

TROUBLE SHOOTING GUIDE

My power recliner has quit working. What do I do?

Causes may be Power surges, electrical storms, overload, or the mechanism cutting the wiring. If your recliner has stopped working, there are a few things you should check before calling your retailer.

- Ensure that the power supply is properly plugged into a working outlet
- The power supply has a green light that indicates the power supply is working properly. If the light is not on, check to see if the outlet is working. Plug another device such as a fan or lamp into the outlet. If the device works, then the power supply is defective.
- If the light is on, then the power supply is working properly. Check along the entire cord running from the power supply to the motor to ensure that all connectors are securely connected.
- If the power supply is properly connected to the motor, check to ensure the control switch/hand control is securely connected to the motor. Roll the chair forward to so you can look underneath. If the leg-rest is in the open position, carefully roll the chair onto it's side. Locate the cord coming from the switch to the motor; then locate the connector that is near the motor, Make sure the connectors are securely connected.
- If your chair is a lift chair and/or has a headrest there are multiple motors that allow the chair to move. Locate the connectors near the other motors make sure the connectors are securely connected.
- If all connections are secure, make sure the power supply is unplugged from the outlet. Check all cords for any breaks (bare wires) or smashed, damaged areas. Make sure the cords are free of any moving parts on the chair. If any cord is damaged, please contact your retailer or service professional to replace the damaged part. **DO NOT OPERATE THE CHAIR WITH DAMAGED CORDS!**
- If all connections are secure, please contact your retailer or service professional to identify defect and make repairs.