

# TROUBLESHOOTING

If there is still a problem after trying the solutions given in this troubleshooting guide, stop using the product immediately so as to prevent accident or injury and unplug the product from the wall outlet. For contact your local distributor, please refer to the last page of this booklet.

## Problem

### Noise during operation:

- During Tapping and Kneading & Tapping
- Sound of the air pump
- Sound of rollers rubbing against the seat cover, or squeaky rubbing sound of the seat cover during DreamWave mode
- Clatter during DreamWave operation
- Vibrating mechanism noise
- Sound of the reclining seat back mechanism
- Sound of the air massage cushions

## Cause & Solution

These noises are a normal part of the product's operation and do not affect its performance in any way.

## Problem

### Remote control buttons do not seem to be activating normally.

## Cause & Solution

Check for the following possible problems:

- ① Check if the power cord is fully plugged into the wall outlet.
- ② Check if the power cord is fully plugged into the power connector located at the rear of the chair.
- ③ Check if the main POWER switch at the rear of the chair is set to ON.

## Problem

### The message "Restart the main POWER switch." appears on the remote control display.

## Cause & Solution

Set the main POWER switch located at the rear of the chair to OFF then back ON after about 5 seconds.

- ① If the chair returns to normal, no further action is needed.
- ② If the same message is displayed again, stop using the chair and unplug it from the wall outlet. Contact your local distributor.

**Anyone other than an authorized serviceperson must not repair or disassemble.**

**Problem** **The Automatic Shiatsu Point Locator Function is not working properly. (The height of rollers does not fit the shoulders.)**

**Cause & Solution** Sit further back in the chair so that your head rests firmly on the Shoulder Massage Unit. The roller shoulder positions can be adjusted using the ROLLER buttons immediately after the Shiatsu points are located.

**Problem** **Massage action stops in the middle of the program.**

**Cause & Solution** Set the main POWER switch located at the rear of the chair to OFF then back ON after about 5 seconds.

- ① If the chair returns to normal, no further action is needed.
- ② If the chair does not return to normal, stop using the chair and unplug it from the wall outlet. Contact your local distributor.

**Problem** **The rollers stop during the massage.**

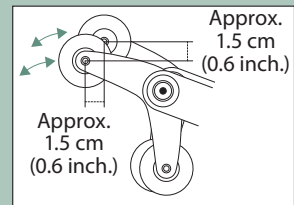
**Cause & Solution** Sometimes when the speed is slow and there is too much pressure to the rollers, they may stop moving temporarily. This is not breakage. Just slightly lift your body.

**Problem** **The rollers moved up to the top and then stopped.**

**Cause & Solution** The auto timer will cause the rollers to move up to the top of the chair when the massage time is finished, so as not to interfere with your movements when getting out of the chair. To continue massaging, press the POWER button on the remote control again.

**Problem** **The right and left rollers are out of alignment.**

**Cause & Solution** The rollers are designed to provide for the alternating tapping function, so in the stopped position they are sometimes out of line— This is part of their design, and there is nothing wrong with the product.



**Problem** **Reclining of the seat back cannot be performed.**

**Cause & Solution** Check to be sure there are no objects between the seat back and control box. The reclining safety mechanism may be activated.

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**Problem** If I try to recline the seat back or adjust the angle of the leg rest during air massage, the chair stops.

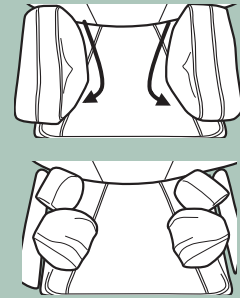
**Cause & Solution** For safety purposes, the air pressure massage is designed to stop if the reclining seat back or the leg rest is activated. This is not breakage.

**Problem** Air massage stops if the [+] button of BACK 3-D is pressed.

**Cause & Solution** This is part of their design, and there is nothing wrong with the product.

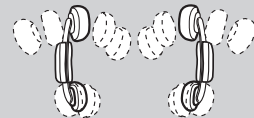
**Problem** Seat Side air cells protrude and do not retract

**Cause & Solution** The seat side air cells operate using compressed air inflating a series of air cells that expand like a balloon. Sometimes these air cells do not fully retract on their own. This may happen when the air cells are inflated without a person sitting in the chair or when a very slender person uses the chair. This is easily resolved by gently pressing back the inflated portion of seat side air cells until they rest flat again.



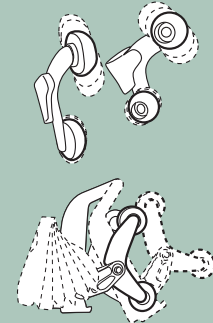
**Problem** One of the back massage rollers “snaps” or “skips” sideways when the chair.

**Cause & Solution** The back roller mechanism is designed to move side ways in a circular motion. Occasionally, the roller may get caught a wrinkled portion of the fabric. wThis may create a snapping or skipping feeling. Adjust the fabric as needed.



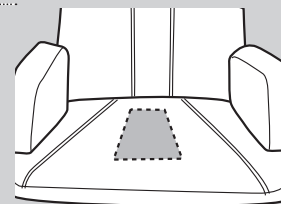
**Problem** One of the back massage rollers “jumps” or “skips” vertically

**Cause & Solution** The back roller mechanism is designed to move up and down as well as push back and forth. Occasionally, the roller may get caught by a wrinkled portion of the fabric which can create a jumping or skipping feeling on your back. Adjust the fabrics as needed.



**Problem** Heat setting does not seem to be functioning properly

**Cause & Solution** The heating elements are located in the center portion of the seat and back. The heating unit is designed to provide a very gentle heat on the seat and back. It does take 5-10 minutes for the heater to reach operating temperature. Pleaes allow adequate time for the seat and back to warm up.



## FAQ

### **Q** How do I make the massage deeper?

**A** During Preset Programs, adjust the intensity of massage with the BACK 3-D, AIR LEVEL, Back Vibe button (behind the panel), or each operation button for air massage (behind the panel) on the remote control. In Manual Selection mode, adjust the intensity of massage with the BACK 3-D, Back Vibe button (behind the panel), or each operation button for air massage (behind the panel) on the remote control.

If this solution does not work, lower the reclining seat back and sink deeply into the chair to put more weight on the reclining seat back.

You can also increase the intensity by removing the buffer pad located at the rear of the back pad.

### **Q** How do I make the massage lighter?

**A** During Preset Programs, adjust the intensity of massage with the BACK 3-D, AIR LEVEL, Back Vibe button (behind the panel), or each operation button for air massage (behind the panel) on the remote control. In Manual Selection mode, adjust the intensity of massage with the BACK 3-D, Back Vibe button (behind the panel), or each operation button for air massage (behind the panel) on the remote control.

If this solution does not work, replace the buffer pad at the rear of the back pad with the supplied buffer pad (thicker).

You can decrease the intensity of massage by raising the seat back.

### **Q** I spilled water on the product. What should I do?

**A** Immediately set the main POWER switch located at the rear of the chair to OFF, then unplug the chair from the wall outlet. Contact your local distributor.