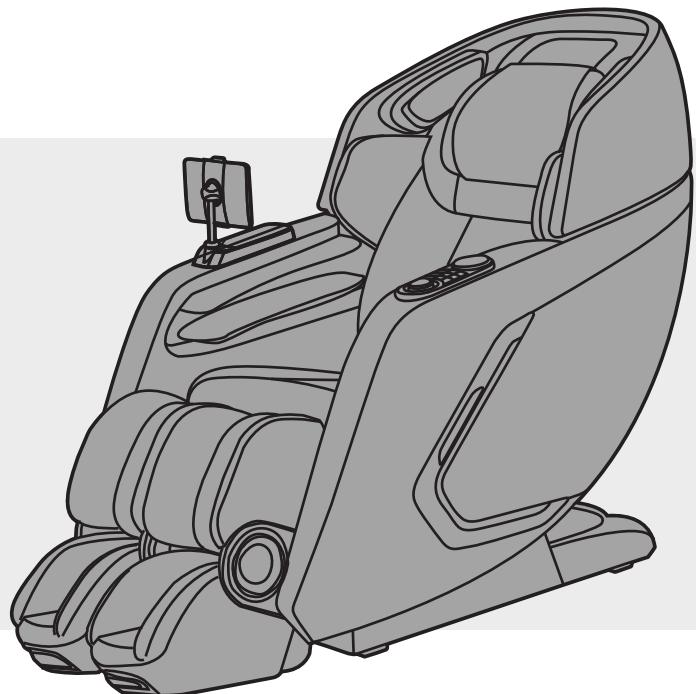


**Osaki**  
PLATINUM

**Bravo Duo Flex**  
**4D+3D**

**INSTRUCTION MANUAL**



Please read all instructions carefully before using.

## ► IMPORTANT SAFETY 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

Household use only with proper grounding

Thank you for purchasing this product. Before use, please carefully read all details in this instruction manual and pay special attention to safety precautions to ensure proper operation.

Please keep this manual properly for future reference.

## Table of Contents

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### 04 PRODUCT MAINTENANCE & STORAGE

### 05 TROUBLESHOOTING GUIDE

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## ► SAFETY PRECAUTIONS

### Safety Precautions

- Before using, please read the SAFETY PRECAUTIONS carefully to ensure correct operation of this appliance.
- Precautions and warnings listed below will help to ensure proper operation of this appliance.
- The classes of accidents caused by incorrect use are classified into WARNING and CAUTION. Read all WARNINGS and CAUTIONS below and follow all instructions within this manual.

 <b>WARNING</b>	Improper operation may cause injury to users.
 <b>CAUTION</b>	Improper operation may cause injury to users or damage to product.
 Prohibited	 NO Disassemble

Not suitable for below persons

We recommend that those with any of the following conditions should consult your physician before using.

 <b>WARNING</b>	<ul style="list-style-type: none"><li>◆ Those with pacemaker or electronic devices implanted in the body.</li><li>◆ Those undergoing treatment, especially those who are not feeling well.</li><li>◆ Those with malignant tumors, acute disease, heart disease or severe hypertension.</li><li>◆ Need to be supervised.</li><li>◆ Women who are pregnant or menstruating.</li><li>◆ Those with osteoporosis, distorted joints, dysfunction or recent fracture.</li><li>◆ Those with serious or injured skin conditions.</li><li>◆ Those with high fever.</li><li>◆ The appliance has a heated surface. Persons insensitive to heat must be careful when using the appliance. (Need to be supervised)</li><li>◆ 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.</li><li>◆ This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.</li></ul>
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### Controller Precautions

 <b>CAUTION</b>	<ul style="list-style-type: none"><li>◆ Do not operate the controller with wet hands or pull the controller wire by force.</li><li>◆ Do not spill water or other liquid into the controller to avoid fault.</li><li>◆ Do not lay heavy items on the controller.</li></ul>
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### Cautions Regarding the Power Connectors and Power Cord

 <b>CAUTION</b>	<ul style="list-style-type: none"><li>◆ The appliance is only to be used with the power supply unit provided with the appliance.</li><li>◆ It must only be supplied at safety extra low voltage corresponding to the marking on the appliance.</li><li>◆ Do not use a wet hand to unplug the AC cord to avoid electric shock.</li><li>◆ Do not pull on the power cord, reach to the front end to unplug it.</li><li>◆ Do not squeeze the power cord by heavy objects.</li><li>◆ Do not damage, over bend, pull hard or twist the power cord.</li><li>◆ If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.</li></ul>
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## ► SAFETY PRECAUTIONS

### Best Circumstances

 <b>CAUTION</b>	<ul style="list-style-type: none"><li>◆ Do not use this appliance where temperature is over 40°C.</li><li>◆ Do not use this appliance in moist or dusty environment.</li><li>◆ Unplug from outlet during thunder or lightening storms.</li><li>◆ Do not use outdoors.</li><li>◆ Please place the product on the flat level floor.</li><li>◆ Do not store near heat or open flame.</li></ul>
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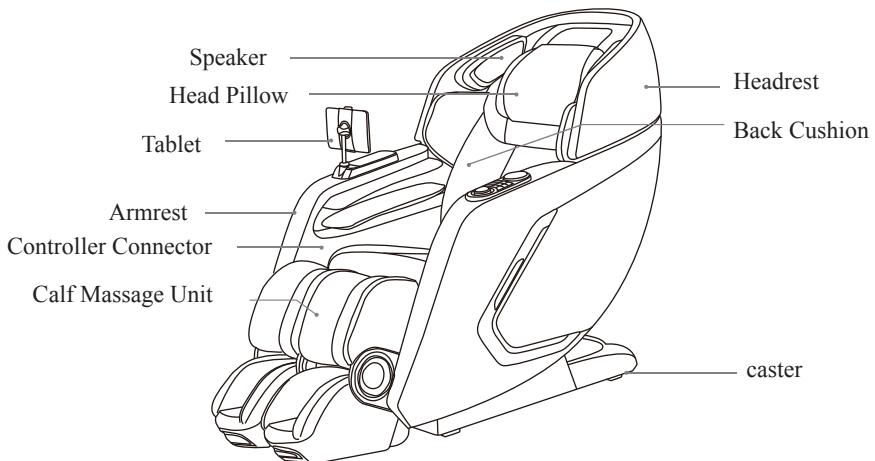
### Best Practices for Safe Use

 <b>CAUTION</b>	<ul style="list-style-type: none"><li>◆ Only for users weighs below 120kg.</li><li>◆ Do not use other therapeutic device together with this product.</li><li>◆ Use this product only for its intended use as described in this manual.</li><li>◆ Appliance should only be used by one person, do not use by two or more persons at the same time to avoid damage to the products.</li><li>◆ Do not use the product right after meal, it may cause discomfort.</li><li>◆ Remove the accessories from the arms and empty the pockets while use the massage services.</li><li>◆ Check the upholstery under the cushions and other spots, if any damages are present, do not use it and refer to a qualified service professional for servicing.</li><li>◆ If you feel any abnormal discomfort during the operation of this product, turn off the power immediately and do not use the product.</li><li>◆ Use the appliance for 30 minutes each time is highly recommended.</li><li>◆ Make sure there is no obstacles behind the chair and there is enough clearance before adjusting the backrest or footrest angle</li><li>◆ Make sure no other excessive load pressed on the backrest or footrest, keep children, pets or any other barrier away from the unit reclining backrest/extending footrest to prevent any accidental injury.</li><li>◆ Please be seated properly while using the appliance to avoid injury to the user or damage to the appliance.</li><li>◆ Do not drag or push the chair or roll on its casters on wood floor or carpet to avoid damage.</li></ul>
 <b>PROHIBITED</b>	<ul style="list-style-type: none"><li>◆ Never operate this product if it has damaged /exposed parts or power leakage.</li><li>◆ Do not stand on or stack heavy objects on the footrest.</li><li>◆ Children should be supervised to ensure that they do not play with the massage chair.</li><li>◆ Do not fall into sleep while the product is operating.</li><li>◆ Avoid using the product under the influence of alcohol.</li><li>◆ Do not put hands or foreign objects in the openings of the appliance to avoid injury to the user or damage to the appliance.</li><li>◆ If there is any smoke or unusual smell during operation, stop using immediately.</li></ul>
 <b>NO DISASSEMBLE</b>	<ul style="list-style-type: none"><li>◆ Do not disassemble this product to avoid failure.</li><li>◆ Do not attempt to repair or dismantle the appliance without permission.</li><li>◆ Please contact authorized dealer or service agent.</li></ul>
 <b>UNPLUG POWER CORD</b>	<ul style="list-style-type: none"><li>◆ Pull out the power cord from the power strips before maintenance.</li><li>◆ Never plug in or pull out power cord with wet hand to avoid shock or injury.</li><li>◆ Pull out the power cord from the power strips after use.</li><li>◆ Unplug from outlet when the power supply is cut.</li></ul>

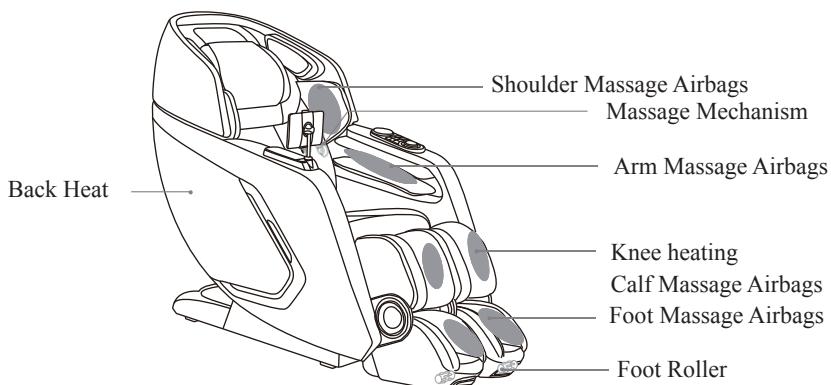
## 02 PARTS NAMES AND FUNCTIONS

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### Exterior Structure

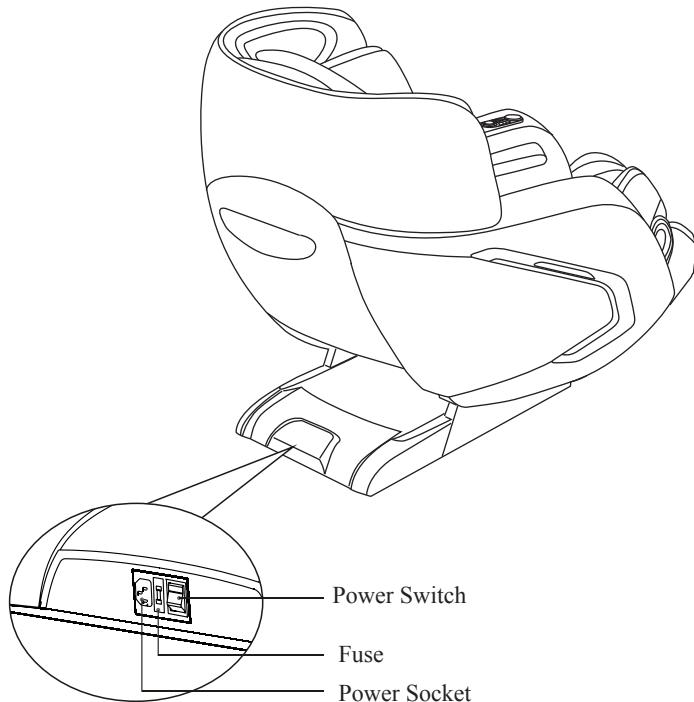


### Internal Structure



## 02 PARTS NAMES AND FUNCTIONS

### Power Box



#### Important Notes

- ▶ Do not allow children to play on the chair or approach the power box
- ▶ to prevent accidents
- ▶ After using the massage chair, turn off the power switch and unplug the power cord from the socket.
- ▶ Do not use during thunderstorms or rainy weather.
- ▶ To prevent accidental activation by children, always turn off the power switch and unplug the chair when not in use.
- ▶ If not using for extended periods, store the massage chair properly.

## 02 PARTS NAMES AND FUNCTIONS

---

Tablet Controller



## 02 PARTS NAMES AND FUNCTIONS

---

### Armrest Quick Buttons



## 02 PARTS NAMES AND FUNCTIONS

---

### Armrest Quick Buttons Instructions



#### Short Press Power Button

Function: Switch between automatic programs - Fascia Stretch, Back Stretch, Traction Stretch

#### Long Press Power Button

Function: Power On/Off

#### Rotary Knob

Function: Clockwise rotation increases intensity, counterclockwise decreases intensity



#### Movie Mode

Position: Slight backrest recline with moderate calf elevation to comfortable position for knee relief

Indicator: Blue light when powered on, changes to red when activated



#### Chore Relief

Position: Moderate backrest recline with elbow support for comfortable phone viewing

Indicator: (Same as above)



#### Power Nap

Position: Fully reclined position for napping

Indicator: (Same as above)



#### Backrest Up

Function: Raises entire massage chair

Indicator: Solid blue light



#### Zero Gravity

Function: Comfort Zero Gravity, Deep Zero Gravity, Zero Gravity Off

Indicator: (Same as above)



#### Backrest Down

Function: Lowers entire massage chair

Indicator: Solid blue light



#### Heat

Function: Full-body heating on/off

Indicator: (Same as above)



#### Focus

Function: Short press cycles through 6 targeted programs:

Neck Focus, Shoulder Focus, Back Focus, Waist Focus, Hip Focus, Leg/Foot Focus

## 02 PARTS NAMES AND FUNCTIONS

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### **Airbags**

Airbags: Short press to cycle through air intensity levels

Auto: 1, 2, 3, 4, 5, Off

Manual: 1, 2, 3, 4, 5, Off

Indicator: Blue light when powered on, changes to red when activated

### **Armrest Quick Buttons Voice Guide**

Center Button: Power On, Power Off

Center Button: Fascia Stretch, Back Stretch, Relax Stretch

Rotary Knob: 4D Intensity Up, Maximum Intensity; 4D Intensity Down, Minimum Intensity

TV: Movie Mode

Relax : Chore Relief

Nap: Power Nap

Back Up: Back Up

Zero G: Comfort Zero Gravity, Deep Zero Gravity, Zero Gravity Off

Back Down : Back Down

Heat: Heating Level 1, Heating Level 2, Heating Level 3, Heating Off

Focus: Neck Massage, Shoulder Massage, Back Massage, Waist Massage,

Hip Massage, Leg&Foot Massage

Airbags: Air Pressure Intensity Level 1, Level 2, Level 3, Level 4, Level 5, Air Pressure Off

### **Bi-Stretch**



**Iliopsoas Stretch:** Relaxes the core muscles with static stretches.



**Cycling Stretch:** Boosts the flexibility of the lower body by relaxing muscles around the knees and hip joints with cycling movement.



**Full Body Stretch:** A massage course that supports the back of the head and pulls the lower extremities along with a massage around the spine to strongly stretch the spine.



**Lower Body Stretch:** Focuses on loosening tight leg muscles, especially calves and thigh.



**Piriformis Stretch:** Boosts flexibility by relaxing muscles on the back of the buttocks.

## 02 PARTS NAMES AND FUNCTIONS

---

 **PNF PNF Stretch (Music):** Combines the relaxation of muscles in the lower body and muscle exercises concurrently.  Follow voice instructions and avoid excessive force on the massage chair.

 **Dynamic Stretch:** Targets tired spots with pressure, improves leg circulation, and boosts energy in lower body.

 **Recovery Stretch:** Loosens tight thighs, builds leg strength and relaxes your lower back .

### Automatic Programs

 **Fascia Stretch:** Deep tissue massage meets long-hold stretches to release tight muscles safely.

 **Back Stretch:** Uses smart dual motors to gently arch and stretch your body for gradual lengthening and renewal.

 **Relax Stretch:** 3-step seated body reset: stretch, massage and release your spine.

 **Men's Massage:** Delivers a medium high intense massage focusing on relieving sore and tension and boosting confidence to handle problems.

 **Women's Massage:** Adopts mild massage techniques to build strength, awareness and harmony in both the mind and body.

 **Seniors' Joy:** A super soft massage session to relax muscles in the back,waist and hips,helping to maintain a balanced metabolism.

 **Neck & Shoulder:** With combination of kneading,pressing and grabbing massage techniques,this massage session helps to ease the pain and stiffness in the neck and shoulders.

 **Back & Spine:** Focusing the massage on the spine,this massage session can improve circulation,restore energy levels and help keep the body injury free.

 **Waist & Hip:** Designed to Shape the waist and push the hip muscles,this massage session can lose hip fat and improve range of motion.

## 02 PARTS NAMES AND FUNCTIONS

---

 **Thai Massage:** Featured in extension, Thai Stretch uses combination work of 2 Mechs to provide a relaxing yet invigorating session of energy work.

 **Breathe Guide:** Uses expert hands-on techniques to relieve tension, boost blood flow, and speed up muscle recovery.

 **Muscle Release :** Helps relieve back pain after work and improves blood circulation. Relaxes muscles, increases joint mobility, refreshes the mind, and reduces fatigue for overall well-being .

### FOCUS

 **Neck:** Intensive neck massage

 **Shoulders:** Intensive shoulder massage

 **Back:** Intensive back massage

 **Waist:** Intensive waist massage

 **Hips:** Intensive hip massage

 **Legs & Feet:** Intensive leg/foot massage

## 02 PARTS NAMES AND FUNCTIONS

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### Setting

#### Sleep Mode:

When enabled, the massage chair will not reset after the massage ends.

#### Volume Adjustment:

Adjust the volume by moving the cursor left or right.

#### Lighting Control:

Enables/disables indicator lights.

#### Language:

Chinese, English

#### Child Lock:

Enabled: Lock controls on next startup.

#### Voice Control:

Click here to enter the voice control interface, where you will turn on voice control on or off and view available voice control commands .

#### Screen Brightness:

Click here to adjust screen brightness and set screen timeout.

#### Bluetooth :

Enable: No mobile phone music .

#### Software Version:

Version number displayed here

#### Demo:

Click here to run the DEMO program.

#### Low Power :

Low Power Mode On/Off.

## 02 PARTS NAMES AND FUNCTIONS

---

### Intelligent Voice Command + Control

Your chair comes with built-in intelligent voice command + control. This feature allows you to control your chair and massage experience completely hands-free by using one of the many voice commands.

#### Turn Off Listening

You can turn off intelligent voice control listening by using the tablet remote.

Tap System from Home display - Setting -Voice control on /off ,then toggle Voice Control to Off. Tap the screen to select the setting. Intelligent voice control will now no longer activate until turned back on.

#### Turn On Listening

To turn on the intelligent voice control function, tap System from the Home display - Setting -Voice control on /off , then toggle Voice Control to On. Tap the screen to select the setting.

#### Activating Voice Control

To activate, simply say "switch to voice mode",You may now give your chair any of the listed commands within 5 seconds . Alternatively, you can touch the voice command button on the left speaker, located beside your head to activate, and then speak your command within 5 seconds. Make sure to speak clearly and slowly. After 5 seconds, the Intelligent Voice Command function will go to sleep automatically and must be awakened again.

#### Voice Command List

In addition to the list to the right, you can always find the complete list of voice commands by using your tablet control. To access the voice command list, tap System from the Home display, Then tap Voice Command List.

#### Tip:

For optimal offline voice recognition, ensure:

Voice control is enabled

Background music is minimized

The environment is quiet before retrying.

## 02 PARTS NAMES AND FUNCTIONS

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### Voice Command List

**Before activating voice control ,please make sure the massage chair is turned on.**

#### **English Commands**

Hey Osaki

Hi Osaki

Power off

Fascia Stretch

Back Stretch

Relax Stretch

Men's Massage

Women's Massage

Seniors' Joy

Neck & Shoulder

Back & Spine

Waist & Hip

Thai Massage

Breathe Guide

Muscle Release

Cinema Mode

Chore Recovery

Power Nap

Iliopsoas Stretch

Cycling Stretch

Full Body Stretch

Lower Body Stretch

Piriformis Stretch

PNF Stretch

Dynamic Stretch

Recovery Stretch

Neck Massage

Shoulder Massage

Back Massage

Waist Massage

Hip Massage

Leg & Foot Massage

Zero gravity

Start Heating

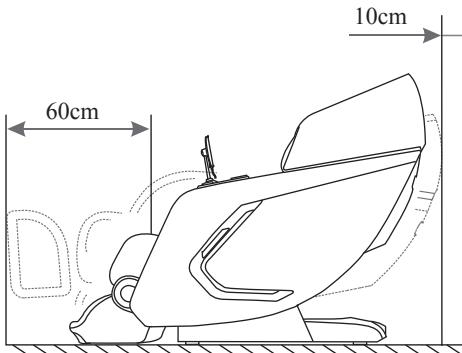
Heating Off

## 03 PREPARATIONS BEFORE USE

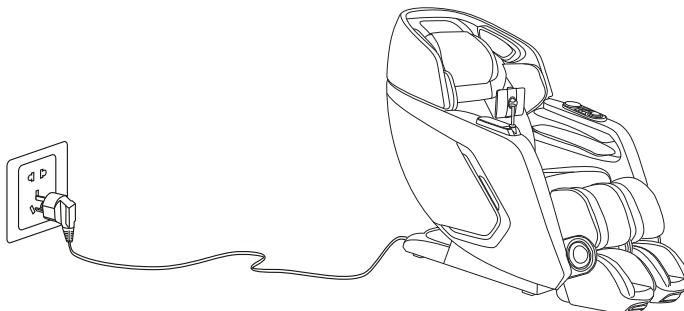
### Installation Location

Safety clearance around massage chair:

- Maintain >10cm horizontal clearance between backrest ends and walls/objects
- Maintain >60cm horizontal clearance between calf rest and walls/objects
- Keep >1m distance from AV equipment (TV/radio) to prevent signal interference



- Power outlet must be within 1.5m of power switch when positioning product



#### Important Notes

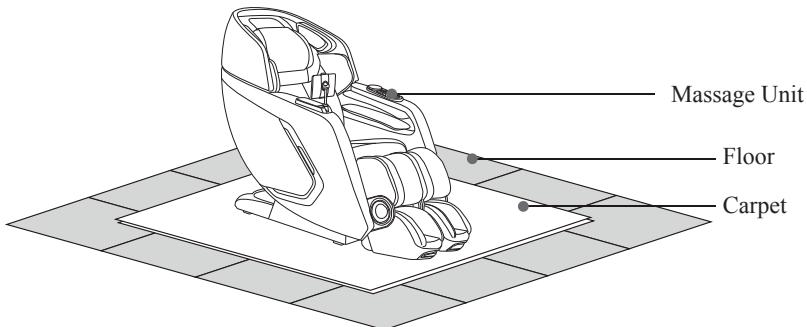
- Max 1.5m between outlet and switch to prevent cord damage during movement
- Secure power cord to prevent dangling and potential damage
- Check for pets/children/obstacles below/behind chair during auto-adjustments to prevent accidents

## 03 PREPARATIONS BEFORE USE

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### Floor Protection

- The base may damage flooring. Place a protective mat/cushioning material underneath to prevent floor damage.



### Surrounding Environment

- Do not place in humid areas (e.g. bathrooms) to prevent moisture damage and electrical leakage.
- Keep away from heat sources (e.g. stoves) to avoid fire hazards or component damage.



### Grounding

- As a Class I appliance, always use 3-prong grounded outlets. Ensure proper grounding to prevent electric shocks from leakage currents.

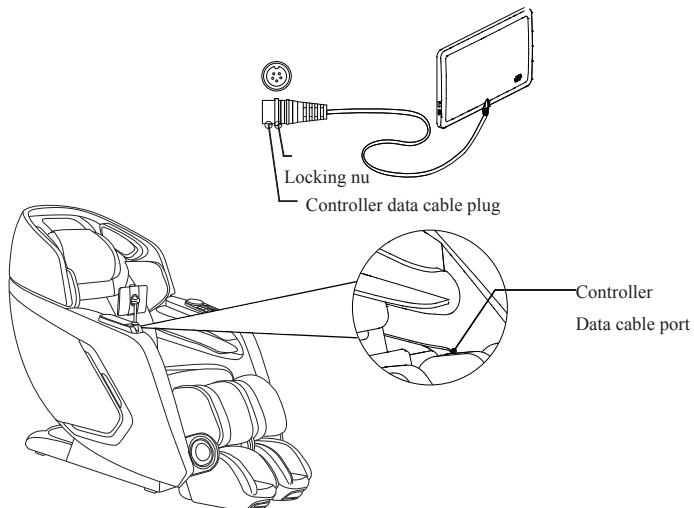
## 03 PREPARATIONS BEFORE USE

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### Installation Method

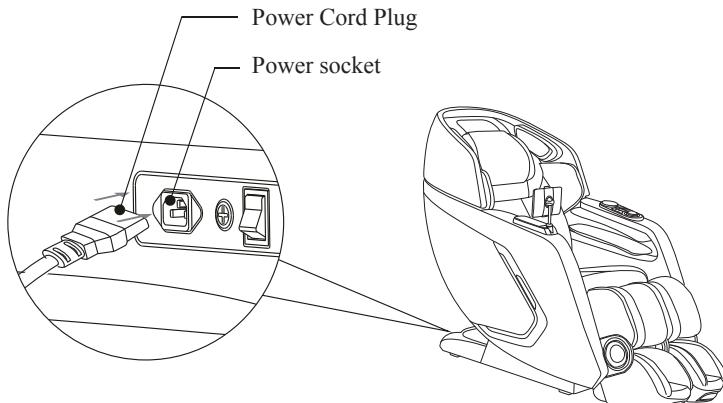
#### Step 1: Controller Assembly Installation

- ▶ Connect the controller's data cable plug to the interface on top right of armrest bracket (align the concave/convex points); then secure the plug's...



#### Step 2: Other Accessories

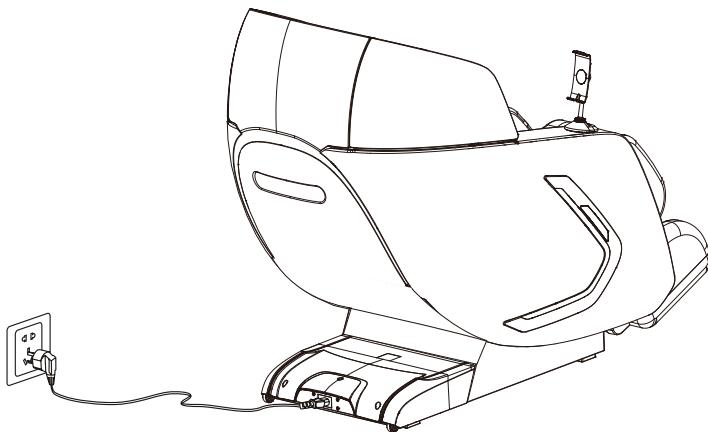
- ▶ Connect the power cord plug to the power socket on the power box.  
Power on, switch on, then use the controller to raise backrest to normal position.



## 02 PREPARATIONS BEFORE USE

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- ▶ Then connect the power cable plug to the power socket on the power terminal. (See diagram)

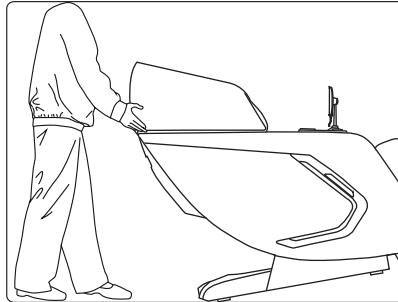


## 02 PREPARATIONS BEFORE USE

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### Moving Instructions

- The product features casters at the base for easy mobility.
- Raise the backrest to its highest position.
- Turn off the power switch and unplug the power cord.
- Lift the front portion as shown and roll to the desired location using the casters.



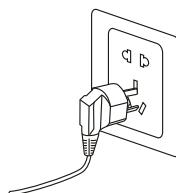
#### Important Notes

- Never move the product while it's occupied.
- When lifting, support from the base and backrest (not armrests).

4+ persons recommended.

### Powering On

- Plug into a properly grounded 3-prong outlet.
- Turn on the power switch located under the backrest.



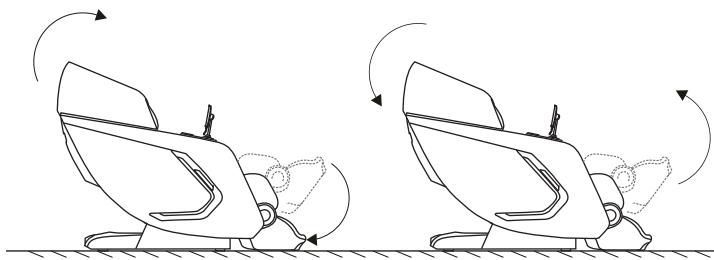
#### Important Notes

- Inspect power cord and exposed wiring for damage before use.
- Ensure power switch is OFF before connecting to power.

## 02 PREPARATIONS BEFORE USE

### System Calibration

- ▶ Use controller to fully recline backrest and extend calf rest to maximum positions.  
Ensure adequate clearance around massage chair before operation.
- ▶ After functional tests, return chair to neutral position and power off. (Refer to "Controller Guide" for program selection)



### Before Seating

- ▶ Confirm calf massage unit is securely attached to main body.
- ▶ Verify all components are retracted before sitting. If not, power on to complete reset.



#### Important Notes

- ▶ Never sit when calf unit is elevated.
- ▶ Avoid sudden excessive pressure on calf unit to prevent mechanical damage.



#### Warnings

- ▶ Never play or misuse the chair.
- ▶ Clear surrounding area before adjusting calf/backrest angles.
- ▶ Never insert limbs/objects into chair gaps during calf unit movement.
- ▶ Do not dismount during chair reset operation

- ▶ The leg rest auto-adjusts to proper position based on body posture (no manual switch).

## 02 PREPARATIONS BEFORE USE

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### After Use

- ▶ Power off and unplug after use.
- ▶ Disconnect power when unused to prevent child accidents.
- ▶ Store properly during extended non-use.

## 04 PRODUCT MAINTENANCE & STORAGE

### Care Instructions

- To treat stains on back panel, armrest, footrest, plastic parts or air hose, spot clean with mild detergent foam, then wipe it with a dry cleaning cloth.
- To treat stains on controller, power box, spot clean with a dry cleaning cloth.
- To treat stains on back cushion or pillows, use a water-based upholstery cleaner only, wipe it with moist cloth, then air dry.
- To clean the foot/calf unit covers, remove it from the chair, hand wash with a mild detergent, then line dry.



#### WARNING

- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Pull out the power cord from the power strips before care and maintenance.
- To avoid electrical shock or injury, do not touch the power cord with wet hands.
- Make sure no detergent enter into the power box while cleaning.
- Do not use benzene, thinner or other solvents on your product, it may cause fading or damage to the product.
- Do not iron the upholstery.

### Storage Methods

- Cover the product with a dust-free cloth to prevent collection of dust if not in use of a long period of time.



#### CAUTION

- Do not leave this product exposed to direct sunlight for long periods of time. This may cause fading or damage.

### Warm Tips

During daily use, please check for the following symptoms:

- Burnt smell.
- Power flickers on and off when touching the charging cable.
- The power cord is hot.
- Other abnormal symptoms.



#### CAUTION

- Please stop using the product to avoid breakdowns or accidents if any above symptom exists.
- Switch off the power button and disconnect the plug, contact the local distributors or supplier for repair.
- All other servicing except above care and maintenance should be serviced by an authorized dealer or service center.



#### WARNING

Pull out the power cord from the power strips before care and maintenance.

To avoid electrical shock or injury, do not touch the power cord with wet hands.

Do not try to dismantle or repair the product yourself, please send your massage chair to the authorized service center.

## 05 TROUBLESHOOTING GUIDE

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No.	Symptom	Possible Cause	Solution
1	"Buzzing" sound during operation	Normal motor operation sound or friction noise between components	No action required
2	Power failure	Loose power plug	Turn power switch to "ON" position
		Securely reconnect power plug	Blown fuse
		Power switch is off	Replace with identical fuse type if damaged
3	No speaker sound	Volume set to minimum	Increase volume level
		Bluetooth pairing failed	Re-pair Bluetooth device
4	Backrest or calf massager won't start	Excessive pressure applied	Reduce pressure on the mechanism
5	Seat or calf airbag not functioning	Blocked air tube	Clear and straighten air tube

If problem remains, please contact the dealer for maintenance.

Important:Do not attempt to repair this product yourself,our company shall not be liable for the injury or damage caused by any servicing without authorization.

## 06 PRODUCT SPECIFICATIONS

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Product Name: Massage Chair

Model: Bravo Duo Flex

Rated Voltage: 110-120V~

Rated Frequency: 50Hz

Rated current: 1.74A

Safety Class: Class I