

CUSTOMER FAQ

How much does the Dreamwave cost?

- The MSRP for the Dreamwave is \$11,999.99

How does it compare to a human?

- The Dreamwave's movements and programs are designed by Shiatsu experts and Massage professionals to mimic the motion of human hands. Each program is designed by a Shiatsu therapist to work the exact pressure points in the exact order that they target. The real benefit of a well-designed massage chair, though is consistency. By getting a massage right at home every day, it makes an enormous difference to your health.

The Dreamwave's massage seems lighter than other chairs.

- The Japanese philosophy with massage chairs is consistency – as you use the Dreamwave daily and work out chronic problems one needs less and less intensity. A lighter massage greatly reduces the risk of injury from the Dreamwave and next day soreness. However, if you need to work out something immediately the Dreamwave allows for a very aggressive and targeted massage – making it the most flexible chair on the market.

What do the massage programs do?

- Intelligent Massage Programming – an Inada Exclusive: Inada massage programs are designed from scratch by Shiatsu massage experts, who work with a team of engineers to re-create and even enhance proven human massage techniques with advance robotics. Just like in a real shiatsu massage, the Dreamwave targets acupressure points (which it detects during the infrared body scan) following a specific order and choreography, so it is important to follow each program through to the end in order to get the full benefits.

Healthcare Programs:

- **Dreamwave (approximately 15 minutes)**
For complete Relaxation, this program incorporates a gentle, undulating figure-eight motion that replicates the way a massage therapist balances the body during a shiatsu massage session. Using this program after any massage regulates muscle balance. Very useful for those who are sensitive to the rollers to first loosen them up. Also very effective for sciatic nerve issues.
- **Stretch (approximately 8 minutes)**
The most complete and effective in the industry, this program offers a comprehensive series of back and torso stretching, using sequenced air and mechanical movements to extend, flex, gently rotate and stretch the shoulders, back and hips.
- **Full Body Air (approximately 15 minutes)**
Extremely relaxing full-body massage using all 100 air cells but no back rollers
- **Full Body (approximately 15 minutes)**
A complete full-body massage, carefully choreographed to relieve back tension and muscle fatigue. Targets key acupressure points with synchronized and counter motion robotic hands and pinpoint air cells.
- **Youth (approximately 5 minutes)**
With 39% of youth reporting back pain in any given month, this program is specifically for them. Delivers a softer massage, creating a gentle sensation to reduce the stress on young people's bodies.
- **Quick (approximately 8 minutes)**
Provides a quick overall healing massage for those with little time.
- **Morning (approximately 15 minutes)**
An invigorating "centripetal" massage that works to stimulate the muscles and body, by focusing on moving blood toward the center of the body. A great way to start the day.
- **Evening (approximately 13 minutes)**
A relaxing "centrifugal" massage designed to gently relieve tension and reduce the effects of the day's stresses, by moving blood away from the center of the body. A perfect way to wind down and prepare for sleep.

Manual Selection

- You can combine your favorite massage types, or adjust the speed, intensity, and roller positions.

How much does the Dreamwave weigh?

- It weighs of the Dreamwave is approximately 260lbs

How wide is the Dreamwave and will it fit in my house?

- It comes in two boxes. The arms are removed as is the foot massager – so it easily fits through doorways. With the arms on it is 36" wide. You need 16 inches of clearance from the wall to the back of the base of the chair. It has a maximum length of 7'.

How much power does the Dreamwave use?

- 170 watts. While there are 9 motors they are all low voltage.

What do the Air cells do?

- The air cells are designed to massage specific acupressure or shiatsu points. Most massage chairs have air bags that just squeeze equally, but the Dreamwave is very precise on various pressure points. In fact, a Reflexologist evaluated the Dreamwave and identified the various points it worked on within the feet alone.
- Stimulates lymph and circulation.

The right arm doesn't work or it is only massaging my left arm?

- Again, it is following the precise order of the Shiatsu therapist design – the left arm (closer to the heart) where energy flows in, followed by the right arm.

Will the air massage cells break?

- They are designed to last at least 20 years.

What happens if the power goes out mid massage?

- The Dreamwave will release all air pressure and remain in the position it currently is in.

What makes the Dreamwave different?

- Exclusive neck and top of the shoulder massage.
- Comprehensive stretching program – not just bridge stretching but full torso stretching
- Works the lower back, hips, and IT bands; helps to reposition the pelvis.
- Full arm massage.
- Programs not designed by Engineers but by Massage professionals.
- More massage coverage (1200 sq. inches) than any other massage chair.

What is the warranty on the Dreamwave?

- **5 year limited warranty** (1 year comprehensive; 3 years parts; 5 years structure – most other massage chairs only carry 90 days in-home service). It is also important to understand that Inada has a historical warranty rate of *0.5%* (1 in 200 Dreamwaves). The quality control is exceptional at the factory: each Dreamwave has a technician designated to it and their signature is assigned to the serial number of the chair.
- After every major component is installed, the Dreamwave goes through a quality check and is placed into a sound booth where a trained sound technician listens for any strange motor noises. It then goes through one final inspection before it is packaged. For every 20 minutes of manufacturing, the Dreamwave goes through 30 minutes of quality control checks.

How long will the Dreamwave last?

- Based on using the Dreamwave for one pre-programmed massage per day the chair is capable of providing **2500 HOURS** of massage problem free. This is the equivalent of **15 – 20 YEARS** of home use. This is the **MINIMUM** life expectancy of the Dreamwave.

What is the commercial warranty?

- The commercial warranty is 6 months parts only. This applies to units residing in a commercial setting (IE. Offices, retail settings, etc.)

How does the scanning work?

- An infrared scan of your back is taken before each massage program, in order to create your body profile outline. This is then compared to numerous pre-programmed profiles that have complete shiatsu or acupressure points marked on them. The Dreamwave then selects the profile that best matches and massage along those points, customizing the massage to you. It is important to note that the points selected by the scan are the ones where the most tension has been stored and consequently the ones which will be targeted.

Is it leather? Why not?

- Inada specially designs the fabric for massage use, and since leather will crack and stretch from the roller motion, it is not an ideal fabric.

What happens if the Dreamwave breaks?

- For the most part, the Dreamwave is self-diagnosing and will give an error code if something goes wrong. Simply call your dealer with the error code and we will begin to ascertain what is wrong and will send out a technician if necessary.

How do I clean the Dreamwave?

- With water and a soft cloth or a mild cleaner.

What maintenance is required?

- There is extra fabric around the rollers to help the fabric last longer. Occasionally this fabric can bunch up on the roller and will stick. If this occurs simply go to the side of the Dreamwave and reach in closest to the back of the chair and pull the fabric from around the rollers towards the middle.
- **IMPORTANT:** The Dreamwave should always be plugged into a power bar and should be unplugged from power when it is not in use.

Can children use the Dreamwave?

- It is recommended that there is parent supervision while a child uses the Dreamwave. There is a youth program in the Dreamwave designed by a Japanese university with a world leading child development program. Inada recommends that children be over 14 years of age but a parent's discretion is advised. To properly fit a child they will need to be at least 4'10", and it is important that the program used is not too aggressive.

What about height or weight?

- Ideal height range **4'10" – 6'8"**.
- The Dreamwave has no weight restrictions per se as long as you can fit. With that being said, in the factory continuous hours, endurance testing, the Dreamwave was tested up to 280 lbs. without incident.

Who should not use the Dreamwave?

- Please see the owner's manual for contraindications.
- Anyone who has recently suffered from whiplash.
- Anyone with thrombosis (blood clots) in their legs.
- Anyone in the first trimester of pregnancy.
- When in doubt consult your physician first.

Can the Dreamwave memorize my profile?

- No. It does not work to memorize your profile because every time you change position or recline, etc. your shiatsu points move.

Why doesn't the Dreamwave automatically sit you up after the massage?

- *Two reasons:* If you are relaxing or fall asleep during the massage, it will not wake you up. Secondly, it is a safety feature to make sure nothing gets stuck under the foot rest.

What colours does the Dreamwave come in?

- Black
- Espresso
- Ivory

Is there a heat option on the Dreamwave?

- Yes, there is a Far Infrared heater in the seat and lower lumbar of the Dreamwave. With the use of far infrared heat there is no risk to the components or risk of damaging/weakening the fabric.

How often can I use the Dreamwave?

- It depends on how aggressive the massage. The more therapeutic the less time it should be used. A therapeutic massage should not generally exceed **30 minutes**. With a more relaxing program, length really doesn't matter – base it on comfort and how you feel the next day.
- It does not make sense to try and resolve chronic issues all in one day and experience muscle fatigue and soreness. With regular use of the Dreamwave you are able to have a massage daily and work on your particular issues without side effects.

How long is each program?

- The programs range from 5 to 15 minutes, but all will vary in length according to the time required to work all the shiatsu points in the precise order required to get you to feel drowsy (night program) or alert (morning program), etc.

