

# OS-890 uDivine V

Thank you for purchasing the OSIM uDivine V massage chair. 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.

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# 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) Do not operate the product under the blanket or pillow. Excessive heating can occur and cause fire, electric shock, or injury to persons.
- 3) Close supervision is necessary when this product is used by, on, or near children, invalids, or disabled persons. Keep children away when the product is in operation.
- 4) Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- 5) 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.
- 6) Do not carry this product by the power cord or use the power cord as a handle.
- 7) Keep the product power cord away from heated surfaces.
- 8) Do not operate the product with the air openings blocked. Keep the air openings free of lint, hair, and the like.
- 9) Do not drop or insert any objects into any openings of the product.
- 10) Do not use this product outdoors.
- 11) Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
- 12) To disconnect, turn off all controls and remove the power plug from the electrical outlet.
- 13) Do not stand on or in product. Use only while seated.
- 14) Children should be supervised to ensure that they do not play with the product.
- 15) 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.
- 16) Cleaning and user maintenance of the product shall not be made by children.

## **SAVE THESE INSTRUCTIONS**

**This product is intended for household use only**

# Safety

## Usage environment

- Do not use the massage chair in an excessively humid or dusty environment as it may result in malfunction.
- Do not use the massage chair in temperatures higher than 40°C.
- Do not expose the massage chair to heaters, stoves or direct sunlight.
- Place and use the massage chair on an even, non-slip floor.
- The massage chair is designed for home use and not for commercial purposes.
- Do not use the massage chair in the event of a lightning storm.

### Caution

- If you should use the massage chair in a cold room, do not increase the room temperature abruptly. It is recommended that you increase the temperature gradually to a normal level.
- If the massage chair is brought into a warm environment from a cold place where it was stored, wait for an hour before use as there may be water droplets on mechanical parts due to condensation. Using the massage chair under such condition may result in malfunction.

## Safety precautions

- Do not use the massage chair when the upholstery or seat is removed. This may cause injury or malfunction.
- Do not use the massage chair in combination with other therapeutic equipment or electric blanket, etc, as this may result in ineffectiveness or injury.
- Do not rest or place heavy objects on the armrests, footrest or backrest as this may result in malfunction.
- Do not allow children or pets to play around the massage chair, i.e. behind the backrest or under the footrest. This may result in injury.
- Remove power plug from the electrical outlet immediately should liquid be accidentally spilled onto the massage chair as this may result in electric shock.
- Do not use the massage chair if the fabric of the backrest is torn and the internal components are exposed.
- Do not disassemble the backrest cover of the massage chair. Touching the internal components may result in malfunction or electric shock.
- Do not use the massage chair in the event of a malfunction or power failure. Injury may occur when power is restored unexpectedly.
- The massage chair must only be serviced or repaired by the OSIM Service Center. Users must not attempt to disassemble or repair the massage chair.

## Safety

- Do not place the power cord under the massage chair or any other heavy objects.
- Do not wind the power cord around the massage chair.
- Do not use the massage chair if the electrical outlet is loose.
- Do not connect or disconnect the power plug from the electrical outlet with wet hands.
- When disconnecting the power plug, pull it out by holding the plug, not the cord.
- If the power plug or power cord is damaged, it must be replaced by OSIM Service Center or its authorized service agents.
- Please do not use the massage chair if you are not feeling well or under the influence of alcohol.
- Stop using immediately should you experience discomfort and consult your doctor if you experience any abnormal or severe pain.
- This massage chair is not intended for self-diagnosis or self-treatment of conditions that should be managed by a qualified health care provider.
- If you are under medication or with medical conditions, please consult your doctor before use.
- Do not use the massage chair if you are pregnant or menstruating.
- Do not apply massage rollers directly on joints of elbows and knees, breasts or abdomen.
- If your legs slip off the footrest during massage, do not force them back in when the kneading discs are clamped as this may result in injury.

## Usage safety

- Avoid heavy meal an hour before massage and allow at least an hour of rest after meal before using the massage chair.
- The suggested usage duration is 15 minutes.
- It is recommended that your usage do not exceed a total of 30 minutes per day as this may result in excessive stimulation and adverse effects.
- The product has a heated surface. People who are sensitive to heat must be careful when using the product.
- Do not use or operate the massage chair when your body or hands are wet.
- Do not insert your hand or foot along the paths of the massage rollers during usage as this may cause injury.

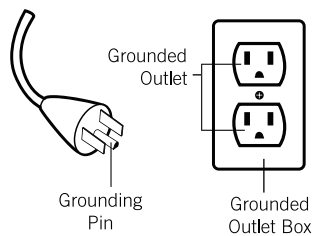
## Safety

### 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.

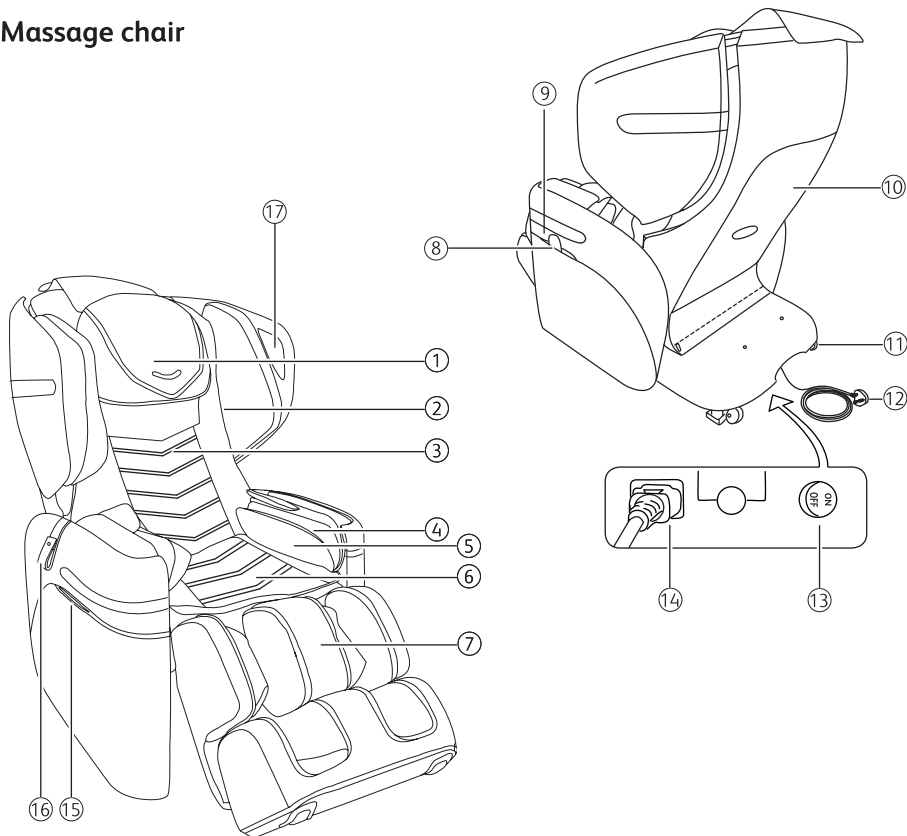
**DANGER** - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service technician if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product - if it will not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

### Massage chair



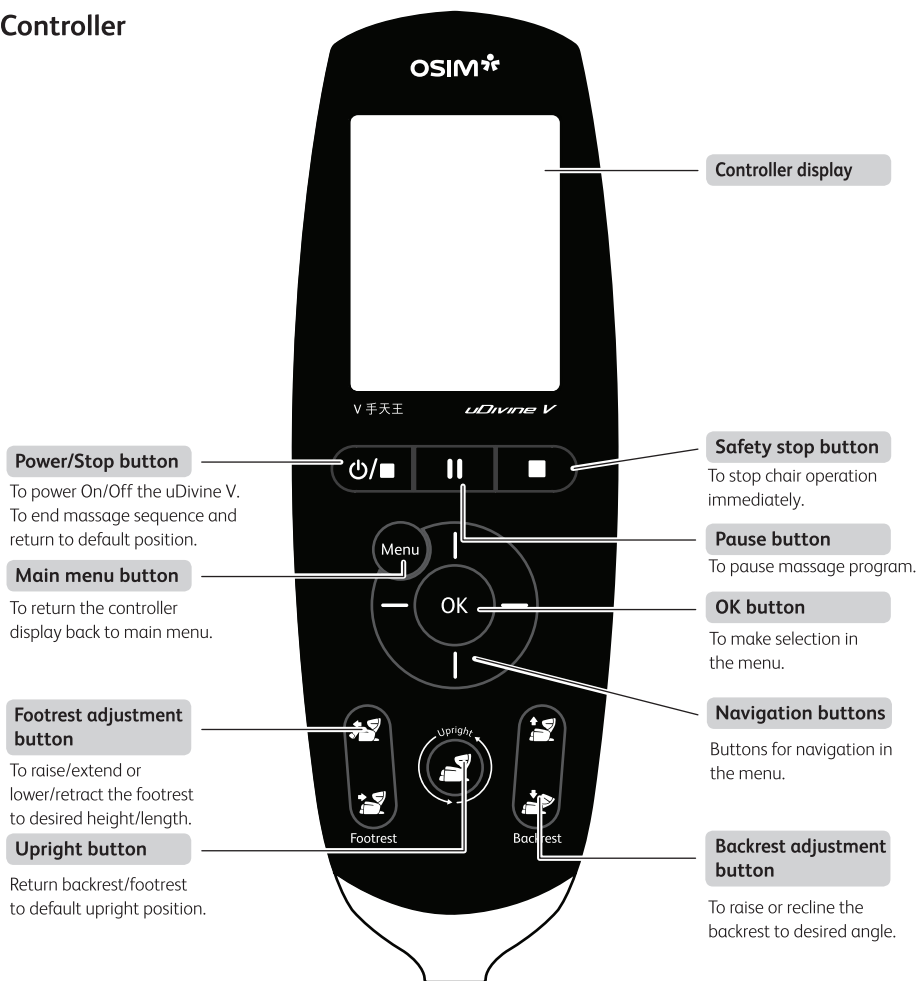
\*Product images are for illustrative purposes only and are not drawn to scale.

- |                             |  |
|-----------------------------|--|
| 1. Headrest pad             | 9. Pocket for controller                     |
| 2. Upper arm massage unit   | 10. Backrest casing                          |
| 3. Backrest pad             | 11. Casters                                  |
| 4. Lower arm massage unit   | 12. Power cord and power plug*               |
| 5. Hips airbag massage unit | 13. Main power switch                        |
| 6. Seat                     | 14. Power inlet                              |
| 7. Footrest massage unit    | 15. USB jack                                 |
| 8. Controller               | 16. Strap (to secure uDivine V eye massager) |
|                             | 17. Speaker                                  |

\*Power plug will vary according to country

## Names of parts and functions

### Controller



### ⚠ Caution

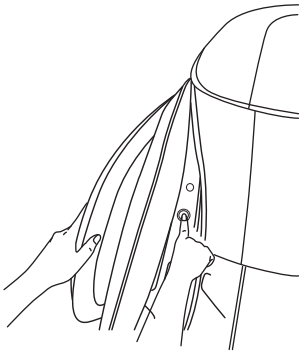
- Do not sit, step or place heavy objects on the controller.
- Refrain from dropping the controller. It is recommended that the controller be placed in the controller pocket when not in use.
- Do not exert excessive force on the controller.
- Do not operate the controller with wet hands.
- Do not operate the controller using sharp-edged or hard objects. It may result in damage.

## Preparation before use

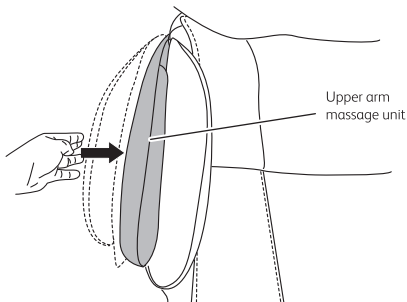
### Adjusting the Upper Arm airbag massage units

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- Press the button as shown to open out the upper arm massage unit. Repeat for the other side of the upper arm massage unit.



- Slightly push the upper arm massage units inwards to narrow the positions.
- In order to enjoy a balanced massage experience, it is advisable to have both upper arm massage units at the same width position.



# Operation

## Connecting uDivine V to the music source

Music Stream on chair via BT from smart device or any BT enable music player

- Turn on Bluetooth on your device. Search for BT, OS890-xxxxxxx.
- Connect. Wait for connection confirmation.
- Starting streaming.

## Compatibility of OSIM uDivine V App

- Compatible with selected smart devices running on iOS version 10 and above or Android version 6.0 and above.
- All smart devices require compatible connectivity using wireless (Wi-Fi or cellular data networks) and Bluetooth-LE 4.0 and above.
- For updates on OSIM uDivine V App, please visit the respective App stores.

## Operation

### Tmall Genie

- uDivine V can be voice controlled by the Tmall Genie voice commands.
- For iOS users, download the Tmall Genie App from App Store.
- For Android users, download the Tmall Genie App from Baidu\*.
- Follow the instructions on the Tmall Genie App to pair with OSIM uDivine V.

### OSIM uDivine V App

- Use OSIM uDivine V App to download massage programs.
- For iOS users, download the OSIM uDivine V App from App Store.
- For Android users, download the OSIM uDivine V App from Google Play\* or Baidu\*.
- Please pair your smart device's Bluetooth with uDivine V speakers before pairing with uDivine V App
- Follow the instructions on the OSIM uDivine V App to pair with OSIM uDivine V.
- Follow the instructions on the OSIM uDivine V App to unpair with OSIM uDivine V.

\*Availability will vary according to country.  
Please visit [www.OSIM.com](http://www.OSIM.com) for further updates.

## 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 both the upholstery as well as any printed graphics on it.

### 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.

## Product care and storage

### **Do NOT rub/clean aesthetic prints on upholstery material excessively**

Your chair may have graphics printed on the exterior. These prints are delicate and needs special care during cleaning. When cleaning, do not rub and/or repeatedly rub on the graphic prints as this will damage or deface the prints. The prints should only be gently cleaned with a dry lint-free cloth.

### **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 uDivine V, please check the following points to see if they can be rectified. If the uDivine V still malfunctions or does not work, please switch off the uDivine V and remove the power plug from the electrical outlet. Contact OSIM Service Center\* for servicing.

**Do not disassemble or attempt to repair the uDivine V 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"><li>• Frictional sound of rollers against backrest.</li><li>• Motor sound during operation.</li><li>• Loud sound during tapping and kneading massage program.</li></ul>	<ul style="list-style-type: none"><li>• These sounds originate from the internal mechanism within the uDivine V massage chair during operation.</li><li>• This may occur during normal usage and is not due to malfunction.</li></ul>
<ul style="list-style-type: none"><li>• Operation stops and the massage rollers move to its default position.</li></ul>	<ul style="list-style-type: none"><li>• The auto timer of 15 minutes has lapsed. Press any massage program button to restart.</li><li>• The uDivine V is equipped with a thermal resetting protection device. This is an added safety feature to protect your massage chair from overheating.</li><li>• If the uDivine V stops and fails to restart as a result of overheating, turn off the main power switch for at least 30 minutes. Failure to do so may result in the uDivine V resuming operation unexpectedly when the device cools down.</li></ul>
<ul style="list-style-type: none"><li>• Controller does not function correctly.</li></ul>	<ul style="list-style-type: none"><li>• Check the power plug and ensure that it is securely connected to the electrical outlet.</li><li>• Check the connection at the back of the uDivine V.</li><li>• Ensure that the main switch is turned 'ON'.</li></ul>
<ul style="list-style-type: none"><li>• Power cord and plug are abnormally hot.</li></ul>	<ul style="list-style-type: none"><li>• Stop use immediately and contact OSIM Service Center for assistance.</li></ul>
<ul style="list-style-type: none"><li>• Massage stops midway.</li></ul>	<ul style="list-style-type: none"><li>• The auto timer of 15 minutes has lapsed. Press any massage program button to restart.</li><li>• The Safety Stop button [■] was pressed accidentally.</li><li>• Turn off the main switch located at the back of the chair. Turn it on again after 5 seconds.</li><li>• If the same problem persists, please turn off the main switch, disconnect the power plug from the electrical outlet and contact OSIM Service Center.</li></ul>

## Troubleshooting


Problem	Possible causes/actions
<ul style="list-style-type: none"> <li>The uDivine V does not function.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the main switch and the switch on the electrical outlet is turned on.</li> <li>Ensure that the power plug is firmly connected to the electrical outlet.</li> <li>Check that the voltage at the electrical outlet is adequate.</li> </ul>
<ul style="list-style-type: none"> <li>Footrest massage unit does not function.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the leg massage function is turned on.</li> <li>Check that the footrest massage unit is extended.</li> <li>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.</li> </ul>
<ul style="list-style-type: none"> <li>Massage rollers stop during the massage session.</li> </ul>	<ul style="list-style-type: none"> <li>The roller mechanism may be strained when the massage speed is slow and subjected to excessive force.</li> <li>Do not apply excessive force on the rollers.</li> </ul>
<ul style="list-style-type: none"> <li>The backrest and footrest cannot be reclined/raised or retracted/extended.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that no obstacle is caught behind the backrest or under the footrest as this activates the safety mechanism.</li> </ul>
<ul style="list-style-type: none"> <li>Beeping sound from the controller.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off the main switch located at the back of the chair and turn it on again after 5 seconds.</li> </ul>
<ul style="list-style-type: none"> <li>Unsuccessful shoulders detection.</li> </ul>	<ul style="list-style-type: none"> <li>Sit in the deepest position of the chair and keep your head on the pillow during the body scan.</li> <li>Readjust shoulders position using auto or manual shoulder adjustment.</li> </ul>
<ul style="list-style-type: none"> <li>Backrest massage stops when the backrest is reclining.</li> </ul>	<ul style="list-style-type: none"> <li>For safety, the backrest massage will stop when adjustments are being made to the backrest.</li> </ul>
<ul style="list-style-type: none"> <li>If you encounter any problems other than the ones stated above, or the same problem persists.</li> </ul>	<ul style="list-style-type: none"> <li>Turn off the main switch, disconnect the power plug from the electrical outlet and contact OSIM Service Center for assistance.</li> </ul>

## Troubleshooting

Problem	Possible causes/action
<ul style="list-style-type: none"><li>• Tmall Genie is not working</li></ul>	<ul style="list-style-type: none"><li>• Check WiFi connection is connected.</li></ul>
<ul style="list-style-type: none"><li>• Unsuccessful Bluetooth pairing after several attempts.</li></ul>	<ul style="list-style-type: none"><li>• This could be due to signal interference.</li><li>• Turn off the main switch located at the back of the chair. Turn it on again after 5 seconds and reattempt pairing.</li></ul>

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

## Specifications

<b>Model name</b>	OSIM uDivine V
<b>Model number</b>	OS-890
<b>Voltage available</b>	220-240V 50-60Hz (240W) 220V~ 50Hz (240W) 110V~ 60Hz (240W) 110-120V~ 60Hz (2.0A) Canada / USA (Kindly ensure that the local Alternating Current (AC) voltage corresponds with product specified voltage)
<b>USB</b>	5V  2.4A
<b>Auto timer</b>	15 minutes
<b>Reclining angle</b>	120 to 160 degrees
<b>Backrest massage unit</b>	
Kneading speed	Approx. 18 rpm
Tapping speed	Approx. 400 rpm
Rolling speed	Approx. 1.0 cm/sec
Rolling distance	Approx. 51.5 cm (Full) / 14.5 cm (Partial)
Rolling width	11 to 19 cm
<b>Seatrest massage unit</b>	
Kneading speed	Approx. 20 rpm
Rolling speed	Approx. 0.84 cm/sec
Rolling distance	Approx 18.5 cm
Rolling width	4.5 to 12 cm
<b>Legrest massage unit</b>	
Kneading & Rolling speed	Approx. 14 rpm
Vibration speed	Approx. 1900 rpm
<b>Upper Arm/ Lower Arm/ Hips airbag massage units</b>	
Air pressure	Not more than 40 kPa

# Specifications

## Chair dimensions

Upright position 127 (L) x 72 (W) x 111 (H) cm

Reclined position 188 (L) x 72 (W) x 88 (H) cm

## Weight

Net weight Approx. 76kg

Gross weight Approx. 101kg



### Correct Disposal of this product

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment of human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

This device complies with Part 15 of the FCC Rules / Industry 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.

## MPE Requirements

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended.

Les antennes installées doivent être situées de façon à ce que la population ne puisse y être exposée à une distance de moins de 20 cm. Installer les antennes de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l'antenne.

La FCC des états-unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son fonctionnement.