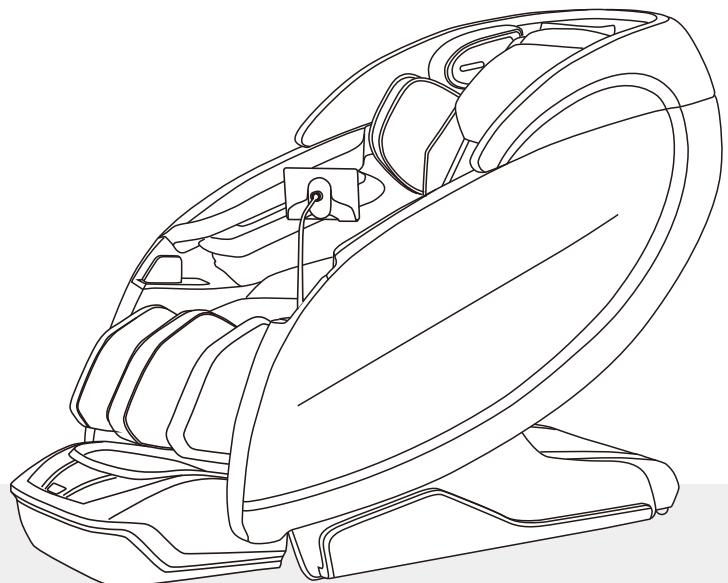


*Osaki*  
PLATINUM

# Massage Chair



User Handbook  
4D Sapphire

## TROUBLE SHOOTING

## CONTENTS

If the sounds or movements are not normal, please turn off the massage chair and remove the plug from the electric outlet. Please contact the customer service department for further assistance.

Problem	Solution
The massage chair is connected to power but is not functioning.	1. Check to see if the power plug is inserted properly or if the power outlet is functioning properly. 2. Check to see if the main power switch is in the "I" position.
The remote controller is responding, but the massage chair is not functioning.	The massage chair may have automatically shut down due to overheating protection devices. Please turn off the power and allow the chair to cool off for 30-50 minutes.
Both the remote controller and massage chair are not responding.	The massage chair automatically turns into "full stop" or into "idle" mode when a massage program is completed. Please press the power button again to turn on the chair.

Please read and follow all safety and operating instructions listed on this user manual before use. In order to use it in a right way, please keep the user manual properly for future reference.

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Note: Our company reserves the right to revise the design and description of this product without any further notice.

# SAFETY PRECAUTIONS

## Important Safety Instructions

Read all instructions before using (this appliance)

**DANGER** - To reduce the risk of electric shock:

Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

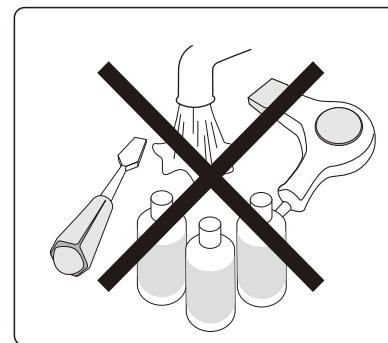
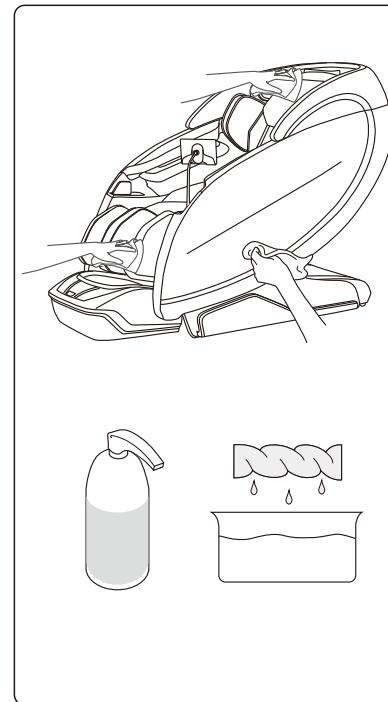
**WARNING** - To reduce the risk of burns, fire, electric shock, or injury to persons: The plug must be fully inserted into an appropriate outlet. Improper connection of the equipment-grounding conductor can result in the risk of electric shock.

Check with a qualified electrician or service technician, if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product if the outlet is not suitable. Please ensure that a proper outlet is installed by a qualified electrician.

When using the massage chair, basic precautions should always be followed to reduce the risk of electric shock, burns, fire, or injury to person.

1. Please ensure that you plug the massage chair into a proper electrical outlet.
2. Make sure the power plug is securely inserted into the proper electrical outlet to reduce the risk of short-circuit and fire.
3. Always unplug the massage chair from the electrical outlet immediately after use and before cleaning.
4. Do not use the massage chair in places where the humidity is high.
5. Do not use the massage chair outdoors and avoid place with direct sunlight.
6. If the power goes off during use, be sure to turn the power switch to the off position and pull the power plug out from the socket to prevent damage from occurring when the power is restored.
7. Never operate the massage chair if the power cord is wet or damaged.
8. Never plug/unplug the power cord from the socket with wet hands.
9. Close and continuous supervision is necessary when this appliance is being used by on or near children, invalid or disabled person.
10. Use this appliance only for its intended use as described in this use manual.
11. Do not use any parts not from factory.
12. Do not stand, sit or jump in the calves rest when massage chair is in use to prevent any injury to person.
13. Do not attempt to stand on the backrest and armrest to prevent any injury to person.
14. Be careful not to fall asleep during the massage session.
15. Always keep the massage chair clean and never insert any object into the gaps on and around the massage chair.
16. Do not move the massage chair by pulling the power supply cord.
17. Always check whether the surface of the massage chair is torn or ripped before usage, if you found any unfamiliar rips in any area of the cloth in the backrest, do not use the massage chair, kindly contact the service center immediately for repair.

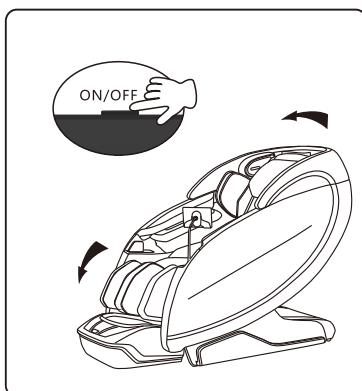
# MAINTENANCE



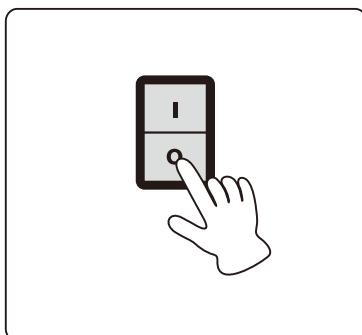
- Unplug the power plug before cleaning.
- Do not pour any liquids directly to the chair. Spray or dampen the cleaning cloth.
- Use a non-toxic cleaner and dry cloth to clean the chair.
- Be sure the chair is completely dry before plugging the power plug into the outlet.
- Do not use any drying machine to dry the areas cleaned. Only air dry to avoid any damage to the chair.
- Do not use any product which contains benzene or alcohol to clean the chair.

# INSTRUCTIONS

## After use



1. After the massage program is completed, please press the switch button, the massage chair will be automatically recover.
- Please check surrounding area prior to adjust the recline angle, pay special attention to children or pets that may be close proximity.
- Please make sure your arms and legs are away from gaps between the armrest, legrest, and footrest, to prevent any possible pinching or injury.



2. Press the power button to power off the massage chair and return remote controller to the storage box.
3. Turn off the main power switch.
4. Remove plug from power outlet.
  - \* Please do not pull on the power cord to remove the plug.
  - \* Please do not unplug with wet hands.

# SAFETY PRECAUTIONS

18. This appliance is designed for household use only.
19. For those suffering from illnesses, please consult your doctor for advice prior to use.
20. The following persons are requested to consult a doctor prior to use in order to reduce the risk of user feeling sick or suffering from injury.
  - Those who have malignant tumor
  - Those who suffer from heart disease
  - Those who are experiencing pregnancy, menstruation and puerperal fever
  - Those who require complete rest
  - Those who are under medical treatment
  - Those who suffer from back problem or whose backbone is abnormal or bent
  - Those who have osteoporosis
21. If you experience pain during usage, stop using the massage chair immediately, if any injuries occur, seek medical treatment immediately.
22. Never massage the swollen or inflamed parts of the body.
23. This product is not medical appliance, designed to provide a comfortable massage only. Do not use this product as substitute for medical treatment.
24. Each massage session should not exceed 30 minutes. Massage the targeted area only for 15mins, over-massaging can lead to overheating, thus giving the appliance a shorter lifespan.
25. Do not operate where aerosol (spray) product are used or where oxygen is being administered.
26. The massage chair is not suitable for children aged 14 and below.

## NOTE:

- This appliance is not intended for use by persons (including children) with reduced physical sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- If the supply cord is damaged, it must be replaced by manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The appliance heats up during operation. Persons sensitive to heat must take extra caution when using the appliance.

# SAFETY PRECAUTIONS

# INSTRUCTIONS

Read all instructions before using (this appliance).

**DANGER**-To reduce the risk of electric shock:

1) Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

**WARNING**-To reduce the risk of burns, fire, electric shock, or injury to persons:

1) An appliance should never be left unattended when plugged in. Unplug from outlet when not in use, and before putting on or taking off parts.

2) Do not operate under blanket or pillow. Excessive heating can occur and cause fire electric shock, or injury to persons.

3) Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.

4) Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

5) Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the appliance to a service center for examination and repair.

6) Do not carry this appliance by supply cord or use cord as a handle.

7) Keep the cord away from heated surfaces.

8) Never operate the appliance with the air openings blocked. Keep the air openings free of lint, hair, and the like.

9) Never drop or insert any object into any opening.

10) Do not use outdoors.

11) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

12) To disconnect, turn all controls to the off position, then remove plug from outlet.

13) Do not use massager in close proximity to loose clothing or jewelry.

14) Keep long hair away from massager while in use.

15) Use heated surfaces carefully. May cause serious burns. Do not use over insensitive skin areas or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.

## SAVE THESE INSTRUCTIONS

For use household only



### Grounding instructions

To avoid risk of electrical shock, turn power switch off before plugging unit into electrical outlet. Use only with properly grounded outlet (3 prong). Do not plug into ungrounded outlet.

### WARNING

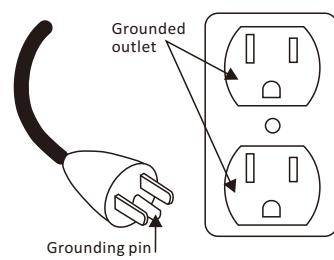
- Improper connection of the equipment.

grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

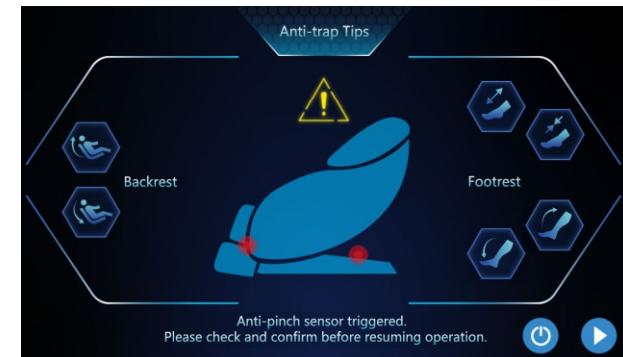
This product is for use on a nominal 110-120V circuit and has a grounding plug that looks like the plug illustrated. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

### Earthing

This massage chair is a Class 1 electrical appliance. Make sure to use a grounded outlet to the grounded power supply circuit and a properly installed earth grounding rod with ground connection, to avoid electric shock.



## 8. Warning



When this warning page above pops up, the massage chair will automatically stop running. Please check whether there are foreign objects under the back of the massage chair, between the calf and the foot. After removed the object, tap the  icon to shut down the chair at the safest angle; or press the  icon to restart detection. The massage chair will resume operation if no foreign object is detected.

## How to Play Bluetooth Music on the Massage Chair?

To connect for Bluetooth music playback:

1. Enable Bluetooth on your mobile phone or iPad.
2. Search for available devices and select "OP-4D Sapphire" to pair directly.
3. Once paired, you can play music from your device or any music APP.

## INSTRUCTIONS



1.Speaker volume adjustment    2.Button volume adjustment  
 3.Screen brightness adjustment    4.Ambient light adjustment  
 5.Reset

## PRODUCT SPECIFICATIONS

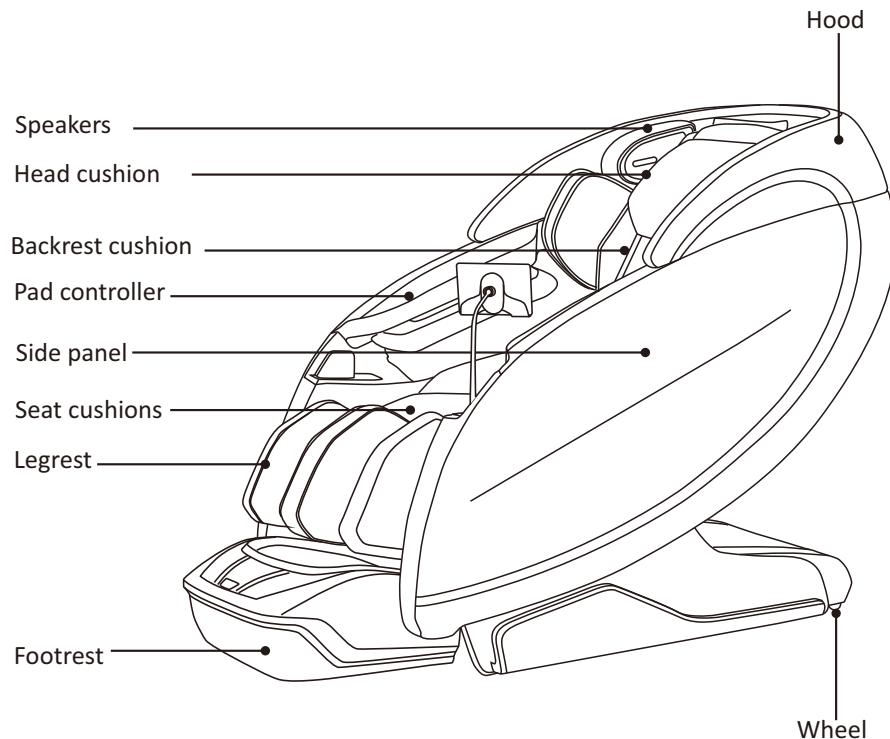
Description	Specifications
Product Name	Massage Chair
Model No.	4D sapphire
Rated Voltage	110-120V~ 60Hz
Rated Power Consum	236W
Rated Current	2.67A
Dimension (LxWxH)	Main Body: 22.83" x 21.85" x 25.20" Legrest: 22.83" x 21.85" x 25.20"
Weight	Net Weight: 286.60 lbs + 50.71 lbs Gross Weight: 335.10 lbs + 57.32 lbs



Language Selection

# PRODUCT COMPONENTS

## Main Body Diagram



# INSTRUCTIONS



1. Selection area of airbag massage area
2. Adjustment of air pressure

## 7. Sitting



1. Heating Zone Selection
2. Roller Zone Selection

## INSTRUCTIONS

### 6. Sitting adjustment



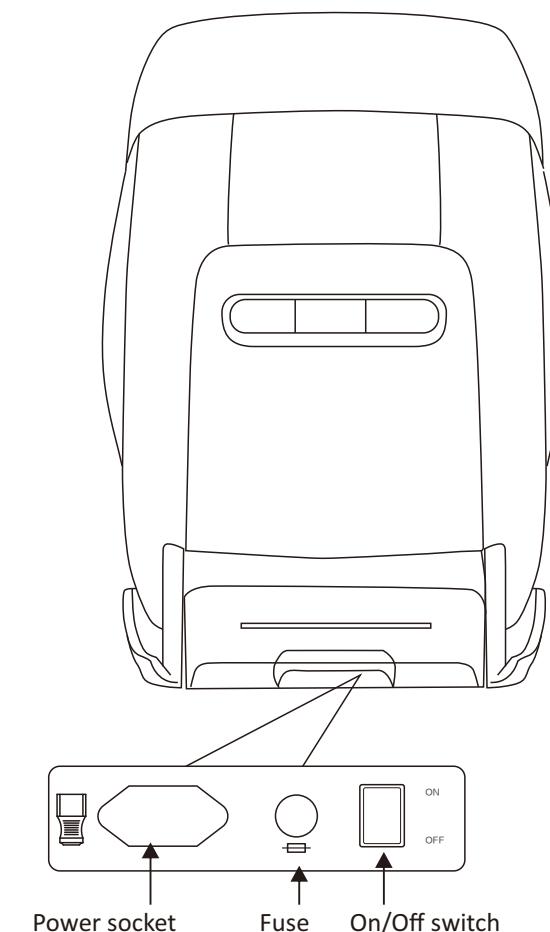
1. Backrest down and up
2. Leg Extension & Lift Adjustment
3. Zero-gravity position area: three gears can be selected



1. Massage interval adjustment area: spot, region, full body
2. Adjust the up and down position of the massage movement
3. Massage width adjustment area

## PRODUCT COMPONENTS

### Main Body Diagram



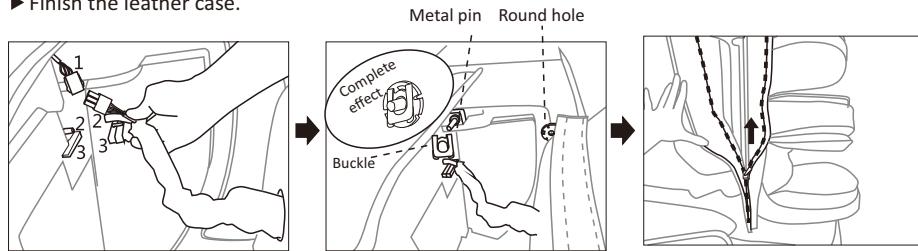
# CHAIR INSTALLATION

# INSTRUCTIONS

## Installation Method

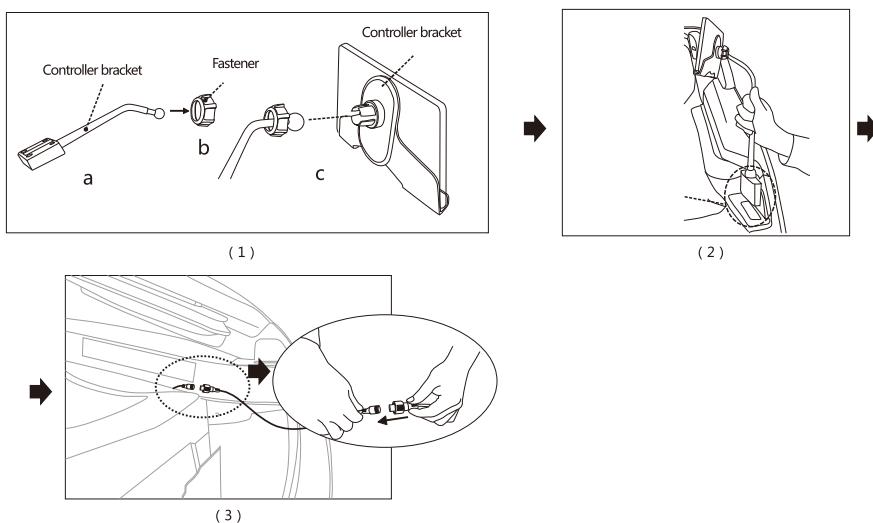
### Step 1: Installation of legrest unit

- ▶ First connect the trachea of the leg with the bus on the massage chair.
- ▶ Lift the leg and insert the round hole in the upper right corner of the leg into the metal pin shaft of the massage chair, and then insert it with a buckle to fix it.
- ▶ When installing the left side, first move the whole leg to the right, align the round hole in the upper left corner and the pin of the massage chair, move the lower leg to the left, and then insert the buckle to fix it.
- ▶ Pull the holster on the leg to the zipper of the massage chair.
- ▶ Finish the leather case.



### Step 2: Remote controller installation.

- ▶ Insert the bracket into the fastener, push into the circular groove of the controller bracket, and then tighten the fastener (figure 1).
- ▶ Push the controller bracket into the left slot of the massage chair (Figure 2).
- ▶ Finally, join the connection between remove controller and massage chair (Figure 3).



## 5. Manual mode



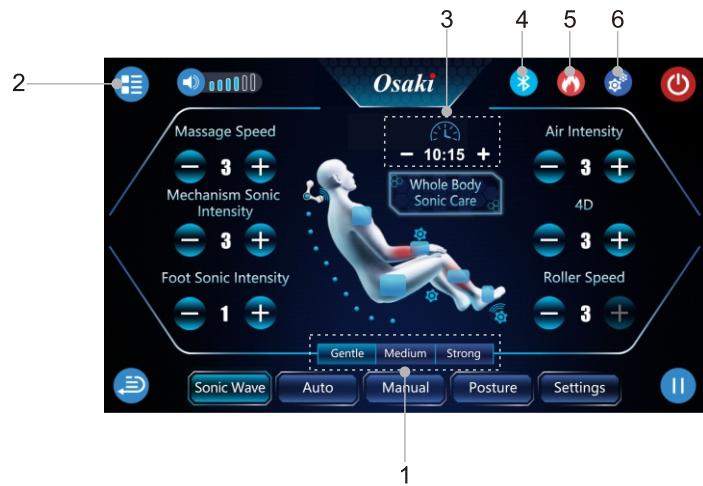
### 10 massage techniques can be selected:

kneading massage (2 levels adjustable), tapping massage (2 levels adjustable), kneading & tapping, circular kneading massage, semi-circular kneading massage, shiatsu massage, tuina massage, clapping massage.



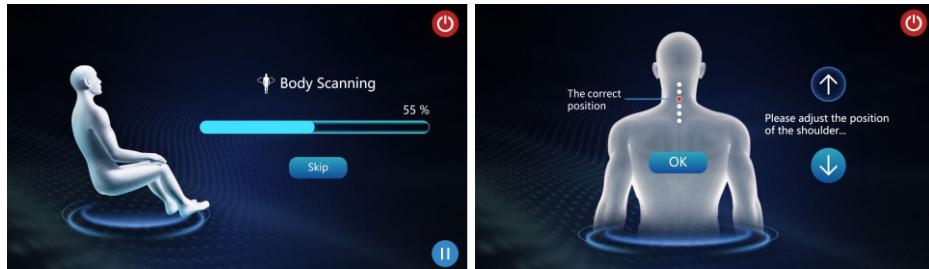
1. Massage speed adjustment
2. Mechanism sonic intensity
3. Roller intensity adjustment
4. Foot sonic intensity

## INSTRUCTIONS



1. Overall Massage Intensity Selection: gentle, medium, strong
2. Return to homepage
3. Massage time
4. Bluetooth switch
5. Heating switch
6. Roller switch

### 4. Shoulder Position Detection



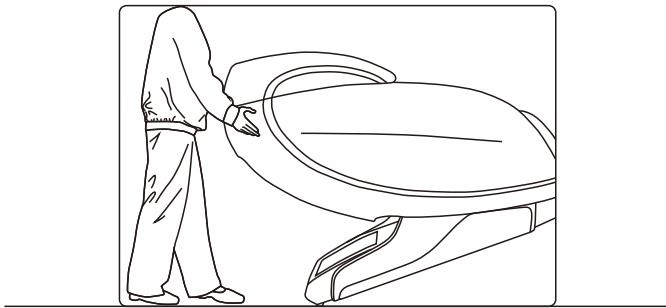
1. When any automatic massage program is selected, the Body Scanning function will automatically activate.
2. Within 10 seconds after completed scanning, users can fine-tune the shoulder position based on the detection results. Press the "OK" button to confirm the current shoulder position.

\*During body scanning, pressing the "Skip" button will immediately skip the shoulder position detection.

## CHAIR INSTALLATION

### Moving the massage chair

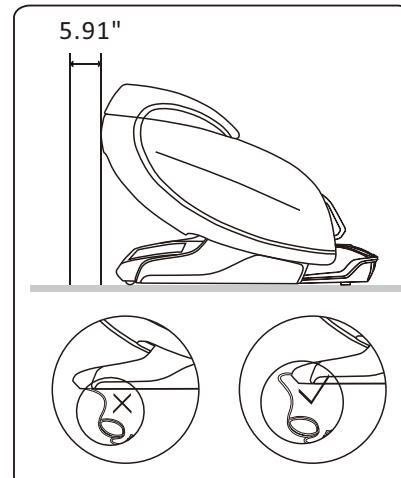
- There are moving rollers at the bottom of the chair.
- Raise the back to the highest point.
- Unplug the chair.
- Lift the front part of the chair as showed in the figure, move the chair to the desired position by the rollers.



### Caution

- Don't move chair when there are people in it.
- Don't use the armrest for moving the chair, only hold the moving holder in the back and front. (At least 4 people are recommended)

### Place the massage chair an open area



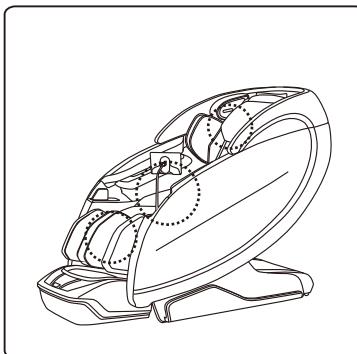
- Allow sufficient space around the chair for recline purposes.
- 5.91" distance for the back side and 15.75" in front of the footrest.

\*In order to avoid the damage of the floor and to reduce the noise, please put area rug under the massage chair.

\*Make sure that there are no barriers in front and the back of the massage chair.

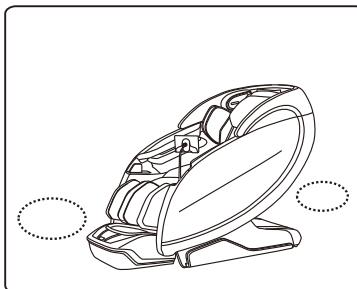
\*Please do not put it in wet or uneven floor.

\*To avoid signal interference, please place it 4 feet away from AV/TV, and radio.



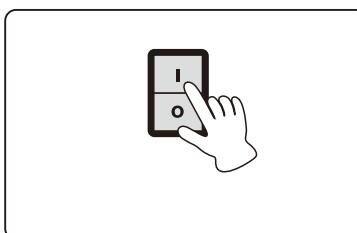
## 1. Make sure that the product is in good condition

- Make sure that headrest and backrest pad are not damaged.
- Make sure that the power supply cord is not damaged.
- Make sure whether the footrest is not positioned correctly.  
(if it is under the horizontal surface,  
When you sit on the massage chair and exert big force the chair will be damage).



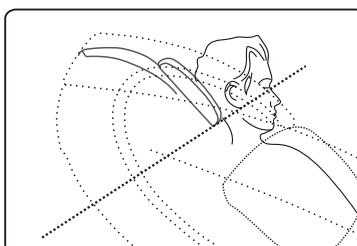
## 2. Check the surrounding environment

- Make sure there are no barriers around the massage chair.



## 3. Connect the power supply cord of the massage chair

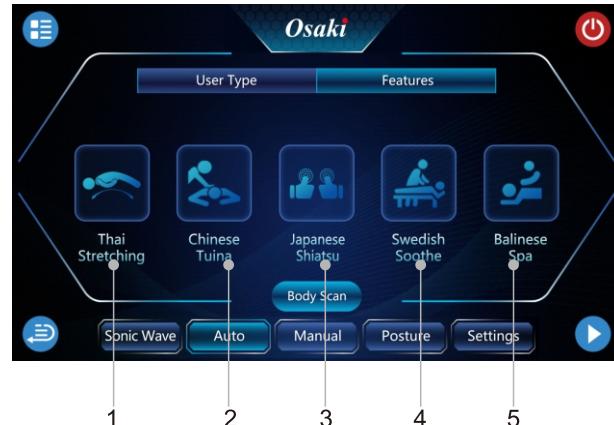
- Connect the power supply cord.  
Turn OFF the power switch on the back of the massage chair



## 4. Adjusting the position of the headrest when using

- Adjust the under-part position of the headrest and make the position of the ear and on the same horizontal plane.

## 3.AUTO



There are 5 modes to choose from for body massage:

1. Thai Stretching
2. Chinese Tuina
3. Japanese Shiatsu
4. Swedish Soothe
5. Balinese Spa



There are 5 modes for different target crowds:

1. Beauty&Wellness
2. Drivers
3. Home Comfort
4. Office Workers
5. Smartphone Users

## INSTRUCTIONS

## INSTRUCTIONS

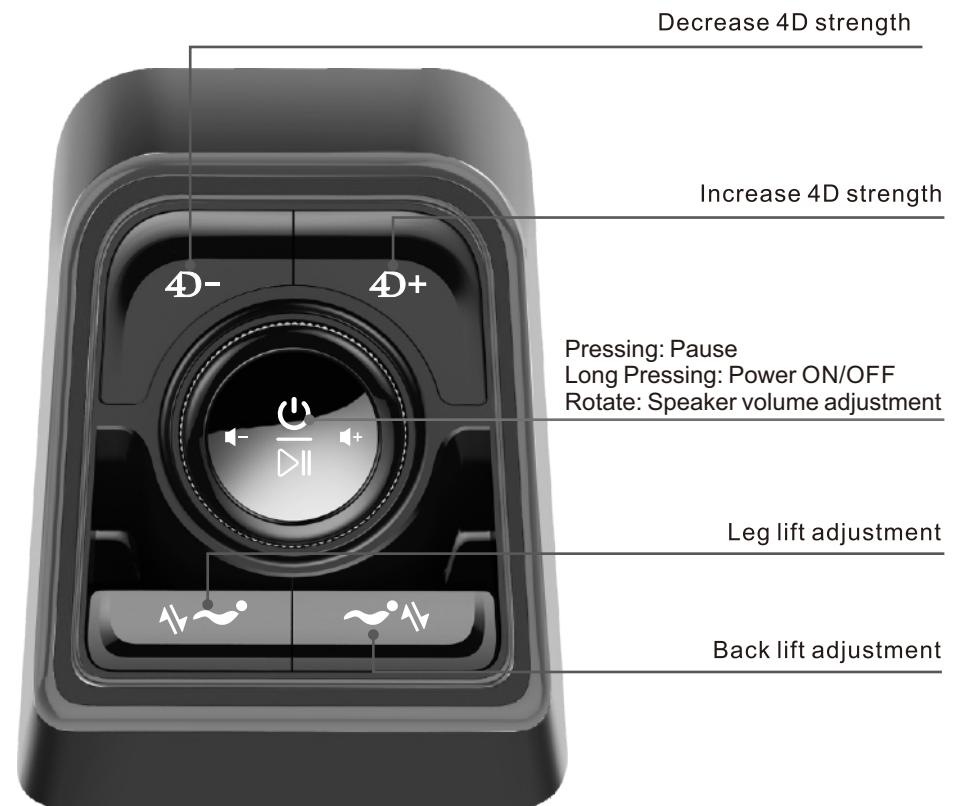


There are 5 modes to choose from for music sync 1:  
 1. Energy Boost   2. Stress Relief   3. Rejuvenate  
 4. Singing Bowl   5. Sweet Dreams



There are 5 modes to choose from for music sync 2:  
 1. Cozy Moments   2. Deep Meditation  
 3. Bluetooth Sonic Wave

### Shortcut Key Functions (On the right armrest)



# INSTRUCTIONS

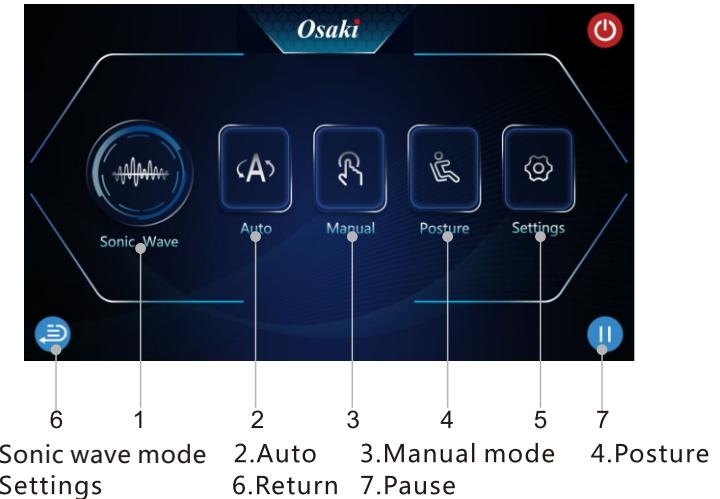
## Remote Controller



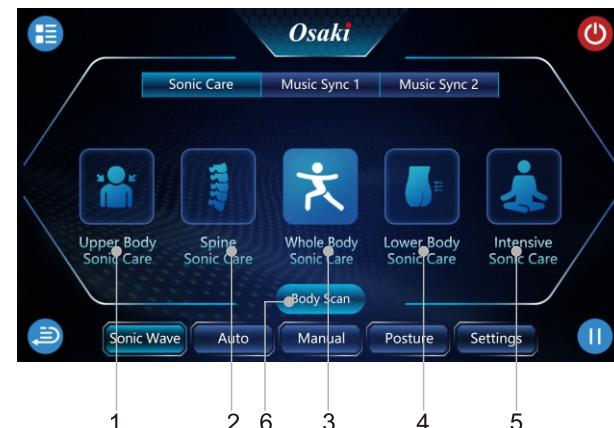
# INSTRUCTIONS

## 1. Remote controller interface and description

- Open the remote controller and the main menu will be displayed. Please select the program you want.



## 2. Sonic wave



There are 5 modes to choose for sonic care:

1. Upper Body Sonic Care
2. Spine Sonic Care
3. Whole Body Sonic Care
4. Lower Body Sonic Care
5. Intensive Sonic Care