POSITIVE POSTURE®

DUALTECH FLEX

OWNER'S MANUAL

Read this manual thoroughly before you start using your massage chair, paying close attention to the sections of this manual devoted to safety.

Follow the instructions in this manual for the safe use and maintenance of your massage chair. This manual should be kept on hand as a reference.

This product is designed for home use.

POSITIVE POSTURE
DUALTECH FLEX MASSAGE CHAIR

CONTENTS

02 Introduction

03 Cautions & Warnings

11 Main Features

13 Parts & Functions

15 Assembly

18 Moving the Chair

19 Sessions

21 Operations & Use

33 Troubleshooting

36 Warranty & After Sales Service

37 Specifications

Note: The pictures in this manual are only for reference. Please refer to the actual product

INTRODUCTION

Welcome to the world of unparalleled relaxation and rejuvenation with your new Positive Posture DualTech Flex massage chair.

The Positive Posture DualTech Flex massage chair is a daily retreat designed to melt away stubborn tension, drastically reduce stress, and cultivate the deeply restorative sleep you deserve. At the heart of this experience is our innovative dual mechanism technology. By operating simultaneously yet entirely independently, these synchronized movements mimic the highly nuanced, intuitive touch of a professional massage therapist—delivering a remarkably precise and personalized therapeutic session.

DualTech Flex also features an advanced foot module for specialized foot, ankle, and lower leg therapy. It expertly stretches your ankles and calves to relieve lower-body tightness, boost circulation, and soothe deep muscle aches from the ground up. By bringing the DualTech Flex into your life, you are making a lasting investment in your health, happiness, and vitality, transforming your home into a true personal sanctuary of well-being.

CAUTIONS & WARNINGS

Indications, Symbols, & Descriptions

 **WARNING**	This action could result in serious injury or death
 **CAUTION**	This action could result in personal injury or damage to property
	This action is prohibited
	Further action is required
	Do not disassemble
	Unplug power cord from wall outlet

Important Safety Precautions

- Please follow all basic precautions while using this chair.
- Please read all instructions in this Owner's Manual before assembling and using the massage chair as it contains important information about assembly, and correct, safe procedures for using the chair.The above symbols are used to identify important safety instructions. Please familiarize yourself with these symbols and their meanings.
- Remember to keep this Owner's Manual in an easily accessible place.

General Safety



TO REDUCE THE RISK OF ELECTRIC SHOCK

Always power off and unplug the chair from the electrical outlet after use and prior to cleaning.



TO REDUCE RISK OF BURNS, FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

- Only plug the chair into a properly grounded outlet. See Grounding Instructions on page 5.
- The chair should never be left unattended when plugged in. Turn off and unplug from outlet when not in use, before cleaning, moving, or making physical adjustments to the chair.
- Do not operate under blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- Close supervision is necessary when this chair is used by, on, or near children or individuals with disabilities.
- Use this chair only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this chair if the cord or plug is damaged, if it is not working properly, if it has been dropped or damaged, or if it has been exposed to water. If this happens, contact the service center for examination and repair.
- Do not carry this chair by the supply cord or use the cord as a handle.
- Keep the cord away from heated surfaces.
- Never operate the chair with air openings blocked. Keep the air openings free of lint, hair, etc.
- Never drop or insert any object into any opening.
- Do not use outdoors.
- Do not use the chair in an excessively humid or dusty environment as this may result in malfunction or electric shock.
- Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- To disconnect, turn all controls to the off position, then remove plug from the outlet.
- Use heated surfaces carefully. May cause serious burns. Do not use over areas with sensitive skin or in the presence of poor circulation. The unattended use of heat by children or incapacitated persons may be dangerous.
- Keep children away from extended foot support (or other similar parts).

CAUTIONS & WARNINGS

Grounding Instructions

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric shock. This product is equipped with an equipment-grounding conductor and a grounded plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product—if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This product is for use only on a nominal 120V circuit and has a grounded plug that looks like the plug illustrated in Figure A below. Make sure that the product is connected to an outlet having the same configuration as the plug. An adapter should never be used with this product, such as shown in Figure B below.

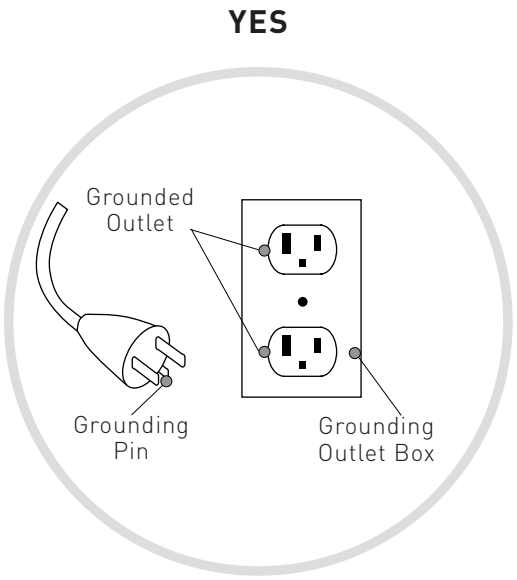


Figure A

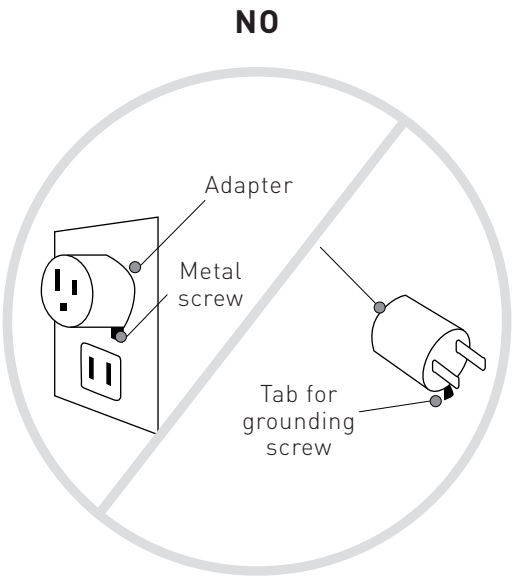


Figure B

Safety During Installation

WARNING

ELECTRICAL GROUNDING

- This product uses a normal Alternating Current (AC) circuit and has a ground pin as displayed in *Figure A* on page 5. Always make sure that the chair is connected to an outlet that has the same configuration as the plug, and is fully inserted into the outlet. If the chair should malfunction or break down, the grounding will provide a path of least resistance for electrical current to help reduce the risk of electric shock.
- This chair must be plugged into an appropriate outlet that has been properly installed and grounded in accordance with all local codes and ordinances. We strongly recommend using a high-quality surge protector with your chair. A surge protector offering at least 2,000 joules of surge suppression is required for warranty service.
- Do not use with any type of transformer device.
- Do not use the chair with a power supply other than those shown in *Figure A* on page 5.
- Make sure the main switch on the back base of the chair is in the OFF position before inserting the plug into the outlet.
- Any modification of the plug provided is prohibited and can cause serious injury. If the plug does not fit into an outlet, contact a qualified electrician for proper installation.
- Failure to connect the grounding conductor of the chair can result in the risk of electrical shock. If you feel the product is not properly grounded, please contact a qualified electrician.
- Please unplug this chair from the electrical outlet after use and before any cleaning or maintenance. To do so, ensure the main power switch is in the OFF position, then unplug the chair from the outlet.

CAUTION

ELECTRICAL GROUNDING

- This product is intended for use described in this Owner's Manual. Do not use any attachments that are not recommended by the manufacturer.
- Do not use this chair if the cord or plug is damaged, if it is not working properly, if it has been dropped or damaged, or if it comes into contact with water. In case of any of these scenarios, please contact Positive Posture Service immediately.
- Make sure all air openings are free of lint, hair, or other debris. Do not operate this chair with the air openings blocked.
- Never use this chair where aerosol spray products are used or oxygen is being administered.
- Excessive heating of this product can occur and cause fire, electric shock, or serious injury. Do not operate under a blanket, pillow, or heated surface.
- Do not try to move or carry this chair by pulling or holding onto the power cord.
- Keep power cord away from all heated surfaces.

CAUTIONS & WARNINGS

Safety During Installation



TO AVOID ACCIDENT AND INJURY

- Install the chair on a flat and level surface.
- Allow at least 3" (7 cm) clearance from the chair's back to a wall to allow sufficient space for reclining up and down.
- Do not drop or slam the footrest.
- This chair is not recommended for children under the age of 14. Please keep children away while in use or storage.

TO AVOID DAMAGE

- Do not use outdoors.
- Ensure the power cord is not twisted or pinched by any part of the chair or surrouding items/furniture.
- Stoves, heating products, direct sunlight, or other high temperature areas can cause fading, discoloration, or hardeing of the upholstery. Please keep your chair away from this type of exposure.

Safety Before Use



PEOPLE NOT SUITABLE TO USE THE CHAIR

- People with circulatory problems (such as varicose veins or thrombosis), children, and those advised not to use a massage chair by their doctor should not use this chair.
- If you have any of the following health conditions, please consult your doctor for medical advice before using this chair: serious heart problems, serious diabetes, serious osteoporosis, serious skin conditions, malignant tumor(s), sensory impairment, pregnancy (or suspected pregnancy) or those who have just given birth, acute gastrointestinal complaints (gastritis, hepatitis, enteritis), joint dysfunction such as rheumatism, hammer toe and gout, thecitis (or suspected thecitis), high fever, spinal abnormalities due to past injury or ailment, curvature of the spine (scoliosis acute neck sprain (whip lash), or any other medical condition that may contraindicate usage of this product.
- Seek medical advice before using this chair if you have a pacemaker or other electronic medical device, if you have been restricted to bed rest, or if you are planning to use this chair to treat a specific ailment, recover from surgery, or therapy.
- Elderly people and those with weak bones should seek medical advice before using this chair even if they do not have a specific disease or disorder mentioned above.
- Do not use this chair if you have recently consumed alcohol or other substances.
- The chair is not intended for use by persons with reduced physical, sensory or mental capabilities, or who lack experience and knowledge of proper chair operation, unless they have been given appropriate instruction concerning use of the chair or are under the direct supervision of a person responsible for their safety.

Safety Before Use, continued...



TO AVOID ACCIDENT, INJURY, AND DAMAGE

- Children should be supervised to ensure that they do not play with the chair.
- The chair has a heated surface. Persons sensitive to heat must be careful when using the chair.
- Do not use this chair for any other reason than described in this manual.
- Do not use this chair with any other therapeutic device or accessory besides those included.
- This chair is intended to be used with all the fabric attached. Failure to do so can result in serious injury.
- Check for any holes or tearing in the active massage area of the chair before each use. If a tear is noticed, stop using immediately and contact Positive Posture Service.
- Check the position of the roller mechanism prior to sitting down. If the rollers are not in the storage position, turn the power on and check that the chair is operating properly. For the proper storage position, see page 15.
- Do not move the chair while someone is in it.
- Do not stand on this chair.
- Do not sit on any part of the chair other than the seat.
- Do not sit, stand, or lean on the footrest unless you are sitting in or getting up from the chair.

Safety During Use



TO AVOID ACCIDENT AND INJURY

- Do not wrap the power or remote cord around your body or place the chair on top of the cord.
- Do not scratch, tear, treat, twist, stretch, or bend the power or remote cord.
- Spilling water or other liquids on this chair may result in electric shock, short circuit, or combustion.
- Keep all children and pets off the chair and away from the surrounding moving area.
- Do not allow children or individuals with disabilities near the chair without close supervision. Keep all persons away from the reclining backrest and extending footrest to avoid injury.
- Do not use the chair while more than one person is sitting in it, or when holding a baby or small child.
- Do not use the chair if any part of your body, including your hands, is wet.
- Do not use the chair unclothed.
- Do not use this chair for any purpose other than its intended uses outlined in this manual.
- Do not use the chair to massage the head, chest, stomach, and/or joints including knees and elbows.

CAUTIONS & WARNINGS

Safety During Use, continued...



TO AVOID ACCIDENT AND INJURY

- Do not place your hands or feet into the roller tracks, or into any moving parts, such as the reclining mechanism.
- Remove all hard objects, such hair accessories or jewelry, before using.
- Do not use the leg rest for anything other than legs or feet.
- Do not operate this massage chair without someone in it.
- Do not put your hands or head between or beneath the leg rest.
- Do not sleep in the chair.
- Never unplug the power cord during operation.
- Upon initial use of this chair, start off with a lighter massage. Starting off with a deep massage may result in injury. Elderly and people with weak bones should be careful while selecting massage intensity.
- If you notice any abnormal condition or in case of an emergency, push the Pause button on the remote to stop operation immediately.
- Immediately discontinue use of the chair and seek medical advice if you notice any acute pain or unusual physical discomfort.
- If the massage feels too strong, reduce the stimulation according to this manual. If it still feels too strong, discontinue use immediately.



TO AVOID DAMAGE

- Do not use this chair if there is a power outage or the possibility of one. In this case, stop using the chair immediately, turn the power switch off, and unplug the cord from the wall outlet.
- Do not use this chair if there is a threat of lightning. If so, stop operation immediately, turn the main power switch off, and unplug the chair from the wall outlet.
- If a specific operation does not start or you find any incidence of abnormality, stop using the chair, turn off the main power switch, and unplug the cord from the wall outlet. Call Positive Posture immediately.

Safety During Use, continued...



TO AVOID DAMAGE

- Do not use this chair for any longer than 30 minutes each day. Avoid using a specific focused area massage for more than 5 minutes at a time. Long and continuous massage in the same position may cause discomfort or bodily harm.
- Do not attempt to force your leg, foot, arms, or hands back into the leg rest/arm rest if it comes out. Undue force may result in damage to the chair.

OTHER SAFETY PRECAUTIONS

- Do not cause any major impacts to the chair.
- Do not sit on any part of the chair other than the seat.

Safety After Use and When Not in Use



TO AVOID ACCIDENT, INJURY, AND DAMAGE

- Do not plug or unplug the chair with wet hands.
- Do not use any other power cord except the one supplied.
- Grasp the power plug when unplugging the cord from an outlet. Do not use the power cord to pull.
- Turn the main power switch off and unplug the power cord from the wall outlet after each use.
- Always recline the seat back to the upright position after using.
- Wipe down the chair after each use.
- Always store the chair in a low humidity environment.
- Do not place any objects on the chair.
- In case of malfunction, do not attempt to repair. Contact Positive Posture Service.
- Do not modify any part of the chair.
- Do not dispose of this product or its accessories without consulting with your local authorities beforehand.

MAIN FEATURES

Dual Massage Mechs

Two specialized massage mechanisms work in harmony to soothe your entire body simultaneously. The upper 4D mechanism focuses on your neck, upper back, and lumbar regions, while the lower mech provides specialized massage for your glutes with RotoTech™ massage heads.

RotoTech™ Massage heads

RotoTech™ massage heads deliver a deeply relaxing and therapeutic glute massage by spinning horizontally and automatically adjusting their angle to match your body's contours, ensuring precise, comfortable pressure.

Body Contoured SL-Track

DualTech Flex's Body Contoured SL-Track guides the Dual Massage Mechanisms from neck to glutes for a comprehensive full-body massage.

Intelligent Body Scan

Advanced body scanning technology intelligently maps your unique shape and size at the beginning of each session, locating acupressure points and tailoring each massage session to your body.

Full Body Air Massage

Strategically located air cells provide customizable levels of pressure to improve circulation throughout your body and deliver targeted relief to your shoulders, arms, hands, legs, and feet.

Foot Flex

Synchronized air cells securely hold your feet in place while the footrest gently rotates downward to provide a deep, therapeutic stretch for your ankles.

Lower Leg Traction

Engineered for deep lower-body relief, this feature utilizes air cells that inflate to firmly, yet comfortably secure your feet in place. Once secured, the footrest applies a gentle, targeted downward pull, creating a therapeutic traction that helps elongate and stretch the ankles and lower leg muscles.

Bi-Directional Foot Rollers

Soothe tired feet and stimulate wellness-enhancing pressure points with the touch of two expertly-crafted mechanisms on each foot that specifically address the arches and balls of your feet.

Dual Zone Heat Therapy

DualTech Flex's Dual Zone Heat Therapy melts away tension, fatigue, and stiffness, and prepares muscles for massage therapy by applying targeted heat to the calves and lower back.

True Zero Gravity® Recline

Experience weightless relaxation in zero gravity recline. This position elevates your legs and evenly distributes your weight, minimizing pressure on your spine and promoting deep relaxation. Float away as you recline into perfect equilibrium, enhancing the benefits of your massage.

Bluetooth® Speakers

Enhance your massage with integrated Bluetooth speakers. Connect your device to stream music, podcasts, or audiobooks for a personalized relaxation experience. Enjoy a multisensory escape, combining soothing massage with the perfect soundtrack—all controlled wirelessly from your smartphone or tablet.

MAIN FEATURES

Intuitive Tablet Remote

Effortlessly control your massage experience with our intuitive tablet touchscreen remote. Easily navigate through massage programs, adjust intensity levels, and target specific areas with a simple touch.

USB Charging Port

Charge your device while you recharge your mind, body, and soul.

Removable Back Pad

Customize the intensity of your massage with the removable back pad. Keep the pad on to enjoy a gentler, more soothing massage, or remove the pad for a more intense, therapeutic massage.

Adjustable Headrest Pillow

Designed for personalized comfort, the adjustable headrest pillow perfectly cradles your head, so you can find the perfect position and melt into pure bliss.

Ambient Lighting

Unwind completely and let gentle ambient light enhance your journey to tranquility.

Designed for the Living Room

Elevate your well-being and your living space with DualTech Flex's distinctly modern design. The linen-like fabric adorning the exterior arms adds a touch of sophisticated elegance, making it a piece that every member of the family will be happy to have in the living room.

Space Saving Design

DualTech glides forward as it reclines, requiring only 3" of distance from the wall when upright. This clever feature allows you to enjoy a full body massage without sacrificing valuable living space.

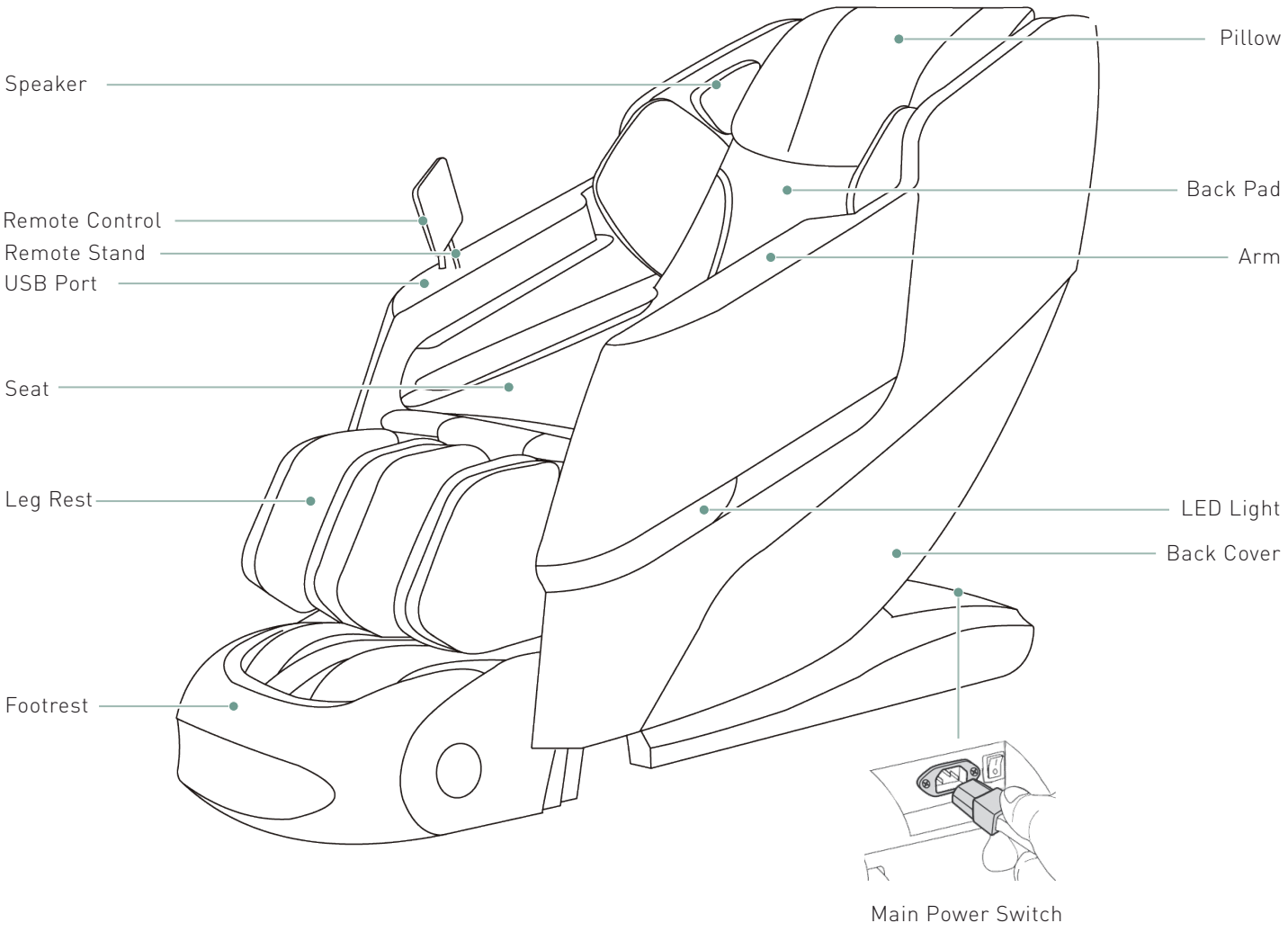
12 Automatic Programs

Discover the perfect massage with DualTech's 12 expertly designed automatic programs. From full-body relaxation to targeted relief, each program offers a unique combination of massage techniques to suit your needs.

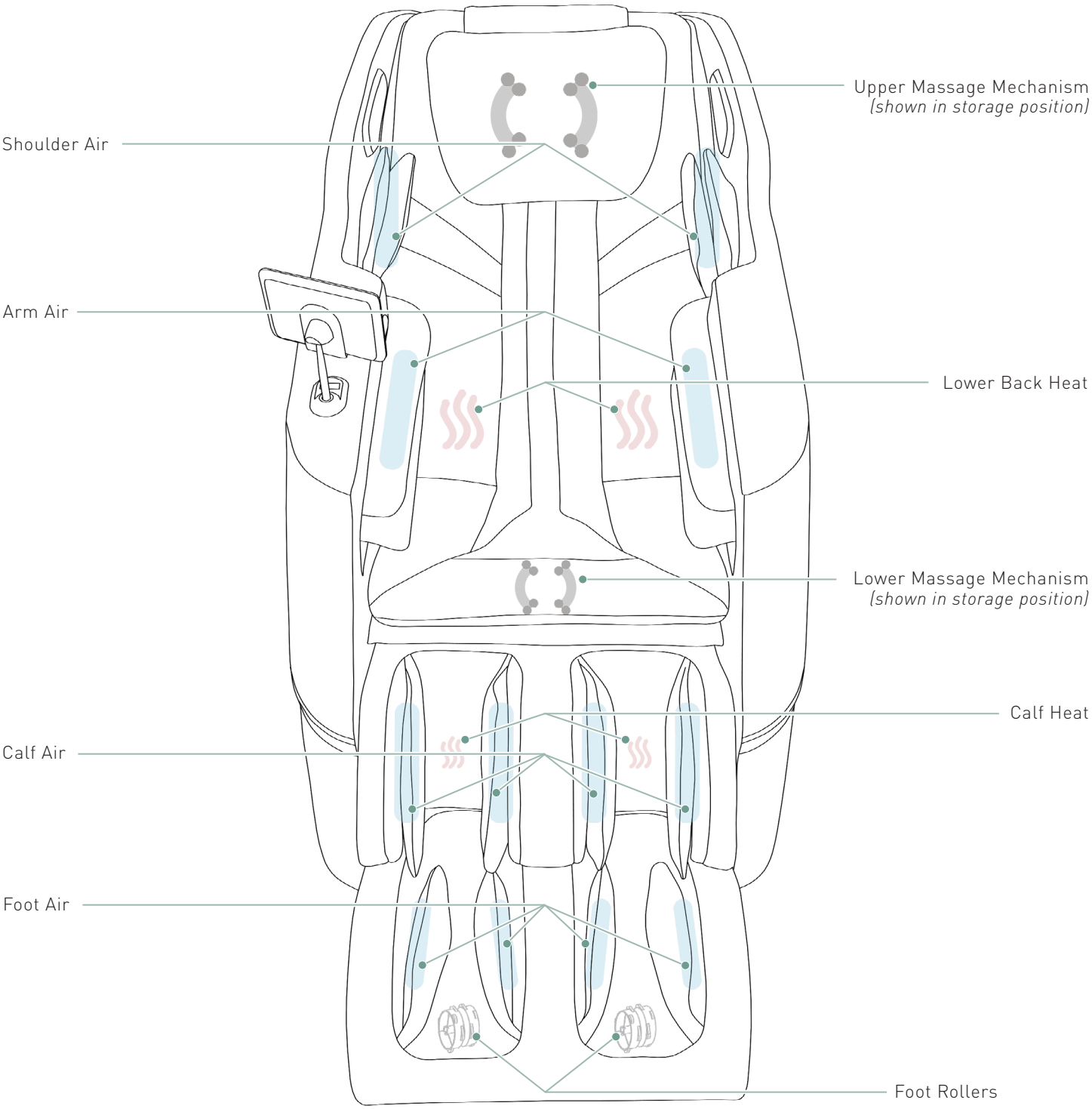
Manual Massage Functions

Take complete control of your relaxation with DualTech's extensive manual controls. Customize every aspect of your massage, from your preferred massage method and intensity to the speed, width, and coverage area. Enjoy ultimate control and discover the perfect massage, every time.

PARTS & FUNCTIONS



PARTS & FUNCTIONS



ASSEMBLY

Safety During Installation

CAUTION

TO AVOID DAMAGE

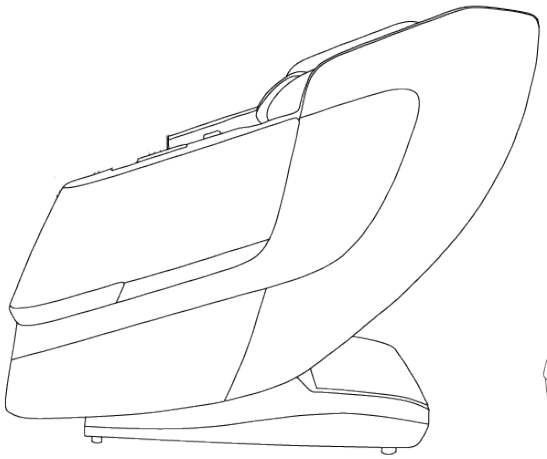
- Do not install the chair in an area of high humidity, such as a bathroom or sauna.
- Do not use the chair in a room with a temperature of 104-degrees or higher.
- Do not expose the chair to heaters, stoves, or direct sunlight.
- Keep fire sources, such as cigarettes and ashtrays, away from the chair.
- Ensure chair is installed on a flat and level surface to avoid tipping over.
- As the chair is heavy, please exercise extra care not to damage the floor when positioning the chair.

Assembly Preparation

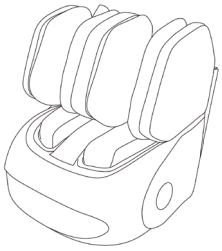
- Ensure there is an allowance of at least 3" (7 cm) behind, and 20" (50 cm) in front of the chair to allow the backrest to recline and the leg rest to extend without obstruction during operation.
- Maintain a minimum distance of 3' (92 cm) from AV devices, such as a TV or radio, to prevent signal interference.
- It is recommended that a carpet be placed under the chair to prevent scratching the floor and to reduce noise during operation.
- As the chair is heavy, please exercise extra caution.

Supplied Items

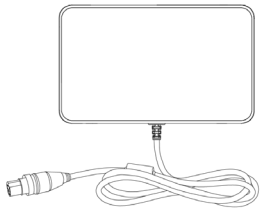
Important: Before starting, check the supplied items to ensure all parts are included in the package.



Base



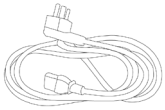
Leg rest



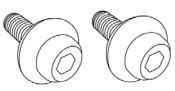
Remote



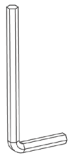
Remote Stand



Power Cord



2 Screws



Hex Wrench

Assembling the Chair

CAUTION

- To prevent disconnection, be sure to double check all connections by gently pulling on the electrical connectors and air hoses.
- If not connected properly, the air cells will not inflate as designed.

STEP 1

Unbox chair and place in designated area. Carefully remove all items (including footrest and remote control from the seat).

STEP 2

- Line up the leg rest with the front base of the chair, then attach the electrical line and the air line from the leg rest to the chair's base (*Figure 2A*).
- Secure the leg rest by lifting the tops of the metal brackets on the leg rest. Then, carefully lift and place the metal rods on the top of the leg rest onto these brackets (*Figure 2B*). Be gentle to avoid damaging the electrical connection.
- Flip the tops of the metal brackets down over the leg rest and install a short screw into each bracket (*Figure 2C*).

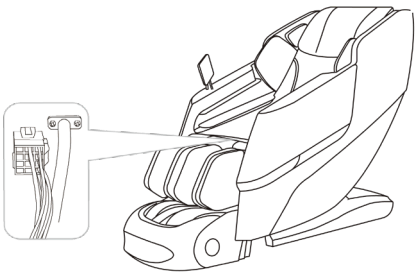


Figure 2A

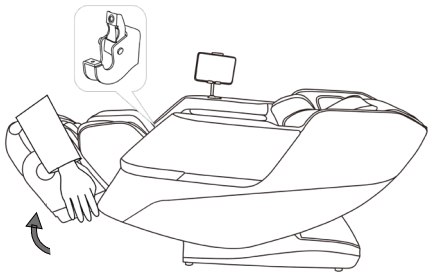


Figure 2B

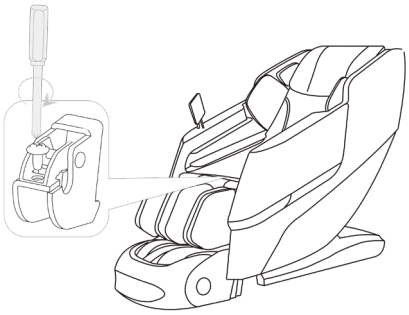
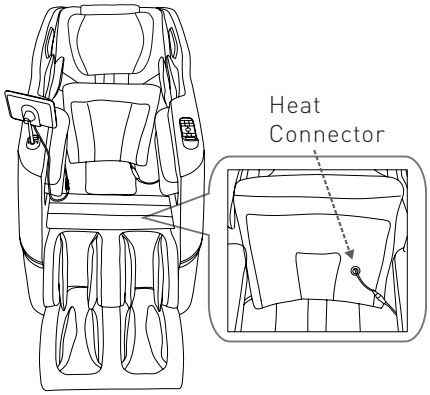


Figure 2C

STEP 3

Connect the heat by pressing the line located on the back right of the main body of the chair, together with the heat line located on the under side of the Back/Seat Pad.



ASSEMBLY

STEP 4

Remove the protective strips from the velcro located on the underside of the seat pad, and the flap on the top of the footrest. Then, position the seat pad by lying it down on the base of the chair, and pressing the velcro located at the front edge of the seat pad to the complementing velcro on the top of the footrest.

STEP 5

A) To install the controller holder, align it with the designated socket located on the right armrest. Ensure the shape of the holder matches the socket opening. Gently push the holder into the socket until the bottom screw of the bracket securely clicks into place. You should feel a positive snap indicating it is properly installed.

B) Find the connector on the end of the cord at the bottom of the remote control. Locate the receiving socket on the right side of the chair between the seat and the armrest, lifting the seat upholstery if needed to see it. Push the connector firmly into the socket and screw it on tightly. Place the remote control in its stand.

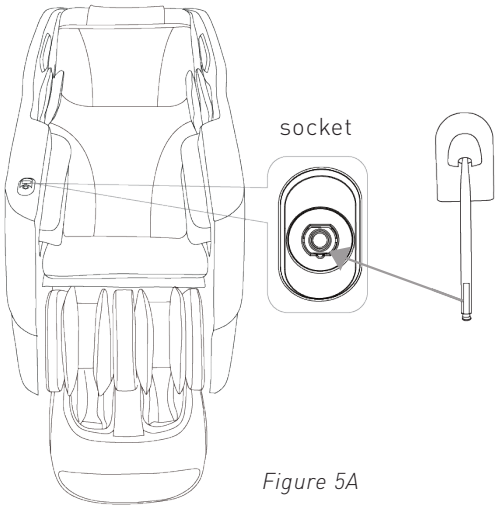


Figure 5A

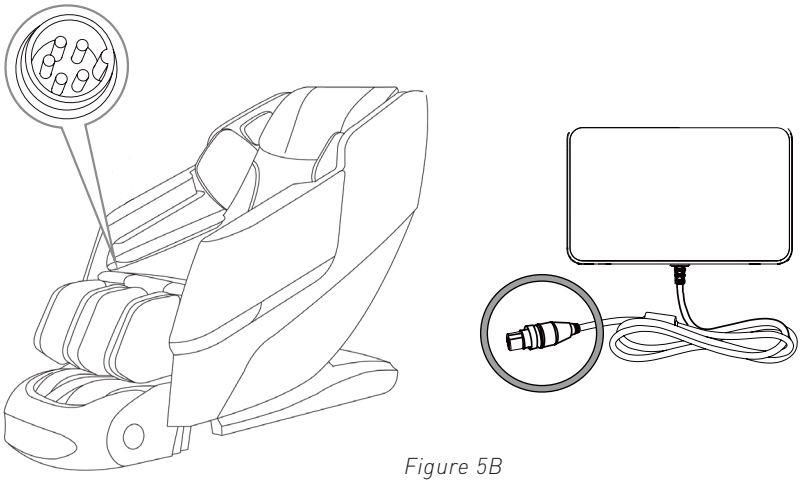


Figure 5B

STEP 6

Power on and begin using the chair.
A) Plug the power cord into the back base of the chair (*Figure 6A*), and
B) Turn on the main power switch (*Figure 6B*)

Figure 6A

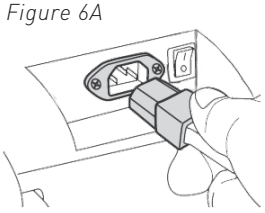
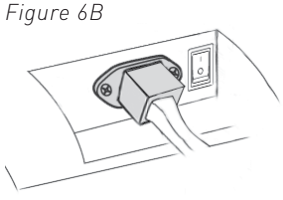


Figure 6B

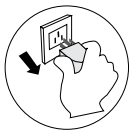


CAUTION

TO AVOID DAMAGE

- Never move the chair while it is operating or when someone is in it.
- As the chair is heavy, please exercise extra care not to abruptly drop it. This may cause damage to the floor as well as the internal components of the chair.

Before moving the chair, turn off the main power and disconnect the power plug from the wall outlet. Bind the cables and put them in the seat to avoid damage when moving the chair.



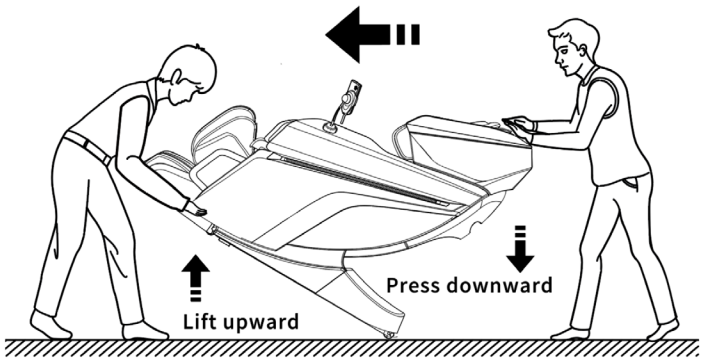
Option 1

When carrying the chair, the leg rest should be removed prior to lifting. Have one person carefully lift from the front of the chair while a second person lifts using the handle on the back of the chair. Carry to desired location.



Option 2

To move the chair without lifting, have one person press down firmly on the headrest while a second person lifts from under the bottom of the armrest to shift the weight onto the rear castors. Once the rear castors are engaged, carefully push the chair to your desired location, then gently lower it to the floor.



SESSIONS

Programmed Sessions

Choose from twelve programmed and focused massage sessions. Each session lasts approximately 20 minutes and, unless otherwise noted, can be selected by navigating through the easy-to-use menus on the remote display.

Quick

"Quick" offers a taste of some of the amazing features of this chair. This short 8-minute session cycles through various massage techniques, intensity levels, and target areas, revealing some of the chairs capabilities. [8 minutes]

Full Body

The ultimate head-to-toe escape. This comprehensive ritual is designed to completely revitalize your entire body, targeting every major muscle group from your neck and shoulders down to your calves and feet. A harmonious blend of techniques works in tandem to dissolve tension and restore total physical harmony. [20 minutes]

Awaken

An invigorating boost for your body and mind. Perfect for early mornings or a post-nap refresh, this stimulating program coaxes blood flow back toward your core to revive your system. It delivers a welcome surge of vitality that leaves you feeling focused, energized, and ready for the day. [20 minutes]

Sleep

A soothing prelude to a peaceful night. Crafted to quiet a busy mind and prep the body for deep rest, this immersive routine gently guides circulation from your core toward your extremities. A soft, rhythmic rocking motion enhances the experience, lulling you into a state of pure, tranquil relaxation. [20 minutes]

Meditate

A calming retreat into inner stillness. This program uses slow, repetitive, and deeply relaxing motions to induce a state of mental tranquility. It is the perfect way to quiet your thoughts, release deep-seated stress, and enhance your personal mindfulness practice. [20 minutes]

Stretch

An elegant routine dedicated to flexibility and mobility. Reclaim your body's natural mobility through a series of carefully engineered stretching actions, including gentle hip rotations and back extensions designed to loosen, lengthen, and unburden muscles throughout your entire body. [20 minutes]

Neck & Shoulder

Focused relief where you carry the day's weight. This targeted sequence concentrates on the upper back, neck, and shoulder regions. Utilizing a deep, melting kneading action, it zeroes in on stubborn knots to release tightness and ease upper-body discomfort. [20 minutes]

Low Back

A deeply comforting release for your lower spine. This specialized choreography focuses on the lower back and hip areas, weaving together a precise combination of rhythmic tapping and kneading to soothe stiffness and restore ease to your core. [20 minutes]

Programmed Sessions continued...

Feet & Calves

A restorative remedy for tired legs and feet. Perfect after a long day on your feet, this focused routine honors your foundation. By targeting vital pressure points and soothing weary muscles from your calves to your toes, it breathes lightness back into your step and revives your energy. [10 minutes]

Foot Flex

A program focusing on the chair's namesake, Foot Flex delivers a comprehensive full body massage with a consistent and soothing dose of the chair's unique foot strteching capabilities. [10 minutes]

Full Body Air

A weightless cloud of pure relaxation. Free from percussion, kneading, or tapping, this tranquil escape relies entirely on the chair's built-in air cells to deliver a soothing compression massage to your arms, shoulders, legs, and feet. It is the perfect, gentle option for boosting circulation and enjoying a quiet, peaceful rest. [20 minutes]

Rocking Chair

A nostalgic retreat into comforting motion. This unique program gently sways the chair while soothing air cells pulse rhythmically around your body. Simultaneously, precision foot rollers knead the soles of your feet, creating a deeply comforting, full-body experience that melts away tension, boosts circulation, and evokes the timeless peace of a classic rocking chair. [10 minutes]

Manual Sessions

This chair has 7 manual massage methods from which you can choose: Knead, Tap, Pulse, Knead & Pulse, Knead & Tap, Shiatsu, and Rolling.

Manual Air Sessions

This chair has 3 manual air sessions from which you can choose: Shoulders & Arms, Legs & Feet, & Full Body Air.

OPERATION & USE



TO AVOID INJURY

- Always check your surroundings before beginning a massage to ensure that no people, pets, or objects will be hit or squeezed by the reclining back or leg rest.



TO AVOID DAMAGE AND INJURY

- This massage chair is meant to be used for indoor household use only. The chair is not designed for commercial purposes.
- If you use the chair in a cold room, do not increase the temperature abruptly. Instead, increase the temperature gradually to a normal level.
- If the chair is stored in a cold place and is moved into a warm environment, wait one hour before use. Otherwise, performance may suffer, or the chair may malfunction due to condensation on the mechanism.
- Do not sit on the chair with the leg rest raised. Sudden heavy weight on the leg rest could cause damage to the mechanism, or it may result in accident or injury.
- Ensure the backrest returns to the upright position before sitting.
- Do not use the arm or shoulder unit for any area other than your arms and shoulders.
- If your arm comes out of the arm or shoulder unit or your leg/foot come out of the footrest during a massage, do not try to force it back in.
- Do not massage your elbows.
- Do not put anything other than legs and feet in or on the footrest.



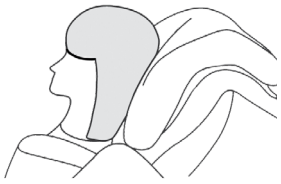
TO AVOID DAMAGE

- Do not sit, step, or place heavy objects on the remote control.
- Do not drop the remote control.
- It is recommended that the remote control be placed on the remote stand when not in use.
- Do not exert excessive force on the remote control.
- Do not pull the remote control cord forcefully.
- Do not operate the remote control using sharp edged or hard objects.

Positioning Yourself in the Chair

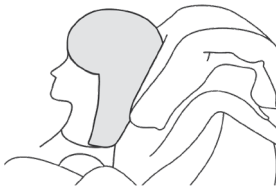
- Sit back fully in the chair so your entire back is against the backrest and your head is leaning into the pillow.
- Adjust the pillow so it sits just above your shoulders and at the base of your neck. If the pillow is positioned too high or too low, the intelligent body scan will not work correctly. (*Figure A*)
- Place you arms and elbows between the arm unit air cells with your palms facing down. (*Figure B*)
- Position your feet in the footrest so your heels and rear calves touch the back of the foot and leg unit. (*Figure C*)
- The synchronized footrest automatically extends during the initial recline, self-adjusting to match the user's leg length. (*Figure D*)

Figure A



YES

The head rest position matches the back of the head



NO

The position of the head rest is too high

Figure B

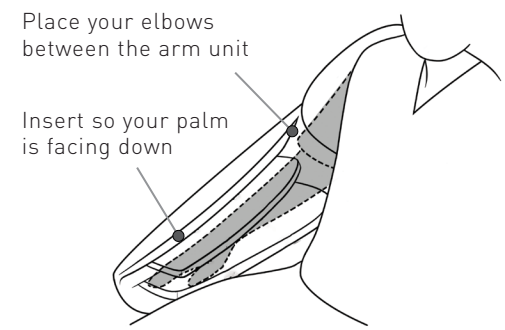


Figure C

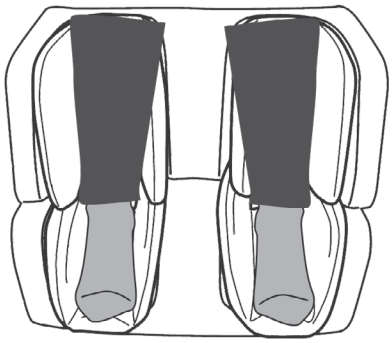
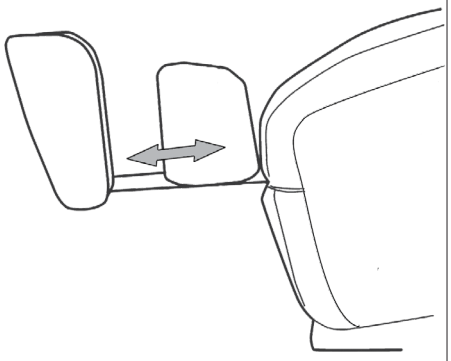


Figure D





OPERATION & USE

CAUTION

TO AVOID INJURY

- If you feel the massage is too strong, reduce the stimulation using the Massage Intensity button as described in this manual. If the massage remains too strong, stop operation immediately.
- Do not place hands or feet into the roller tracks, into the space between the seat and back, or into the moving parts.
- Do not sit wearing hard objects, such as hair accessories or jewelry.
- Keep massage sessions to no more than 30 minutes in length. Do not exceed 5 minutes for an area-specific massage for any part of the body.

Retrieving & Storing the Remote

- The remote should be stored on the remote stand when not using the chair.
- It is recommended to leave the remote on the remote stand during a massage, but to retrieve the remote, gently pull off of the magnetized remote stand.
- To return the remote to its storage position, gently place it on the stand.

Powering On

- Gently tap the face of the remote's screen to turn the remote control power ON. After powering on, the brand logo will briefly display before automatically transitioning to the Programs screen.

Powering Off

- Tap the Power button, located on the lower left side of the screen, to turn the remote control power OFF. When the power is OFF, the remote screen is black/blank.
- If the chair has been in a reclined position it will automatically restore to the upright position when powered off.

NOTE: The remote power will automatically turn off after approximately 15 minutes of inactivity.

NOTE: The Power button on the remote is not the Main Power switch. See page 13 for Main Power.

Starting a Programmed Massage

- Tap the "PROGRAMS" button on the top of the screen. This will navigate you to the Auto Program menu, where you can select from a variety of pre-set massage programs designed for specific needs and preferences. (See *Figure A*)
- Tap the desired massage button to activate that massage.
- Once the desired massage is active you will see the active massage summary/options display. (See *Figure B*)



Figure A

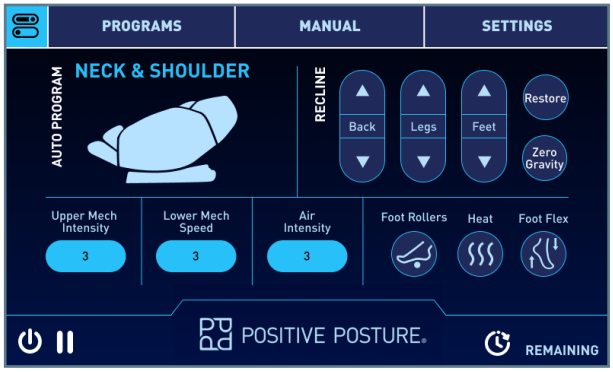


Figure B

Shoulder Scan

To experience an auto massage as intended, it's important for the chair to accurately measure the height of your shoulders prior to the start of a Programmed massage session. To ensure massage accuracy, please follow the steps below:

NOTE: Shoulder scan detection does not occur when selecting Manual or Air massages.

- The massage chair will auto-detect your shoulder position by moving from your head down to your shoulder top. During this time, your remote will display a screen indicating this process is in progress. (See *Figure A*)
- Fine Tune Shoulder Position: Once auto-detect is complete, the remote will beep and a screen will appear that allows the roller position to be adjusted by touching and holding the Roller Up or Down arrows on the screen until the mechanism is located in the proper position at the tops of your shoulders. Once positioned correctly, wait 5 seconds for the scan position to register. (See *Figure B*)

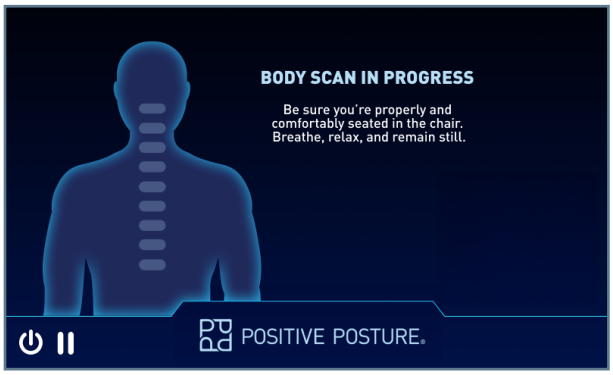


Figure A

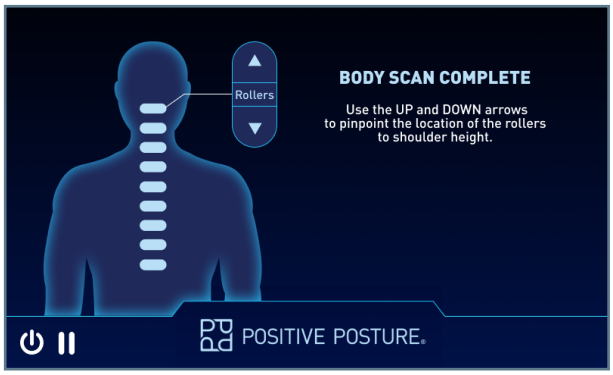
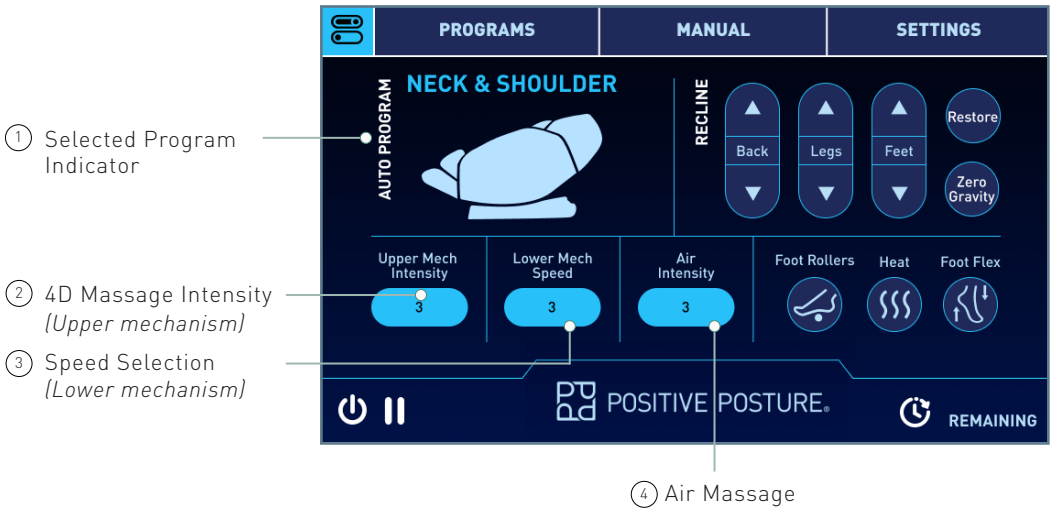


Figure B

OPERATION & USE

Adjusting Auto Massage Settings

The Auto Program screen appears after a massage program has been selected and allows for adjustments to enhance your massage experience.



1 Selected Program Indicator

The name of the currently active massage appears here.

2 4D Intensity Adjustment (Upper Massage Mechanism)

Tap the "Upper Mech Intensity" button to adjust the intensity, or the degree of pressure felt, from the upper massage mechanism. The intensity can be adjusted between five levels, 1 being low and 5 being high. The default setting is 3.

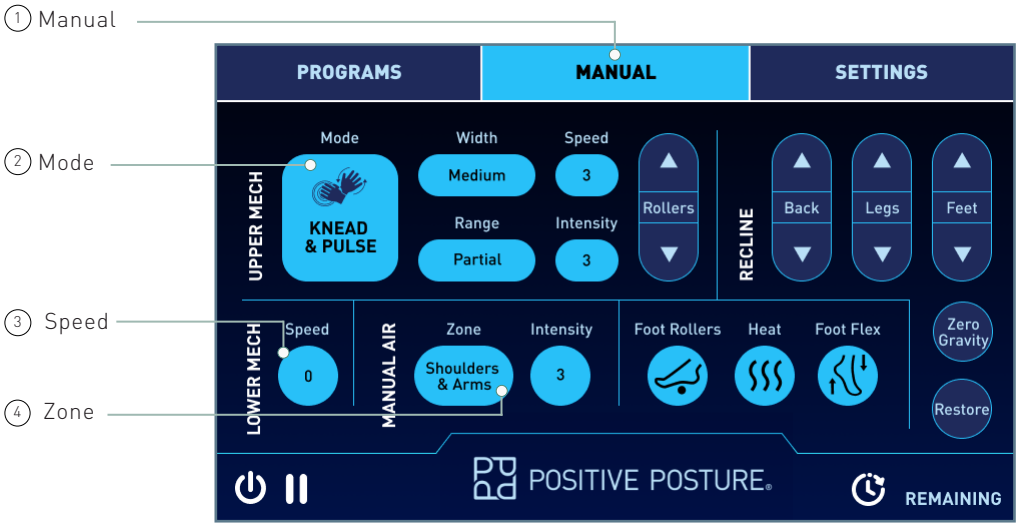
3 Speed Adjustment (Lower Massage Mechanism)

Tap the "Lower Mech Speed" button to adjust the speed, or the pace of movement, from the lower massage mechanism. The speed can be adjusted between three levels, 1 being low and 3 being high. The default setting is 2.

4 Air Massage Intensity Adjustment

Tap the "Air Intensity" button to adjust the intensity, or the degree of pressure felt, from the air massage. The intensity can be adjusted between six levels, 0 being off, 1 being low and 5 being high. The default setting is 3.

Starting a Manual Massage



1 Tap the "MANUAL" button on the top of the screen. This will navigate you to the Manual Program menu, allowing you to customize your massage experience by manually selecting specific massage techniques, target areas and intensity levels.

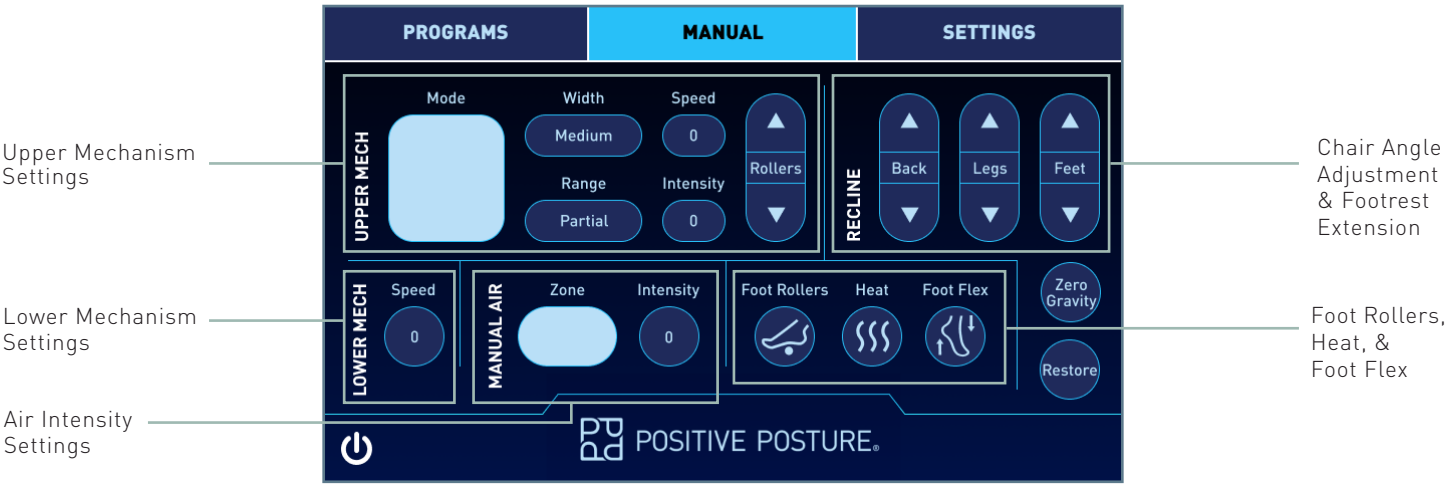
2 Tap the "MODE" button to activate a massage technique. Tap repeatedly until the desired Manual method is selected for the upper massage mechanism.

NOTE: The lower mechanism will automatically activate when the upper mechanism begins massaging. To turn the lower mechanism off, tap the Speed button until it shows blank.

3 Tap the "SPEED" button to activate the lower massage mechanism.

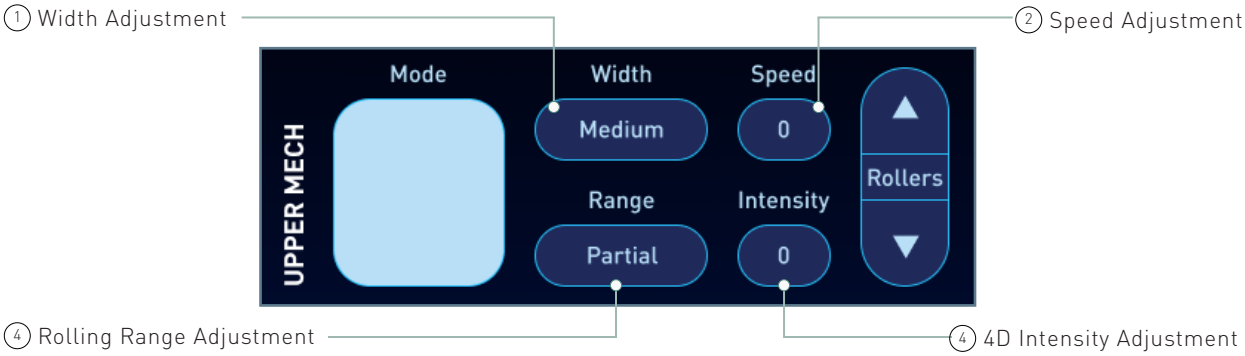
4 Tap the "ZONE" button to activate an Air Massage. Tap repeatedly until the desired Air Massage is selected.

Adjusting Manual Massage Settings



OPERATION & USE

Upper Mechanism Settings



1 Width Adjustment

Width, or the distance between the rollers of the massage mechanism, can be adjusted between narrow, medium and wide by tapping the "Width" button. The default setting is Medium. Feature available on the following Manual massages: Roll, Tap, Pulse, Shiatsu.

2 Speed Adjustment

Speed, or the pace of the massage mechanism movements, can be adjusted in five increments by tapping the "Speed" button. The default setting is 3. Feature available on all Manual massages except Rolling & Shiatsu.

3 Rolling Range Adjustment

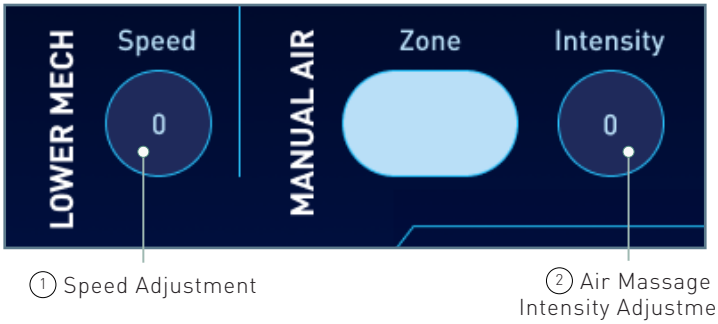
Rolling coverage, or the area of your back that is massaged, can be adjusted between Point or Full by tapping the "Range" button. The default setting is Full. Feature available on all Manual massages.

- **Using the Rolling Adjustment Arrows:** In Point, use the up/down "Roller" buttons to move the massage mechanism to the desired location. The up arrow will move the rollers up the back toward the shoulders, while the down arrow will move the rollers down the back toward the glutes.

4 4D Intensity Adjustment

4D Intensity, or the pressure of the massage mechanism, can be controlled in five increments by tapping the "Intensity" button. The default setting is 3. Feature available on all Manual massages.

Lower Mechanism & Air Intensity Settings

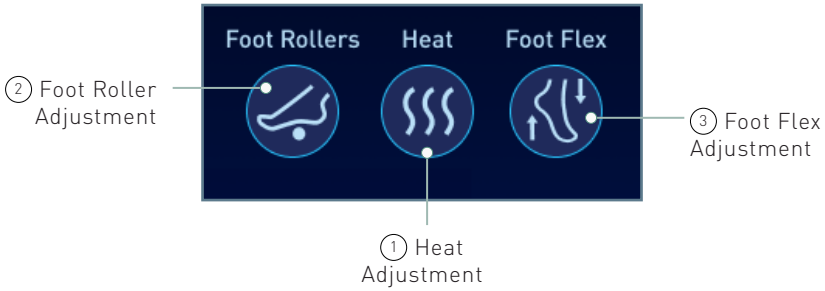


1 Speed Adjustment

Tap the "Lower Mech Speed" button to adjust the speed, or the pace of movement, from the massage mechanism. The speed can be adjusted between three levels, 1 being low and 3 being high. The default setting is 2.

2 Air Massage Intensity Adjustment

Tap the "Intensity" button to adjust the intensity, or the degree of pressure felt, from the air massage. The intensity can be adjusted between six levels, 0 being off, 1 being low, and 5 being high. The default setting is 3.



1 Heat Setting Adjustment

Tap the "Heat" button to toggle the feature ON or OFF. A highlighted Heat button indicates the feature is active. All Auto programs automatically activate heat.

NOTE: Heat can be enjoyed on its own, or during any massage session.

2 Foot Roller Use & Adjustment

Some of the programs automatically activate the foot rollers to run intermittently throughout the massage. Tap the "Foot Rollers" button to toggle the feature ON or OFF.

Foot rollers can be activated as a manual massage by tapping the "Foot Rollers" button from on the MANUAL mode menu.

NOTE: A highlighted Foot Rollers button indicates the feature is selected and active.

3 Foot Flex Use & Adjustment

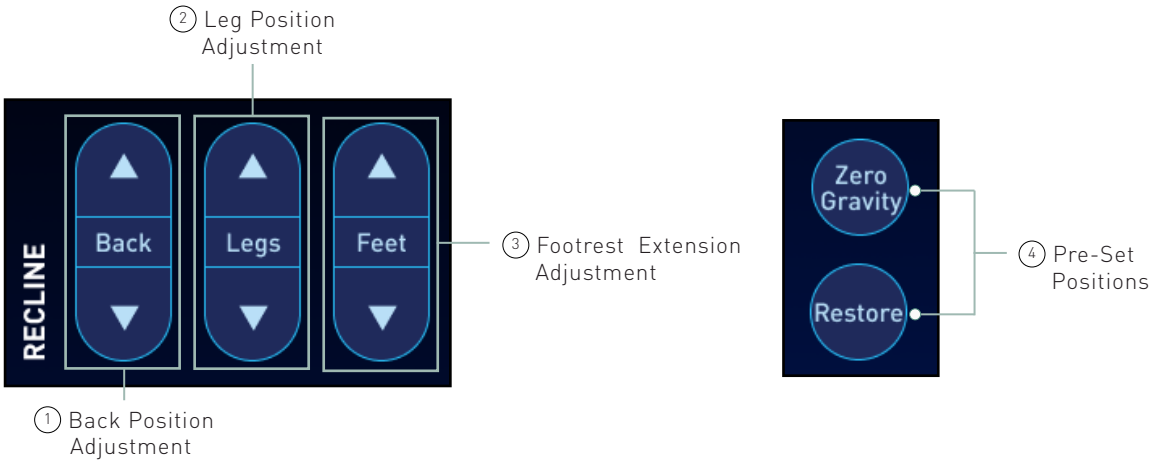
Some of the programs automatically activate the foot flex function to run intermittently throughout the massage. Tap the "Foot Flex" button to toggle the feature ON or OFF.

NOTE: A highlighted Foot Flex button indicates the feature is selected and active.

OPERATION & USE

Chair Angle Adjustment

During Auto massages, the chair will automatically recline to the suggested position for the massage. If a different reclining angle is desired you can adjust by the following:



1 Back Position Adjustment

To recline the angle of the chair's back, tap and hold the Back Down button until the desired position is reached. To incline the angle of the chair's back, tap and hold the Back Up button until the desired position is reached. Note adjusting the back position also automatically adjusts the leg position.

2 Leg Position Adjustment

To recline the angle of the chair's leg, tap and hold the Legs Down button until the desired position is reached. To incline the angle of the chair's leg, tap and hold the Legs Up button until the desired position is reached.

3 Footrest Extension Adjustment

To extend the length of the chair's footrest, tap and hold the Feet Down button until the desired position is reached. To retract the length of the Footrest, tap and hold the Feet Up button until the desired position is reached.

4 Pre-Set Positions (Zero Gravity & Restore)

The chair is programmed with two pre-set positions that are designed for optimum comfort.

- Zero Gravity: Tap the "Zero Gravity" button to quickly access the Zero Gravity position.
- Restore: Tap "Restore" button to bring the chair to it's full and upright position.

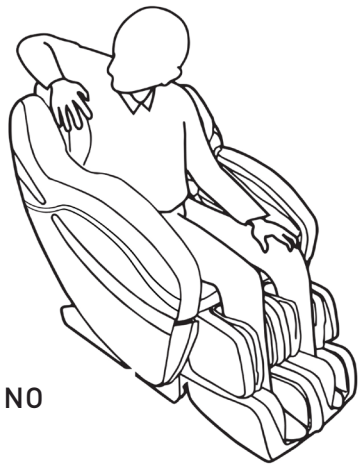
Pausing a Massage

To pause a massage, tap the "Pause" button, located next to the power button, on the lower left side of the remote screen. Upon doing this the massage mechanism will immediately cease all movement, the chair angle will remain in the exact position it was when the button was pressed. To resume the massage, tap the "Pause" button again (now appearing as a play button). Upon doing this the massage will resume from where it was stopped.

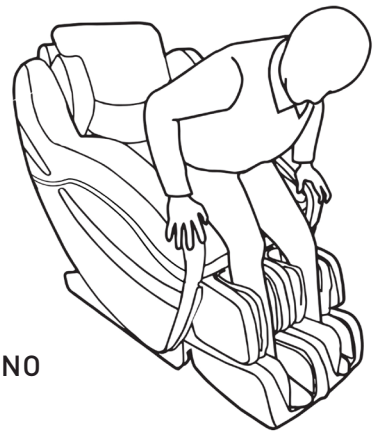
Ending a Massage

To end a massage in the middle of an active session, tap the "Power" button on the lower left side of the screen. This will stop all massaging action, the rollers will move up toward their storage position, and the chair will reset to it's fully upright position.

Note: This is the remote power, not the main power switch. Refer to page 13 for the main power switch.



NO



NO

Remote Sound

- The remote can be set up to either beep or remain silent with each button press. To change the Sound setting, if not already there, press the Home/Menu button to access to the Main Menu. Then use the navigation arrows to navigate to Settings, scroll right to access Sound (Beep), press OK to turn the Sound on. Press again to turn the Sound off.

NOTE: The default setting is Sound Off.

LCD Brightness

- To adjust the brightness of the LCD display, navigate to the Settings screen, the tap the "LCD Brightness" button. Screen brightness can be adjusted between three settings, 1 being dim and 3 being bright. The default setting is 3.

Sound & Connecting to Bluetooth

- To use the speakers in the massage chair, connect a smart device to the chair's Bluetooth by doing the following:
- Ensure the Main Power is ON.
- From the settings menu of your smart device, select to connect to the Bluetooth connection titled DualTech Flex.
- Your Bluetooth device will indicate once the connection is established.
- Once a smart device is connected, use your smart device to select, play, pause audio and adjust the volume of sound.
- To connect a new device, the currently connected device must first be forgotten which can be done through the settings menu of your smart device.

USB Charging Port

- Your chair is equipped with a convenient USB charging port allowing you to easily charge your compatible devices. To use the USB charging port, simply lift the rubber flap that covers the USB port and plug in a compatible cord. Look for the charging indicator on your phone's screen to confirm that charging has started.

NOTE: Charging requires the chair's main power to be on. Make sure the chair is plugged in, and the Main Power Switch is in the ON position.

Accent Lighting (Exterior Armrests)

- Your chair features integrated accent lighting located on the exterior of the armrests. This subtle illumination enhances visibility and adds a touch of modern elegance.
- It is designed for seamless operation and requires no manual control. The default setting is directly linked to the chair's remote power system. When the chair's remote power is activated (i.e. the chair is on and responsive to the remote control), the accent lighting on the armrests will automatically illuminate. When the chair's remote power is turned off (i.e., the chair is off and unresponsive to the remote control), the accent lighting will automatically switch off.

Screen Saver Display

- The remote control features a screen saver function that automatically dims the display after 2 minutes of inactivity to encourage ultimate relaxation. Once the screen goes dark, simply tap anywhere on the display to reactivate it.

Storage

- After every use, turn off the main power switch located on the back of the chair and unplug the power cord from the wall outlet.
- When not in use, the chair should always be stored in its full upright position (backrest fully inclined, footrest to its lowest position).
- The chair should be stored in a place of low humidity.
- Do not store the chair in direct sunlight or in places of high temperature. This may cause the color of the upholstery to fade.

Cleaning & Care



TO AVOID INJURY

- Before cleaning, always unplug the power cord from the wall outlet.
- Never clean the chair or remote with wet hands.



TO AVOID DAMAGE

- Before cleaning, always unplug the power cord from the wall outlet.
- Never clean the chair or remote with wet hands.

- Use a soft, dry cloth to wipe dust off of the remote control and the polyurethane surfaces located on the inside of the chair.
- Regularly use a lint roller to remove dust and debris from the linen surface. For spot cleaning, use a damp cloth with distilled water, gently dabbing the surface, and then let it air dry. For stubborn stains use a damp cloth with a mild detergent solution. Always test the cleaning solution on an inconspicuous area first, and avoid using harsh chemicals or excessive scrubbing as it can damage the linen fibers.

TROUBLESHOOTING

Troubleshooting Guide

If you encounter problems with the operation of your massage chair, please check the following points to see if they can be easily rectified. If the chair still malfunctions or does not work, please turn off the main power switch and remove the power plug from the wall outlet.

Contact Positive Posture for service. Do not dismantle or attempt to repair the chair yourself.
Doing so will void the warranty.

Problem: My chair doesn't work after powering on.
Possible Cause & Solution:

- Ensure the chair is securely plugged into the wall outlet.
- Ensure the main power switch on the back of the chair is switched to the ON position.
- Ensure the remote control and power cord are fully installed.
- Ensure the remote power is on by tapping the face of the remote screen.
- Ensure a massage session has been selected by touching any programmed or manual massage option on the remote.
- Other issues may include the wires or plug being damaged, the fuse having burned out, or an issue with the inner circuit. Call Positive Posture for service.

Problem: The power cord or plug is abnormally hot.
Possible Cause & Solution:

- Stop using the chair immediately. Turn off the main power switch and remove the power plug from the wall outlet. Call Positive Posture for service.

Problem: My chair is very noisy.
Possible Cause & Solution:

- There are many sounds made by the massage chair that are normal. This includes noise during tapping, the sound of the rollers rubbing against the seat covering while kneading, the sound of the rollers moving up and down the track, and the sound of the air pump and the air bags inflating and deflating. If you hear sounds other than this, or the sounds suddenly become different/louder, please call Positive Posture for service.

Troubleshooting Guide, continued...

Problem: The rollers suddenly stopped in the middle of a session.
Possible Cause & Solution:

- The chair may have lost power. Turn off the main power switch, unplug from the wall, then reinsert the power cord into the wall outlet and turn on the main power switch.
- Ensure the massage session didn't complete its cycle by using the remote to select a new massage session.
- Sometimes when there is too much pressure on the rollers, they can stop moving temporarily. To test this, slightly lift your body or slightly raise the reclining seat back.

Problem: My chair makes a beeping sound during the massage.
Possible Cause & Solution:

- This sound is normal. There is no cause for concern.

Problem: The body scan is not working properly.
Possible Cause & Solution:

- Ensure you are sitting still during the shoulder scan. If you wiggle or move around, you can trigger a false reading.
- Ensure the back pad is not bunched or folding over itself in any part of the back
- Ensure you are not sitting on the bottom of the backpad. When this is too tight against the back of the chair, it can cause the scan to not work properly.
- Try sitting further back in the chair so that your head rests firmly on the head rest. You can also adjust the shoulder position with the Roller buttons immediately after the scan is complete.

Problem: The backrest or leg rest will not go down entirely.
Possible Cause & Solution:

- Ensure there are not any objects blocking its path.

Problem: The pillow is too high/too low.
Possible Cause & Solution:

- Simply push up or pull down on the pillow to change its position.

TROUBLESHOOTING

Troubleshooting Guide, continued...

Problem: My chair does not incline when I use the back up button.

Possible Cause & Solution:

- Press and hold the back up button for approximately 2 seconds, the chair should return to its upright position within this time.
- Turn off the main power switch and unplug the chair from the wall. Then re-insert the power cord and turn on the main power switch. The chair should return to its upright position.
- If the chair does not, turn the power on with the remote button, then turn the remote power off again. The chair should return to its upright position.
- If the problem persists, please contact Positive Posture service for further assistance.

Q: Can I put the chair on a wood floor?

A: Yes. However, because the chair could damage the floor surface we recommend laying a carpet or something similar under the chair.

Q: I spilled water on the chair. What should I do?

A: There is danger of electric shock. Stop using the chair immediately and do the following:

- Turn off the main power switch on the back left of the chair.
- Unplug the power from the wall outlet.
- Contact Positive Posture for assistance.

Q: How do I make the massage stronger?

A: Try any of the following things:

- Adjust intensity to select maximum pressure.
- Sit back further in the chair so that your weight is against the reclining seat back.
- Lower the reclining seat back.

Q: How do I make the massage softer?

A: Try any of the following things:

- Adjust intensity to select minimum pressure.
- Raise the reclining seat back.

Q: The footrest does not extend or retract to a comfortable length for me?

A: There is a sensor where the footrest and calf rest meet. Ensure your heel is all the way back in the bed of the footrest to activiate the sensor.

Warranty

We're confident that your new massage chair will provide you with many years of relaxation and trouble-free performance. Your Positive Posture massage chair includes a 3-year limited warranty: the first year covers on-site service (in most US/Canada locations) and moving parts, while non-moving parts and the frame are covered for the full three years. Some restrictions apply. See www.PositivePosture.com for full warranty details. We recommend that you print the limited warranty information at the time of purchase and keep it with your Owner's Manual.

Service & Repairs

Before calling for repairs or service, please consult the Troubleshooting Guide on page 34. If the problem persists, contact Positive Posture for assistance. For fastest service, please have the following information ready:

- Your name, email, address & telephone number
- Model Number (see the specification field on the front cover of this Owner's Manual or review the sticker affixed to the back base of your chair)
- Serial Number (see the sticker affixed to the back base of your chair)
- Copy of original receipt and purchase Date
- Malfunction or issue with as much detail as possible

SPECIFICATIONS

Model Name	DualTech Flex
Model Number	PP2005FB
Power Supply	AC120V | 60Hz
Power Consumption	200W
Rated Time	30 minutes
Back Stroke Range	36" (91.5 cm)
Preset Sessions	12 sessions
Manual Sessions	7 sessions plus Foot Rollers
Air Pressure	Approximately 32 kPa
Program Timer	Approximately 18 minutes
Footrest Adjustment Range	Approximately 7.5" (19 cm)
Reclining Angle	Approximately 135° to 160° against flat floor
Chair Dimensions	Upright: 61" (155 cm) L x 29.5" (75 cm) W x 44.25" (112 cm) H Reclined: 82.75" (210 cm) L x 29.5" (75 cm) W x 32.75" (83 cm) H
Seat Width	19.5" (49.5 cm)
Seat Depth	16" (41 cm)
Chair Weight	222.75 lbs (101 kg)
Outer Cover	Exterior: Poly-Linen | Interior: Polyurethane
Supplied Items	Leg Rest, Power cord, Remote Stand, Remote Control (pre-installed), Assembly Hardware & Tool
Shipping Dimensions	57.7" (146.5 cm) x 31" (79 cm) x 41.3" (105 cm)
Shipping Weight	274 lbs (124.4 kg)
Recommended User Weight	265 lbs (120 kg) (maximum)
Recommended User Height	5' 0" (153 cm) to 6' 4" (193 cm)

DUALTECH FLEX

by POSITIVE POSTURE®

Your massage chair was meticulously designed to conform to your specific comfort and relaxation needs. If you have questions about the operation of your massage chair, contact information for a Positive Posture chair expert can be found at www.PositivePosture.com.

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