

OS-8208 uDream

Thank you for purchasing the OSIM uDream. Please read the operation manual thoroughly for the correct methods of usage and take special notice of the safety section before you start.

This manual should be kept on hand for easy reference. It is your guide to a safe and efficient operation.

ENGLISH

Contents	Safety	2
	Names of parts and functions	5
	uDream App features and compatibility	7
	Recommended usage of Well-being sensors	8
	Product care and storage	9
	Troubleshooting	10
	Specifications	13

IMPORTANT SAFETY INSTRUCTIONS

When using the product, please take special notice of the following basic precautions:

Read all instructions before using the product:

DANGER – To reduce the risk of electric shock:

Always unplug this product from the electrical outlet immediately after use and before cleaning.

WARNING – To reduce the risk of burns, fire, electric shock, or injury to persons:

- 1) The product should never be left unattended when plugged in. Unplug from electrical outlet when it is not in use, and before putting on or taking off parts.
- 2) Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 3) Never operate the product if it has a damaged cord or plug, a malfunction, or it is dropped into the water. Return the product to OSIM Service Center for examination and repair.
- 4) Do not carry this product by the power cord or use the power cord as a handle.
- 5) Keep the product power cord away from heated surfaces.
- 6) Do not operate the product with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 7) Do not drop or insert any objects into any openings of the product.
- 8) Do not use this product outdoors.
- 9) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 10) To disconnect, turn off all controls and remove the power plug from the electrical outlet.
- 11) Do not stand on or in the product. Use only while seated.
- 12) Children should be supervised to ensure that they do not play with the product.
- 13) This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- 14) Cleaning and user maintenance of the product shall not be made by children.
- 15) Product has a heated surface. Persons insensitive to heat must be careful when using.

SAVE THESE INSTRUCTIONS

This product is intended for household use only

Safety

Usage environment

- Do not operate the product in environments with high temperature and/or high humid.
- Do not operate the product in a dusty environment.
- Do not expose the product to heaters, stoves or direct sunlight.
- Place and use the product on an even non-slip floor.
- This product is **not for commercial purposes**.

Safety precautions

- Remove footwear and all accessories from body before use.
- Do not use the product when the upholstery or seat is removed or with internal component exposed. This may cause injury or malfunction.
- Do not rest or place heavy objects on the product as this may result in malfunction or damage to it.
- To prevent accidental injury, do not allow children and pets to play near the product, especially under the back of the chair, under the foot massager or the seat.
- Remove power plug from the electrical outlet immediately should liquid be accidentally spilled onto the product as this may result in electric shock.
- Users must not attempt to disassemble or repair the chair. All repairs or replacement of parts must only be done at OSIM's Service Center or by an authorized service agent.
- Power cord must be unobstructed at all times, i.e. not twisted, not wind around the product and do not place anything heavy object on it.

- Do not use the product if the electrical outlet is loose.
- When disconnecting the power plug, pull it out by holding the plug, not the cord.
- Do not use the product in the event of a power failure. Injury may occur when power is restored unexpectedly.
- Wait for at least an hour after meal before using the product.
- Recommended to keep massage sessions to 30 minutes a day.
- Wear suitable clothing, do not massage with bare skin.
- Do not use the product when your body is wet or operate with wet hands.
- Do not place your hands or feet along the path of the moving mechanism during use as this may cause injury.
- Do not use the product if you are not feeling well or under the influence of alcohol.
- This product is not intended for self-diagnosis or self-treatment of conditions that should be managed by a qualified health care provider.
- Stop using immediately and consult your health care provider should you experience discomfort or any abnormal or severe pain.
- If you are under any medication or have any medical conditions, please consult your health care provider first before use.

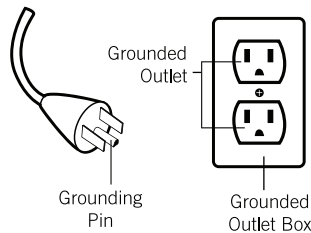
Safety

Grounding Instructions (For Canada / USA)

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

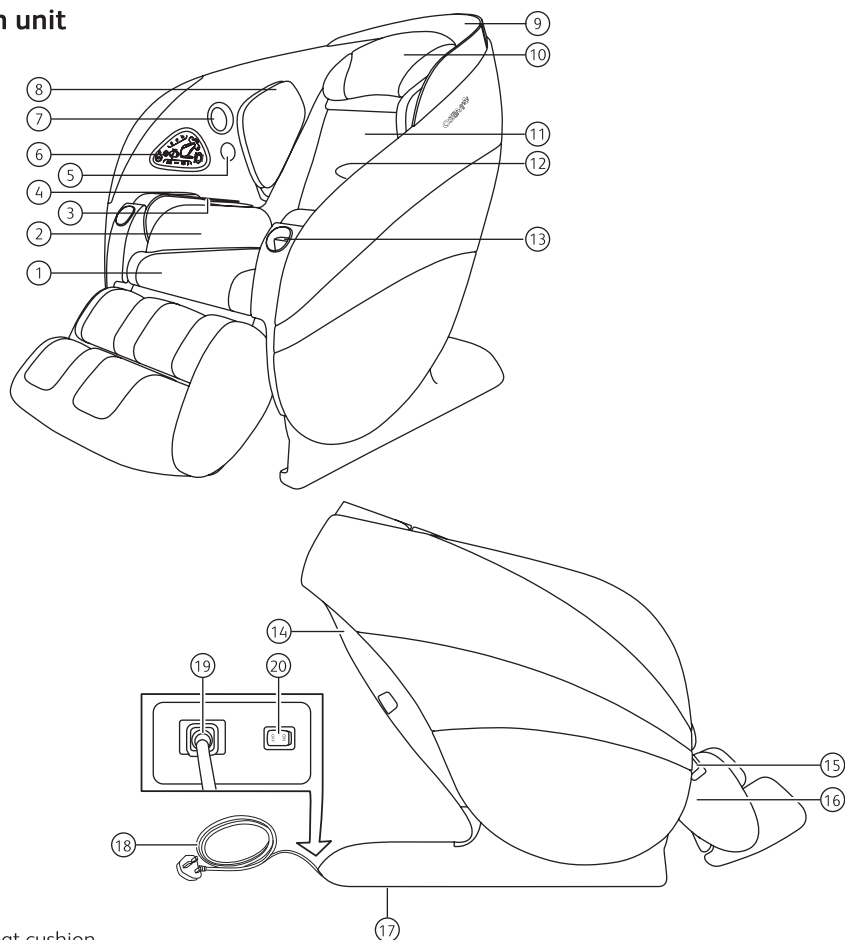
DANGER - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service technician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not fit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

This product is for use on a nominal 120V circuit and has a grounding plug that looks like plug illustrated below. Make sure that the product is connected to an outlet having the same configuration as plug. No adaptor should be used with this product.



Names of parts and functions

Main unit

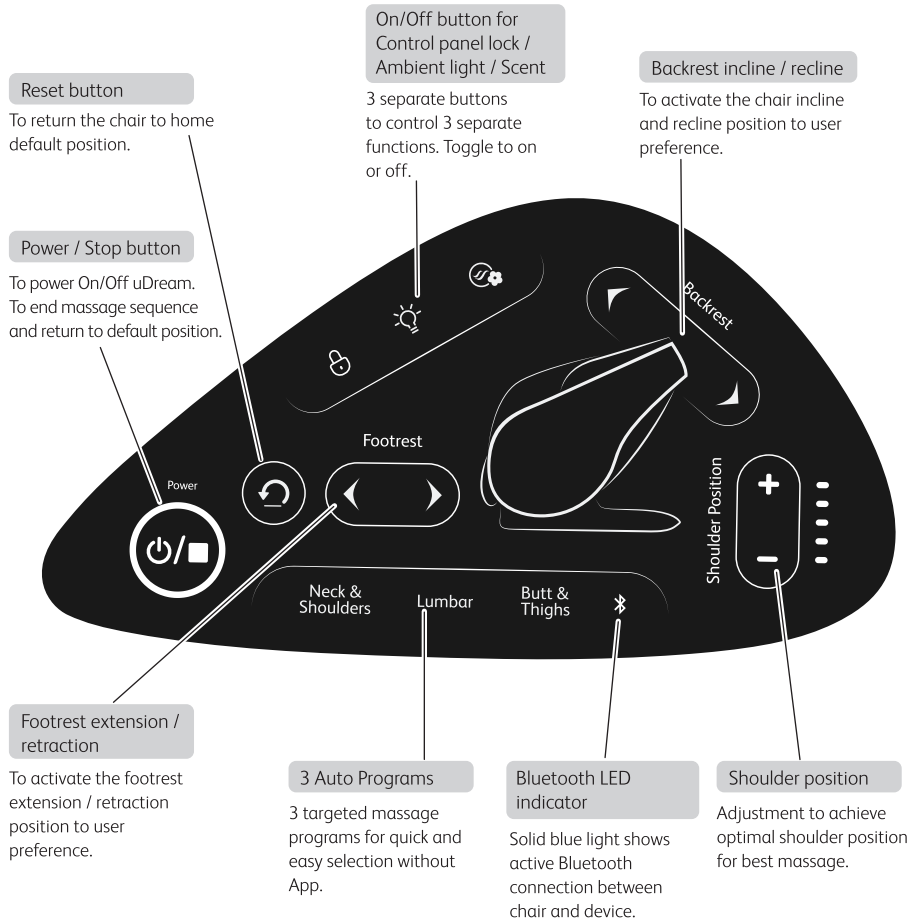


- | | |
|-------------------------------|---|
| 1. Seat cushion | 12. Chair serial number QR code |
| 2. Hip and thigh massage unit | 13. Entertainment stand holder and USB port |
| 3. Armrest massage unit | 14. Backrest cover |
| 4. Well-being sensors | 15. Lever for footrest rotation (restore to Ottoman position) |
| 5. Scent cartridge holders | 16. Footrest massage unit |
| 6. Control panel | 17. Casters |
| 7. Speakers | 18. Power plug* and cord |
| 8. Upper arm massage unit | 19. Power inlet |
| 9. Ambient light | 20. Main power switch |
| 10. Headrest cushion | |
| 11. Backrest cushion | |

* Power plug will vary according to country

Names of parts and functions

Control panel



Caution

- Do not operate the control panel with wet hands.
- Do not operate the control panel using sharp-edged or hard objects. It may result in damage.

uDream App features and compatibility

Music streaming via Bluetooth

- Search for uDream chair, and the Bluetooth code should be in this format: OS8208 xxxxxxx.
- Connect. Wait for connection confirmation.
- Start music streaming.

Massage programs and selections

You can start a massage program through the following methods:

- 1) uDream control panel features 3 targeted massage programs and basic controls (see page 5).
- 2) Through in-App Tension Score analysis, which automatically recommend user with the most appropriate program based on the tension score algorithm.
- 3) Download the uDream App to access the 9 auto massage programs along with other downloadable programs.

Control panel only allows for 3 auto massage program selections. Manual massage controls are available on App only.

Operating system compatibility of OSIM uDream App

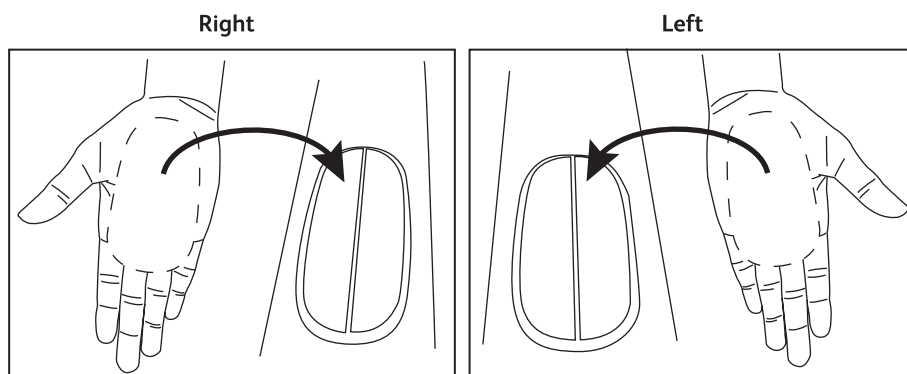
iOS

App is compatible with iOS 11.0 and above.

Android

APP is compatible with Android 8.0 and above.

Recommended usage of Well-being sensors



Placement of palm

Users with very dry hands may experience incorrect readings. It is recommended to moisturize your hands before tension check. Place both left and right palms on the Well-being sensors as illustrated above. Keep still and do not move for about 30 seconds to ensure high accuracy measurement.

Cleaning Well-being sensors

Keep the surface of well-being sensors free from dust, oil or stain, by cleaning with a dry lint-free cloth.

Product care and storage

Chair placement and storage

Environmental factors can strongly affect the product physically and mechanically. Do not expose the product to direct sunlight or in places with extreme heat or air-conditioning vents. These can cause the upholstery to dry up, crack or the color to fade.

If the product is not to be used for a long period of time, cover it with a dust cover and disconnect the power plug from the electrical outlet.

Ensure enough space between the chair and surrounding furniture items and wall for unobstructed movements during chair usage. Direct contact between the exterior of the chair with other furniture items and walls will cause abrasive damage to the upholstery.

Clean the product using a dry lint-free cloth

Before cleaning, ensure that the main switch is turned off and the power plug is disconnected from the electrical outlet.

The upholstery of the product is customarily exposed to the natural body oils of users. The main unit structure and fabric can be cleaned thoroughly with a piece of soft, dry cloth. The common micro-fiber cleaning materials or gloves are very well suited for this routine maintenance process. Such materials and gloves are available for sale in most DIY shops.

Do not rub on the external prints (if any) as those are delicate and excessive cleaning/rubbing will deface the prints.

Do NOT use wet elements for cleaning

The product is made up of electrical components and mechanical parts, which are all very sensitive to moisture. Under no circumstances should they be exposed to any form of water or moisture. If you use water (eg. a wet cloth) to clean the upholstery, the coating may be eroded and the protection for the product will be diminished.

As for the controller, it may result in malfunction if you use a wet cloth to clean.

Do NOT use cleaning solvents

Under no circumstances should you use any cleaning agents, like benzene or thinner to clean the product. This may cause the color of the upholstery to fade.

Do not wash the upholstery using washing machine. This may result in the deterioration of upholstery quality.




Do NOT attempt to repair your product

Under no circumstances should you attempt to repair the product, for safety reason. If you suspect a malfunction, always call OSIM Service Center for further assistance and information.

Troubleshooting

If you encounter problems with the operation of the uDream, please check the following points to see if they can be rectified. If the uDream still malfunctions or does not work, please switch off the uDream and remove the power plug from the electrical outlet. Contact OSIM Service Center* for servicing.

Do not disassemble or attempt to repair the uDream yourself. Doing so will void the warranty and OSIM will not be responsible for any subsequent consequences.

Problem	Possible causes/actions
<ul style="list-style-type: none"> • Frictional sound of rollers against backrest. • Frictional sound of rollers within the foot massage unit • Motor sound during operation. • Loud sound during tapping and kneading program. 	<ul style="list-style-type: none"> • These sounds originate from the internal mechanism within the uDream during operation. • This may occur during normal usage and is not due to malfunction.
<ul style="list-style-type: none"> • Operation stopped and the massage rollers move to its default position. 	<ul style="list-style-type: none"> • The auto timer for massage duration has lapsed. • The uDream is equipped with a thermal resetting protection device. This is an added safety feature to protect your massage chair from overheating. • The Power/Stop button [] or Reset button [] was pressed accidentally. • If the uDream stops and fails to restart as a result of overheating, turn off the main switch for at least 30 minutes. Failure to do so may result in the uDream resuming operation unexpectedly when the device cools down.
<ul style="list-style-type: none"> • Control Panel does not function correctly. 	<ul style="list-style-type: none"> • Check the power plug and ensure that it is securely connected to the electrical outlet. • Check the power cord connection at the back of the massage chair. • Ensure that the main switch is turned 'ON'. • If the same problem persists, please turn off the main switch, disconnect the power plug from the electrical outlet and contact OSIM Service Center.
<ul style="list-style-type: none"> • Power cord and plug are abnormally hot. 	<ul style="list-style-type: none"> • Stop use immediately and contact OSIM Service Center for assistance.
<ul style="list-style-type: none"> • Massage stops midway. 	<ul style="list-style-type: none"> • The Safety Stop button [] was pressed accidentally. • Reset it by turning off and on the main switch located at the back of the chair. • If the same problem persists, please turn off the main switch, disconnect the power plug from the electrical outlet and contact OSIM Service Center.

Troubleshooting



Problem	Possible causes/actions
<ul style="list-style-type: none"> The uDream does not function. 	<ul style="list-style-type: none"> Ensure that the main switch is turned on. Ensure that the power plug is firmly connected to the electrical outlet. Check that the voltage at the electrical outlet is adequate.
<ul style="list-style-type: none"> Footrest massage unit does not function. 	<ul style="list-style-type: none"> Check that the function of footrest is turned on. Check the power plug and ensure that it is securely connected to the electrical outlet. If the same problem persists, please contact the OSIM Service Center.
<ul style="list-style-type: none"> Massage rollers stop during the massage session. 	<ul style="list-style-type: none"> The roller mechanism may be strained when the massage speed is slow and subjected to excessive force. Do not apply excessive force on the rollers.
<ul style="list-style-type: none"> The backrest and footrest cannot be reclined/raised or retracted/extended. 	<ul style="list-style-type: none"> Ensure that no obstacle is caught behind the backrest or under the footrest as this activates the safety mechanism.
<ul style="list-style-type: none"> Beeping sound from the control panel. 	<ul style="list-style-type: none"> Turn off the main switch located at the back of the chair and turn it on again after 5 seconds.
<ul style="list-style-type: none"> Unsuccessful shoulders detection. 	<ul style="list-style-type: none"> Sit in the deepest position of the chair and keep your head on the pillow during the body scan. Re-adjust shoulders position using auto or manual shoulder adjustment.
<ul style="list-style-type: none"> The backrest massage stops when the backrest is reclining. 	<ul style="list-style-type: none"> For safety, the backrest massage will stop when adjustments are being made to the backrest. This is not a defect.
<ul style="list-style-type: none"> Unsuccessful Bluetooth pairing after several attempts. 	<ul style="list-style-type: none"> This could be due to signal interference. Turn off the main switch located at the back of the chair. Turn it on again after 5 seconds and reattempt pairing.
<ul style="list-style-type: none"> If facing other than the above mentioned problem or above still persist based on provided instruction. 	<ul style="list-style-type: none"> Turn off the chair and contact OSIM Service Center for assistance.

* Please visit us at **www.OSIM.com** for information on the nearest service center.
Product warranty is valid only in the country of purchase.

Troubleshooting

Code

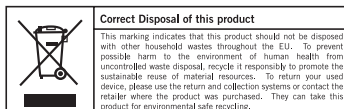
Icon or Code will be shown on the APP if any of the following happens:

- [||] icon : The Pause button [||] may have been pressed accidentally. Press the Pause button [||] again to resume massage.
- [] icon : The footrest massage unit is not in an operating position. Adjust to operating position so that the inactive Footrest icon [] disappears and the footrest massage function can resume.
- [Code 22] : The backrest safety switch has been activated. Ensure that no obstacle is caught under the backrest.
- [Code 23] : The footrest safety switch has been activated. Ensure that no obstacle is caught under the footrest.
- Any code : Turn off the main switch and re-start the program. If the same problem persists, please turn off the main switch and contact OSIM Service Center.

The massage chair is overheated. Turn off the main switch and let it cool down for at least 30 minutes before using it again.

Specifications

Model name	OSIM uDream
Model number	OS-8208
Voltage available	220-240V 50-60Hz 220V~ 50Hz 110V~ 60Hz 110-120V~ 60Hz (2.5A) Canada / USA (Kindly ensure that the local Alternating Current (AC) voltage corresponds with product specified voltage)
Power consumption	260W
Auto timer	15 minutes
Dimensions	
Backrest inclined position	131 (L) x 78 (W) x 126 (H) cm
Backrest reclined position	190 (L) x 78 (W) x 104 (H) cm
Weight	
Single Packaging	
Net weight	Approx. 108 kg
Gross weight	Approx. 140 kg
Twin Packaging	
Combine Net weight	Approx. 108 kg
Unit Gross weight	Approx. 110 kg
Armrest Gross weight	Approx. 30 kg



Notes

This device complies with Part 15 of the FCC Rules / Industrie Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notes

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