



**Massage Chair-
Frequently Asked Questions**



Functions of Massage Chairs



What is L Track?

The L Track massages from the neck & shoulders down through the glutes to the top of the hamstrings. Giving a much fuller massage. People over 240 lbs. should not use L Track. The rollers on ANY brand chair is not designed to handle above that weight. Most importantly people with lower back issues may further aggravate back pain. S-Track is highly recommended for users above 240 lbs.



What is S Track?

S Track is the back-massage system that starts from the neck & shoulders down to the lower back near the tailbone area. The metal track that back massage rollers move on is curved in an S shape to contour the curves of the spine. Highly effective to keep a consistent pressure throughout the back.



Functions of Massage Chairs

What is Zero Gravity?

This feature reclines the user back, increasing the pitch of the seat base to steeper degree than normal recline.

The legs are raised to be above heart level. Zero Gravity was designed by NASA- who claims that it puts the least amount stress on the back when lying down and allows for better blood circulation

What does Heat do on the chair?

Heat in general with loosen the muscle tissue and increase blood flow. It helps relieve tension and helps lubricate the joints in that heated area. Should not be used in inflamed areas. Inflammations requires cold temperatures to reduce swelling.



Advantages of Using Massage Chairs

Reduce Pressure on Nerves by Aligning the Spine:

Major nerves run through the vertebrae. Pressure on the spine puts pressure on the nerves in the vertebrae, thus compressing them. The massage chair supports the spine by helping the back maintain a horizontal position and thus relaxes it. As the spine relaxes and lengthens, each vertebra regains its natural alignment, and the nerves are freed from pressure.



Advantages of Using Massage Chairs

Relaxes Muscles and Maintains Good Posture:

Massage chairs can help correct imbalances in muscles and relieve pain by performing several kinds of therapeutic strokes on them. A strained muscle tends to cause pressure and pain on muscles around it as well. This causes poor posture, reduced balance, and decrease in mobility of the body. All these problems can be solved after a session in one of our state-of-the-art chairs.



Advantages of Using Massage Chairs

Relieves from Stress:

A soothing session in our massage chair helps the user relax and relieves stress. Lowering stress levels is proven to promote good mental health, better sleep, lower blood pressure, increased appetite, and many other health benefits.



Different Massage Types

What is *Stretch* massage?

There are 2 types of stretch massage. The most common stretch massage will inflate in the feet and calves and to pull down stretching the lower back. The other type is where the rollers go up and down along your spine causing your back to do a reverse "C", stretching the vertebra.

What is *Shiatsu* massage?

A kneading action where the rollers make a "S" or side to side motion.*

What is *Tapping* massage?

The massage heads will punch the back with a short and quick motion.

What is *Clapping* massage?

Deeper punching style massage with a slower frequency or rhythm.

What is *Kneading* massage?

The massage heads move in a circular motion.



*Each manufacturer may have their own definition of Shiatsu

Different Massage Types



What are Foot Rollers?

Foot Rollers are a specialized function for massaging the bottom of the feet. Located at the bridge or balls of the feet there are 1 to 3 pinwheel roller that rotate with nodes that press into the feet like strong thumbs. Massaging the feet can help relax connected areas all over the body.

What is the upholstery made of?

All our chairs are made of "PU" which stands for Polyurethane which is a synthetic leather. All top of the line and NEW model chairs have converted to the PU. -PU last much longer and is less prone to stretching, fading and tearing.



Delivery Questions

How long does it take to receive once ordered?

For standard delivery it takes 3-7 business days depending on the customers location. Rural areas take 1-2 weeks.

White Glove deliveries will take 2-3 weeks.

Will they test the chair and demonstrate after the set up?

No, it is the customers responsibility that they check the chair and make sure there is no damage and operates properly before signing off on the delivery.

Does someone have to be home for the delivery?

Yes, because it is a high dollar item someone above 18 years of age has to be there at the time of delivery.

They require a 3-4 hour window period.

Is there any assembly?

Most of our chairs require minor assembly that takes 5-30 min. Many of the popular chairs have YouTube videos on how to install.



Delivery Questions

What if the box looks damaged?

Sometimes the delivery agents may bang up the box.

If there are minor dents, please have the customer notate it on the delivery receipt.

If there is a tear. Have them inspect inside the tear to make sure nothing was damaged.

If the chair arrive without a pallet notate on the receipt as well. If there is visible damage to the chair refuse delivery and we will resend a new chair. Damaged deliveries rarely occur. Less than 1% but it's always wise to inspect before signing off.

How heavy are the chairs?

Total weight ranges from 170 - 260 lbs. out of the box.

Our chairs come in 1-3 boxes.



Delivery Options

What are my options for delivery?

Standard-

Curbside that delivery on the driveway or on the street if there no access.

Threshold-

Delivery through the front door. Cost is \$75 extra

White Glove-

Delivery team does the complete set up including taking out the trash. Room of choice with 1 flight of stairs included. Cost is \$250 extra.



*Please make sure that the customer's room of choice has a door width that will fit the chair. Some chairs require 31 inches.