

Active XL **DUO**



USER MANUAL | OG6400

Hello.

Congratulations on purchasing your new Ogawa Active XL Duo.

At Ogawa we understand every body is different and have carefully designed on our massage chair with that in mind. But enough about us, this is about you. Learning how to use your new chair is simple (we designed it that way).

So let's get started.

Scan QR Code to Visit Website



Scan QR Code for Operation Video



Scan QR Code for Service Support



For replacement parts and tech support, please call our service and warranty phone number, or visit www.ogawaworldusa.com

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SAFETY PRECAUTIONS

We're looking out for you.

IMPORTANT SAFETY INSTRUCTIONS

When using the massage chair, basic precautions should always be followed, including the following:
Read all instructions before using this massage chair.

DANGER - To reduce the risk of electric shock:

- Always unplug this massage chair from the electrical outlet immediately after using and before cleaning.
- Never use pins or other metallic fasteners with this appliance.
- Carefully examine the covering before each use. Call for service if the covering shows any sign of deterioration, such as blistering, peeling or cracking.
- Keep dry - do not operate in a wet or moist condition.

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

- Read all instructions before using.
- A massage chair should never be left unattended when plugged in. Unplug from the outlet when it is not in use and before putting on or taking off parts.
- Close supervision is necessary when this massage chair is used by or near children or disabled persons. Keep children away from reclining backrest and extended leg rest.
- Use this massage chair only for its intended use as described in this manual.
- Never operate this massage chair 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. Contact customer service department.
- Keep the cord away from heated surfaces.
- Never operate the massage chair with the air openings blocked. Keep the air openings free of lint, hair and the like.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove the plug from the outlet.
- Do not stand on or in the massage chair. Use only while seated.
- The product is not intended for use by children or persons 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 product by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the product.
- Temperatures sufficiently high to cause burns may occur regardless of the control setting. Do not use on an infant or invalid or on a sleeping or unconscious person. Check the skin in contact with the heated area of the appliance frequently to reduce the risk of blistering.
- Burns may result from improper use.
- Do not crush in order to avoid sharp folds.
- Keep children away from extended foot support (or other similar parts).

- DO NOT WET.
- DO NOT USE PINS.
- NEVER REMOVE COVER.
- Connect this appliance to a properly grounded outlet only. See Grounding Instructions.

SAVE THESE INSTRUCTIONS

This massage chair is intended for household use only.

1. Usage Environment

- Do not use the massage chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not use the massage chair in a room with a temperature of 104°F or higher.
- Do not expose the massage chair to heaters, stoves or direct sunlight.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use and not for commercial purposes.



Caution

- This massage chair is to be used indoors only.
- If you use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is stored in a cold place and is being brought into a warm environment, it is advisable to wait for one hour before use. This is because its performance may not be at an optimal level, as there may be water droplets on the mechanical parts due to condensation. Using the massage chair under such conditions may result in malfunction.

2. Safety Precautions

- To ensure safe and correct use of the massage chair, do not operate it without reading this operation manual carefully.
- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blanket etc., as this may result in ineffectiveness or injury.
- Do not use the massage chair an hour before or after eating as this may have adverse effects on the user.
- Do not allow children or pets to play around the massage chair, e.g. behind the backrest, under the seat base or legrest of the massage chair. This may result in injury.
- Do not use the massage chair when your body is wet.
- Do not operate the massage chair with wet hands.
- It is not recommended to use the massage chair for more than 30 minutes.
- Do not perform continuous massage on the same spot of your body for more than 5 minutes at a time as this may result in excessive stimulation and may have adverse effects.
- Do not insert your hand or foot along the paths of the massage rollers during use as this may cause injury.
- Stop operation immediately if you feel any discomfort.
- This product is not intended for self-treatment of conditions that should be managed by a qualified health care provider.
- People on medication or with medical conditions, please consult your doctor before use.
- Please do not use the product if you are not feeling well.

3. People with Medical Conditions

Consult your doctor before use if you:

- Are under medical rest as ordered by a doctor.
- Have spinal disorders, an abnormal spinal condition or have suffered a spinal injury.
- Have back problems.
- Have diabetes, osteoporosis or sensory impairment.
- Have joint dysfunction such as rheumatism, hammertoe or gout.
- Have a pacemaker or other electronic medical devices.
- May be pregnant.
- Have phlebitis or thrombosis.
- Have an increased risk for blood clots.
- Had recent surgery.
- Have surgical pins, screws, or anything mechanical in the legs, ankles or feet.



Caution

- Avoid using the massage chair under the influence of alcohol.
- Do not apply massage rollers directly on the head, elbow or knee joints, torso or abdomen.
- If your legs or feet slip off the leg rest during massage, do not force them back in as this may result in injury.
- Remove the power plug from the electrical outlet immediately should liquid be accidentally spilled onto the massage chair. Do not use wet hands to connect or disconnect the power plug from the electrical outlet.
- Do not tamper with the power cord or use the massage chair with a damaged cord as this may result in malfunction and electric shock.

4. Instances When the Massage Chair Should Not Be Used

In the following events, please switch off the main power switch immediately and disconnect the power cord from the electrical outlet:

- If liquid is accidentally spilled onto the massage chair. This may result in electric shock or malfunction.
- If the fabric of the backrest is torn and the internal components are exposed.
- If pain or discomfort is felt during massage, stop operation immediately and consult your doctor.
- If you detect any malfunction or any other abnormal condition during operation.
- If there is power failure. Injury may occur when power is restored unexpectedly.
- If there is lightning.

5. Assembly and Repair of the Massage Chair

- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electrical shock.
- This massage chair must only be professionally serviced or repaired. Only disassemble or repair the massage chair if directed by a Ogawa service rep.

6. Things to Be Noted About the Power Plug and Cord

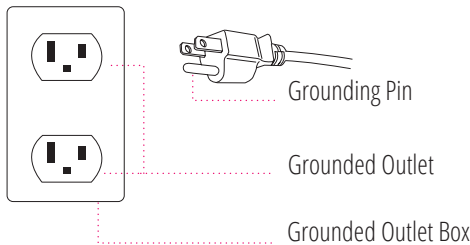
- Check that the Alternating Current (AC) voltage corresponds with the specifications indicated for the massage chair.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands. This may result in malfunction or electric shock.
- When disconnecting the power plug, pull it by holding the plug, not the cord.
- Although operation will be stopped automatically by the Auto-Timer function, always remember to switch off the main power after use.
- Do not place the power cord under the massage chair or under any other heavy objects.
- Do not wind the power cord around the massage chair as this may damage the cord and result in a fire or electric shock.
- Do not operate the massage chair with a damaged cord or extension cord.
- Do not use the massage chair if the electrical outlet is loose.
- If the power cord is damaged, it should be replaced by a qualified technician.

GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for the electric current to reduce the risk of electric shock. This product is equipped with a cord that has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Danger - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service technician if it will not fit the outlet. Have a proper outlet installed by a qualified electrician.

This product is for use on a nominal 120V circuit and has a grounding plug that looks like that plug illustrated below. 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.



TROUBLESHOOTING

This massage chair is controlled by a microcomputer and is thus susceptible to power surges of +10 to - 15%. The following situations may arise in the event of a power surge:

Situation	Solution
The massage chair is connected to the power supply but is not functioning	1. Check to see that the plug is properly connected and working 2. Ensure the massage chair switch is in the 'I' position
The remote control works but the massage chair is not functioning	Possible overheating due to prolonged use. Turn off the power for at least 30 to 50 minutes
Both the remote control and the massage chair are not functioning	1. Ensure the chair is plugged into a working outlet 2. Turn the power OFF and ON again

If you continue to have problems, please read the warranty card and contact the Ogawa service department.

PRODUCT CARE AND STORAGE

1. Storing the Massage Chair

- Wipe off dust and dirt from the massage chair with a dry, soft, clean cloth after use.
- Keep the massage chair clean and away from places of high humidity.
- If the massage chair is not to be used for a long period of time, cover the massage chair with a dust cover and unplug its power plug from the electrical outlet.

! Caution

- Do not store the massage chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.
- Do not allow the massage chair to remain in contact with vinyl or wallpaper for extended periods of time as this could lead to discoloration.

2. Cleaning the Massage Chair

- Before cleaning, ensure that the main power switch is off and the power plug is disconnected from the electrical outlet.
- Wipe off dust and dirt from the massage chair with a dry, soft, clean cloth after each use.
- This product can be cleaned thoroughly with a slightly damp cloth.
- Do not iron the upholstery.
- Do not wash the upholstery using a home washing machine as this may result in deterioration of the upholstery's quality.

! Caution

- Do not use abrasive cleaning agents like benzene or thinner to clean the massage chair. This may cause the upholstery to fade.

3. Cleaning the Controller

- Use only a clean, dry cloth to clean the controller.

! Caution

- Do not use a wet cloth to clean the controller. This may result in malfunction.

CONSUMER WARRANTY

This Ogawa product has the following warranty:

The Active XL Duo Massage Chair has a one-year in-home service and two-years parts warranty from the date of original purchase. Ogawa customer service will not issue Return Material Authorizations (RMAs) for products. Ogawa products will be either repaired by the consumer or by an in-home technician. Ogawa will not issue Return Material Authorizations (RMAs) for buyer's remorse.

Service And Technical Support

Consumers may contact Ogawa's customer service department at 844-438-6429 between 9:00 am and 5:00 pm PST, Monday through Friday, or email us at support@ogawaworldusa.com, or visit our web at www.ogawaworldusa.com for warranty or service issues.

Consumers are required to provide the unit serial number and dated proof of purchase (sales receipt) when they contact the Ogawa service department regarding a repair.

A Ogawa customer service representative will attend to most consumer inquiries, but in some cases a technical service specialist will provide advanced support.

Non-warranty repair is provided on a "per incident" basis. Ogawa customer service will verify that the unit has failed and provide instructions for repairing the unit. All applicable repairs, parts, shipping, handling, local tax and a "per incident" fee will be charged for non-warranty repairs and support calls.

Proof of purchase (original receipt) is required for all warranty repairs or service.

Extended Warranties:

Ogawa offers extended warranty programs to enhance the ownership of your massage chair. Please call Ogawa customer service at 844-438-6429 for details and pricing.

Product Repairs

- Floor Models and Demonstration Units have a prorated warranty period that begins the day the model is placed on the floor and connected to an electrical outlet by the retail partner. Proof of purchase is required in order to obtain warranty service and parts. Non-warranty parts and service are available at a "per incident" charge.
- Warranty Coverage Period - Warranty coverage starts at the time that the consumer PURCHASES their chair. Proof of purchase is required for all warranty repairs. The warranty time period is measured by continuous calendar days based on a seven-day week.
- Field Service - Ogawa customer service department will diagnose and schedule an authorized service provider to repair the chair in the consumer's residence.

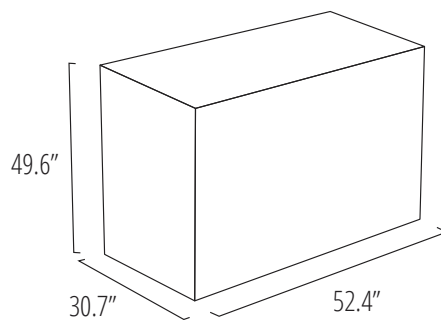
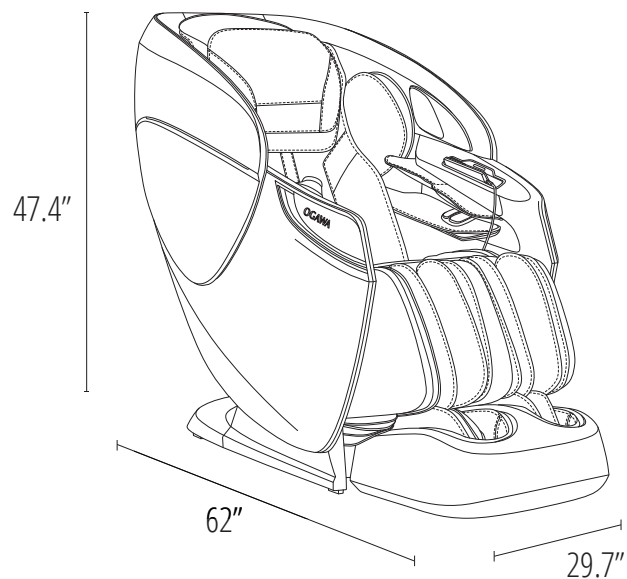
- Parts - All parts deemed necessary for repairs will be shipped to the consumer at no charge by the Ogawa service department. Some Ogawa product repairs may be performed by the consumer in their own home with parts and instructions supplied by Ogawa, such as remote controller replacements that don't require a technician.

CONSUMER WARRANTY LIMITATIONS AND EXCLUSIONS

- Warranties are only valid in the 48 contiguous United States and Canada and are contingent upon the consumer operating the chair according to the corresponding instruction manual.
 - The warranty only applies to Ogawa products and does not include any accessories or enhancements.
 - Field service requires pre-approval and must be performed by Ogawa's authorized field service personnel.
 - Field service is only available in the United States and in major metropolitan areas in Canada.
 - Softening of foams and filling composites in pillows, pads, and memory foam occurs naturally and does not constitute a defect under this warranty.
 - Fading, wear and piling of fabrics occurs naturally and does not constitute a defect under this warranty.
 - Warranties do not cover any loss or damage resulting from improper installation, unauthorized repairs or modifications, improper use of electrical/power supply, loss of power, dropped product, a malfunction or damage of an operating part from failure to provide manufacturer's recommended maintenance, transportation damage, theft, abuse, misuse, neglect, vandalism or environmental conditions (fire, floods, rust, corrosion, sand, dirt, windstorm, hail, earthquake or exposure to weather conditions).
 - Warranties do not cover any loss during the time spent waiting for parts or repairs.
 - Damage due to shipping and handling does not constitute a defect under this warranty.
 - Under no circumstance shall Ogawa or its representatives be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, bodily injury, medical and the like).
 - Warranties are non-transferable.
 - Ogawa's sole liability and the purchaser's exclusive remedy shall be for the repair, or at Ogawa's option, for the replacement of the defective part.
 - Notwithstanding the above, if replacement parts for defective materials are not available, Ogawa reserves the right to make substitutions in lieu of repair or replacement.
-
- All warranties begin on the DATE OF PURCHASE; no allowance or extension is offered for delivery and/or installation.
 - Warranties do not apply to rental, business, commercial, institutional or other non-residential users.

DIMENSIONS

First, let's get your chair inside.



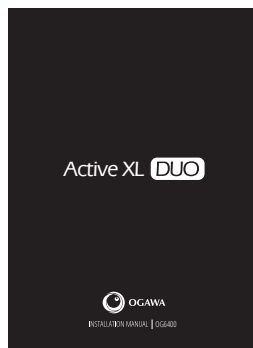
Master Carton

CONTENTS

Everything you need for a relaxing experience.



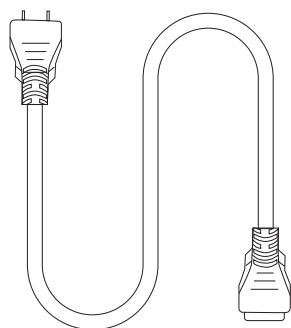
User Manual



Installation Manual



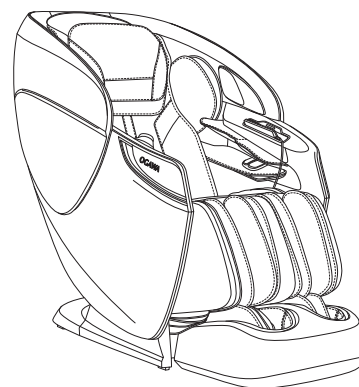
Warranty Postcard



Power Cord



Remote Control

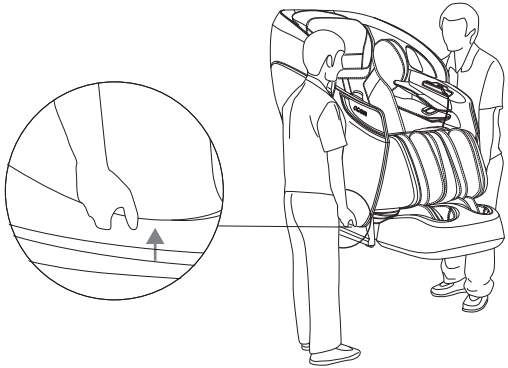


Active XL Duo Massage Chair

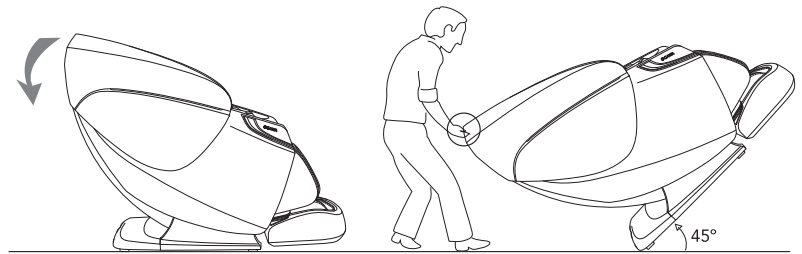
MOVE & CLEARANCE

A few simple steps to find the best place for your new chair.

HOW TO MOVE

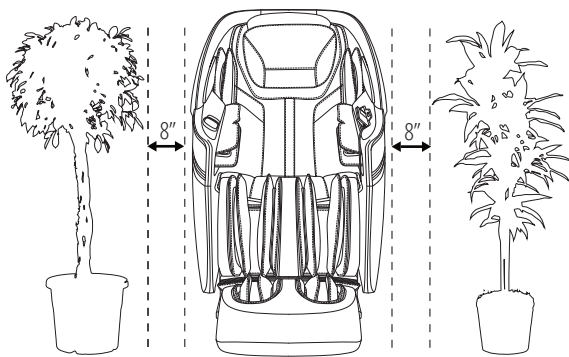


Lift and hold the bottom of the chair

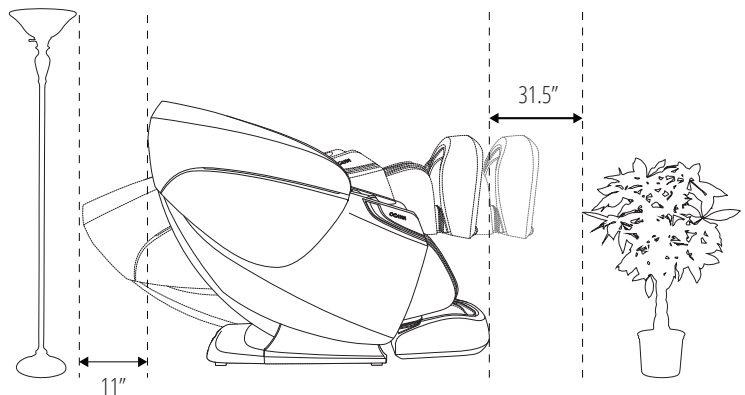


Tilt the backrest down 45 degrees onto the rear castor wheels

CLEARANCE



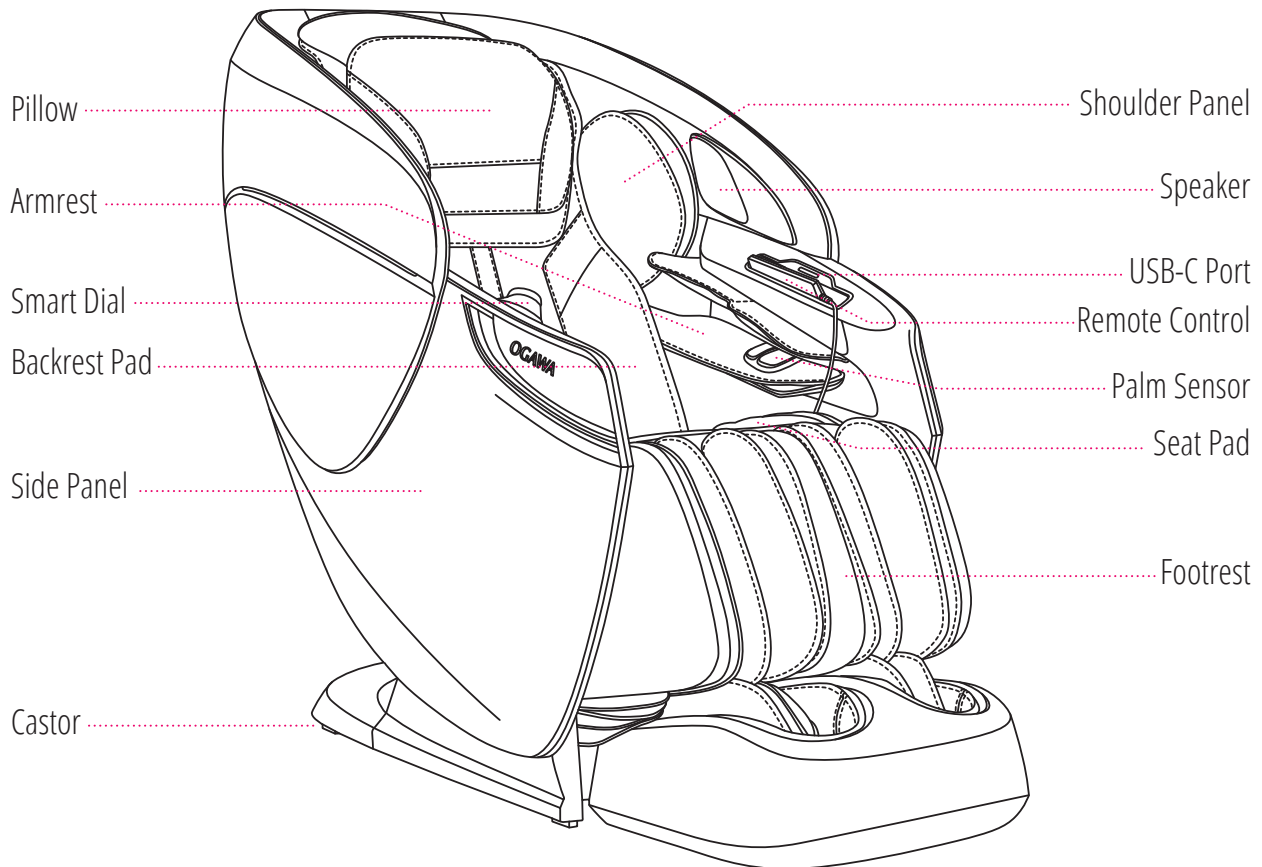
Reserve space on the left and right



Reserve space on the front and back

CHAIR COMPONENTS

Some of your chair's most important features.

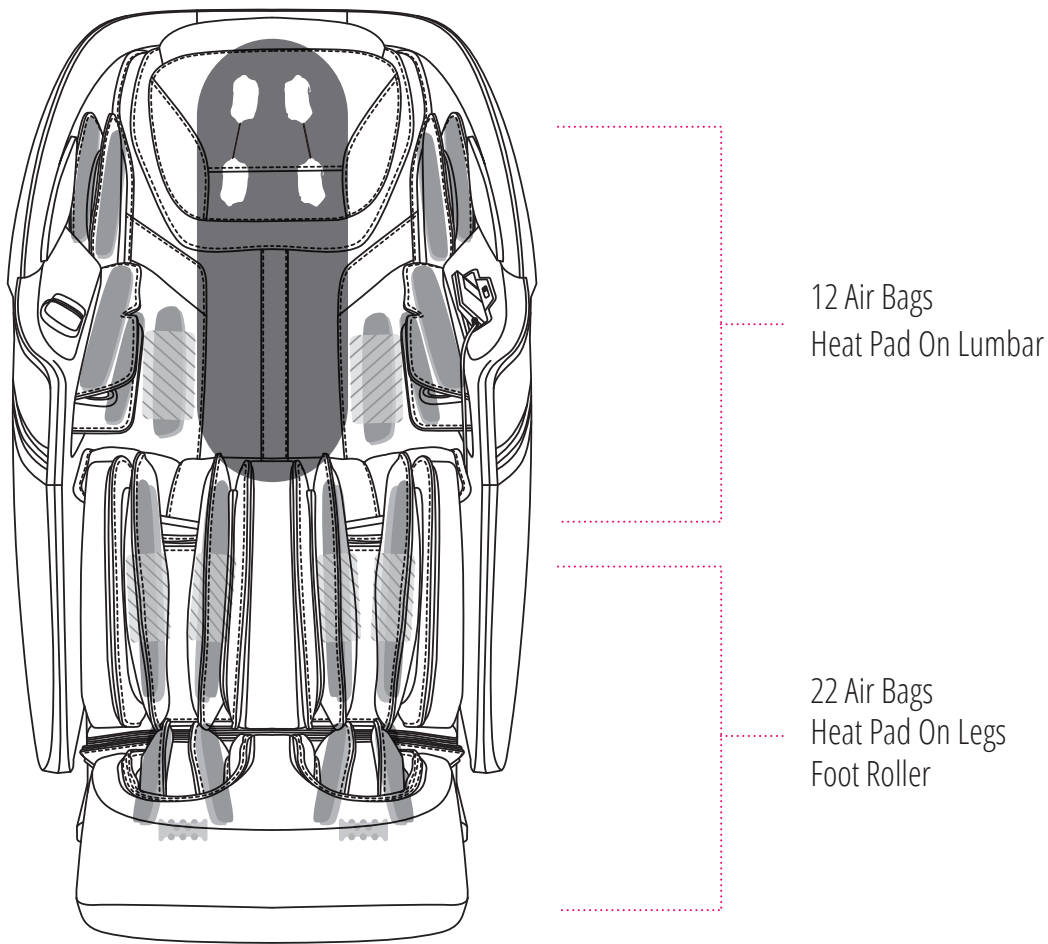


Note: The speaker will only operate when the massage chair is in operation



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 "Active XL Duo".

MASSAGE POINTS



- Back Massage Mode
- Air Bags
- Rollers
- Heating Pads

CHAIR SPECIFICATIONS

A few important facts about your massage chair.



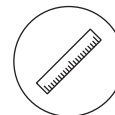
Model No.

OG6400
Active XL Duo



Massage Time

5 to 30 minutes



Dimensions (L x W x H)

Chair dimensions: 62" x 29.7" x 47.4"
Reclined dimensions: 75.4" x 29.7" x 38.4"



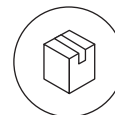
Shipping Weight

Gross weight: 249.1 lbs
Net weight: 205 lbs



Usage Condition

Environment temperature: 32°F – 104°F
Contrasting humidity: 30-85RH



Storage Condition

Storage temperature: 23°F – 95°F
Storage humidity level: 30-85RH



Rated Current

2.1A



Rated Voltage

110 - 120V



Rated Frequency

60Hz



Power of Speakers

3W x 2



Length of Wiring

Power supply wiring: 70.9"
Controller wiring: 39.4"



Safety Feature

Equipped with child safety lock,
backrest safety sensor,
and overheating and power surge detectors

HOW TO USE

Connect the chair to a power supply, then turn switch to the “I” position. The chair is now in idle mode.



1. “” ON/OFF

Press this button to light up the LCD screen. Press any massage function button to start massage. This will initiate the timer function. Press this button again to stop all massage functions, massage chair will return to its original position.

2. “” HOME PAGE

Press this button once to return to home page.

3. “” “” CHAIR ANGLE ADJUSTMENT

Press and hold to adjust chair position.

4. “” FAVORITES

Go to favorites page.

5. “” PAUSE

Press this button once to halt current massage function and count down timer. Press this button again to cease the “Pause” function and resume previous massage function as well as countdown timer.

6. “” RETURN

Press this button once during operation to return to the previous chosen interface.

7/8/9/10. “” DIRECTIONAL BUTTONS

Use the up, down, left and right arrow buttons to move around the options menu and select your desired functions.

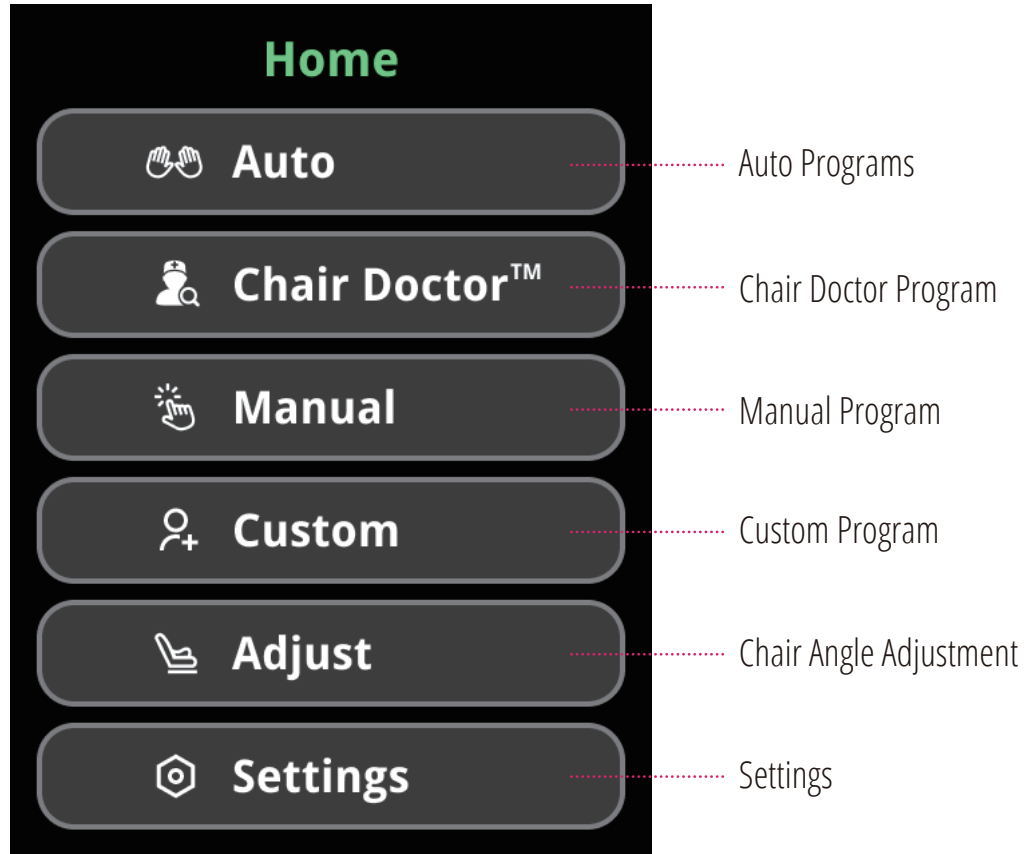
11. “OK” OK

During selection, press down this button to start the massage or enter into next selection interface.

12. “” MESSAGE TIMER ADJUSTMENT

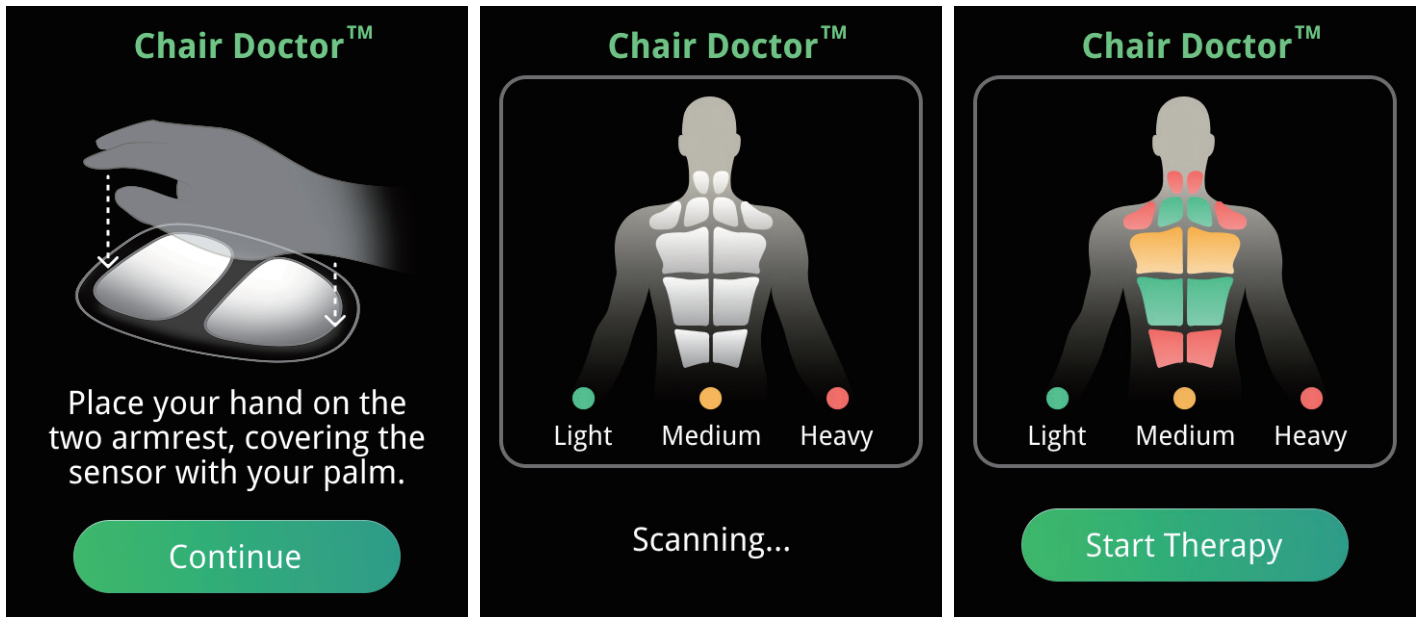
Adjust the massage time for the current program.

Home Page



Select the function using the arrow buttons, then press the "OK" button to confirm

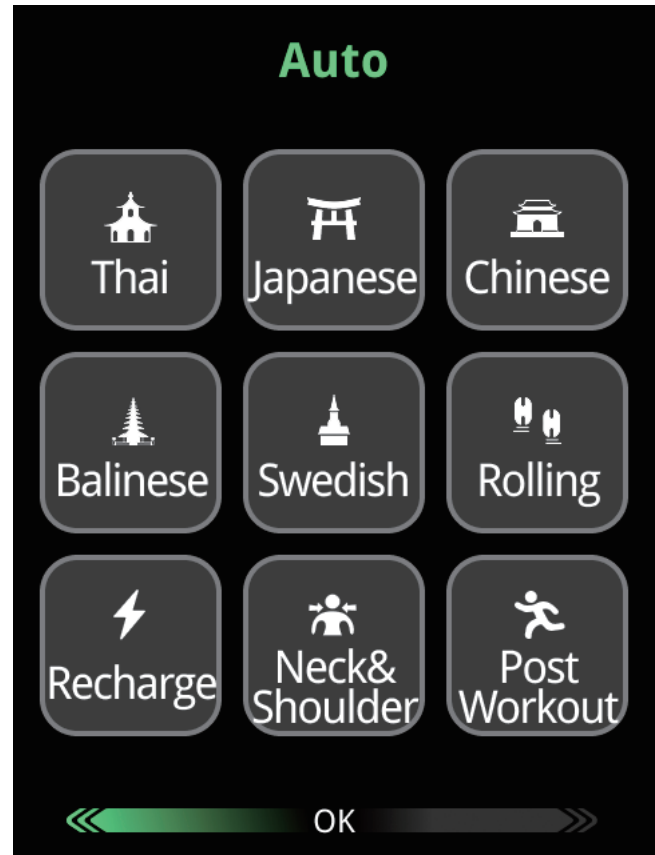
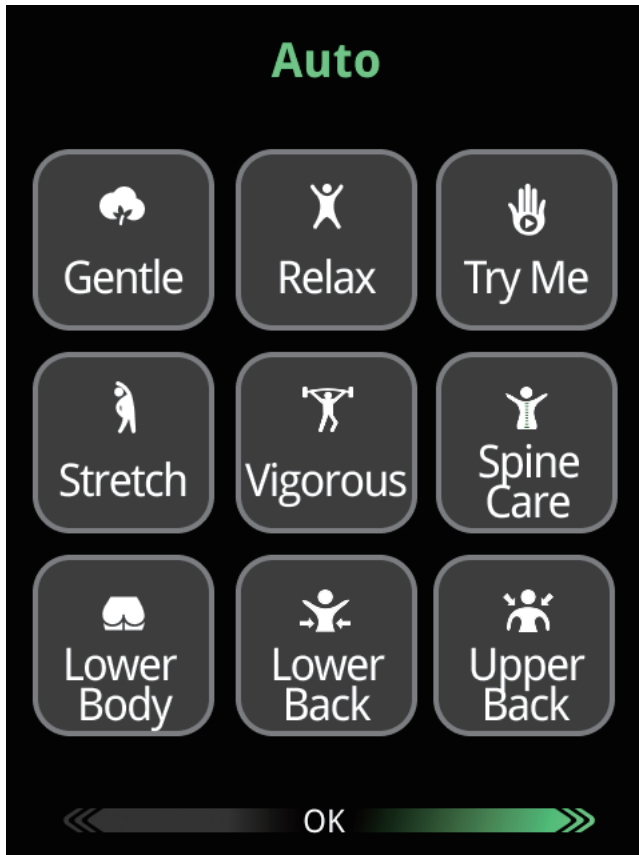
Chair Doctor Interface



Place your hands on the armrests, covering the sensor with your palm

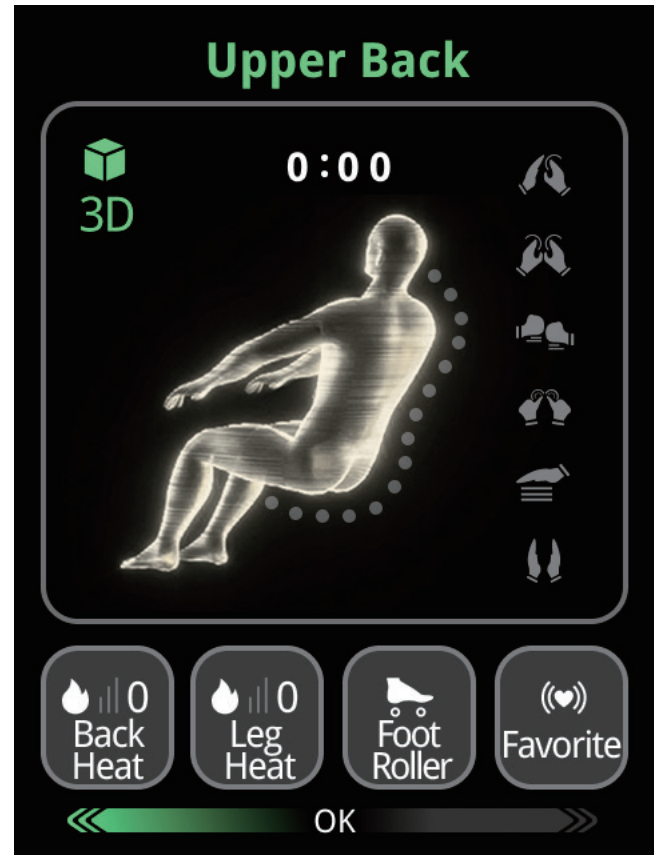
Press the "OK" button to continue, then press the "OK" button to start therapy after scanning finished

Auto Massage Interface 1



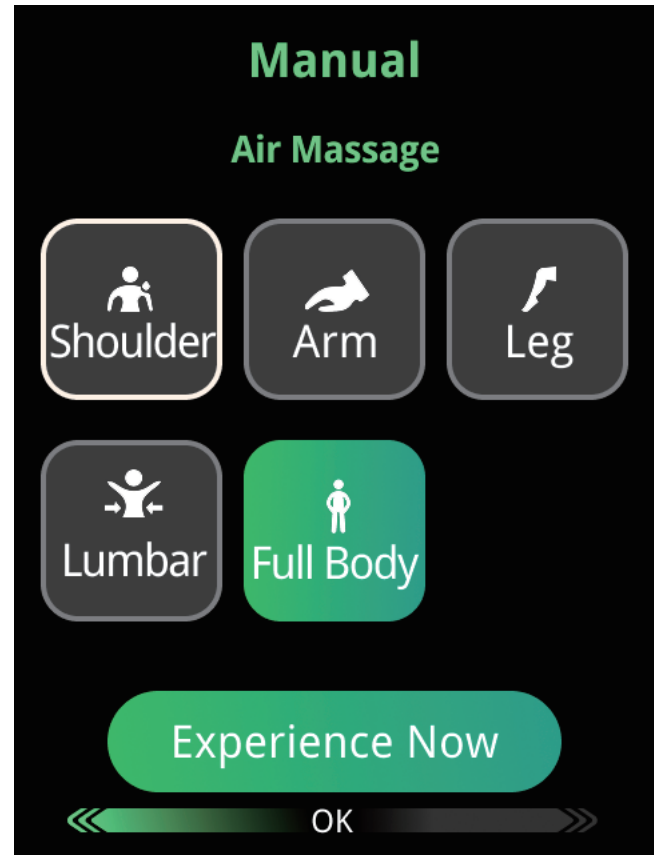
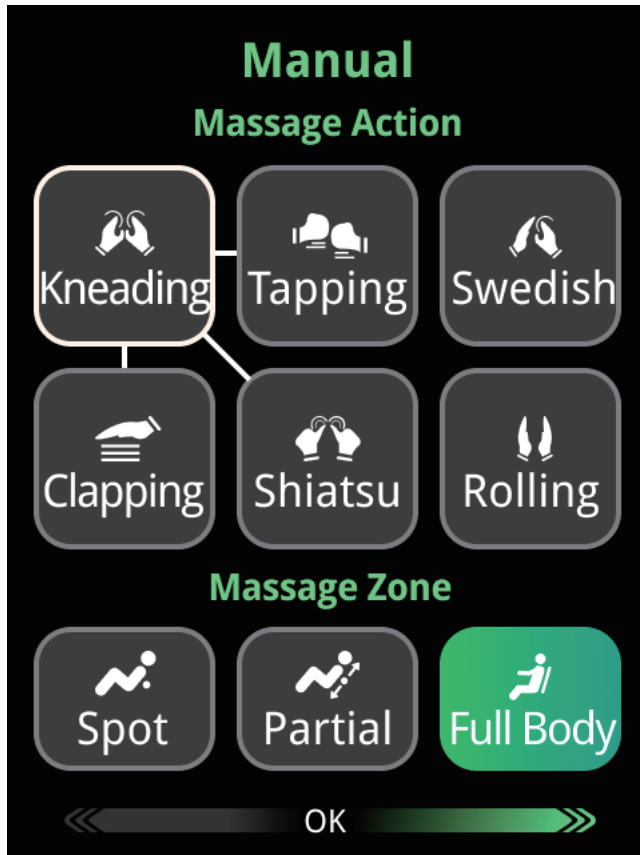
Select one of the 18 automatic program icons and press the "OK" button to start the massage
(Gentle, Relax, Try Me, Stretch, Vigorous, Spine Care, Lower Body, Lower Back, Upper Back,
Thai, Japanese, Chinese, Balinese, Swedish, Rolling, Recharge, Neck & Shoulder, Post Workout)

Auto Massage Interface 2



Select the function using the arrow buttons, then press the "OK" button to confirm

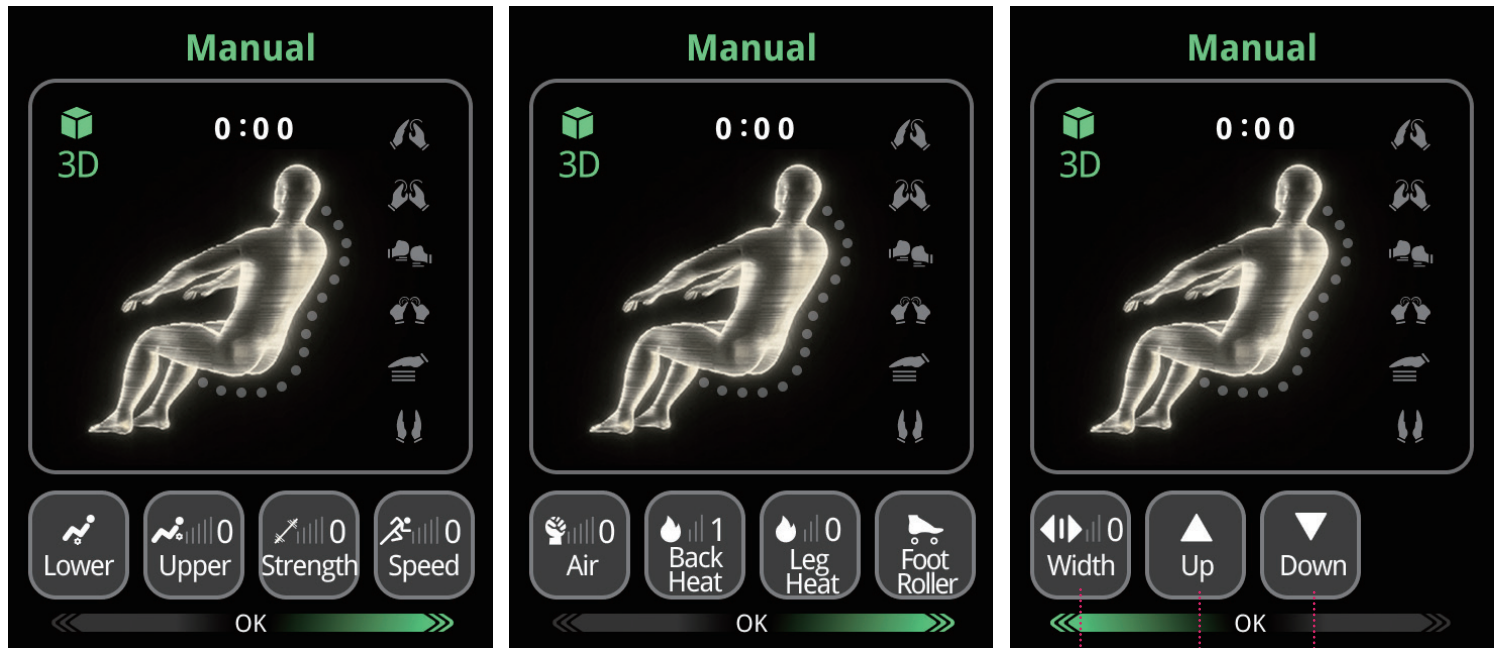
Manual Massage Interface 1



Select the massage action icon and massage area using the arrow buttons and press the "OK" button once to confirm

Select the air massage area using the arrow buttons, press the "Experience Now" button to start the massage

Manual Massage Interface 2



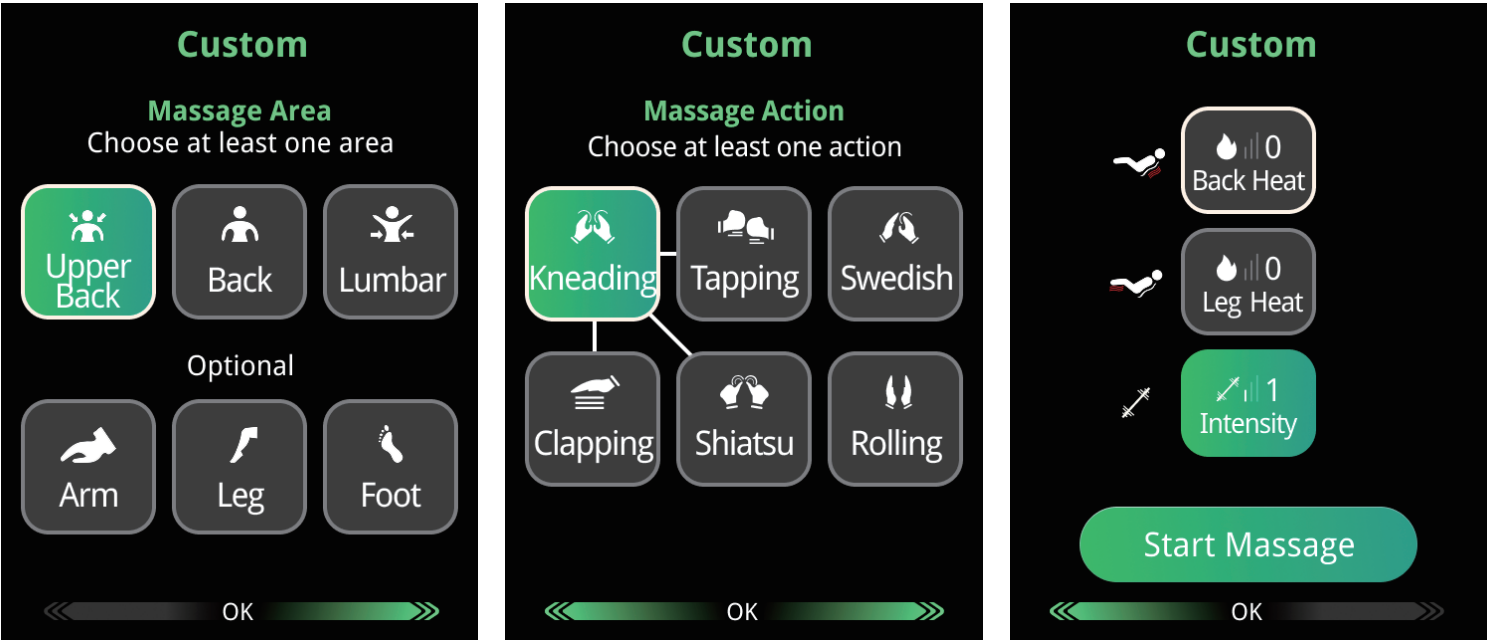
Massage Width

Move Rollers Up

Move Rollers Down

Select the function using the arrow buttons, then press the "OK" button to confirm

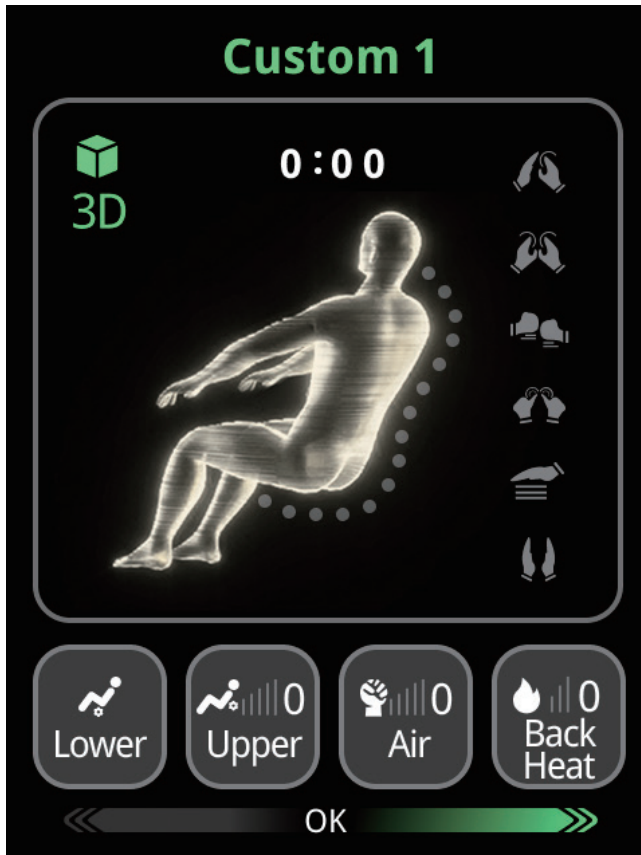
Custom Massage Interface 1



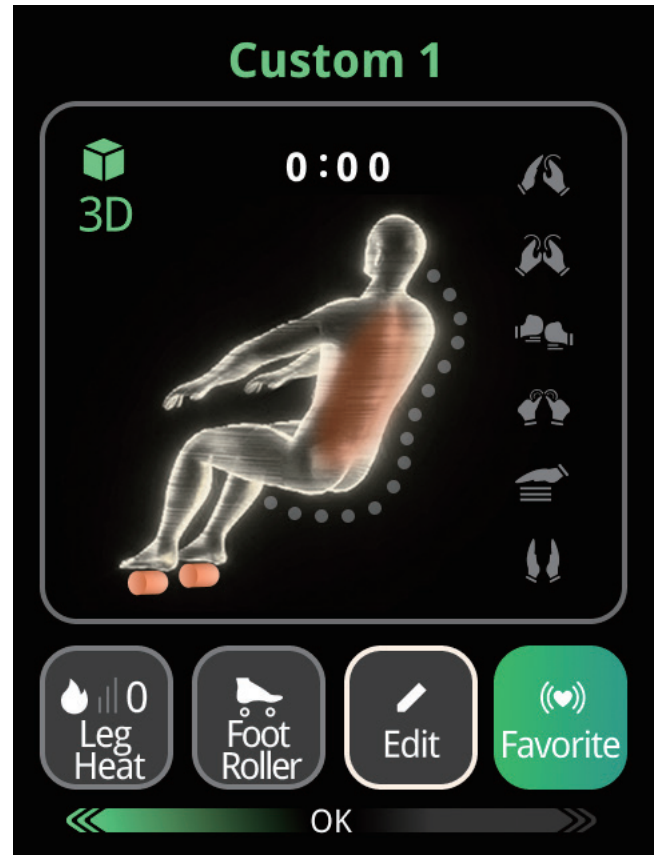
Select the massage action icon and massage area using the arrow buttons and press the "OK" button once to confirm

Select the heat temperature and massage strength using the arrow buttons, and press the "Start Massage" button to start the massage

Custom Massage Interface 2

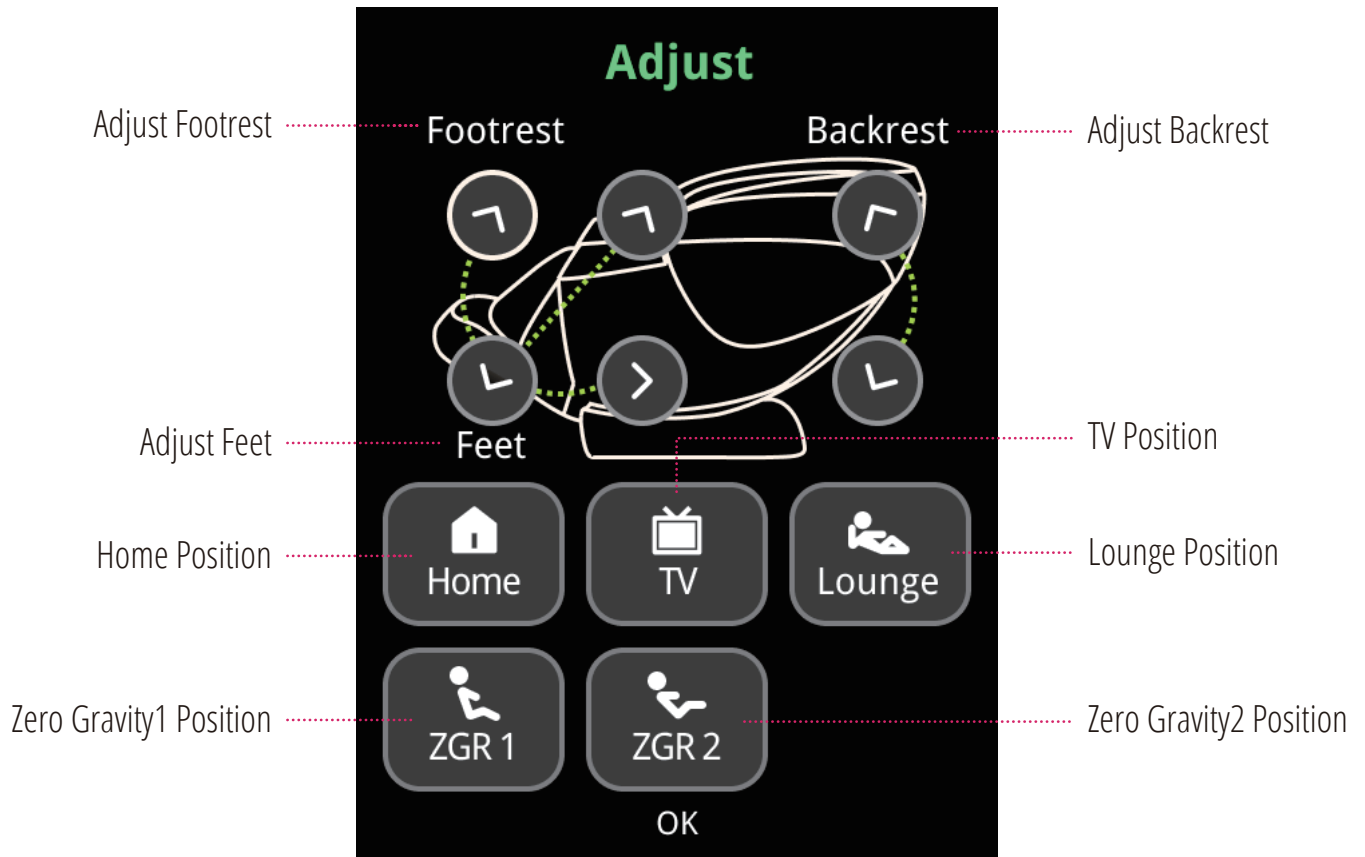


Press the "Favorite" button to save the massage program



Press the "Edit" button to edit the current program

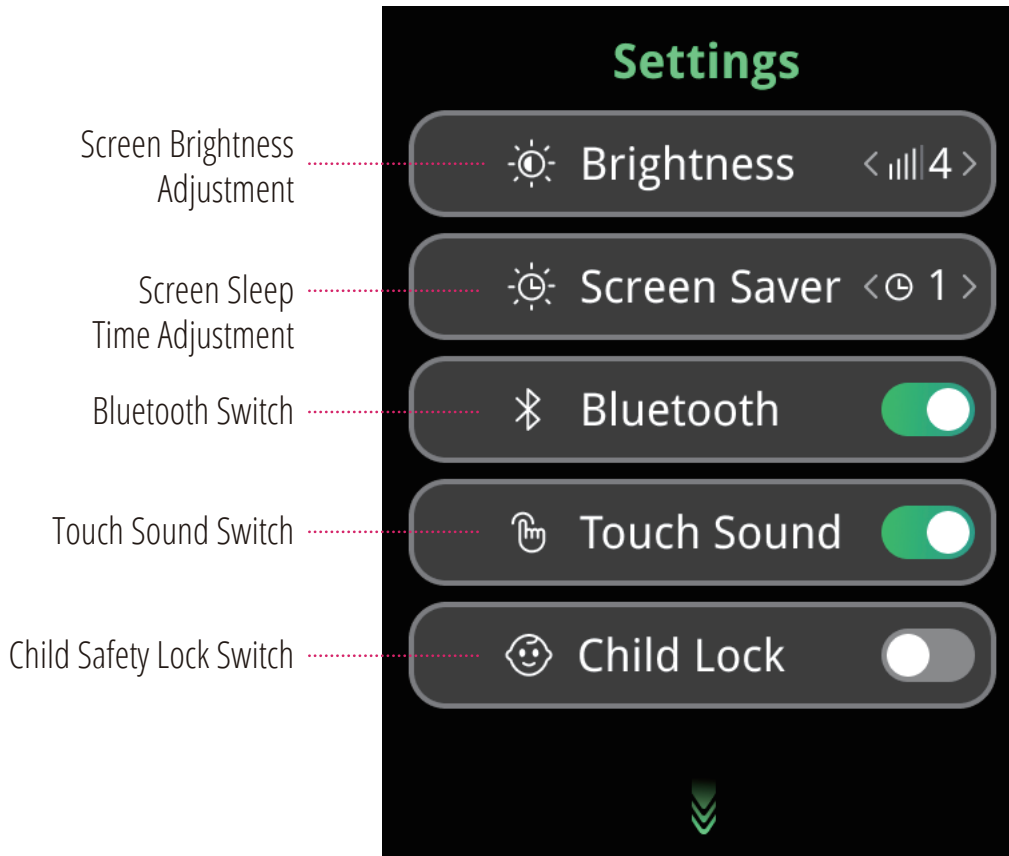
Chair Position Adjustment Interface



Select the arrow button, press and hold "OK" to adjust the footrest, feet and backrest

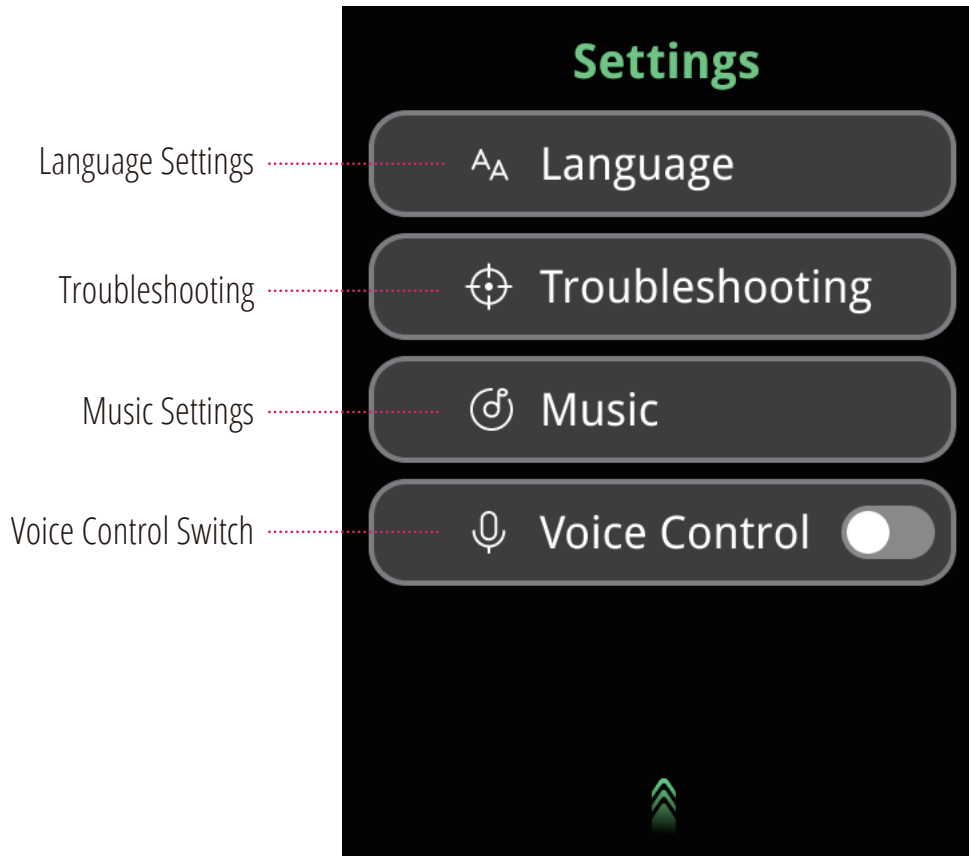
Select the zero gravity icon using the arrow buttons and press the "OK" button to confirm

Settings Interface 1



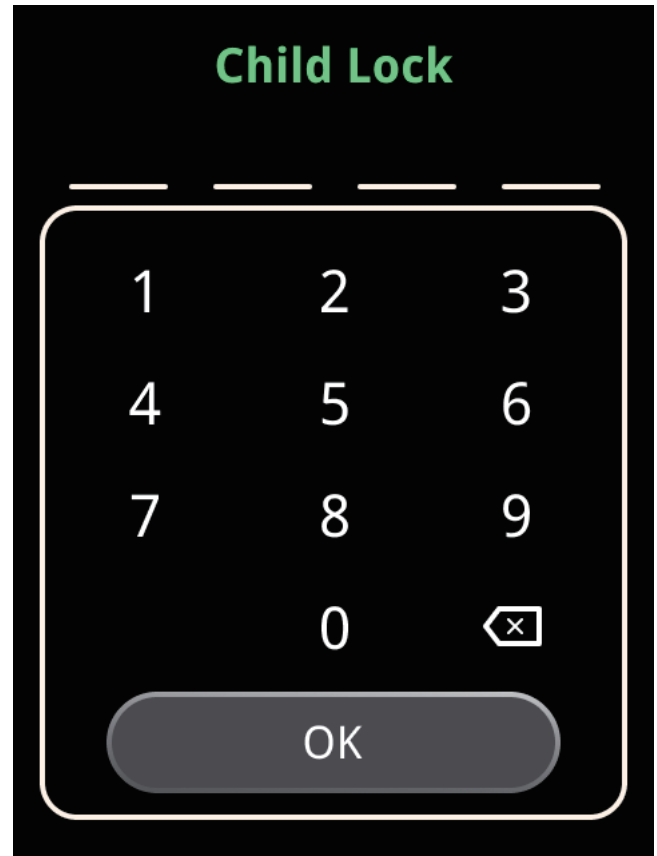
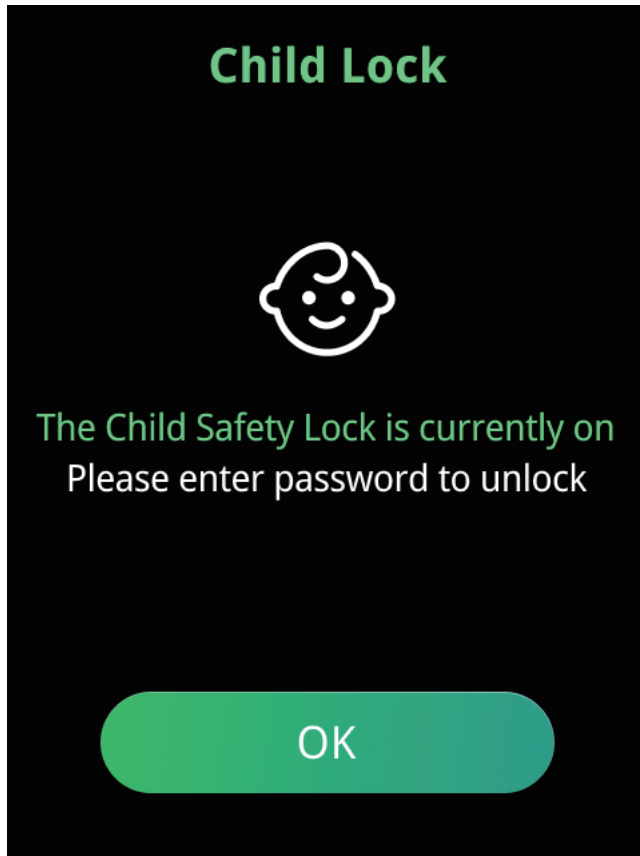
Use the up and down arrow buttons to adjust the corresponding functions

Settings Interface 2



Use the up and down arrow buttons to adjust the corresponding functions

Child Safety Lock



Please enter the password "0304" to unlock your massage chair

If you don't need the Child Safety Lock on anymore, go to the Settings page to turn off this function

Language Interface



Select the language using the arrow buttons, then press the "OK" button to confirm

Troubleshooting Interface 1



Press the "OK" button to enter into the troubleshoot detection program

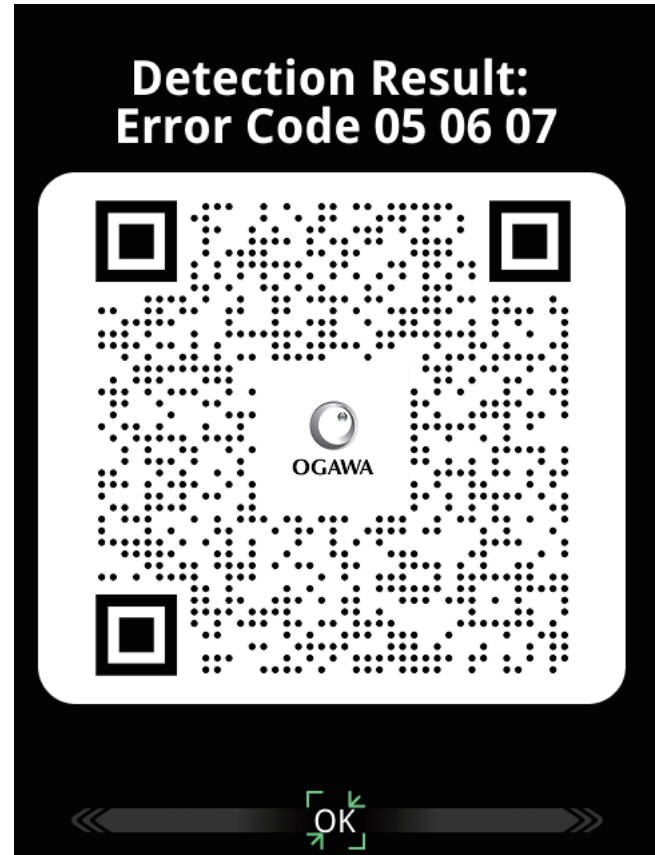


Scanning takes 90 seconds

Troubleshooting Interface 2

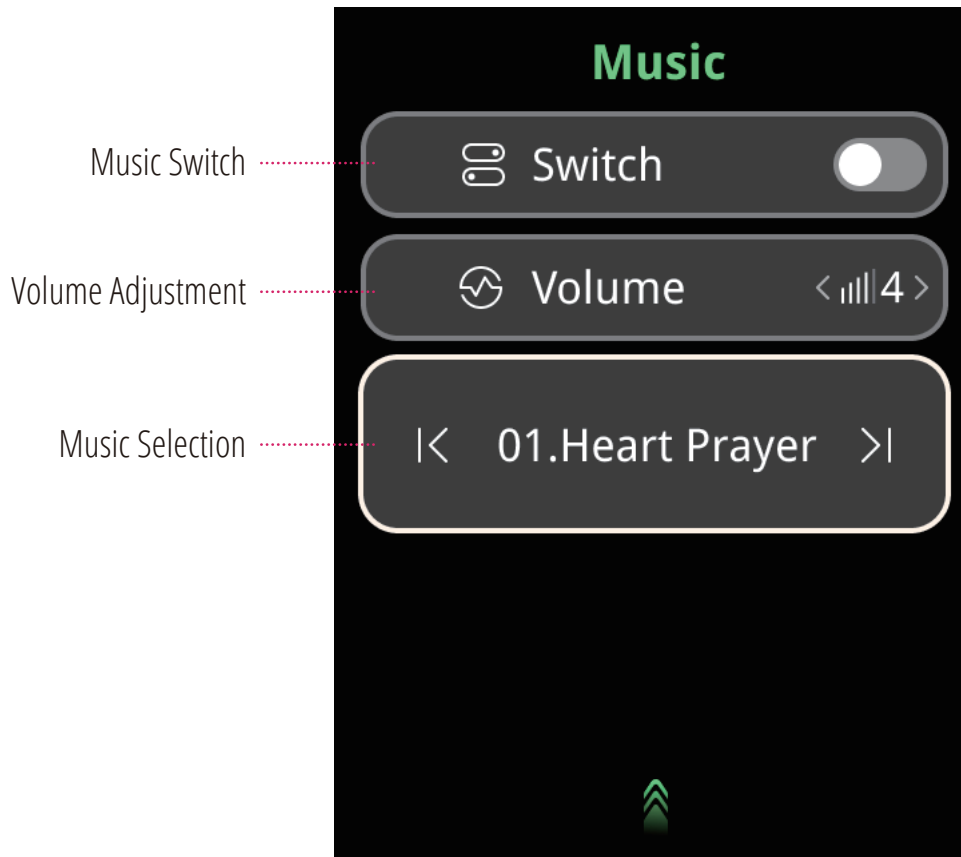


Press the "OK" button to enlarge the QR code to view



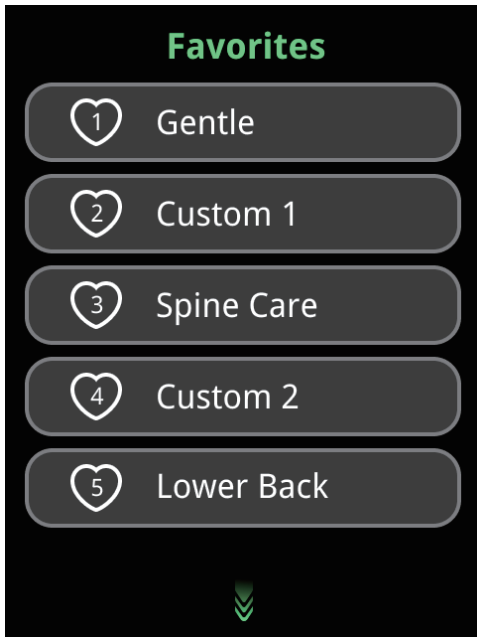
Press the "OK" button to shrink the QR code back to normal size

Music Settings

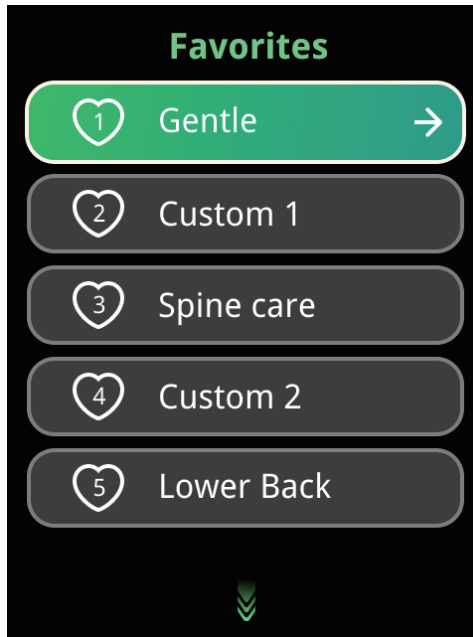


Use the up and down arrow buttons to adjust the corresponding functions

Favorites

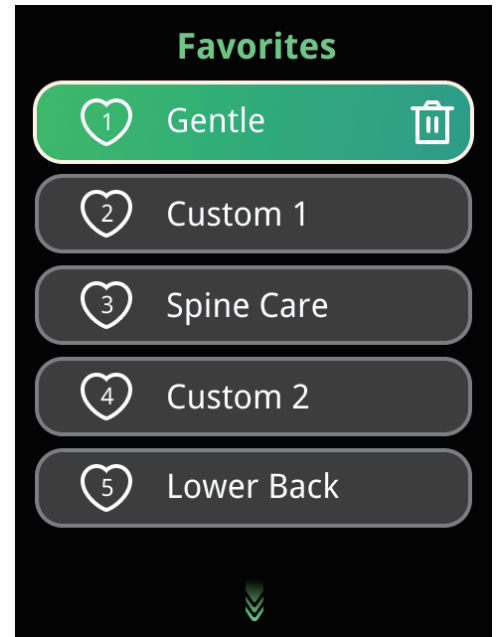


Here are the favorite programs



Press the "OK" button to enter into the message program

Press the right button to go to the page to delete a favorite program



Press the "OK" button to delete the message program from your favorites

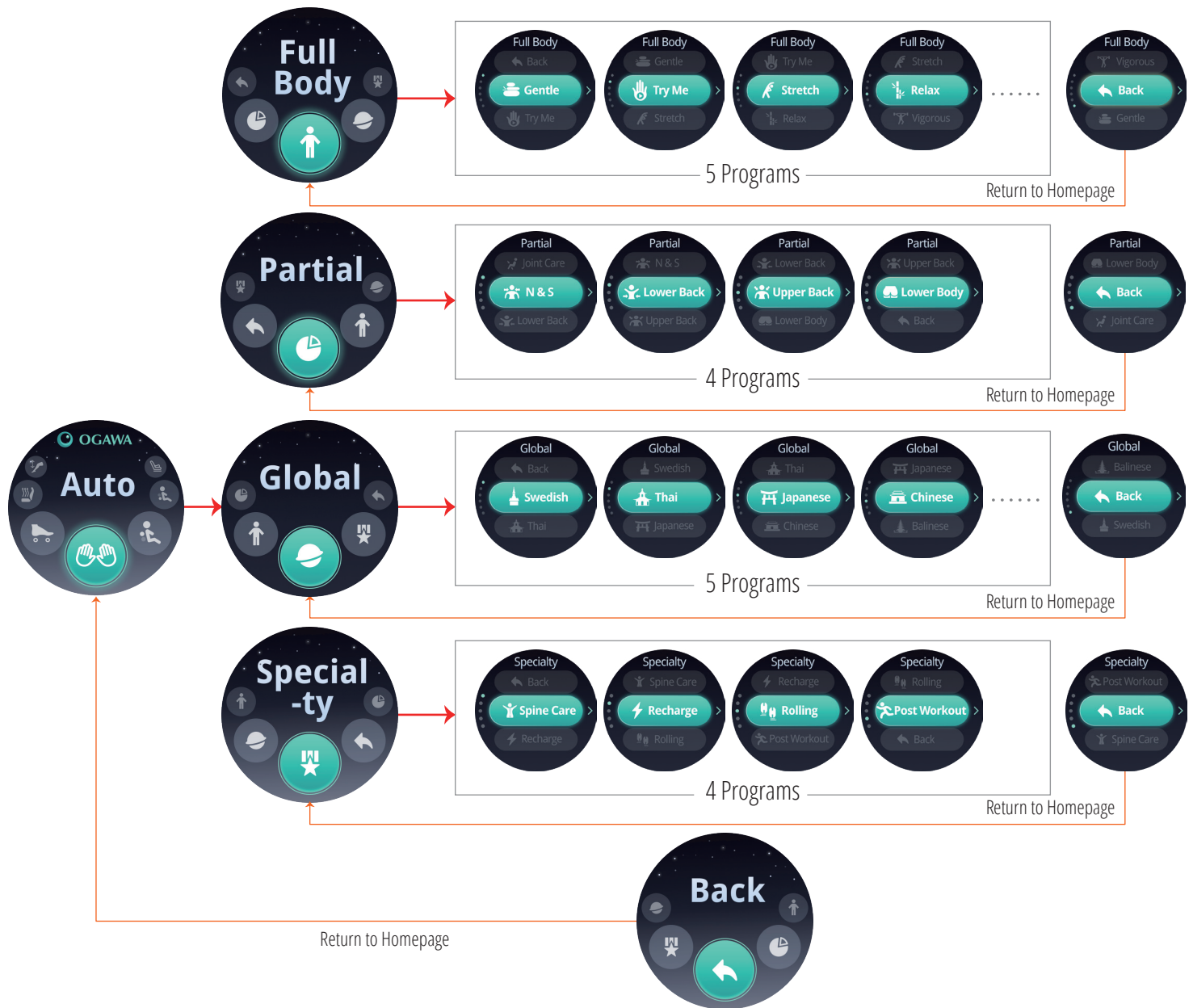
Select the function using the arrow buttons, then press the "OK" button to confirm

SMART DIAL

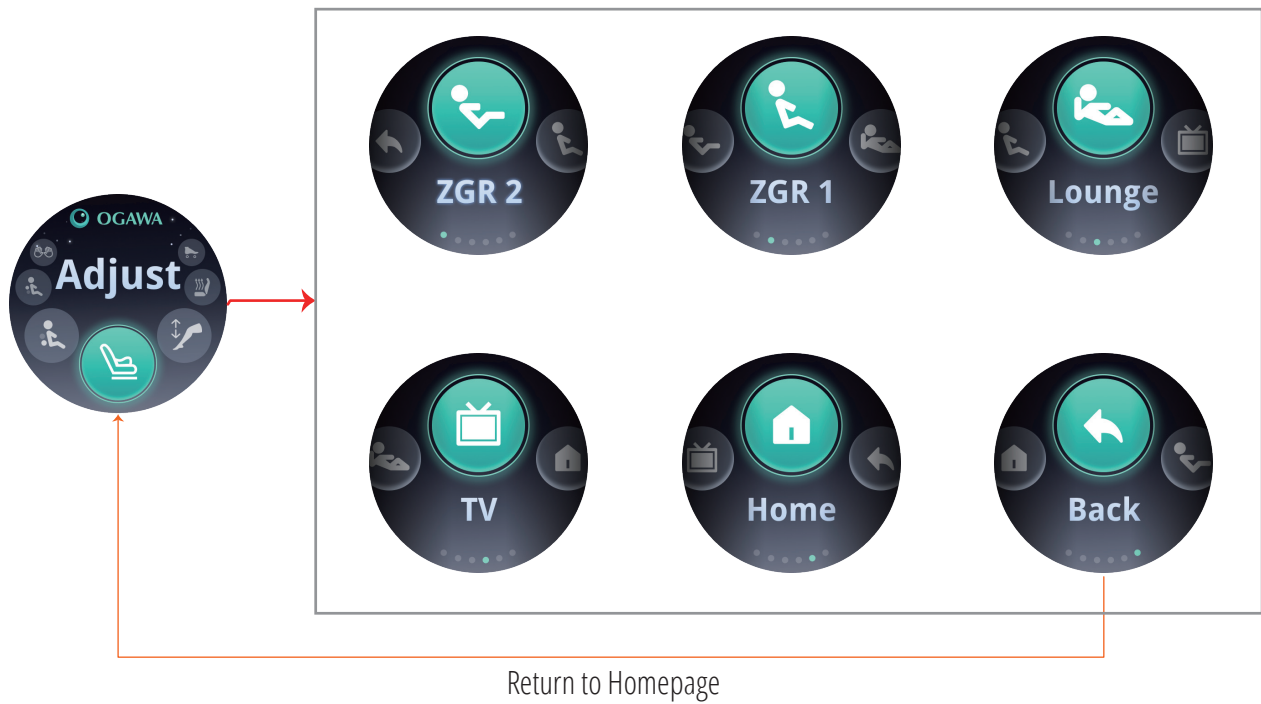
Homepage



You can rotate the Smart Dial to select and adjust one of the seven available functions (Auto, Adjust, Upper, Lower, Foot-Rest, Heat, FootRoller)



You can rotate and press the Smart Dial to activate one of the 18 auto massage programs

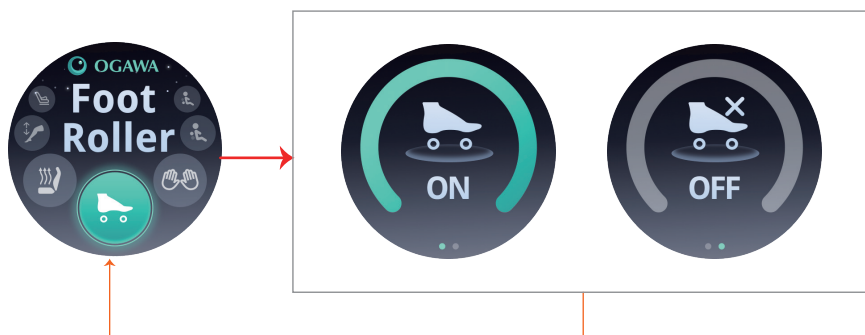
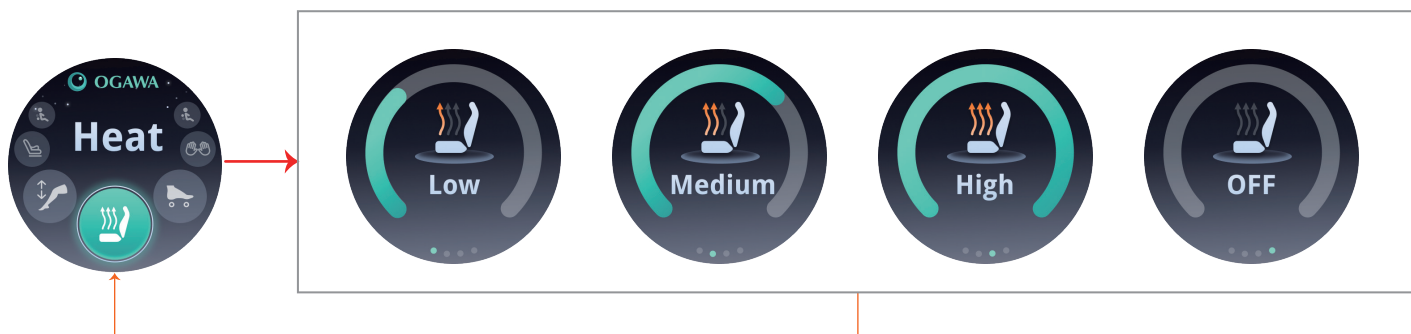
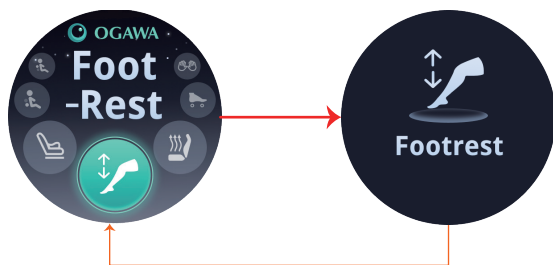


You can rotate and press the Smart Dial to activate the chair's preset positions



You can rotate the Smart Dial to adjust the massage intensity of the upper and lower mechanisms

Pressing down on the Smart Dial will return you to the home screen



You can rotate the Smart Dial to adjust the footrest position, heat temperature, and on/off function of the foot roller

Pressing down on the Smart Dial will return you to the home screen

OFFLINE VOICE CONTROL INSTRUCTIONS

Control Function		Voice Command	Massage Chair Feedback
Massage chair wake up /Pause/power off	Wake up word	Hey Ogawa	Ogawa is here
	Power on	Power on	Chair is powering on
		Turn on	
	Power off	Power off	Sure, I hope you enjoyed your massage
		Turn off	
	Pause	Pause massage	Okay, pause the massage
		Stop massage	
	Continue the massage program from before the pause	Continue massage	Okay, continue the massage
		Keep going	
Chair position adjustment	Lower legs and raise back	Lift chair	All right, right away /I have reached the maximum angle
	Raise legs and lower back	Recline chair	
	Zero gravity on	Zero gravity on	All right, right away /I have reached the Zero gravity position
		Put me in zero gravity	
	Zero gravity off /Home position	Stop zero gravity	All right, right away /I have reached the Home position
		Get me out	
		Zero gravity off	
		Home position	

Control Function		Voice Command	Massage Chair Feedback
Voice volume adjustment	Volume increase	Louder	OK. Increasing the volume /Sorry, I can't go any louder
		Increase the volume	
	Volume reduction	Too loud	OK. Decreasing the volume /I am at the lowest volume
		Decrease the volume	
Automatic recommendation message	Random call program	Begin massage	OK, you have started the.... program
		Give me a massage	
		Change the program	
		Change massage	
		I need a massage	
Start an automatic massage program	Start an automatic massage program	Relax Program	Ok, you have started the Relax program
		Gentle Program	Ok, you have started the Gentle program
		Stretch Program	Ok, you have started the Stretch program
		Try Me Program	Ok, you have started the Try Me program
		Vigorous Program	Ok, you have started the Vigorous program
		Spine Care Program	Ok, you have started the Spine Care program
		Rolling Program	Ok, you have started the Rolling program
		Lower Back Program	Ok, you have started the Lower Back program
		Upper Back Program	Ok, you have started the Upper Back program
		Thai Program	Ok, you have started the Thai program
		Chinese Program	Ok, you have started the Chinese program
		Japanese Program	Ok, you have started the Japanese program
		Neck&shoulder Program	Ok, you have started the Neck&Shoulder program
		Lower Body Program	Ok, you have started the Lower Body program
		Recharge Program	Ok, you have started the Recharge program
		Post Workout Program	Ok, you have started the Post Workout program
		Balinese Program	Ok, you have started the Balinese program
		Swedish Program	Ok, you have started the Swedish program

Chair Function		Voice Command	Massage Chair Feedback
Massage intensity adjustment	Increased intensity / Turn up strength (+1/command)	Harder massage	OK, use more force
		Deeper massage	
		Stronger massage	
	Weakened intensity / Turn down strength (-1/command)	Be gentle	OK, use lighter force
		Lighter massage	
		Weaker massage	
		Softer massage	
Heating function	Heat on	Heat on	All right, turn on the heat
	Heat off	Heat off	All right, turn off the heat
Footrest adjustment	Extend footrest	Extend footrest	All right, right away / I have reached the limit position
		Longer footrest	
		Bring out footrest	
	Retract footrest	Retract footrest	
		Shorter footrest	
		Bring in footrest	
	Re-detect footrest length	Adjust the footrest	All right, right away
	When the chair is reset, the corresponding command cannot be executed	N/A	This action cannot be performed while the chair is resetting
	The current mode cannot execute the corresponding voice commands. For example, when the Stretch and Thai programs are running, the chair position can't be adjusted to avoid straining the user	N/A	The action is not available for this mode
	In the paused state, the corresponding voice command can't be executed	N/A	This action cannot be performed while the chair is paused

AUTO PROGRAM DESCRIPTIONS

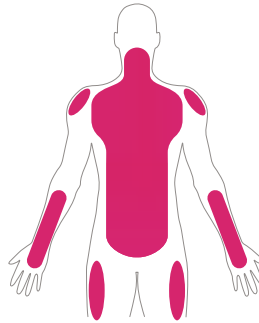
Let's dig a little deeper and discover the details of our pre-programmed massages.

Try Me



A 5 minute whole body massage for those on the go.

FOCUS AREAS



INTENSITY



FOCUS TECHNIQUES



KNEADING

ROLLING

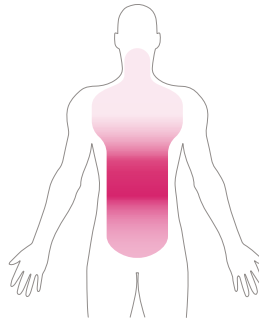
TAPPING

Gentle



A program designed to provide a quiet, gentle massage that is good for beginners or those that prefer a soft touch.

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FOCUS TECHNIQUES



KNEADING

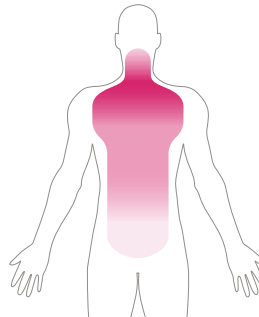
ROLLING

Relax



A program designed to provide a mild massage that is great for deep relaxation, best used before going to sleep.

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FOCUS TECHNIQUES



KNEADING

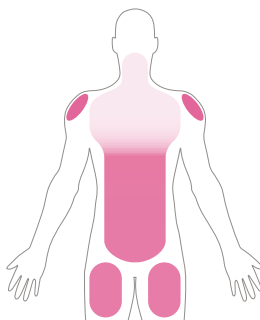
SWEDISH

Stretch



This massage will stretch your legs and back with a combination of gentle tapping, rolling, and air compression.

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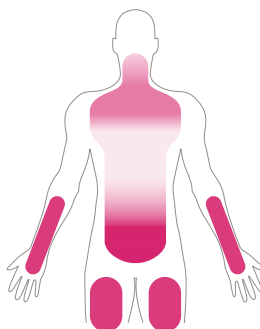
KNEADING TAPPING

Vigorous



This massage will combine vigorous tapping on your lower back and an air massage focused on your thighs and legs.

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INTENSITY



FOCUS TECHNIQUES



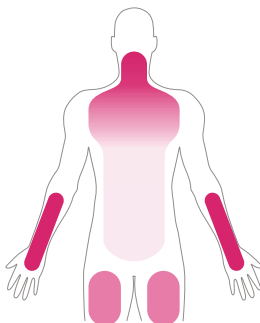
TAPPING KNEADING

Upper Back



This massage will focus on your neck, shoulders, and legs with a slow massage that incorporates soothing heat.

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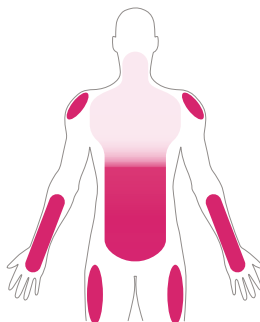
KNEADING TAPPING SWEDISH

Lower Back



This massage will focus on your lower back with a deep massage that includes air compression.

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INTENSITY

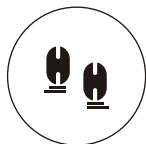


FOCUS TECHNIQUES



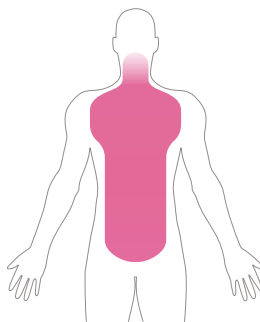
TAPPING KNEADING

Rolling



This program will massage from your neck down to your hips, using the ultra rolling technique.

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INTENSITY



FOCUS TECHNIQUES



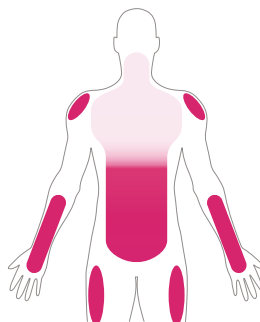
ROLLING

Spine Care



This program provides a deep tissue massage that relaxes the spine.

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INTENSITY



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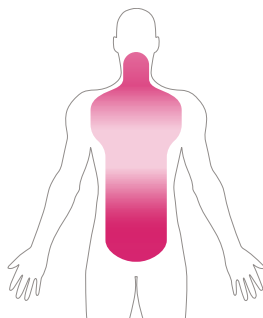
SHIATSU SWEDISH

Japanese



A program designed using Japanese-inspired techniques to improve your immune system, blood circulation, and aid in pain relief.

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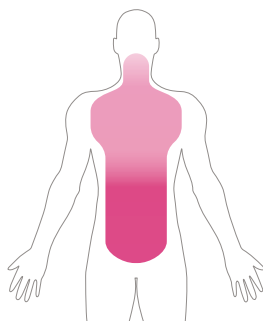
SHIATSU KNEADING

Chinese



This massage will focus on your entire back while also massaging your legs and feet.

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INTENSITY



FOCUS TECHNIQUES



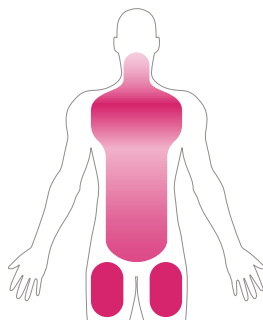
KNEADING TAPPING

Thai



This massage will focus on your mid back and upper shoulders with a deep tissue massage that will create an acupuncture effect.

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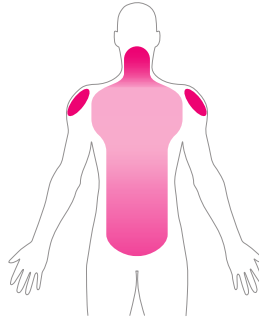
KNEADING TAPPING

Neck & Shoulder



This massage will focus on your shoulders and neck using a combination of kneading and shiatsu techniques.

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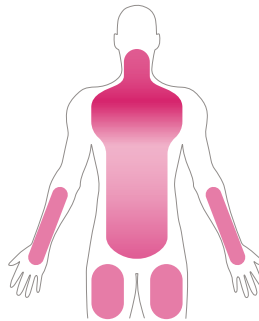
KNEADING TAPPING

Recharge



Use this program when you are tired to recharge your body.

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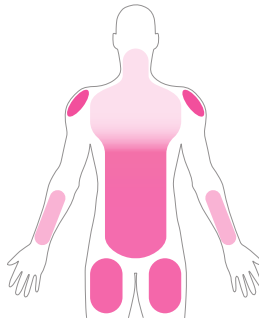
KNEADING ROLLING

Post Workout



A program that is designed to help your muscles recover and to relieve body tension after you exercise.

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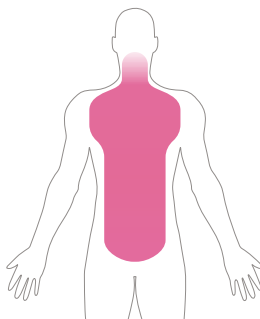
KNEADING SWEDISH TAPPING

Balinese



This massage will focus on your back and spine using fast, ultra kneading and tapping techniques.

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INTENSITY



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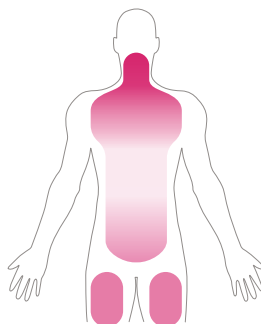
KNEADING TAPPING

Swedish



This massage will focus on your neck down to your glutes in the beginning, then will finish with a soothing rocking motion.

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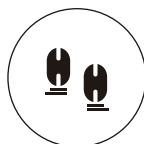


FOCUS TECHNIQUES



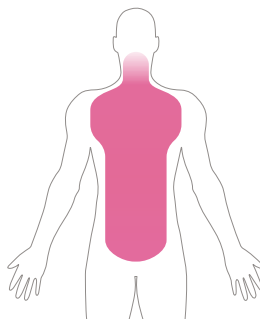
KNEADING TAPPING

Rolling



This program will massage from your neck down to your hips, using the ultra rolling technique.

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INTENSITY



FOCUS TECHNIQUES



ROLLING



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