



OWNER'S INSTRUCTION MANUAL

BACKplus® Ottoman

Shiatsu Leg & Foot Massager with Calming Heat



2-in-1 Dual Function	Deep Shiatsu & Air	Therapeutic Warmth
Seamlessly converts from a luxury living room ottoman to a full foot & calf massager.	Acupressure nodes, 360° dynamic calf airbags, and customizable pressure	Targeted heat therapy with independent controls and automatic 15-minute safety timer.
Redfern Enterprises Inc. www.redfernt.com Toll-Free: 1-877-709-3444		
Please read this manual thoroughly before operating your device. Retain for future reference.		

IMPORTANT SAFETY INSTRUCTIONS

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When using an electrical appliance, basic precautions should always be followed to reduce the risk of electric shock, burns, fire, or personal injury.

DANGER — TO REDUCE THE RISK OF ELECTRIC SHOCK:

- Always unplug this massager from the electrical outlet immediately after use and prior to cleaning.
- Do not reach for an appliance that has fallen into water. Unplug it immediately.
- Never use pins or other metallic fasteners with this appliance.
- Do not operate in wet or excessively humid environments (e.g., bathrooms, next to swimming pools).

CAUTION — MEDICAL & USAGE CONSIDERATIONS:

• CONSULT YOUR PHYSICIAN BEFORE USE

if you are pregnant, have a pacemaker, suffer from diabetes, phlebitis, thrombosis, severe varicose veins, or malignant tumors.

- Do not use on open wounds, swollen or inflamed skin, or areas with skin eruptions.
- This unit is designed for

SEATED USE ONLY

- . Never stand upright inside the foot wells or place your full body weight on the unit.
- Supervision is necessary when this appliance is used by or near children, invalids, or disabled persons.
- Do not operate continuously for more than 30 minutes at a time. Allow the unit to cool between extended cycles.

PRODUCT COMPONENTS & FEATURES

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Key Components

1. **Flip-Up Ottoman Top Cushion:** High-density padded lid providing comfortable footrest seating when closed.
2. **Calf Compression Airbags:** Surround the lower legs with rhythmic, pneumatic pressure.
3. **Shiatsu Foot Wells:** Equipped with bidirectional kneading acupressure rollers targeting soles and arches.
4. **Soothing Infrared Heat Zones:** Integrated radiant warmth nodes located in sole beds and calf wrap panels.
5. **Removable Fabric Sleeves:** Zippered, washable liners for simple hygiene and freshness.
6. **Center Integrated Control Panel:** Intuitive push-button interface.

Why the Ottoman Design?

The **BACKplus® Ottoman Massager** bridges the gap between high-end wellness technology and elegant home furnishings.

Dual-Function Lifestyle Design

When not in active massage mode, fold the calf wings inward and close the cushioned top lid. The unit transforms into a stylish, unobtrusive accent ottoman suitable for living rooms, bedrooms, or executive offices.

Comfort Tip: Place the ottoman in front of your favorite armchair or sofa so your knees are bent at a natural 90° to 105° angle during operation.

7. Power Input Port & Adapter: Heavy-duty, certified AC power supply.

Follow these simple steps to set up and customize your massage session:

1. Quick Setup

1. Place the massager on a flat, level floor in front of a comfortable chair. Ensure adequate clearance around the unit.
2. Connect the DC output plug of the power adapter into the power inlet jack on the massager, then plug the AC adapter into a standard wall outlet (100–240V AC, 50/60Hz).
3. Gently flip up the ottoman lid and unfold the side calf support panels to fully expose the foot wells and calf wrap.
4. Sit down comfortably and place your bare feet or socks into the fabric-lined foot wells, resting your calves against the side airbags.

2. Control Panel & Program Guide

The centralized control console allows full customization of your massage experience:

POWER Power / Standby Button

Press once to turn the device ON. The unit will initiate the default automatic massage sequence (Auto Mode 1, Medium Intensity, Heat ON, 15-Minute Timer). Press again at any time to halt all operations and power OFF.

MODE Massage Program Mode (2 Programs)

Toggles between **Mode 1 (Relax / Recovery)**—a soothing blend of gentle roller kneading and cyclic air compression designed for daily relaxation, and **Mode 2 (Deep Tissue / Vitality)**—a firm, invigorating acupressure rhythm targeting arch trigger points and calf tension.

AIR / INTENSITY Pneumatic Pressure Adjustment (3 Levels)

Cycles through 3 distinct levels of airbag compression strength: **Low (Green)** for sensitive feet; **Medium (Blue)** for balanced daily relief; **High (Red)** for deep athletic recovery and maximum circulation enhancement.

HEAT Soothing Thermal Function

Press to toggle the gentle infrared heating elements ON or OFF. Thermal therapy reaches a comfortable therapeutic temperature (~40°C–45°C / 104°F–113°F) within 3 to 5 minutes, boosting local microcirculation and relaxing stiff fascia.

Automatic Safety Shut-Off (15-Minute Timer)

For optimal muscle recovery and user safety, the unit is engineered with an intelligent 15-minute auto-timer. If you desire a longer session, allow the machine to rest for 5 minutes, then press POWER to initiate a new cycle.

CARE, CLEANING & MAINTENANCE

Exterior Cleaning & Storage

- Always disconnect power cord before cleaning.

Cleaning Washable Sleeves

- Unzip the removable fabric liners from inside the foot wells.
- Hand wash in cold or lukewarm water using mild detergent, or machine wash on a *Delicate* cycle.
- Air dry completely in shade before reinstalling. **Do not tumble dry or bleach.**
- Wipe exterior surfaces with a soft, slightly damp microfiber cloth. Never immerse in water.
- Store in a cool, dry place away from direct sunlight and extreme temperatures.

TROUBLESHOOTING GUIDE

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Issue Encountered	Potential Cause	Recommended Solution
Unit does not turn on	Power adapter not plugged in or outlet lacks power.	Verify the DC plug is securely seated in the unit and the AC adapter is connected to an active power socket. Press POWER button firmly.
Massage stops suddenly during use	15-minute timer elapsed, or thermal protection activated.	The 15-min auto shut-off is normal. If unit is hot, allow to cool for 20–30 minutes before restarting.
Massage pressure feels too strong / weak	Intensity setting requires adjustment.	Press the Intensity button to adjust between Low, Medium, and High. Wear thick socks if sensations feel too intense.
Heat sensation is mild or slow to warm	Radiant heat builds gradually to prevent skin burns.	Allow 3–5 minutes for full warming. Thick footwear may dampen heat perception; wear thinner cotton socks.
Audible hum or mechanical clicking	Pneumatic air pump expanding/deflating airbags and motor gears.	This is standard operational sound during airbag inflation and roller cycle changes.

TECHNICAL SPECIFICATIONS

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Product Name	BACKplus® Ottoman Shiatsu Leg & Foot Massager
Brand / Manufacturer	Redfern Enterprises Inc.
Power Input / Voltage	AC 100–240V ~ 50/60Hz, 1.5A (Universal Compatibility)
Rated DC Output / Power	DC 24V = 2.0A / 48W Rated Power
Auto Shut-Off Cycle	15 Minutes Intelligent Auto-Timer
Massage Functions	Bidirectional Shiatsu Kneading, 360° Air Compression, Thermal Therapy
Intensity / Modes	3 Air Pressure Levels (Low/Med/High) • 2 Pre-Programmed Massage Modes
Target Heat Temperature	Approx. 40°C – 45°C (104°F – 113°F) with Overheat Safety Protection
Fabric / Liners	Removable, Machine-Washable Breathable Zipper Liners
Safety Certifications	cETLus / CE / RoHS Compliant Electrical Standards

WARRANTY & CUSTOMER SUPPORT

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Redfern Enterprises warrants this **BACKplus®** product against defects in materials and workmanship under normal consumer use for a period of **one (1) year** from the original date of purchase. This warranty does not cover damage caused by misuse, accidents, unauthorized modifications, commercial usage, or failure to observe the instructions outlined in this manual.

Redfern Enterprises Customer Care

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Visit us online at www.redfernent.com (Canada) or www.redfermentus.com (USA) for warranty registration and accessories.