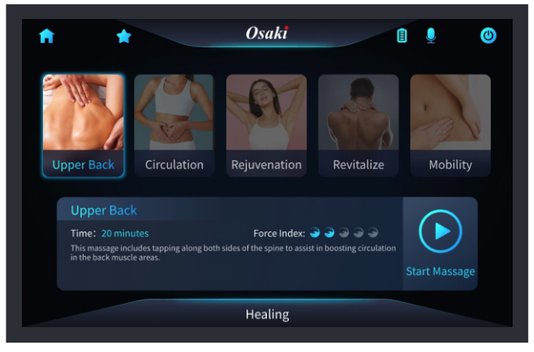
Click on " International " on the Home screen to enter the International Program Interface. This programs include: Hong Kong Style，Thai Stretch，Korean Style，Japanese Shiatsu，Swedish. Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

Personalized Massages Program Interface



Click on " Personalized" on the Home screen to enter the Personalized Massages Program Interface. The Personalized Massages programs include: Beach, Spring Forest, Calm Zen, Afternoon Garden,Tea House, and Mobility. When running the Personalized Massages program, if the user does not manually turn on the light therapy, the light therapy function will be enabled by default. If the user does not manually turn on the aromatherapy, the aromatherapy function will be enabled by default.
The light effect and aromatherapy functions correspond to the 5 Personalized Massages programs. Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.

Healing Massage Program Interface



Click on " Healing " on the Home screen to enter the Healing Massage Program Interface. The Healing massage programs include: Upper Back, Circulation, Rejuvenation, Revitalize,and Mobility. Below the massage program icon, you will find the selected massage program's massage time, force index, program description, and the start button for the massage program.
When running the Healing massage program, if the user does not manually turn on the heating, the heating function will be enabled by default. If the user does not manually turn on the negative ion function, the negative ion function will be enabled by default.

Tablet remote control operation

Manual Massage Interface



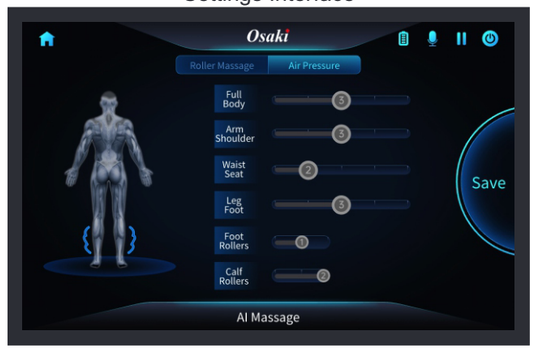
Click on the "Manual Massage" icon on the Home screen to enter the Manual Adjustment Interface. The manual adjustment interface includes: Mode, Area, Air Pressure, 4D Adjustment, Mechanism Speed, Air Pressure Intensity, Foot Roller, Leg Roller, Mechanism Width, Upper Mechanism, Lower Mechanism.
Mode: Click the + icon to display manual massage techniques, including kneading, tapping, patting, acupressure, and knead-tap massage.
Area: Full Body, Local, and Targeted Massage.
Air Pressure: Click the + icon to display air pressure areas, including full body, shoulders, waist, and legs.

AI Massage - Mechanical Massage Settings Interface



Click on "AI Massage " on the Home screen to enter the AI Massage Interface. The customization area selection buttons allow you to choose from four different areas: neck and shoulders, back, waist, and hips.
Mechanical Massage: Mode, 4D Intensity, Speed, Heat Therapy.
Mode: Kneading, Tapping, Knocking, Shiatsu.
Heat Therapy: Roller, Shawl, Calf, Foot.
Save: You can only click the save button to activate the personalized program if you have set the mechanical massage or air pressure massage.

AI Massage - Air Pressure Massage Settings Interface



Click on " AI Massage " on the Home screen to enter the Personal Customization Interface. Click on "Air Pressure " to enter the Air Pressure Massage Interface. You can select different air pressure massage areas: Full Body, Arm Shoulder, Waist Seat , Leg & Foot. choose one. After selecting the area, the default is Level 3 air pressure intensity, which can be adjusted by clicking the setting level.
Foot Rollers and Leg Rollers can be set to roller levels 0 - 2.

Tablet remote control operation

My Favorites Interface



Click on the "My Favorites" icon on the Home screen to enter the Favorites Interface. You can save up to 12 favorite programs. Click to run a program, and long press a favorite program to delete it. Manual programs cannot be saved.

Settings Interface



Click on the "Settings" icon on the Home screen to enter the System Settings Interface. The submenus include: Language, Sound, Brightness, Screen Off Settings, Bluetooth, Wi-Fi, System Upgrade, Voice Network Configuration, Service, Factory Reset, and Operation Guide.
Click on any function button to open the corresponding interface and follow the instructions on the screen for the required actions.

Health test Interface



Click on the "Health Test" icon on the Home screen to enter the Health Test Interface. The submenus include: Health Test and Health Report.
Detection Tip: Please adjust to the most comfortable sitting position, place your index finger on the detection sensor on the inner side of the right armrest, stay relaxed, and breathe evenly. Click the "Start" button to begin the test.
The screen will display the physiological detection interface with a progress bar.

Tablet remote control operation

Health Report Interface



After the detection is complete, it will automatically proceed to the Health Report display and intelligent recommendations. Based on the fatigue-related detection results, you can directly click on the intelligent recommendation to start the massage.

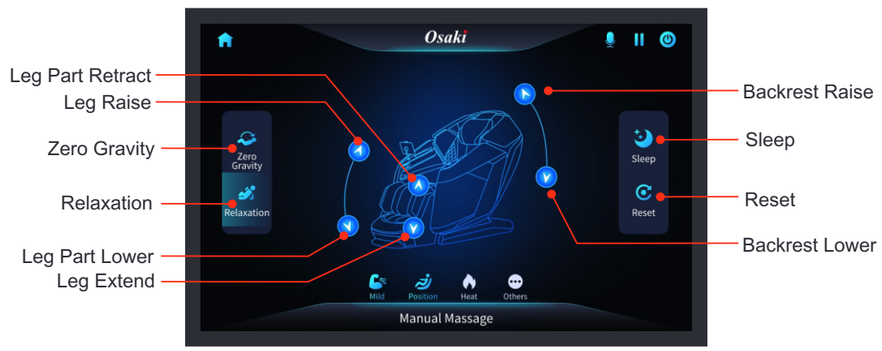
After detection is complete, the following data will be displayed: heart rate, blood oxygen levels, microcirculation, and fatigue. Please note that the displayed data is for reference only.

Voice Phrase Interface



Click on the "Voice" button to enter the Voice Phrase Interface.

Position Adjustment Interface

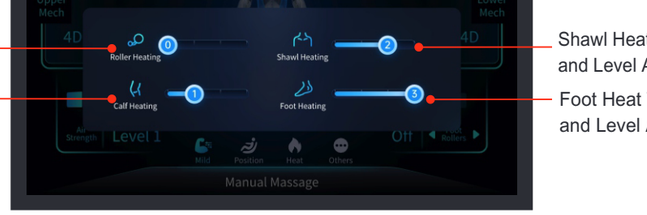


Tablet remote control operation

Additional Features Interface



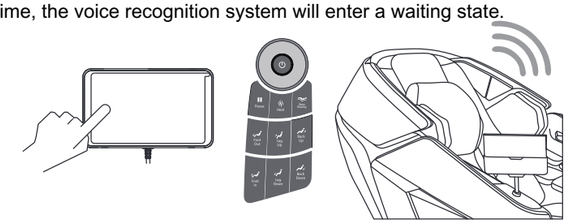
Heat Therapy Function Interface



Voice control use method

Using Smart Voice Control (When voice control functionality is available)

In standby mode, press the power key on the tablet controller or convenient controller to power on the device. At this time, the voice recognition system will enter a waiting state.



● When using the voice recognition function, you need to first say " Hi Osaki / Hey Osaki " for the system to recognize subsequent voice commands.
After the massage chair recognizes the command, there will be a corresponding voice feedback from the speaker, indicating that the command has been successfully recognized.
Please use standard Mandarin to say the following voice commands. If not recognized, pause for 2 seconds and then try again with increased volume.

● Voice Command Entries:

Voice Commands
Hi Osaki / Hey Osaki
Stop Massage
Volume Up
Volume Down
Quick Demo Mode
Unwind Mode
Recovery Mode
Stretch Mode
Gentle Mode
Meditation Mode
Neck and Shoulder Mode
Office Relief Mode
Circulation Recharge Mode
Upper Body Massage Mode
Lower Body Massage Mode
Sports Recovery Mode
Fatigue Relief Mode

Massage operation

Voice control use method

- Voice Command Entries:

Voice Commands
Lower Body Relaxation Mode
Relax Mode
Vitality Mode
Morning Care Mode
Midday Care Mode
Night Care Mode
Back Massage Mode
Neck Stretch Mode
Spinal Care Mode
Waist and Glutes Massage Mode
Leg and Foot Massage Mode
Hong Kong Massage Mode
Thai Stretch Mode
Korean Style Massage Mode
Japanese Shiatsu Mode
Swedish Massage Mode
Upper Back Massage Mode
Circulation Mode
Circulation Mode
Circulation Mode
Revitalize Mode
Mobility Mode
Beach Massage Mode
Spring Forest Massage Mode
Calm Zen Massage Mode
Afternoon Garden Massage Mode
Tea House Massage Mode
Synchronized Mode
Increase Strength/Increase 4D
Reduce Strength/Reduce 4D
Increase Air
Reduce Air
Zero Gravity
Reset Position
Relaxation Position
Sleep Position
Heat Function

Voice control use method

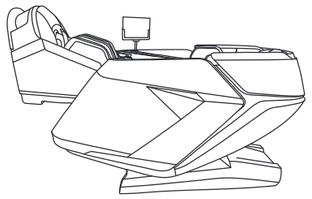
- Voice Command Entries:

Voice Commands
Switch Off heat Function
HPause Massage
Continue Massage
Switch Off Voice Function

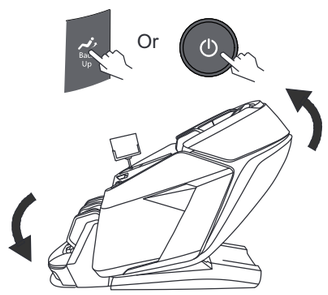
Massage operation

Restoration of the massage chair

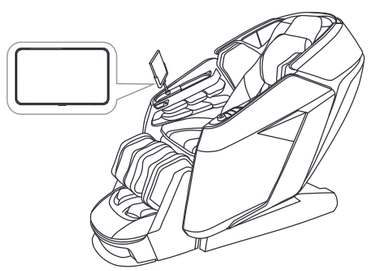
❶ Confirm whether there are people, pets or other items in the movement range of this chair's backrest or leg-rest.



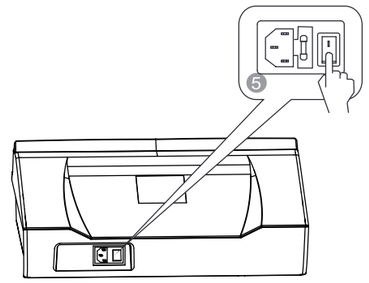
❷ Use a manual controller to slowly restore the backrest and legs to their original position. (Or to directly press the "switch" button off can also make the backrest and leg-rest slowly return to their original position.



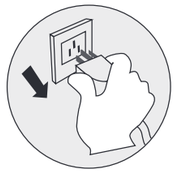
❸ After being stored, put the hand controller back on the tablet bracket of right armrest.



❺ Turn off the power switch.



❻ Unplug the power plug from the power socket. (Attention: hold the right plug position)



❼ Do proper tidies and cleaning.

Attention

- After the massage, press the "on/off" button to turn off all the massage movements and wait for the massage rollers to be collected and put in place.
  After use, make sure the power supply is disconnected to avoid accidental injury to children or other pets.
- After use, turn off the power switch, pull out the power cord plug,Environmental protection and energy saving.
  Avoid pulling the power plug by pulling the power cord alone.
  Avoid damage caused by moisture, dust and degradation of insulation.

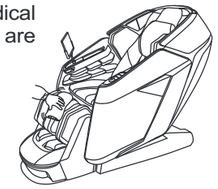
Synthetic leather

- **General cleaning**
  Clean with tidy, soft and dry cloth slightly.



(Chemical or medical cleaning products are forbidden)





- **If leather is dirty**
  ❶ Dip soft cloth into 3-5% neutral detergent solution, squeeze it then clean the stain on the surface gently.
  ❷ Wash cloth, squeeze it and wipe with detergent.



❸ Clean it softly with dry cloth.
❹ Allow to dry (air blower is prohibited)

Plastic parts

❶ Dip cloth into neutral detergent, squeeze it and clean.
❷ Wipe with water-dipped but squeezed cloth.
❸ Allow to dry.



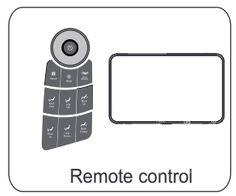
Clean the controller

❶ Wipe with soft cloth after squeezing.

❷ Allow to dry.
Propellant, diluent or alcohol are prohibited.







Remote control

Cloth material

❶ Dip cloth into weak neutral detergent, squeeze it and clean the material surface.
- (Diluent, gas, alcohol are prohibited)
  Brush the dirty parts with weak neutral detergent. (avoid excessivebrushing)

❷ Excessive cleaning may cause damage to cloth material.
❸ Wipe with water-dipped but squeezed cloth.
❹ Allow to dry.





About cleaning

- Before cleaning, unplug the electricity, don't touch plug with wet hands.
- Make sure hands are dry when plugging to the socket.
- If failed to follow the mentioned instruction, user may get electric shock or burned.

FAQ and Troubleshooting

Trouble	Possible reason	Troubleshooting
The massage chair can't work after power is on.	Check if the control is on or not.	Open control switch
	Not choose massage function	Choose massage function
	Check whether the plug and socket in poor contact.	Make sure plug and socket are connected.
	Wire or plug has damaged.	Please ask manufacturer or appointed or authorized maintenance man for checking and replacement.
	The fuse burned out.	Replace fuse of same specification.
	Something wrong with inner circuit	Please ask appointed or authorized maintenance man for checking and repairing.
There is beep sound inside the massager while working.	It is sound of air pump, motor and mechanical parts.	Normal sound, no need to pay attention to it.
Different height of the left roller and right roller.	Massage rollers work on shifts.	Normal, no need to pay attention to it.
Sound suddenly becomes much louder while working.	Check if it is due to long time working.	Turn off the power to have the massager rest for over half an hour before next turn working.
	Inner parts fretted away due to long time work. It's normal	Please ask appointed or authorized maintenance man for checking and repairing.
Massage function suddenly stops while working.	Suddenly power-down	Connect the electricity power again
	Setting time is up.	Turn off the power to have the massager rest for over half an hour before next turn working.
Neither the backrest nor the legrest can be lay down.	Check if there are any obstacles; the chair overloads; for the sake of safety, sometimes the massage machine may automatically stop working. There is heavy things on power box.	Remove the obstacles; turn off the power to have the massager rest for over half an hour before next turn working.
The chair can't return to its original position.	Excessive operation; setting time is up.	Please ask manufacturer or appointed or authorized maintenance man for checking and replacement.
Electric wire or plug give out heat	It may work overload	Turn off the power to have the massager rest for over half an hour before next round working.
	Other abnormal case	Stop using， and ask appointed maintenance man for help.

Note: If the troubles are not caused by above reasons, please turn off the power switch and cut off the power, then contact the manufacturer or service agent to repair your chair.

Technical data

Name	Massage Chair	Power	300W
Model	GRAND DUO 4D+4D	NW/GW	Main body :131.3/154.5kg Armrest :19.4/25.4 kg
Input voltage	☐ 120V～ 60Hz ☐ 220V～ 50/60Hz ☐ 240V～ 50Hz	Packing size	Main body:1305×850×1275 mm Armrest : 1060×430×750 mm (L×W×H)
Safety design	Class I		

Others