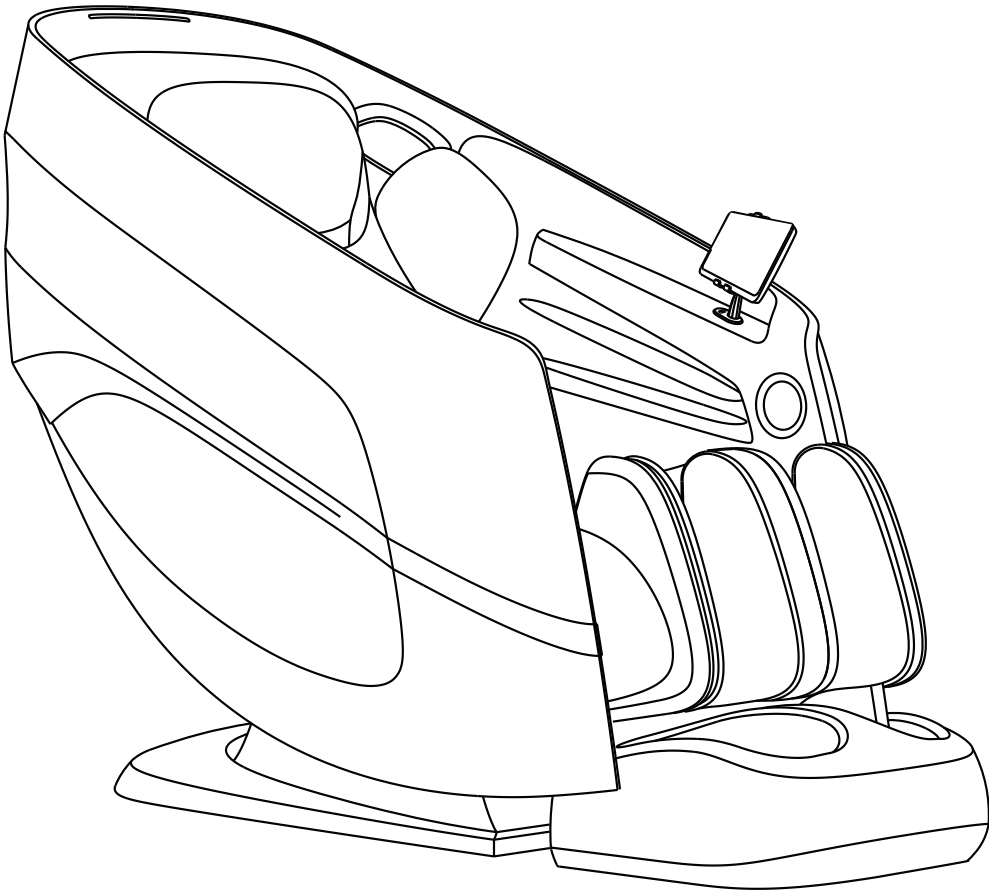




Vestra



Ogawa is grateful
to have received
these awards:



Ogawa Wellness Hubs : Malaysia . Singapore . Vietnam . Philippines . Indonesia . Myanmar . India . China
Hong Kong . Taiwan . Turkey . Pakistan . Mauritius . Russia . France . Canada
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User Manual
OG6230使用手册



Vestra

User manual
All information is correct at the time of print



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Important safety instructions

Must be followed

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

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

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

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

 Actions that must be absolutely forbidden	 Actions that must be done
--	--

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

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

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

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

Grounding instructions

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



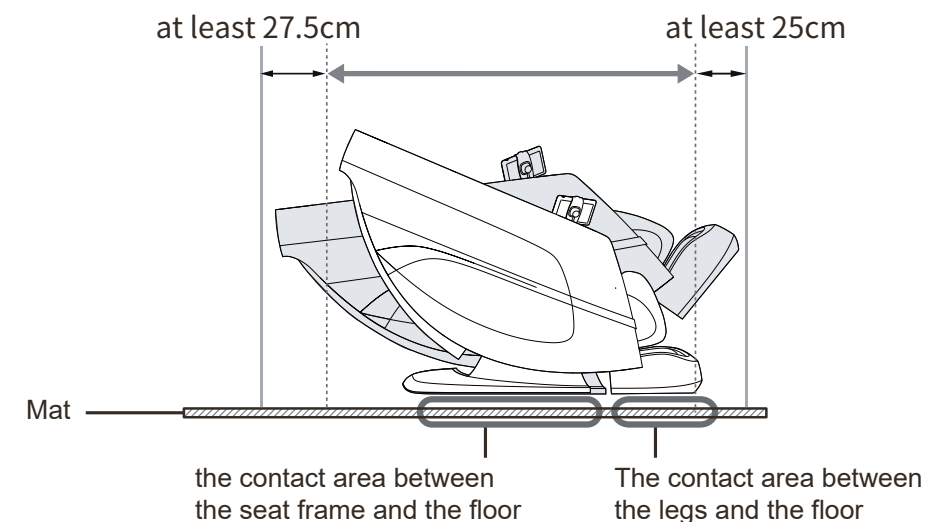
Caution

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

Setting of Massage Chair

1 Installation site

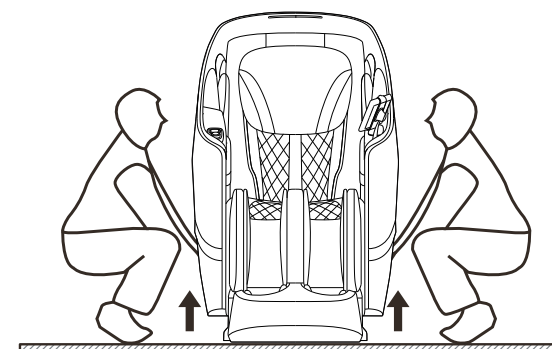
Please be sure there is enough space for the massage chair to tilt.



- Do not expose the massage chair to the direct sunlight or high temperature condition (e.g. in front of heating equipment), as it may lead to color fading or hardening of the synthetic leather of the massage chair.
- Please lay a mat under the machine to avoid causing damage to the floor. When laying the mat, the size of mat should be big enough to cover the contact area between the machine and the floor and the foot contact area. Floor area (at least 200cmx90cm), as shown in the figure.
- It should keep close to the power socket when the machine is installed.

2 Description of product movement

Method 1: Hold the two bottom sides of the seat frame before lifting and moving it.



- Due to the heavy weight of the machine, please handle it with care, so as not to cause strain of back. (The machine must be handled by two or more people.)

Product weight	Approx 83.9 kg
----------------	----------------

※ Caution

1. Please lift and move the massage chair on the damageable floor, such as wood floor.
2. Please stretch your hands into the bottom of the seat frame to hold the steel frame and lift it, so as not to damage the plastic parts on the outside of the seat frame.

Place the machine on the floor.

- Put the machine down slowly and be careful not to crush your foot.
- Do not let go of the legs of the machine until it is kept completely flat. A sudden loosening will cause the legs being rebound to its original position.
- The floor may be damaged. Therefore, it is suggested to lay things like mat on the floor.



Caution

- Do not drag or push the machine when it is not completely installed.
- Do not hold the side plate or the plastic parts on the outside of the seat frame to move it. Otherwise, it is easy to cause machine fault or personal injury.
- If you need to use the rear castor to move the machine, you are recommended to lay a mat under the moving position, so as not to scratch the floor.
- Do not move the machine when someone is seated. Otherwise, it may cause machine fault or personal injury due to a fall.
- Please turn off the machine and ensure that the backrest and the foot are completely reset before moving the machine. Otherwise, it may cause machine fault or personal injury.

Method 2: Use the rear castor to move the massage chair.



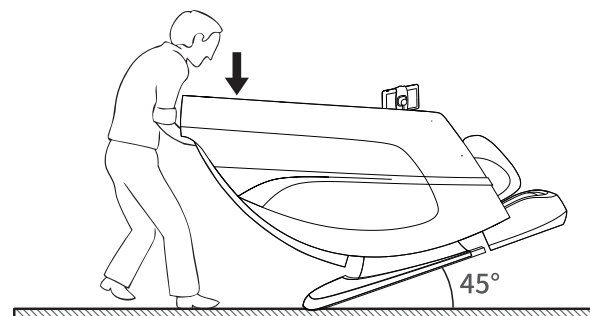
Caution

If using the rear castor to move the machine, please lay a mat on the floor; or it may leave scratches on the floor.

- 1 Press the “on / off” key to turn off all functions.
- 2 Reset the backrest and legs of the machine to the original position. Set the power switch below the rear of the machine to the position “o” (off) and unplug the power plug.

Tilt the massage chair downward and backward about 45 degrees before moving it, according to the methods shown.

Note: The movement range should be moderate when pushing it down, so as not to cause damage to the hood due to the complete tilting of the chair.

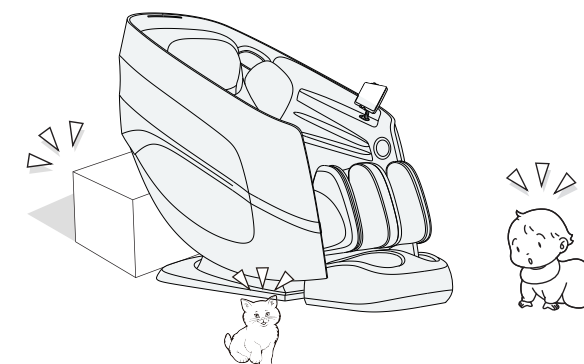


Before use

1

Check the surroundings

Make sure there is no people, pet and other object around the machine.



2

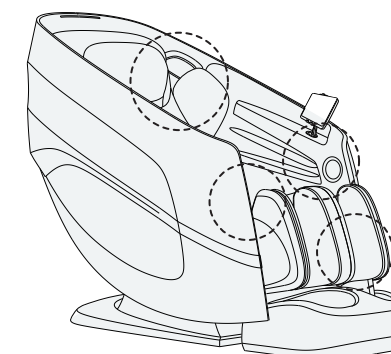
Make sure there is no foreign object in the gap of the machine.

Before massage, please ensure that there is no foreign object in the legs and foot and other positions.



Caution

- Do not stretch your hands, fingers, feet and head into the gap between the legs and the seat and between the legs and the armrest.
- Please ensure that there is no foreign object between the parts of the machine before having a seat.
- Do not stretch your hands, arms or head into the gap between the backrest and the rear cover.
- Do not put your pets on massage chairs (seat, backrest, armrests, legs, etc.).



3

Power on.

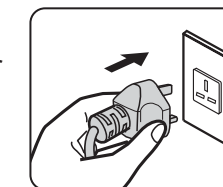
Before massage, please ensure that there is no foreign object in the legs and foot and other positions.



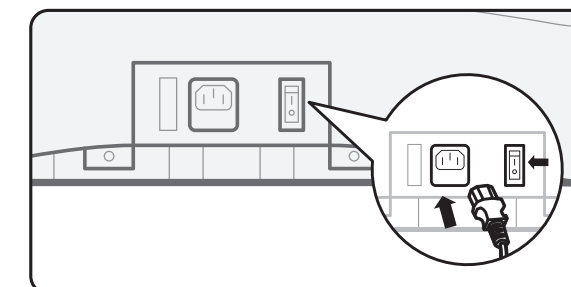
Warning

- Before use, please check whether the power cord and power plug are damaged or not.
- Please ensure that there is no foreign object between the parts of the machine before having a seat. Please be sure to insert the power plug into the end. Otherwise, it may cause electric shock or fire due to overheating.
- Please use 220-240V ~ 50-60Hz alternating current. Do not use this product overseas or connect it to the transformer without permission. Otherwise, it may cause electric shock, machine fault or fire due to overheating.
- Do not plug and unplug power plug with wet hands.

- 1 Insert the power plug into the power socket.



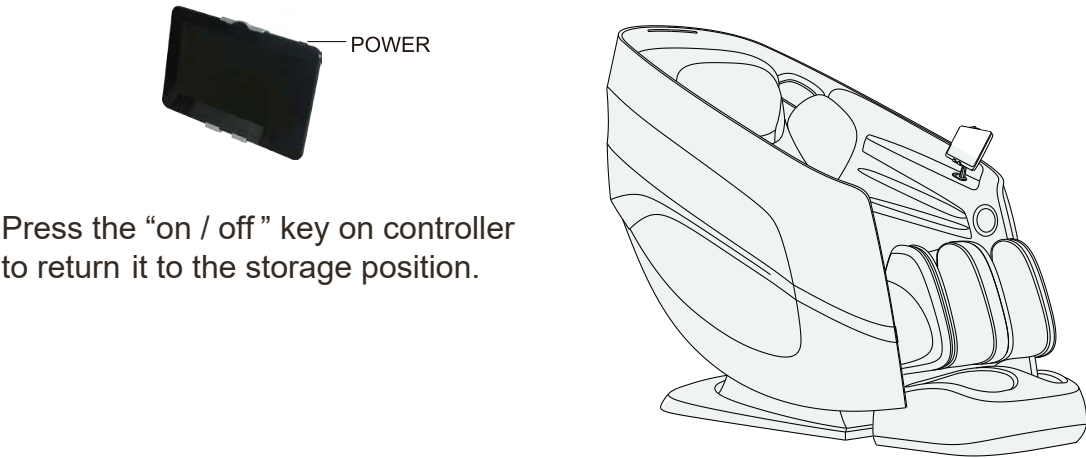
- 2 Set the power switch under the machine to the position “I” (open).



Before use

4 Ensure that the massage wheel is in the storage position.

When the massage wheel is not in the storage position, press the “on / off” key on controller to return it to the storage position.

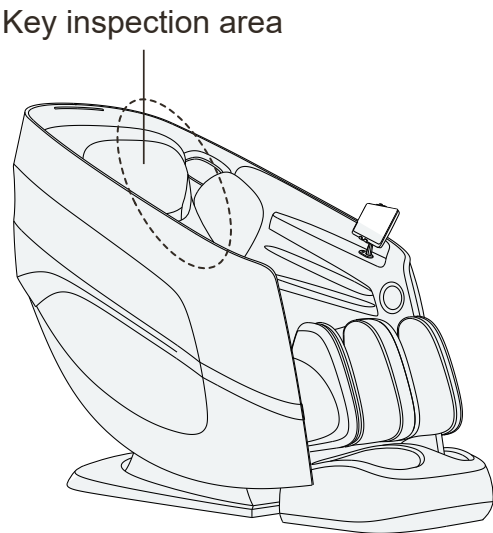


5 Ensure that the fabric is not damaged and cracked.

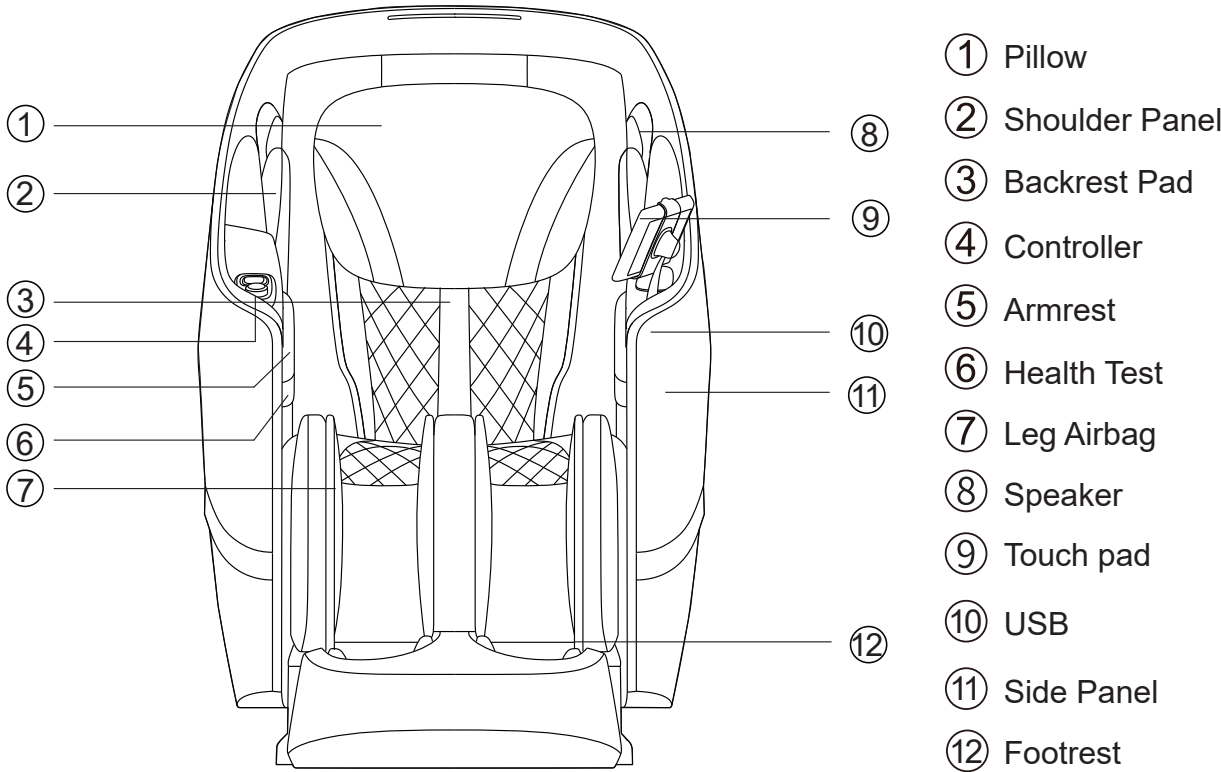
Key inspection area: Fabric of the backrest covered on the moving range of the massage wheel.

**Caution**

- Before use, you must first open the back cushion to check whether the fabric in the key areas is damaged. And the fabric in other parts should be also checked to make sure it is not damaged. (No matter how small the damage is, please stop using it immediately, unplug the power plug and send it to repair.) The use of the machine in case of damaged fabric may cause danger of injury or electric shock.



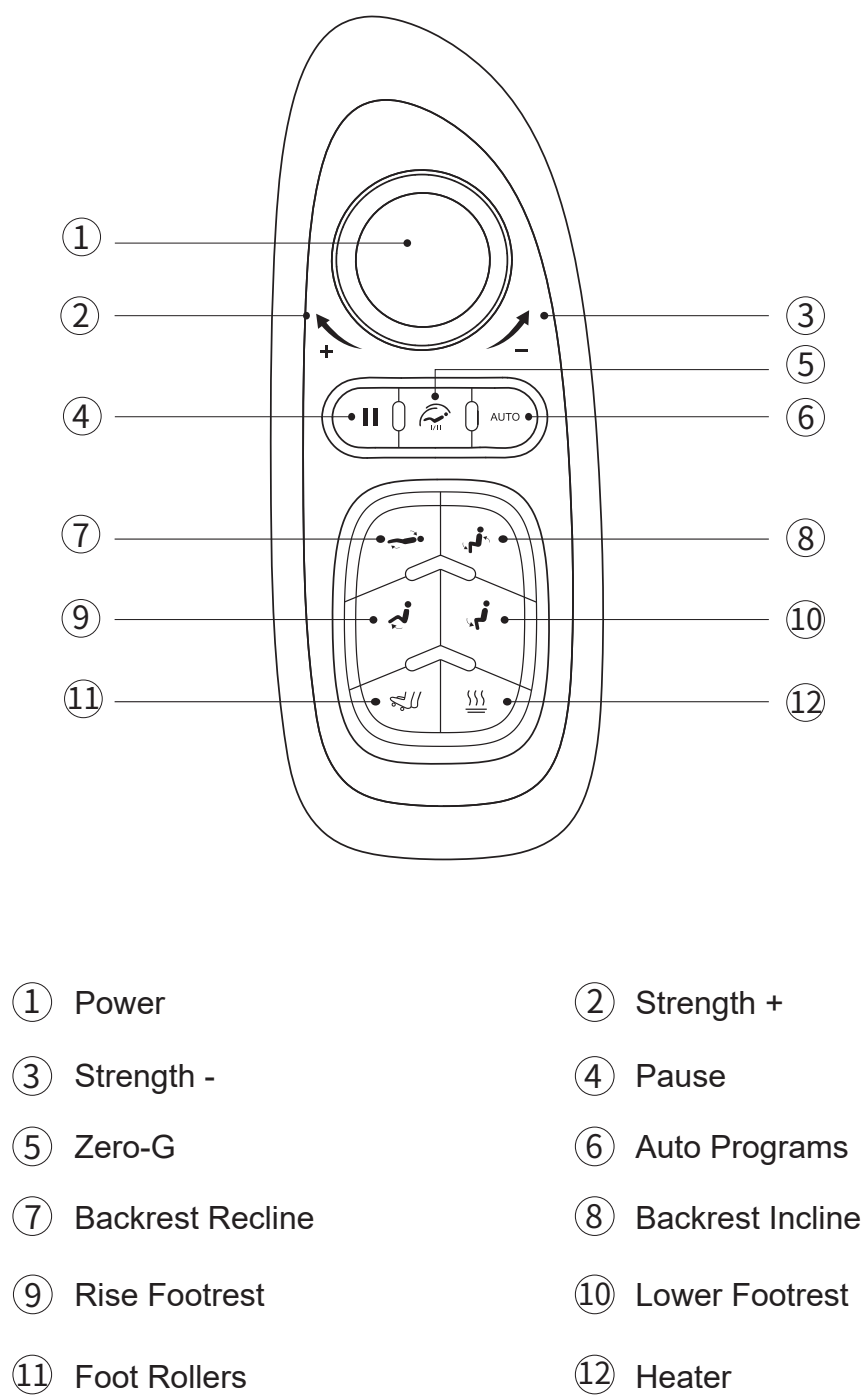
Product Parts



Note: The speaker will only operate when the massage chair is in operation

 To play music using your massage chair’s speakers, please connect your smartphone, tablet, or other electronic device to your chair using bluetooth. Note that the code to connect the bluetooth is “OG6230XXXXX”.Password:9999

Product Parts



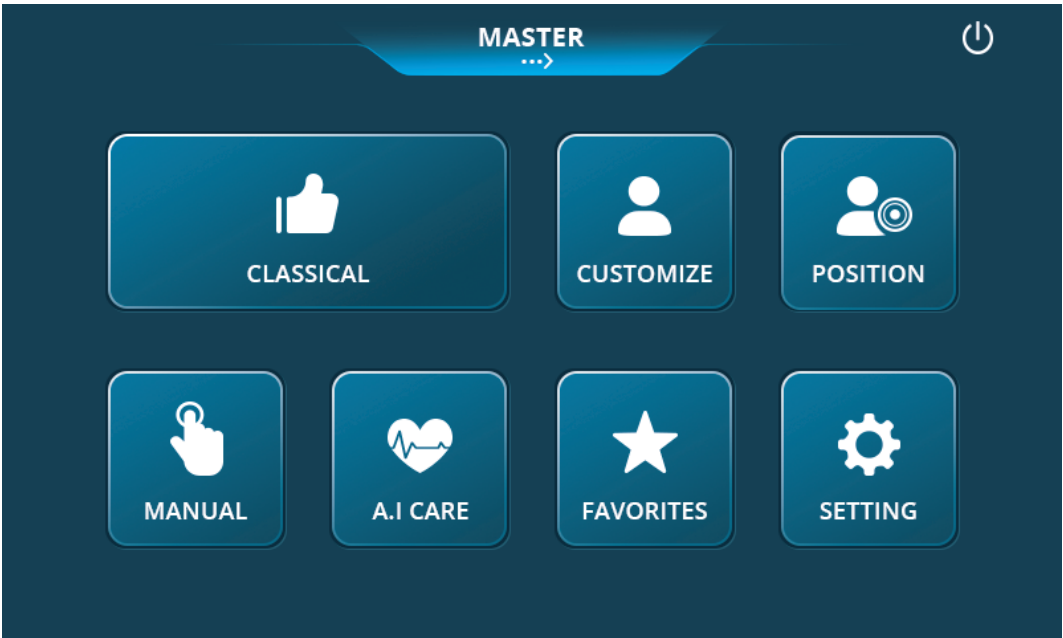
Product Operation Guide

Please take note on below information when using this product:



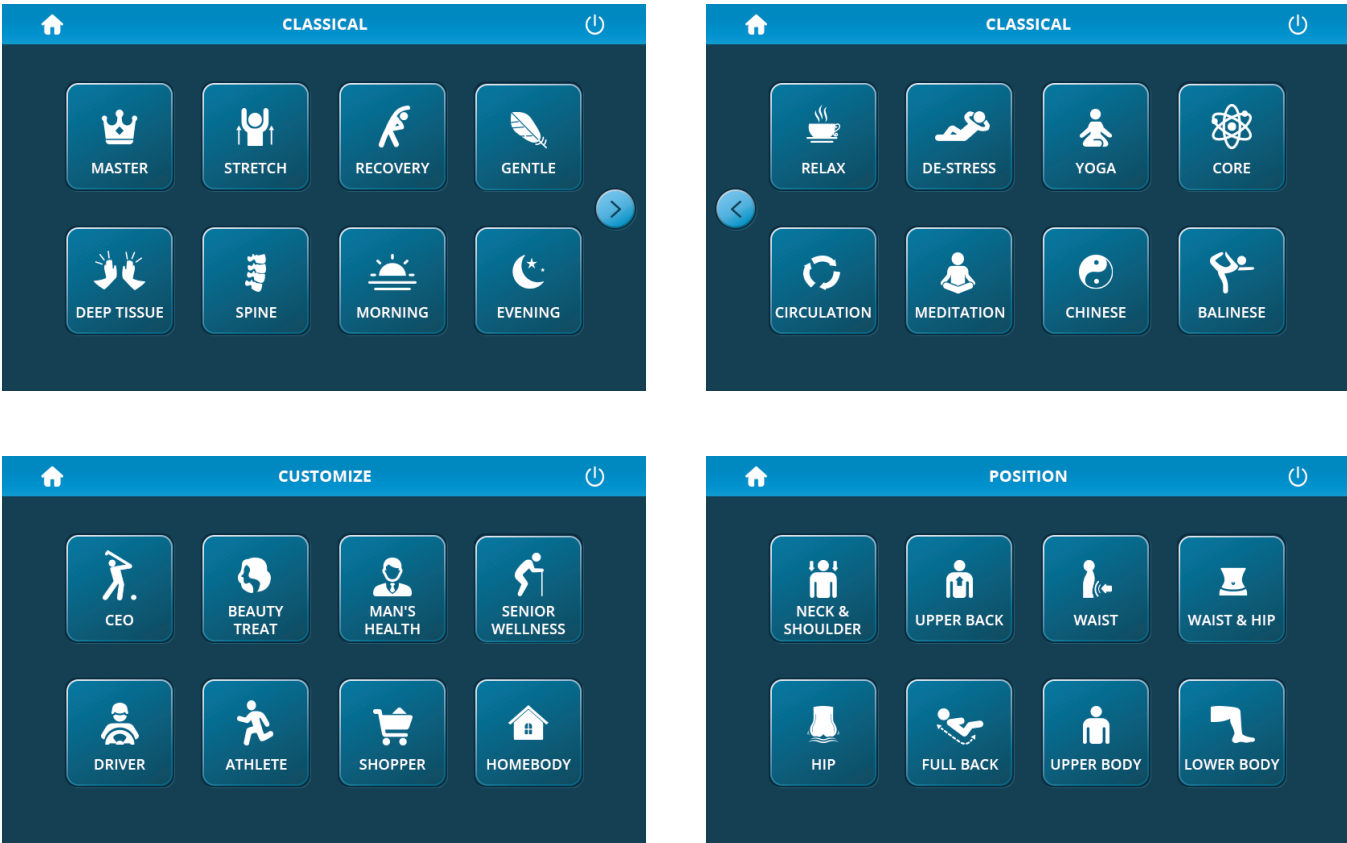
- 1. Connect the power plug into the socket, turn the switch to "I" position.
- 2. Press the [POWER] button on the top RH to switch ON the massager chair.
- 3. Press the [POWER] button to shut off the massager chair after massage complete.
Massage roller, footrest and backrest will return back to the origin position. Turn the switc to "O" position and unplug from socket.

1.Menu Screen
The menu screen will appear when the ON/OFF button is pressed.



2.Auto program

The product is equipped with totally 32 auto massage programs, including 16 classical programs, 8 customized programs, 8 position programs.



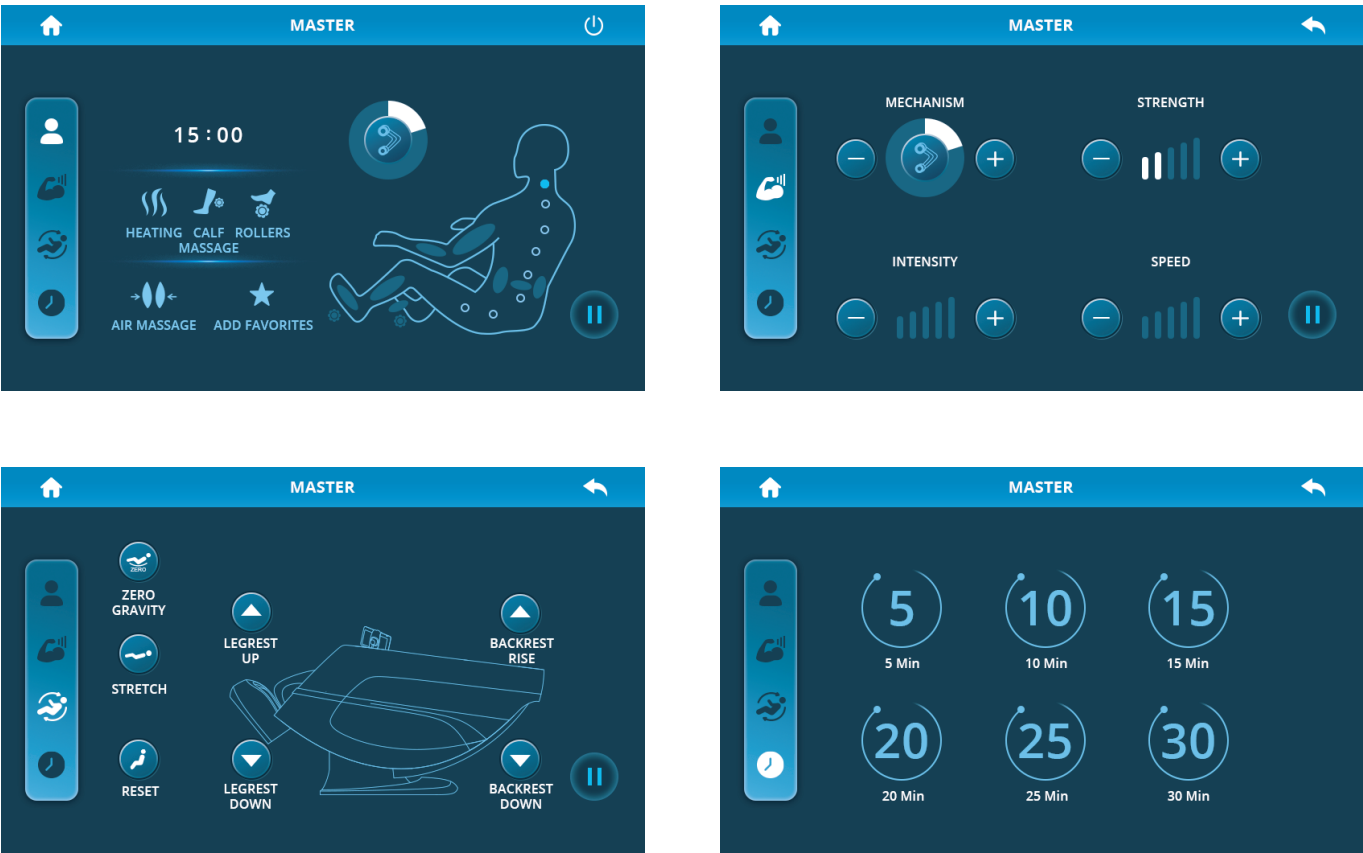
3. Body Detection

When auto programs is activated, the chair will perform automatic body detection. The detection technology can automatically recognize users' shoulder height. Users can also manually re-calibrate the position referring to the red point position once the scanning is complete.



4. Adjust

- 1) Advanced: When auto program is activated, users can turn on or turn off the heater, foot rollers and air-pressure massage functions. Users can also add the running auto programs into favorites for quick operation.
- 2) Massage sensation: Users can adjust the mechanism, massage strength, airbag intensity and massage speed on this page.
- 3) Position: 3 default positions zero-gravity, stretch and reset can be chosen. Users can also adjust the angels for backrest and footrest separately.
- 4) Timer: Users can choose the massage duration from 5 minutes to 30 minutes. The default massage duration for auto programs is 15 minutes.



5. Manual

- The product is equipped with 9 kinds of manual massage techniques, including knead, tap, Swedish, clap, shiatsu, rolling, knead & tap, knead & clap, knead & shiatsu.
- 1) Air massage: In manual programs, users can choose the parts of body to be massaged with airbags.
- 2) Position:
- Spot: It helps to focus on certain pressure points in the back targeting tense muscles. Touch this icon to activate spot massage at the desired point.
 - Partial: The rollers can move up and down within a specified area in partial massage function, the default distance being 1/4 of the full back. Touch this icon to activate partial massage at the center point of the desired area.
 - Full body: The rollers massage the whole back by default, touch this icon to resume the full back massage.
 - Up & down: When manual program is operating, touching the up or down icons, the movement of massage rollers can be adjusted upwards or downwards.
- 3) Advanced:
- Heating: Users can turn on or turn off the waist heating by touching this icon.
 - Rollers: Users can turn on or turn off the foot rollers by touching this icon.
 - Range: The width of massage rollers can be adjusted under the operation of tap, clap, shiatsu and roll, 3 ranges can be selected as wide, medium, narrow.
- 4) The massage sensation, position and timer can also be adjusted under the operation of manual massage programs.



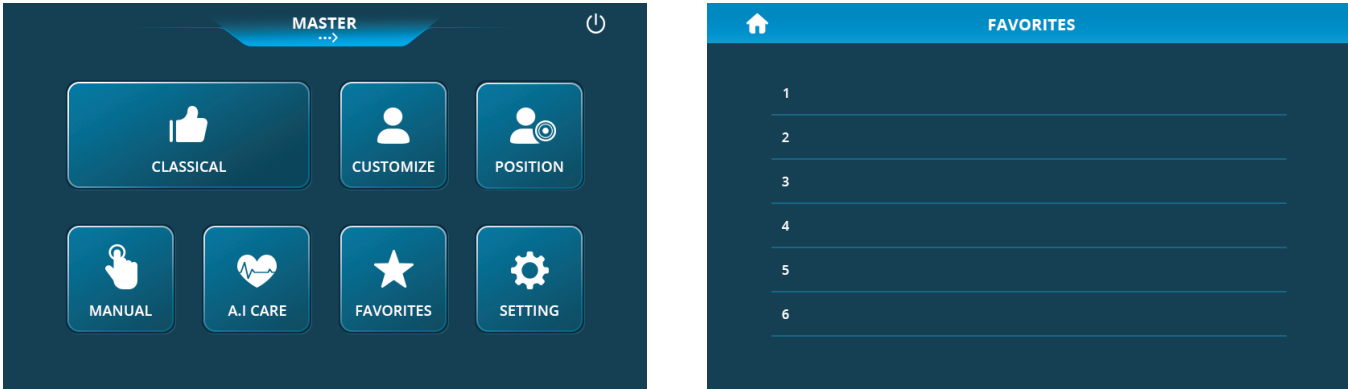
6. AI Care

The product is equipped with A.I. care detection sensors placed on both side of the arm airbags. Touch this icon to start the detection, put both hands on the sensors and make sure the test points are fully covered by palms. After detection, the personal report and recommended massage programs will be automatically generated. Touch the confirmation icon or wait 3 seconds to activate individualized massage programs.



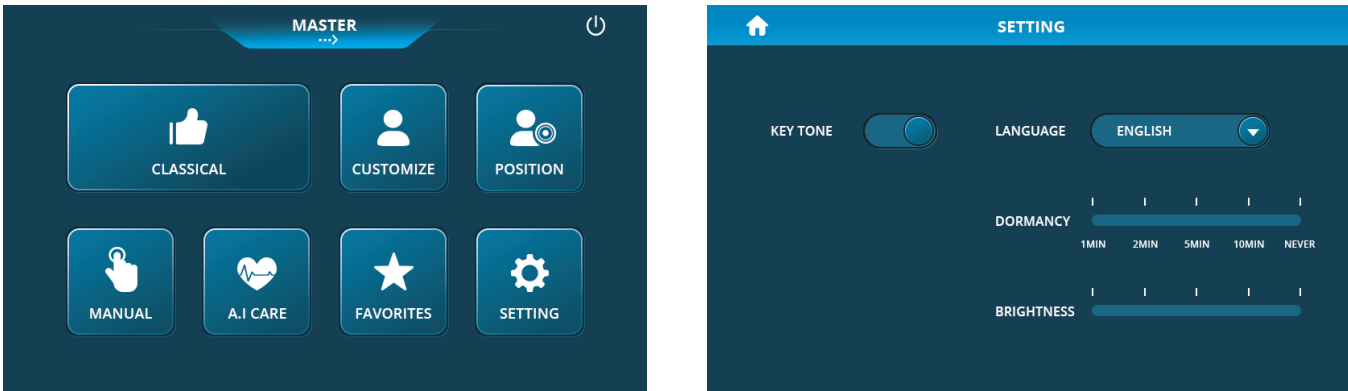
7. Favorites

Under the operation of auto programs, users can add certain program into favorites, 6 auto programs can be collected. Touch this icon to activate the favorite programs quickly.



8. Setting

On setting page, users can turn on or turn off the key tone, select the language, set the screen dormancy time, and adjust the brightness of screen.

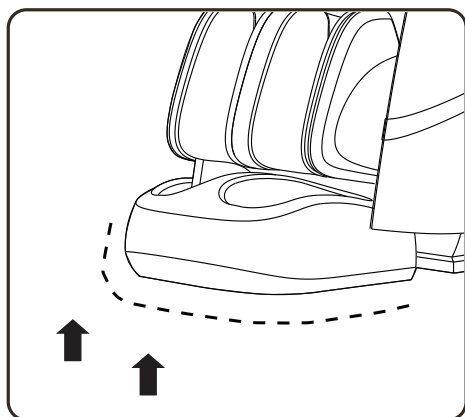


The end of the massage

- 1 Retract the foot massage part to the original position.
For security, be sure to put your legs away after used.

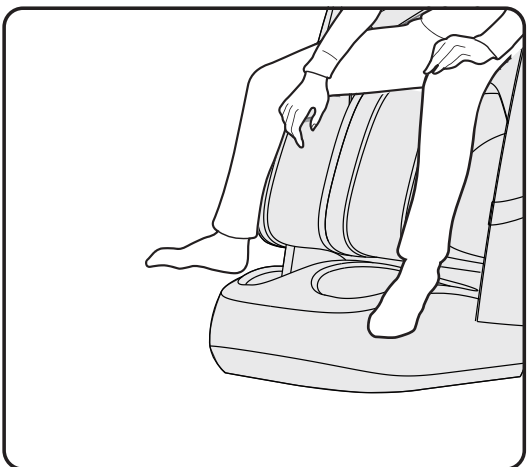
Caution

- Children are forbidden to use this machine.
In addition, children or pets are not allowed to play on the machine body, or climb up the legs, foot massage part, seat, backrest or armrest. Otherwise, it may cause accidents or injuries.



- 2 Method to retract the legs massage part:

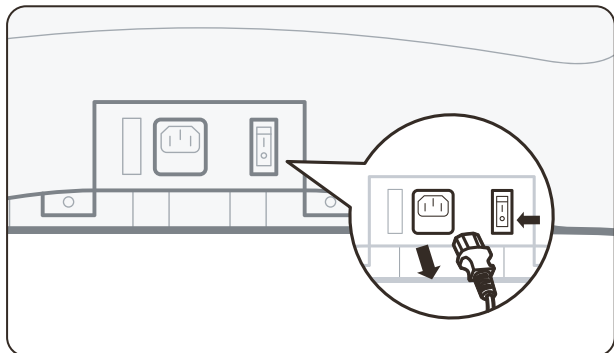
- Ensure there is nothing in the legs massage part
- Slowly remove the legs from the legs massage part
- Press the back lifting up key on the controller to retract the legs massage part to the original position.



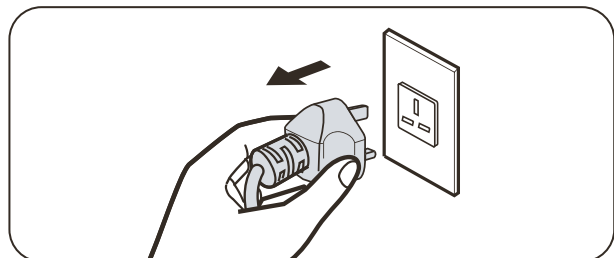
- 3 Cut off the power.

Warning

- Every time when you finish the use of it, slide the power switch to the position "o" (off), and unplug the power plug. Otherwise, it may cause accident or injury due to child's mischief.



1. Turn "off" the power switch.
2. Unplug the power plug.

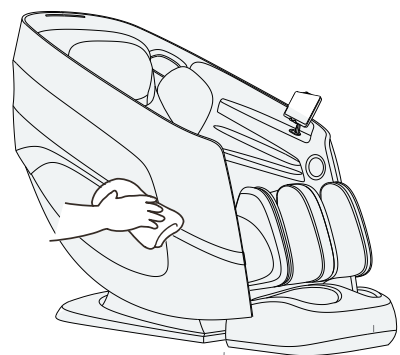


Cleaning and maintenance

Cleaning of the synthetic leather

Wipe the synthetic leather with a soft dry cloth.

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



Cleaning of the plastic parts

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

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

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

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

- 3 Have the plastic parts take natural air drying.



Questions and answers(Q&A)

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

A These persons should consult physicians before using the product.

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

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

A The body height requirement differs with the specific body type. See the rough reference below when using the product.

- If a person shorter than 145 centimeters or taller than 185 centimeters uses the upper body massage function and the Lower Leg/Foot massage function of the product at the same time, it will be possible that his soles will have poor contact with the foot massage section or that his knees will need to be bent.

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

Select method A or B below:

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

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

Select method A or B below:

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

Q Are there any things needing special attention during moving?

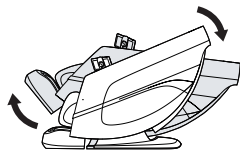
A Pay attention to the following things during moving.

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

① Press ON button power on the product.

② Press  to make the backrest completely tilt.

Press the button until backrest and footrest stop

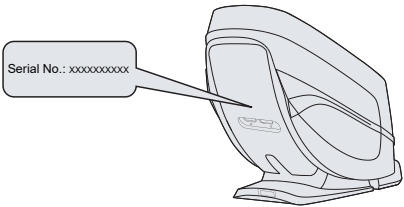


③ Turn off the power switch and pull out the power plug.

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

Q Where is serial number of the product?

A It is on back of the main body.



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

A It is caused by the core structure.

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

A This phenomenon possibly exists during massage because of the core structure.

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

Q The acupressure force is too large.

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

Q How about monthly power consumption of the product?

A Supposing you massage for 30 minutes in two times (15 minutes for each time) on each day, about 2.5 kilowatt-hours will be consumed each month.

If above solution are not applicable, kindly refer to OGAWA service Center +632 8889 0676 / 8844 6851.

Troubleshooting

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

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

Fault	Cause and elimination method
The massage wheels stop during use (The product beeps and all icons and buttons on the remote controller flicker and then go out.)	For safety, the massage wheels will possibly stop upon a too large external force during use. If all marks and buttons on the remote controller begin to flicker, it suggests an extreme abnormality. In this case, turn off the power switch and turn it on about 10 seconds later. If the massage wheels stop again, adjust your sitting posture and do not lean on the backrest completely. (Users, particularly those heavier than 100 kilograms, should follow relevant precautions.)
The product cannot tilt, or the footrest can not be raised or lowered (The product beeps, the running light on the remote controller go out and the product stops)	For safety, the product will stop upon an obstruction or a too large force. If all contents and buttons are flickering and the backrest or the footrest has stopped, turn off the power supply and turn it on about 10 seconds later and then operate the product.
The massage wheels cannot reach the shoulders or the neck	If the head is not in contact with the headrest, or the back is not in contact with the backrest, the shoulder position in body type detection will possibly be lower than the actual position. Sit in the deepest position of the product, lean your head on the headrest and operate from the beginning again.
The left and right massage wheels have different heights (intensities)	It is not a fault but a normal phenomenon because the product is provide with a massage core allowing alternate beats of the massage wheels.
The product cannot run at all. ● Upper body (the neck to the waist) massage ● Lower leg/Foot massage	● The power line is disconnected. ● The power switch is not turned on. ● No program is selected after ON button on the remote controller is pressed.
The product cannot cool down even if the Dual-temperature function is disabled	● Due to the heater structure, the product will still feel warm shortly after heating because of the residual heat. ● If a single part is continually massaged even after the heating function is disabled, you will feel increasingly warmer.
The product is damaged	To avoid accidents, contact an authorized service center.
The power line or the power plug had abnormal heating	

If above solution are not applicable, kindly refer to “Product Warranty Card” and contact OGAWA service center.

Troubleshooting (continued)

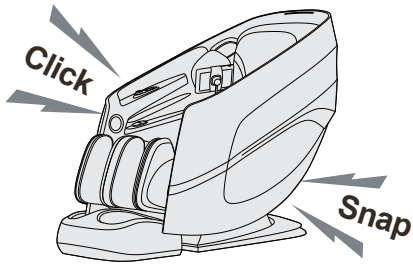
The sounds and feelings you care about in use of the product.

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

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

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

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



Warning

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

Warning

● **In the case of any abnormality or fault, stop the product immediately and pull out the power plug to avoid fuming, fires and electric shocks.**
<Abnormality and fault examples>

- The product fails to work after the power switch is turned to the ON position.
- After the power line is moved, the product is discontinuously powered on;
- In use, the product gives off a burning smell or an abnormal sound;
- The product is deformed or abnormally heating

→ In any of these abnormalities and faults, have the product inspected and repaired by an authorized service center immediately.

Specifications

Product Name	Vestra
Model No.	OG6230
Rated Voltage	220-240V~
Rated Frequency	50-60Hz
Rated Power Consumption	145W
Max Time Rate	15 Minutes
Dimensions (L X W X H)	Upright: 165x79x107cm(L×W×H)
	Reclined: 199x79x100cm(L×W×H)
Weight	Gross Weight: Approx. 107.6 kg
	Net Weight: Approx. 83.9 kg
Length of wire	Controller wire: 60 Centimeter
	Power supply wire: 180 Centimeter
Usage Condition	Environment temperature: 0°C~35°C
	Contrasting humidity: 20%~80%
Storage Condition	Storage temperature: -5°C~35°C
	Storage humidity: 20%~80%
Safety Feature	Equipped with overheated and power
Maximun body weight of user	Approx 100 kg

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

Contact Us



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