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Ogawa OZ0979-A

OGAWA Estilo Prime X Neck & Back Massage Seat User Manual

Model: OZ0979-A

INTRODUCTION

Thank you for choosing the OGAWA Estilo Prime X Neck & Back Massage Seat. This manual provides essential information for the safe and effective operation, maintenance, and troubleshooting of your device. Please read it thoroughly before use and retain it for future reference.



Image: The OGAWA Estilo Prime X Neck & Back Massage Seat in Ashwood, displaying its ergonomic design from both front and side perspectives. The front view highlights the four illuminated massage nodes for the back, while the side view shows the compact profile and neck massage mechanism.

IMPORTANT SAFETY PRECAUTIONS

To reduce the risk of electric shock, burns, fire, or injury, always follow these basic precautions:

- Always unplug the appliance from the electrical outlet immediately after using and before cleaning.
- Do not use while bathing or in a shower.
- Do not place or store appliance where it can fall or be pulled into a tub or sink.
- Do not place in or drop into water or other liquid.
- Never use pins or other metallic fasteners with this appliance.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water.
- Keep the cord away from heated surfaces.
- Never use while sleeping or drowsy.
- Never drop or insert any object into any opening.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- Do not use on bare skin.

- Do not use on infants, invalids, or a sleeping or unconscious person.
- Do not use on insensitive skin or on a person with poor blood circulation.
- Do not crush. Avoid sharp folds.

SETUP AND INSTALLATION

The OGAWA Estilo Prime X is designed for easy setup on most chairs. Follow these steps for proper installation:

1. **Unpack:** Carefully remove the massage seat from its packaging. Retain all packaging materials for future storage or transport.
2. **Positioning:** Place the massage seat on a sturdy chair with a backrest. Ensure the chair is stable and can support the weight of both the user and the massage seat.
3. **Secure:** Utilize the expandable back strap located on the rear of the massage seat to secure it firmly to the chair. Adjust the strap to ensure a snug fit, preventing the seat from slipping during use.
4. **Power Connection:** Connect the power adapter to the massage seat's power input port. Then, plug the power adapter into a suitable electrical outlet. Ensure the voltage matches the product's requirements.
5. **Controller Placement:** The wired remote controller can be placed in the side pocket or held for easy access during operation.

Note: For optimal comfort and massage effectiveness, ensure the massage seat is positioned such that the neck massage nodes align with your neck and shoulders when seated.

OPERATING INSTRUCTIONS

Familiarize yourself with the remote controller functions to fully utilize the features of your Estilo Prime X massage seat.

Remote Controller Functions:

- **Power Button:** Press to turn the unit ON/OFF.
- **Neck Massage:** Activates/deactivates the neck kneading massage.
- **Back Massage Modes:** Selects between different back massage modes (e.g., full back, upper back, lower back). The Estilo Prime X offers an innovative combination of kneading and tapping massage.
- **Intensity Settings:** Adjusts the intensity of the massage (3 settings available).
- **Heat Function:** Turns the soothing heat function ON/OFF for the back massage nodes.
- **Vibration Seat:** Activates/deactivates the vibration mode in the seat cushion.
- **Roller Position Adjustment:** Allows for precise adjustment of the roller height to target specific acupoints.

Usage Guidelines:

- It is recommended to use the massage seat for sessions of no more than 15-20 minutes at a time.
- Avoid using the device continuously for extended periods to prevent overheating and prolong product lifespan.
- If you experience any discomfort, stop using the device immediately.

CARE AND MAINTENANCE

Proper care ensures the longevity and optimal performance of your massage seat.

- **Cleaning:** Always unplug the unit before cleaning. Wipe the surface with a soft, slightly damp cloth. Do not use abrasive cleaners, brushes, gasoline, kerosene, glass cleaner, furniture polish, or paint thinner to clean the massage seat.
- **Storage:** When not in use, store the massage seat in a cool, dry place. Avoid direct sunlight and extreme temperatures. Do not place heavy objects on the unit.

- **Cord Care:** Do not pull the power cord or carry the unit by the cord. Always grasp the plug when unplugging.
- **Avoid Punctures:** Keep sharp objects away from the fabric to prevent damage.

TROUBLESHOOTING

If you encounter issues with your OGAWA Estilo Prime X, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Unit does not turn on.	Not plugged in; power outlet malfunction; power button not pressed.	Ensure power cord is securely plugged into a working outlet. Press the power button firmly.
Massage intensity feels too weak/strong.	Incorrect intensity setting; improper positioning.	Adjust intensity settings on the remote. Reposition yourself on the seat to align with massage nodes.
Heat function not working.	Heat function not activated; unit not warmed up yet.	Ensure heat button is pressed. Allow a few minutes for the heat to become noticeable.
Unusual noise during operation.	Normal operational sound; internal component issue.	Some motor sounds are normal. If the noise is loud or unusual, discontinue use and contact customer support.

If the problem persists after attempting these solutions, please contact OGAWA customer support for assistance.

PRODUCT SPECIFICATIONS

Feature	Detail
Product Name	Neck & Back Massage Seat
Model Number	OZ0979-A
Brand	Ogawa
Color	Ashwood
Material	Wood (referring to internal frame or accent, main material is fabric/synthetic)
Product Dimensions (L x W x H)	80.5 x 22.5 x 48 cm
Product Weight	8.15 kg
Massage Type	Deep Kneading, Tapping, Vibration
Massage Zones	Neck, Full Back (Upper, Lower, Lumbar), Seat
Features	Heat Function, Adjustable Roller Height, 3 Modes, 3 Intensity Settings, Acupoint Targeting Technology, Expandable Back Strap

WARRANTY INFORMATION

OGAWA products are manufactured with high-quality materials and are thoroughly inspected before shipment. This product is covered by a limited warranty against defects in materials and workmanship. The specific terms and duration of the warranty may vary by region and retailer. Please retain your proof of purchase for warranty claims.

For detailed warranty information, please refer to the warranty card included with your product or visit the official OGAWA website.

CUSTOMER SUPPORT

Should you require further assistance, have questions about your product, or need to report a defect, please contact OGAWA customer support.

Contact Information:

Website: www.ogawaworld.net (Please check regional websites for specific contact details)

Email: Refer to your product's warranty card or regional website for support email.

Phone: Refer to your product's warranty card or regional website for support phone numbers.

When contacting support, please have your product model number (OZ0979-A) and proof of purchase ready.