

FUJIAN ROVOS FITNESS CO., LTD.

Q7 Massage chair After-sales Maintenance Guide

After-sales Service Department

February, 2022

Internal Structure and Dismounting

Q7 massage chair

After-sales Maintenance - internal structure, troubleshooting and dismounting

1、 internal structure diagram

2、 Circuit board plug-in layout

3、 Product disassembly diagram and video

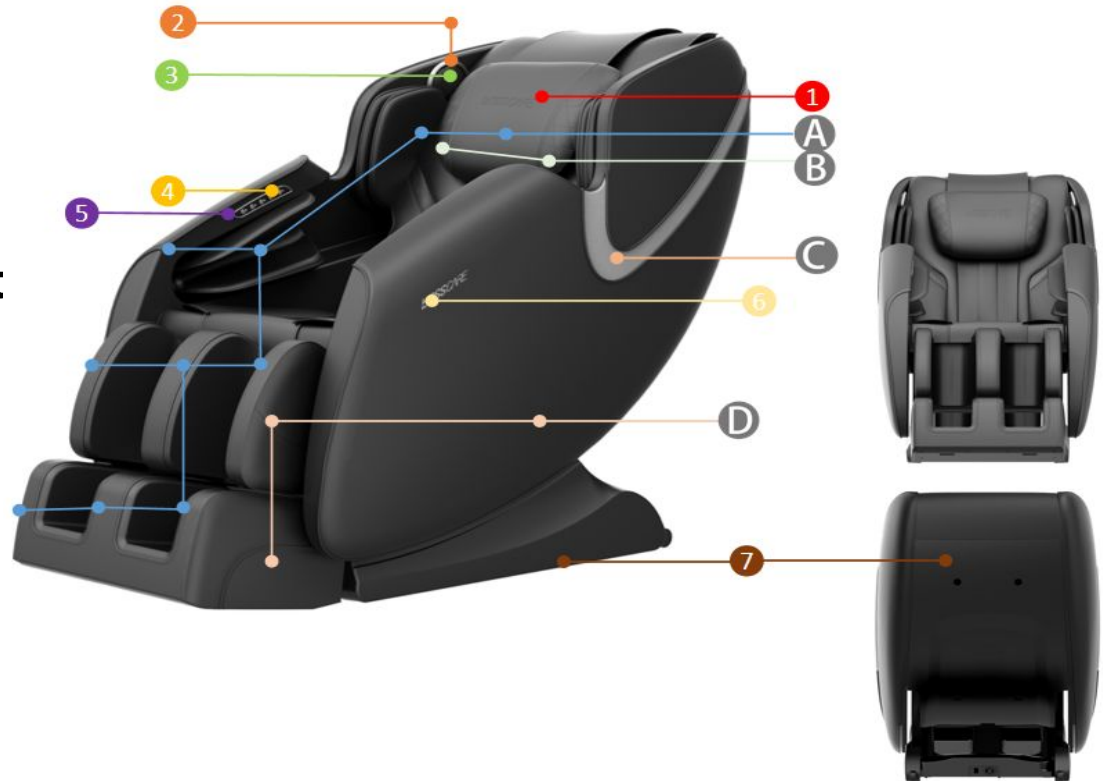


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- II 、 Hand control malfunction
- III 、 Broken movement
- IV 、 Airbag malfunction
- V 、 Backrest or legrest do not lift
- VI 、 No heating
- VII 、 Foot Rollers malfunction
- VIII 、 Replace the bluetooth PCB

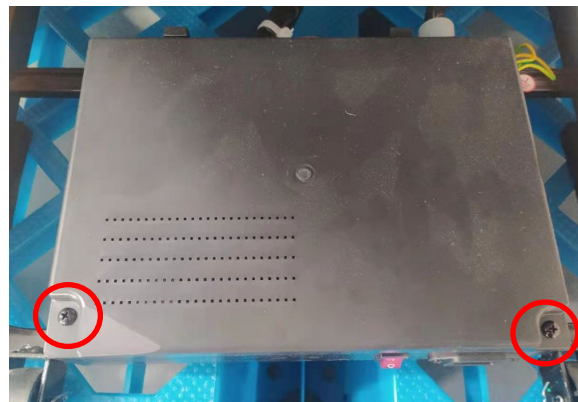
Fault Judgment and Repair

Q7 massage chair

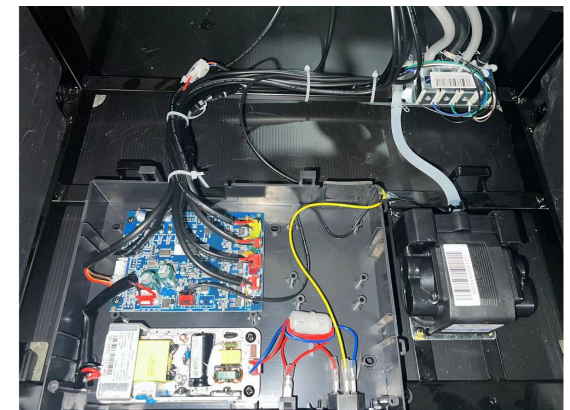
Diagram of electric control box dismounting



A、 Remove the 2 screws on the outer cover of the electric control box and then remove the outer cover.



B、 Remove the 2 screws on the inner cover of the electric control box and then remove the inner cover.



C、 After disassembly, the motherboard, switching power supply, push rod, air pump, solenoid valve can be replaced.

Fault Judgment and Repair

Q7 massage chair

Diagram of connector inspection and disassembly



A、 Open spongy cushion.



B、 Remove the three screws of the sitting cloth and then lift it.



C、 After disassembly, check or replace the upper and lower movement, heater wire and manual control.

I 、Power supply without power

Q.: Is the power cable firmly inserted and the switch in the "I" on position?

A: If so, try switching to an electrical outlet.

Q: If the power socket is powered on, the power cord is firmly inserted, and the switch is on, the manual controller and shortcut keys cannot be turned on.

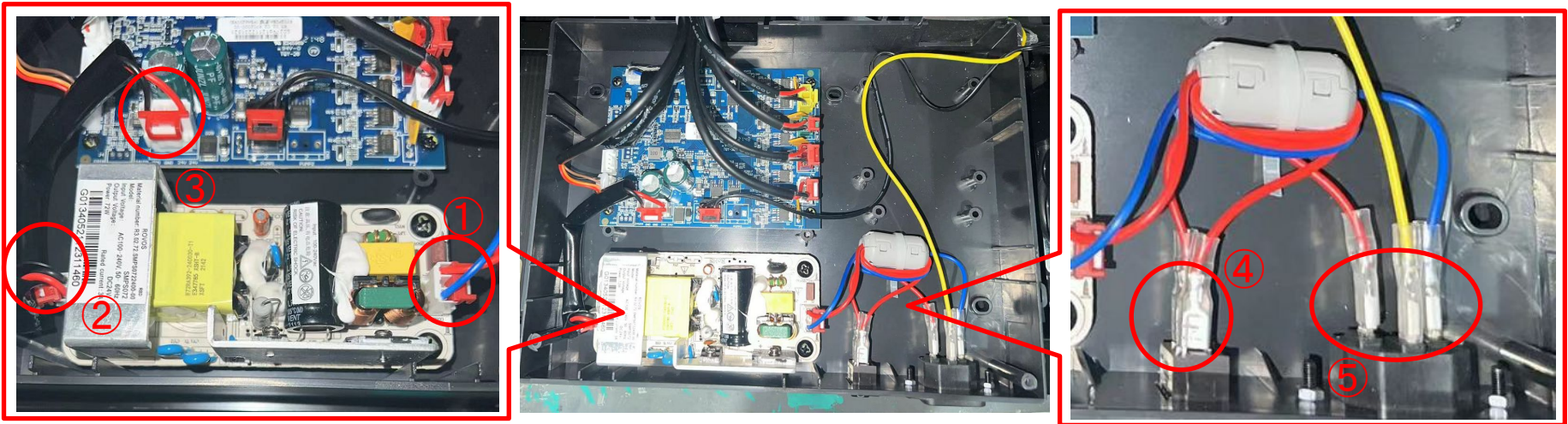
A: Perform the following steps to rectify the fault.

Check whether the power connector is loose

Steps: 1 Remove the power cable, unscrew the screws in the following figure with a screwdriver, and then remove the rear cover of the electrical control box.



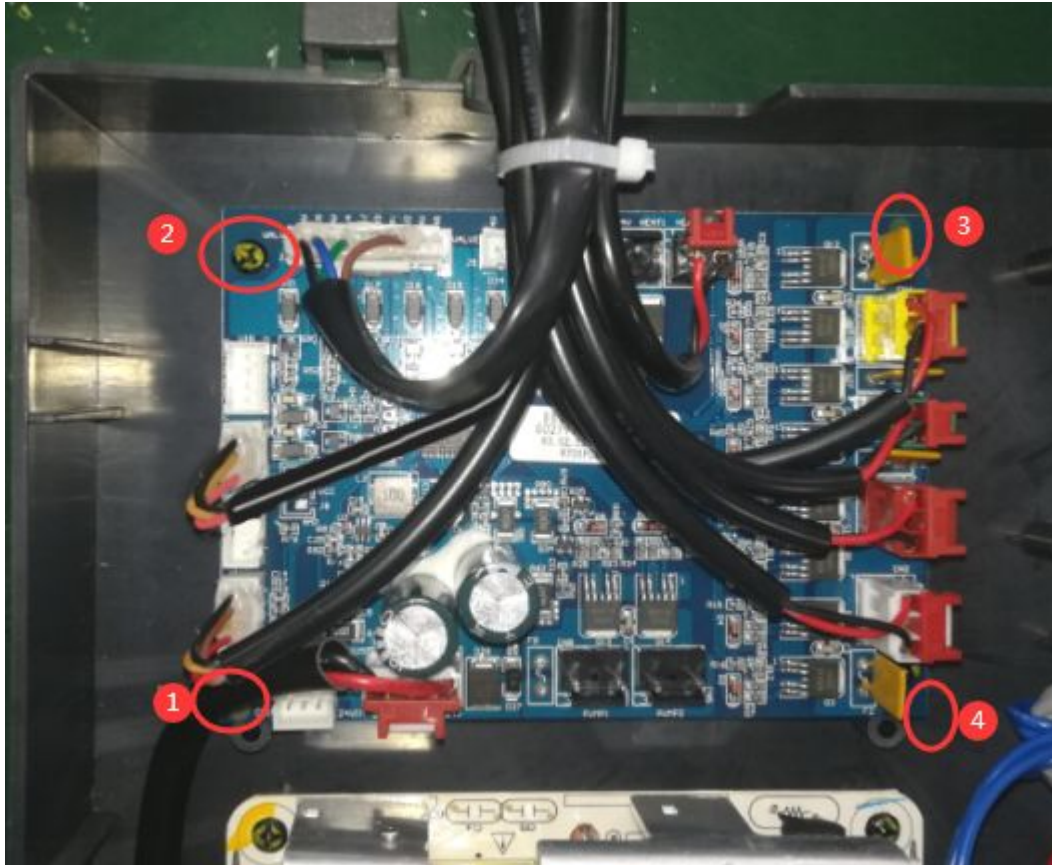
I 、Power supply without power



2. Check whether the terminals in the 5 positions below are loose. If loose, insert them firmly/reinsert. Make sure the terminals are firmly inserted, connect the power supply, turn on the switch, and check whether the indicator on the mainboard is blinking.

1): If the PCB indicator blinks, press the power button of the remote control/shortcut button to start the massage chair normally. Then the fault is solved. Disconnect the power and lock the electrical control box.
 2): If the PCB indicator blinks and the massage chair cannot be started, follow the following steps to replace the mainboard. 2-1): Disconnect the power supply and take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and replace the PCB mainboard. 2-2): According to the illustration in the photo, after connecting wire, the PCB indicator light will blink and turn on the power.

I 、Power supply without power



3: If the PCB indicator blinks and the massage chair cannot be started, follow the following steps to replace the mainboard. 1): Disconnect the power supply and take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and replace the PCB mainboard. 2): According to the illustration in the photo, after connecting wire, the PCB indicator light will blink and turn on the power.

I、Power supply without power



4: If the PCB indicator does not blink, replace the power board as follows: : 1) : Disconnect the power supply, unplug terminals ① and ②, and then unscrew the screws with a screwdriver.
2) : After replacing a new power board, install the new power board according to the picture, plug terminals ① and ② at the same time, and have the power on to test whether it can be normally started.

II、Hand control malfunction

Q: Can the shortcut key be turned on normally when the power is on?

A1: If the shortcut button fails to power on, rectify the fault according to the preceding “Power supply without power”.

A2: If the shortcut button works, perform the following steps to rectify the fault.

1. Please lift the seat cushion, find the corresponding plug along the manual control line, and reinsert. After the power is off for 10 minutes, power it on again and check whether it can be used normally.

If it cannot be used, replace by new hand control.

If the new hand control still cannot be used, check it according to the following steps

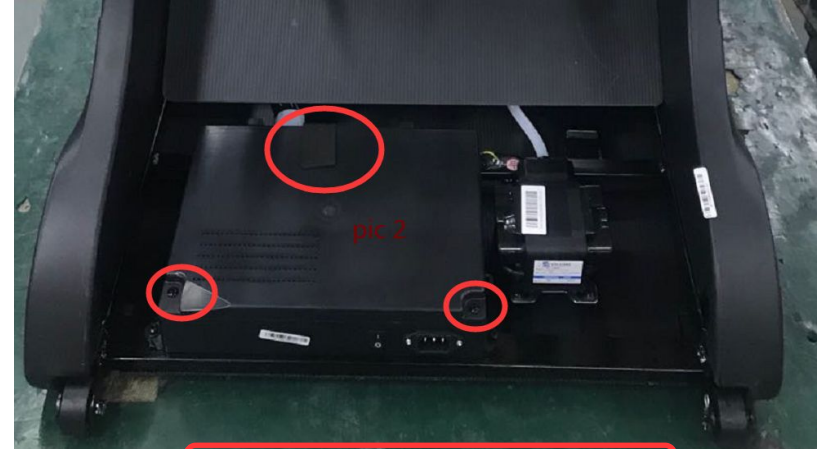


II、Hand control malfunction

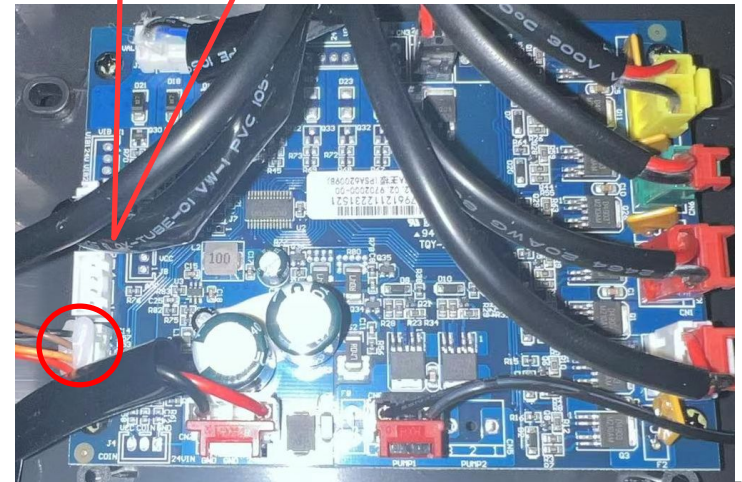
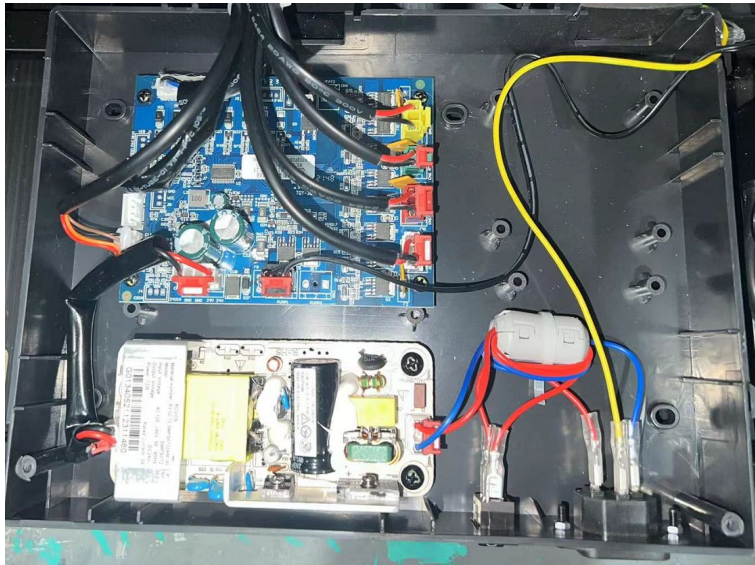
2. Check whether the plug on the mainboard is loose

1) Use a screwdriver to unscrew and open the electrical control box.

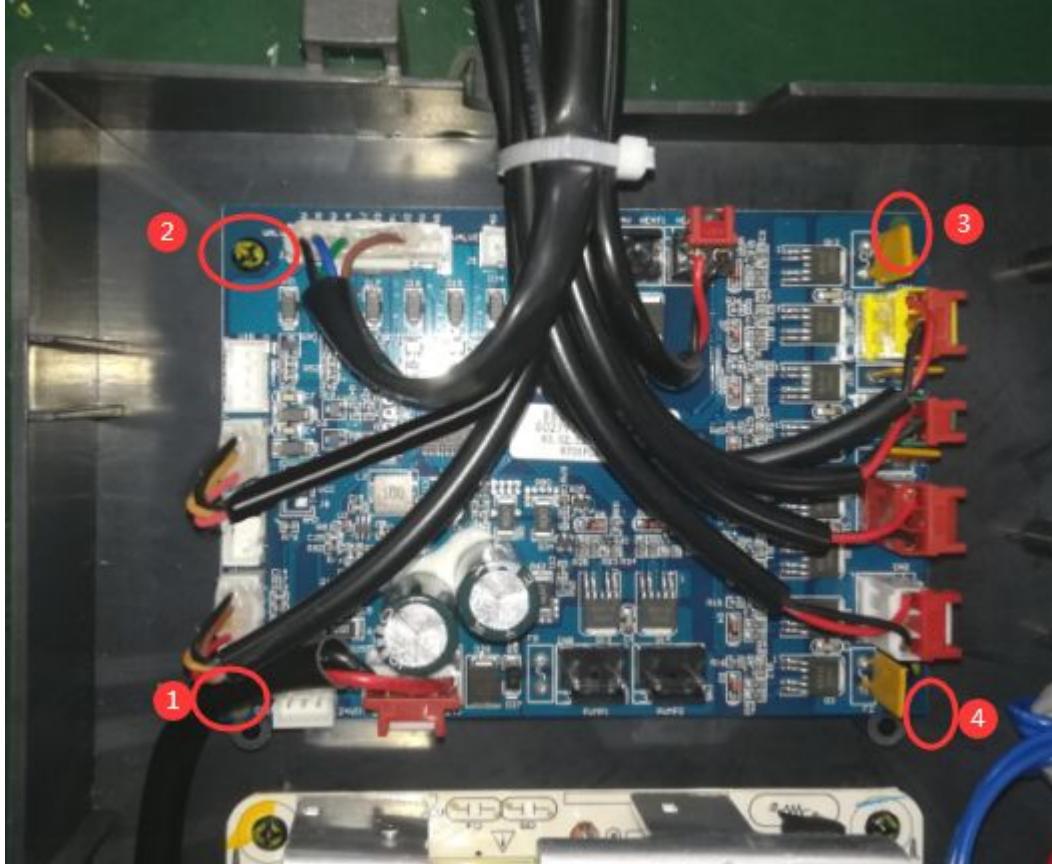
2) Check whether the manual controller is tightly plugged into the plug. After reinserting, power on to check whether the manual controller can be used normally. If no, replace the mainboard.



remote controller port



II、Remote control malfunction



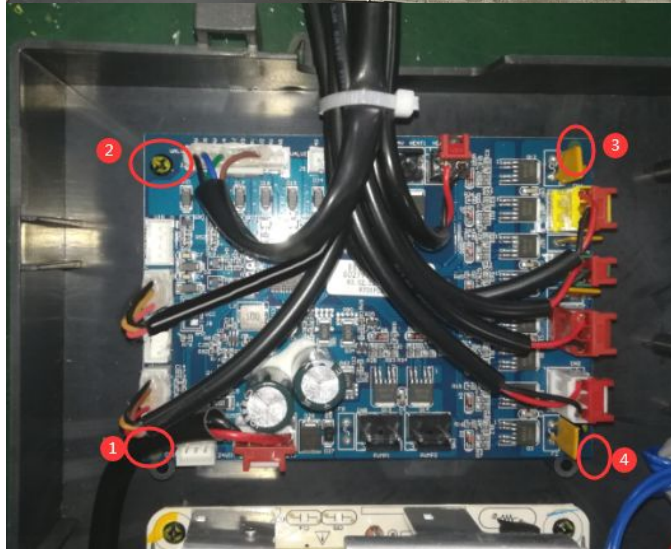
3. Replace the mainboard

- 1) Disconnect the power supply and take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and then replace the PCB mainboard.
- 2) According to the illustration in the photo, after connecting wire, the PCB indicator light will blink and turn on the power.

Ⅲ、The movement does not work at the same time

- Q: 1. Is the shoulder and waist movement not working at the same time?
 2. Do shoulder massages and waist massages not work when they are manually adjusted?
 3. Do the airbag and plantar roller function properly?

A: If the upper and lower movements do not work and other functions are normal, replace the mainboard please.



Replace the mainboard

- 1) Disconnect the power, unscrew the screws below with a screwdriver and remove the rear cover of the electrical control cabinet.
- 2) Take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and then replace the PCB mainboard.
- 3) According to the picture, after connecting the butted wire, the PCB indicator light will blink after powering on, and the machine will be restarted to test whether the movement can work normally.

III、Shoulder movement does not work

Q: 1. Switch to manual massage program, shoulder movement does not work?

2. Switch to manual massage program, shoulder movement does not work?

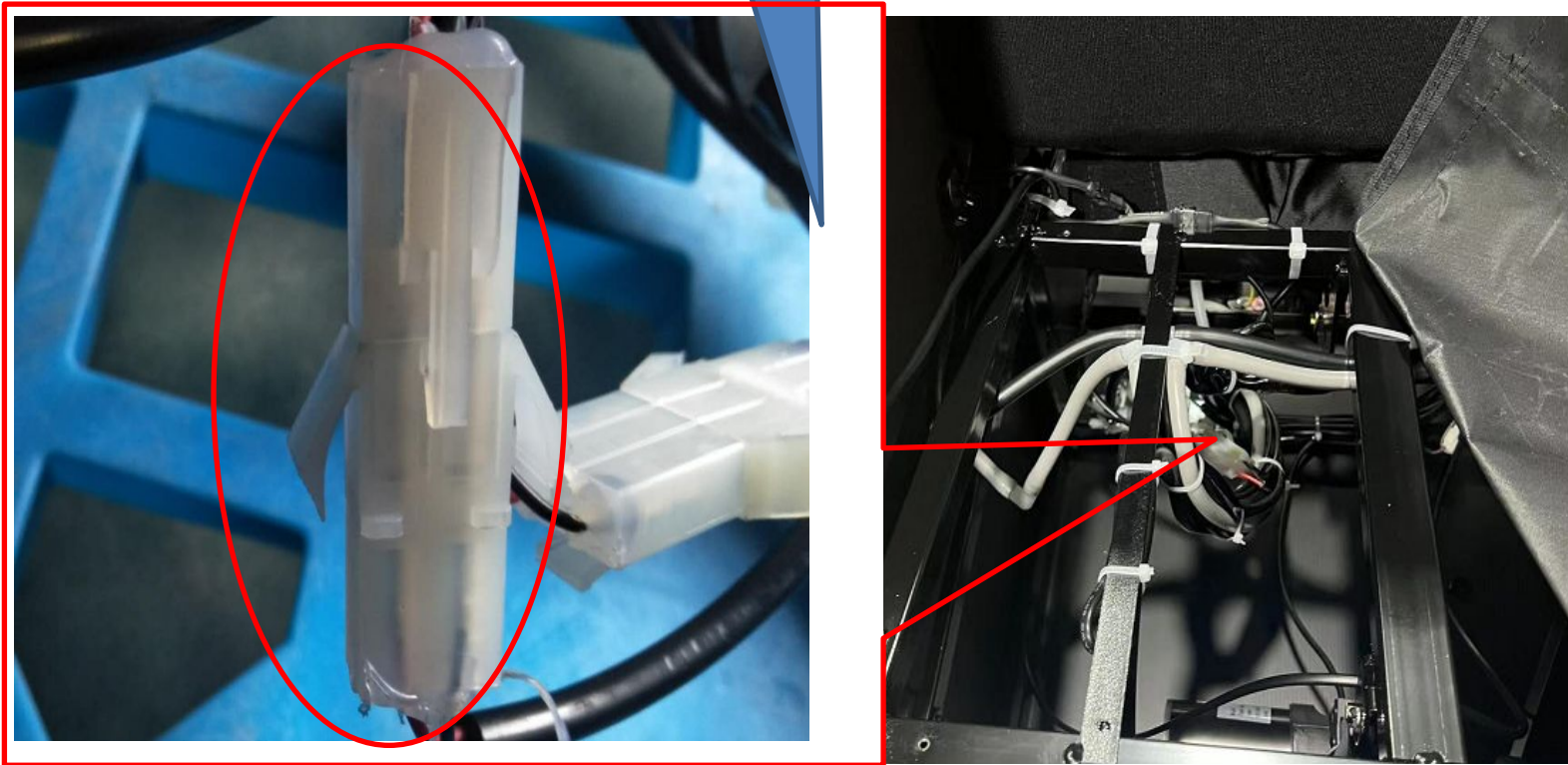
A: If only the shoulder movement does not work, perform the following steps to rectify the fault.



1. Unplug and uncover the seat.
2. Remove screws No. ①-③ and uncover the cushion.

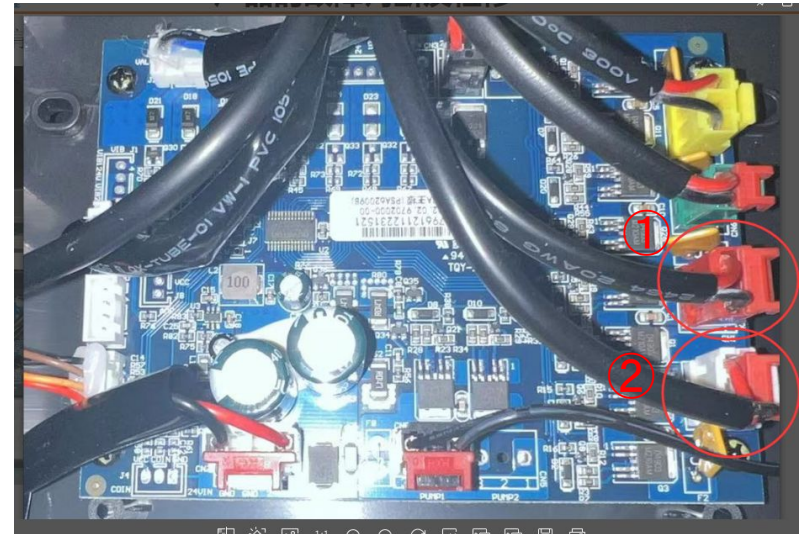
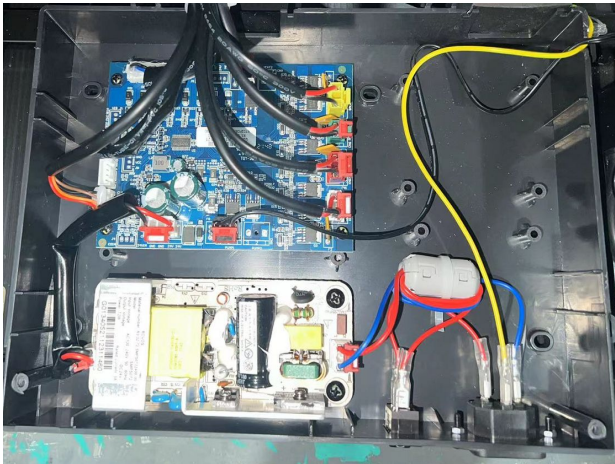
Ⅲ、Shoulder movement does not work

Kneading motor
plug



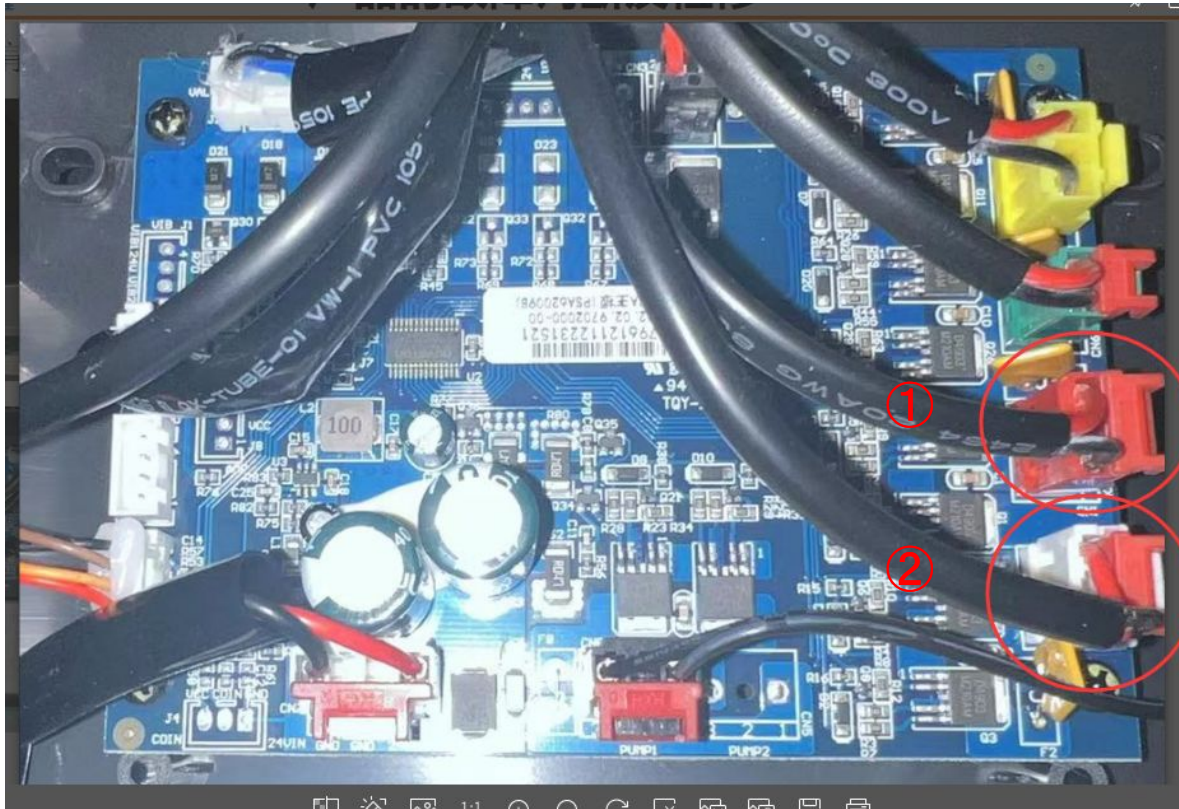
3. Check whether the white plug is loose and reinsert it.
4. Power on and check whether the movement works normally. If not, proceed with the following steps.

III. Upper mechanism not working



5. Remove the electric box covers.
6. check if the plug of ①② are loose. if loose, please plug it tightly and turn on massage chair check the function.

III. Upper mechanism not working



7. if the upper mechanism still not working, pls switch the plug of ①② after cut of power, connect with power to check

1) if upper mechanism is working, lower mechanism is not working. pls change a new PCB

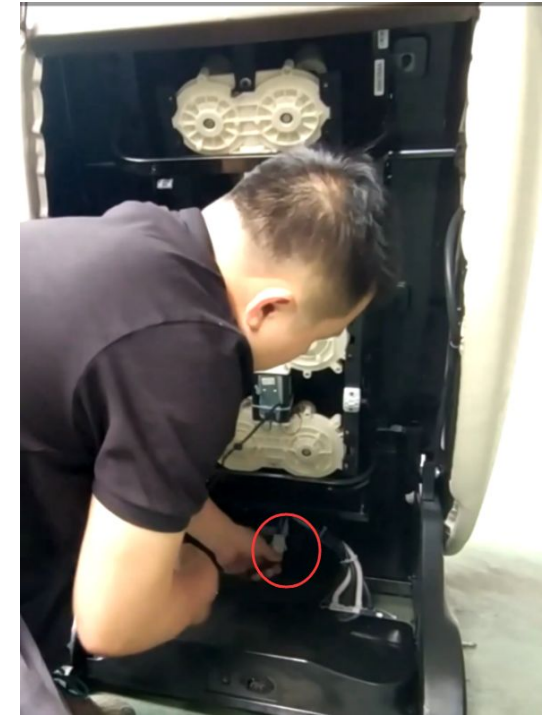
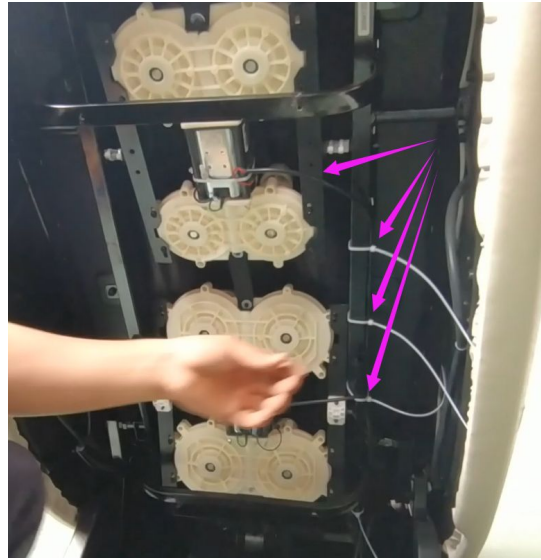
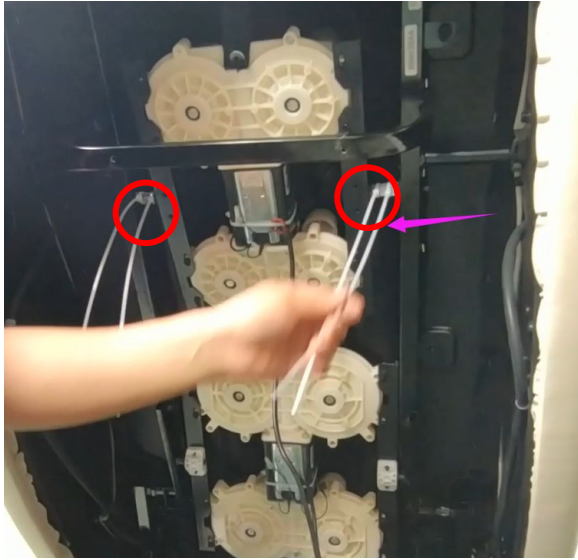
2) if upper mechanism is not working, but lower mechanism is working. then replace the upper mechanism as following steps.

III. Upper mechanism not working -replace a new upper mechanism



1. cut off the power, use cross screwdriver to remove the screws and back cover

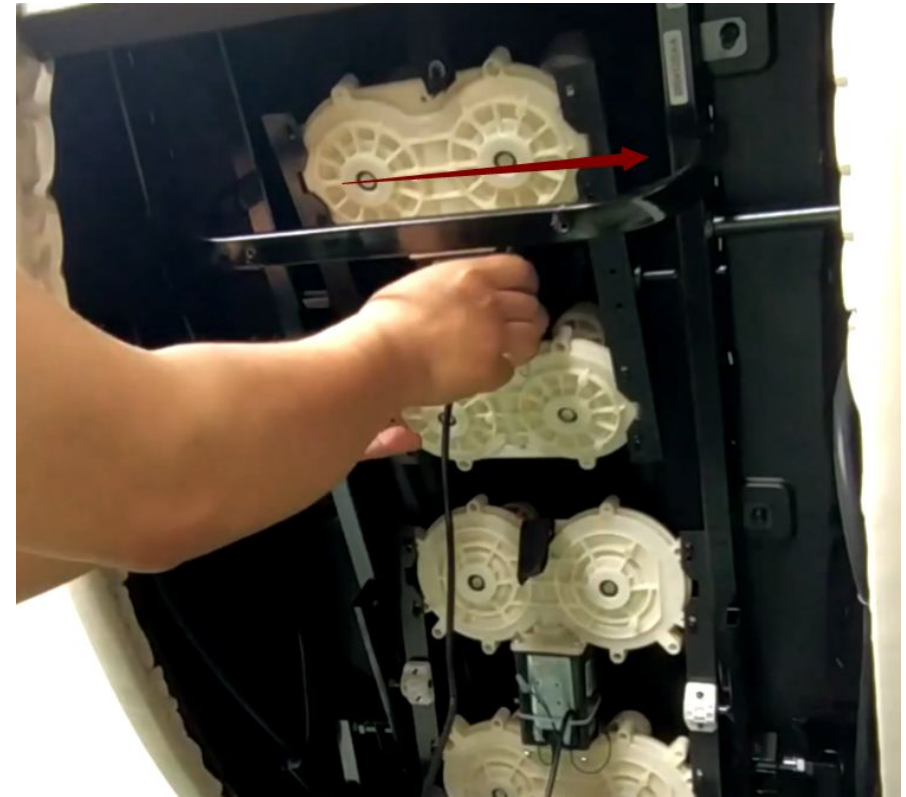
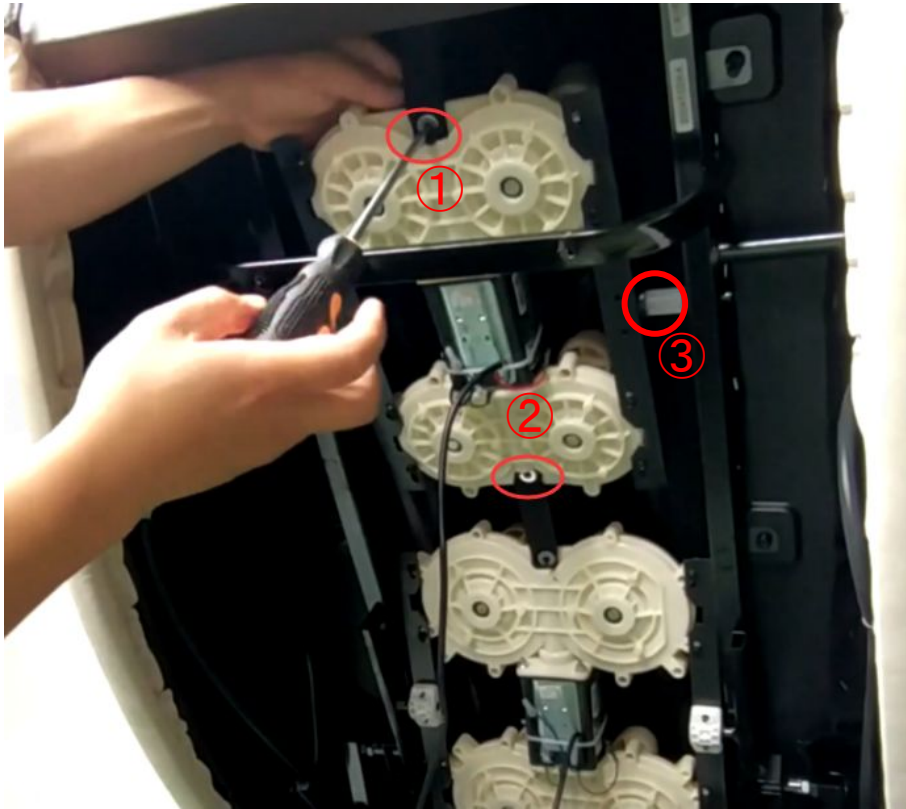
III. Upper mechanism not working -replace a new upper mechanism



2. cut off the nylon ties on the right size of frame work.
3. follow the wire of upper mechanism, find and unplug the terminal



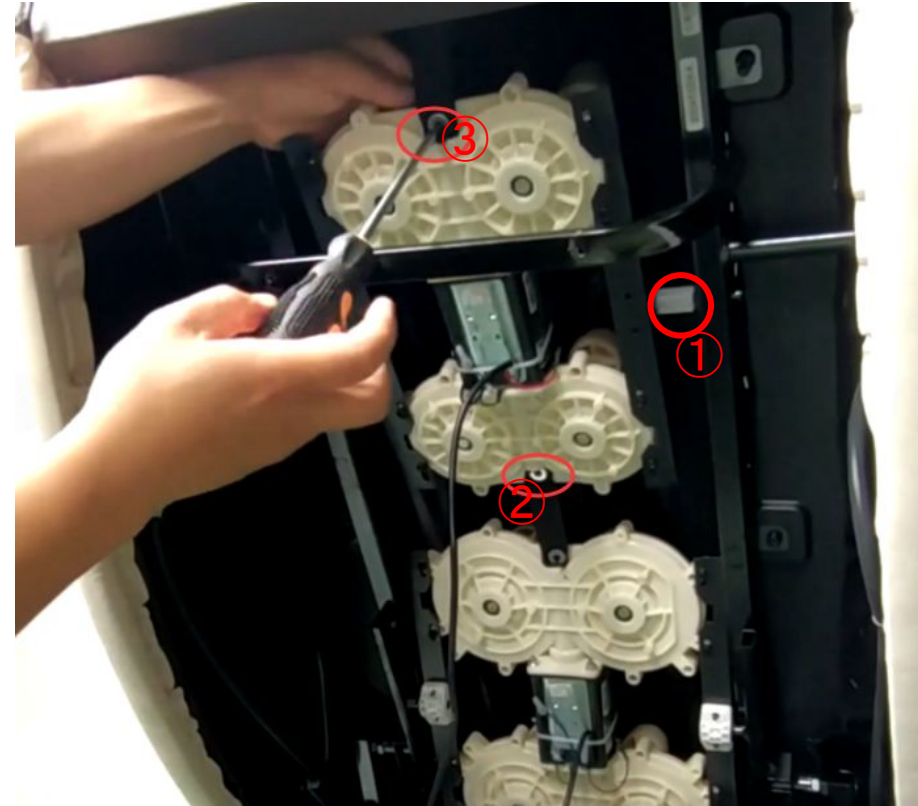
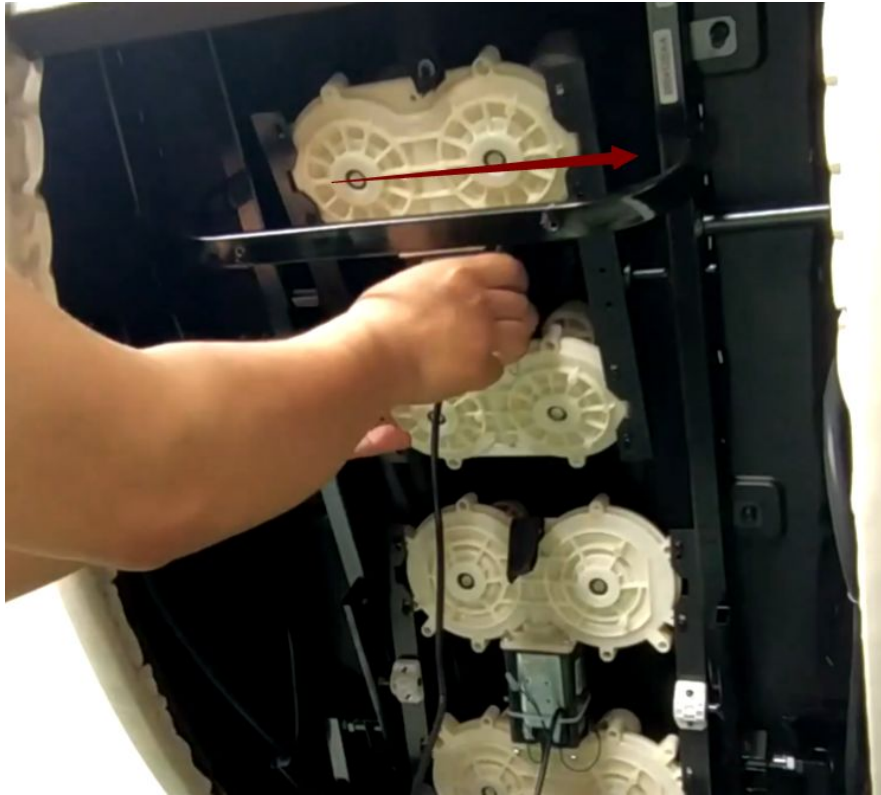
III. Upper mechanism not working -replace a new upper mechanism



4. remove ①&② this screws

5. remove the buckle of ③, slide to the right, take off the upper mechanism

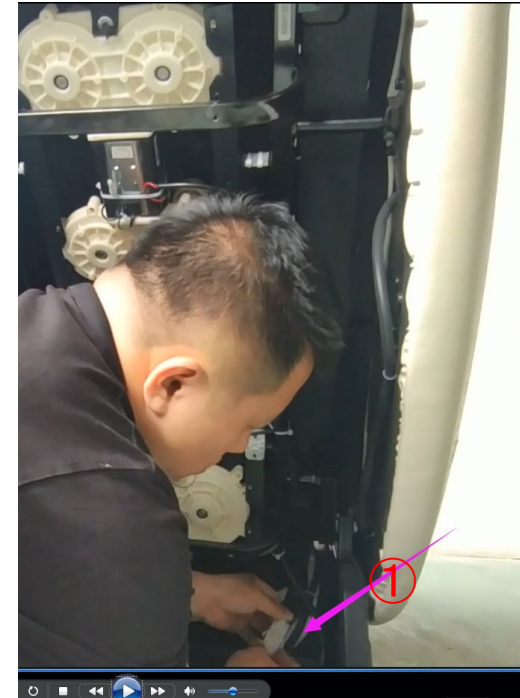
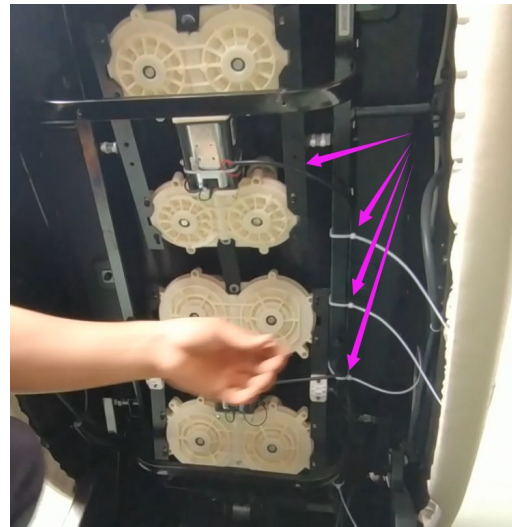
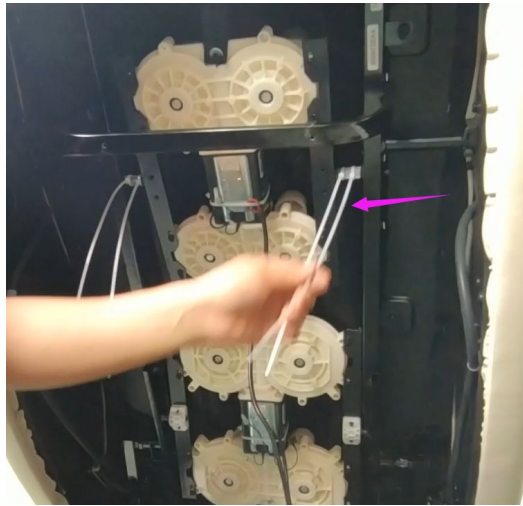
III. Upper mechanism not working -replace a new upper mechanism



6. replace with a new upper mechanism

7. install the buckle ①, fasten the screws② and ③ tightly

III. Upper mechanism not working -replace a new upper mechanism



8. The position indicated by the arrow fixed with a nylon ties tightly
9. plug the mechanism wire terminal well in ①.if the mechanism is working. put back the cover.



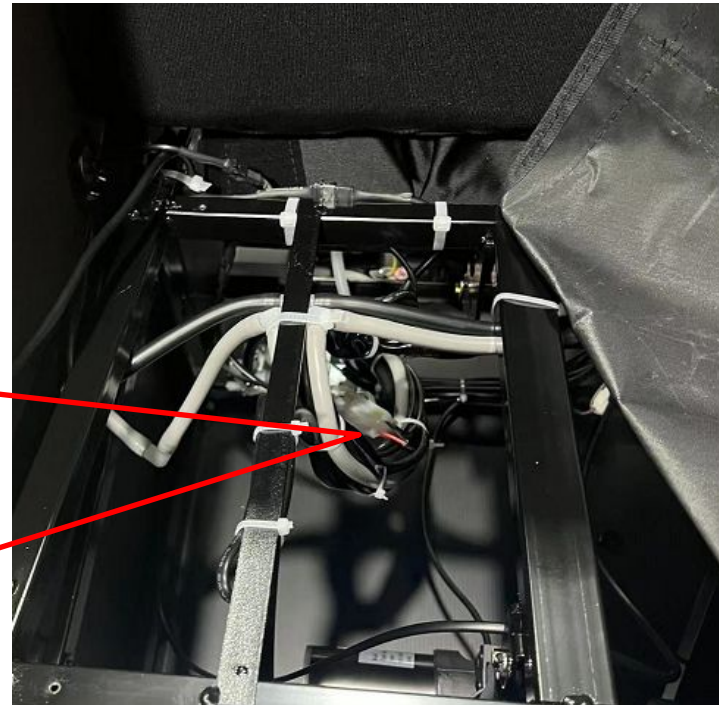
III. Lower mechanism not working

- Q: 1. Does the lower mechanism not working even use manual mode?
 2. Does upper mechanism working? airbag and foot roller are working normal? ?
- A: Only lower mechanism not working, check it with following steps.



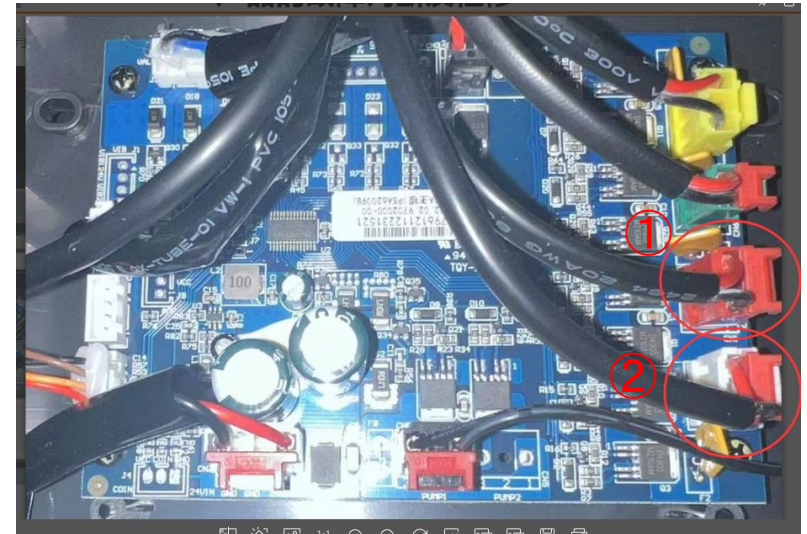
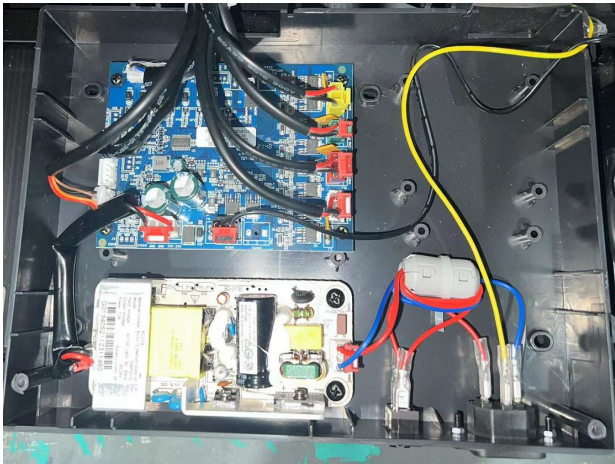
1. cut off the power and turn over the seat cushion
2. remove the screws of①-③, remove the cloth

III. Lower mechanism not working



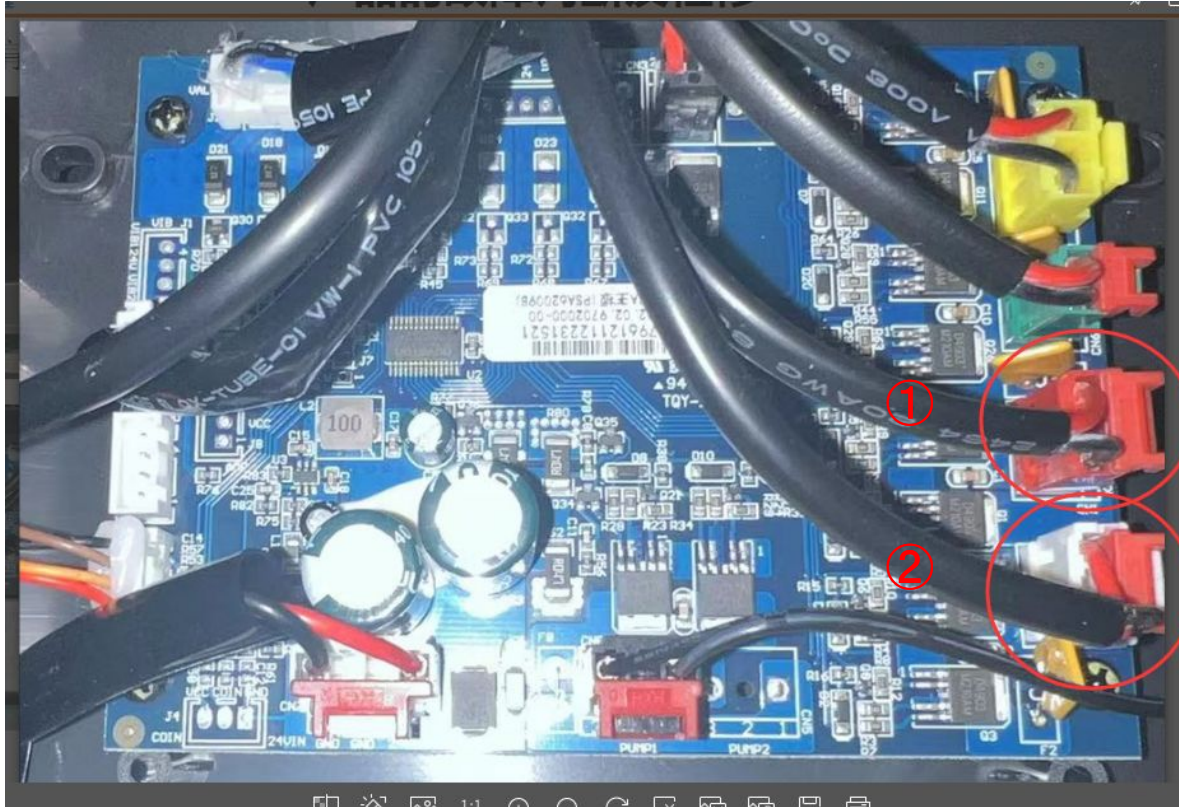
3. Check the white terminal is loose or not, unplug and plug tightly again
4. Connect with power and turn on massage chair to check if works normally. If not, proceed with the following steps.

III. Lower mechanism not working



5. Remove the electric box covers.
6. check if the plug of ①② are loose. if loose, please plug it tightly and turn on massage chair check the function.

III. Lower mechanism not working



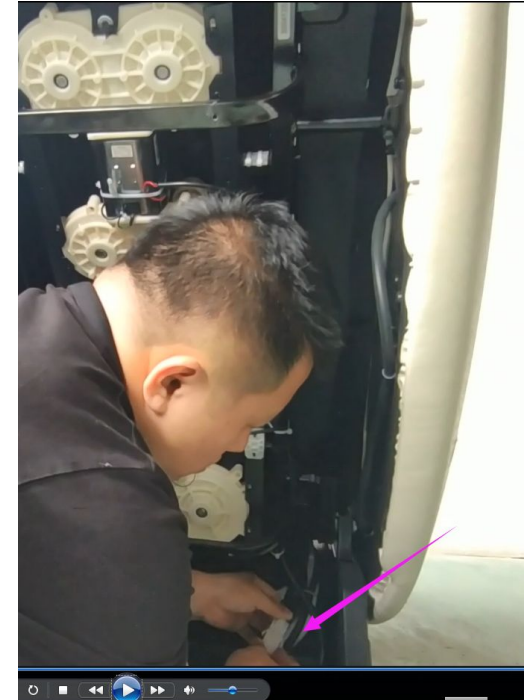
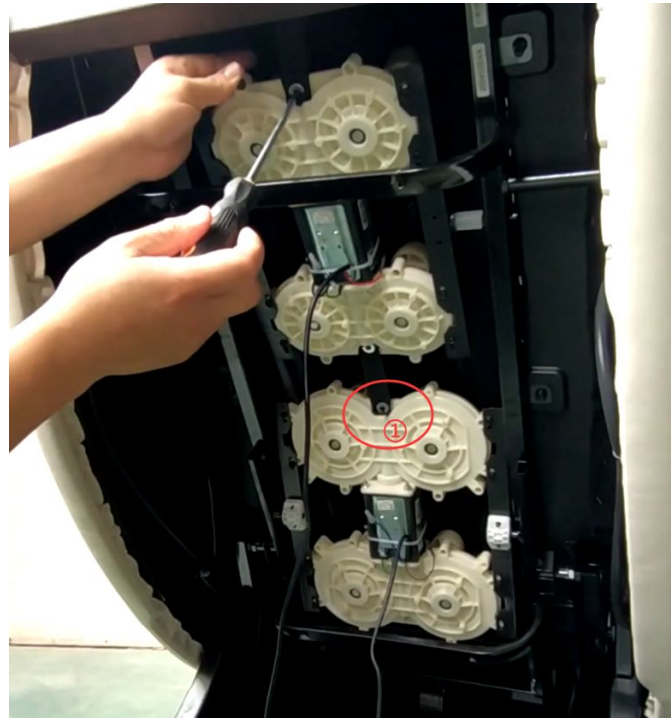
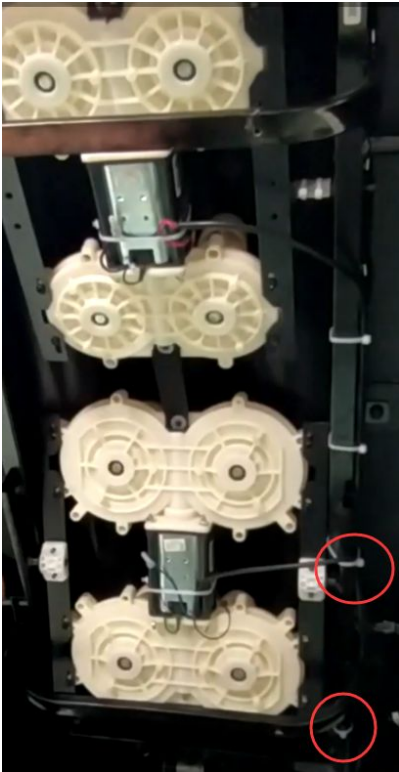
7. if the lower mechanism still not working, pls switch the plug of ①②, connect with power to check
- 1) if lower mechanism is working, upper mechanism is not working. pls change a new PCB
 - 2) if lower mechanism is not working, but upper mechanism is working. then replace the lower mechanism as following steps.

III. Lower mechanism not working-replace with a lower new mechanism

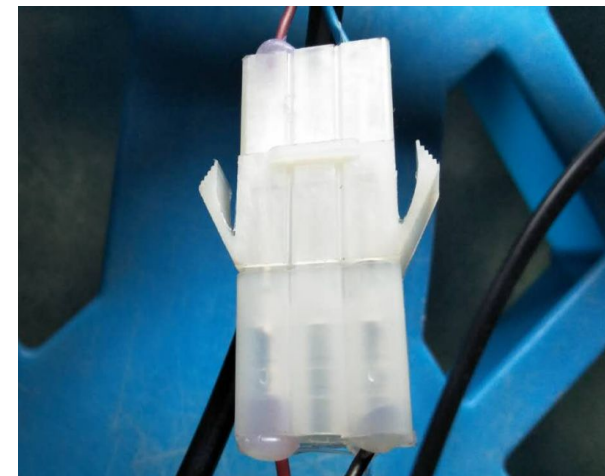


1. cut off the power, use cross screwdriver to remove the screws and back cover

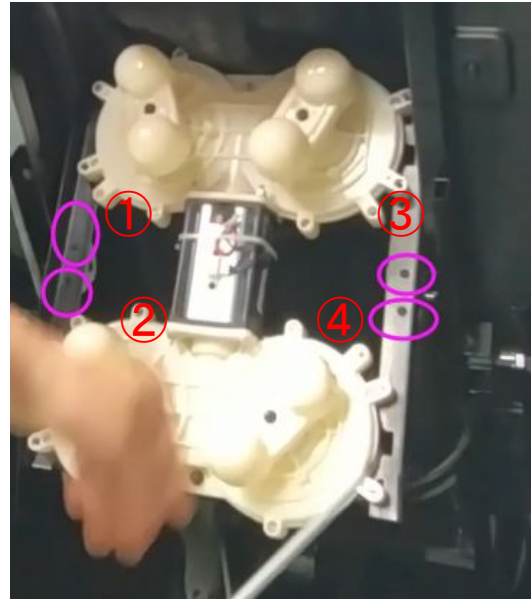
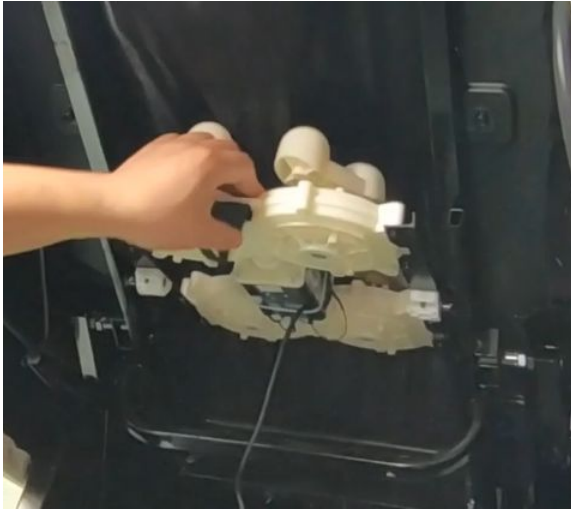
III. Lower mechanism not working-replace with a lower new mechanism



2. cut off the nylon ties on the right size of frame work.
3. use screwdrive to remove the screw on ①
4. follow the wire of upper mechanism, find and unplug the terminal.



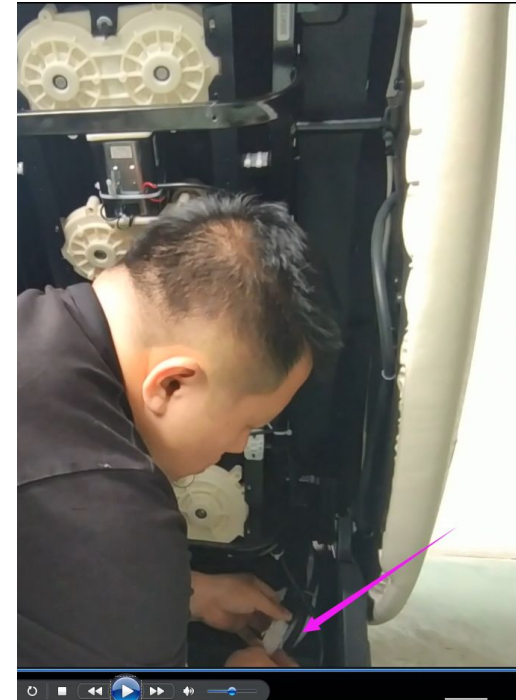
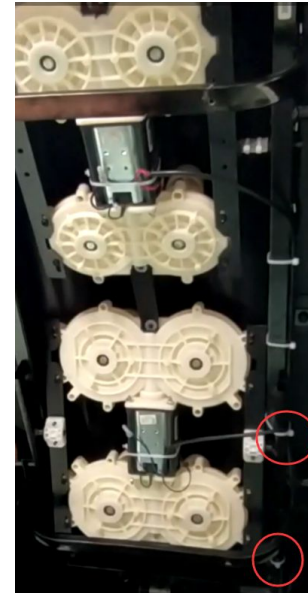
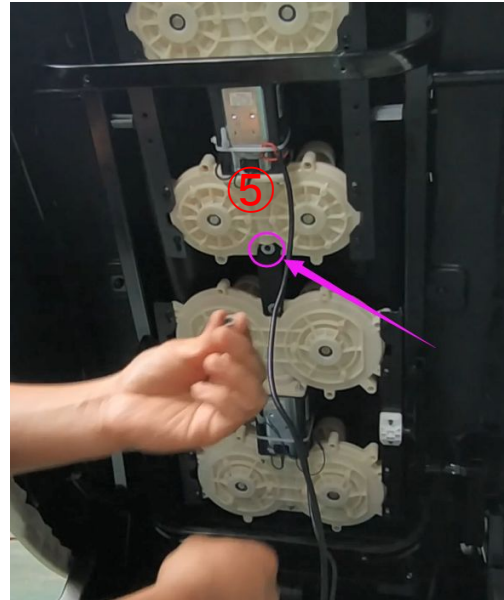
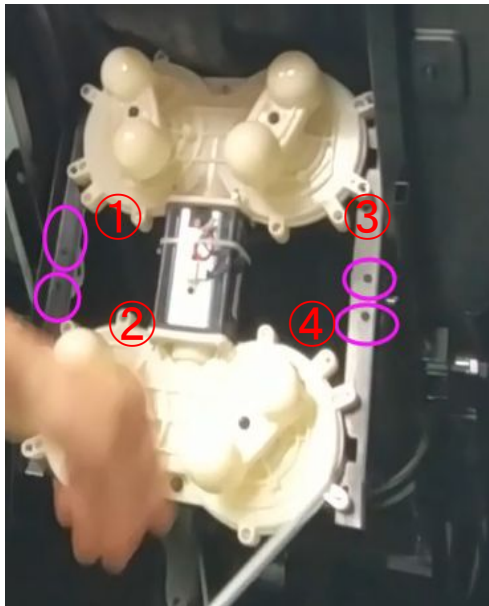
III. Lower mechanism not working-replace with a lower new mechanism



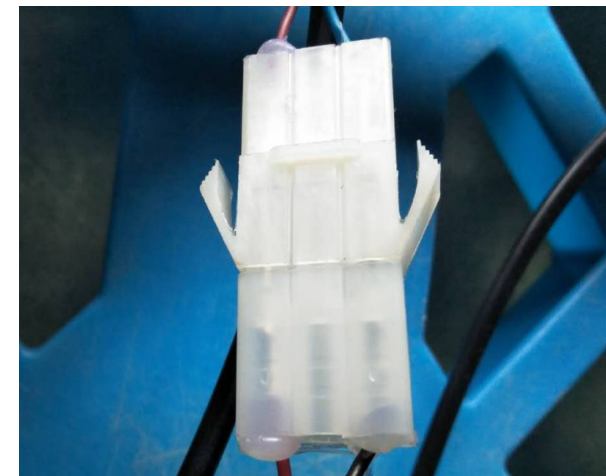
5. turn the mechanism over

6. remove the screws of ①-④, and take off the mechanism

III. Lower mechanism not working-replace with a lower new mechanism



7. replace with a new lower mechanism, fasten the screws of ①-④, and turn back the mechanism.
8. fix the screws on ⑤.
9. plug the terminal of mechanism wire, fix the wire on the right side frame work and fasten by nylon ties.
10. connect with power and turn on massage chair, if the mechanism is working. put back the cover.



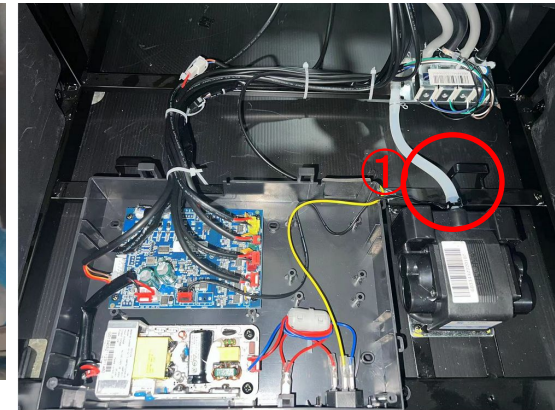
IV. Airbag malfunction

Q: 1. Do other functions work well? All the airbag not work?

2. Can you hear the pump pumping?

A: Other functions work well. All the airbag not work.

I can/cannot hear the pump pumping

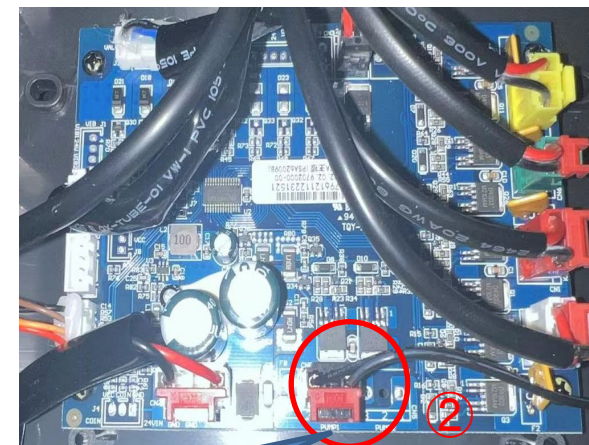


1. unplug the power cord, and unscrew the screws to open the electrical cabinet.

2. check position ① air tube if is loosen or damaged, position ② pump plug is connected properly, if yes

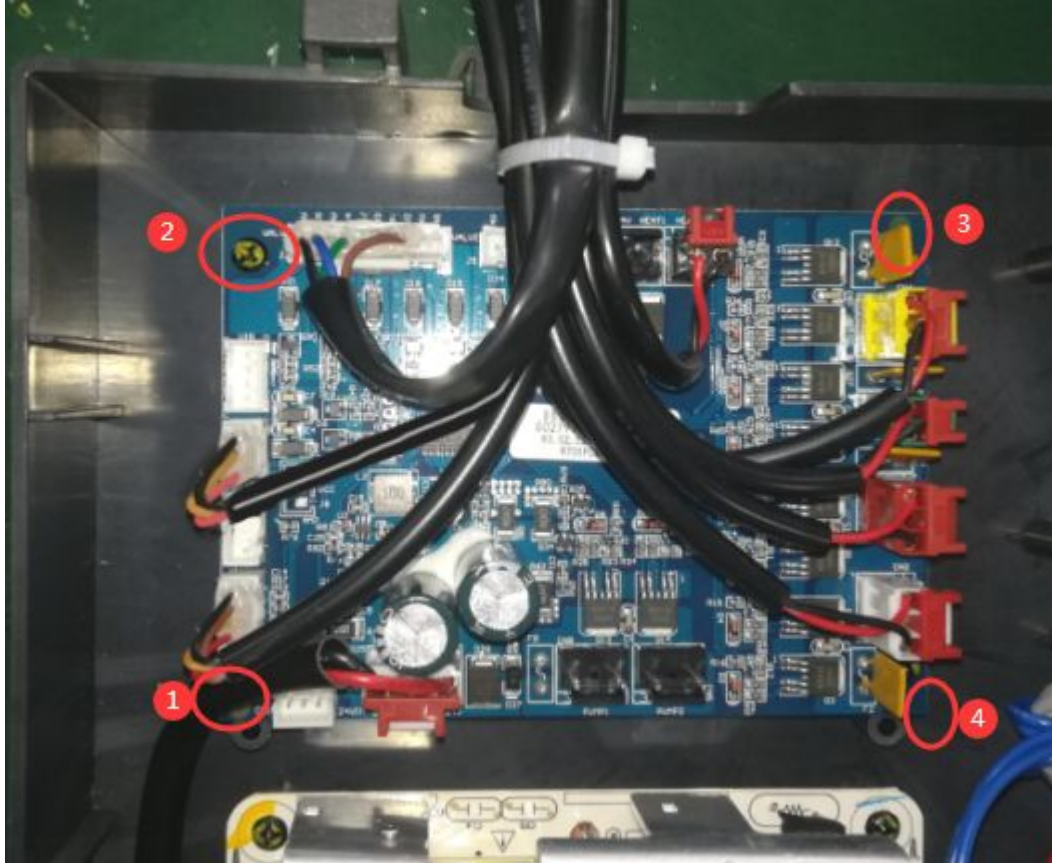
1) replace a new PCB board to try again.

2) if still not work after replace PCB, then replace the pump



气泵对插头

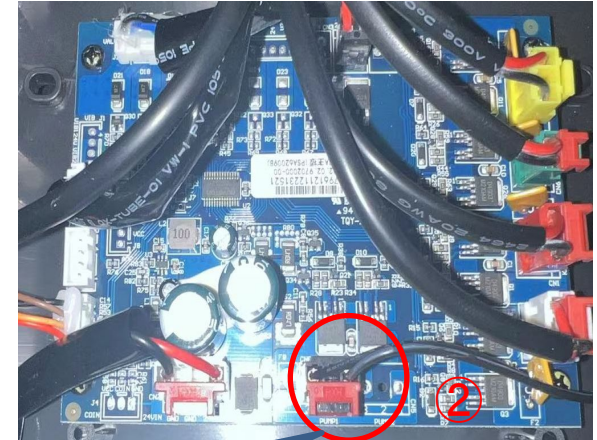
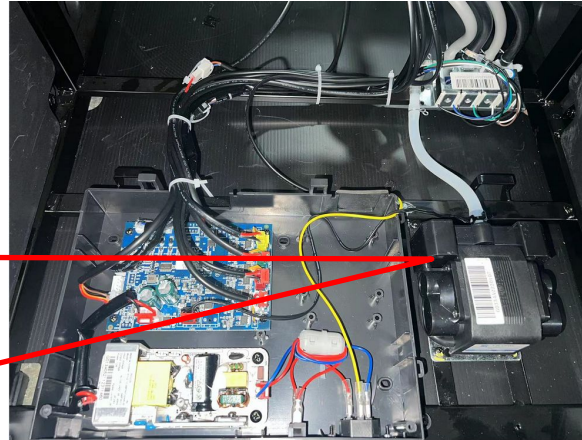
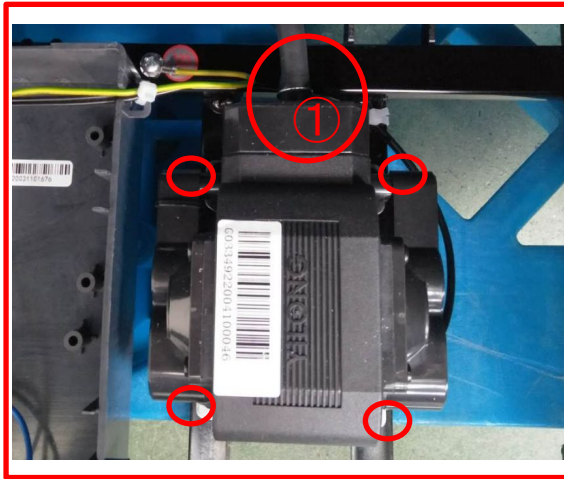
IV. Airbag malfunction



Replace the main PCB

- 1) Cut off power, take some pictures. remove all cables on PCB. Remove the 4 screws(showing ①-④ on PCB), replace with a new PCB
- 2) Follow the picture taken before, plug back all cables. Connect with power, if indicator light flash, turn on massage chair.

IV. Airbag malfunction-Replace a new air pump

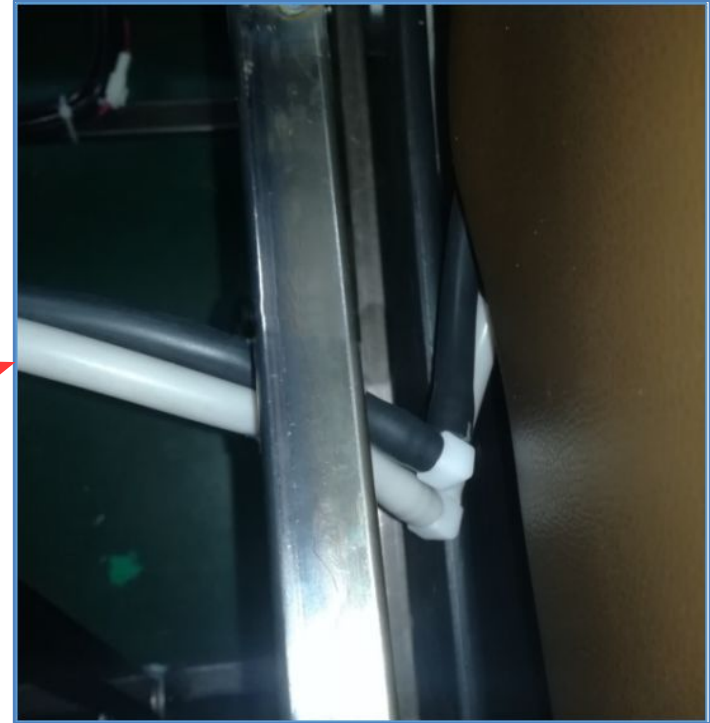


Replace the air pump

1. Cut off the power, take off the air tube of ①, remove 4 screws on air pump by screwdriver
2. Remove the plug of port ②
3. Replace with a new air pump and turn on the massage chair to test the function

Pls note: 1. The 4 screws on air pump must be faststen well. To avoid the big noise cause by loose screws.
2. Make sure the air tube on ① is not bending.

IV、Airbag malfunction—shoulder and arm airbag don't work



1. remove the cushion
 2. check if the airtube is loose, tighten it, and try again.
- Follow below steps if still not work

IV、Airbag malfunction—hip airbag don't work

Q: 1. Did you hear a leak?

A: if yes check as below

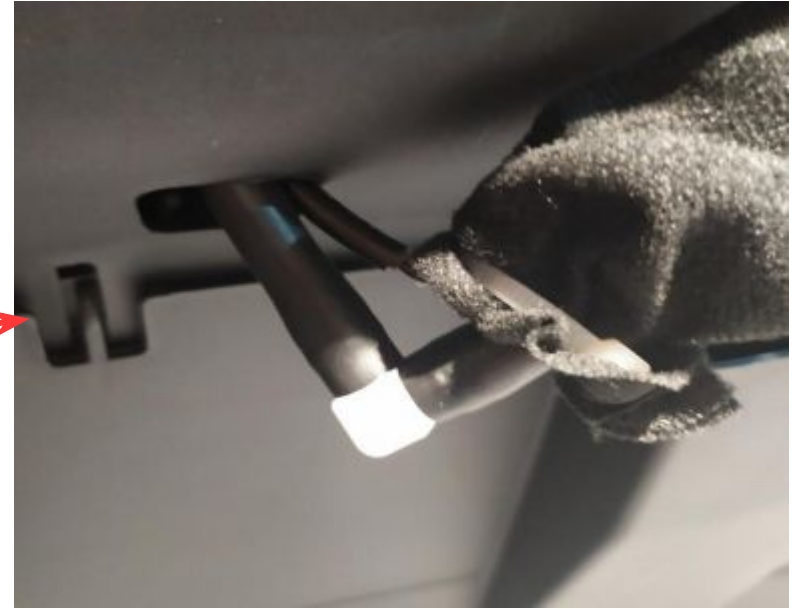


1. remove the cushion
 2. check if the airtube is loose, tighten it, and try again.
- Follow below steps if still not work

IV、Airbag malfunction–Air bags in the legs don't work

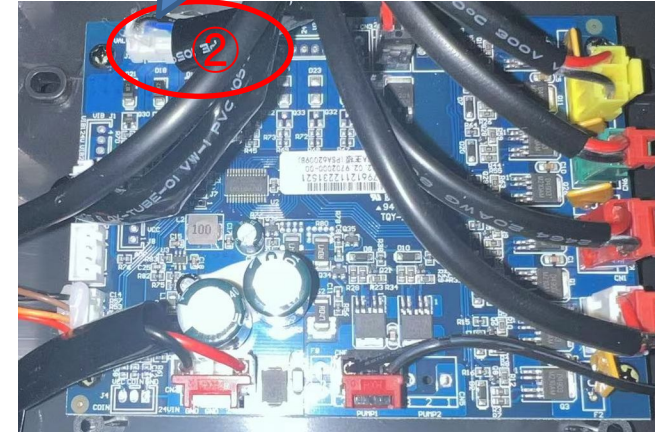
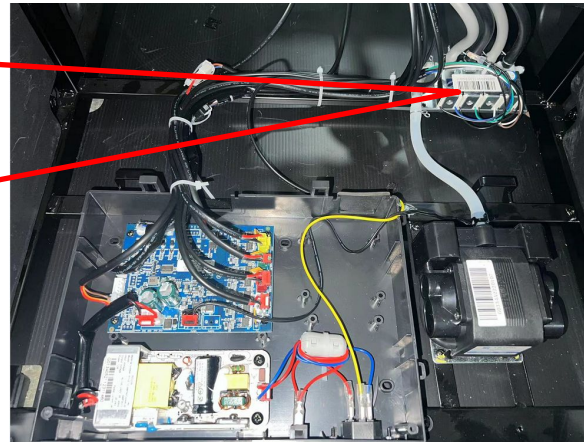
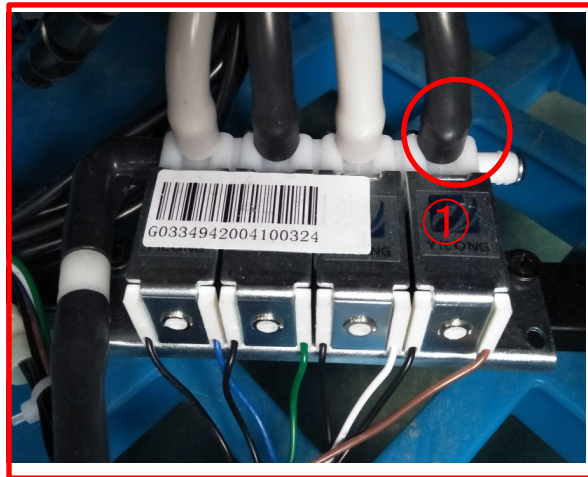
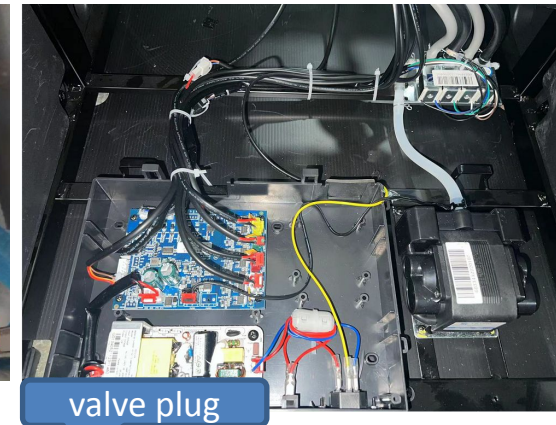
Q: 1. Can the other airbags inflate properly?

A: The other air sacs worked, except for the leg sacs.



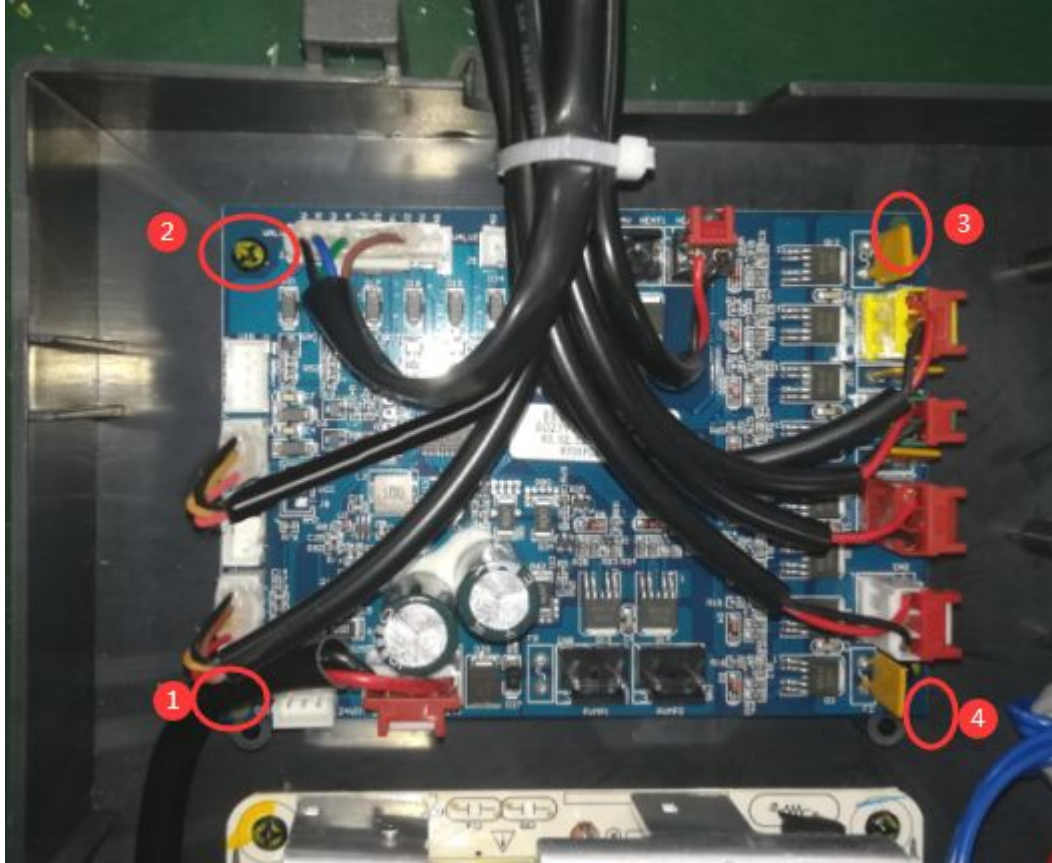
1. Lift the legrest.
2. Check whether the trachea is loose. If it is loose, insert it firmly. If it is not loose, check as follows.

IV、Airbag malfunction–Air bags in the legs don't work



1. Unplug the power supply and remove the back cover of the electrical control box.
2. Check whether the air pipe at position ① is bent. If it is bent, unplug and reinsert it;
3. Check the position ② whether the plug is loose, and insert it again.
4. If still not work, replace PCB board or valve

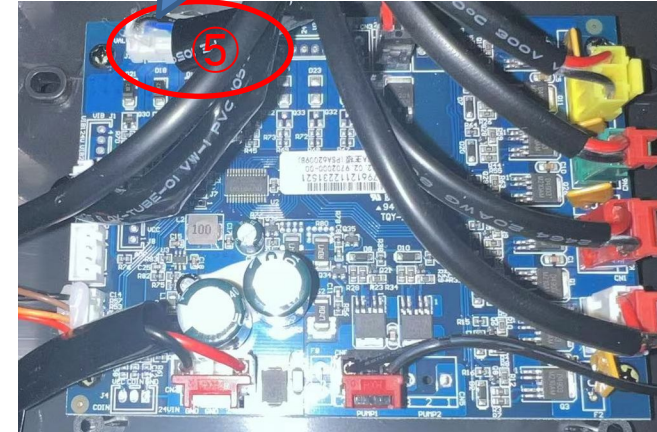
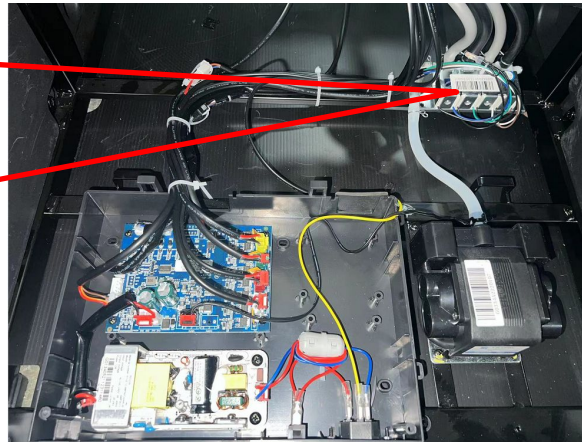
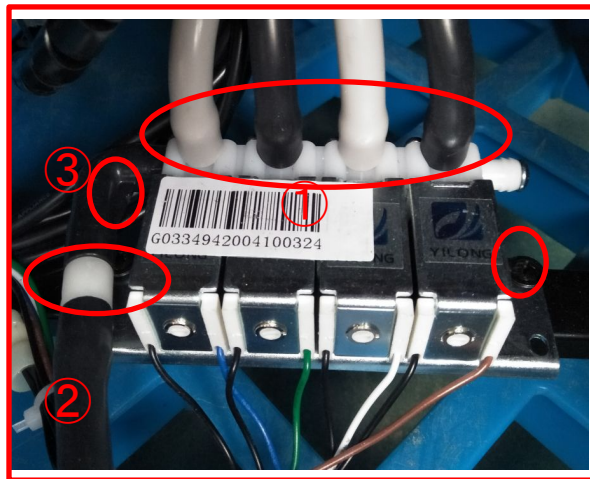
IV、Airbag malfunction—replace PCB



Replace the mainboard

1) Disconnect the power supply and take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and replace the PCB mainboard. 2) According to the illustration in the photo, after connecting wire, the PCB indicator light will blink and turn on the power.

IV、Airbag malfunction—replace valve

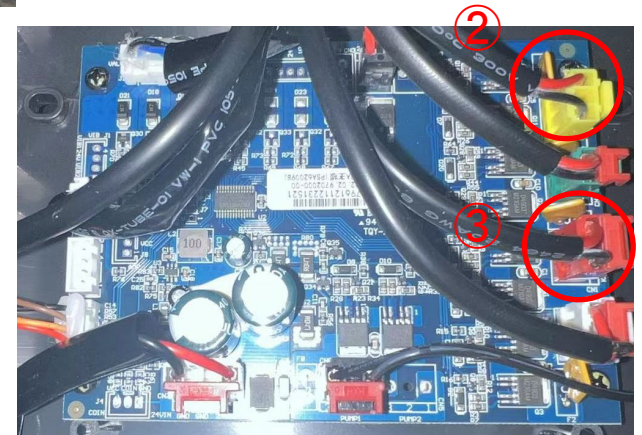
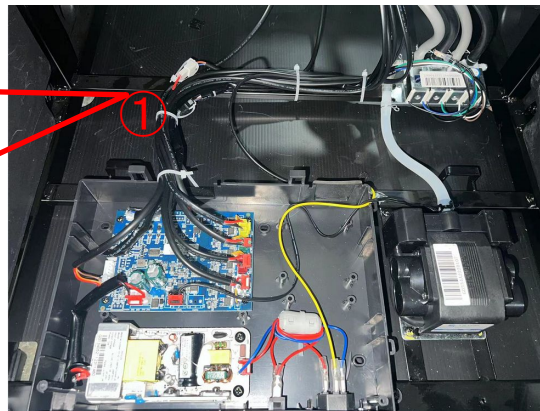



1. unplug the power cord and open the electrical carbinet
2. unplug the airtubes in position①②
3. unscrew the screws in position③④
4. unplug the cable in position ⑤
5. replace a new valve ,connect the airtubes and plug the valve cable,
6. lock the electrical carbinet to try again.

V. backrest not work

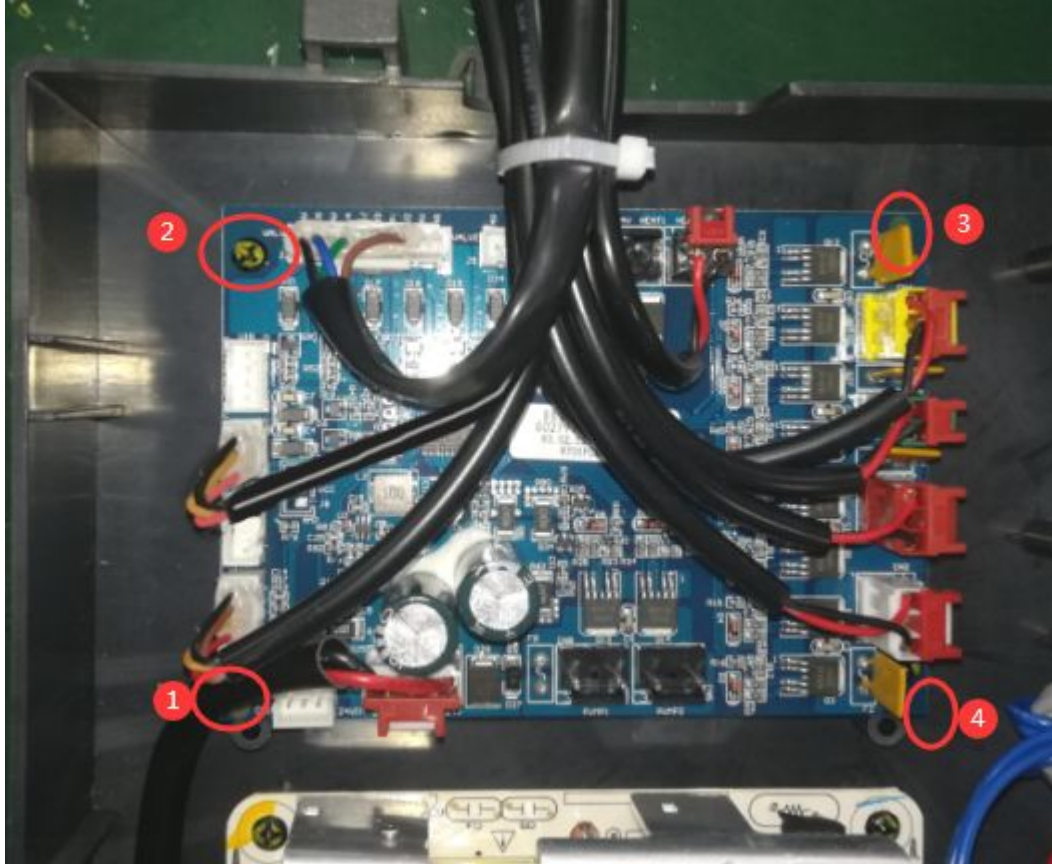
Q: if other functions work well? Only backrest cannot up and down?

A: if yes, please follow below steps to check



1. disconnect the power, and open the cabinet with a phlip screwdriver
2. check if position ① is connected properly, if not replug it.
3. check if position ② is connected properly, if not replug it, and connect to power to try again
4. if still not work, please take off the ②③ wire, and plug number ② wire to number ③ (terminal in red - back roller wire) terminal, then connect to power and press  button, if backrest can go up and down, then replace a PCB board. if not, replace a push rod.

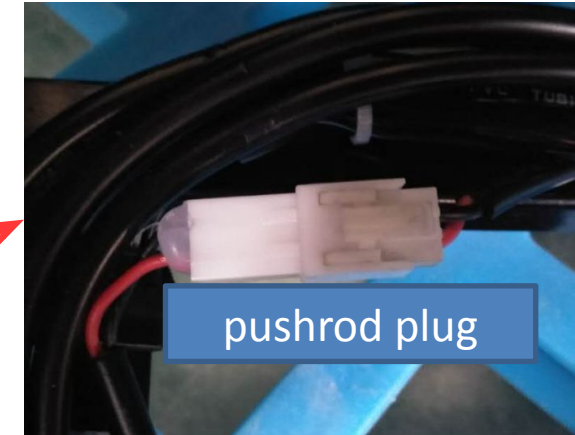
V、Backrest does not lift
-Replace the mainboard



Replace the mainboard

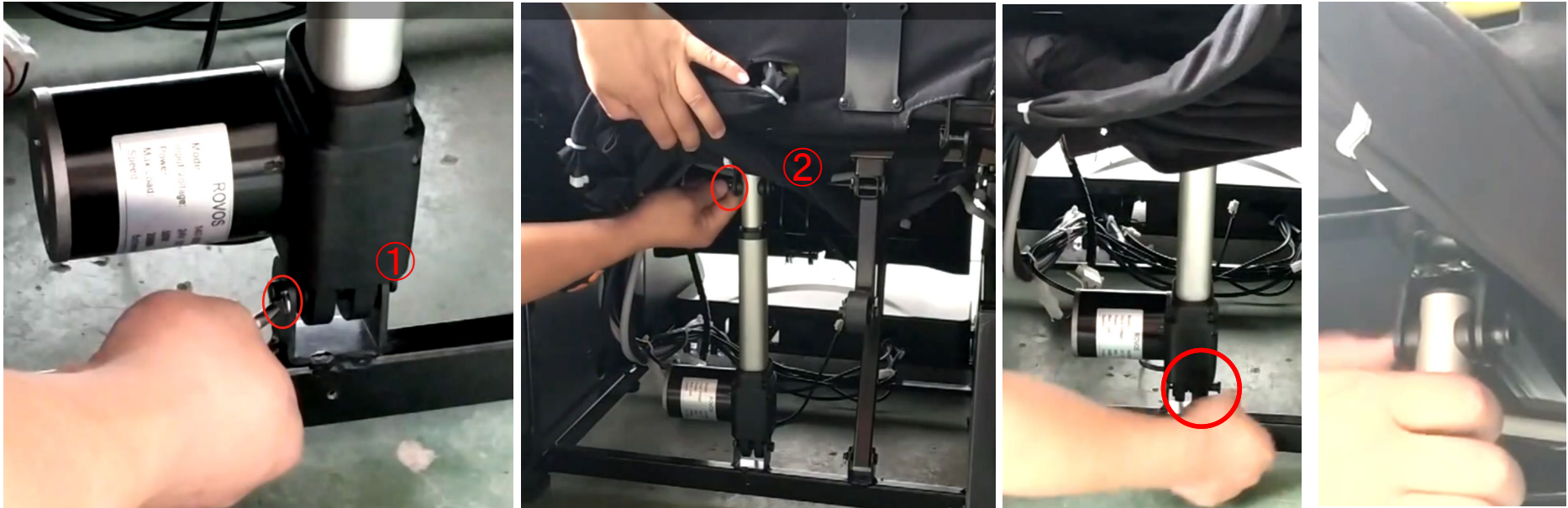
1) Disconnect the power supply and take some photos first. Then unplug all terminals on the PCB mainboard and unscrew No. ①-④, and replace the PCB mainboard. 2) According to the illustration in the photo, after connecting wire, the PCB indicator light will blink and turn on the power.

V. backrest not work - replace pushrod



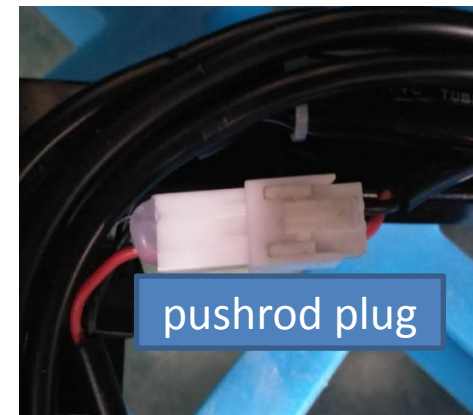
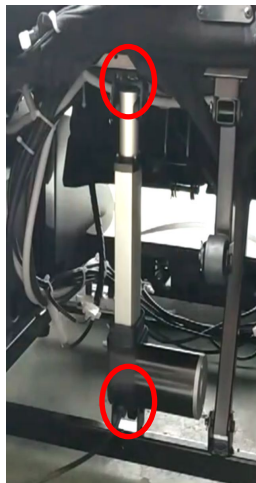
1. Unplug the power supply and lift up the legrest
2. unscrew the six screws on the cover, and take apart the two covers
3. cut off the white tape of the cables and unplug the pushrod plug

V. backrest not work - replace pushrod



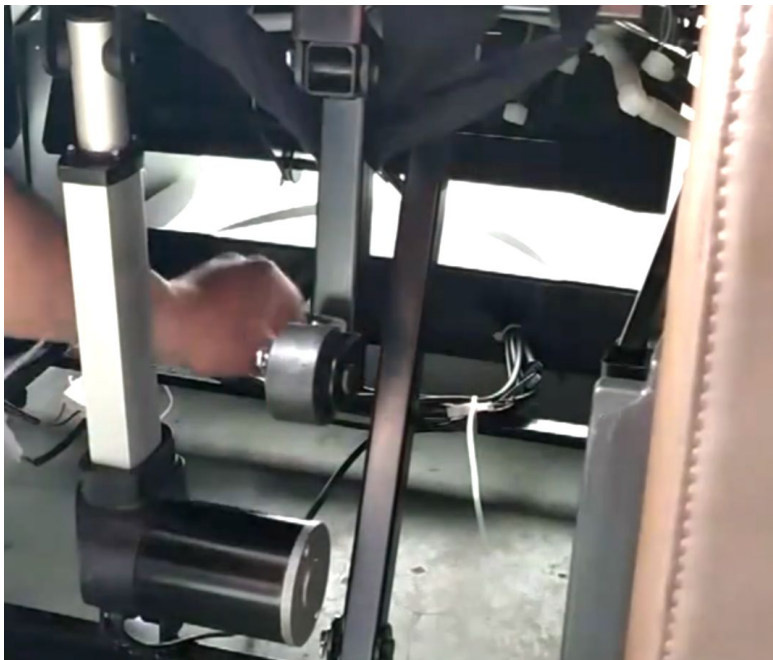
4. take apart the ①② buckles
5. take apart the pushrod

V. backrest not work - replace pushrod



6. replace a new one, locked with buckles
7. connect the pushrod plug

V. backrest not work - replace pushrod



8. Arrange and fix the wire with tape

9. lock the covers

VI、heating not work

Q: 1. Do other functions work and foot roller work?

A: if yes, follow the below steps

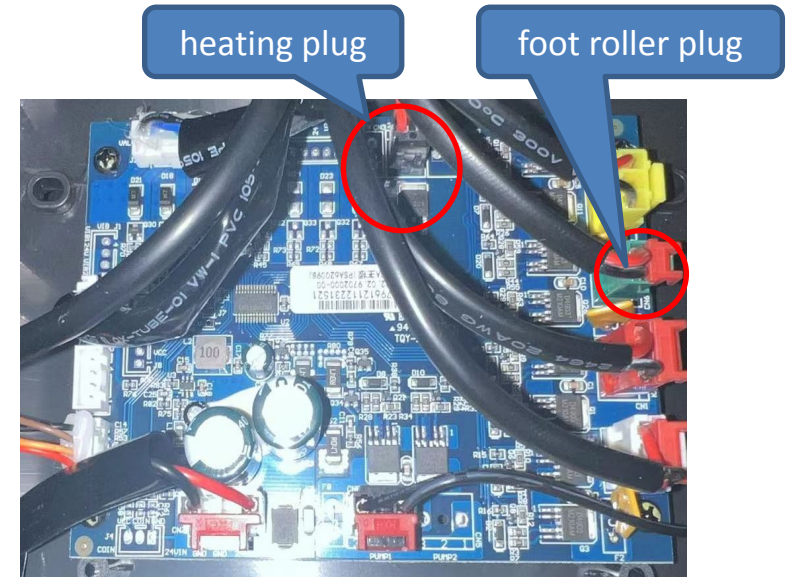


加热对插头



1. remove the cushion to find the heating plug and check if it's connect properly and not damaged. If the plug is not damaged and connected well, follow the below steps

VI.heating not work

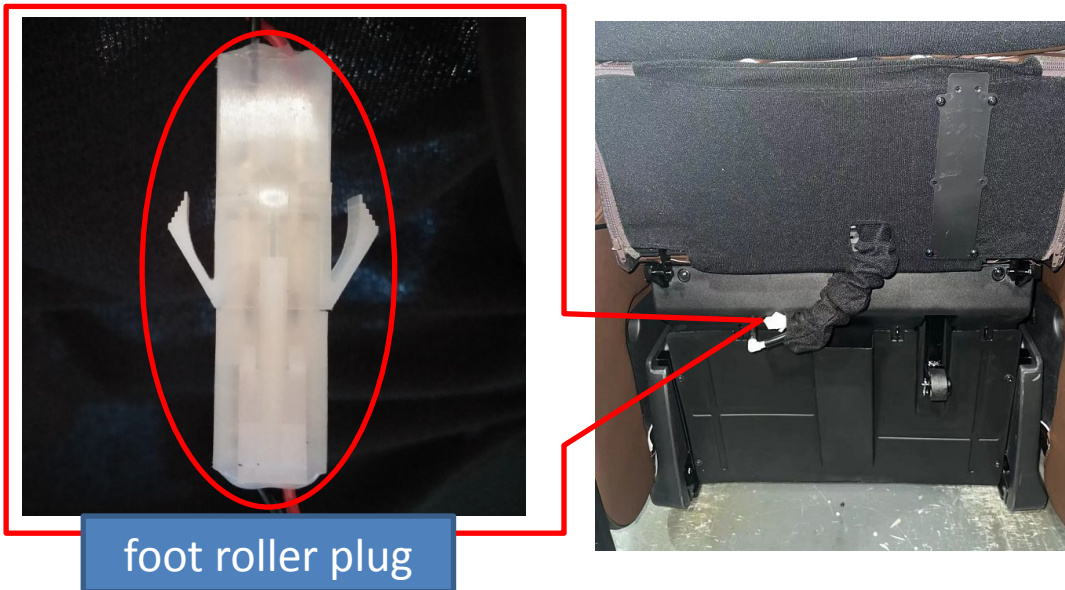


1. disconnect the power and open the electrical carbinet
2. unplug the heating plug(terminal in black) and foot roller plug (ternimal in green),
3. plug the heating plug to the green terminal, and turn on the chair, press the foot roller button,if heating works, then replace the PCB board;
if not work, then replace the heating pad.

VII. foot roller not work

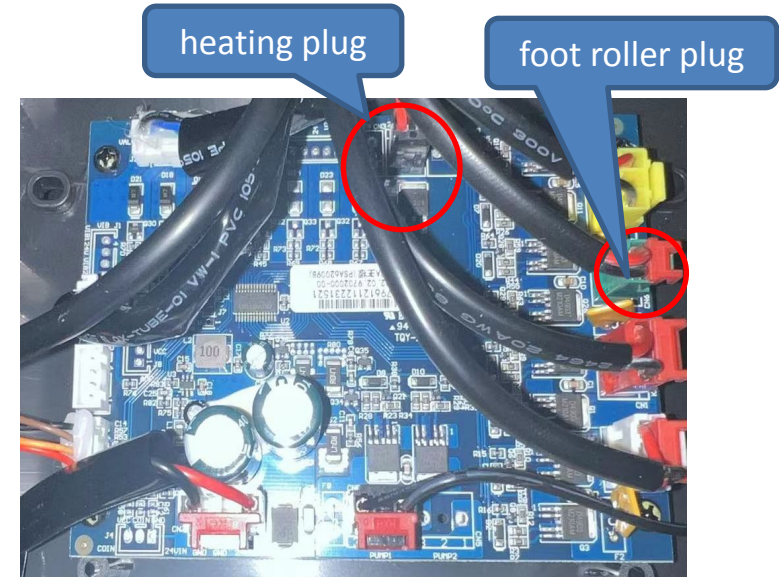
Q: 1. Do other function work well and foot roller work ?

A: if yes follow the below steps



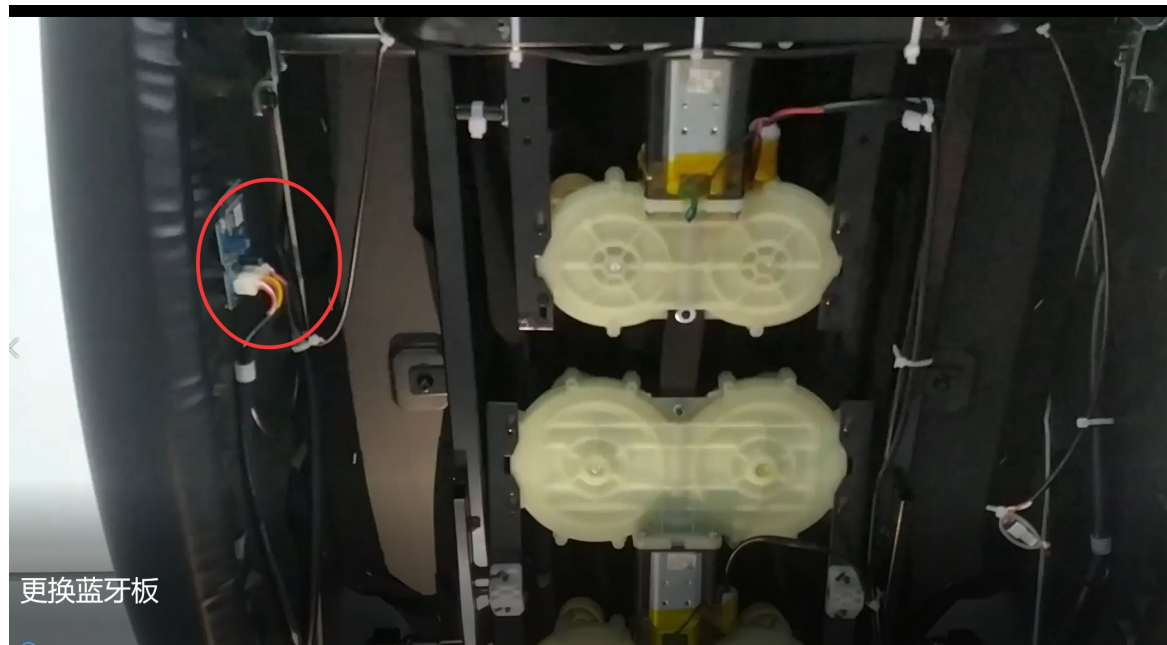
1. lift up the legrest and check if the foot roller plug is connected properly, if not replug it and try again.
if still not work, follow below steps:

VII. foot roller not work



1. disconnect the power and open the electrical carbinet
2. unplug the heating plug(terminal in black) and foot roller plug (terminal in green),
3. plug the foot roller plug to the black terminal, and turn on the chair, press the heating button,if foot roller works, then replace the PCB board;
if not work, then replace the foot roller.

VIII、Replace the bluetooth PCB



1. cut off the power, use cross screwdriver to remove the screws and back cover
2. unplugs the plugs and replace a new bluetooth pcb

VIII、Circuit board drawing

8.1、PCB socket naming diagram

