

- NEW PRODUCT TRAINING -

# CUCKOO BESPOKE

# 2

CUCKOO  
CO-CREATED WITH OGAWA



- MASSAGE CHAIR -



# BUILDING ON A LEGEND

A proven performance

15.6 /units  
**SOLD PER DAY** since launch.





# CUCKOO BESPOKE 2

CUCKOO  
CO-CREATED WITH OGAWA

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## LEGEND . EVOLVED

WITH FEATURES THAT

**RELAX & MELT AWAY YOUR TENSION.**





# WHAT'S NEW!

in a glance

CUCKOO  
CO-CREATED WITH OGAWA

## 170° NATURAL RECLINE

## 34 AIRBAGS SYSTEM

## 4TH GEN SMART SL TRACK







170°

# NATURAL RECLINE

*Discover profound recovery and complete full-body relief in your **most natural, weightless posture.***



# A Track that **MOVES WITH YOU!**

**CUCKOO**  
CO-CREATED WITH OGAWA

Featuring **4<sup>TH</sup> GENERATION SMART SL TRACK**

*Smart SL Track hugs your **neck-to-spine curve**,  
delivering **precise massage with perfect rhythm  
and speed.***





# SIGNATURE PROGRAM



A massage program powered by **2X Enhanced Actuators** and **Precision Airbags**—delivering a deep **170° recline**, **Spinal Realignment**, and a **Full-Body Stretch** that instantly refreshes and rejuvenates.



# TOUCH PANEL

CUCKOO  
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Intuitive Control at Your  
**FINGERTIPS**





01. ON/OFF

02. Seat Adjustment

03. Speed

04. Intensity

05. Roller Width

06. Foot Roller  
(ON/OFF)

10. Auto Program

09. Manual Massage

08. Roller Adjustment

07. Zero-Gravity  
Position





# CUCKOO

CO-CREATED WITH OGAWA

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## 11. Roller Position



## 13. Massage Time



## 15. Pause



## 12. Memory

## 14. Heater (ON/OFF)



## 16. Child Lock (ON/OFF)



## 17. Manual Airbags Massage



# PRECISION AIRBAGS MASSAGE

4x  
Shoulder

8x  
Upper Calves

10x  
Arms

12x  
Lower Calves

Gentle Pressure. Rhythmic Relief. Total Relaxation.



# MASSAGE PROGRAMS AND TECHNIQUES





# Your Personal Masseur at Home

6 massage programs. Just in 1 touch.



## Signature

Gentle stretch to  
release tension



## Full Body

Complete massage  
from head to toe



## Deep Tissue

Strong pressure for  
deep muscle relief



## Upper Body

Focus on neck,  
shoulders, and back



## Lower Body

Relieves hips,  
legs, and calves



## Relax

Light massage for  
overall relaxation



# Your Personal Masseuse at Home

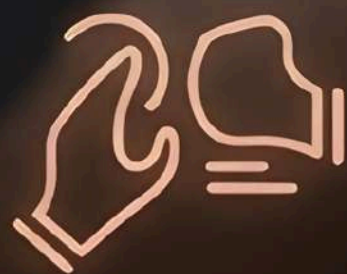
11 massage techniques. Cater to your needs.



## Kneading

Squeeze and  
loosen muscles

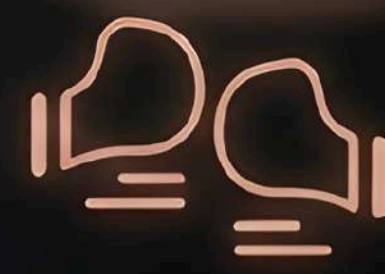
(Level 1 & 2)



## Swedish

Long strokes  
for relaxation

(Level 1 & 2)



## Tapping

Light rhythmic  
muscle tapping

(Level 1 & 2)



## Clapping

Firm patting  
to energize

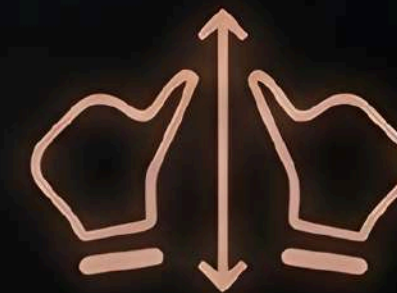
(Level 1 & 2)



## Shiatsu

Pressure on  
key points

(Level 1 & 2)



## Guasa

Scraping to  
boost circulation

(Level 1)



# THERE'S MORE!





# 45°C

## THERMOTHERAPY

CUCKOO  
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Targeted **LUMBAR HEAT** gently melts away tension, soothing tired muscles and restoring comfort to your lower back.



# ANTI-COLLISION SENSOR

*Recline safely that detects  
and prevents collisions.*

*Bluetooth Audio Integration.  
Perfect for Music, Meditation, or Podcasts.*

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# BLUETOOTH SPEAKERS





# PERIODIC SERVICE



*For CKI Internal Usage. The information is subject to change without notice.*



# SERVICE INFORMATION

| NO. | SERVICE TYPE   | SERVICE PERIOD                                                  | SERVICE BY  | SERVICE DESCRIPTION                           |
|-----|----------------|-----------------------------------------------------------------|-------------|-----------------------------------------------|
| 1   | Minor CCS      | Every 6 months                                                  | HCS         | Leather Polishing & Function Checking         |
| 2   | Major CCS      | Every 12 months                                                 | HCS         | Cleaning, Polishing and Motor Maintenance     |
| 3   | ICS            | Upon request                                                    | HCS & OGAWA | Troubleshooting - Identify ICS Defect Problem |
| 4   | Leather Change | Within 30 months / month 30<br>- conduct by 5 <sup>th</sup> CCS | HCS         | Leather Change                                |





# 6-MONTHS PERIODIC SERVICE

CUCKOO  
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Professional Care by HCS Team



Exterior Inspection



Touch Panel Test



Airbags & Heater  
Evaluation



Audio System  
Validation



Actuator Assessment



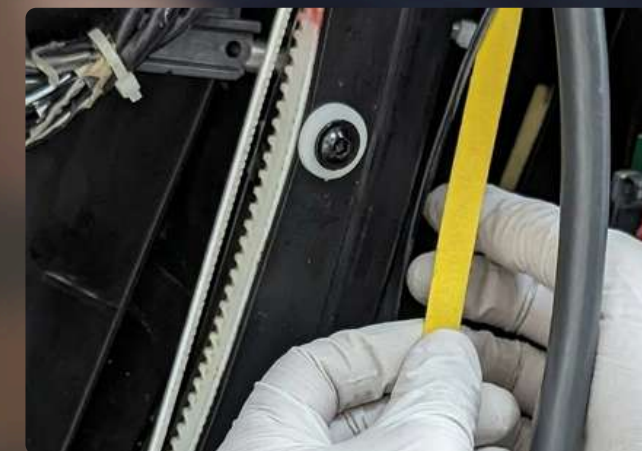
Leather Polishing



Vacuum Cleaning



Motor Lubrication &  
Inspection  
[Every 12<sup>th</sup> Month]



Air Hose Examination  
[Every 12<sup>th</sup> Month]



Surface Cleaning



# OUT-OF-SCOPE CHARGES





# OUT-OF-SCOPES CHARGES

| SITUATION                                                         | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CHARGES       |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>Product Dismantle &amp; Assemble</b><br><i>(Same occasion)</i> | <ul style="list-style-type: none"><li>• 760mm needed for Door / Staircase / Angle</li><li>• If lesser, 1-side panel or 2-side panel require to dismantle when deliver.</li><li>• Once the product packaging is open, it will be deemed delivered and accept by customer, customer has its responsibility to ensure the machine fit into the designated area before purchase. If the product cannot fit, service &amp; order cancellation and refund will not be permitted.</li></ul> | <b>RM180</b>  |
| <b>Delivery by Staircase</b>                                      | <ul style="list-style-type: none"><li>• Second (2<sup>nd</sup>) floor onwards</li><li>• Without lift or lift broken</li></ul>                                                                                                                                                                                                                                                                    | RM80 / Floor  |
| <b>Massage Chair Disposal</b>                                     | <ul style="list-style-type: none"><li>• Massage Chair only</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                 | RM200 / Chair |
| <b>Dismantle &amp; Assemble</b><br><i>(Different Occasion)</i>    | <ul style="list-style-type: none"><li>• Only applicable for CUCKOO BESPOKE 2 Massage Chair</li></ul>                                                                                                                                                                                                                                                                                                                                                                                 | RM360 / Chair |
| <b>Cancellation Policy</b>                                        | <ul style="list-style-type: none"><li>• Cancellation fee will incur if failed delivery due to customer when truck is already out from warehouse.</li><li>• Customer need to inform minimum one (1) day before.</li></ul>                                                                                                                                                                                                                                                             | RM150         |



# OUT-OF-SCOPES CHARGES

| SITUATION               | DESCRIPTION                                                                            | CHARGES |
|-------------------------|----------------------------------------------------------------------------------------|---------|
| Relocation Service Fees | • Same house (Room to Room)                                                            | +-RM200 |
|                         | • Within Klang Valley / Same Taman                                                     | +-RM300 |
|                         | • Klang Valley to Negeri Sembilan / Melaka / Pahang                                    | +-RM350 |
|                         | • Klang Valley to Ipoh / Perak / Johor / Kelantan / Terengganu (Same area up to 100KM) | +-RM400 |
|                         | • Klang Valley to Penang / North                                                       | +-RM450 |
|                         | • Johor to Penang / North (101KM - 200KM)                                              | +-RM550 |
|                         | • 201KM - 400KM                                                                        | +-RM750 |

Remark :

1.Prices are subject to change ,at the seller discretion, prior to delivery, in the event of any factor beyond the seller's control.

2.Prices include Dismantle + Transportation + Reinstallation.



# 1-TIME FREE LEATHER CHANGE

CUCKOO  
CO-CREATED WITH OGAWA

Head Rest

Back Rest

Seat Front

on **30TH** Month

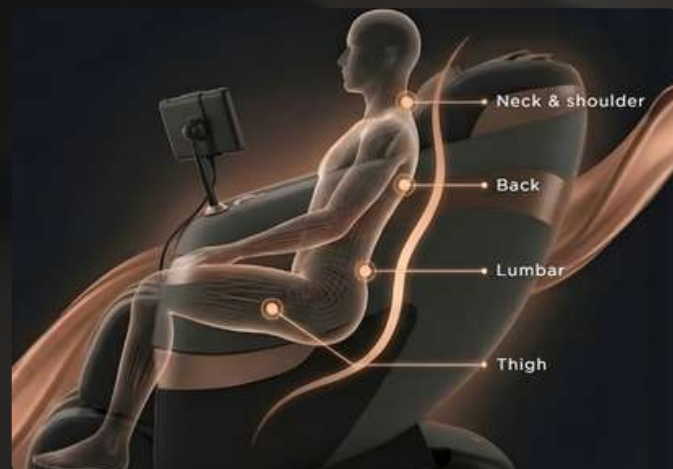
*(1st Service of 3<sup>rd</sup> Year)*



# ONE CHAIR, **ALL** FEATURES



**170° NATURAL  
RECLINE**



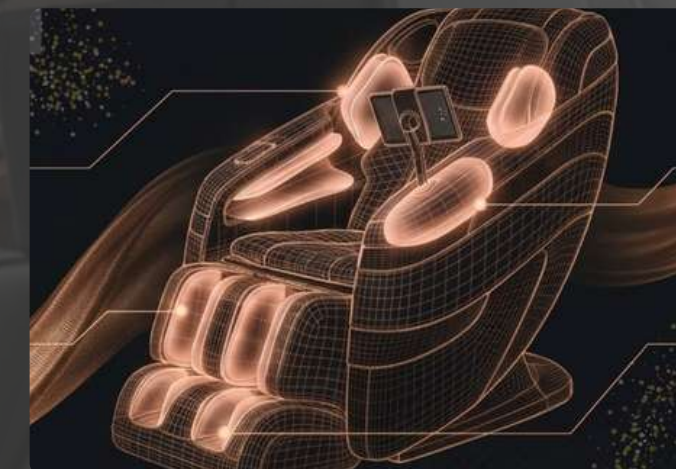
**4TH GEN  
SMART SL TRACK**



**SIGNATURE  
PROGRAM**



**SMART PANEL**



**34-AIRBAGS  
SYSTEM**



**THERMOTHERAPY**



**ANTI-COLLISION  
SENSOR**



**BLUETOOTH  
SPEAKER**



**PERIODIC SERVICE**



**1-TIME FREE  
LEATHER CHANGE**

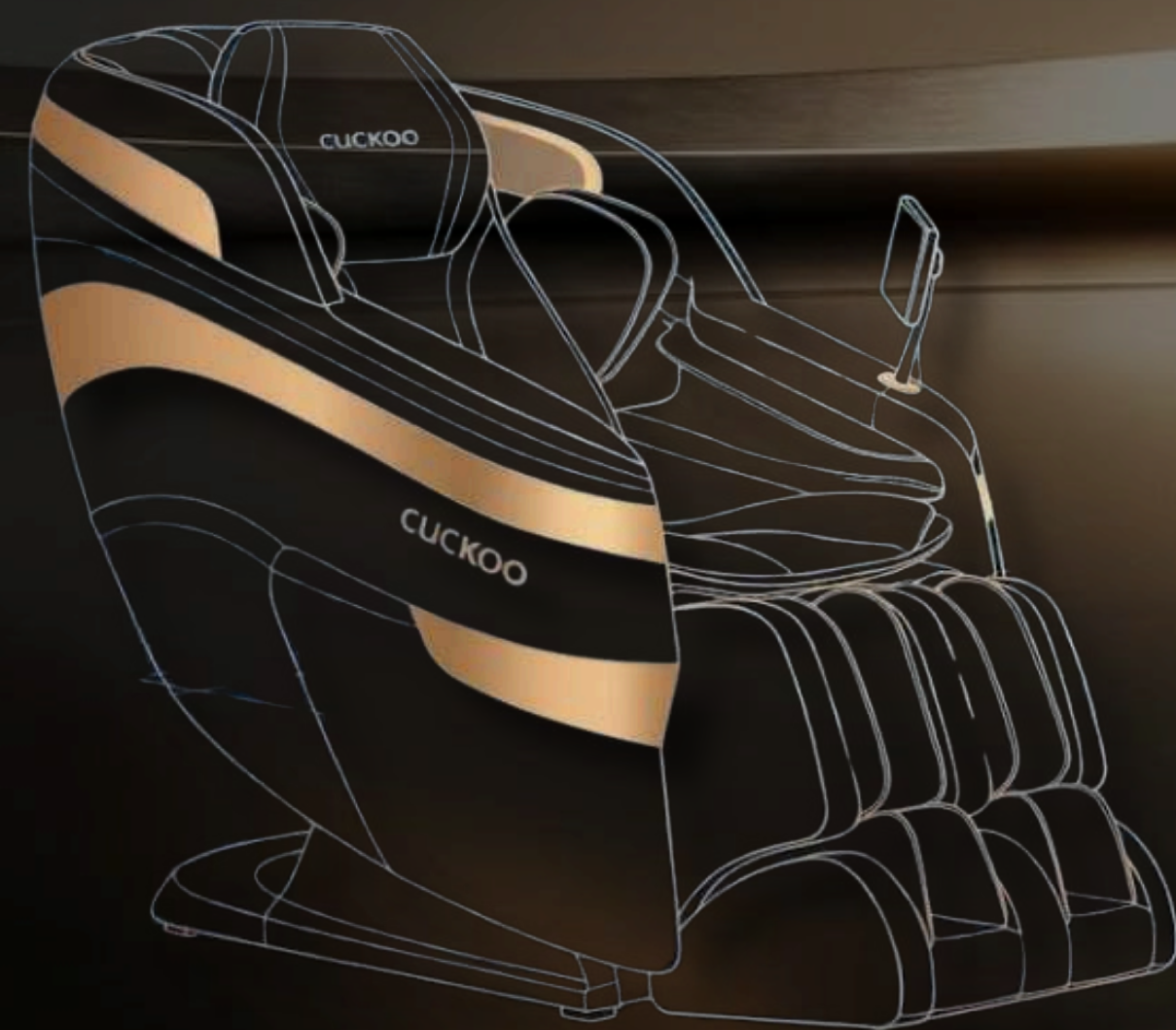


# SPECIFICATIONS





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Product Name (Code)

**BESPOKE 2 Massage Chair (CMC-OG6387)**

Product Colour

**Charcoal Grey + Metallic Champagne Gold**

Input Voltage

**220V - 240V**

Power Consumption

**85W**

Product Weight

**Gross: 89.5KG | Net: 73.5KG**

Incline Dimension (L x W x H)

**1,515 x 760 x 1,105mm**

Recline Dimension (L x W x H)

**1,810 x 760 x 895mm**

Recline Angle

**Est. Max 126° - 170°**

Weight Supported

**100KG**

Massage Program

**6 Massage Programs**

Massage Technique

**11 Massage Techniques**

Intensity Level

**5 Levels**

Heating

**45°C**

Air Bags

**34 Air Bags**  
*(4x Shoulder, 10x Arms, 8x Upper Calves, 12x Lower Calves)*



# ACCESSIBLE LUXURY

PURCHASE NOW AT

OUTRIGHT

RM **8,250**

\*With 1-Year Service & Warranty

*\*Details may vary depending on the current promotion.*

*\*\*Please refer to the memo for further information.*

RENTAL

RM **148** / Month

\*With 5-Years Service & Warranty



# FREQUENTLY ASKED QUESTIONS (FAQ)





# FREQUENTLY ASKED QUESTIONS

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## 1 What is Smart SL Track, and what is the benefit?

- Smart SL Track delivers a smoother, more consistent full-body massage, with up to 170° recline for better resting comfort.

## 2 Anyone who is not recommended to use massage chair?

- Not recommended for pregnant users, those with heart conditions, or health concerns unless approved by a doctor.
- Children under 17 are also not advised, depending on their condition.

## 3 How many kilograms can massage chairs support ?

- Recommended user below 100kg.



# FREQUENTLY ASKED QUESTIONS

CUCKOO  
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## **4** After 15 minutes of massage is done, does BESPOKE return to its original position?

- No, this is part of the normal mechanism, allowing the user to continue resting after the massage. The massage chair will only return to its original position when the ON/OFF button is pressed.

## **5** Is there any minimum & maximum user height?

- No, however for optimum massage experience, the height range advisable are within 155 cm ~ 180 cm.

## **6** What should I do if my BESPOKE 2 Massage Chair face issue?

- Contact customer careline: 1800-88-8181.



# FREQUENTLY ASKED QUESTIONS

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## 7 How much is the installation fees?

- Installation is FOC. However, charges may apply if delivery involves carrying via staircase.

## 8 When will the BESPOKE Massage Chair leather be changed?

- Leather replacement is done at the 30<sup>th</sup> month (5<sup>th</sup> service) and is FOC.



# THANK

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TRAINING & DEVELOPMENT DEPARTMENT