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|  한국소비자원 Korea Consumer Agency | | <h1>Press Release</h1> <p>"An agency for the citizens in interest of consumers"</p> | |  Facebook @kcanews |
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| Embargoed until Thursday, September 24 morning edition. | | | | |
| [Wednesday, September 23 at 12:00 for broadcasting and internet media] | | | | |
| Release | Tuesday, September 22 2020 (11 pages) | Department | Injury Information Team, Department of Consumer Injury Information | |
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Caution required for Infant caught inside Massage Chair

- 3 massage chair manufacturers to provide free repair to prevent infants from being squeezed inside the massage chair -

While massage chairs are gaining popularity among consumers, so are safety accidents on the rise. In particular, special attention is advised for guardians, as there are growing number of accidents where **infants are stuck inside the leg extension below the massage chair.**

Safety accidents from massage chair rapidly rising annually, with "0-6" infants taking the lion's share

According to Korea Consumer Agency (KCA, President Lee Hee-sook), CISS* is seeing an annual increase in the number of reports on injury cases related to massage chair**. A total of 631 cases were received for the last 3 years and 8 months (Jan. 1, 2017 to Aug. 31, 2020). Among those, 178 cases were injury to bodies including fracture.

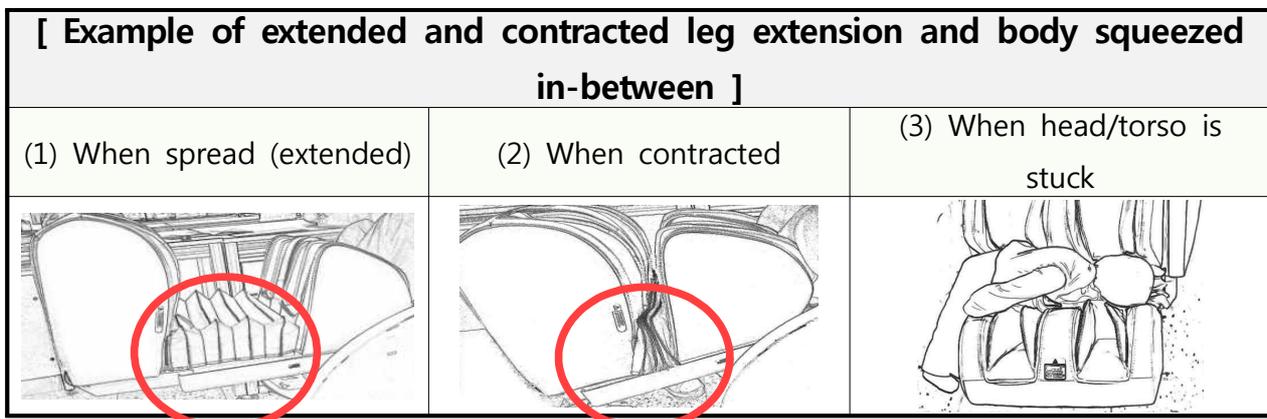
* CISS(Consumer Injury Surveillance System) : A system operated by KCA in accordance with 「Framework Act on Consumers」, collecting, analyzing, and assessing injury information submitted through 81 institutions (63 hospitals, 18 fire departments) nationwide and 1372 Consumer Consulting Center.

** Trends in number of cases annually: 50 (2017) → 114 (2018) → 242 (2019) → 225 (Jan. to Aug., 2020)

An analysis on 178 bodily injury cases confirmed that **infants between "0 to 6"** were the most hurt (46 cases, 25.8%), due to **"squashing/squeezing (24 cases, 52.2%)"** and **"sliding/falling down (19 cases, 41.3%)." Infants (0 to 6) squashed/squeezed (24 cases) were injured in parts in the following order: "Feet/legs" (16 cases, 66.7%), "Chest/stomach" (3 cases, 12.5%), "Hands/arms" (3 cases, 12.5%) and others.**

Possibility of squeezing accident inside leg extension

Based on the survey results conducted by KCA, it was found that products with the following features and structures may lead to accidents which infants or children can be squeezed: when the leg extension (hereinafter “extension”) of the massage chair is ▲ operated by **electric motor**, ▲ can be **extended or contracted automatically**, regardless of actual control by the user when the product is in operation, and ▲ the **head or torso of an infant can be squeezed between the extended width**.



The **leg extension widens or contracts** when measuring body type before massaging or operating specific massage mode. **During this process, infants can be squeezed inside**. When the massage chair fails to detect and contracts, significant pressure is given to the body.

In particular, when the guardian turns off the power or unplugs during the accident, the chair stops while squeezing the body or returns to its original position and further contracts. These results showed that a more serious accident could occur.

Voluntary corrective measures to be taken by 3 manufacturers to prevent squeezing inside leg extension

KCA recommended voluntary corrective measure on products* of 3 manufacturers which can occur squeezing accidents inside the leg extension.

* Certain products sold by 3 manufacturers (Bodyfriend, Bokjung Scale Corp., HuTech) among 14 brands under testing.

While leg extensions of products “CMC-1300” (Bokjung Scale Corp.) and “HT-K02A” (HuTechare) are extended wide enough for an infant’s head or torso to be squeezed inside, they are not equipped with squeezing detection sensors, and may possibly squeeze infants’ head or torso. The squeezing detection sensor installed in “BFX-7000” (Bodyfriend) were slightly lacking in its features, and may squeeze infant’s arms or legs.

[Comparison of product operations which may lead to squeezing accidents inside the leg extension (Alphabetical order)]

| Category | BFX-7000 (Bodyfriend) | CMC-1300 (Bokjung Scale Corp.) | HT-K02A (HuTech) |
|--|---|---|---|
| Tested mode | Growing mode | Imperial mode | Core care on neck/shoulders |
| Operation method of leg extension | Operated by electric motor | Operated by electric motor | Operated by electric motor |
| Extended width | Wide enough for infant’s head/torso to be squeezed inside | Wide enough for infant’s head/torso to be squeezed inside | Wide enough for infant’s head/torso to be squeezed inside |
| Body type measurement point | Before massage mode starts | Before massage mode starts | Measured as massage mode starts |
| Point when leg extension is widened | When measuring body type before massage mode is operated | When measuring body type before massage mode is operated | Right after massage mode is operated |
| Squeezing sensor | Yes | No | No |
| Possibility of infant’s head/torso getting squeezed inside | No | Yes | Yes |
| Possibility of arms/legs getting squeezed inside | Yes | Yes | Yes |

※ The abovementioned results were given by operating the massage chairs with no young adults or adults seated.

To this end, **3 manufacturers** (Bodyfriend, Bokjung Scale Corp., HuTech) accepted the recommendation from KCA, and replied that they will take **voluntary corrective measures to prevent squeezing accidents** (by adding squeezing detection sensor, changing operation method, etc.).

※ As electric appliance are currently subject to safety certification, and **3 concerned products** were all certified as safe.

[Action plans to improve safety of massage chairs per manufacturer

(Alphabetical order)]

| Manufacturer | Model* | Action plan (Sold & owned/mass produced products) | Sold volume | Action period | Contact |
|-----------------------|----------|---|-------------|---------------|--------------|
| Bodyfriend | BFX-7000 | - Prevent leg extension from widening when young adults/adults are not sitting on the massage chair - Upgrade software to prevent widening when object is detected inside leg extension | 1,248 | '20.10.15.~ | 02-3463-8981 |
| Bokjung Scale Corp.** | CMC-1300 | - Prevent leg extension from widening when young adults/adults are not sitting on the massage chair - Attach squeezing detection sensor, leg extension to be widened when squeezed object is detected inside the leg extension | 18,477 | '20.10.26.~ | 080-850-8543 |
| HuTech* | HT-K02A | - Upgrade into current sensitive firmware to prevent widening when squeezed object is detected inside the leg extension - Leg extension to be widened and stopped when massage mode ends | 3,456 | '20.10.5.~ | 1599-7776 |

※ Action period per manufacturer may change, given the time required to develop/procure improved parts.

※ KCA plans to continue monitoring whether action plans are implemented in an appropriate manner.

* Model name of concerned products can be checked on the middle or lower part of the rear

** Bokjung Scale Corp. and HuTech plans to take corrective measures on safety phase by phase also on models built with similar/same structure after taking actions on concerned products (There is no similar/same structured model for other Bodyfriend products).

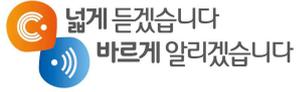
Regular consultative council to be formed by domestic massage chair manufacturers to strengthen safety

At the current time, massage chairs are not subject to safety requirements related to squeezing accidents of infants and children. To this end, 14 domestic massage chair manufacturers* plan to form a regular consultative council to set self-regulated safety standards and discuss plans to strengthen safety of massage chairs for preventing and improving squeezing accidents. A temporary consultative council has been set in June 2020.

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| <p>* Kyowon, Lisso, Bodyfriend, Bokjung Scale Corp., Brams Massage Chair, Sungwoo Meditech, Orest, Chunggho, Coway, Cuckoo Homsys, Hyundai Rental Care, HuTech, LG Electronics, SK Magic (Alphabetical order)</p> |
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KCA urged consumers using massage chairs to ▲ read precautions on the user manual thoroughly before using the product, ▲ oversee and prevent infants or children from using massage chairs, ▲ control the massage chair to widen the

leg extension, and **not turn off or unplug the product** when squeezing accident occurs, ▲ **always check whether there are infants/children, or pets nearby** when **turning off** the massage chair, and ▲ **always unplug** when the massage chair is **not in use**.



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