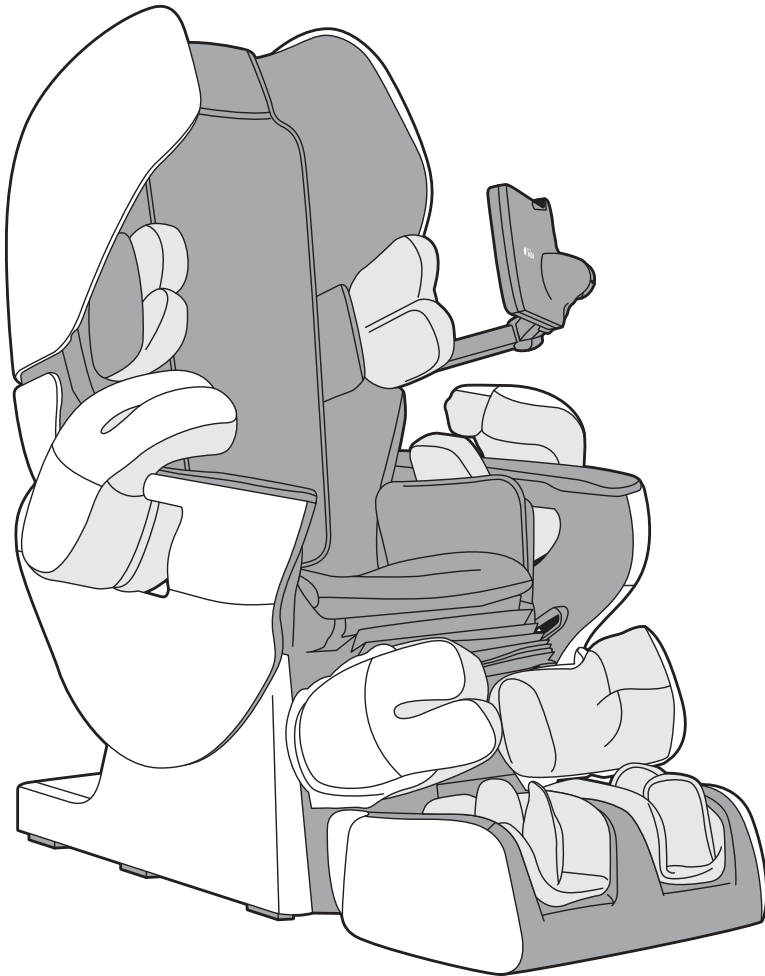


# THERAPINA ROBO



**HCP-LPN30000A**  
**HCP-LPN30000D**  
**HCP-LPN30000E**

## **Operating Manual**

Attached Document

- Before use, thoroughly read this Operating Manual for proper and safe use.
- Before use, make sure to read “Safety Precautions.”
- Keep this Operating Manual close at hand for easy access at anytime.
- This product is designed for home use.

# Components & Description

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## Main Features

Equipped with a mechanism having first and second finger joints!

### AI Hybrid Mechanism

Subtle movements are reproduced as if a professional massage practitioner is performing a massage with a hybrid of “mechanism reproducing hands” and “AI,” which can realize comfort and a soothing feeling just like human hands.

Newly developed!

### Auto Login System

Registration of your face enables you to log in by facial recognition. Also, setting the active measure enables you to log in by simply moving close to the tablet.

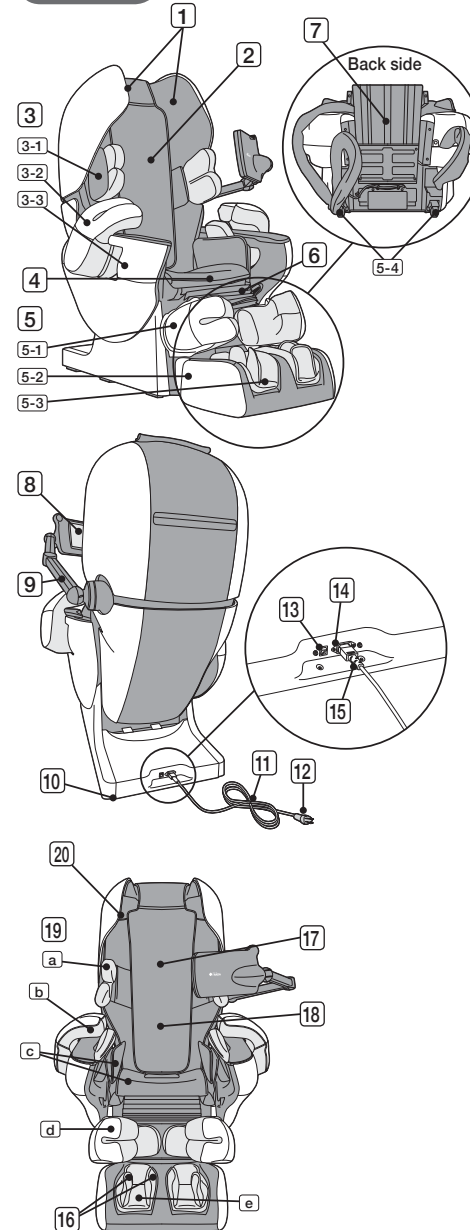
## Benefits

Home use substitute for professional massage.

- Relaxes muscles
- Relieves nerve and muscle pain

\* Although the word “Shiatsu” is used on the tablet display, as names for accessories, etc., no Shiatsu substitute is included in the benefits.

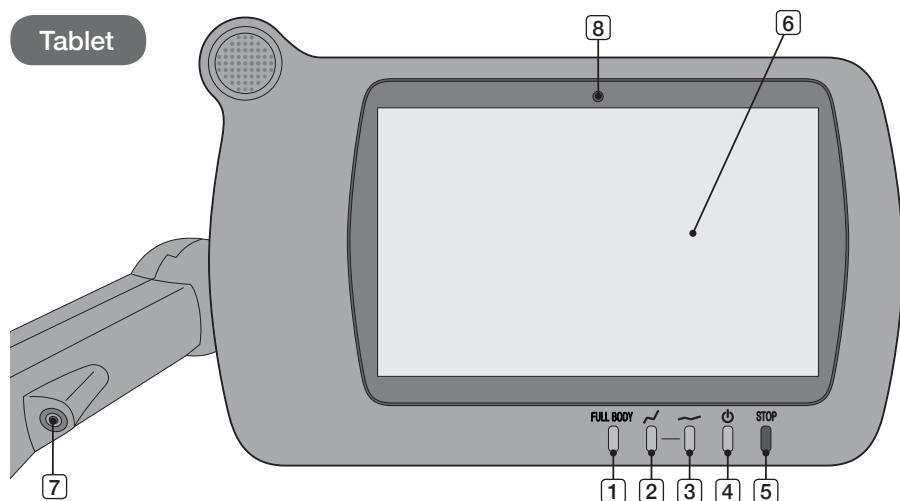
## Main Unit



1	Speakers
2	Pillow
3	Armrests (right and left) ● (3-1) Shoulder Unit, (3-2) Arm Mechanism, (3-3) Arm Unit
4	Seat
5	Footrest ● (5-1) Calf Mechanism (5-2) Sole Unit, (5-3) Sole Mechanism, (5-4) Casters
6	Footrest Cover
7	Foot Slide
8	Tablet
9	Tablet Stand
10	Caster
11	Power Cord
12	Power Plug
13	Main Power Switch
14	Inlet
15	Connector
16	Foot Heaters
17	Back Mechanism
18	Spine Heater
19	Air Cells ● (a) Shoulder Air Cell, (b) Arm Air Cell, (c) Seat and Thigh Air Cells, (d) Calf Air Cell, (e) Sole Air Cell
20	Full Body Button

## Continued (Components & Description)

### Tablet



#### Tablet

1	<b>FULL BODY Button</b>	A full-body massage is given for the purpose of recovery from fatigue.
2	<b>Reclining Button (Up)</b>	The reclining backrest is raised.
3	<b>Reclining Button (Down)</b>	The reclining backrest is lowered.
4	<b>ON/OFF Button</b>	The tablet is powered "ON/OFF." When the tablet is in the "ON" state, the lamp lights in green, and when the tablet is in the "OFF" state, the lamp lights in orange. If this button is pressed during operation, a stop is made after the rollers return to their stowed positions.
5	<b>Emergency Stop Button</b>	Press this button in case of an emergency or if you sense any abnormality during operation. The operation will stop immediately, and the reclining backrest will be raised automatically. When an emergency stop is being made, the "ON/OFF" button flashes in red.
6	<b>Touch Panel</b>	Touch the screen to perform operation.
7	<b>Audio Input Terminal</b>	Used for external sound source input.
8	<b>Camera</b>	Used for facial recognition.

#### Warning

- Do not spill water, etc., on the tablet.
- Do not operate the tablet with wet hands.

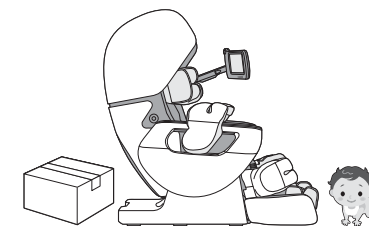
#### Caution

- Do not sit on the tablet or subject it to strong shocks.
- Do not press the touch panel or buttons with a sharp-pointed or hard object.
- To adjust the angle of the tablet, do not move it beyond the movable range.
- Do not insert any other-than-specified cable into the terminal.
- May result in breakage.

## Before Starting Massage

### Check around the chair

Make sure that no one, pets or objects are around or behind the chair or in front of the leg section.



### Turn on the power

#### Warning

- Use the product only at the specified power source. May result in a fire or electric shock.
- Do not use the product with a transformer. May result in malfunction or electric shock.
- Do not use the product if the power cord or power plug is damaged or its insertion into a wall outlet is loose. May result in an electric shock, short circuit, or fire.

#### Caution

- When using the product after raising the ambient temperature in a very cold room, do not increase the room temperature suddenly but gradually. Condensation may occur on the operating parts, and performance may not be fully demonstrated.

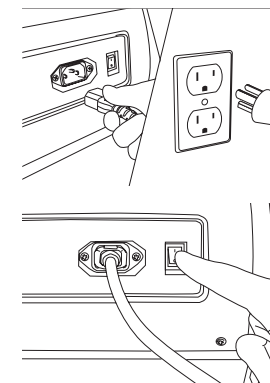
### Main Power Connection

- Plug the power cord into the cord connector located at the back of the chair first. Then plug the other end into the wall outlet.



Set the main POWER switch located at the back of the chair to ON.

A text message should appear on the remote control display screen.



\* If the main POWER switch is turned on while the rollers are stopped in the middle of the movement, they will automatically return to their storage position (upper part of the reclining seat) then stop. The seat will also move for adjustment of the initial position then stop.

#### Warning

- Do not use with any type of transformer device. → May result in damage to the product or electric shock.

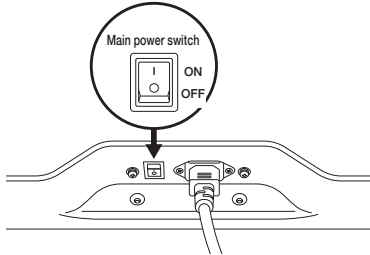
#### Caution

- Before plugging the power cord into the wall outlet, make sure that the main POWER switch is set to OFF.
- Make sure that the plugs on the power cord are inserted fully into the cord connector and the wall outlet.
- Before using the chair for the first time, turn on all the switches in order as indicated in this manual to check that the chair is operating properly.

## Continued (Before Starting Massage)

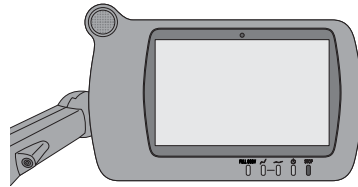
### 2 Turn "ON" the main power switch on the main unit.

- The main power switch is located on the back side of the main unit.



### 3 The tablet screen is displayed.

- After the elapse of a certain period of time with no operation being performed, the screen turns black. Press the "ON/OFF" button, or touch the screen to return to a bright state.



### Check the main unit

#### 1 Make sure to check that the fabric of the main unit is not torn.

#### ⚠ Warning

- Before use, make sure to check that the fabric of the main unit is not torn. Also, make sure to check that the fabric of other parts is not torn.
- However small a break, immediately stop using the product, disconnect the power plug, and contact your local distributor.  
Never remove the fabric of the main unit or use it in a torn state as it is very dangerous.

#### 2 Make sure that no foreign objects are caught in the main unit.

#### ⚠ Caution

- Make sure to check that no foreign objects are caught in the main unit before use.  
May cause an accident or injury.

#### 3 Make sure to check that each mechanism is in its stowed position.

Mechanism stowed positions

- Back mechanism ... Top of the backrest
- Arm mechanism ... Open state in front of the armrests
- Calf mechanism ... Open state
- Sole mechanism ... Open state

#### ⚠ Caution

- Make sure that each mechanism is in the stowed position before sitting down.  
May cause an accident or injury.

#### 4 Make sure to check that the backrest is fully raised and the footrest is fully lowered.

#### ⚠ Caution

- When the footrest is not fully lowered, do not sit down, stand, or place an object on the footrest.  
May cause an accident or injury.

### How to sit down on the chair

Normally, each mechanism is in a stowed state.

Back mechanism ... Top of the backrest; Arm mechanism ... Open state in front of the armrests; Calf mechanism ... Open state; Sole mechanism ... Open state

For safety, check each mechanism position before sitting down, and if it is not in a stowed state, do not sit down immediately but turn on the main power switch to return each mechanism to the stowed state, and then slowly sit down in the center of the chair.

#### ⚠ Caution

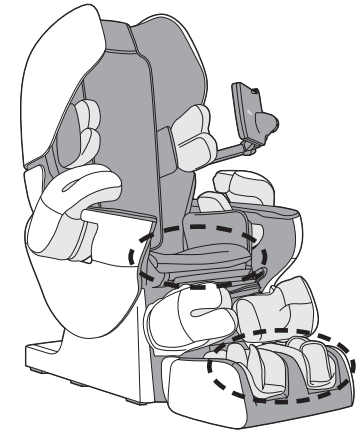
- Do not sit in the chair while the footrest is raised.  
An impact may be applied to the footrest causing a malfunction. Also, an accident or injury may result in the case of the main unit overturning.
- Before use, fully raise the backrest.

### Precautions for getting in/out of the chair

#### 1 Make sure to check that the footrest is fully lowered, and then put your feet into the sole unit.

#### 2 Sit down in the center of the seat and sit back slowly.

#### 3 Get in/out of the chair by placing your hands on the seat.



#### ⚠ Warning

- Do not subject the tablet stand or armrests to strong impacts or lean against it.  
Overturning may cause an accident, injury, or a malfunction.
- If the arm mechanism and/or footrest is in operation, wait for the operation to stop, and then get in/out of the chair.

#### ⚠ Caution

- Do not sit down on the footrest while it is raised.
- Never get in/out while each mechanism is moving because it is very dangerous.  
May result in injury or a malfunction.
- We recommend use of this product for persons weighing 100kg (220 lbs.) or less.  
When a person weighing 100kg (220 lbs.) sits in the chair, a load of approximately 1.9kg (4.2 lbs.) is applied to the floor per 1cm<sup>2</sup> (0.16 in<sup>2</sup>).
- Before use, make sure to check that the fabric is not torn.
- The withstand load of the armrests is approximately 30kg (66 lbs.).
- The tensile load of the armrests is approximately 30kg (66 lbs.).
- The withstand load of the footrest is approximately 30kg (66 lbs.).

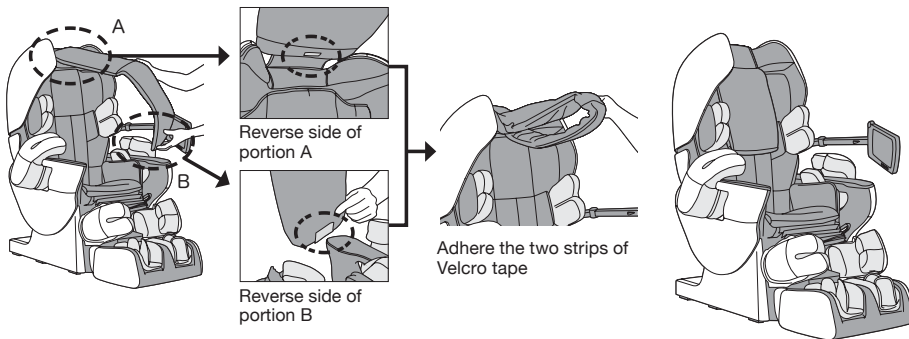
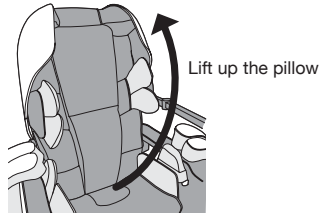
## Continued (Before Starting Massage)

### How to use the pillow

While using a massage program, keep the pillow folded.

- Performing reclining operation with the pillow extended may cause the pillow to be pulled and torn.

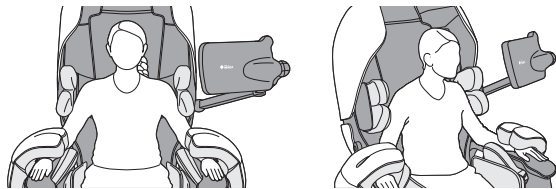
Make sure to use only after lifting up the pillow and adhering the strips of Velcro tape on the reverse side.



### Arm positions

Put your arms in between the arm mechanisms and elbow rests.

- Use in correct arm positions. Do not subject the armrest to strong impacts or lean on it. It may cause deformation or damage.



### Correct arm positions

#### Warning

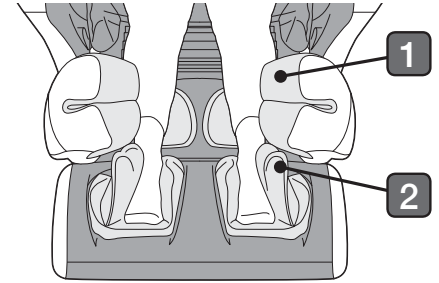
- Do not place your arms outside the elbow rests of the armrests.
- The arm mechanisms slide. Do not put your hands or fingers in the spaces between the arm mechanisms and armrests.  
May result in injury.

#### Caution

- Do not use the armrests for anything other than your arms.  
May result in injury.
- If one of your arms comes out of the armrest while your arms are being massaged, do not try to force it back in.  
Undue force may cause a malfunction.
- Do not massage your elbows.  
May result in injury.

### Leg positions

- Put your legs in between the calf mechanisms and footrest as shown in the illustration.
- Put your heels as far as they will go so that your soles reach the bottom surface.



### Automatic Foot Slide Adjustment Function

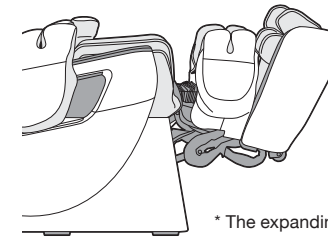
The foot slide adjustment function expands and contracts when the sensor on the heel of the sole unit reacts.

For sensors to react properly, sit down with your heels pressed against the sole unit.

- If your heels do not reach the sole unit, make adjustments to an angle at which your legs fit the footrest, while reclining the backrest or moving the footrest.

### Expansion and contraction of the footrest

When raised to a certain height, the footrest can be expanded/contracted.



\* The expanding/contracting length is approximately 27cm (11 inch).

#### Warning

- Do not sit on the footrest while it is being raised.
- When lowering the footrest, make sure to check there is no one (child in particular) or any pet around the chair. Also, be careful not to get your body or other objects caught under the footrest.
- Do not suddenly release your hand when lifting the footrest.
- When the foot slide function is in motion, be careful not to get your feet or other objects caught in between the foot slide and the footrest.

#### Caution

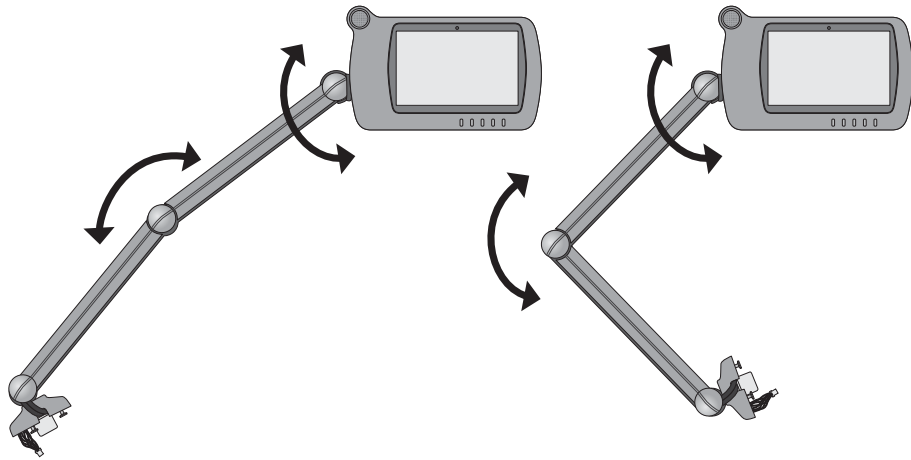
- Do not use the footrest for parts other than your legs.  
May result in injury.
- If your one of your legs comes out of the footrest while your legs are being massaged, do not try to force it back in.  
Undue force may cause a malfunction.
- Do not massage your knees. Do not put your legs in other directions.  
May result in injury.

## Continued (Before Starting Massage)

### Tablet position

The tablet stand can be used by adjusting the angle. Bend the joint section of the tablet stand inward for use.

Since the joint section is a little stiff, some effort may be needed to bend it. Do not try to bend it forcibly, but place your hand near the joint section, and move it by applying force little by little. Do not move it beyond the movable range.



### Caution

- Do not move the tablet or the angle adjustment section of the tablet stand beyond the movable range, and do not try to bend it forcibly.  
The harness in the tablet may be cut, resulting in breakage.
- Do not apply any load to the tablet stand, such as leaning against the tablet stand, hanging down from the tablet stand, or giving a strong impact to the tablet stand.  
May result in an accident, injury, or a malfunction.

## Initial Settings Network Setting

### Network setting

Setting Wi-Fi enables you to download current local time.

Turn on the main power switch located at the back of the massage chair main unit.

The tablet start screen is displayed.

Then, press the tablet ON / OFF button.



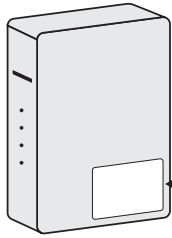
## Continued (Initial Settings Network Setting)

### If you have purchased a Wi-Fi model

- When a connectable network is found nearby, the network name (SSID) is displayed in the "Other access points" field on the following screen. Touch the network name (SSID), press the **OK** button, and move to the password enter screen.

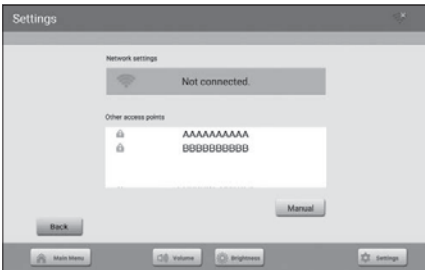
\* The network name (SSID) and password may be indicated on a label affixed to the Wi-Fi router. Check the label.

- The Wi-Fi model is compatible with the IEEE802.11b/g/n Standard.
- Check the SSID (network name) and KEY (encryption key) of the Wi-Fi (wireless LAN) router in advance.
- The SSID (network name) and KEY (encryption key) may be indicated on the label affixed to the Wi-Fi router.
- If not indicated, check the SSID (network name) and KEY (encryption key) with the Operating Manual of the Wi-Fi (wireless LAN) router, etc.
- While the connection is being set, all message movements are stopped.



Product name: Wireless LAN router  
○○○○ Co., Ltd.  
Model number: ABC-123T  
Authentication number: ○○○○  
**SSID (network name): XXXXXXXXXXXX**  
**KEY (encryption key): XXXXXXXXXXXX**

- Turn on the power to the Wi-Fi (wireless LAN) router. Touch the network name (SSID) of your router displayed under "Other access points."



- If the displayed network name (SSID) is correct, touch **OK** button. (If it is incorrect, touch **Cancel** button, and make a selection again on the screen in Step 2.)

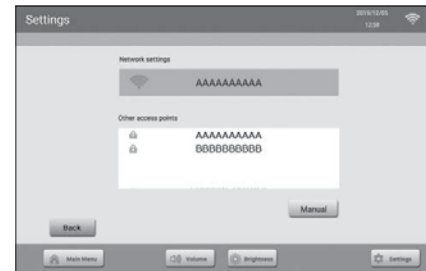


- Enter the encryption key (KEY), and touch **Enter** button.



- If Wi-Fi connection is successful, the network name of the router will be displayed in the Network Setting field.

\* If network setting is "not connected," retry setting from Step 2. Wi-Fi connection is not completed.



### Manual setting of Wi-Fi

Enter your network name (SSID) in the "Network SSID" field, and the encryption key (KEY) in the "Password" field, and touch the **OK** button.

Connection is completed when the message "Connection successful" is displayed.

\* There may be cases where the settings of "Security," "IP setting," and "IP address" may be needed.

- If the entered encryption key (KEY) is correct, connection is completed, and the message "Connection successful" is displayed.



## First-time Personal Settings

### Manual personal registration setting

Set personal settings manually. Touch the button displayed as Settings before enter personal information

- 1 Touch the button displayed as **Sign Up** on the Login screen.
- 2 Enter <NickName>. After entry, touch the **Enter** button.
- 3 Enter <Birthday>. After entry, touch the **Enter** button.
- 4 Select <Gender>.
- 5 Enter <Height>. After entry, touch the **Enter** button.
- 6 Enter <Weight>. After entry, touch the **Enter** button.
- 7 Enter <Foot size>. After entry, touch the **Enter** button.
- 8 Check the entered contents. If the contents are correct, touch the **Register** button. Registration will be completed.

### Correction of user information

- 1 Select the user you want to correct on the Login screen. And touch **Settings** button.
- 2 Touch User Information button. The currently registered information is displayed.
- 3 Select an item you want to correct, and make a correction and register it again.

### Guest Login

Touch the **Guest** button on the Login screen.

• It is necessary to enter physical information each time. The entered data is not recorded.

### Erasure of user information

- 1 Touch the **Delete** button on the Login screen.
- 2 Select the user you want to erase. The registration information erasure confirmation screen is displayed.
- 3 After confirmation, press the **Delete** button so that the information is deleted.
  - Note that once erased, the previously registered information cannot be restored.

## Use the Auto Login Function

Registering the active measure or your face enables you to log in automatically from the next time onward.

If you do not make this registration, touch your name on the Login screen to log in.

• Registration of the active measure or facial recognition can be omitted.

### Auto login setting for the active measure

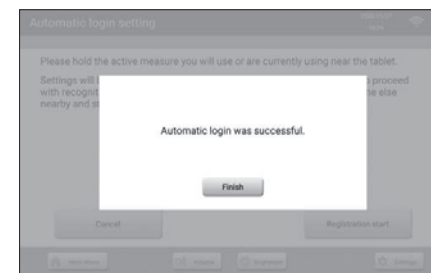
Registering the active measure in the tablet enables you to log in by simply bringing the active measure close to the tablet from the next time onward.

- 1 Touch the user's nickname under Login, and move to the main menu. After that, touch the **Settings** button.
- 2 From the settings screen, select Bluetooth, and touch the **Automatic login setting** button.



- 3 Move the active measure to be used close to the tablet. When the active measure is recognized, settings will be made automatically.

\* Make sure to check that the active measure has been charged before performing the above.





## Facial recognition setting

Registering your face enables you to log in by facial recognition.

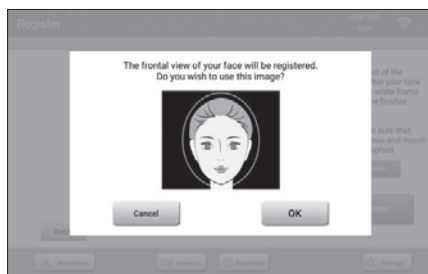
- 1 Touch the nickname of the person to be registered under Login , and move to the main menu. After that, touch the **Settings** button.



- 2 On the settings screen, touch the **Facial Recognition** button. Then touch the Register button.



- 3 The camera will boot up. Face the front of the camera, set your face in the white frame, and press the Enter button. Check the face to be registered, and touch the **OK** button to complete registration.
  - Take a full-face shot.
  - Take a shot so that your eyes, nose and mouth are visible.



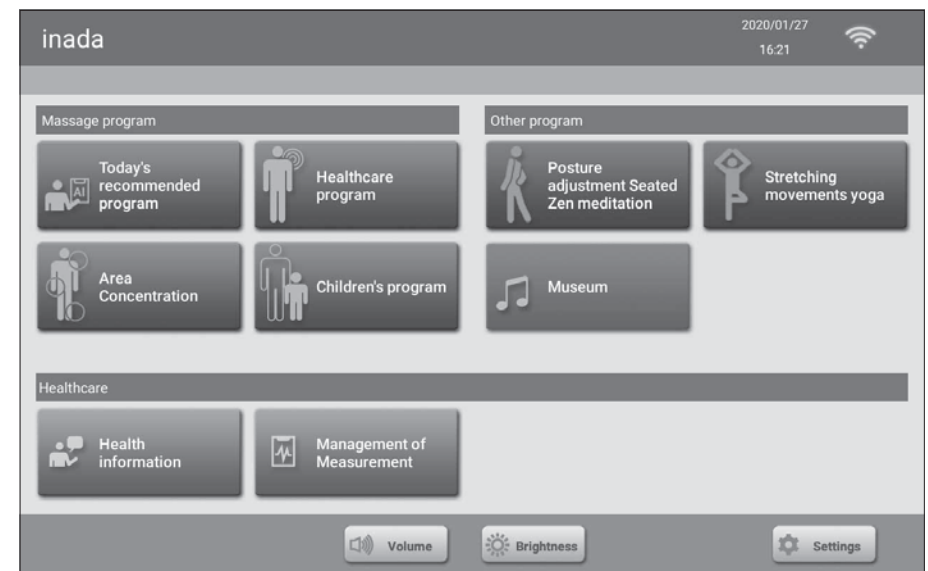
## Massage with the THERAPINA ROBO

### From the standby screen to the main menu

- 1 Press the tablet ON/OFF button.
- 2 Perform user authentication or make a selection.
  - If you have set the auto login of the active measure, bring your active measure close to the tablet screen.
  - If you log in by facial recognition, bring your face close to the tablet.
  - If you have not made an auto login registration, touch your nickname.

### Starting a massage from the main menu

- 3 Select a program as desired.



## Continued (Massage with the THERAPINA ROBO)

### Volume and brightness adjustments

Loudness can be adjusted by touching the **Volume** button.  
 Brightness of the tablet screen can be adjusted by touching the **Brightness** button.



Loudness can be changed by the volume adjustment button.



Brightness of the screen can be changed by the brightness adjustment button.

### Reclining, shiatsu point search, and shoulder position adjustment

**4** Select area(s) you want to skip, if any, and touch the **Start Massage** button.

- The skipping area selection screen will not be displayed in some programs.

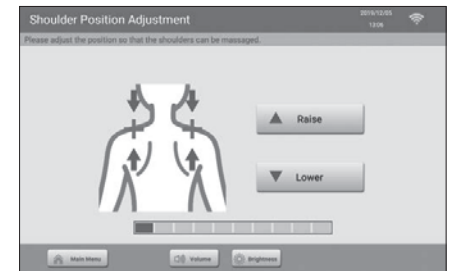


**5** After stowing operation, the reclining backrest is automatically lowered, and a shoulder position search is made.

- Pressing the "main menu" button discontinues the massage program to return to the main menu screen.



**6** If adjustments are needed, touch each button to adjust the shoulder position. After that, the program starts.

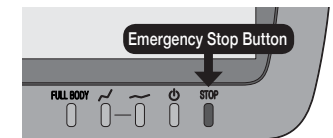


### Emergency Stop Button

Press this button in case of an emergency or if you sense any abnormality during operation.

The operation will stop immediately, and the reclining backrest will be raised automatically.

When an emergency stop is being made, the "ON/OFF" button flashes in red.



## Continued (Massage with the THERAPINA ROBO)

### Screen during massage programs

Make adjustments by touching each button.



### Intensity Adjustment

When you feel that the massage is strong/weak during the program, the intensity can be adjusted.

### Backrest

The backrest can be raised/lowered.

### Foot Slide

The foot slide can be expanded/contracted.

### Footrest

The footrest position can be raised/lowered.

### Auto Restorre

You can select whether to raise the reclining backrest automatically after completion of the massage program.

### Heater

You can select whether the heater is ON/OFF.

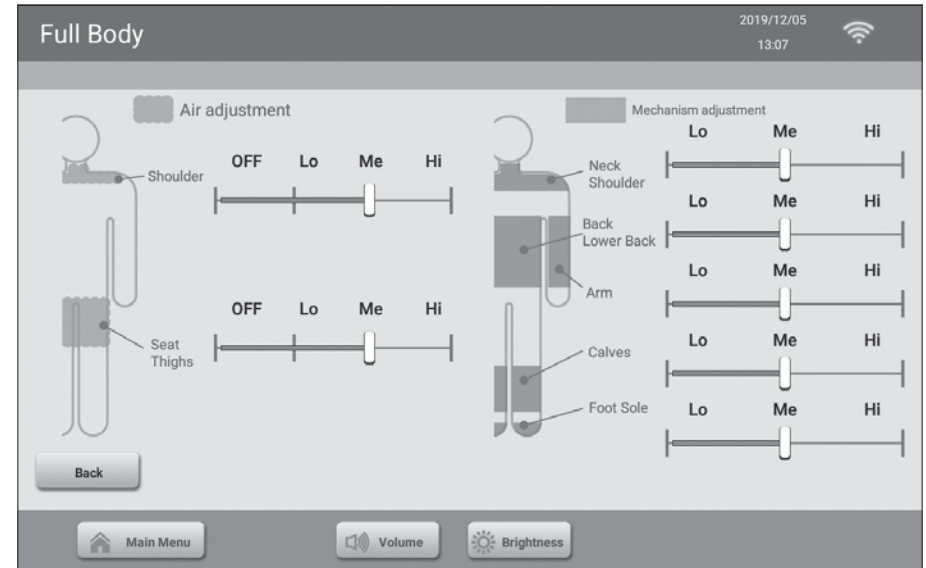
### External Sound Source

You can select whether music is ON/OFF.

### Detailed settings

Air and mechanism intensity can be adjusted from area to area by touching the **Detailed Settings** button.

Touch each button to make adjustments.



### How to make the massage stronger

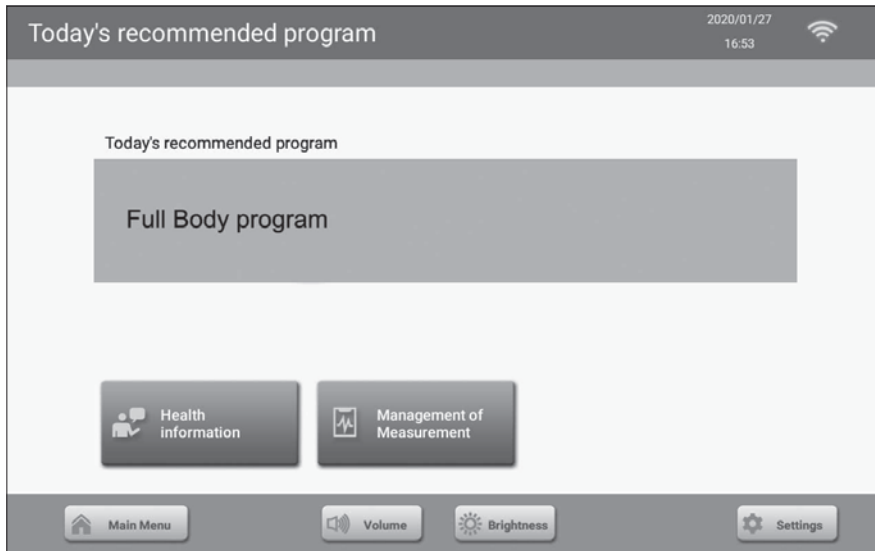
- Make adjustments with the intensity adjustment button displayed on the screen during the massage.
  - Sit back so as to apply your body weight to the backrest.
  - Lower the backrest.
- Make a stronger massage by the above methods.

### How to make the massage weaker

- Make adjustments with the intensity adjustment button displayed on the screen during the massage.
- Raise the backrest.
- Make a weaker massage by the above methods.

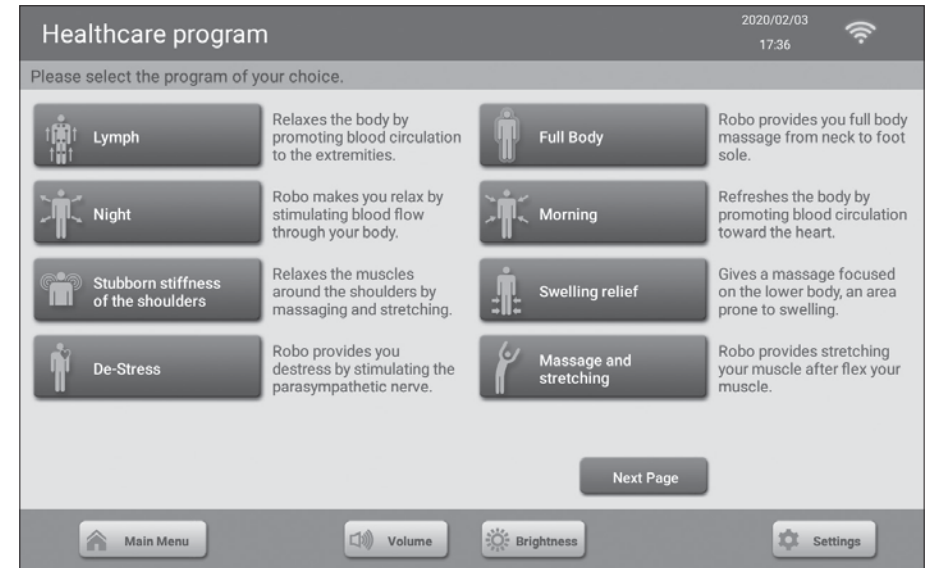
## Massage Program

### Today's Recommended Program



Depending on the condition of your body on a particular day, a recommended program will be displayed.

## Healthcare



• Area(s) you want to skip can be set.

### Lymph

Lymph flows at 1/3 speed of blood. A massage is given at a slow rhythm in this program.

### Night

With the massage technique incorporating the idea of "anma" that was born in ancient China, blood flow from your heart to your body's extremities is facilitated. Through the promotion of blood circulation of your body, blood is circulated to the extremities, relaxing you.

### Stubborn stiffness of the shoulders

With a focus on the levator scapulae muscles that are said to cause shoulder stiffness, muscles around your stiffened-up shoulders are massaged by warming with the heater and stretching in this program.

### Full Body

Your whole body from the base of your head to your soles is massaged. This program is recommended for day-to-day health management to reset your body from daily fatigue.

### Morning

With the technique incorporating the idea of "massage" that was born in ancient Europe, blood flow from your body's extremities to your heart is facilitated. Hard-to-return blood at your extremities is sent back to your heart, promoting recovery from fatigue to improve your metabolism and refresh your body.

### Swelling relief

A massage is given to improve blood circulation that is likely to stagnate in the extremities by the centripetal method to facilitate blood flow from your body's extremities to your heart, focusing on your easy-to-swell legs and lower body, in this program.

## Healthcare



## De-Stress

Pranayama (breathing) is adopted in this massage program. Parasympathetic nerves are activated and stress is relieved.

## Warming up

Mainly by speeded-up massaging and tapping movements together with the centripetal method to facilitate blood flow from your body's extremities to your heart, the sympathetic function is stimulated to produce motivation and raise your spirits in this program.

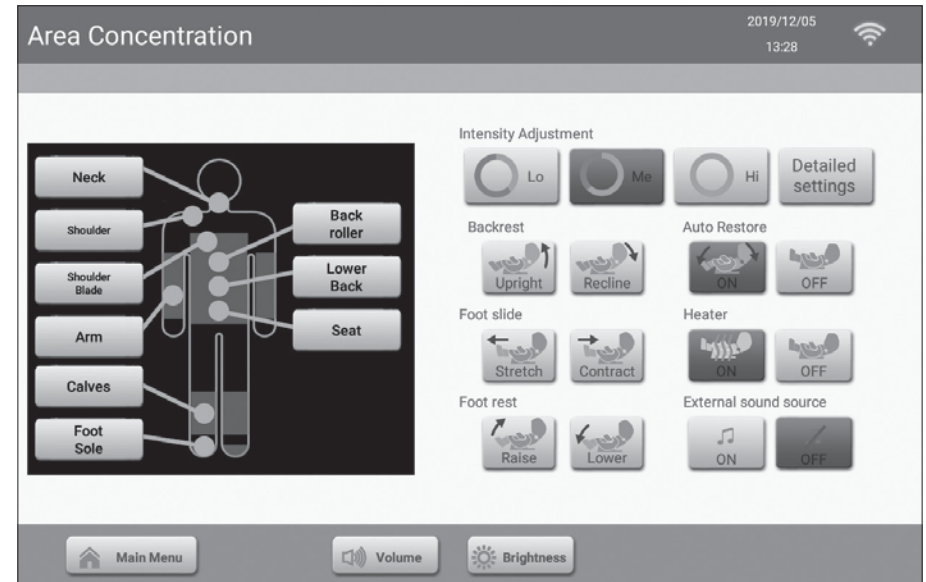
## Massage and stretching

Stretching after unstiffening muscles by massaging enhances the stretch effect.

## Cooling down

Your blood circulation is promoted by light stretching and massaging, and your body and mind are relaxed by the centrifugal method to facilitate blood flow from your heart to your body's extremities, leading to an easy-to-sleep condition.

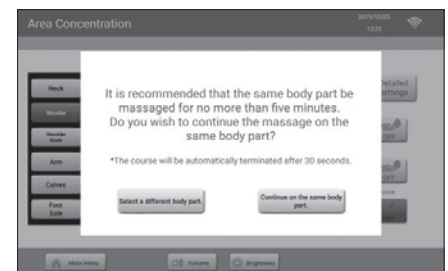
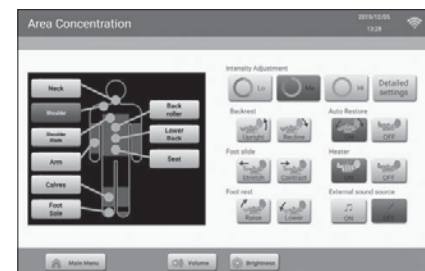
## Area Concentration



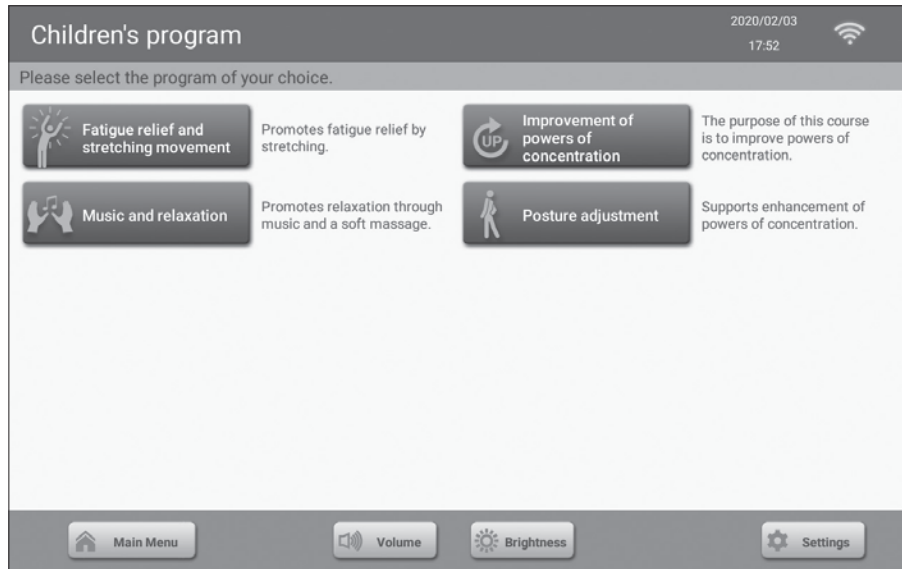
An area you want to unstiffen in a concentrated manner can be massaged.

**1** Choose an area you want to massage.

**2** Since it is recommended to massage the same place within 5 minutes, a confirmation message is displayed in Area Concentration. Touch the **Select Different Area** button or the **Select Same Area** button. If no selection is made, the massage is automatically terminated.



## Children's Program



### Fatigue relief and stretching movement

By adopting stretching into your daily life, overall body balance is adjusted, promoting recovery from fatigue.

### Music and relaxation

Relaxation is promoted by music and a soft massage.

### Improvement of powers of concentration

Blood circulation is promoted with a soft comfort massage to support increased concentrated power. This short-time, soft massage program is targeted for younger users.

### Posture adjustment

Compared to adults, their skeletal strength and muscle mass differ. This spine-roller-centered program is intended to adjust posture.

### Caution

- The children's user program is targeted for ages 12 and older. Use by younger users should always be in the presence of a guardian. This program should not be used by children younger than the targeted age.

## Other Programs

### Posture Adjustment and Zazen



### Posture adjustment

This program is intended to correct bad posture that is commonly found in modern people. Correcting bad posture improves your mental and physical health. The shoulder air and spine roller are combined in this program.

### Seated Zen meditation

Your posture is adjusted with the reclining backrest raised, in which pranayama (breathing) is adopted. Controlling your breathing leads you to a state in which you can easily focus your attention. Furthermore, the sound provides an environment in which you can focus on meditation in a relaxed manner.

## Stretch Exercise and Yoga



### Total stretching

Each movement is stretched totally.

### Foward bending and arching stretch

Stiffened lower back muscles are stretched by anteflexion exercise, and abdominal muscles are stretched by bending the whole body backward.

### Left and right twisting stretch

Muscle tension around the hip joint is relieved, and improvement in blood circulation around the stomach is promoted. Also, stiffened muscles around the pelvis are stimulated to adjust full body balance.

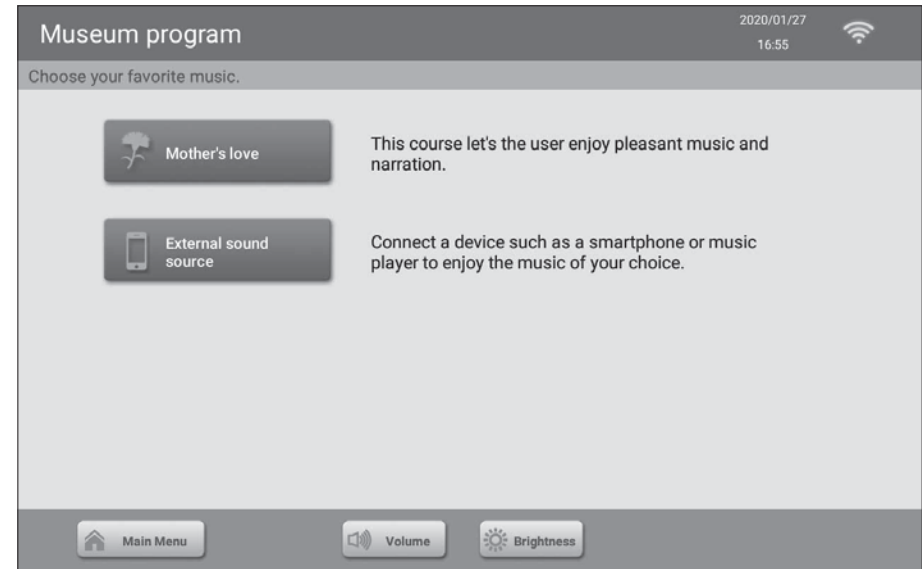
### Extending stretch

Muscles around joints are stretched by the motion of stretching your arms and legs while holding them in addition to stretches by dorsiflexion.

### Dr. Yukari's yoga

The beauty yoga program not only makes your body healthy, but also helps to create a balanced mind. The key to beauty yoga is pranayama and correct posture. Continuing this program every day softens your body, improves blood circulation, and relaxes you and provides the expected of stress reduction. With a combination of correct posture and pranayama, yoga motion is adopted in this program under the supervision of Doctor Yukari Miwa (yoga world champion and yoga coordinator).

## Museum



### Mother's love

Soothing music and narration relax you with this program.

### External sound source

Connect to the earphone jack of a smartphone or audio player, and play your favorite music.

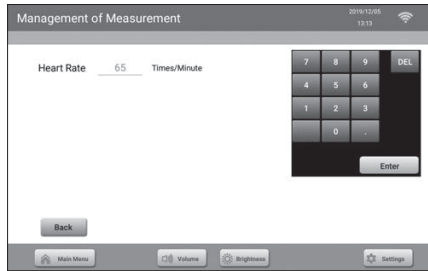
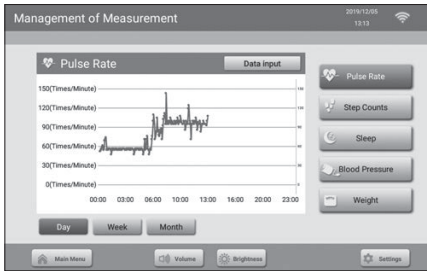
- Volume and/or sound quality may vary depending on the device you use.
- When using the external sound source, it is necessary to connect the tablet and smartphone, etc. Use a  $\varnothing 3.5\text{mm}$  (1/8 inch) stereo mini plug cable ( $\varnothing 3.5\text{mm}$  (1/8 inch) stereo mini plug  $\leftrightarrow$   $\varnothing 3.5\text{mm}$  (1/8 inch) stereo mini plug) for the connection. Since this product is not included, purchase it at an electronics retail store, etc., near you.
- When connecting with a smartphone, noise may be generated in the music.



Medical care

Measurement Management

You can check the history of measurement data of your active measure.



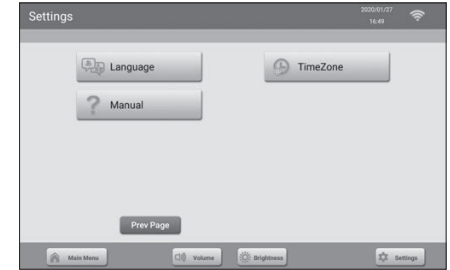
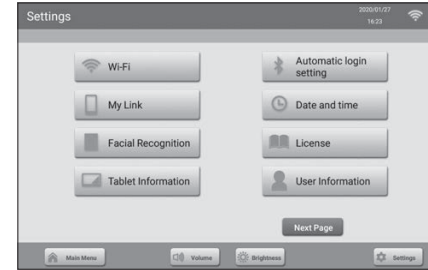
Measurement data can also be entered manually.

Health Information

Our survey results  
Includes verifications (evidence) relating to massage programs.

Setting Menu

Settings



Date and time

Set manually if there is no Wi-Fi environment.

\* When a network connection is made, settings are set automatically. When the main power switch of the massage chair main unit is turned off, the settings of date and time become invalid.

Wi-Fi

Set up Wi-Fi for time setting.

Tablet Information

Your tablet information can be checked.

Automatic login setting

Set auto login setting.

Facial Recognition

Set facial recognition setting.

User Information

Registered user information can be corrected.



# Care and Storage

## How to care

### ⚠ Caution

- For care and maintenance, make sure to turn off the main power switch, and unplug the power plug from the wall outlet. Never plug in or unplug the power plug with wet hands.

### Synthetic leather parts

Normally, wipe off dust or dirt with a dry cloth.

Wipe off dirty adherents with a soft cloth wrung out of lukewarm water in which a small amount of neutral detergent has been dissolved. Prevent adhesion of dirt or stains by taking quick action with a neutral detergent.

- For care and maintenance, never use alcohol, thinner, benzene, parts cleaner, sodium carbonate, baking soda, or other solvents, as well as polishing powder. May result in flaws, discoloration, or cracking.
- Refrain from using the product in an area exposed to direct sunlight. Synthetic leather may deteriorate.
- Do not use for a long time when hair styling products or makeup has been applied. Synthetic leather may deteriorate. Wipe off adherents with a soft cloth wrung out of lukewarm water in which a small amount of neutral detergent has been dissolved.
- Do not allow the product to make contact with vinyl, interior wallpaper, etc., for a long time. May result in discoloration.

### Other plastic parts

- Wipe with a soft cloth wrung out of lukewarm water in which a small amount of neutral detergent has been dissolved, and then wipe thoroughly with a dry cloth so that no detergent remains.
- Do not use alcohol or other solvents as well as polishing powder for care and maintenance because it may result in flaws, discoloration, or cracking.

### Touch panel portion of the tablet

- Wipe off grime and smudge marks on the tablet with a dry cloth.
- Never wipe with a wet towel, etc. May result in a malfunction.

## Storage

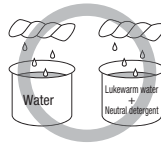
### ⚠ Caution

- Do not install the product in a place subjected to high temperature such as an area exposed to direct sunlight or near a stove.

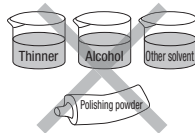
Store the main unit in a place with little dampness and dust after removing dirt and dust. If the product is not used for a long time, cover it to prevent adhesion of dust.

- In order to prevent your pet(s) from biting the cord, do not keep your pet away from this unit during storage.

### What is appropriate



### What is not appropriate



# FAQ

**Q** Is it OK if I install the chair on flooring or floor heating?

**A** There is no problem.

However, since the floor may be damaged, it is recommended to lay a carpet and install the massage chair on it. (The same applies to tatami or the like.)

Do not use an electric carpet because the heating element may be damaged, and ignition may occur.

**Q** Water was spilled on the product by accident. What should I do?

**A** An electric shock may occur. Immediately stop using the product, and follow the procedures given below.

- Turn off the main power switch directly behind the main unit.
- Unplug the power plug from the wall outlet. After carrying out the above, consult your local distributor.

**Q** How can I make the massage stronger?

**A** Try the following methods.

- Make adjustments with the intensity adjustment button displayed on the screen during the massage.
- Sit back so as to apply your body weight to the backrest.
- Lower the backrest.

Make a stronger massage by the above methods.

**Q** How can I make the massage weaker?

**A** Try the following methods.

- Make adjustments with the intensity adjustment button displayed on the screen during the massage.
- Raise the backrest. Make a weaker massage by the above methods.

**Q** Is it okay to use this product if I am a heavy person?

**A** We recommend use of this product for persons weighing 100kg (220lbs) or less to use the chair.

**Q** Can a person under 150cm (4.92 ft) or taller than 180cm (5.91 ft) in height use the chair?

**A** Yes.

Since the shoulder position cannot be adjusted at the time of shiatsu point search, We recommend using the following method.

- Short person ... Raise the chair.
- Tall person ... Lower the chair.

**Q** Is there an age limit for users?

**A** Small children and people who cannot operate the chair on their own cannot use it for security reasons.

However, only the younger user program (stretch exercise and recovery from fatigue, raise concentrated power, music and relaxation, and posture adjustment) can be used by younger users age 12 or older.

In such a case, use by younger users should always be in the presence of a guardian.

Elderly persons age 80 or older, who have a high risk of osteoporosis, should consult a physician before use.

## Continued (FAQ)

**Q** How often can I use the massage chair each day?

**A** As a guide, one person should have a massage (30 minutes once or 15 minutes twice, etc.) each day.

When using health management functions other than massage, use exceeding the above is not a problem.

**Q** Although there is a Wi-Fi environment, a Wi-Fi environment cannot be used for the massage chair.

**A** Check the environment settings.

It is necessary to check whether radio waves reach the massage chair installation location from the wireless router installation location.

Also, since a Wi-Fi setting is required, make sure to check the Operating Manual before setting.

**Q** When Wi-Fi or Bluetooth is used, noise enters the TV or cellphone.

**A** Check the following items.

- Ensure the distance between the noise-generating device and the massage chair.
- Remove the noise-generating device and keep away from the massage chair power source.

**Q** To what degree is extra cost required at the time of a malfunction?

**A** Make an inquiry to your local distributor.

In the case of abnormal use or excessive use, extra cost may be incurred.

**Q** Can I use any other-than-recommended wearable device?

**A** No.

Use FAMILY INADA's health care device series "active measure FWW-100 (wearable device)."

**Q** The foot slide adjustment function does not work properly. (The foot-rest does not fit my soles.)

**A** For sensors at the heel section to react, sit with your heels pressed against the sole unit. If your heels do not reach it, adjustments can be made with the foot slide buttons.

## Open source software

The product includes software to which GNU General Public License (GPL), GNU Library/Lesser General Public License (LGPL), other copyright license, and license notification are applied. The specific requirements can be checked in the operation guide.

Under the above license, source code requested to be distributed is subject to the condition that the necessary costs (media, handling cost, etc.) will be borne by the user when requested in writing. It will be distributed on CD-ROM.

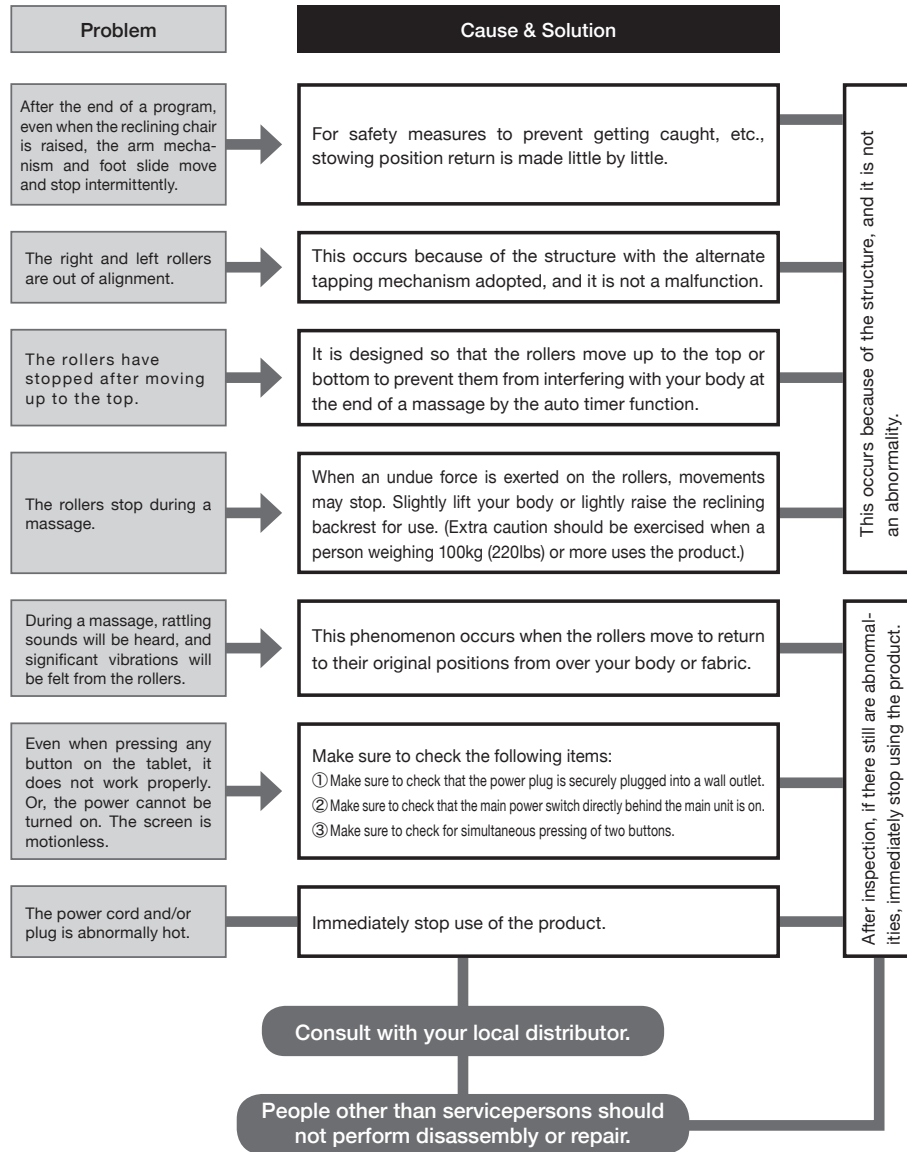
Description of trademark Android and the Android logo are trademarks or registered trademarks of Google Inc.

## Wireless LAN (Wi-Fi), Bluetooth®

- For this product, radio waves with a bandwidth of 2.4GHz are used. Within this frequency band, not only industrial, scientific, and medical equipment, such as microwaves, but also other radio stations of the same kind, premises radio stations for mobile object identification requiring license, which are used in manufacturing lines of factories, etc., specified low power radio stations not requiring a license, amateur radio stations, and others (hereinafter abbreviated as "other radio stations") are operated.
- The Wi-Fi model is installed with a wireless LAN compatible with IEEE802.11b/IEEE802.11g/IEEE802.11n standards.  
Before using the wireless LAN, make sure to check that no "other radio stations" are operating nearby.
- Do not use the product in areas where use of electronic equipment and wireless equipment is prohibited. The electronic circuits of the equipment may be affected, causing a malfunctions or accident.
- Persons with an implantable cardiac pacemaker or the like should not use the product. Also, do not use the product near such persons.
- The transmission distance and communication speed of the wireless LAN vary greatly depending on the usage environment and ambient environment.
- Radio waves used by the wireless LAN function pass through wood, glass, etc., used for ordinary houses, but do not pass through metals. They do not pass through concrete walls, in which metal reinforcement is used.
- Should radio wave interference occur between the product and "other radio stations," immediately change the product installation location, or stop operating the equipment (stop emitting radio waves).  
Radio wave interference may cause a drop in communication speed, loss of data, decrease in transmission distance, etc.
- If noise is generated in a TV, cellphone, etc., with use of the product, take the following action.
  - ▶ Change the installation location or orientation of the product.
  - ▶ Ensure the distance between the noise-generating device and the product.
  - ▶ Remove the noise-generating device and keep away from the product power source.

# Troubleshooting

Check the following items, and if there still are abnormalities, immediately stop use of the product to prevent accidents, unplug the power plug from the wall outlet, and consult with your local distributor.



## Sound during operation

The following noise types will be heard during use, but these are unavoidable due to the structure and do not affect performance.

- Sound during tapping motion ▶ (Rattling/clattering sound)
- Sound of rollers rubbing against the seat cover during kneading motion ▶ (Squeaking/grinding sound)
- Sound of rollers moving up and down/Sound during kneading motion ▶ (Whirring/rolling/knocking sound)
- Sound during air massage ▶ (Tapping sound)
- Sound of air pump ▶ (Booming sound)
- Sound of air discharge ▶ (Hissing sound)
- Sound of the backrest moving up and down ▶ (Whirring sound)

\* These types of sound will not affect the performance, etc.

### Warning

- In the case of a malfunction of the equipment, do not repair by yourself, but contact your local distributor.  
May result in a fire, electric shock, or injury.

### Caution

- If no movements are made or you sense something abnormal, immediately stop use of the product to prevent an accident, turn off the main power switch, unplug the power plug from the wall outlet, and ask your local distributor for inspection and repair.  
May result in an electric shock or fire due to current leakage, short circuit, etc.

## Warranty and After-sales Service

### When asking for repair

Before asking for repair, carefully read the section “Troubleshooting” on P36. After checking, if there still are abnormalities, contact/ask your local distributor.

Note that a charge may be incurred for maintenance service.

- (1) Name, address, and phone number
- (2) Serial number  
See the company nameplate affixed at the back of the main unit.
- (3) Date of purchase (or date of installation)
- (4) Malfunction condition (Please specify as detailed as possible.)  
(Example) Please inform us of the code number indicated on the tablet.

### During the warranty period

If you have any questions about after-sales service, contact your local distributor.

### After expiration of the warranty period

Consult your local distributor. If product functions can be maintained by repair, repair will be provided at a charge upon your request.

## Specifications

Product name		HCP-LPN30000A	HCP-LPN30000D	HCP-LPN30000E
Power Supply		AC 120V	AC 220-240V	AC 110V
Rated Power Consumption		270W (with the heater used); heater only: 38W		
Rated Frequency		60 Hz	50-60 Hz	60 Hz
Rated Time		30 minutes		
Appliance Class		Class 0I equipment		
Upper Body Back Mechanism	Kneading Speed	Approx. 5 times/min. at minimum, approx. 20 times/min. at maximum		
	Tapping Speed	Approx. 165 times/min. at minimum, approx. 450 times/min. at maximum		
Automatic Program		22 types		
Area Concentration Program		9 types		
Air Pressure		Approx. 30kPa		
Footrest Adjustment Range		Approx. 27cm (11 inch)		
Reclining Angle		Approx. 93° to approx. 153° from floor level, stepless (electric reclining)		
Dimensions of Main Unit		Approx. 108 × 135 (222) × 143 (97) cm (W/D/H) (Approx. 42 × 53 (87) × 56 (38) inch (W/D/H)) Regarding depth and height, numbers in brackets apply when the chair is fully reclined and the footrest is horizontal.		
Weight		Approx. 115kg (254 lbs)		
Outer covering		Synthetic leather		
Accessories		Power cord, T-wrench, tablet		
Packaging		2 packs/chair		
Manufactured and Distributed by		FAMILY INADA CO., LTD. 1220, Takata, Daisen-cho, Saihaku-gun, Tottori		
Manufactured by		FAMILY INADA CO., LTD.		



<https://www.family-chair.co.jp>

Head office: 2-1-3, Nishimiyahara, Yodogawa-ku, Osaka City, Osaka

Manufactured and Distributed by: FAMILY INADA CO., LTD. 1220, Takata, Daisen-cho, Saihaku-gun, Tottori (Daisen Factory)

\* "Specifications are subject to change without notice due to product improvements (including designs of the tablet screens)."

31/1/2020(first edition)