

CUSTOMER FAQ

How much does the Duet cost?

- The MSRP for the Duet is \$7,999.99

How does it compare to a human?

- The Duet'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 do. 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 Duet's massage seems lighter than other chairs?

- The Japanese philosophy with massage chairs is consistency – as you use the Duet daily and work out chronic problems one needs less and less intensity. A lighter massage greatly reduces the risk of injury from the Duet and next day soreness. However, if you need to work out something immediately the Duet allows for a very aggressive and targeted massage – making it one of 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 advanced robotics. Just like in a real shiatsu massage, the Duet 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 benefit.

Healthcare Programs:

- **Full Body Quick**

This program is recommended for recovering from muscle fatigue over the entire body in a short time.

- **Full Body Relief**

The purpose of this program is to recover from muscle fatigue over the entire body. The program performs integrated stretching for the shiatsu points over the entire body, from the base of the neck to the ankles.

- **Full Body Air (approximately 15 minutes)**

Extremely relaxing full-body massage using all 100 air cells but no back rollers

- **Morning**

Massages along the veins, using a centripetal method that returns the blood flow from the extremities of the body back toward the heart. This program is recommended for refreshing or awakening the body.

- **Night**

Massages along the arteries, using a centrifugal method that induces the blood to flow from the heart to the extremities of the body. This program is recommended before sleeping to relax the body.

- **Back Intensity Balance**

This program adjusts the left and right balance of the body by automatically adjusting the left and right roller push-out to perform a massage that focuses individually on the left and right of the spine.

Focused Programs:

- **Neck/Shoulders**

This massage focuses on the base of the neck, back of the neck, top of the shoulders, and shoulders.

- **Lower Back / Pelvis**

This massage focuses on the area from the lower back to the buttocks, and on the thighs.

- **Legs/Hips**

This massage focuses on the area from the calves to the thighs, and on the buttocks area

Manual Selection

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

How much does the Duet weigh?

- The weight of the Duet is approximately 176 pounds.

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

- The Duet comes in one box fully assembled. The only thing that needs to be done is for the arms need to be locked into place. The Duet with the arms in the proper position is approximately 33" wide. You will need approximately 16 inches of clearance from the wall to the back of the base of the chair.

How much power does the Duet use?

- 160 W

What do the Air cells do?

- They massage specific acupressure or shiatsu points. Most massage chairs have air bags just squeeze equally, but Inada's massage is very precise on various pressure points.
- Stimulated 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 (near the heart) where energy flows in, followed by the right arm.

What happens if the power goes out mid massage?

- The Duet will release all air pressure in the chair.

What makes the Duet different?

- New, full-body approach to massage.
- Full body massage with a double active area mechanism (massages the back and legs)
- Legs held tight for kneading by a ring-shaped shiatsu mechanism for the legs.
- An automatic full body shiatsu point search system using optic sensors.
- Independent left and right push-out for kneading and tapping, allowing even asymmetrical knotting to be relieved.
- Zero gravity position.
- Foot (sole) massage (by placing feet on the calf area).
- Wide range of programs to relieve any kind of fatigue.

What is the warranty on the Duet?

- **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 Duet). The quality control is exceptional at the factory: Each Duet 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 Duet 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 Duet goes through 30 minutes of quality control checks.

How long will the Duet Last?

- Based on using the Duet 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 Duet.

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 Duet then selects the profile that matches and massages 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 Duet breaks?

- For the most part, the Duet 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 Duet?

- 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 the fabric will bunch up on the roller and will stick. If this occurs simply go to the side of the Duet and reach in closest to the back of the chair and pull the fabric from around the rollers toward the middle.
- **IMPORTANT:** The Duet should always be plugged into a surge protector and should **ALWAYS** be unplugged from power when the chair is not in use.

Can children use the Duet?

- It is recommended that there is parent supervision while a child uses the Duet. 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". If necessary, adjust the shoulder pad positions after initial scan.
- Ideal weight: no more than 220 lbs. It is advised to have the Duet reclined all the way back to distribute your weight across the Duet.

Who should not use the Duet?

- 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 Duet 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 Duet 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 Duet come in?

- Black
- Ivory

Is there a heat option on the Duet?

- Yes, there is a Far Infrared heater in the arms/hands of the Duet. 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 Duet?

- 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 Duet 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 – 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.

