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# PANASONIC EP1011 Owner's Manual

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# Operating Instructions Manuel d'utilisation Instrucciones de funcionamiento

Household Massage Lounger  
Fauteuil de massage  
Shilla de masaje para el hogar

Model No. **EP1011**

Modèle No. **EP1011**



**Panasonic**

Before operating this unit, please read these instructions completely, and save for future reference.  
Il est recommandé de lire attentivement ce manuel avant d'utiliser l'appareil. Conserver ce manuel.  
Antes de utilizar esta unidad, lea completamente estas instrucciones.

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### - Customer's Record -

Please note both the model and serial numbers of this product in the spaces provided. Retain this book, along with a copy of your purchase receipt, for future reference.

### - Mémo pour le client -

Veuillez noter les numéros de modèle et de série de cet équipement dans les espaces réservés à cet effet. Conservez la présente notice avec une copie de votre reçu d'achat en cas de références ultérieures.

### - Anotación del cliente -

Anote los números de modelo y serie de este producto en los espacios suministrados. Guarde este manual junto con una copia de su recibo de compra para utilizarlos como referencia en el futuro.

Model Number

Numéro de modèle

Número de modelo \_\_\_\_\_

Serial Number

Numéro de série

Número de serie \_\_\_\_\_

Dealer's Name

Nom du revendeur

Nombre del concesionario \_\_\_\_\_

Date Purchased

Date de l'achat

Fecha de adquisición \_\_\_\_\_

# THANK YOU MESSAGE

Thank you for purchasing the Panasonic Massage Lounger.  
For optimum performance and safety, please read these instructions carefully.

## IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

Read all instructions before using the massage lounger.

### **DANGER** - To reduce the risk of electric shock:

1. Always unplug this appliance from the electrical outlet immediately after using and before cleaning.

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

1. An appliance should never be left unattended when plugged in. Unplug from outlet when not in use.
2. Close and continuous supervision is necessary when this appliance is used by invalids or disabled persons.
3. Use this appliance only for its intended use as described in this manual.
4. Do not use attachments not recommended by the manufacturer.
5. This appliance should not be used by children. To avoid possible injury always return chair to an upright position and close the leg rest carefully. Make sure nothing can be caught in the leg rest mechanism.
6. Never operate this appliance if it has a damaged cord or plug, if it is not working properly or if it has been damaged. Call your nearest authorized servicer for repair.
7. Keep the cords away from heated surfaces.
8. Never drop or insert any object into any opening.
9. Do not use outdoors.
10. Do not operate where aerosol spray products are being used or where oxygen is being administered.
11. To disconnect, turn all controls to the off position, then remove plug from outlet.
12. To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
13. To avoid the risk of electric shock or personal injury, do not attempt to open or disassemble any part of this massage lounger. Never insert hands in areas of moving parts. There are no user serviceable parts.

## SAVE THESE INSTRUCTIONS

# SAFETY PRECAUTIONS

## WARNING: To avoid risk of injury

1. This product should not be used by pregnant women, persons who are ill, or persons with back, neck, shoulder or hip pain, or conditions of any kind, without consulting a physician prior to use. Do not use on any area that has received medical treatment without consulting a physician prior to use.
2. Never put any part of the body between the massage heads. The squeezing action of the massage heads may cause injury. Never put any part of the body between the arm rest and the chair back.  
Do not place hands in mechanical portion of leg rest located under the seat.
3. Do not use without clothing.  
Thin clothing increases the effectiveness, but exposing the skin directly to the massager can irritate the skin.
4. Do not use for massaging the head, abdomen, elbows or knees.
5. Do not stretch the back muscles for more than approx. 15 minutes at one time.  
To avoid overstretching of muscles and resulting discomfort when first using the chair, do not use for more than 5 minutes. You can gradually increase duration and intensity as you adjust to the chair.  
Do not massage any one point for longer than 5 minutes at a time.  
Excessive massaging can overstimulate the muscles and nerves and result in an adverse effect.  
To prevent excessive massaging, do not use the massager for more than a total of 15 minutes per session. After approx. 15 minutes, the massage heads will return to the "restore" position and stop.
6. While using the massager, if you start feeling sick, or if the massage seems painful, stop use immediately.  
While using the massager, if the pressure seems too strong, the movement of the massage heads can be stopped by pressing the stop button.
7. When the chair back is in a reclined position, do not sit on it, or sit with your legs resting on the head rest.  
Do not sit on the leg rest.  
The chair may fall over.
8. Do not allow children or pets to play on, or around, the chair, especially during operation.
9. Do not remove the back cushion without first reading instructions on page 17.

## **CAUTION: To avoid damage to the chair**

1. Do not sit on, or drop, the controller. Do not pull the controller cord or the power cord. Be careful not to catch the cord of the controller between the arm rest and the chair back.
2. Do not treat the chair roughly, such as forcing the reclining lever, turning the chair on its side, turning the chair over and standing on it.
3. Do not treat the covering roughly.
  - Keep sharp or pointed objects away from the cloth of the chair. Be careful not to drop lit ashes or matches on the chair.
  - Exposure to direct sunlight can cause fading or a change in colour of the covering.
4. If the massager functions abnormally, immediately turn off the power and have the massager checked by an authorized servicenter.
5. Do not attempt to repair the massager yourself.
6. Do not repeatedly operate any switch at short intervals. It may cause the switch to malfunction.
7. Some sounds may be heard coming from the massager while in use. This is due to the structure of the massager. This is a normal condition.
8. Make sure that there are no obstacles behind the chair when reclining it. The chair can be reclined to a maximum angle of 160°. If the back hits a wall or pillar, it may malfunction. Be sure to have ample space behind the chair. Recline chair slowly in order to avoid contact with an obstacle.
9. When excessive pressure is applied to the massage heads, they may stop moving for safety. When moving the heads up from the lowered position, the body weight may stop the heads movement. In such case, slightly raise the body and allow the heads to move up.
10. After each massage, slide the power switch which is located on the side of the chair to "off" position and turn its lock switch to "lock" position.

**NOTE:** Maximum user weight is 264 lbs (120 kg).

## **CARING FOR THE MASSAGER**

- Always unplug chair before cleaning.
- If the covering becomes soiled, dampen with liquid soap and brush the surface. Wipe with a cloth dampened with water. Allow to dry naturally. If the plastic portions become soiled use lukewarm water, with liquid soap on a soft cloth to clean the surface.
- Do not use thinner, benzene or other solvent type cleaners.

## PARTS IDENTIFICATION

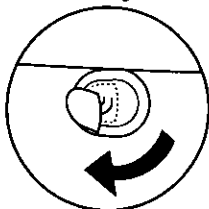
### Massage lounger

#### Back cushion

- Attaches to the chair with zipper.
- Remove if the massage feels weak.

#### Reclining lever

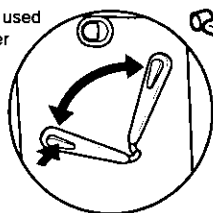
- For reclining the chair.



#### Arm rest

#### Leg rest

- With leg massager  
(Leg massager can be used using the leg massager extender lever.)



#### Head rest

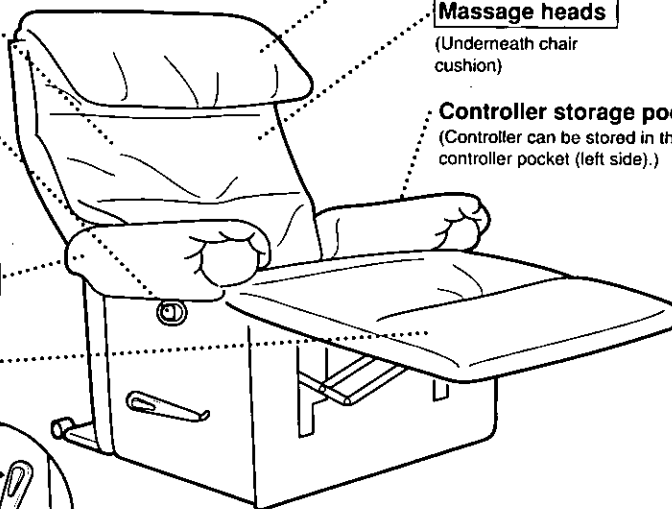
- Attaches to the chair cover with zipper.

#### Massage heads

(Underneath chair cushion)

#### Controller storage pocket

(Controller can be stored in the controller pocket (left side).)



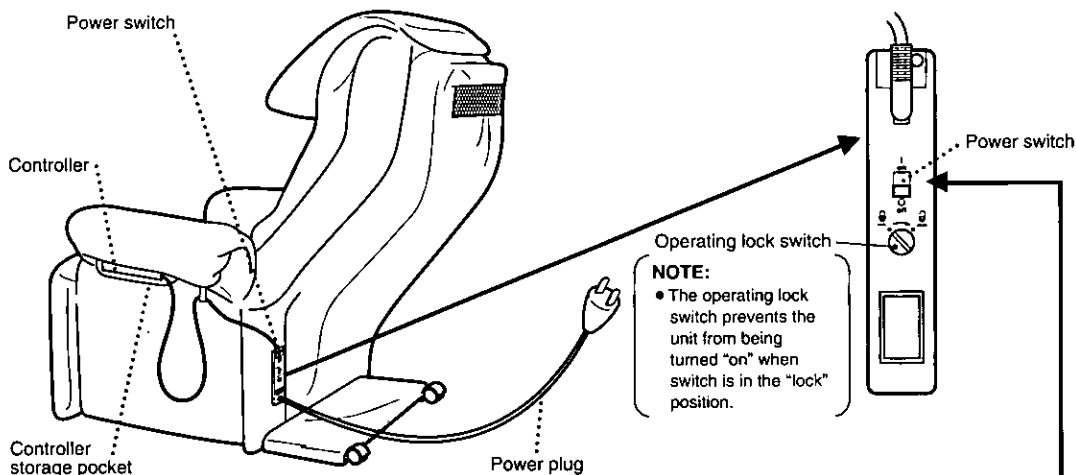
## SPECIFICATIONS

Power source	: 120 V AC, 60 Hz
Power consumption	: 135 W
Kneading speed	: Approx. 28 times/min.
Tapping speed	: Approx. 500 times/min. (per side)
Rolling massage speed	: Approx. 1 cycle every 37 sec.
Massage width	: Shoulder/lower back section : Approx. 2 15/16 in. (75 mm)
Back rolling width/tapping width	: Narrow : Approx. 3 5/16 in. (85 mm) Wide : Approx. 4 5/16 in. (110 mm)
Massage heads up/down travel	: Approx. 23 1/16 in. (600 mm)
Regional back rolling	: Automatic repetition within approx. 4 12/16 in. (120 mm) range
Intensity adjustment	: Adjusts massage head protrusion steplessly within approx. 1 3/4 in. (45 mm) range
Shoulder position adjustment	: 7 steps
Automatic shut-off	: Approx. 15 min.
Leg massager - vibration	: Approx. 3200 cycles/min. Shut-off timer : Approx. 30 min.
Dimensions (H x W x D)	: • Not reclined and legrest stored : 41 11/32 × 34 41/64 × 40 35/64 in. (1050 × 880 × 1030 mm) • Reclined and legrest extended : 29 9/64 × 34 41/64 × 68 7/64 in. (740 × 880 × 1730 mm)
Reclining angle	: Approx. 127° to 160°
Weight	: 115 lbs. (52 kg)
Accessories	: Back cushion, headrest

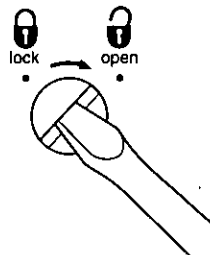
## TURNING ON THE POWER

First read and familiarize yourself with the safety precautions.

- Plug the power cord into the inlet located at the rear of the chair.
- Plug the power cord into an AC outlet.
- Be careful not to pinch the cord under the leg frames of the chair or any other items.



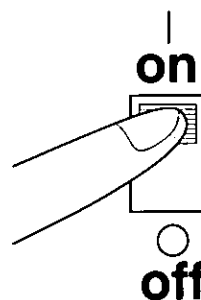
1. Using a flat screwdriver or similar object, insert into the lock switch and turn to "open".



2. Move the power switch to "on".
  - When the operating lock switch is pointing toward "lock", the power switch cannot be moved to the "on" position.

### After each use.

- Be sure to turn the power switch to "off".
- To prevent children from using this unit, safety lock the power switch by moving the operating lock switch to the "lock" position.
- As a further caution, unplug the power cord from the outlet after each use.

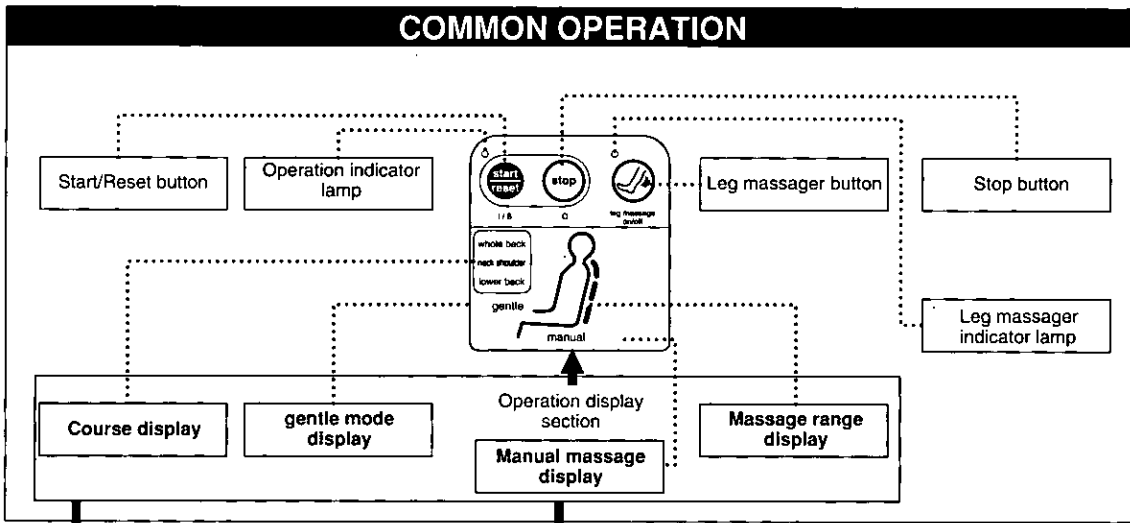




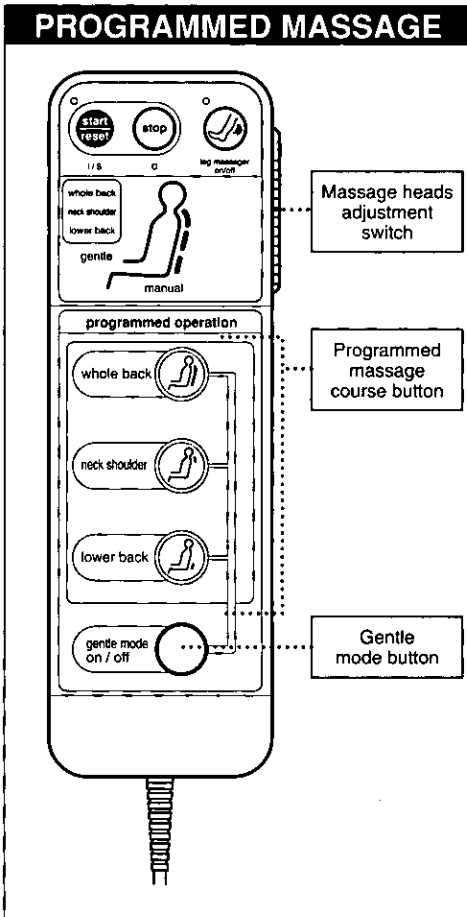
# CONTROLLER

Cover closed : Programmed course message  
 Cover open : Manual message

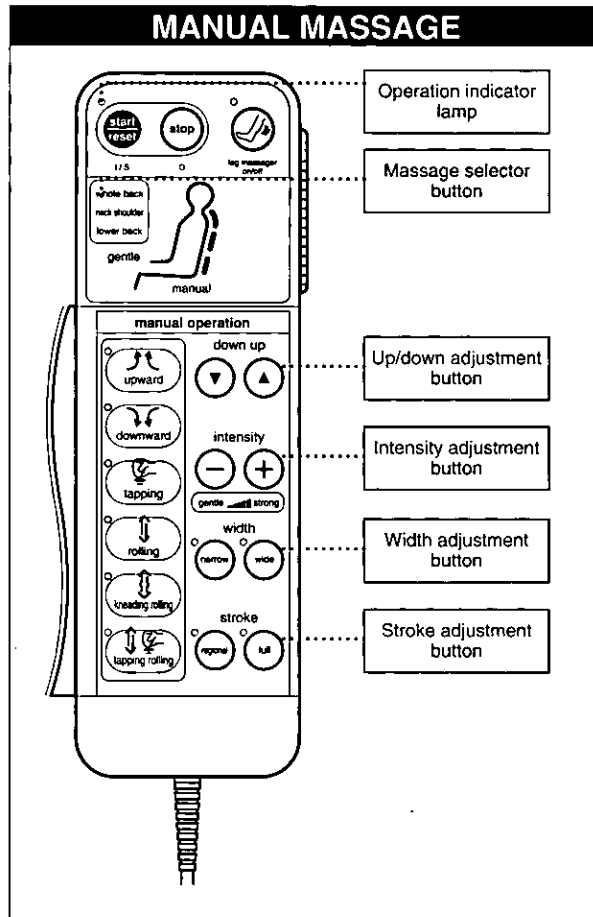
## COMMON OPERATION



## PROGRAMMED MESSAGE



## MANUAL MESSAGE

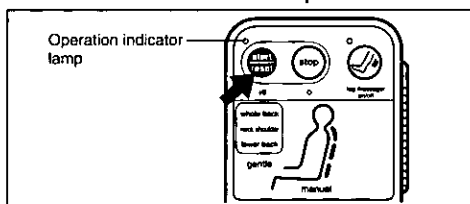


## TO START/STOP MESSAGE ACTION

Before using, first read all the instructions including the warnings and safety precautions as well as the section on programmed and manual massage.

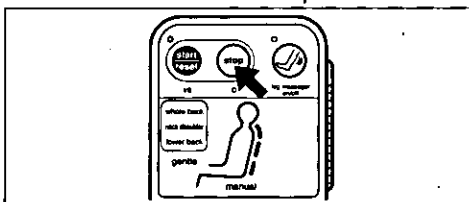
### <BEGINNING OPERATION>

1. To operate the massager, press "start/reset" button.
  - Check to be sure the operation indicator lamp is lit.



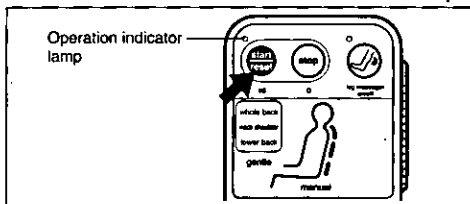
2. If you wish to stop the massage temporarily, press "stop" button. The massage heads will stop where they are.

- Check to be sure the operation indicator goes out. To resume massage press "start/reset" button.



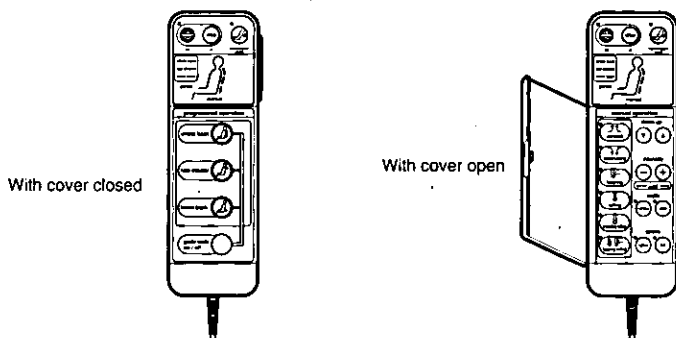
3. After final use, press "start/reset" button.

- The massage heads will go up, spread out and stop in the restore position. With the heads in this position you can sit comfortably, using the massager as a regular chair.
- Be sure to store the controller in the pocket on the side of the left arm rest when not in use.



4. Do you want programmed or manual operation?

- If you wish to select a programmed massage, press buttons with cover closed.
- If you wish to select the manual massage, open cover and press buttons.



### Automatic timer for massage lounger

- To prevent excessive massaging there is a built-in timer which, after approx. 15 minutes of operation, will automatically return the massage heads to the "restore" position and stop their motion.
- Turning on the operation switch while the massage heads are moving to the "restore" position will reset the time for another 15 minutes (approximately).
- If the programmed massage button is pushed, the unit will stop after finishing the program.

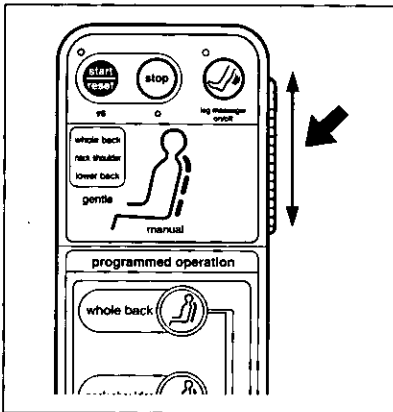
## PROGRAMMED MESSAGE

First familiarize yourself with the safety precautions.

### <HOW TO PRESET THE MESSAGE HEAD POSITION>

1. Press "start/reset" button with cover closed.
2. Set the message heads adjustment switch to position "7".  
Then adjust the message heads to your shoulders while moving the adjustment switch.  
The message heads operation lamp blinking while moving the message heads.
3. You can adjust the message heads position while massaging.

**NOTE:** When you find your favourite position, memorize the number which is printed near the switch.



### <HOW TO SELECT THE PROGRAMMED MESSAGE COURSE>

1. If you wish to massage your whole back, press the "whole back" button.
2. If you wish to massage your neck and shoulder mainly, press the "neck shoulder" button.
3. If you wish to massage your lower back, press the "lower back" button.

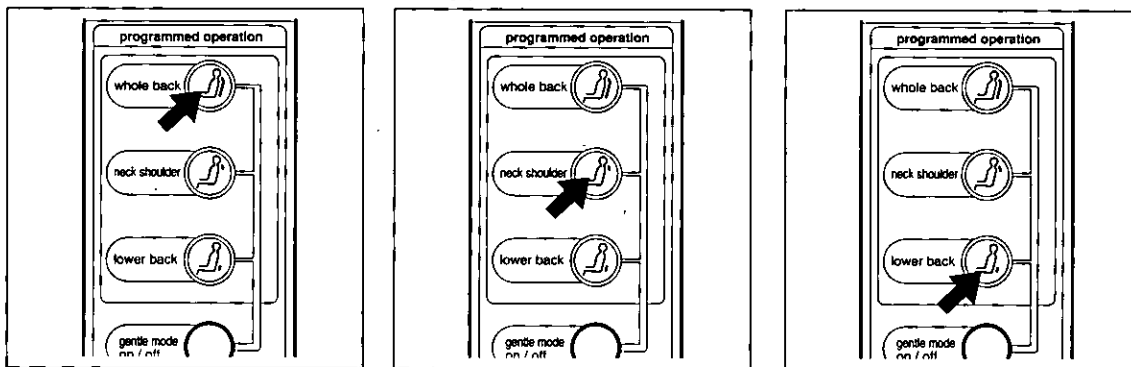
- Message will operate automatically for 15 minutes after pressing the button.

**NOTE:** Check to be sure the course indicator lamp is lit.

- If you wish to change the message course, press any button you want.

You may change the message course at any time during operation without harm.

Your new instructions will override any previous ones.



<whole back>

<neck shoulder>

<lower back>

### <GENTLE MODE FOR PEOPLE WHO FEEL MESSAGE IS TOO STRONG>

Press "gentle mode on/off" button.

- Gentle lights in operation display section.

The entire massage changes to a less intense, gentle massage.

(Course contents do not change.)

- Gentle mode can be selected even in the middle of a programmed message course.
- Pressing gentle mode button again will cancel gentle mode.

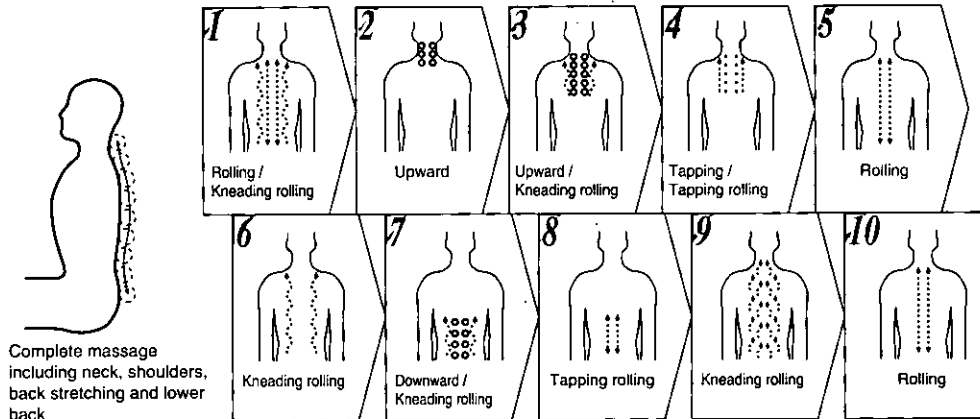
After the automatic course has finished, the message heads will automatically move to the "restore" position and stop.

- To perform message again, press the "start/reset" button on the controller again.

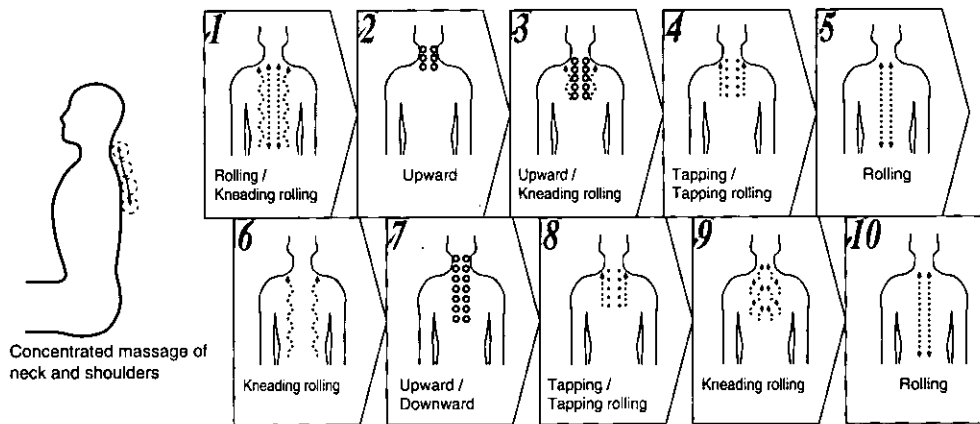
# PROGRAMMED MASSAGE

## Details of Automatic Course

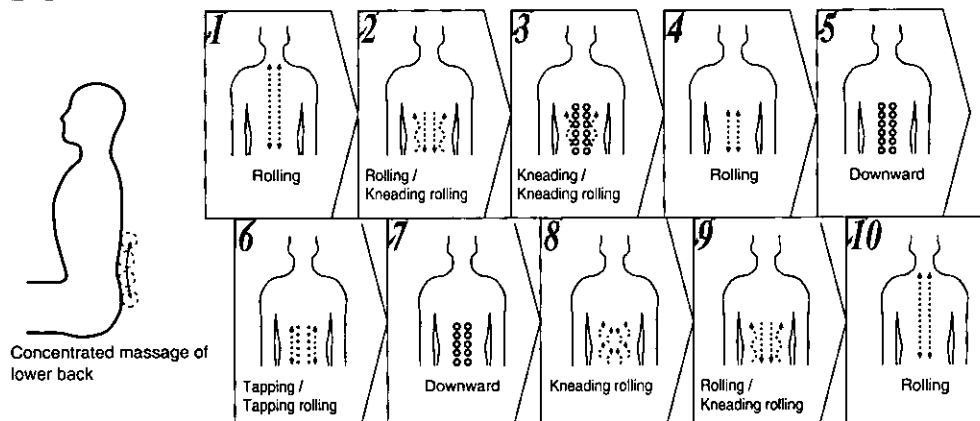
### Whole back course



### Neck and shoulder course



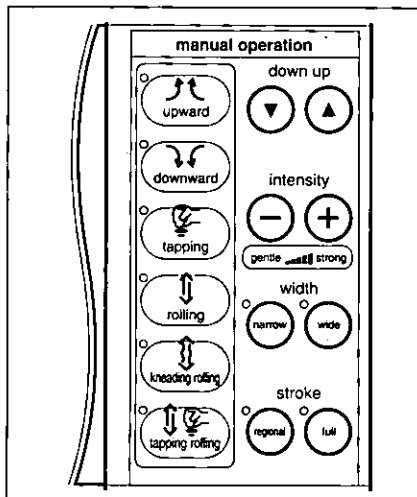
### Lower back course



The above diagrams have been abbreviated to enable easy understanding of the massage action.

## MANUAL MASSAGE

First read and familiarize yourself with the safety precautions.



Open the cover and press the button for the desired message.

- The currently operating message is indicated by the message indicator lamps.

1. Upward massage
2. Downward massage
3. Tapping massage
4. Rolling massage
5. Kneading and rolling massage
6. Tapping and rolling massage

### Massaging (Upward & Downward)

- ① Press "upward" or "downward" button.
- ② To adjust to the desired position, use the "up"(▲) or "down"(▼) buttons.

**NOTE:** Do not massage any one point for more than 5 minutes. Do not stretch the back muscles for more than approx. 15 minutes at one time. A continuous massage in the same area may result in soreness.

### Tapping massage

- ① Press "tapping" button.
- ② Use "narrow" or "wide" adjustment button to adjust the width of the massage heads. To raise the massage heads, push "up"(▲) button. To lower them, push "down"(▼) button.
- ③ Use the intensity adjustment ⊖ ⊕ buttons to adjust the intensity of massage.

### Rolling massage

- ① Press "rolling" button.
  - The massage heads move to the narrowest position and start the rolling massage.
- ② Use "narrow" or "wide" select button to select the width of the massage heads.
- ③ To raise the massage heads, press the "up"(▲) button. To lower them, press the "down"(▼) button.
  - When you wish to stretch only a certain part of your back, use the "up"(▲) button to raise the massage heads or "down"(▼) button to lower them.

## MANUAL MASSAGE

### Kneading and rolling massage

- ① Press "kneading rolling" button.
  - The massage heads start the kneading rolling massage.
- ② To raise the massage heads, press "up"(▲) button. To lower them, press "down"(▼) button.
  - When you wish to stretch only a certain part of your back, use the "up"(▲) button to raise the massage heads or "down"(▼) button to lower them.

### Tapping and rolling massage

- ① Press "tapping rolling" button.
  - The massage heads move to the weakest position and the narrowest position and start the tapping rolling massage.
- ② Use "narrow" or "wide" adjustment button to adjust the width of the massage heads.
- ③ To raise the massage heads, press "up"(▲) button. To lower them, press "down"(▼) button.
  - When you wish to stretch only a certain part of the massage heads, use the "up"(▲) button to raise the massage heads or "down"(▼) button to lower them.

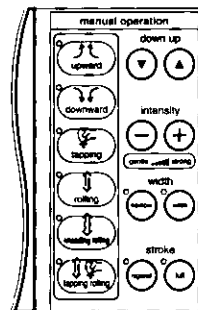
### Adjustability for Manual Massage

Manual Mode	Up/Down Adjustment	Intensity Adjustment	Width Adjustment	stroke Adjustment
upward/downward	○ 23 1/16" (600 mm)	○ 1 3/4" (45 mm)	×	×
tapping	○ 23 1/16" (600 mm)	○ 1 3/4" (45 mm)	○ 3 5/16" or 4 5/16" (85 or 110 mm)	×
rolling	○ 23 1/16" (600 mm)	○ 10/16" (15 mm)	○ 3 5/16" or 4 5/16" (85 or 110 mm)	○ 23 1/16" or 4 3/4" (600 or 120 mm)
kneading rolling	○ 23 1/16" (600 mm)	○ 10/16" (15 mm)	×	○ 23 1/16" or 4 3/4" (600 or 120 mm)
tapping rolling	○ 23 1/16" (600 mm)	○ 10/16" (15 mm)	○ 3 5/16" or 4 5/16" (85 or 110 mm)	○ 23 1/16" or 4 3/4" (600 or 120 mm)

#### NOTE: Adjustment function indications

During manual massage, the characters for the adjustment functions which can be used when using the currently selected massage will be lit.

(The adjustment functions which can be used vary depending on the selected massage.)



### Massage intensity adjustment

- Adjust the massage intensity in the upward massage, downward massage and tapping massage position.
- Hold your finger on the button to choose the massage intensity desired.
- When you adjust the massage intensity, the massage heads position may change. Adjust the massage heads position again.
- The massage heads stop automatically when they reach the maximum/minimum last intensity positions. Release your finger from the button and operation will resume.

## Massage heads up-down and width adjustment

### Adjust the vertical position of the massage heads.

- Use the up or down adjustment button to adjust the up or down direction of the massage heads. To raise the massage heads, press the "up" (▲) button. To lower them, press the "down" (▼) button.
- The massage heads will move while holding your finger on the button. Is being pressed.
- When the massage heads have reached the desired position, release the button and the heads will stay in that position.

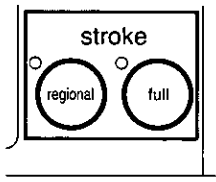
### Select the width of the massage heads.

Use the narrow or wide buttons to select the width between the massage heads (available only in the tapping massage and rolling, tapping rolling).

**NOTE:** If the massage heads are forcibly locked, they will stop for safety and the controller panel will warn you with blinking lamps.  
Raise your back slightly and press "start/reset".

## Massage stroke adjustment

For rolling, kneading rolling, and tapping rolling



- Switch between regional and full  
Regional : Approx. 4 3/4 in. (120 mm)  
Full : Approx. 23 1/16 in. (600 mm)
- When regional is selected, adjust the height of the massage heads with the up/down adjustment buttons.

## RECLINING THE CHAIR

### First read and familiarize yourself with the safety precautions.

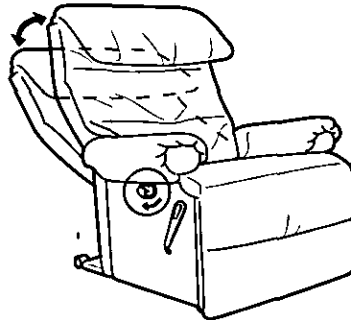
To avoid possible tipping of the chair, do not sit or lean on backrest while chair back is in a reclined position. The angle of the chair back can be changed so the body weight and the massage heads will work together to determine the strength of the massage.

Try changing the angle of the chair back to find a comfortable massage of a strength that is most suitable for your own comfort. Towels may be used in conjunction with the back cushion to loosen intensity, if desired.

### Leaning back

Lift the reclining lever and lean back. When the chair back is at the desired angle, release the reclining levers.

- If it is difficult to lean back, move the massage heads to the uppermost position.
- Chair must be placed 15 inches from the wall for the backrest to recline fully.

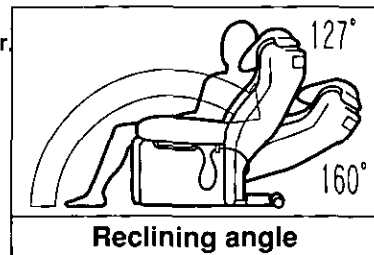


### Returning to upright

Raise your body from the chair back and pull up the reclining lever.

- If it is difficult to return the chair to the upright position, move the massage heads to the lowest position.
- To get the maximum benefit from the massage, let your body relax and recline in a comfortable manner.
- Make sure the back of the chair is kept clear of walls and objects.

**NOTE:** Position the chair at least 40 cm (16 in.) away from any wall to ensure adequate reclining space.



## HOW TO EXTEND THE LEG REST

### Grasp the lever.

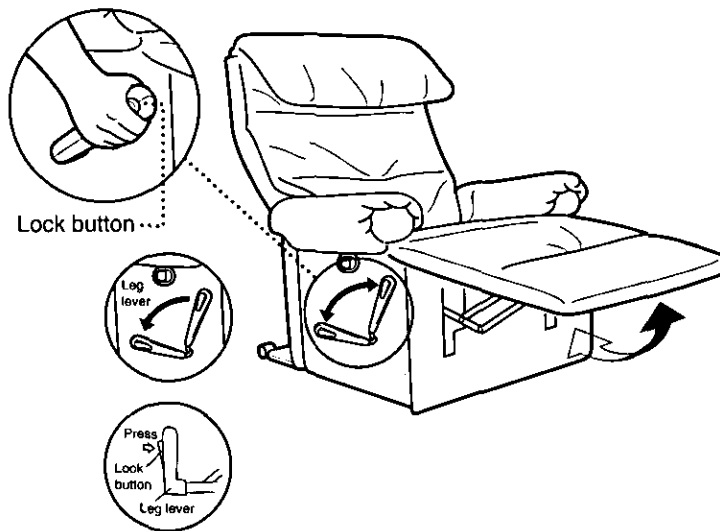
- Press the lock button with the palm of your hand.

### To extend: Tilt the lever back.

- Tilt the lever back as far as it will go (until the lock catches).

### To store: Lift the lever.

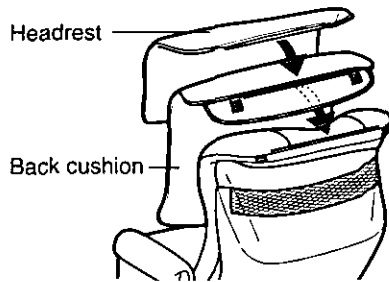
- When extending or storing the leg rest, lift your legs off of the leg rest and operate the lever.



**NOTE:** Keep children and pets away from the massage lounger, when lowering the leg rest, to prevent injury.



## HEADREST



- Fasten the back cushion to the chair and the headrest to the back cushion. (The headrest can also be fastened directly to the chair.)
- If the massage seems weak, remove the back cushion.
- When the massage function will be used, remove the headrest or flip the headrest over the back of the chair before starting the massage.

## HOW TO CLEAN

- Wipe the cover with a cloth dampened with water and mild soap. Then, wipe with plain water and let dry.
- Do not use bleach or solvents such as benzene or alcohol. Chemicals can discolour or damage the material.

## PLACE OF USE

- Do not use the Massage Lounger where exposed to direct sunlight for long periods of time. Overexposure to harsh light can discolour or harden the cover.
- Do not use the Massage Lounger in hot or humid places or places where it may become wet from rain, splashing or dripping water, etc. Water and heat can cause discolouring and mildew.

**NOTE:** This massage lounger is capable of providing a vigorous "Shiatsu" massage. The rolling and tapping are very strong, and that massage is not for people who have not previously experienced a shiatsu massage. For that reason, a foam cushion is provided to cover, and soften, the effect of the massage. The pad can be removed for a full shiatsu massage, but care should be taken. The first time you try it -- if you decide to -- sit in a relaxed, not tense, manner and do not try it for more than two minutes. After that you should be able to decide whether or not you prefer a massage with the pad in place.

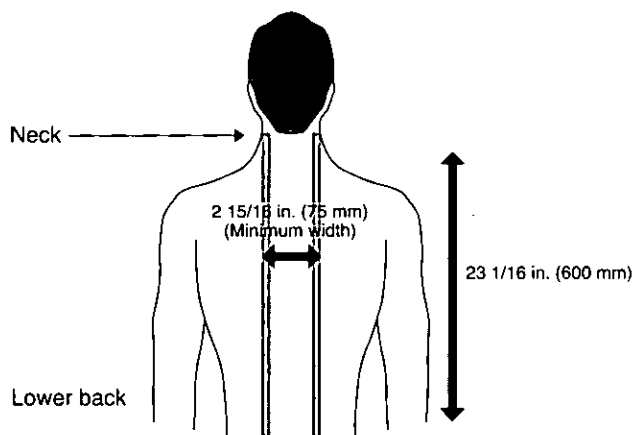
## MASSAGING HEADS RANGE MOVEMENT

The width between the massage heads can be adjusted for tapping, rolling, regional rolling, tapping rolling massage and regional tapping rolling massage.

The heads can be set at different widths for a wide range, giving you a massage any place you like from the neck to the lower back.

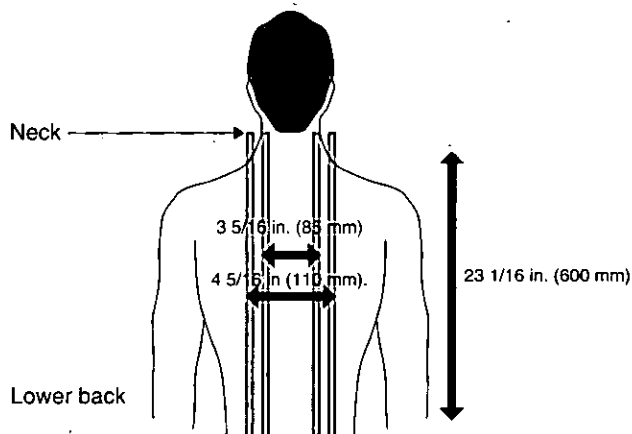
### <UPWARD, DOWNWARD, KNEADING ROLLING AND REGIONAL KNEADING ROLLING MASSAGE>

Massage range width :  $2 \frac{15}{16}$  in. (75 mm) (width cannot be adjusted)



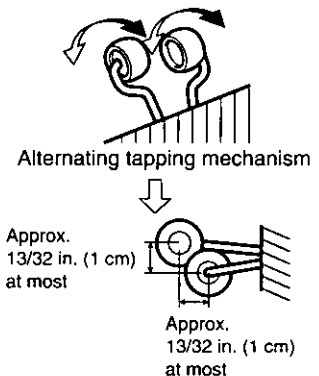
### <TAPPING, ROLLING, REGIONAL ROLLING, TAPPING ROLLING AND REGIONAL TAPPING ROLLING>

Massage range width :  $3 \frac{5}{16}$  in. or  $4 \frac{5}{16}$  in. (85 mm or 110 mm)



## TROUBLE SHOOTING GUIDE

Before requesting service for this unit, check the table below for the possible cause of the problem. Some simple checks or minor adjustment on your part may eliminate the problem and restore proper operation. If you are in doubt about some of the check points, or if the remedies indicated in the chart do not solve the problem; refer to the directory of authorized servicenters (see the servicenter list included) to locate a convenient servicenter, or consult your authorized Panasonic dealer for instructions.

Problem	Probable cause(s)	Suggested Remedy
Massage does not start.	The power cord is not plugged in.	Plug the power cord into an AC outlet (120V).
	The power source switch is at the "off" position.	Slide the power switch to "on".
All lamps on controller flash with beeping sounds and massage heads Stop.	If the massage heads are forcibly locked, they will stop for safety.	Raise your back slightly and push the start/reset button.
Kneading massage cannot be changed immediately to a rolling massage.	The massage heads must move to the narrowest position for a rolling massage.	Wait until the massage heads reach the narrowest position.
Massage heads do not reach your shoulders.	Your shoulders are too high.	Shift your waist forward and recline the chair back.
It seems like the massage heads are at different heights.	<p>This is because an alternating tapping mechanism is used. It is not a malfunction.</p>  <p style="text-align: center;">Approx. 13/32 in. (1 cm) at most</p> <p style="text-align: center;">Approx. 13/32 in. (1 cm) at most</p> <p style="text-align: center;">When stopped, the misalignment is approx. 1cm at most.</p>	