ABOUT HUMAN TOUCH

OUR MISSION
Human Touch provides innovative products and experiences that deliver life changing benefits.

ABOUT US
Human Touch is the leading provider of high-quality, innovative lifestyle products, massage chairs, and experiences that have been delivering indispensable, life-changing benefits to an ever-growing number of consumers for more than 35 years. Our customer service is unparalleled, and is built upon the belief that our wellness solutions should take you beyond a purchase and into a Human Touch experience.

Human Touch products:
• Contain patented massage systems
• Replicate the hands and techniques used by massage professionals
• Combine advanced technology and design

Our products are designed for:
• Professional and amateur athletes looking to recover
• Back pain sufferers looking for relief
• Everyday people looking to relax

DESIGN
Winner of numerous Design Journal Awards for Design Excellence (ADEX), Human Touch chairs are expertly and ergonomically designed to blend form, function, and style. With our Design Council’s professional guidance, we incorporate many luxurious, top-grade, natural materials including fine leather, wood, and steel, and offer a wide palette of colors, finishes, styles, and sizes to complement modern and traditional living spaces.

PRODUCTS
Human Touch products blend superior patented technology and intelligent ergonomics with contemporary design, enabling therapeutic relief in any environment. Designed by a team of expert designers and engineers in cooperation with the medical community, our products empower people to enjoy greater health and vitality in their professions, pursuits, and everyday lives.

INNOVATION & TECHNOLOGY
Human Touch has long defined and continues to reimagine the systems, components, and innovations that lead the massage and home wellness industry. The culmination of millions of dollars in research for over 35 years, Human Touch has developed, owns, and incorporates numerous multi-patented, proprietary systems that expertly replicate the techniques used by massage professionals. And we’re always working to introduce revolutionary new ideas and solutions that help people feel better.
Human Touch is the only Robotic Massage chair tested and endorsed by the World Federation of Chiropractic as a valid supplement to back care therapies.

SHOWING OUR MEDAL
While our true reward is hearing how our products help our customers feel and live better, we’re also regularly awarded with industry recognitions that further validate our efforts. Here are a few of our more recent accomplishments that we’re proud to share:

- 2016 Platinum ADEX Awards (2 total)
- 2016 Gold ADEX Award
- 2016 Silver ADEX Award

2015 Gold ADEX Awards (4 total)
2014 Platinum ADEX Awards (3 total)
2014 Gold ADEX Awards (2 total)
2014 Silver ADEX Award
2013 Platinum ADEX Awards (2 total)
2013 Silver ADEX Award
2013 Gold ADEX Award
2011 CES Innovations Award
2011 Platinum ADEX Award
2011 Gold ADEX Award
2010 Platinum ADEX Award
2010 Gold ADEX Award
HUMAN TOUCH WELLNESS COUNCIL

From doctors to professional athletes, wellness practitioners to natural healers, the esteemed Human Touch Wellness Council helps shape and guide our products, mission, and efforts to create solutions that inform and benefit professionals, sports-enthusiasts, back pain sufferers and consumers alike. Sharing their own experiences of incorporating massage and wellness into their own lives, the Wellness Council provides invaluable insight on taking control of our daily lives, maintaining a healthy balance of mind, body and spirit, and maximizing overall health and wellness.
How long has Human Touch been around?
For over 35 years, Human Touch, the #1 supplier of massage chairs in the United States, has been making people feel better by developing state-of-the-art massage chairs and other health products.

Why are Human Touch massage chairs better than the rest?
Years of research, design and testing by Human Touch’s international team of product developers and engineers has resulted in the development of numerous award-winning patented massage technologies. Human Touch is synonymous with quality, reliability and style, and known for our integration of advanced technology that exceeds the expectations of even the most discriminating consumers. And much like professional massage therapists, our chairs adjust to users’ specific body types, sensitivities and needs to deliver comfort and relief to the areas of the body that need it most.

How does frequent massage from high-end massage chairs relieve sore muscles?
Human Touch massage chairs relax and soften injured and overused muscles, reduce spasms and cramping, increase joint flexibility, help prepare the body for workouts and reduce recovery time. Regular massage also improves blood flow to oxygen-starved back muscles and prompts the body to release endorphins, the body’s natural painkiller.

What additional health benefits do Human Touch massage chairs deliver?
Massage can lower blood pressure, increase circulation, improve and expedite recovery from injury, improve sleep and enhance concentration. Regular massage also stimulates the lymph system – the body’s natural defense against toxic invaders – to help avoid sickness and promote an overall sense of well-being.

Can massage help alleviate chronic pain?
Regular massage from high-end massage chairs is an integral part of many physical rehabilitation programs and chiropractic treatment plans. It has proven to be beneficial for many chronic conditions, including lower back pain, arthritis, bursitis and sciatica.

What can massage do for my energy levels?
Regular massage relieves stress and contributes to deeper, more restorative sleep, helping improve physical and mental wellness and reduce fatigue.
Can I rely on my chair for years to come?
Human Touch chairs are wear-tested for 20 years of use.

Does massage relieve stress?
Short- and long-term stress triggers changes in the body, increasing the likelihood of getting sick, raising the risk of serious conditions like high blood pressure and heart disease, and possibly making problems we already have worse. In fact, some experts believe stress-related tension accounts for 80 to 90 percent of diseases. Regular massage in high-end massage chairs puts the mind and body at ease by soothing sore muscles, relieving stress and prompting the body to release endorphins, which relieve tension and improve mood.

How do Human Touch massage chairs deliver such human-feeling massages?
Human Touch massage chairs are heralded by medical professionals and users for their ability to emulate the hands and techniques used by professionally trained massage therapists. Our chairs are recognized and recommended by the World Federation of Chiropractic as a valid supplement to back-care therapies for the relief of muscular aches, pains and soreness.

Why don’t Human Touch massage chairs look like “massage chairs”?
We are committed to making massage chairs look as good as they make you feel. Our renowned Design Council, comprised of professional designers, is committed to integrating today’s styles into Human Touch massage chairs and products. We incorporate many luxurious, top-grade, natural materials, including fine leather, and a wide breadth of color choices. As such, Human Touch massage chairs are repeatedly recognized for their design sensibilities by industry media and associations.

Is there a Human Touch chair that fits my specific style?
Chances are there are several. Human Touch offers the broadest line of massage chairs available, each with its own distinct design and style, created to fit into today’s traditional and contemporary living spaces. So whether you’re into sleek and modern or classic and cozy, we’ve got a chair for you.

How can I be sure I’m buying the best?
The Human Touch brand is synonymous with quality, reliability, style and integration of advanced technology that exceeds the expectations of even the most discriminating consumers. We stand behind all our products with robust consumer and dealer warranties, and our secure online ordering and privacy policy means your personal information remains personal.
Can I contact you with questions?
Human Touch’s customer service support center is able to provide detailed assistance to any customer having difficulty setting up their chair. Call (800) 355-2762 between 6:00 a.m. and 5:00 p.m. PST, Monday through Friday, or e-mail us at CS@humantouch.com to connect with a Human Touch Customer Service Representative.

I have a heart pacemaker. Will I have any issues enjoying a Human Touch chair?
There are no known instances in which Human Touch massage chairs have interfered with medical devices such as a pacemaker. The chairs are designed and constructed according to the same standards adhered to by makers of other common household appliances such as refrigerators, TVs, dishwashers, washing machines and dryers, food mixers, etc. Of course, as with any medical device or condition, it is always best to err on the side of caution by consulting with your doctor and/or medical device manufacturer prior to enjoying the benefits of any Human Touch massage products.

 Aren’t massage chairs expensive?
Human Touch has a wide range of chairs and products at nearly every price point so you’re sure to find one that fits your needs and décor. But keep in mind, it is true that you get what you pay for. And when you purchase a Human Touch massage chair, you get what many consider the best chair, best results and best customer support in the business.

 Can I rely on my Human Touch massage chair to work properly for years to come?
Human Touch uses only the finest materials and the highest-quality internal mechanics in the construction of our massage chairs. And if anything goes wrong, we’ve got your back with some of the best guarantees and knowledgeable support experts around.

 Will I have any trouble setting up or moving my chair?
Human Touch’s customer service support center is able to provide detailed assistance to any customer having difficulty setting up or disassembling a chair. Some models even have rear wheels, which make it easy to move your chair around your home. And if you order on humantouch.com, you can select our White Glove Delivery option and we’ll ship, unpack, assemble and position your chair wherever you want so you can start enjoying it immediately.

 I have pets and children. Is it safe to get a massage chair?
Human Touch’s team of engineers has gone to great lengths to make sure all our chairs are safe for use in any household environment. We’ve built in numerous safety features such as child-safety locks and shields that block access to potentially dangerous parts and retractable components. However, as with any household appliance, massage chairs should be used in accordance with safe operating instructions.
GLOSSARY OF TERMS

ACUPOINT® OPTICAL SCAN – Measures the entire length of your back and the contours of your neck and shoulders, mapping key pressure points to target during your personalized massage.

ACUPRESSURE – Also called Shiatsu, Acupressure is a form of therapy of Japanese origin based on the same principals as acupuncture, in which targeted pressure is applied to certain points on the body.

ARM MASSAGE WELL – The area on a massage chair designed to deliver a targeted massage to the forearms and hands. Massage wells can retract into the chair’s arms OR be partially-hidden within the sides of the chair.

ARTHRITIS – Arthritis is inflammation of one or more of your joints. The main symptoms of arthritis are joint pain and stiffness, which typically worsen with age. The most common types of arthritis are osteoarthritis and rheumatoid arthritis. Massage can help with Arthritis by reducing stiffness and pain, and improving range of motion, hand grip strength, and overall function of the joints.

AUTO-WELLNESS PROGRAMS – Pre-designed massage chair programs created by the Human Touch Wellness Council, which offer a collection of therapeutic relaxation and recovery solutions.

AWARDS FOR DESIGN EXCELLENCE (ADEX) – The largest and most prestigious awards program for product and project design in the Architecture and Design industry.

IN-CHAIR BLUETOOTH SPEAKERS – Featured on the Novo massage chair, these Bluetooth speakers enable you to connect your music, podcast, or favorite audio book and enjoy it through high-quality speakers built right into the massage chair.

BURSITIS – A painful condition that affects the small, fluid-filled sacs – called bursae – that cushion the bones, tendons and muscles near your joints. Bursitis can be caused by bacterial infections or by injury. Massage can help with Bursitis caused by injury by easing joint pain and inflammation. Massage is not recommended for Bursitis if caused by bacterial infection.

CARPAL TUNNEL SYNDROME – A painful condition of the hand and fingers caused by compression of a major nerve where it passes over the carpal bones through a passage at the front of the wrist, alongside the flexor tendons of the hand. It may be caused by repetitive movements over a long period, or by fluid retention, and is characterized by sensations of tingling, numbness, or burning. Arm, wrist, and hand massage can help with Carpal Tunnel Syndrome by breaking down scar tissue and adhesions in the muscles caused by trauma or overuse.

CHRONIC BACK PAIN – Chronic pain is defined as any pain lasting more than 12 weeks. Whereas acute pain is a normal sensation that alerts us to a possible injury, chronic pain (including chronic back pain) persists for months or even longer. Treatment options include chiropractic care, massage therapy, surgical or nonsurgical treatments, and more.

CLOUD TOUCH ACUPRESSURE – Strategically-placed targeted aircells on a massage chair which apply pressure to key healing points and manipulate the body to stretch muscles.

DIABETES – A metabolic disease in which the body’s inability to produce any or enough insulin causes elevated levels of glucose in the blood. Massage can help with Diabetes by helping to circulate blood flow. This is particularly important when moving blood flow to the legs and feet, which are areas that Diabetics tend to have poor circulation.

EXTENDING FOOT-AND-CALF MASSAGER – An area on a massage chair which enables a fully-encompassing foot-and-calf massager to rejuvenate legs with a reflexology massage.
FIBROMYALGIA - A chronic disorder characterized by widespread musculoskeletal pain, fatigue, and tenderness in localized areas. Massage can help those with Fibromyalgia, as it reduces stress and improves sleep. Better sleep is particularly critical for those suffering from Fibromyalgia, as their symptoms are increased when proper sleep is not maintained.

FULL-BODY STRETCH – A feature of a massage chair in which pressure is applied to the shoulders and feet while the chair arches into a reclined position, therein stretching the spine to increase blood flow to the vertebrae and discs, effectively rejuvenating the lower back.

HIP BURSITIS – Inflammation of the bursa (fluid-filled sac near a joint) at the outside (lateral) point of the hip known as the greater trochanter. When this bursa becomes irritated or inflamed, it causes pain in the hip. Massage can help with Bursitis as it loosens and relaxes any tightness in the fascia, the protective layer which surrounds the bones, muscles, and joints, thereby relieving stiffness.

IMMUNE FUNCTION – The ability for the body to maintain its immune system.

THE IMMUNE SYSTEM - a system which includes the thymus, bone marrow, and lymphoid tissues, and protects the body from foreign substances and pathogenic organisms. Massage can benefit the immune system by helping to circulate fresh blood throughout the body.

LCD CONTROLLER – A type of controller features a Liquid Crystal Display (LCD) screen, which allows for a crisp, bright display for you to select your massage options on.

L-TRACK MASSAGE DESIGN – A feature of the Novo massage chair, where the massage track covers over 60% more of its users’ backs than conventional chairs. This extends the massage performance from the neck all the way to the thighs.

NEUROPATHY – Neuropathy is defined as disease or dysfunction of one or more peripheral nerves, typically causing numbness or weakness. Massage helps with Neuropathy by increasing relaxing the body, calming the nerves and decreasing the cramping of muscles.

REFLEXOLOGY – A system of massage used to relieve tension and treat illness, based on the theory that there are reflex points on the hands, feet, and head, which are linked to every part of the body.

SCIATICA – Pain afflicting the back, hip, and outer side of the leg, caused by compression of a spinal nerve root in the lower back, often owing to degeneration of an intervertebral disk.

SMART 3D MASSAGE SYSTEM – A penetrating and enveloping massage technique that moves in and around muscles to alleviate pain and tension.

SŒHYDE – A leather-like polyurethane material that does not include any animal hide or leather.

WORLD FEDERATION OF CHIROPRACTIC – The World Federation of Chiropractic (WFC) is a global not-for-profit organization that exists to support, empower, promote and unite chiropractors and the chiropractic profession. We have national association members representing 88 countries in 7 world regions and as an NGO of the World Health Organization we are committed to supporting public health initiatives and advancing spinal health and wellbeing through our activities. Human Touch wellness solutions are the only massage products endorsed by the WFC.

ZERO-GRAVITY – The zero-gravity position is featured on the Novo massage chair, and is the position doctors recommend as the healthiest way to sit. This position cradles your back, and elevates your legs above your heart. It relaxes and rejuvenates the spine by naturally decompressing the vertebrae, and helps to improve blood flow. It also expands lung capacity, allowing for deeper, more relaxed breathing.