

09 Troubleshooting

This chapter summarizes the most common problems you could encounter with the massage chair. If you are unable to solve the problem with the information below, contact immediately.

If the problem encountered is not listed here, please first try the following steps:

1. Unplug the product for 60 minutes.
2. After 60 minutes, plug in the product again
3. Turn on the Power Switch.

Problem	Possible Cause	Solution
The massage chair does not work.	The appliance is not plugged in.	Put the main plug in the wall socket. Check if the voltage on the appliance corresponds to the local mains voltage.
	The appliance has just finished its 15 minutes massage and has automatically switched to standby mode.	If you want another massage, press the POWER button again.
	You have used the appliance continuously for 45 minutes, causing the overheat protection to switch off the appliance.	Unplug the appliance and let it cool down for 60 minutes before you use it again.
	An excessive weight has been put on the appliance (e.g. someone has stood on the appliance or a heavy object has been put on top of it).	Unplug the appliance, remove the excessive weight if it is still on the appliance again and switch it on.
The appliance is warm.	You have let the appliance run for more than 45 minutes in a row.	Unplug the appliance and let it cool down. Always unplug the appliance after use.
Sound can be heard during massage.	This sound is caused by the mechanical structure of the appliance.	This sound is normal and does not mean that the appliance is malfunctioning.