

Troubleshooting Guide for SoCozi

*****Please be sure that all SoCozi pieces have a new transformer.**

DO THESE STEPS FIRST

STEP 1 - Check to ensure the transformer is plugged into a properly functioning electrical outlet.

STEP 2 - Check all of the connections on the unit and motors.

STEP 3 - Check all electrical cords and cables to ensure they are not pinched or damaged.

ISSUE	FIX
<p>Massage/Lumbar works, but chair will not recline/operate headrest.</p>	<p>STEP 1 - Check the transformer and motor connections and functionality. (If this does not fix the issue move to STEP 2.)</p>
	<p>STEP 2 - Replace the hand wand. (If this does not fix the issue move to STEP 3.)</p>
	<p>STEP 3 - Replace the junction box assembly.</p>
<p>Nothing on the unit will operate.</p>	<p>STEP 1 - Check the transformer and motor connections and functionality. (If this does not fix the issue move to STEP 2.)</p>
	<p>STEP 2 - Replace the hand wand and junction box assembly.</p>
<p>Air bag out of position.</p>	<p>STEP 1 - Inflate the lumbar to max capacity.</p>
	<p>STEP 2 - Push to maneuver the air bag to desired location.</p>
<p>Heat option does not work.</p>	<p>STEP 1 - Check heat pad connection to junction box.</p>
	<p>STEP 2 - Disconnect the heat pad cable and look inside the connection to ensure the brass prongs are not bent or distorted.</p>
	<p>STEP 3 - Replace the air bag. (If this does not fix the issue move to STEP 4.)</p>
	<p>STEP 4 - Replace the junction box.</p>

