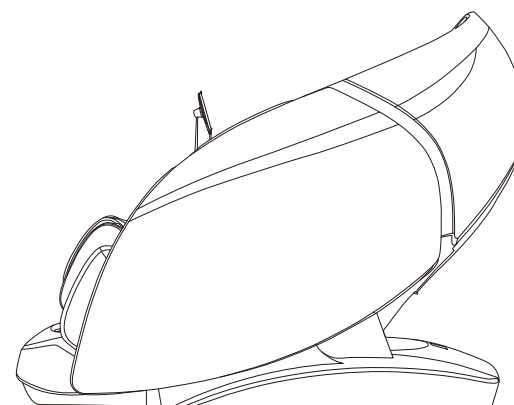




# 4D DuoMax SE

Massage Chair



Operation Instructions

Thanks for purchasing this product. Please read this manual instruction carefully in order to know how to use this product correctly before operation. Please pay more attention to some important safety warning and keep this manual book properly for future use.



Note: Our company reserves the right to change and explain the design of the product. If there is some difference between the product function in market circulation and the description in the manual, it is a normal update of the product, and our company will not inform you otherwise. The specific product function and color shall prevail in kind.

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## Safety Precautions (Must be observed)


- Please read all relevant instructions carefully before use.
- The notes marked here will help you to use the product safely and correctly.
- In order to clearly indicate the extent of harm and damage, precautions are divided into **"Warning"** and **"Caution"** that may be caused by incorrect use. Both of them are important for safety and must be followed.

 <b>Warning</b>	Indicates that serious injury or death may result from improper use.
 <b>Caution</b>	Indicates that misuse may cause minor injury or property damage.

- Please pay attention to the symbol before each safety item.


 <b>Forbidden</b>	Absolute prohibition
--	----------------------

### The following populations should not use this product


 <b>Forbidden</b>	<ul style="list-style-type: none"> <li>■ The device is not intended for use by persons (including children) with physical disabilities, sensory or neurological impairments or who lack experience and common sense, unless they are supervised and instructed in the use of the device by those responsible for their safety. Children must be supervised to ensure they do not use tools for play.</li> <li>■ Patients with osteoporosis.</li> <li>■ Patients with severe heart disease and wearing implantable medical devices such as pacemakers and defibrillators that are susceptible to electromagnetic waves.</li> <li>■ People who have a fever (above 38 degrees ).</li> <li>■ Pregnant women or shortly after childbirth and during their menstruation period.</li> <li>■ People who follow medical advice and are prohibited from receiving massage due to thrombosis, aneurysm, severe varicose veins, or other circulatory diseases. Within two weeks after the appearance of blood clots, it is strictly prohibited to massage any form of body parts that have blood clots.</li> <li>■ Patients who are injured or have a skin disease.</li> <li>■ When unsupervised, any children are under the age of 14 and those unconscious are not allowed to use this product.</li> <li>■ People who require rest or feel unwell as instructed by a doctor.</li> <li>■ People with spinal abnormalities or scoliosis are prohibited from receiving this product due to medical advice due to other diseases.</li> <li>■ People whose bodies are wet are forbidden to use this product.</li> <li>■ This product has a hot surface. Persons insensitive to heat must pay attention when using this product.</li> </ul>
--	--

## Safety Precautions (Must be observed)


### Important safety warnings


 <b>Warnings</b>	<ul style="list-style-type: none"> <li>■ Keep children away from the movable parts of this product.</li> <li>■ Use the well-grounded power supply unit suitable for this product.</li> <li>■ Pull out the plug after use or before cleaning to avoid any damage to physical injury or the product.</li> <li>■ Operate this product as instructed in this manual.</li> <li>■ Do not use any parts or accessories which are not recommended.</li> <li>■ Do not use this product outdoors.</li> <li>■ Do not use near open flames such as stoves, and do not smoke while using.</li> <li>■ Do not use heating equipment such as electric blankets on this product.</li> <li>■ Do not sit on the back of the chair, leg massagers, shoulders, armrests, or stand on the seat.</li> <li>■ Please read the Operation Instructions carefully before operation.</li> <li>■ Never use this product for any other purpose not listed in the manual .</li> <li>■ 20 minutes of usage each time is recommended.</li> <li>■ Do not use this product if the cover or leather is broken or damaged.</li> <li>■ Do not drop anything into this product.</li> <li>■ Never fall asleep while using this product.</li> <li>■ Do not use this product if you are drunk or feel unwell.</li> <li>■ Do not use this product within one hour after a meal.</li> <li>■ Do not use this product with excessive force to avoid any injury.</li> <li>■ Do not use for purposes other than massage.</li> <li>■ If the supply cord is damaged, to avoid danger, it must be replaced by a professional from the manufacturer, its maintenance department or similar department</li> </ul>
---	---


### Operating environment

 <b>Caution</b>	<ul style="list-style-type: none"> <li>■ Do not use this product in a very moist environment such as the bathroom.</li> <li>■ Stop using this product immediately when the ambient temperature changes sharply.</li> <li>■ Do not use this product in any heavily-dusty or caustic environment.</li> <li>■ Do not use this product in a small space or a place without good ventilation.</li> </ul>
--	---


## Safety Precautions (Must be observed)

Storage conditions	
 Caution	<ul style="list-style-type: none"><li>■ Storage room temperature: 5 °C to 40 °C.</li><li>■ Relative humidity (RH) between 20% and 80%; free of corrosive gases, and a well-ventilated room.</li></ul>

Product service and maintenance	
 Caution	<ul style="list-style-type: none"><li>■ This product should be maintained by the service center designated by the manufacturer only. No user should disassemble or maintain it without permission.</li><li>■ Do not forget to turn off the main power switch after usage.</li><li>■ Do not use this product if the power socket becomes loose.</li><li>■ If this product will be left unused for a long period of time, it is necessary to roll up the power cord of this product and store this product in a dry and dust-free environment.</li><li>■ Do not store this product at a high temperature or near open flame. Avoid prolonged exposure to direct sunshine.</li><li>■ Please clean this product with dry cloth. Never use thinner, benzene or alcohol.</li><li>■ The mechanical components of this product are specially designed and manufactured, so no special maintenance is needed.</li><li>■ Do not use a sharp object to stab at this product.</li><li>■ Do not roll or pull this product on any uneven ground. Instead, it should be lifted before moving.</li><li>■ Please use this product intermittently. Do not keep it working continuously for a long period of time.</li></ul>

Solutions to ordinary malfunctions	
 Caution	<ul style="list-style-type: none"><li>■ If the motor sounds during operation of this product, this is the normal operation sound.</li><li>■ If the controller cannot work normally, check whether the plug and the power socket are connected reliably, and whether the power switch is turned on.</li><li>■ If the rated working time is over, this product will automatically activate the power-off button; If this product keeps operating for a long period of time, the temperature protector will stop this product automatically. The product can be used again after half an hour.</li></ul>

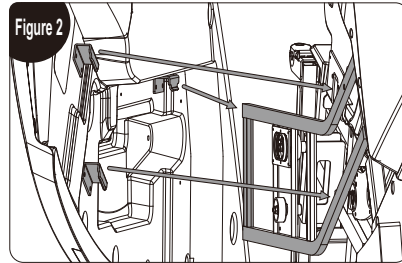
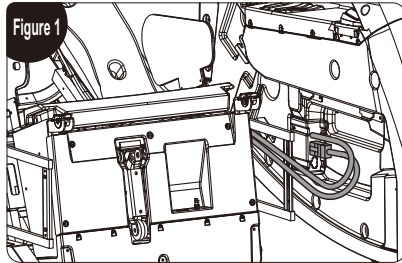
## Safety Precautions (Must be observed)

Safety precautions	
 Caution	<ul style="list-style-type: none"><li>■ Check whether voltage is consistent with the specification of this product.</li><li>■ Never insert or pull out the plug with a wet hand.</li><li>■ Do not let water flow into this product to avoid electric shock or cause damage to this product.</li><li>■ Do not pull the power cord when plugging or unplugging it. Rough handling is forbidden.</li><li>■ Do not damage the wire or modify the circuit of this product.</li><li>■ Do not clean live parts of this product with a wet cloth such as a power switch and plug.</li><li>■ Be away from this product in case of power failure to avoid any injury if power is restored suddenly.</li><li>■ Stop using this product at once while it works abnormal, and consult your local supplier.</li><li>■ Stop using this product if you feel unwell, and consult your health care practitioner.</li></ul>

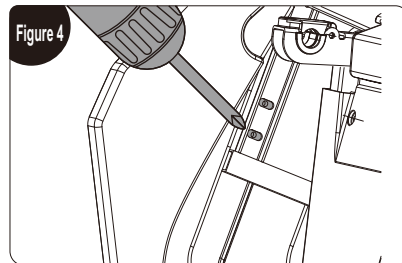
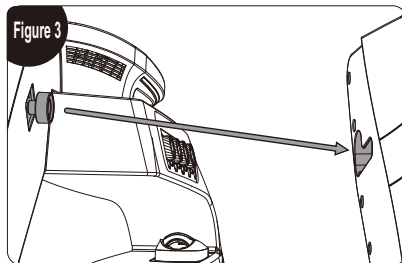
## Installation parts

### Calf Installation Instructions

1. After power-on, lay the backrest frame down with the remote control.
2. Insert the harness connector and the air pipe on the side of the steel frame respectively into the position corresponding to the armrest (Figure 1).
3. Lift the armrest with inserted air pipe and wire, and hang all hooks to the armrest on both sides of the steel frame (Figure 2).

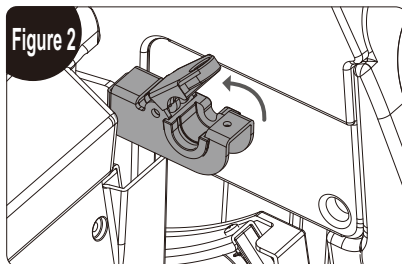
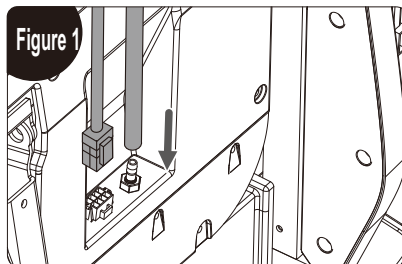


4. Put the roller at the rear end of the armrest against the surface of the armrest fixture (Figure 3) and lower the armrest backward and downward.
5. Then push the armrest backward, and finally lock it with two M5 screws (Figure 4);



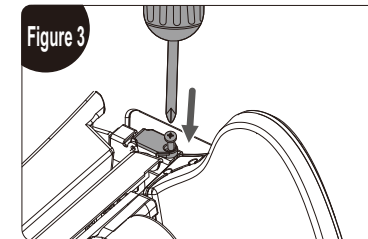
### Calf mechanism installation instructions

1. Insert the cable and air pipe of the calf mechanism, respectively, into the sockets at the front of the steel frame assembly (Figure 1).
2. After the connection is completed, open the calf mechanism fixing covers on both sides of the steel frame assembly (Figure 2).



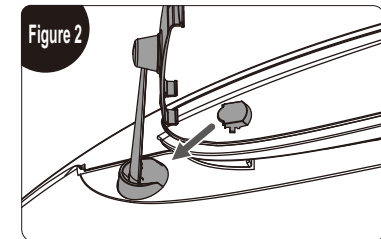
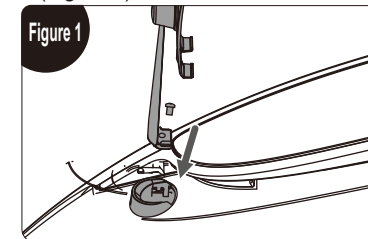
## Installation parts

3. Raise the calf mechanism and put it into the slot and cover the fixing cover and finally fix it in place with 2 M4 screws (Figure 3).

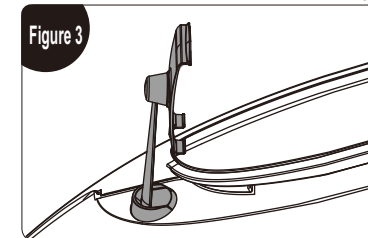


### Installation instructions for touch screen remote control holder

1. Align the holder with the front hole of armrest (right) and lock it with M5 screws (Figure 1);
2. Align the holder trim with the holder and press down along the holder rod to the end. (Figure 2)

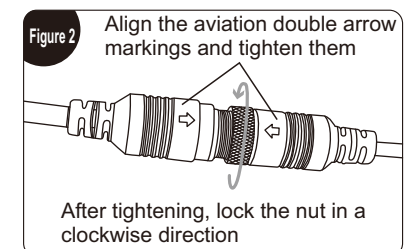
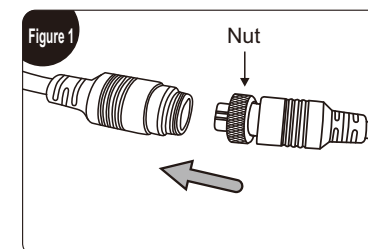


3. After the entire holder is installed, shake the holder gently to check whether it is firmly installed; holder installation is complete. (Figure 3)



### Installation instructions for the aviation plug of the manual controller

1. **Non fixed aviation plug installation method:** Align the arrow marks of the aviation plug (Figure 1) and the aviation plug (Figure 2), then tighten them, and then lock the nut clockwise.



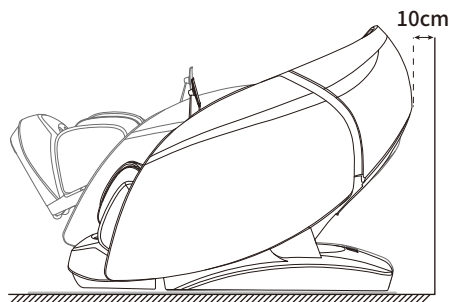
## Place massage chair

### Installation placement

**Make sure there is enough space for the massage chair can be tilted at least 10 cm.**



Do not expose the massage chair directly to high temperature environment such as sunlight or near heating equipment. Instead, place the chair in a place avoiding high temperature and direct sunlight. It is recommended to place the chair over a soft material floor (such as rug) for long-term use in a designated location. The soft material floor should cover the entire range of the massage chair.

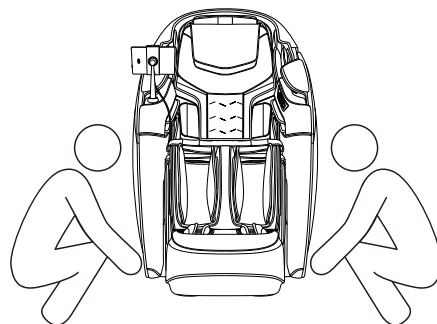


### Product lift instruction

**Require team work to lift and move the chair to avoid injury.**



1. Please lift the massage chair to move it on vulnerable ground such as wooden floor.
2. When moving on a similar wooden floor, it is recommended to lift it. Avoid damage to the casters. When the floor is lifted and moved to the designated position, be careful to keep your hands out of the way to avoid injury, and be careful of your feet being crushed. Do not let go of the unit until the unit is completely flat, the floor may be damaged, therefore, it is recommended to place mats, etc. on the floor.



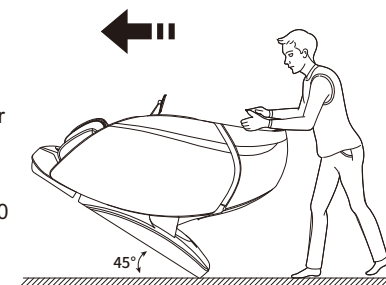
## Place massage chair

### Move method

**Use the rear casters to move the massage chair. Move the chair by tilting it down and backward about 45° as shown in the diagram.**  
**NOTE: Excessive force to title will cause the chair to tip over completely and product damage.**

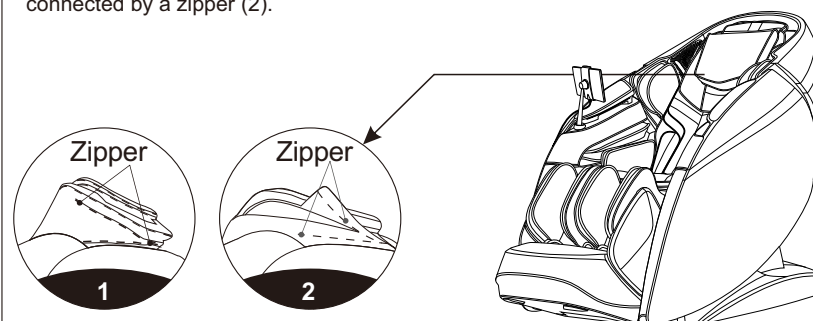


1. Before moving, please shut down the machine properly to reset the whole machine, and then cut off the power.
2. Please keep the chair vacant when moving. (People, pets or clutter will not be able to stay on the chair.)
3. When moving, do not cross a drop barrier higher than 2mm or a gap greater than 5mm.
4. When using casters to move this product, single continuous movement is not supported; if the distance exceeds 50 meters, please make this product move slowly and evenly.



### How to disassemble and use headrest cushion and backrest cushion

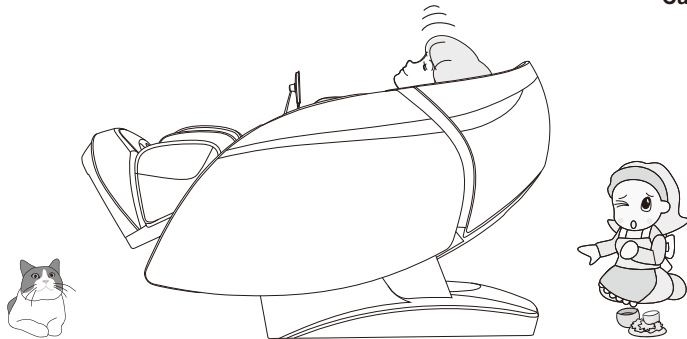
Using a headrest cushion can reduce the intensity of kneading massage on the neck and shoulders, and you can decide whether to use a headrest cushion according to your needs (recommended to use a headrest cushion). The backrest cushion and the backrest are connected by a zipper (1), and the headrest cushion and the backrest cushion are connected by a zipper (2).



## Before use

### Check around

Make sure that there are no people, pets and other objects around the unit.

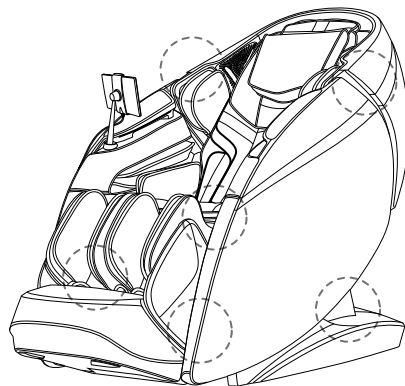


### Make sure there are no foreign objects in the gaps of the machine

Before massaging, make sure that no foreign objects are caught in the legs, feet, etc.

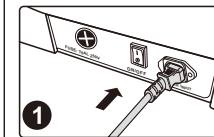
Under no circumstances allow hands, feet, and head to penetrate into the area between the lower leg mechanism and main body, or the area between the armrest and the capsule.

Under no circumstances should hands, feet, or head be under the fabric or leather covering of the massage area.

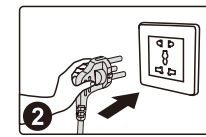


## Before use

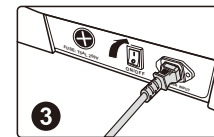
### Turn on the power



1 Plug in power cord



2 Schematic diagram of power on



3 Turn on the power switch ("I" position)

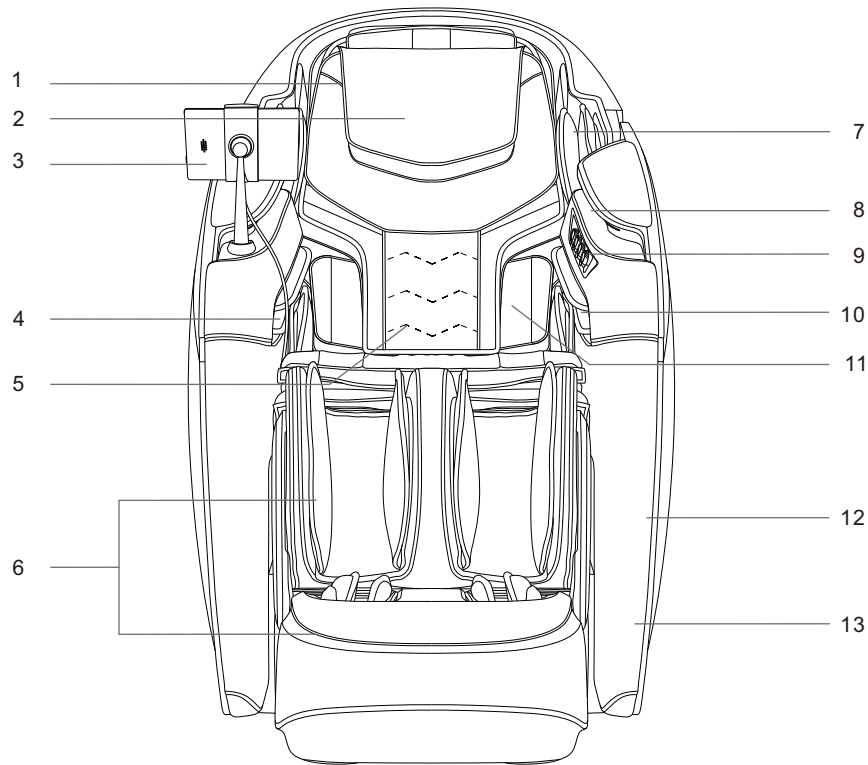


- Please check the power cord and plug for damage before use.
- Please supply power to this product in accordance with the working power requirements of this product's calibration.
- It is strictly forbidden to use a power supply other than the nominal power supply of this product.
- It is strictly forbidden to connect various power conversion devices without authorization to supply power to this product.



## Product structure

### Description of Components



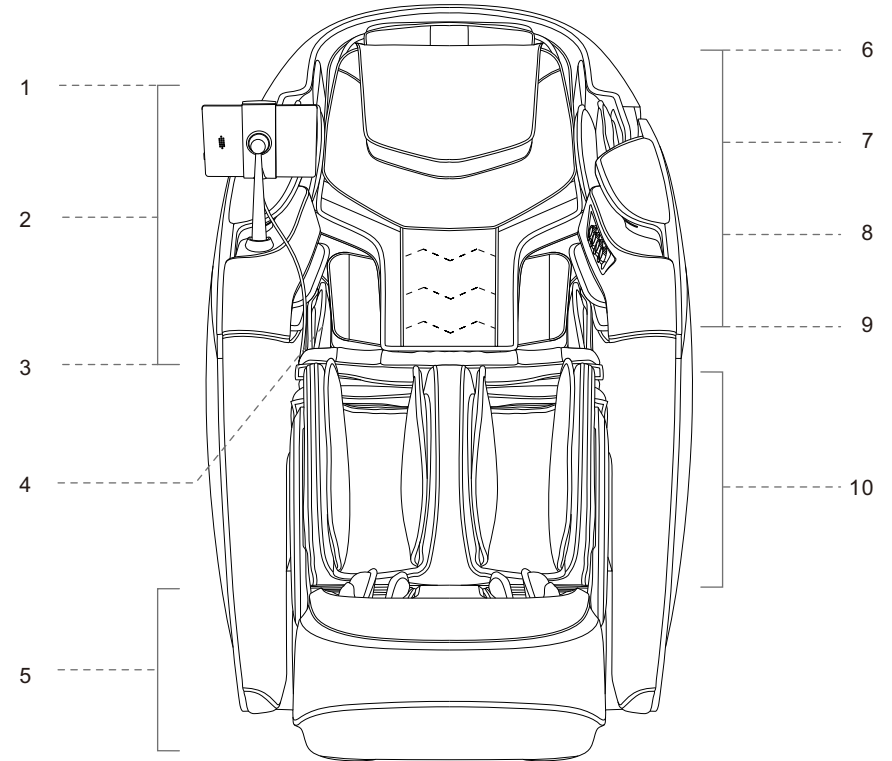
- |                         |                                       |
|-------------------------|---------------------------------------|
| 1.Large head cushion    | 8.Ambient lighting on the armrest     |
| 2.Small head cushion    | 9.Armrest Shortcut Keys               |
| 3.Remote controller     | 10.Health sensor                      |
| 4.Arm air pressure      | 11.Waist air pressure                 |
| 5.Back air pressure     | 12.Side panel                         |
| 6.Leg massage unit      | 13.Under the armrest Ambient lighting |
| 7.Shoulder air pressure |                                       |

#### ★Other configuration functions

- Bluetooth APP functions
- Intelligent device Bluetooth APP operating system

## Product structure

### Schematic view of functional distribution

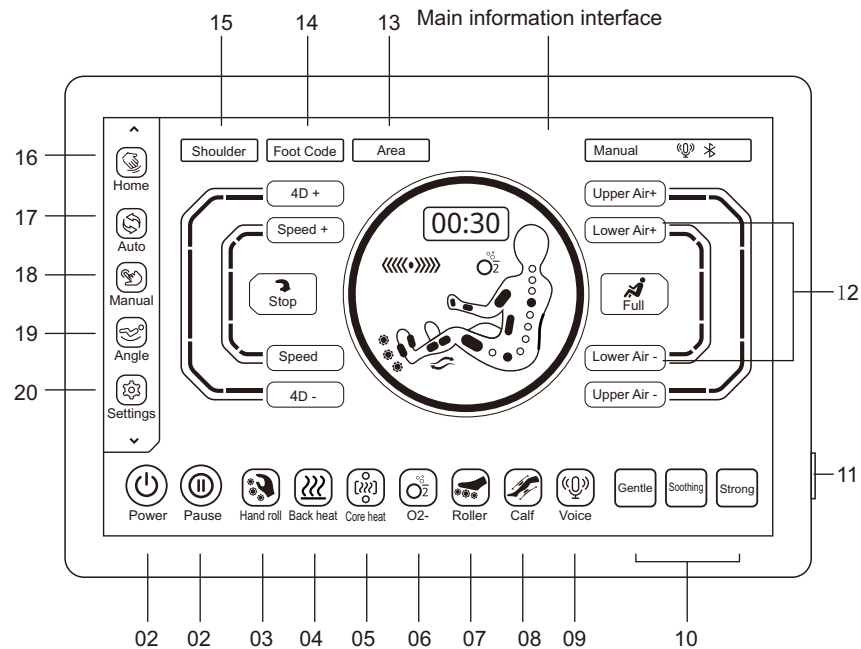


- |   |                              |
|---|------------------------------|
| 1.Shoulder                                | 6.Both sides of the head     |
| • Air bag massage                         | • 3D digital player          |
| 2.Arm                                     | • Music player               |
| • Remote control holder                   | 7.Arm                        |
| • Voice control function                  | • Wireless charger           |
| • Hand roller massage                     | • USB charging port          |
| • Built-in voice-activated microphone     | • Negative oxygen ion        |
| 3.Hand                                    | 8.Head & Neck to Buttock     |
| • Air bag massage                         | • Dual Core Massage          |
| 4.Hips to thighs                          | • Mechanism core heating     |
| • Air bag massage                         | 9.Waist                      |
| 5.Sole                                    | • Heating function           |
| • Air bag massage                         | • Air bag massage            |
| • Roller massage                          | 10.Leg                       |
| • Foot size selection                     | • Air sac massage            |
| • Electrically adjustable foot telescopic | • Kneading function          |
| • Automatic leg length detection          | • Calf movement roller       |
|   | • Up and down leg adjustment |



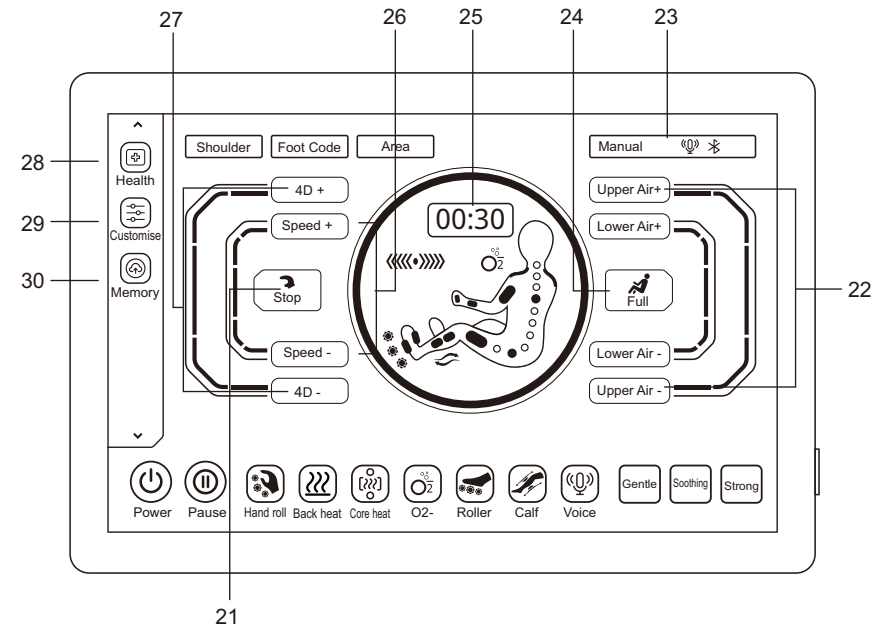
## Product structure

### Remote controller keys instruction



- 01.On/off touch key: Enable or disable the massage chair function
- 02.Pause key: Pause the massage or exit from pause massage
- 03.Hand roller key: On/off arm roller massage function
- 04.Back heat key: turn the back mechanism heating function on/off.
- 05.Mechanical core heating key: Turn the mechanical core heating function on/of
- 06:O2-Ion key: Turn the O2-Ion function on/of
- 07.Sole roller key: Enable or disable the sole roller function
- 08.Calf kneading key: Enable or disable the calf kneading function.
- 09.Voice control key: Enable or disable the voice control function.
- 10.Intensity selection key: Select one from different automatic massage intensities.
- 11.Button on/ff key: Turn on or off the massage chair.
- 12.Lower body air pressure adjustment key: Adjust the Lower body air pressure.
- 13.Massage range key: Choose corresponding massage part
- 14.Foot size selection key: Select the suitable foot size.
- 15.Shoulder position adjustment key: Regulate shoulder position and confirm massage criterion.
- 16.Current status key: Enter to view current massage chair status

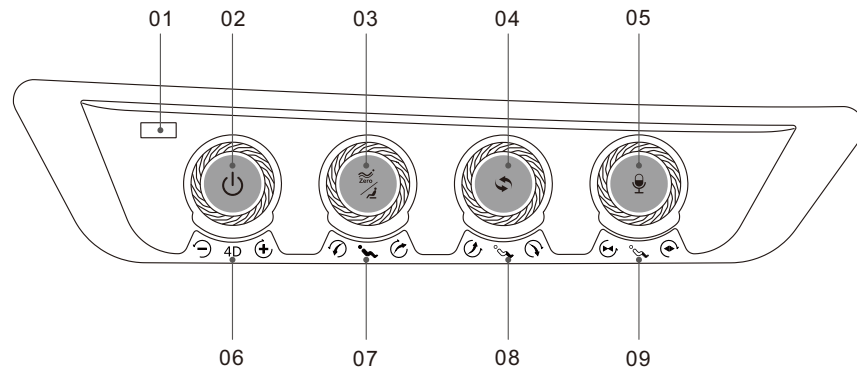
## Product structure



- 17.Automatic function menu key: Enter to select automatic massage program.
- 18.Remote function menu key: Enter to remotely set the massage function
- 19.Seat adjustment menu key: Enter the sitting posture adjustment interface to select sitting posture angle.
- 20.Setting menu key: Enter the setting menu interface
- 21.Massage technique selection key: Select the massage technique
- 22.Upper body air pressure intensity key: Adjust upper body air pressure intensity.
- 23.Status display bar key: Display the massage program status information.
- 24.Air massage selection key: Select air position.
- 25.Time adjustment menu key: Adjust the massage time.
- 26.Massage speed key: Adjust the massage speed.
- 27.4D intensity key: Adjust 4D intensity
- 28.Health detection menu key: Enter the health detection interface
- 29.Custom menu key: Enter the custom interface.
- 30.Storage menu key: Enter the storage interface.

## Product structure

### Armrest shortcut key description



#### 01.USB charging port

- Charges mobile phones or other electronic devices.

#### 02.On/off key

- Long press this key for 3 seconds to turn on or off the massage chair. After the massage is turned on, press the pause/run key briefly.

#### 03.Zero-gravity key

- Press this key to adjust the zero-gravity angle automatically, and zero-gravity at two levels can be adjusted. Long press the key for 2 seconds to restore the angle to the initial angle, lower the calf to the lowest and raise the backrest to the highest position.

#### 04.Automatic mode key

- Automatic massage program switching

#### 05.Voice key

- Long press for 3 seconds to turn voice assistant function on/off. Short press the key to wake up the voice assistant.

#### 06.4D intensity knob key

- Turn the knob clockwise to enhance the 4D intensity, and turn the knob counterclockwise to weaken the 4D intensity.

#### 07.Linkage up/down knob key

- Rotate the backrest clockwise to slowly rise, while the calf slowly descends; If the rotation stops, the backrest and calf will stop at the same time; After the linkage up and down action is completed, the length of the calf will be automatically detected.
- Rotate the backrest counterclockwise to slowly descend, while the calf slowly rises; If the rotation stops, the backrest and calf will stop at the same time; After the linkage up and down action is completed, the calf length will be automatically detected.

#### 08.Calf up/down knob key

- Rotate the calf clockwise to slowly descend; If the rotation stops, the calf will stop descending; After the descent action is completed, the calf length will be automatically detected.
- Rotate the calf counterclockwise to slowly rise; If the rotation stops, the calf will stop rising; After the lifting action is completed, the calf length will be automatically detected.

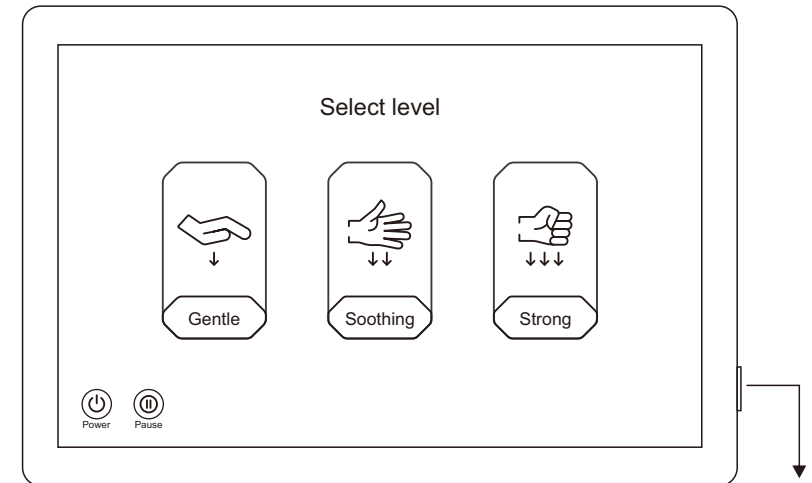
#### 09.Foot stretching knob key

- Turn the foot mechanism clockwise to stretch slowly and stop rotation, and the foot mechanism stops.
- Turn the foot mechanism clockwise to shorten slowly and stop rotation, and the foot mechanism stops.

## Operation Instructions

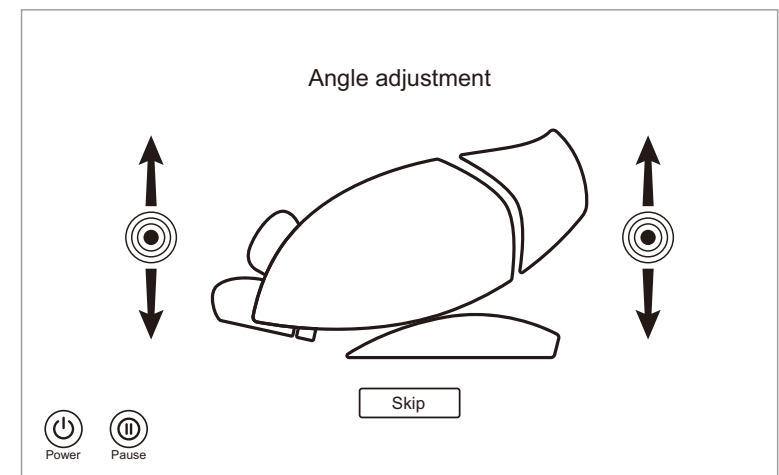
### I.Start massage

- Press the remote controller side button “on/off ” key or long press the armrest on/off key
- After the system is started, select the massage intensity by clicking on any one of the “Gentle, Soothing, Strong” keys on the remote controller to turn on the massage chair and enter the lying state. If it is not selected within 5 minutes, the massage chair will turn off automatically.



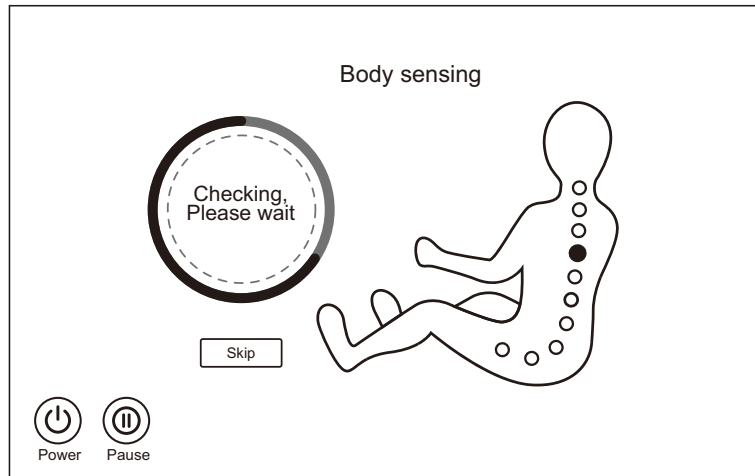
Button On/Off key: Press this key to turn the equipment on

- For automatic angular adjustment, select the automatic program, then the massage chair will be automatically adjusted to zero-gravity angle, and wait until its adjustment is completed. To skip a step, press the “skip” key to go directly to the next step.

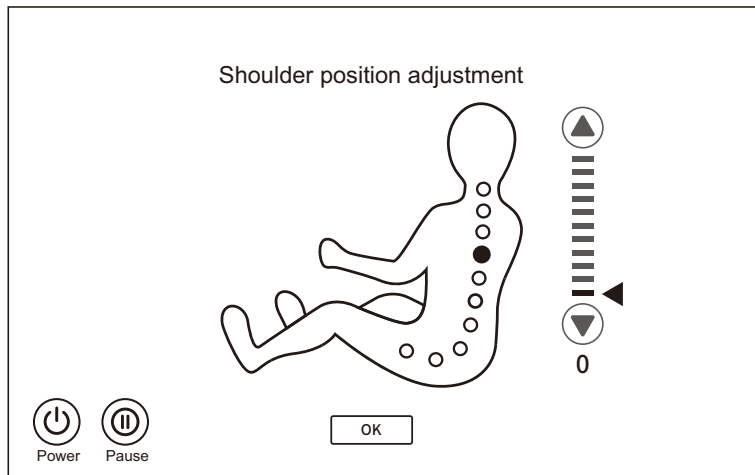


## Operation Instructions

4.Wait until body shape detection is completed, or you can press the “skip” key to skip detection and start massage directly.

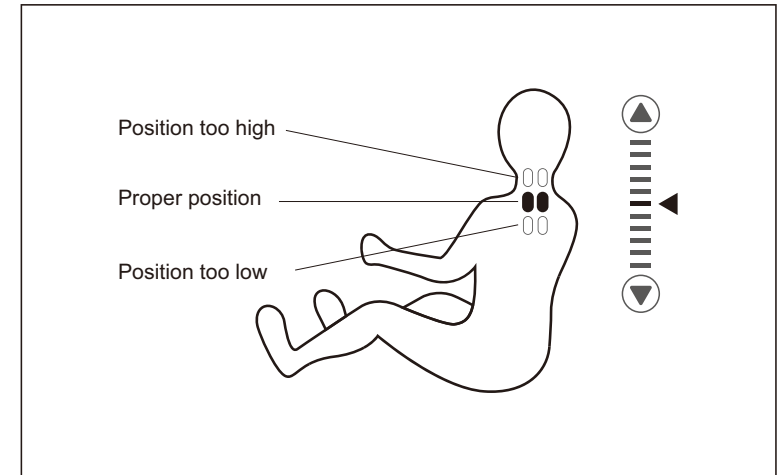


For fine adjustment of shoulder position, after body shape detection, the remote controller or a voice prompt will remind the user of fine adjustment of shoulder position. If the massage roller stops at the shoulder position, directly press the “OK” key to start massage. If not, use the Up key “▲” and Down key “▼” to adjust the massage roller to the shoulder position, and then press the “OK” key to start the massage. If no operation is made within 20s, directly default the current massage roller position for the shoulder position and start massage.



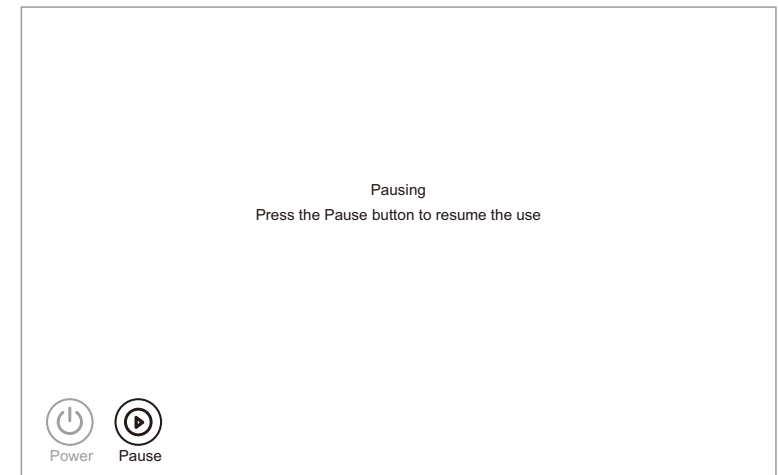
## Operation Instructions

Shoulder position fine adjustment schema



### II.Pause function (please use this function after the equipment is turned on)

After the massage chair is turned on, press the “pause” key to enter the pause state, then all massage functions will be suspended, and press the “pause” key again to resume the previous massage state. Note: In the pause state, all functions do not work except shutdown.



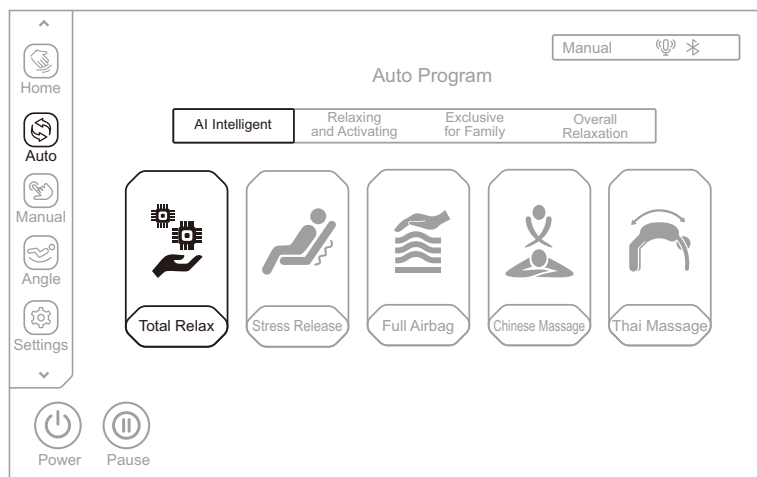
## Operation Instructions

### III. Automatic program (please use this function after the chair is turned on)

Automatic function: Select and click the “Auto” key in the left menu bar to enter the automatic function interface, and select the corresponding automatic function for massage according to the massage needs.

1. In the automatic program selection interface, there are 20 automatic program options available: Total Relax, Stress Release, Full Airbag, Chinese Massage, Thai Massage, Meridian Treatment, Neck & Shoulder Care, Waist Care, Waist & Buttock Shape, Leg & Foot Relieve, President Cosy, Keep Fit, Superior Enjoyable, Office Regimen, Health Recharge, Energy Boost, Lunch Break, Sweet Dream, Brain Refresh, Rejuvenate.

(1). Select the desired automatic massage program and click to start massage.



Schematic diagram of automatic massage program selection

Massage scenes(AI Intelligent)	
Function	Description
Total Relax	The upper mechanical core is used to massage the neck, shoulders and Fengchi acupoint by kneading, and then work with tapping and Shiatsu to massage the whole body. The lower mechanical core is used to massage the waist and hip by kneading and tapping. The two mechanical cores coordinate to assist to relax the whole body muscle and alleviate fatigue.
Stress Release	Massages neck, shoulders and Dazhui acupoint mainly by kneading to relieve systemic pressure.
Full Airbag	Massages the entire body with air pressure, combined with foot roller, the calf kneading massage and leg stretching function, the shiatsu on the arms automatically operates with the arm air pressure.

## Operation Instructions

Chinese Massage	By means of Traditional Chinese medicine massage technique mainly, apply 4D massage on the back and waist so as to promote the blood circulation of the back and waist, soothe the meridians and relieve the blockage of the back and waist through massage
Thai Massage	Mainly with air pressure clamping legs, hands, shoulders and hips, and then calves, backrest electric push rod with air pressure to adjust the various different angles to achieve stretching traction Role, while the movement of 3D massage hand holding against waist, so that the body is in the Thai stretching state. Note: Stretching intensities are split into three levels: Gentle (low level), Soothing (moderate level), and Strong (high level)

Massage scenes(Relaxing and Activating)	
Function	Description
Meridian Treatment	Massages the shoulders, neck and back and waist by means of kneading, tapping and Shiatsu techniques to the effect of meridian treatment.
Neck & Shoulder Care	Massages the neck and shoulders by means of kneading and stretching techniques mainly, and also the upper back by medical massage, and then press the Jianjing acupoint to relieve cervical spondylosis and achieve the effect of relaxing the muscles of the neck and shoulders.
Waist Care	Massages the waist by kneading, kneading&tapping, tapping, and then perform 4D massage of the waist
Waist & buttock Shape	Massages buttocks by kneading and medical massage mainly, and then through tapping and kneading, deeply massage buttocks and perineum, to relax the hip muscles and lift the hip, which is suitable for women massage, and also for men for maintenance of prostate.
Leg & foot Relieve	Massages the shoulders and waist by means of kneading, tapping, kneading and tapping mainly, apply air massage on the calves and feet for squeezing massage, allowing more soothing calf and foot massage.

## Operation Instructions

Massage scenes(Exclusive for Family)	
Function	Description
President Cosy	Massages the shoulders, neck, back and waist by means of kneading, tapping, kneading and tapping mainly, to relieve fatigue, promote blood circulation, and release stress by such deep massage. It is suitable for men, and the massage intensity is moderate.
Keep Fit	Massages the shoulders, neck, waist and hips by means of kneading and Shiatsu techniques, through the massage on the whole body, to relax the body and mind, and enjoy the queen-level treatment. It is suitable for women. Massage intensity is gentle.
Superior Enjoyable	Apply gentle massage on the whole body, with the sole roller and calf kneading massage. Calf stretching function is canceled, suitable for the elderly and people suffering stress on back.
Office Regimen	Massages the shoulders, neck and waist by means of kneading, tapping, kneading and tapping techniques mainly, to relieve shoulder and neck pain, improve lumbar muscle soreness and maintain lumbar spine through such deep massage. It is recommended for those with sedentary occupations.
Health Recharge	Deeply massages the whole body by means of kneading, tapping and Shiatsu techniques, to promote blood circulation throughout the body and prevent blood clots. It is recommended for any homebodies, as the massage intensity is mildly relaxing.

## Operation Instructions

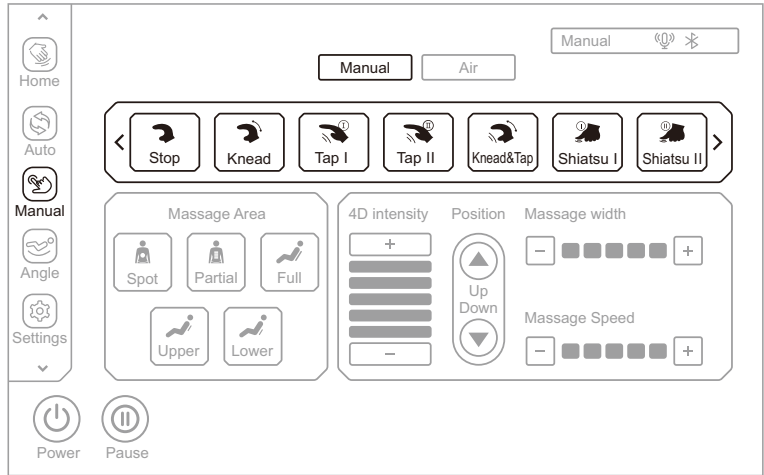
Massage scenes(Overall Relaxation)	
Function	Description
Energy Boost	Deeply massages the whole body by means of kneading, tapping and Shiatsu techniques, to wake up the vitality of the human body and stimulate the energy.
Lunch Break	Massages the back and waist by means of kneading and tapping techniques, and press the Shenyu acupoint, to improve the quality of lunch break, so that the user is more energetic work in the afternoon.
Sweet Dream	Massages the shoulders, neck, back and waist by means of kneading and medical massage techniques, and presses the acupoints of Fengchi and Shenyu, to improve the sleep quality and help sleep. It is recommended for those who have trouble sleeping.
Brain Refresh	Massages the shoulders, neck and back and waist by means of kneading, 4D kneading and Shiatsu techniques to achieve a high degree of physical and mental harmony through deep massage. It is suitable for people who are mentally exhausted. The massage intensity is gentle.
Rejuvenate	Massages the back and waist mainly by tapping and kneading&tapping techniques to promote blood circulation, eliminate local muscle pain, accelerate lactic acid excretion, and rekindle human vitality

### IV.remote program (please use this function after the equipment is turned on)

1.After pressing the “**Manual**” key in the menu bar on the left side of the controller screen to enter the manual menu, you can select manual massage functions such as “technique adjustment (including technique, massage area, 4D intensity, massage hand up and down adjustment, massage width, massage speed), air pressure massage function (including whole body, upper body, lower body, air intensity) according to the user needs.

# Operation Instructions

1.Technique: In the massage technique menu, a total of 17 options are available, including Knead(with 7 different kneading techniques cyclic switching), Tap I, Tap II, Knead & Tap, Shiatsu I, Shiatsu II, shoulder grasp, 4DI, 4DII, 4DIII and 4DIV. (Note: Click the "◀leftward arrow and rightward arrow▶" button in the remote adjustment menu to scroll left and right to display more massage techniques)



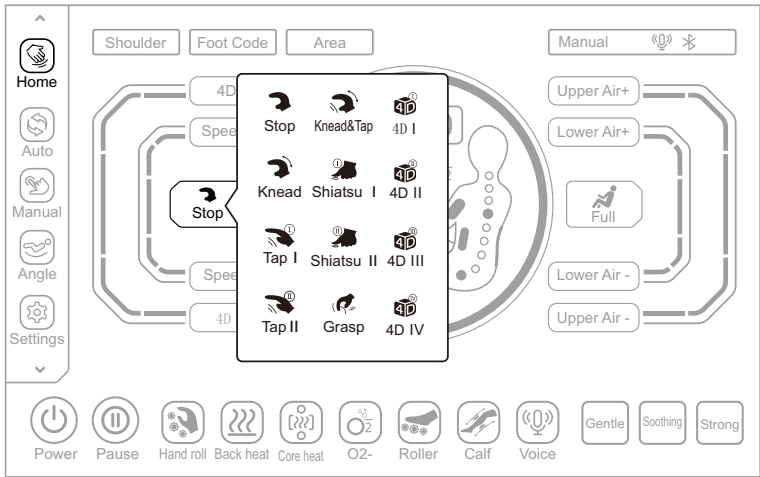
Remote program - Schematic diagram of technique selection

Function		Massage roller adjustment
Stop		The width, intensity and be adjusted.
Knead		The speed, intensity and be adjusted.
Tap I		The speed, width, intensity and be adjusted.
Tap II		The speed, width, intensity and be adjusted.
Knead&Tap		The speed, intensity and be adjusted.
Shiatsu I		The speed, width, intensity and be adjusted.
Shiatsu II		The speed, width, intensity and be adjusted.
Grasp		The speed, intensity and be adjusted.
4D I		The speed, intensity and be adjusted.
4D II		The speed, intensity and be adjusted.
4D III		The speed, width, intensity and be adjusted.
4D IV		The speed, width, intensity and be adjusted.

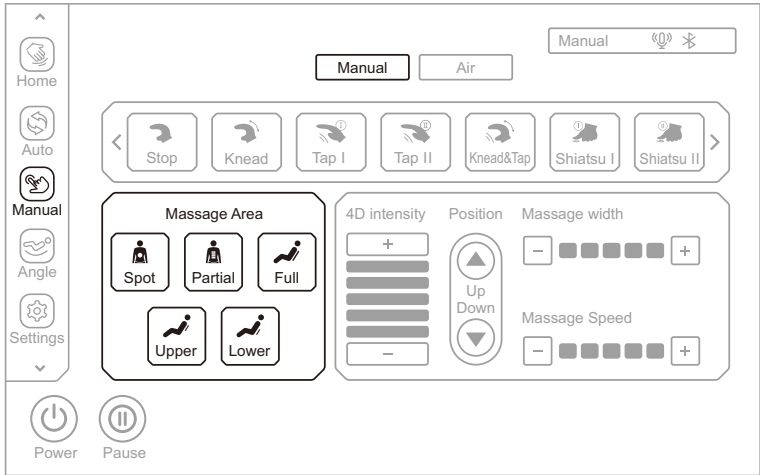
5 speed levels adjustable  
5 width levels adjustable  
5 intensity levels adjustable

# Operation Instructions

Note: In the “Home” interface, you can also click the massage technique key to select the corresponding massage technique in the pop-up menu for massage (this function is a shortcut for switching massage techniques in the current status page of the remote program - technique adjustment).








2.Message area: After entering the manual menu interface as shown in the figure below, select the “Manual” key, and then select the corresponding message area function for massage according to the message needs. There are five message areas available: spot, partial, full back, upper back and lower back. Select the corresponding message area from the message area menu to start the massage.

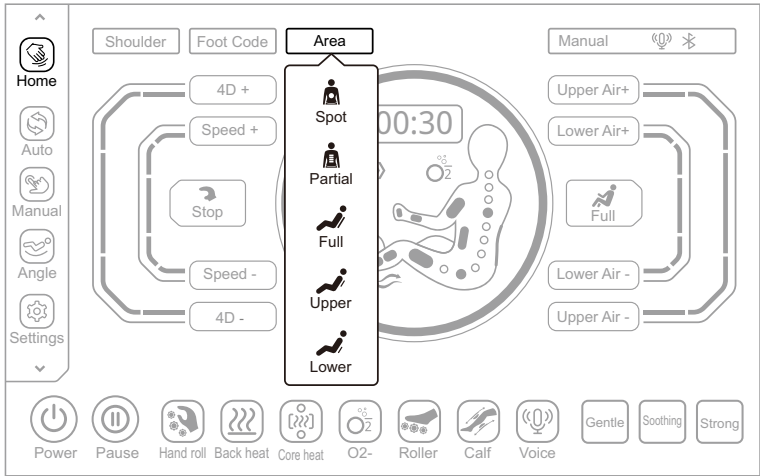


Remote program - Schematic diagram of message area selection

# Operation Instructions

Key	Description
	Fixed-point massage at fixed-point position.
	Small-scope local massage back and forth.
	Full back massage back and forth.
	Upper back massage back and forth.
	Lower back massage back and forth.

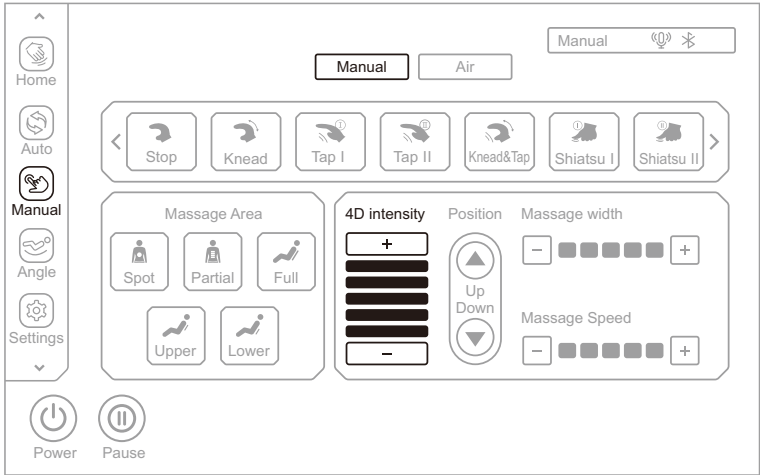
Note: In the “Home” interface, you can also click the massage “area” key to select the corresponding massage area in the pop-up menu for massage (this function is a shortcut for switching massage areas in the current status page of the remote program - massage area).



Current Status - Schematic diagram of massage area selection



# Operation Instructions

3.4D intensity: After entering the manual menu interface as shown in the figure below, select the “Manual” key, and then select the 4D intensity plus“+” key or minus key “-” according to the massage needs to adjust the 4D intensity; The 4D intensity can be adjusted in a total of 1-5 levels, with 1 level indicating the weakest intensity and 5 levels indicating the strongest intensity. The stronger the 4D intensity, the higher the pushing out of the massage wheel, and the greater the massage intensity.



Remote program - Schematic diagram of 4D intensity

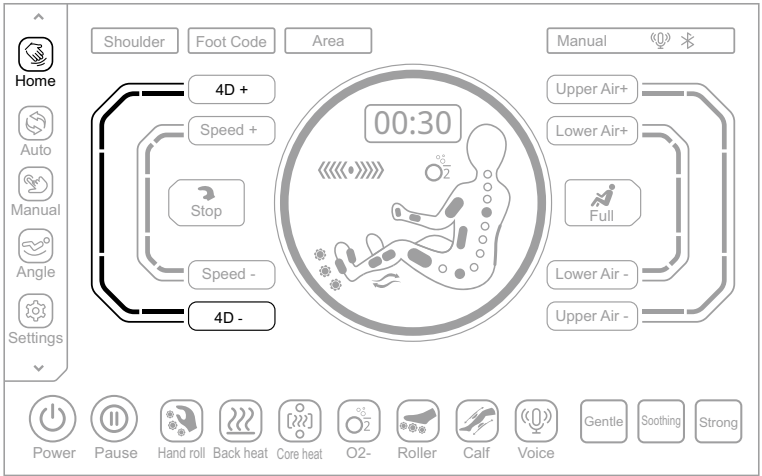


Key	Description
	Press this key to increase 4D intensity which is adjustable from 1 to 5.
	Press this key to decrease 4D intensity which is adjustable from 1 to 5.

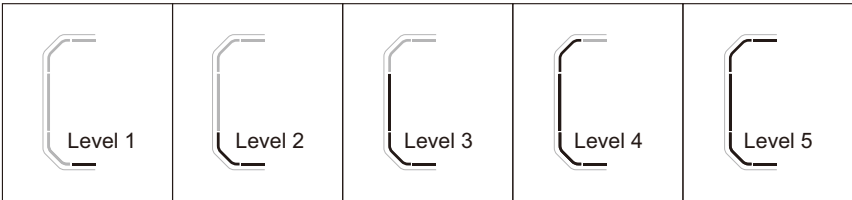


# Operation Instructions

Note: In the “Home” interface, you can also select the “4D intensity +” key or “4D intensity -” key to adjust the 4D intensity. (This function is a shortcut to the 4D intensity in the current status page of the remote program-4D intensity).



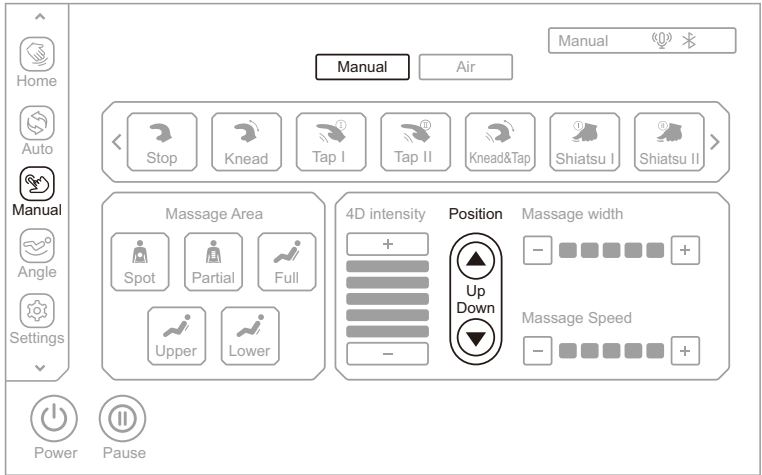
Current Status - remote program-4D intensity



Key	Description
4D +	Press this key to increase 4D intensity which is adjustable from 1 to 5.
4D -	Press this key to decrease 4D intensity which is adjustable from 1 to 5.

# Operation Instructions

4.Back mechanism up and down adjustment: After entering the manual menu interface as shown in the figure below, select the “Manual” key, and then select the “up arrow ▲” or “down arrow ▼” of the back mechanism according to the massage needs to adjust the back mechanism up and down. The adjustment of the back mechanism needs to be used in the spot and partial massage area of manual mode.



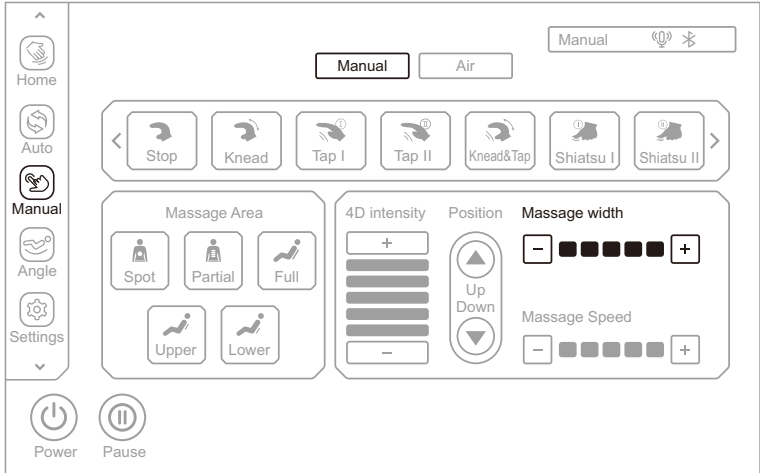
Remote program - Schematic diagram of massage hand adjustment

Key	Description
▲	Hold the up key to move the massage rollers up. Release the key to stop.
▼	Hold the up key to move the massage rollers down. Release the key to stop.

# Operation Instructions

5. Message width: After entering the manual menu interface as shown in the figure below, select the **"Manual"** key, and then select the message width plus **"+"** key or minus **"-"** key according to the message needs to adjust the message width. There are 1 to 5 levels of width to choose from, with 1 level being the narrowest and 5 levels being the widest; Width adjustment needs to be used in the following message techniques: tap I, tap II, shiatsu I, shiatsu II, 4D III, 4D IV.

(1).The width can be adjusted only when the user enters the remote mode in selecting message technique or message area.



Remote program - Schematic diagram of message width

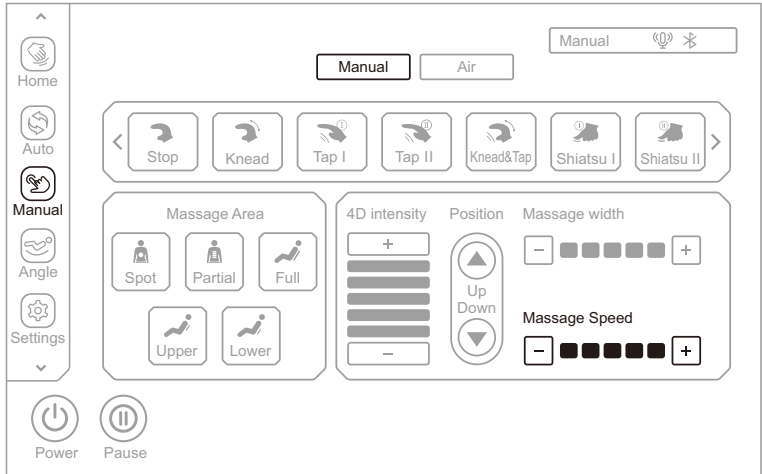
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Key	Description
+	Press this key to increase message width which is adjustable from 1 to 5.
-	Press this key to decrease message width which is adjustable from 1 to 5.

# Operation Instructions

5. Message speed: After entering the manual menu interface as shown in the figure below, select the **"Manual"** key, and then select the message speed plus **"+"** key or minus **"-"** key according to the message needs to adjust the message speed. There are 1-5 speed options available, with 1 being the slowest and 5 being the fastest. The speed cannot be adjusted when the message technique is stopped.

(1).The speed can be adjusted only when the user enters the remote mode in selecting message technique or message position.



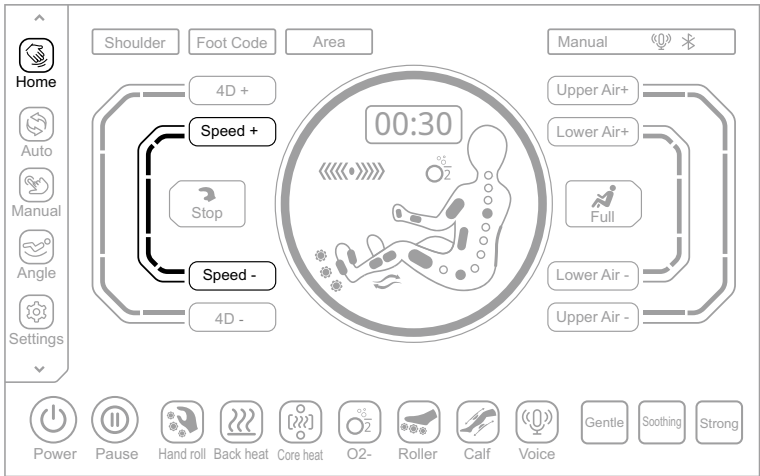
Remote program - Schematic diagram of message speed

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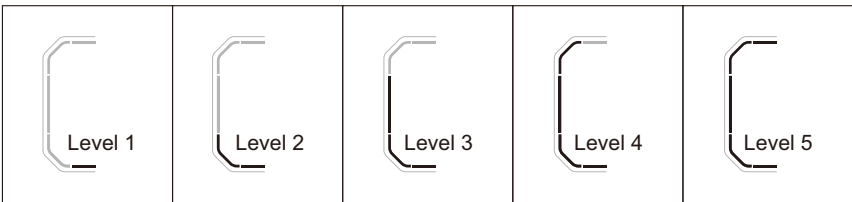
Key	Description
+	Press this key to increase message speed which is adjustable from 1 to 5.
-	Press this key to decrease message speed which is adjustable from 1 to 5.

## Operation Instructions

Note: In the “Home” interface, you can also select the massage “**speed +**” key or massage “**speed -**” key to adjust the massage speed.(This function is a shortcut to the speed in the current status page of the remote program-speed).



Current Status - Schematic diagram of massage speed

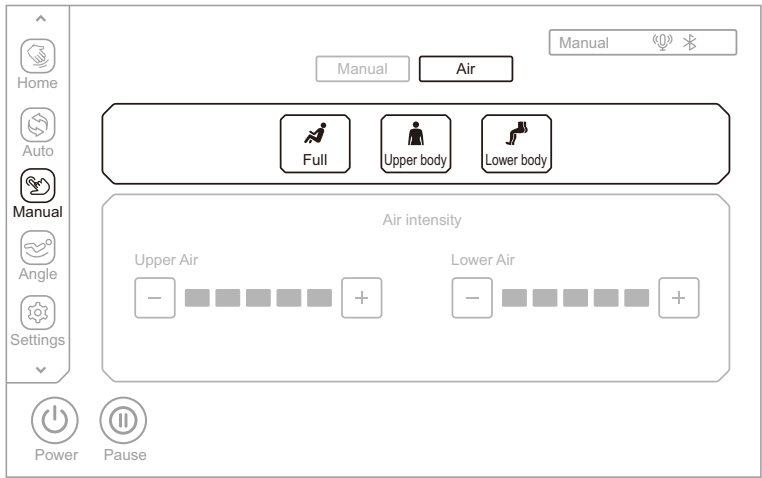


Key	Description
	Press this key to increase massage speed which is adjustable from 1 to 5.
	Press this key to decrease massage speed which is adjustable from 1 to 5.

## Operation Instructions

7. Air pressure massage: After entering the manual menu interface as shown in the figure below, select the “Air” key. Air pressure massage includes the selection of full body, upper body, lower body and air pressure intensity massage functions.

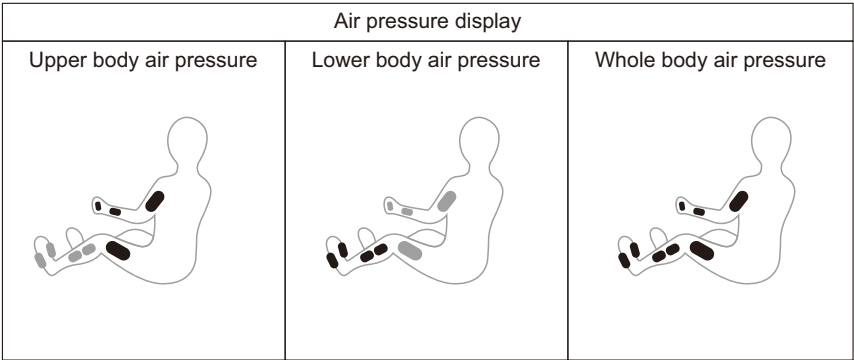
(1).After entering the air pressure massage interface as shown in the figure below, select the “full body, upper body, or lower body” key according to the massage needs to turn on or off the air pressure function. If all are turned off, all air pressure functions will be turned off; And there is a hand roller massage function on the inner side of the forearm. When the full body pressure or upper body pressure is turned on, the hand roller will automatically operate with the pressure, which can relieve the stiffness or tension of the forearm muscles.



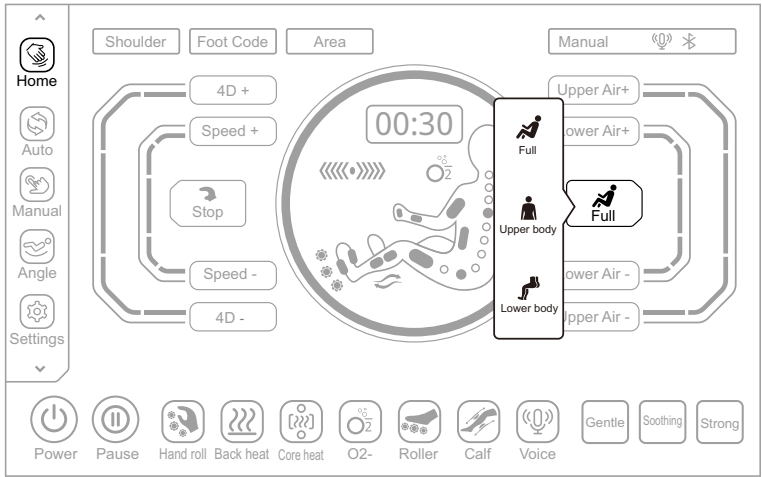
Remote program-Schematic diagram of air massage

Key	Description
	Press this key to enable or disable the whole body air massage function.
	Press this key to enable or disable the upper body air massage function.
	Press this key to enable or disable the lower body air massage function.

# Operation Instructions



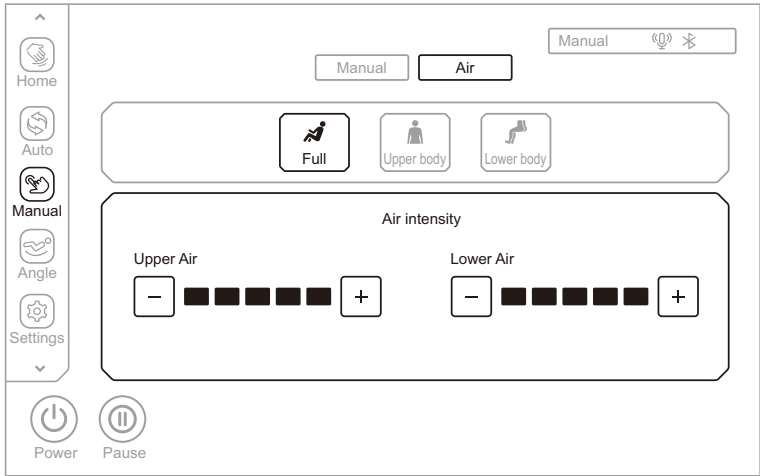
Note: In the “Home” interface, you press also air massage key and select corresponding air mode in the pop-up menu. (This function is a shortcut to the air massage in the current status interface of the remote function - air massage.)



Current status - Schematic diagram of air massage

# Operation Instructions

8. Air pressure intensity: After entering the manual menu interface as shown in the figure below, select the “Air” key, activate the air pressure massage function for different parts according to the massage needs, and then select the upper body air pressure increase “+” key or upper body air pressure decrease “-” key to adjust the upper body air pressure intensity; You can also choose to increase the lower body air pressure by pressing the “+” key or decrease the lower body air pressure by pressing the “-” key to adjust the intensity of the lower body air pressure; The air pressure intensity can be adjusted in 1-5 levels, with 1 level indicating the weakest intensity and 5 levels indicating the strongest intensity.

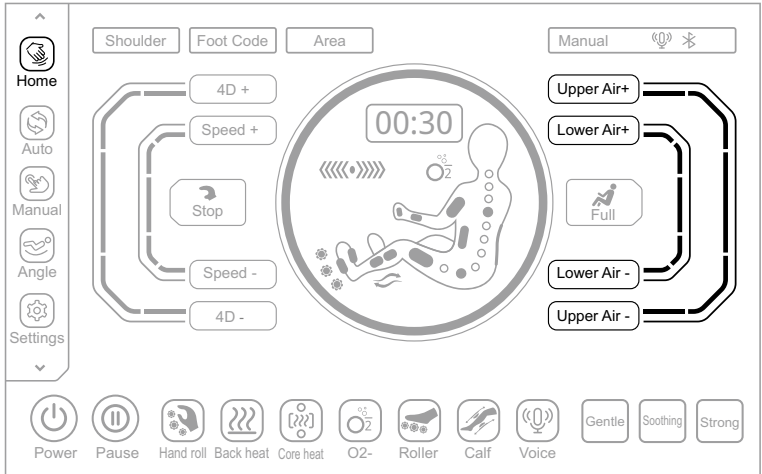


Level 1	Level 2	Level 3	Level 4	Level 5

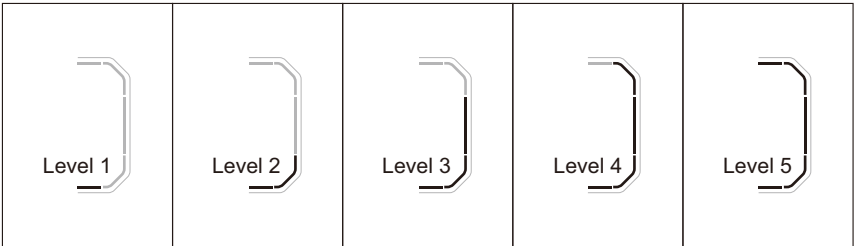
Key	Description
	Press this key to increase the air intensity which is adjustable from 1 to -5.
	Press this key to decrease the air intensity which is adjustable from 1 to -5.

## Operation Instructions

Note: In the “Home” interface, you can select the “upper air +” key or the “upper air -” key to adjust the upper body air pressure intensity; can also select the “lower air +” key or the “lower air -” key to adjust the lower body air pressure intensity ,the air pressure intensity is divided into 5 levels.



Current status - Schematic diagram of air intensity

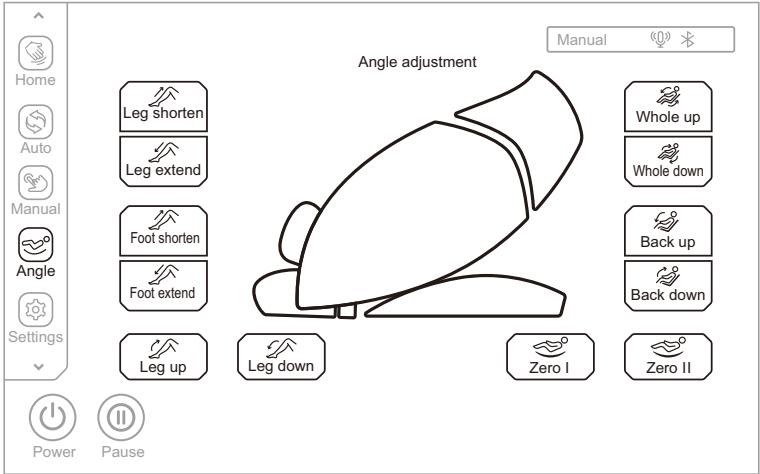


Key	Description
Upper Air + Lower Air +	Press this key to increase the air intensity which is adjustable from 1 to -5.
Lower Air - Upper Air -	Press this key to decrease the air intensity which is adjustable from 1 to -5.

## Operation Instructions

### V. Seat adjustment

Select and press the “Sittings” key in the menu bar on the left side of the controller screen, as shown in the following figure, to enter the sitting adjustment interface. According to the massage needs, select the sitting angle adjustment, including leg mechanism extension, foot mechanism extension, leg up and down, whole up and down, back up and down, zero gravity I, zero gravity II.



Schematic diagram of sitting posture adjustment

#### 1.Zero-gravity adjustment



Key	Description
Zero I	Zero-gravity 1 key: automatically adjust the position of leg unit and backrest unit to zero-gravity 1 position. Zero-gravity I action is completed, the foot unit will automatically detect the foot length.
Zero II	Zero-gravity II key: automatically adjust the position of leg unit and backrest unit to zero-gravity II position. Zero-gravity II action is completed, the foot unit will automatically detect the foot length.

#### 2.Telescopic adjustment of footrest



Key	Description
Foot shorten	Footrest shortening button: Manually adjust the footrest to shorten; press and hold this button to move the footrest slowly upward, and release it to stop. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.
Foot extend	Footrest extension key: Manually adjust the extension of the footrest; press and hold this button to move the footrest slowly downward, and release it to stop. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.

## Operation Instructions



### 3. Leg unit extension/shortening adjustment

Key	Description
 Leg shorten	Leg unit shortening key: remotely adjust shortening of the leg unit; press and hold this key to move the leg unit up slowly and stop when released. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.
 Leg extend	Leg unit extension key: remotely adjust extension of the leg unit; press and hold this key to move the leg unit down slowly and stop when released. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.

### 4. Leg unit extension/shortening adjustment



Key	Description
 Leg up	Leg unit Up key: press and hold this key to slowly raise the leg unit, and release it to stop rising; after the leg unit rising action is completed, the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position. the leg unit will automatically detect the foot length.
 Leg down	Leg unit Down key: press and hold this key to slowly lower the leg unit, and release it to stop lowering; after the leg unit lowering action is completed, the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position. the leg unit will automatically detect the foot length.

### 5. Linkage lifting Angle adjustment

Key	Description
 Whole up	Linkage Up key: press and hold this key to slowly raise the backrest unit while slowly lowering the leg unit, and release it to stop raising the backrest unit or lowering the leg unit; after the linkage rising action is completed, the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position. the leg unit will automatically detect the body height.
 Whole down	Linkage Down key: press and hold this key to slowly lower the backrest unit while slowly raising the leg unit, and release it to stop lowering the backrest unit or raising the leg unit; after the linkage lowering action is completed, the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position. the leg unit will automatically detect the body height.

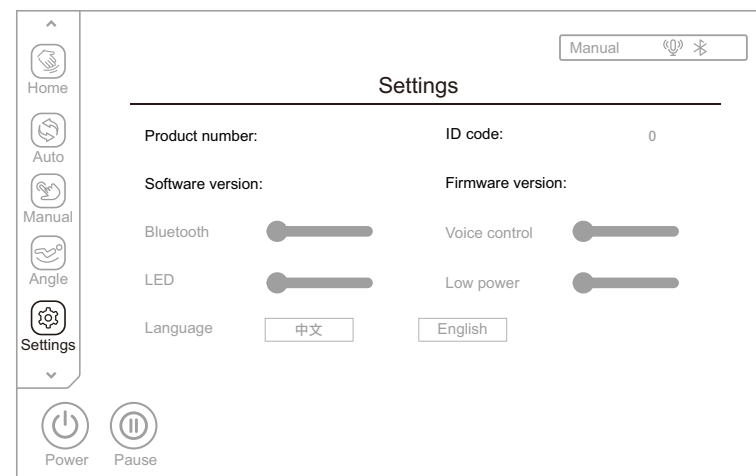
## Operation Instructions

### 6. Backrest unit angular adjustment

Key	Description
 Back up	Backrest unit Up key: press and hold this key to slowly raise the backrest unit and release it to stop rising. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.
 Back down	Backrest unit Down key: press and hold this key to slowly lower the backrest unit and release it to stop lowering. the adjustment will stop and a "drip" sound will be heard when the adjustment reaches the limit position.

### VI. Setting (please use this function after the equipment is turned on)

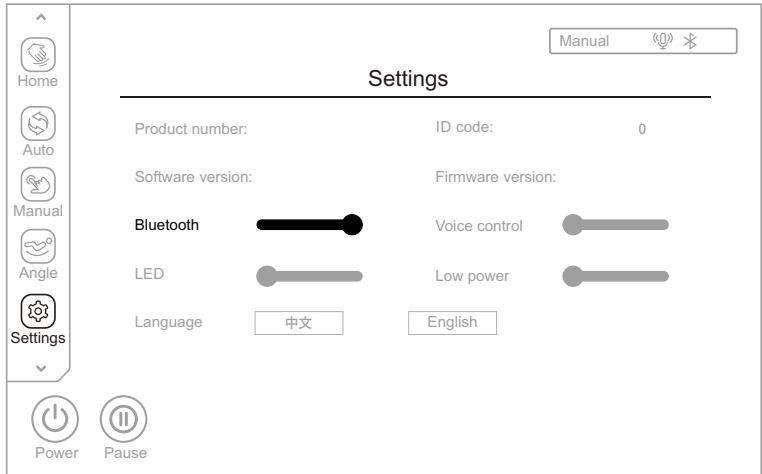
1. Select and press the **"Settings"** key on the menu bar on the left side of the controller screen, as shown in the following figure, to enter the settings interface. You can view the product model, software version number, product serial number, and firmware version number. System settings can also be performed in the interface, including Bluetooth, voice control, Led, low power consumption and language.
2. Product model, software version, product serial number, and firmware version show the information of current device.



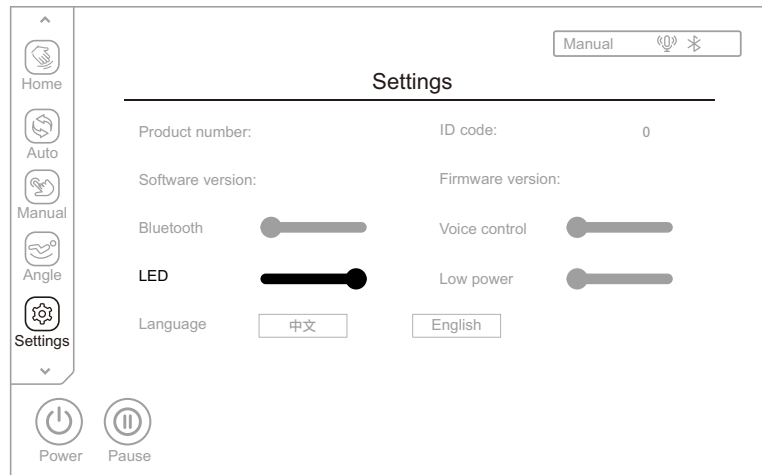
3. Bluetooth: After entering the settings interface as shown in the figure below, Click the "Bluetooth" switch to turn the Bluetooth function on or off. After you turn on the Bluetooth function, you can connect the audio device with Bluetooth to the massage chair. (such as mobile phone, MID tablet, etc.) with the Bluetooth module of the massage chair, the music played by the sound source device can be wirelessly transmitted to the sound system of the massage chair through Bluetooth for music playing.

## Operation Instructions

- (1). Enter the smart device main menu. Open "Settings" and select the "Bluetooth" option. Open "Bluetooth", and Bluetooth will automatically "Search for a New Bluetooth Device".
- (2). The smart device will search for the corresponding Bluetooth model (e.g. 4D DuoMax SE-XXXX). Click the "Match" button. If you are asked whether to match with the device, just select "Match" to complete matching.
- (3). Turn on "Music Player" in the smart device and select the song to play.

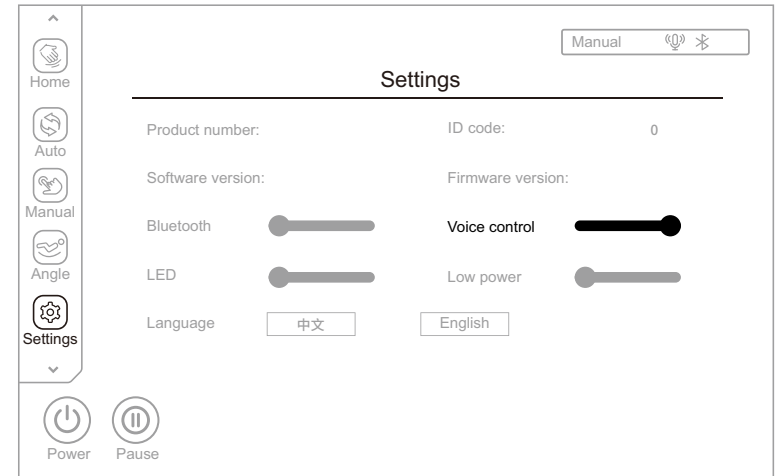


4. LED: After entering the settings interface as shown in the figure below, Click led switch to turn on or off the led function.



## Operation Instructions

5. Voice control: After entering the settings interface as shown in the figure below, Click Voice Control switch to turn on or off the Voice Control function. After enabling the voice function, you can control the massage chair by voice according to the content of voice entry.



- (1). In the massage chair open state, and need to confirm whether the voice control function is on (if not, please enter the setting interface to open it first); When voice control is open, you can press the "Voice control key" on remote controller, or you can near the speaker position to say "Hi Alice" or "Hey Alice" to wake up the voice assistant, when the voice assistant replies "I'm here", it represents that it has been woken up, and after opening the voice control assistant, you can use the voice control assistant function to control the massage chair.
- (2). You can also short press the "Voice key" button in the armrest shortcut key to wake up the voice assistant, and long press and hold this key for 3 seconds to turn it on or off.
- (3). After the voice assistant wakes up, please say the command within 6 seconds to realize the function control of the Massage chair. After the voice assistant responds to the command, you can continue to say the command. The interval between two adjacent commands cannot exceed 6 seconds, otherwise you need to wake up the voice assistant again. The detailed voice command table is as follows:  
Attention: When awakening the voice control function, the speaking speed should not be too fast, and voice commands should be issued according to Voice Control Entry.



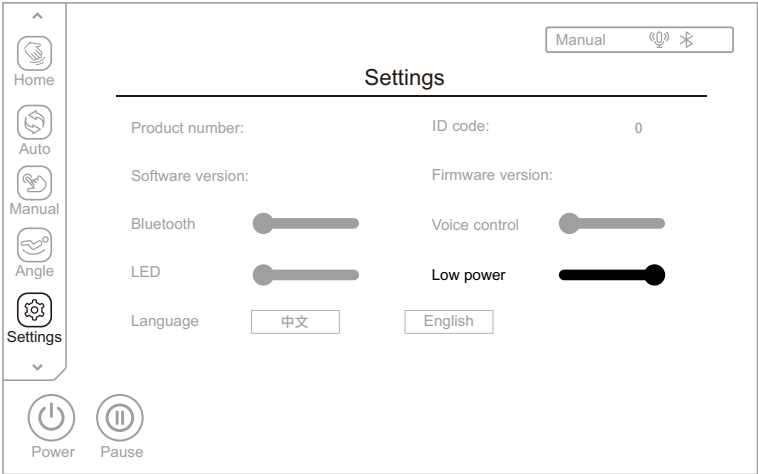
# Operation Instructions

Voice Control Entry		
Entry: "Hi Alice" or "Hey Alice". Answer: I am here.		
No.	Voice control entry	Answer entry
1	Massage on	Answer: Ok, Massage on
2	Massage close	Answer: Ok, Massage close
3	Total Relax	Answer: Ok, Total Relax
4	Energy Boost	Answer: Ok, Energy Boost
5	Sweet Dream	Answer: Ok, Sweet Dream
6	Neck & Shoulder Care	Answer: Ok, Neck & Shoulder Care
7	Lunch Break	Answer: Ok, Lunch Break
8	Thai Massage	Answer: Ok, Thai Massage
9	Open the air pressure	Answer: Ok, Open the air pressure
10	Close the air pressure	Answer: Ok, Close the air pressure
11	Up the seat position	Answer: Ok, Up the seat position
12	Down the seat position	Answer: Ok, Down the seat position
13	Change the other mode	Answer: Ok, Change the other mode
14	Go little down	Answer: Ok, Go little down
15	Go little up	Answer: Ok, Go little up

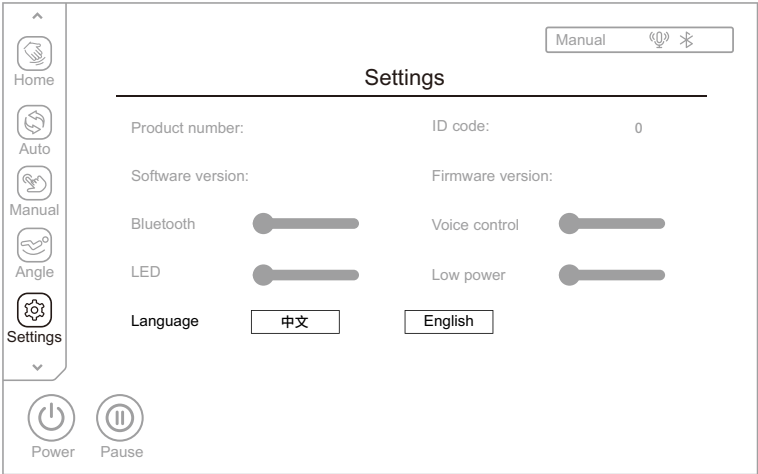
Note: commands 14 and 15 can only be used after command 13.

# Operation Instructions

6.Low power consumption: After entering the settings interface as shown in the figure below, click the "Low power consumption" switch to turn on or off the low power consumption function. After turning on low power consumption, the whole machine will be in a low power consumption state after shutting down. The armrest shortcut keys and voice control functions cannot be used and can only be used when turned on; After turning off low power consumption, the armrest shortcut keys and voice control functions can also be used in standby mode.



7.Language selection: After entering the settings interface as shown in the figure below, choose different languages according to the user's needs. The default language is English, and Chinese can be selected.



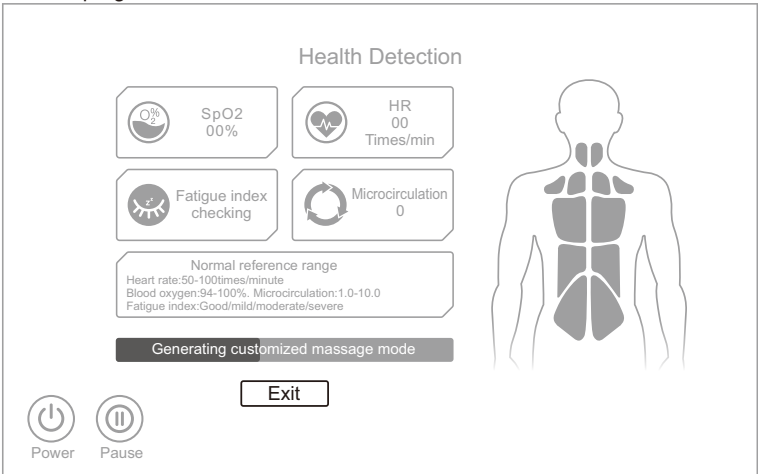
# Operation Instructions

## VII.Health detection (please use this function after the equipment is turned on)

1.Health detect starts: After entering the settings interface as shown in the figure below, Click the “**Health**” button in the menu bar on the left side of the display screen to enter the health detection interface, press the start detection button “**Start**” to perform health detection, and then gently place the index finger or middle finger on the sensor. After a few seconds, it will display the real-time data of heart rate, blood oxygen and microcirculation , waiting for the completion of the detection progress.

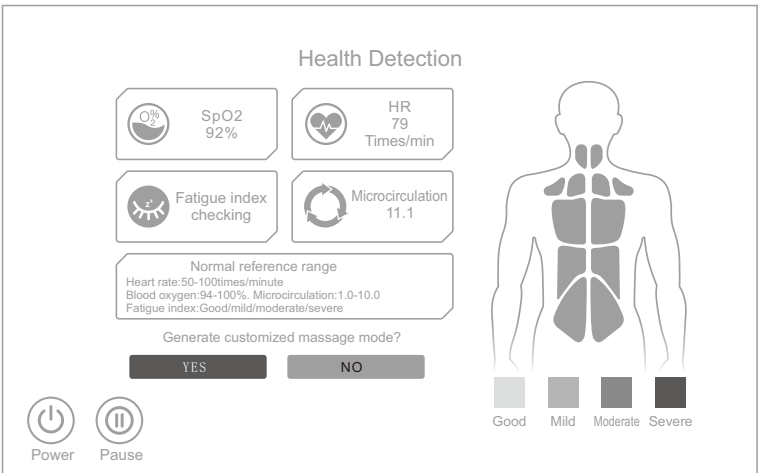


### Health check progress indicator

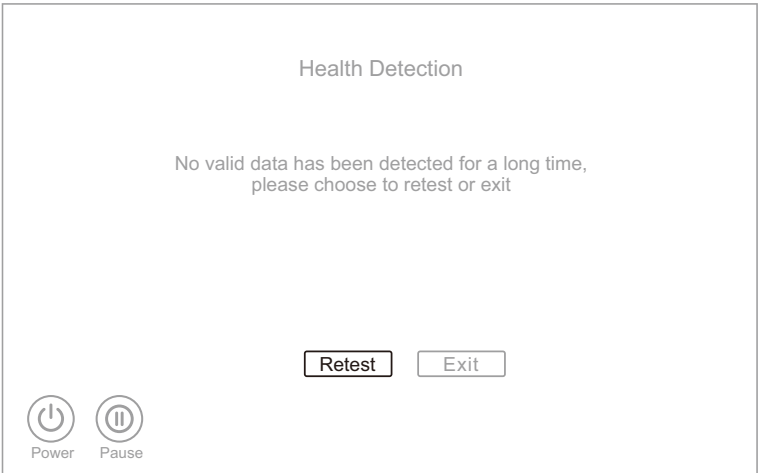


# Operation Instructions

2.Recommended program: When normal detection is completed, it will display the heart rate, blood oxygen, and the fatigue level, respectively. The blood oxygen means with the blood oxygen concentration ranging from 95% to 99% normally. The fatigue levels include Good(green), Mild(blue), Moderate(orange)and Severe(red).. Based on your fatigue level, an automatic program will be recommended for you. Select “Yes” to start using the recommended program and “No” to return to the message state before the health detection.

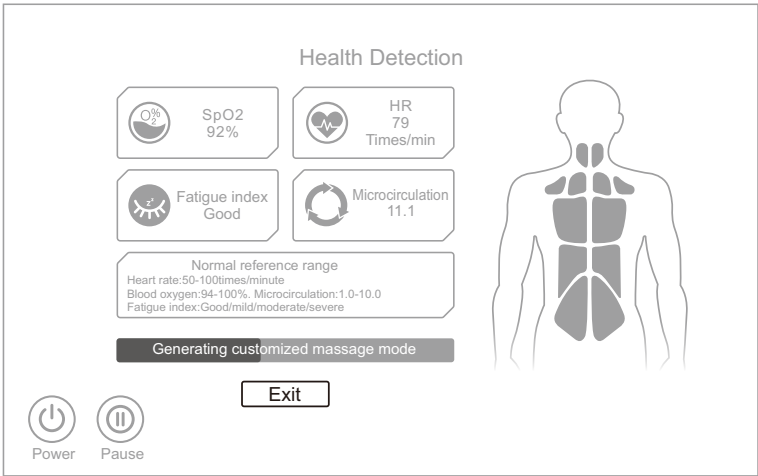


3.No valid data is detected: If no valid data is detected, the user will be prompted to ask whether to re-detect. Select “Yes” to restart the health detection, and “No” to exit the detection and return to the message state before the health detection.



# Operation Instructions

4.Exit health detection: During health detection, press the “Exit” key to exit the detection and return to the massage state before the health detection.



## VIII. Custom (please use this function after the equipment is turned on)

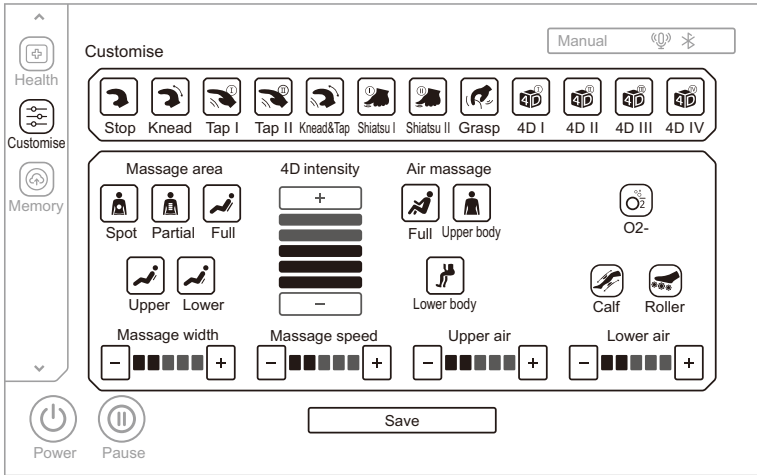
Click the “Custom” key in the menu bar on the left side of the display to enter the custom setting interface and select either Custom I or Custom II (only if the corresponding custom has been previously set and saved) for massage.



Schematic diagram of Custom

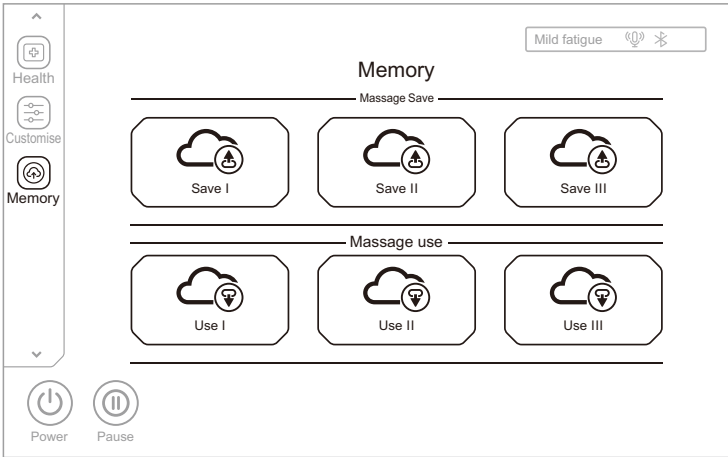
# Operation Instructions

Click Custom I Setting or Custom II Setting to enter the Custom Setting interface, then select the preferred massage technique whose icon will be highlighted after selection, and select the massage interval, 4D intensity, air massage, massage width, massage speed, air intensity, back heating, calf kneading and other functions, then click Save to save the current settings as Custom I and Custom II. After the settings are saved successfully, the custom program will be immediately available and can be used for the next massage by clicking the saved custom program.



## IX. Storage (please use this function after the equipment is turned on)

Click the “Memory” key in the menu bar on the left side of the display to enter the message function storage selection interface, with two categories including message function storage and message function call. Message Save includes: Save I, Save II and Save III. Message call includes: Use I, Use II and Use III.

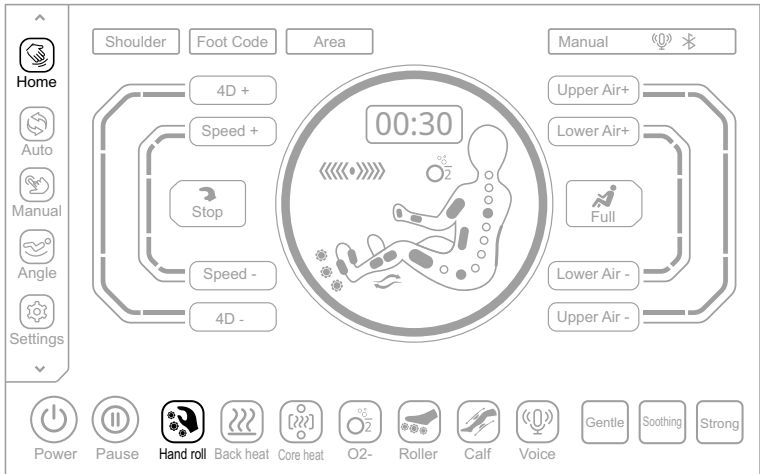


# Operation Instructions

Key	Description
	Save: Saving the currently running massage program, including automatic program, massage technique, air mode and intensity, position and angle of leg unit and backrest unit, and other massage functions.
	Use: Use the previously saved massage program, including automatic program, massage technique, air mode and intensity, position and angle of leg unit and backrest unit, and other massage functions.

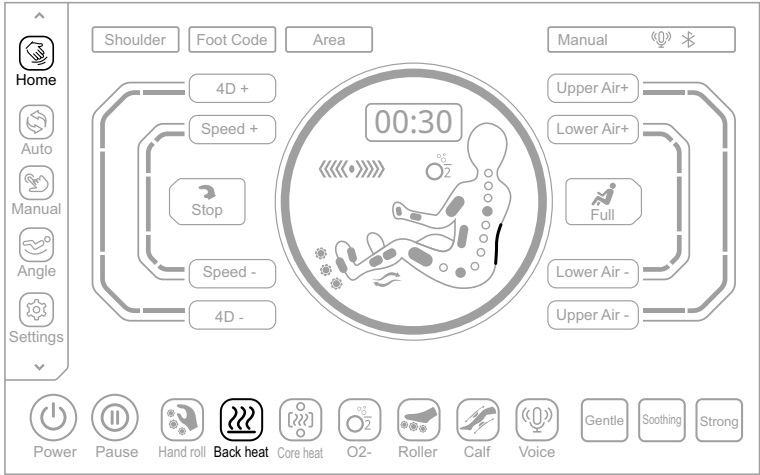
## X. Other functions (please use this function after the chair is turned on)

1.Arm roller: As shown in the following picture, in the “Home” interface, press the “**Hand roll**” key to enable or disable the arm roller function; After turn on, the arm roller will be working with the air pressure function; arm squeeze massage to relieve arm muscle stiffness or tension.

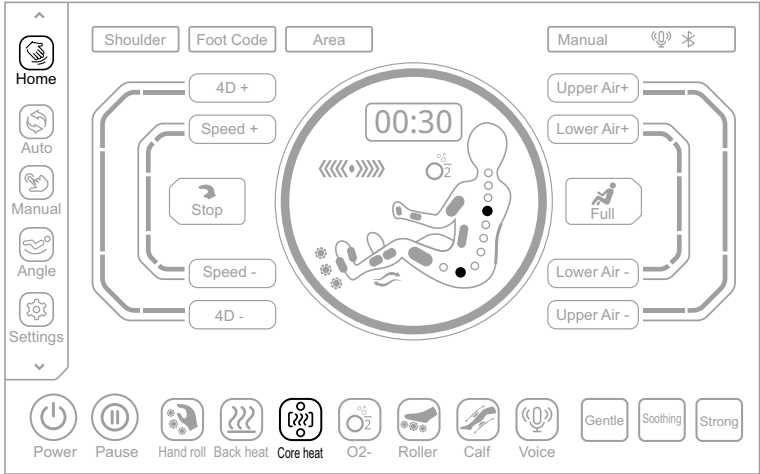


# Operation Instructions

2.Back heat: As shown in the following figure,In the “Home” interface, select the “**Back heat**” key to turn on or off the shawl heating function. There will be warmth after turning on the heating function for 3 minutes

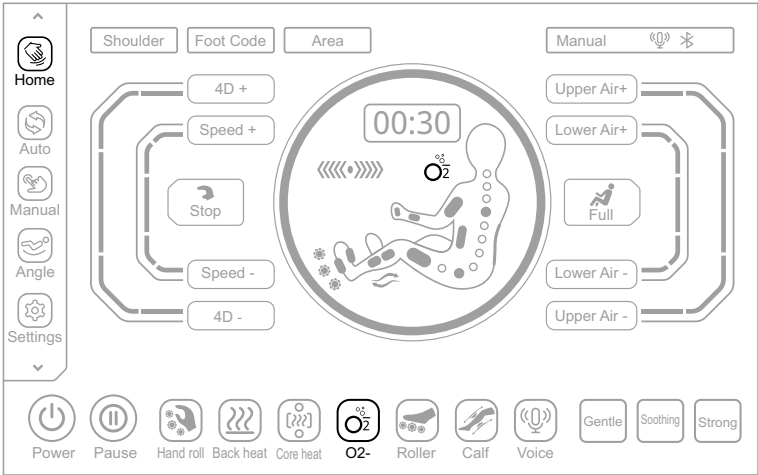


3.Core heating: As shown in the following figure, In the “Home” interface, select the “**Core heat**” key to turn on or off Mechanical core heating function (jade heating). There will be warmth after turning on the heating function for 3 minutes.

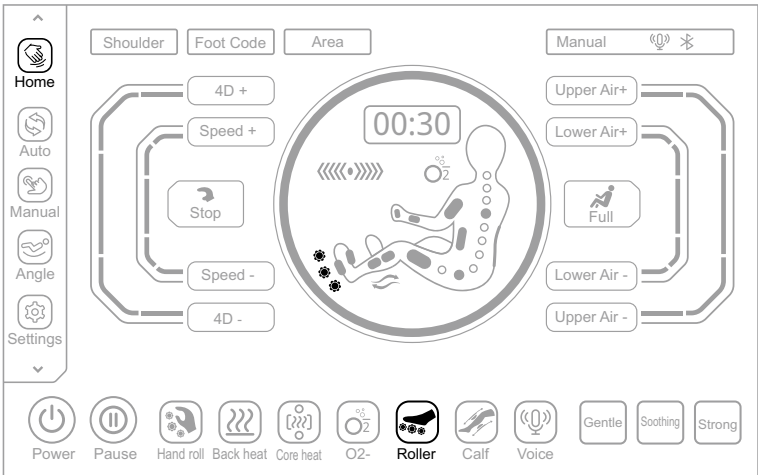


# Operation Instructions

4.O2-Ion: As shown in the following figure, In the “Home” interface, select the “O2-Ion” key button to turn on or off the O2-Ion function.

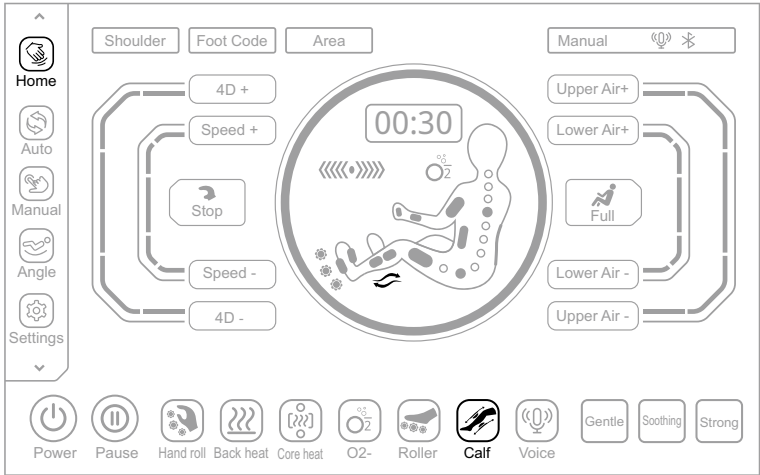


5.Foot Rollers: As shown in the following figure, In the “Home” interface, click the “Roller” key button to turn on or off the foot roller massage function, with three adjustable speeds. Press it for the first time to start Level 1 speed; press it for the second time to start the Level 2 speed; press it for the third time to start the Level 3 speed; and press it for the fourth time to disable the Sole Roller function, which are switched cyclically.

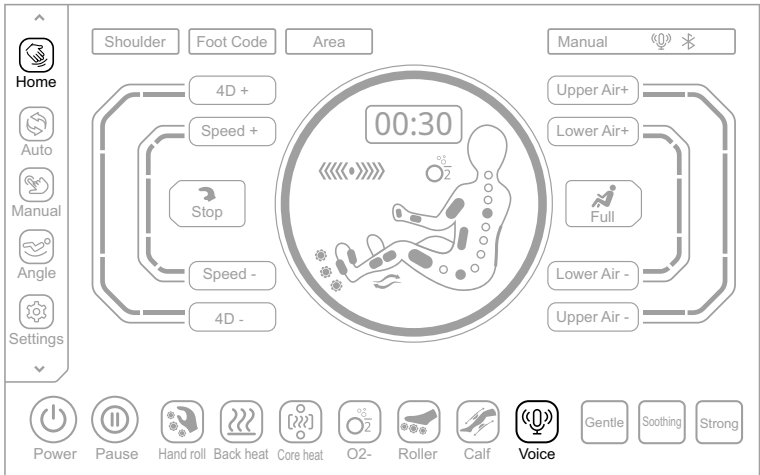


# Operation Instructions

6.Calf movement roller: As shown in the following figure, In the “Home” interface, select the “Calf” key button to turn on or off the calf rubbing massage function; in The inner side of the calf is provided with rubbing massage function, and the outer side is provided with airbag squeeze massage function, which can relieve the calf muscle stiffness or tension caused by long standing.

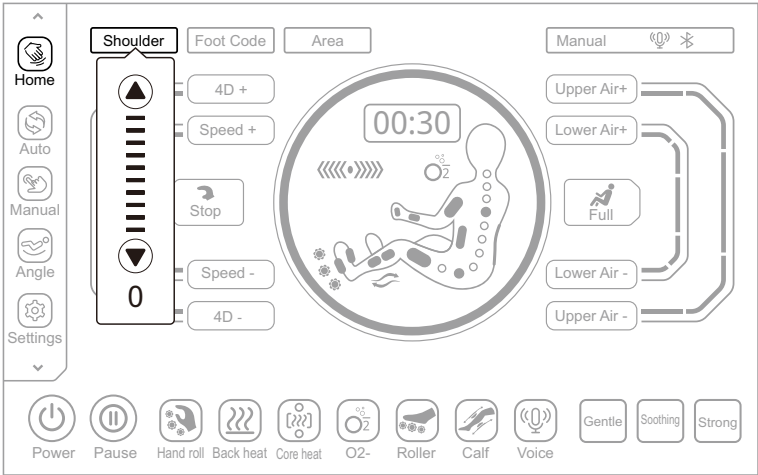


7.Voice: As shown in the following figure, In the “Home” interface, select the “Voice” key to wake up the voice assistant. If you press this button and emit a “drip, drip” sound, the voice assistant cannot wake up normally, please go to the setting screen to confirm whether the voice control function is enabled. If the voice control function is not enabled, please turn it on.

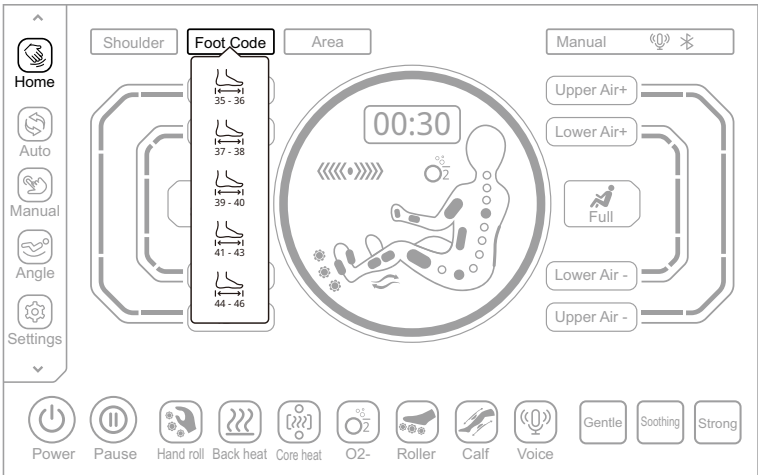


# Operation Instructions

8.Shoulder Position Adjustment : As shown in the following figure, In the “**Home**” interface, select the “**Shoulder**” key, and press the up and down arrow buttons in the pop-up menu to adjust the shoulder position, with a total of 11 adjustable levels.

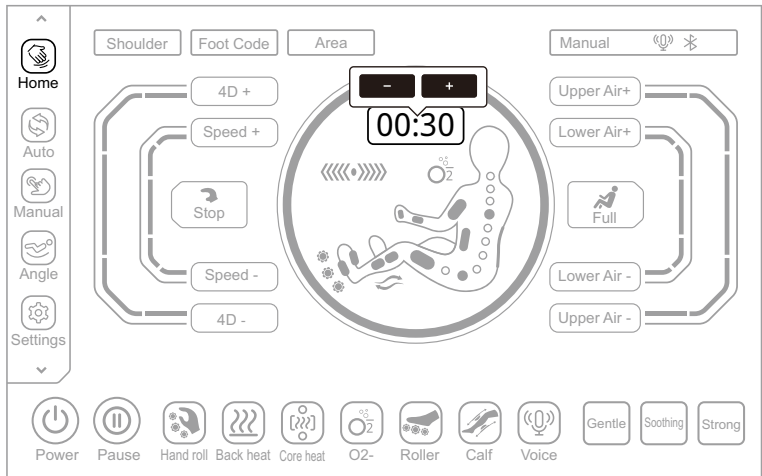


9.Foot size selection: As shown in the following figure, In the “**Home**” interface, press the “**foot code**” key to select the corresponding foot size for massage.

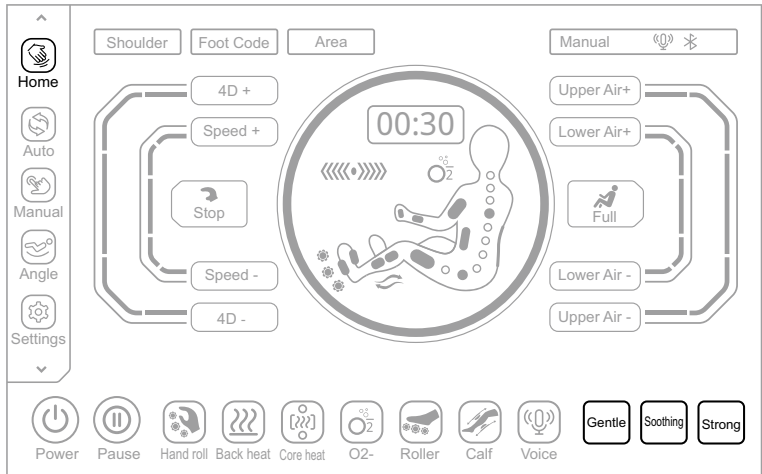


# Operation Instructions

10.Massage time adjustment: As shown in the following figure, In the “**Home**” interface, select the massage time adjustment key “**00:30**”, press the plus and minus arrow head button in the pop-up menu, you can increase or decrease the massage time. Click the key “**+**”, the time increased by 5 minutes, the maximum increase to 40 minutes. Click the key “**-**”, the time decreased by 5 minutes.



11.Select level: As shown in the following figure, In the “**Home**” interface, select the “**Gentle, Soothing, Strong**” key to select the appropriate massage intensity.



Caution

This is the end of massage chair remote controller operation instructions.

## Operation Instructions

### XI. Bluetooth App Download and Install instructions

#### 1. APP download and installation

- (1). Android system download method: Search for the download version “Osaki 4D DuoMax” in Google Play (Google Store) download and install it. You can also scan the below QR code to download and install it. After success, you can use the Bluetooth App to operate the massage chair.
- (2). Apple system download method: Search and download the IOS version “Osaki 4D DuoMax” in App Store (Apple App Store) to download and install it. You can also scan the below QR code to download and install it. After success, you can use the Bluetooth APP to operate the massage chair.

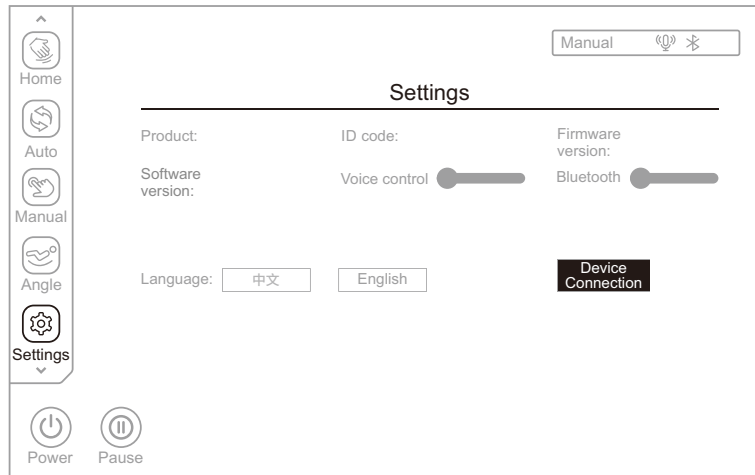


Osaki 4D DuoMax



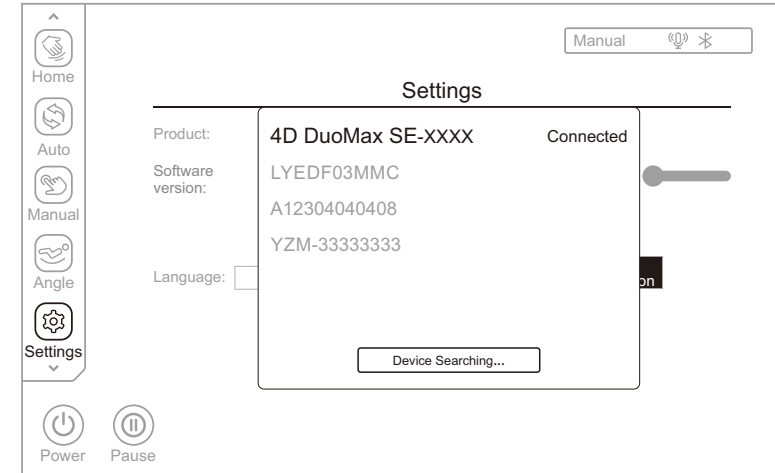
#### 2. APP Device Connection

- (1). App Device Connection massage chair: First click “Settings”, then select "Device Connection".



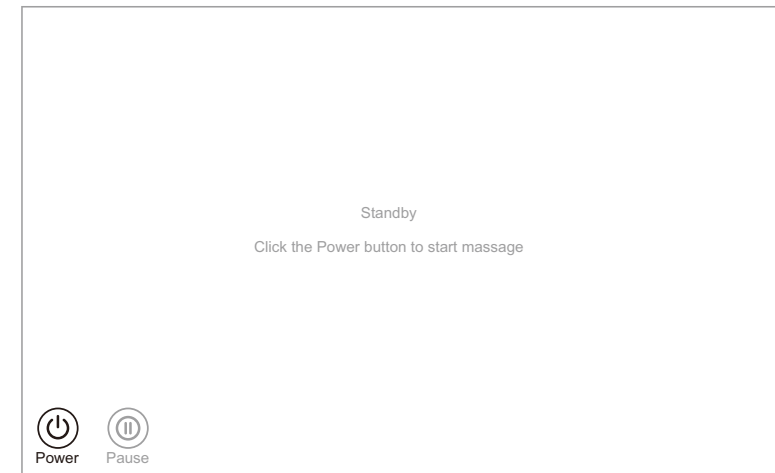
## Operation Instructions

- (2). The APP will automatically search for the corresponding device number (e.g., 4D DuoMax SE-XXXX), click on the corresponding device number (and display connected), and the connection will be completed successfully.
- (3). After the device is successfully connected, you can operate the massage chair.



#### 3. Structions for Bluetooth APP operation

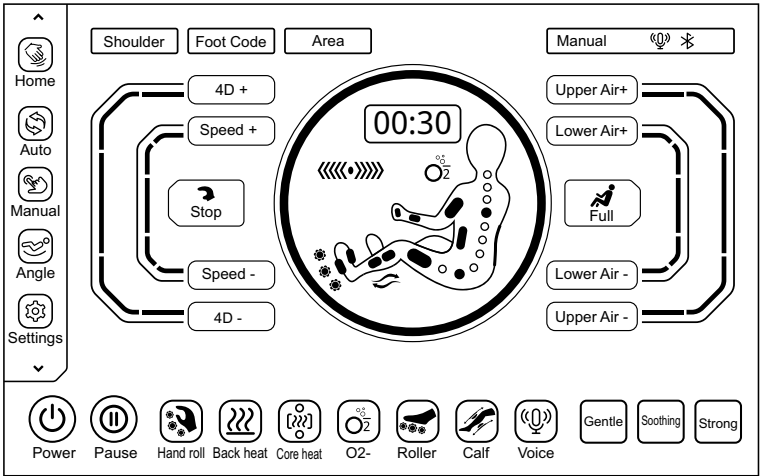
- (1). Press the “Power” button, start massage.





# Operation Instructions

(2).Once power on, enter the main screen to select the appropriate massage function for your needs.



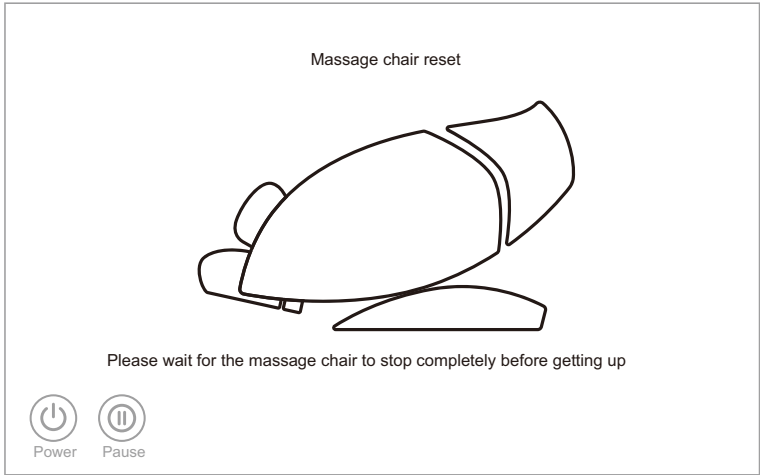
Message chair Bluetooth APP interface operation instructions, you can refer to the instruction of 19-52 pages of remote controller operation instructions.

# Operation Instructions

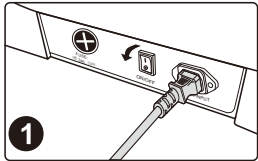
## XIV.End message

During the massage:

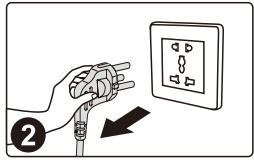
- 1.Long press the power button on the hand controller to turn off all massage functions and reset the massage chair angle.
- 2.Long press the power button on the armrest to turn off all massage functions and reset the massage chair angle.
- 3.Press the ON/OFF key on the Bluetooth APP interface, all massage functions stop, and the angle of the massage chair will be return to original position.
- 4.Press the PAUSE key on the Bluetooth APP interface then press the ON/OFF button, all massage functions are stop, and the angle of the massage chair will be return to original position.
- 5.Use voice commands to shut down, all massage functions are turned off, and the massage chair angle is reset.
- 6.As the timing ends, all massage functions stop, and the angle of the massage chair will be not return to original position.



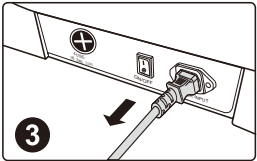
Cut off the whole machine power supply, as shown in the figure (Schematic diagram of power switch position of the whole machine).



Turn off the power switch ("O" position)



Schematic diagram of pulling out the power plug



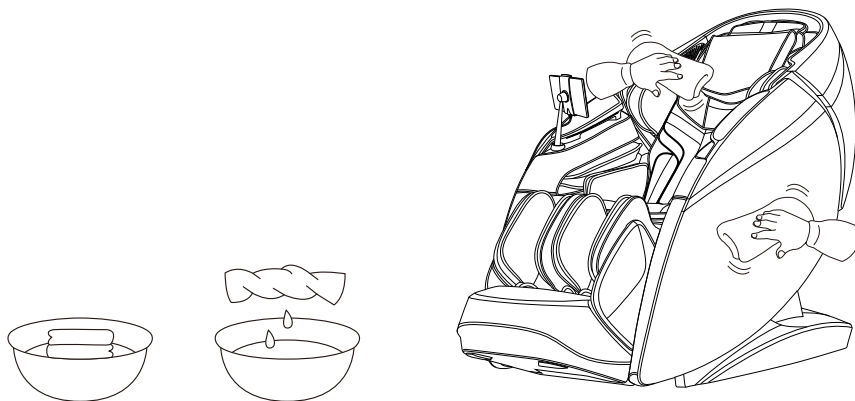
Remove the product connection power cord

## Cleaning and Maintenance

### Cleaning synthetic leather and plastic parts

Wipe the leather with a soft, dry cloth.

- Do not use chemicals such as thinner, gasoline, alcohol, etc. to clean the unit.
- When using commercially available leather care products (rags), please follow the instructions for use.
- If synthetic leather is particularly dirty, wipe it in the following way.
  - ① Immerse a soft cloth in water or hot water containing 3% to 5% neutral detergent, then wring it out thoroughly.
  - ② Use the above soft cloth to wipe the leather surface.
  - ③ Wipe off the cleaning solution with a cloth soaked in clean water and thoroughly wrung out.
  - ④ Wipe with a wrung soft cloth.
  - ⑤ Let it air dry naturally.
- When it is difficult to remove stains, please immerse commercially available melamine foam in neutral detergent, and then wipe the machine with it.
- Do not use a hair dryer to dry the surface.
- Be careful when wiping the machine with denim and colored fabrics, as the color of the fabric will stain the surface of the synthetic leather.
- Do not keep these parts in contact with plastic for a long time, as this will cause discoloration.
- Synthetic leather may be discolored, so when using hair dye, please cover the touched part with a towel.



## Troubleshooting

<b>Fault</b>	When the calf mechanism or the backrest reaches a certain position, press the corresponding adjustment button and it will no longer change, and a continuous "beep, beep" sound will be emitted.
<b>Solution</b>	Due to product structure design and ergonomic requirements, this product has a limited protection design for the limit state of attitude adjustment. At the same time, a reminder sound will sound when the limit is reached.

<b>Fault</b>	The function does not work or some functions do not work after the machine is turned on.
<b>Solution</b>	After the machine is turned on by pressing the switch key, it is necessary to manually select an automatic massage program or other working state. If it is not operated, the machine will automatically shut down after 20 minutes. If the manual operation mode is selected, the functions that are not selected may be disabled, and the working mode needs to be manually set in the manual mode.

<b>Fault</b>	The machine makes a leather rubbing sound when adjusting its posture.
<b>Solution</b>	This product adopts high-grade anti-corrosion leather that meets environmental protection requirements. Due to the inherent characteristics of leather materials, there will be a normal slight noise when rubbing at the relative movement, which is a normal phenomenon. Note: If you hear fabric or leather tearing sound when the machine is running, please stop using it immediately and seek professional maintenance.

<b>Fault</b>	The massage wheel did not reach the shoulders or neck.
<b>Solution</b>	If the head does not touch the head cushion or the back does not touch the backrest, the shoulder position may be lower than the actual position during the body shape detection process. Sit in the deepest position of the seat, rest your head on the headrest, and start over from the beginning.

<b>Fault</b>	The unit is damaged. The power cord or power plug is abnormally hot.
<b>Solution</b>	To prevent accidents, be sure to contact an authorized service center.

Please feel free to contact the designated service personnel for any questions or doubts about this product.

**Product specifications**

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Model: 4D DuoMax SE  
Name: Massage Chair  
Rated voltage: 110-120V~ 60Hz ☐  
220-240V~ 50Hz/60Hz ☐  
Rated power: 220W  
Rated time: 20min  
Safety structure: Class I