

CUSTOMER FAQ

How much does the Fusion cost?

- The MSRP for the Fusion is \$7,499.99

How does it compare to a human?

- The Fusion'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 Fusion's massage seems lighter than other chairs?

- The Japanese philosophy with massage chairs is consistency – as you use the Fusion daily and work out chronic problems one needs less and less intensity. A lighter massage greatly reduces the risk of injury from the Fusion and next day soreness. However, if you need to work out something immediately the Fusion 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 advance robotics. Just like in a real shiatsu massage, the Fusion 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:

- **Full Body & Stretch**

This program includes light stretching in a full-body massage.

- **Stretch All**

This program includes light stretch actions where the entire body is stretched

- **Full Body**

This program is recommended for persons who feel symptoms such as lack of energy or fatigue

- **Low Body**

This massage is focused on the lower half of the body.

- **Warm up**

The program is for gently stretching your muscles before exercise. It can also help to wake up your body in the morning.

- **Cool Down**

This program is for balanced stretching of your muscles after exercise. We recommend using this program to prevent any next-day fatigue.

Manual Selection

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

How much does the Fusion weigh?

- The weight of the Fusion is approximately 198lbs.

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

- It comes in one box already full assembled. With the arms on the Fusion it is only 32 inches wide. You will need approximately 16 inches of clearance from the wall to the back of the base of the chair. It has a maximum length of 6 ½ feet.

How much power does the Fusion use?

- 130W (with heater on), rated power consumption of heater: 16W

What do the Air cells do?

- They massage specific acupressure or shiatsu points. Most massage chairs have air bags that just squeeze equally, but Inada's massage is very precise on various pressure points. In fact, a Reflexologist evaluated the Fusion and was amazed at 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 (near the heart) where energy flows in, followed by the right arm.

What happens if the power goes out mid massage?

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

Will the air massage cells break?

- They are designed to last at least *20 years*.

What makes the Fusion different?

- New hybrid Massage Function.
- Automatic shiatsu point locator function.
- Stylish remote control.
- Automatic reclining function.
- Full body air massage functions.
- Addition of a Max intensity mode.
- Equipped with a Mechanical Arm 3-D mechanism.
- Comprehensive stretching program – not just bridge stretching but full torso stretching.
- Programs not designed by Engineers but by Massage professionals.
- Hot rock style heat; light heat on your hands and soles of the feet for ultimate relaxation.

What is the warranty on the Fusion?

- **5 year limited warranty** (1 year comprehensive; 3 years parts; 5 year 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 Fusions). The quality control is exceptional at the factory: each Fusion 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 chair goes through a quality check and is placed into a sound booth where a trained sound technical listens for any strange motor noises. It then goes through one final inspection before it is packaged. For every 20 minutes of manufacturing, the Fusion goes through 30 minutes of quality control checks.

How long will the Fusion last?

- Based on using the Fusion 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 Fusion.

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 preprogrammed profiles that have complete shiatsu or acupressure points marked on them. The Fusion 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 Fusion breaks?

- For the most part, the Fusion 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 Fusion?

- 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 Fusion and reach in closest to the back of the chair and pull the fabric from around the rollers toward the middle.
- **IMPORTANT:** The Fusion 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 Fusion?

- It is recommended that there is parent supervision while a child uses the Fusion. 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" to 6'2".
- Ideal weight is no more than 240 lbs.

Who should not use the Fusion?

- 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 Fusion 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 Fusion 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 Fusion come in?

- Black
- Espresso
- Ivory

Is there a heat option on the Fusion?

- Yes, there is a Far Infrared heater in the hands and soles of your feet for ultimate relaxation in the Fusion. 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 Fusion?

- Yes, there is a Far Infrared heater in the hands and soles of your feet for ultimate relaxation in the Fusion. With the use of far infrared heat there is no risk to the components or risk of damaging/weakening the fabric.
- 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 Fusion 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 it requires.