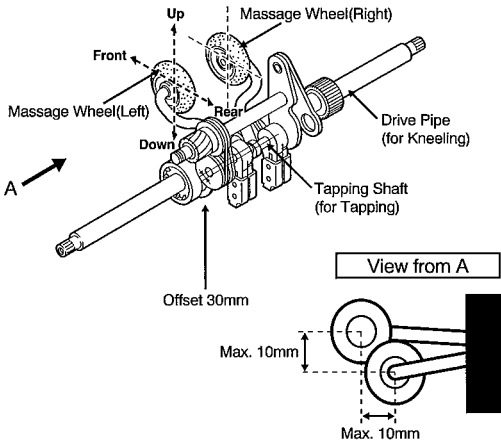


Instructions for trouble shooting in response to a customer's claim.

(See page 64 regarding grease use.)

	Customer's claim	Remedy
1	A squeaking sound between the drive pipe and the up/down shaft due to over-load stress.	<ul style="list-style-type: none"> • Apply the Molycoat grease to the up/down shaft.
2	A squeaking sound caused by the massage wheel and massage wheel cover rubbing against one another.	<ul style="list-style-type: none"> • Apply silicon spray oil to the whole back of the massage wheel cover. • Apply silicon oil to the massage wheel surface with a cloth soaked in silicon oil. (If oil is sprayed directly to the massage wheel, it may cause the massage wheel to not work properly.)
3	A squeaking sound from the gears inside the gear box due to a lack of grease.	<ul style="list-style-type: none"> • Apply the E-paste grease to the inside of the gear box.
4	<p>A discrepancy in the position of the massage wheel up/down and front/rear.</p>  <p>The diagram illustrates the mechanical components of the massage wheel assembly. It shows the 'Up' and 'Down' positions of the 'Massage Wheel(Right)' and 'Massage Wheel(Left)'. A 'Drive Pipe (for Kneeling)' and a 'Tapping Shaft (for Tapping)' are also labeled. An arrow 'A' points to the tapping shaft. A 'View from A' shows the tapping shaft offset by 30mm from the center of the massage wheels. The maximum discrepancy in the position of the massage wheels is indicated as 10mm for both up/down and front/rear movements.</p>	<ul style="list-style-type: none"> • The massage block has two main functions, kneading and tapping. These functions are operated by a linkage mechanism and are switched by an electrical clutch system. The tapping function is operated by the rotation of the tapping shaft. This tapping shaft is offset by approximately 30mm on the left and right massage wheels. This tapping shaft will stop at a random position when the massage is functioning. Because of this, the positions of the left and right massage wheels have a maximum discrepancy of 10mm up/down and front/rear. This is normal, and there is no need to be concerned.