

# Spa Bed User Guide: Troubleshooting & Maintenance

## Safety First, Easy Operation

Before you begin, please know that most issues can be resolved with simple checks. Just follow the principle of "**look first, then act,**" and always **ensure the power is disconnected** before touching any internal parts to guarantee a safe and smooth process.

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## 1. Troubleshooting Guide

Identify your issue below and follow the corresponding steps:

- **Situation A:** The entire bed is completely unresponsive.
  - **Situation B:** Only one section (e.g., the backrest) won't move; everything else works.
  - **Situation C:** Either the remote control or the foot switch is not working.
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## 2. Detailed Troubleshooting Steps

### For Situation A: The entire bed is unresponsive

#### 1. Confirm Power Status

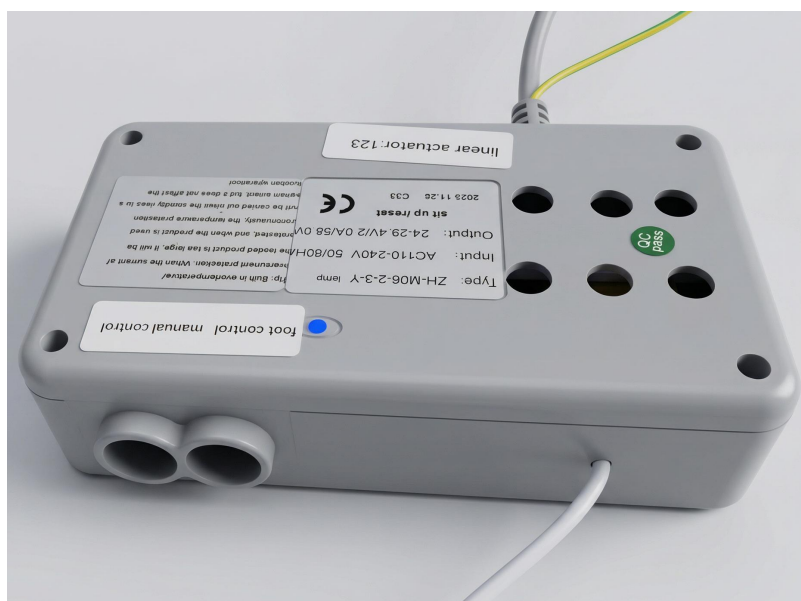
- Ensure the bed is plugged in and the power outlet is working.
- **Look for lights:** Check if the indicator lights on both the **handheld remote control** and the **foot switch** on the base are ON.
- **If both lights are ON:** Please proceed to **Situation B: One Section Not Working.**





*Location of the main control box (white box) inside the bed base.*

- **Look for lights:** Check if the **power indicator light** on the control box itself is ON.
- **If the control box light is ON:** Power is reaching the unit. The issue may be with the switch wiring. You can safely check the connections (see steps in **Situation C**), or contact us directly.
- **If the control box light is also OFF:** Double-check that the power outlet is functioning. If the outlet is working, the control box itself may be faulty. **Please contact us.**



*Normal State: The controller's indicator light is ON when powered.*

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## For Situation B: One section not working (e.g., backrest)

**! Safety First:** Before inspecting inside, **always unplug the bed from power.**

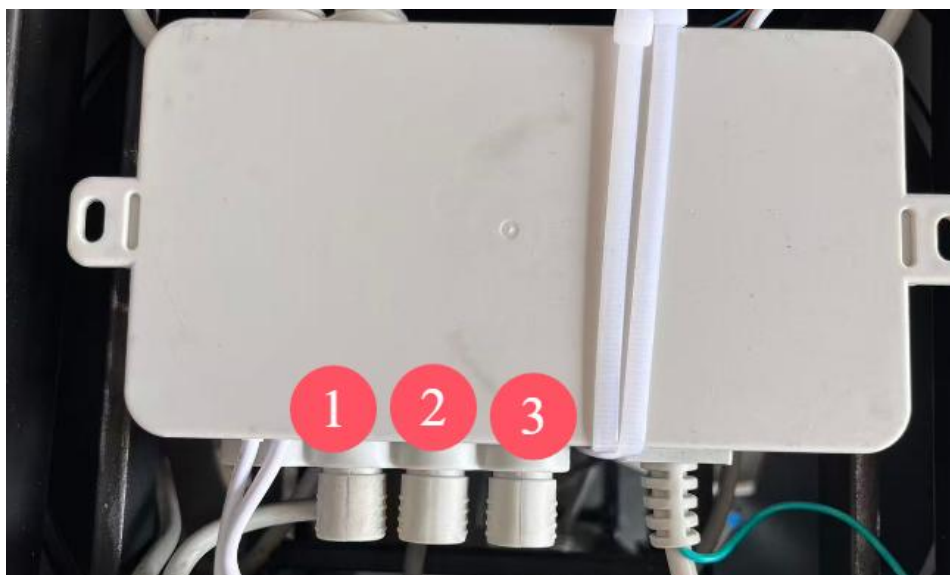
### 1. Check Internal Connections

- Tilt the bed forward. Near the control box, you will find three motor plugs.
- Check if the plug for the non-working section is loose, and firmly reconnect it.
- **Reference the diagram below to identify the plugs:**

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Label	Component
①	Lift Motor Plug
②	Backrest Motor Plug
③	Legrest Motor Plug

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## 2. Simple Test to Identify the Cause

- Keep the power disconnected. **Swap the motor plugs** for the **non-working section** and a **working section** on the control box.
  - Plug the bed back in and test it.
  - **Understanding the Result:**
    - **If the problem moved with the plug** (e.g., the backrest now works, but the legrest doesn't), the **motor is fine**. Further diagnosis may be needed; we recommend you **contact us**.
    - **If the problem stays with the original section** (e.g., the backrest still doesn't work), the **motor for that section is likely faulty**. Please **contact us** for a replacement.
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## For Situation C: Remote control or foot switch not working

**! Safety First:** Before inspecting inside, **always unplug the bed from power**.

### 1. Check the Switch Wiring

- Tilt the bed forward and locate the control box.
- Check that the **remote control receiver wire** and the **foot switch wire** are securely plugged into their ports on the control box.





*To ensure a secure connection:  
insert the foot switch into its port and turn it clockwise gently until it locks.*

## 2. Simple Test to Identify the Cause

- Keep the power disconnected. Try **swapping the remote control and foot switch wires** on the control box.
- Plug the bed back in and test it.
- **Understanding the Result:**
  - If the previously non-working switch **now works**, the original **switch device (remote or foot switch) itself may be faulty**. Please **contact us**.
  - If the problem remains unchanged, please **contact us** for further diagnosis.

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## 3. Regular Maintenance

Simple, regular maintenance will keep your spa bed performing at its best.

**! Remember: always disconnect power before performing any maintenance.**

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<b>Task</b>	<b>Frequency</b>	<b>Instructions</b>
Pivot Point Lubrication	Every month	<ol style="list-style-type: none"><li>1. Raise the bed to its highest position and tilt it forward.</li><li>2. Apply a few drops of lubricating oil to the pivot points and screws under the base.</li></ol>
Central Lift Column Maintenance	Every 6 months	<ol style="list-style-type: none"><li>1. Remove the bed surface from the base.</li><li>2. Clean the exposed central lift column.</li><li>3. Apply a small amount of lubricating oil or grease.</li></ol>

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## **4. Contact Us**

We're here to help. If these steps don't resolve the issue, or if you need any assistance, please don't hesitate to get in touch.