

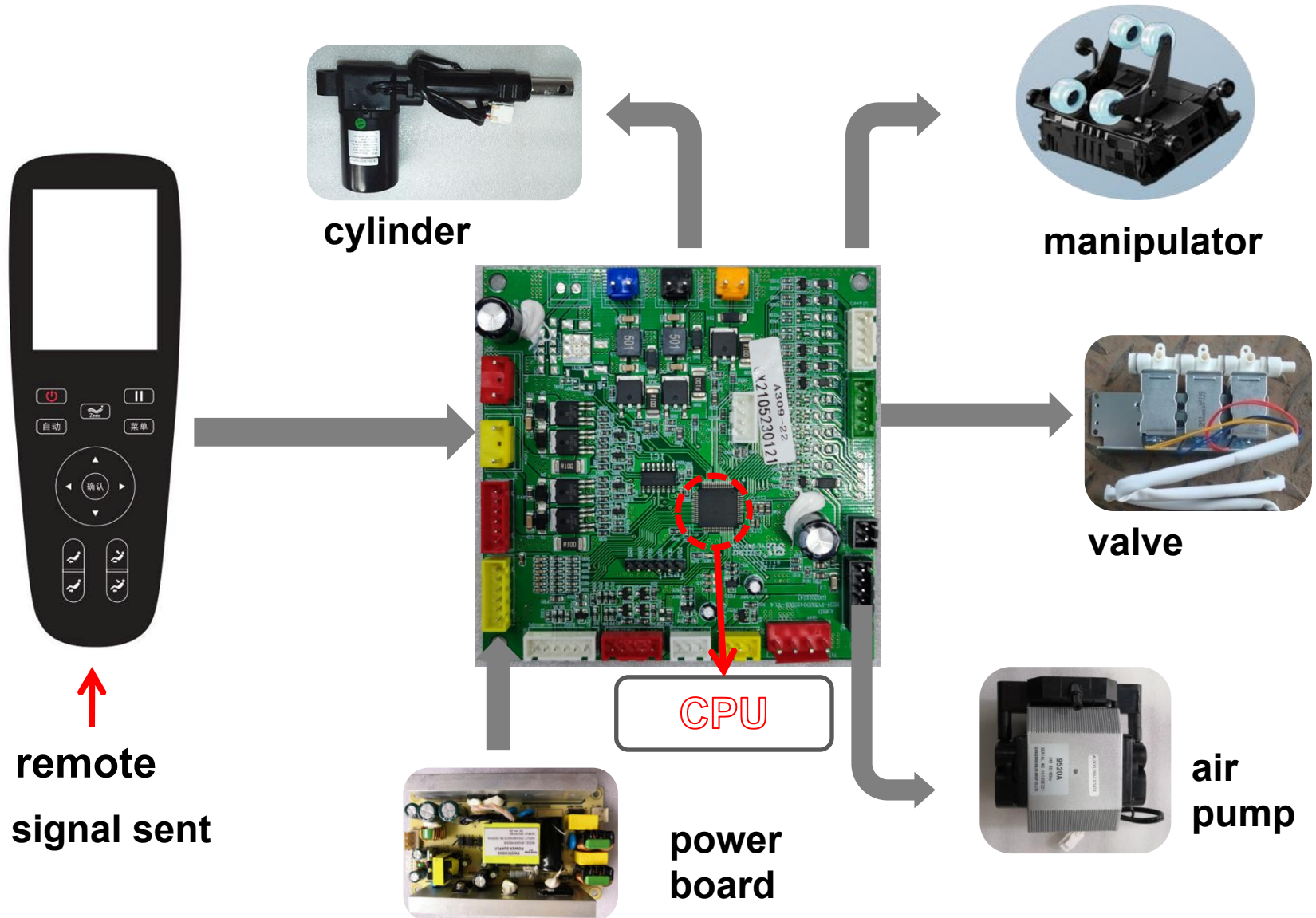
A335-5 OS-TAO

Service manual



1. massage chair working principle

OS-TAO



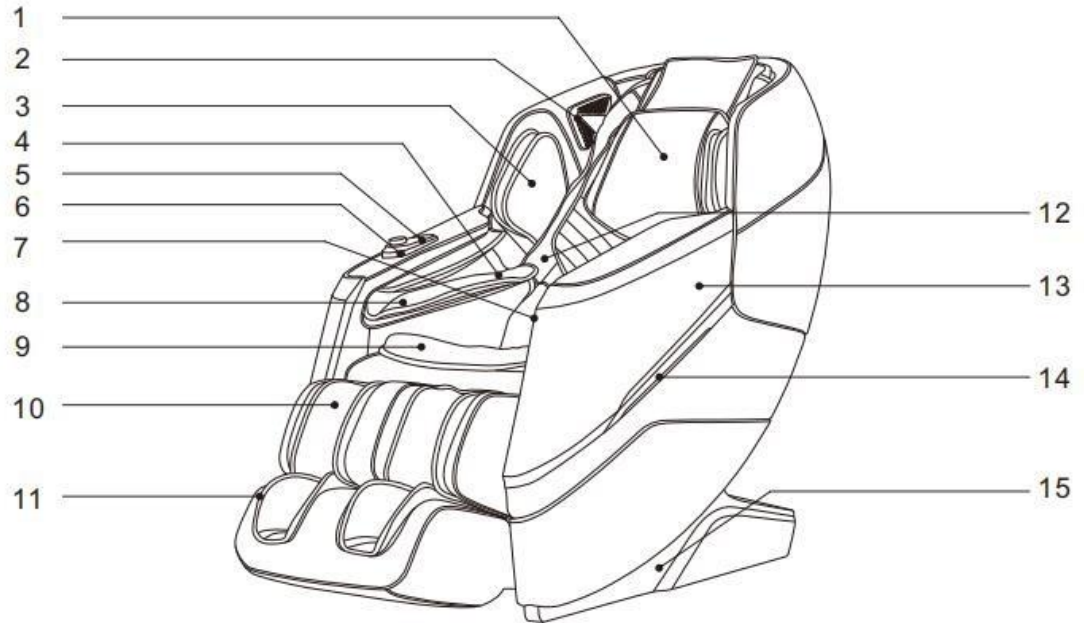
OS-TAO Massage chair after-sales maintenance - internal structure and disassembly

- 1. Name of parts**
- 2. Schematic diagram of internal structure**
- 3. Distribution diagram of driver board plug-in**
- 4. Product disassembly diagram and video**



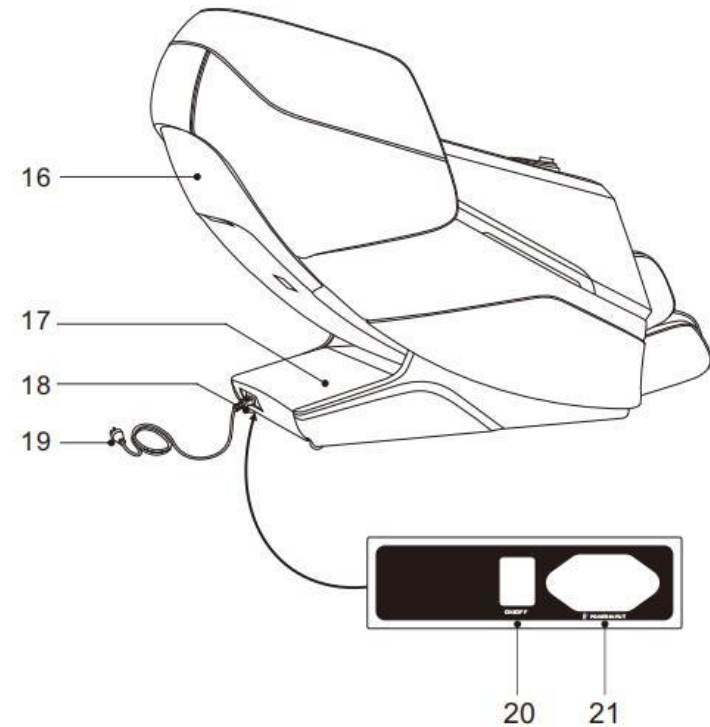
Parts name

1. Head cushion
2. 3D digital audio
(voice control install in right speaker)
3. Upper arm airbag component
4. Armrest airbag component
5. Short cut button
6. USB charging socket
7. Mobile phone placement slot
8. Salient massage hand
with magnetic therapy
9. Seat cushion
10. Leg rest
11. Foot rest
12. Backrest
13. Armrest
14. LED atmosphere light
15. Side cover



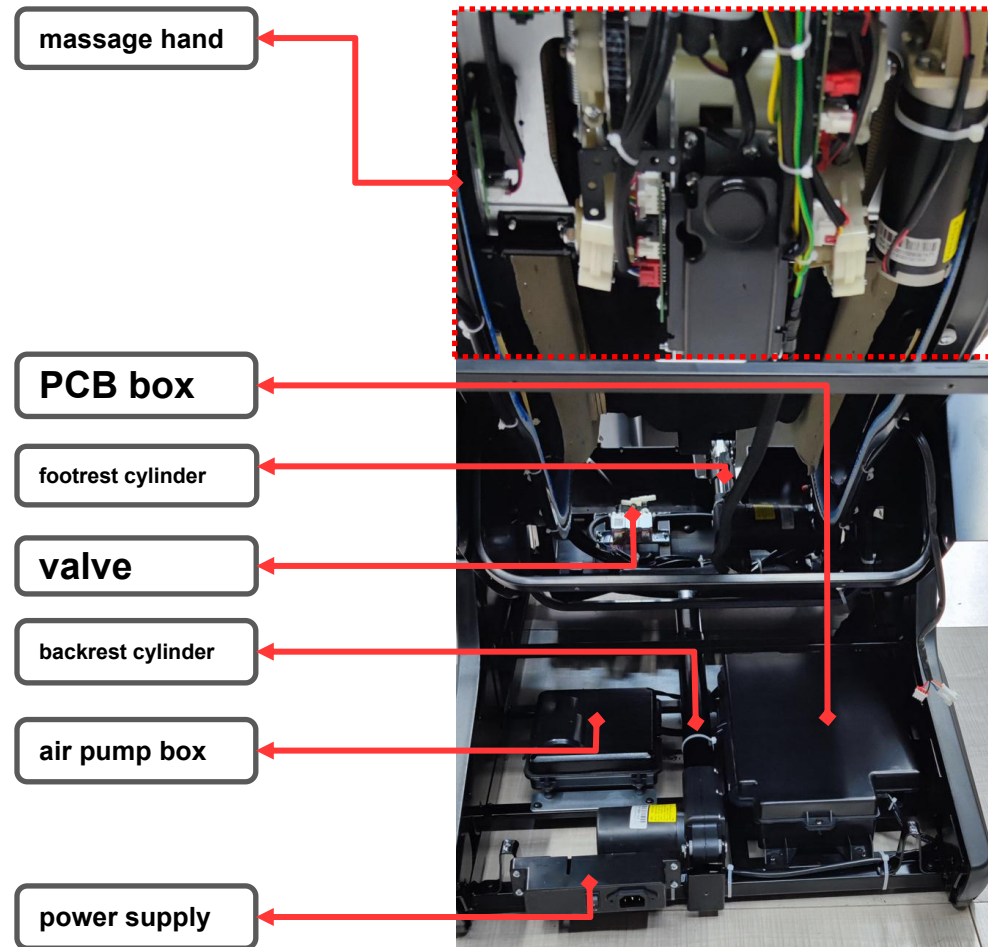
Parts name

- 16. Backrest cover
- 17. Power box cover
- 18. Wheels
- 19. Power cord and plug
- 20. Switch
- 21. Mains input

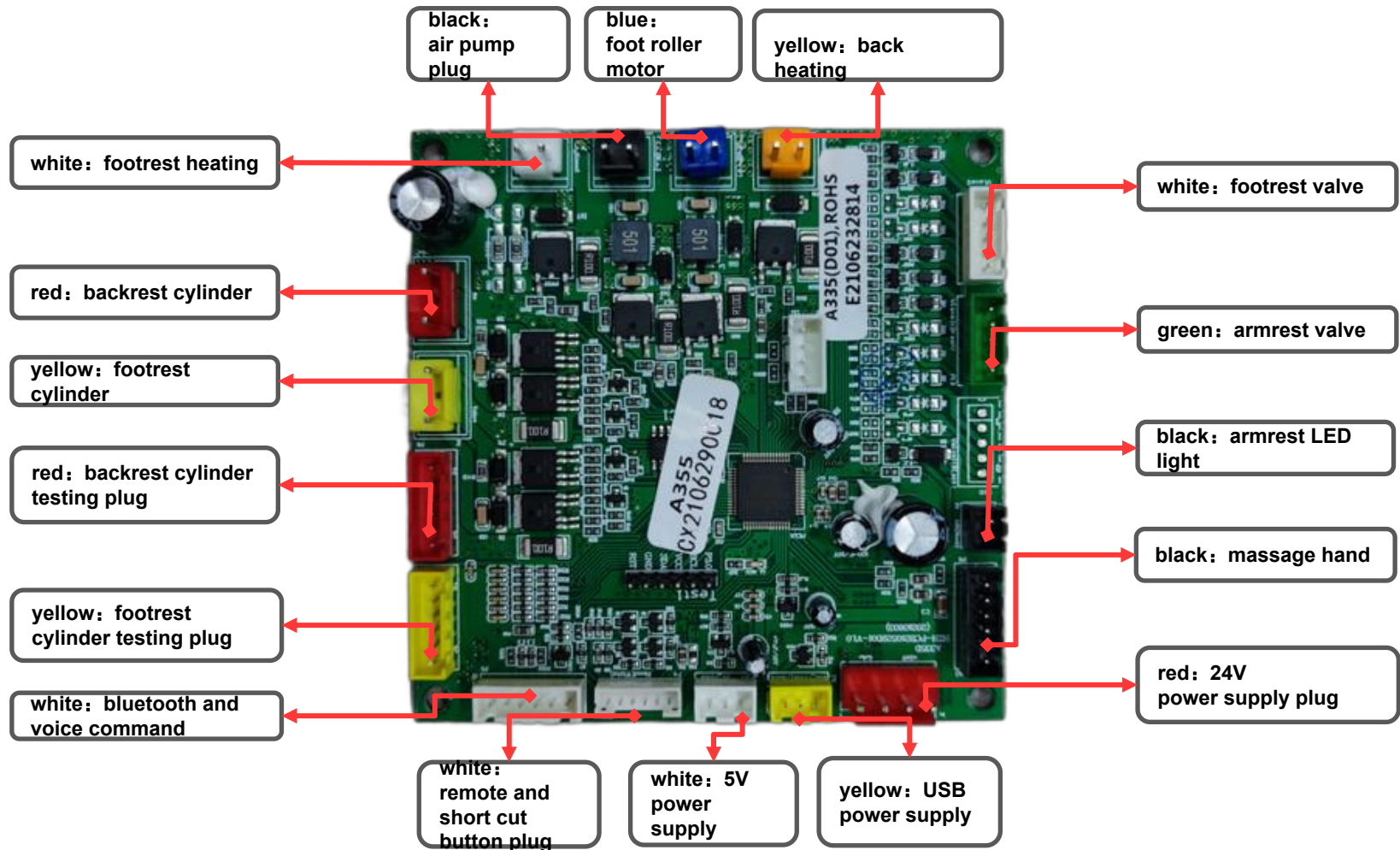


2. Product internal structure and disassembly OS-TAO

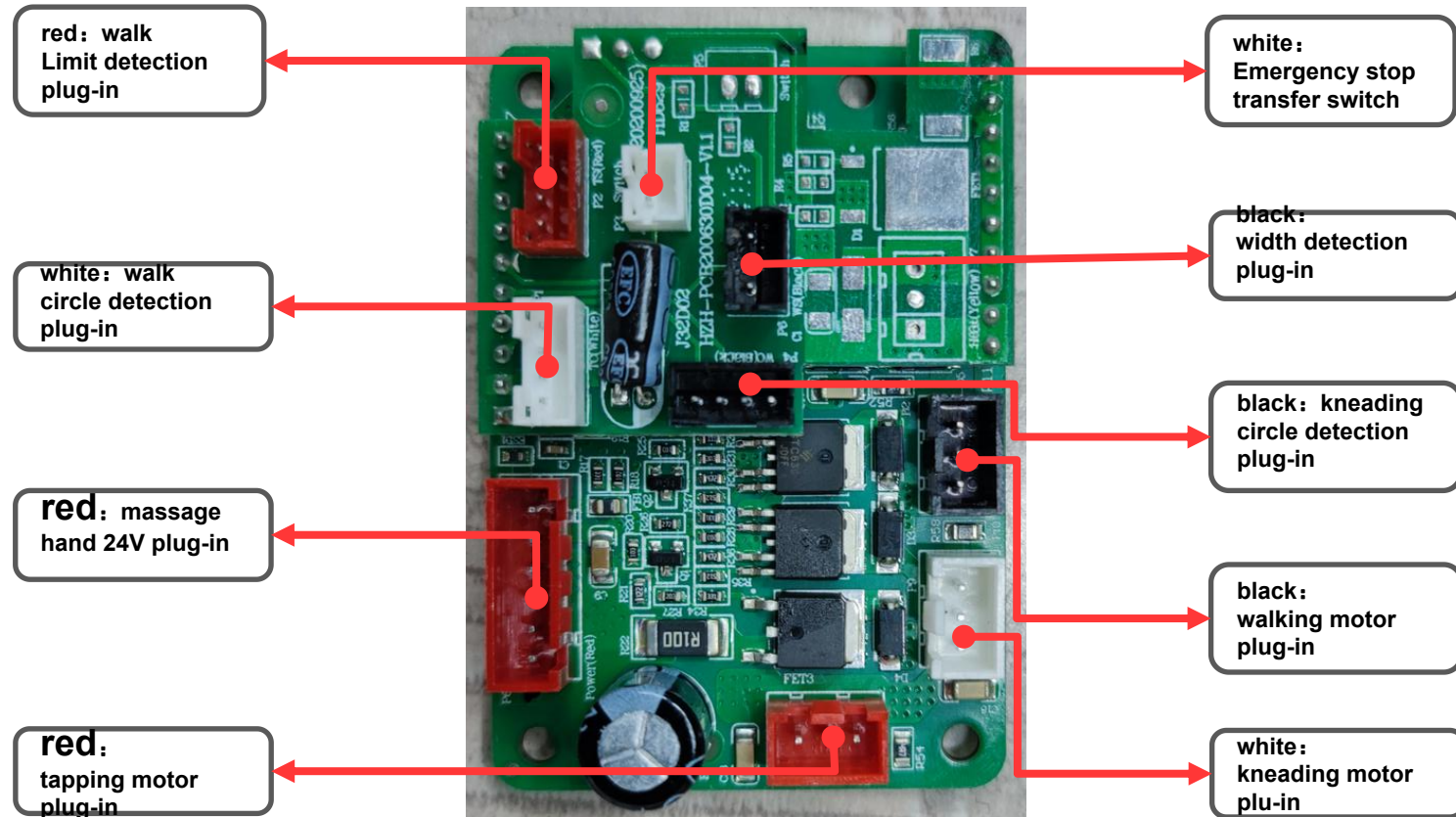
2.1、Internal structure



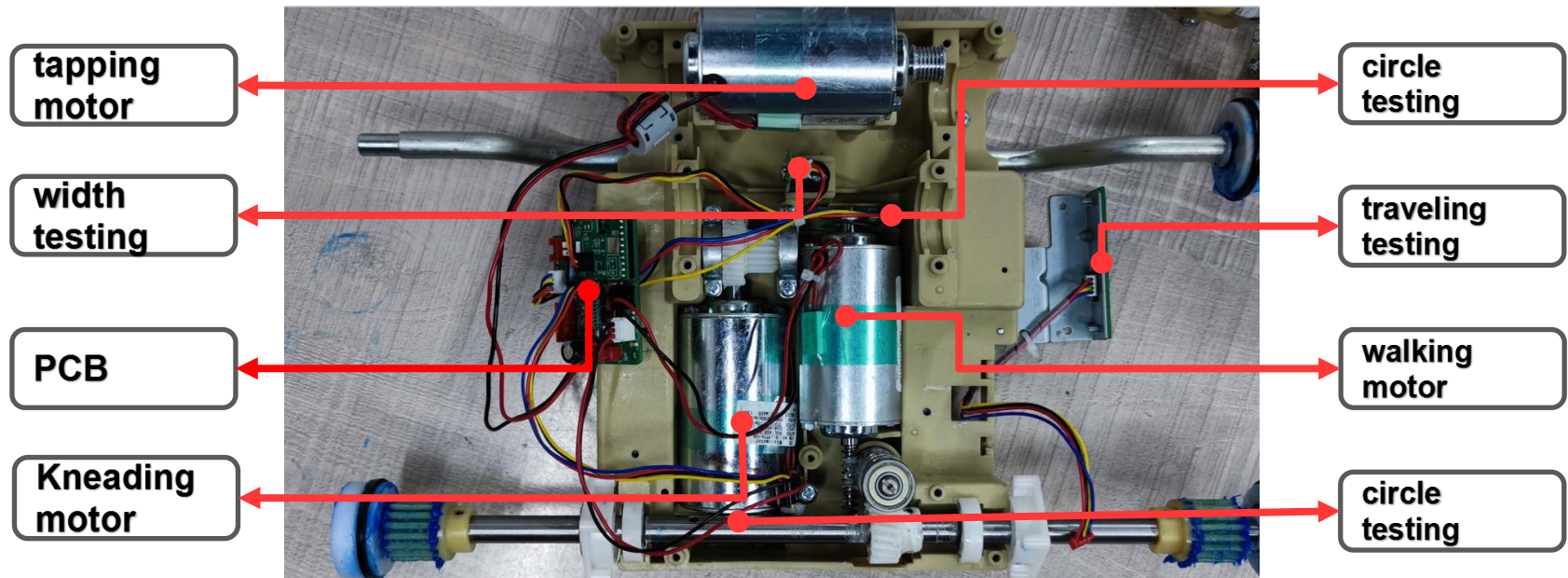
2.2. Main PCB plug-in



2.3. massage hand PCB



2.4. massage hand motors



2.5. power board plug-in



2.6. footrest disassembly



A

A、 Remove the seat screws



B

B、 separate the air hose and plug



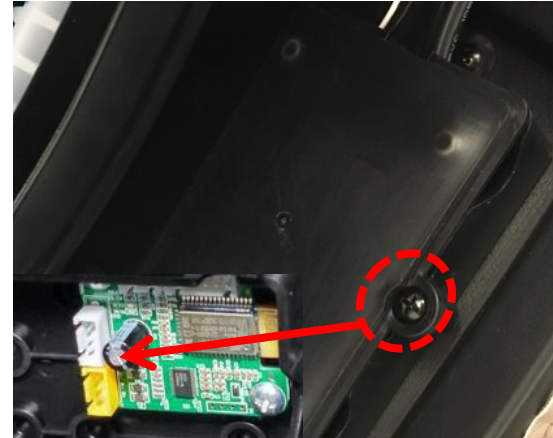
C

C、 take off the footrest

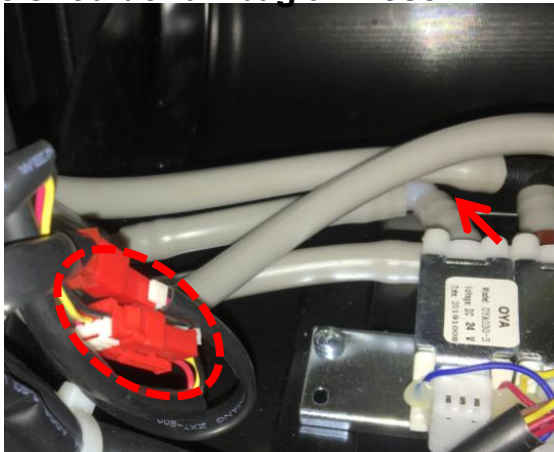
2.7. armrest disassembly



A、 remove the back cover and separate the shoulder air bag air hose

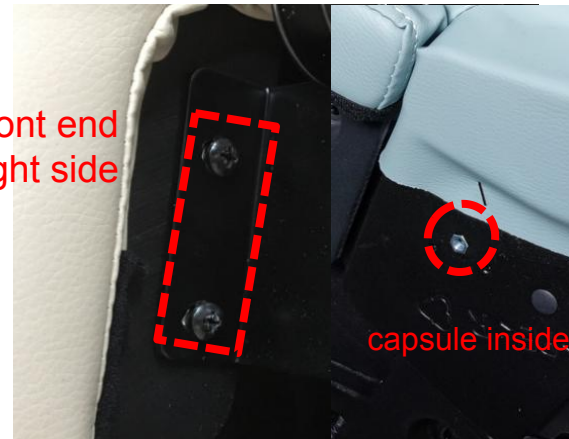


B、 Remove the Bluetooth board fixing box screw and take out the plugs



C、 Separate the wiring harness plug-in and air hose inside the armrest

armrest front end
left and right side



D、 Remove armrest left and right screws inside capsule

2.8. capsule disassembly



A

A、 after disassembled the armrest and capsule, take out the 8 fixed screws on left and right side



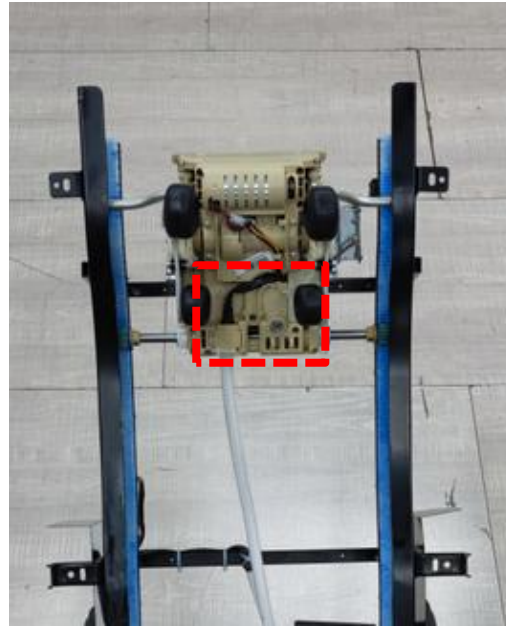
B

B、 separate the armrest and capsule

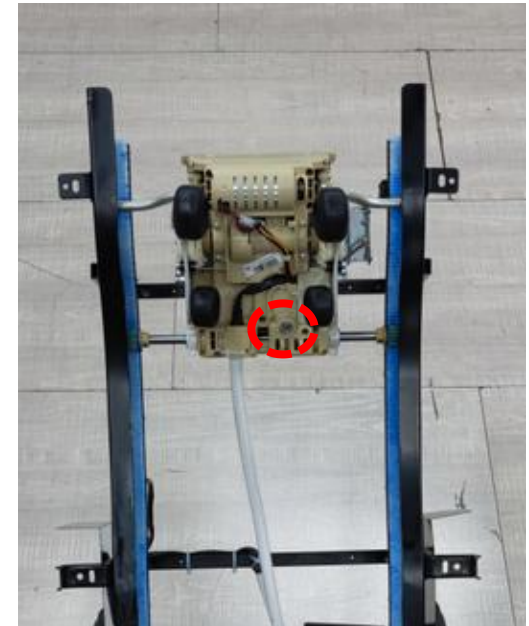
2.9. massage hand disassembly



A、 Remove the left and right screws from the beam, then remove the armrest , capsule and the backrest frame



B、 remove the massage hand wires



C、 with straight screwdriver rotate the walking motor and remove the massage hand

2.10. seat side disassembly



A、remove the 2 screws



B、remove the screw inside



C、remove the screw at rear end

(坐架侧罩拆装视频)



D、remove the 2 screws at front end

2.11. Main PCB box disassembly



A

A、 Remove the 3 screws on the cover.



B

B、 Take out the cover, you can see the air pump, PCB, Power board inside.

2.12 Foot roller disassembly



A

A、 Remove the 4 screws



B

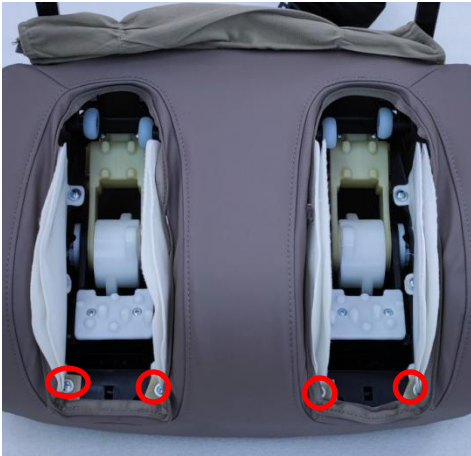
B、 Take out the plugs as 1 and 2 above, take out the springs as 3 and 4 above



C

C、 unzip as circle area and take apart the footrest

2.13 foot roller disassembly



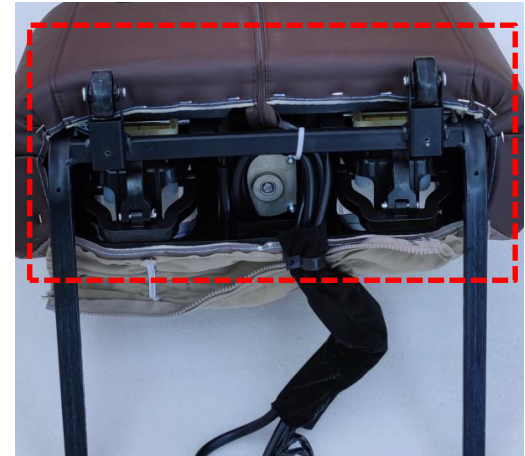
A

A、remove the 4 screws



B

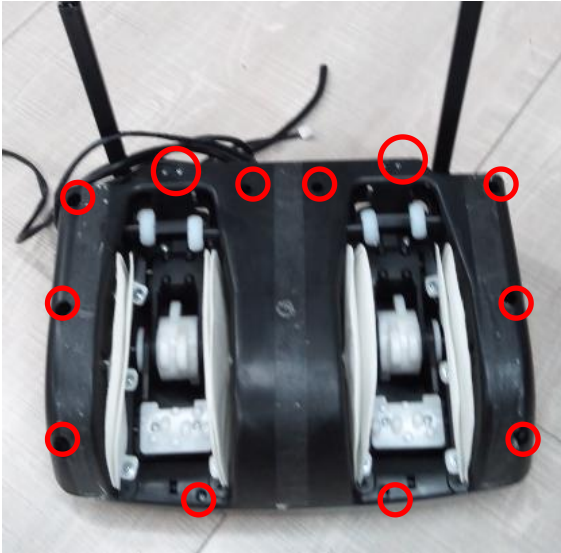
B、remote the 4 screws on the foot pad



C

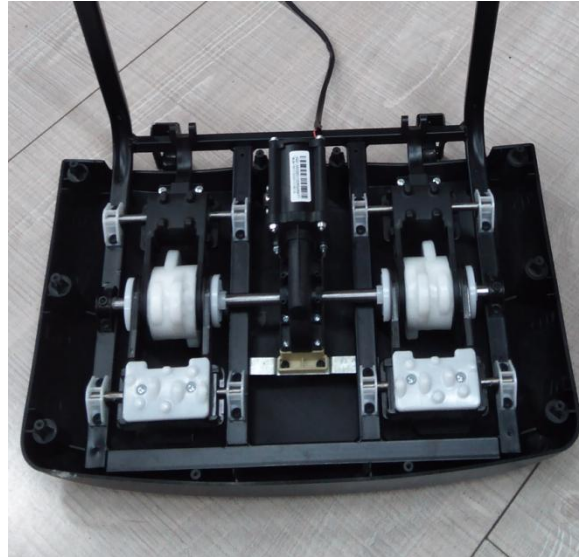
C、unzip the zipper and remove the staples and take off the holster

2.14. foot roller motor disassembly



A

A、 remove the 12 screws



B

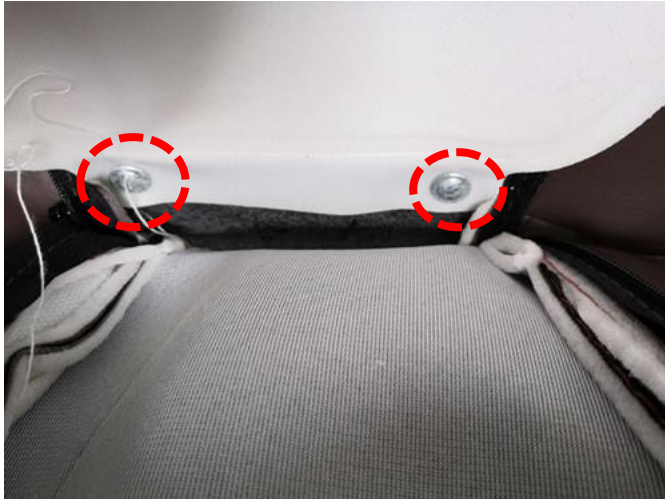
B、 take apart the upper cover and the base



C

C、 remove the screw as above circle and take out the motor

2.15. shoulder airbags disassembly



A

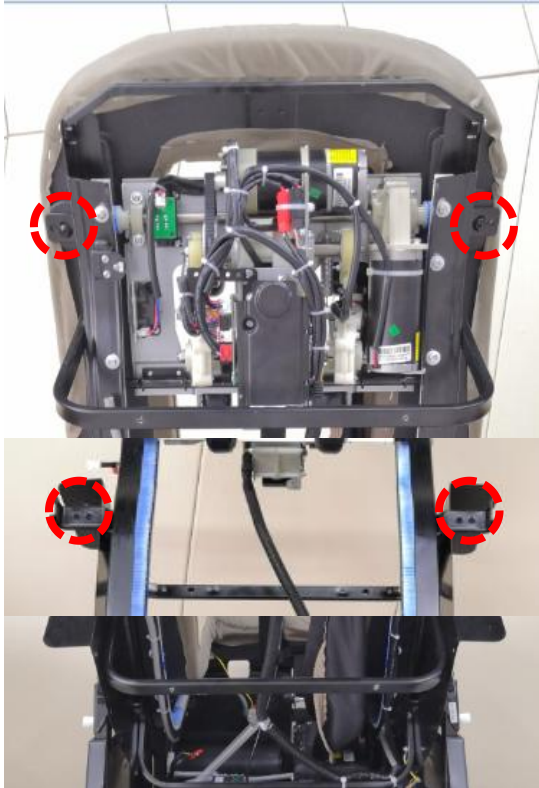
A、 unzip the zipper and take out the holster, take off the screws on the airbags



B

B、 separate the airbags and air hose, take out the airbags

2.16. backrest disassembly



A

A、 Remove the 4 screws on the backrest frame



B

B、 Remove one end of the bag strap screw from the massage hand, then take it off.

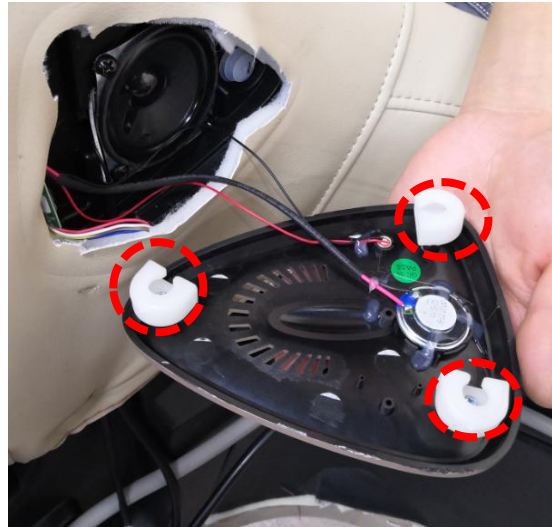
The whole frame can be taken off

2.17. Speaker and voice control board disassembly



A

A. Pry open gently with a straight screwdriver



B

B. 3 car buckles fixed as above



C

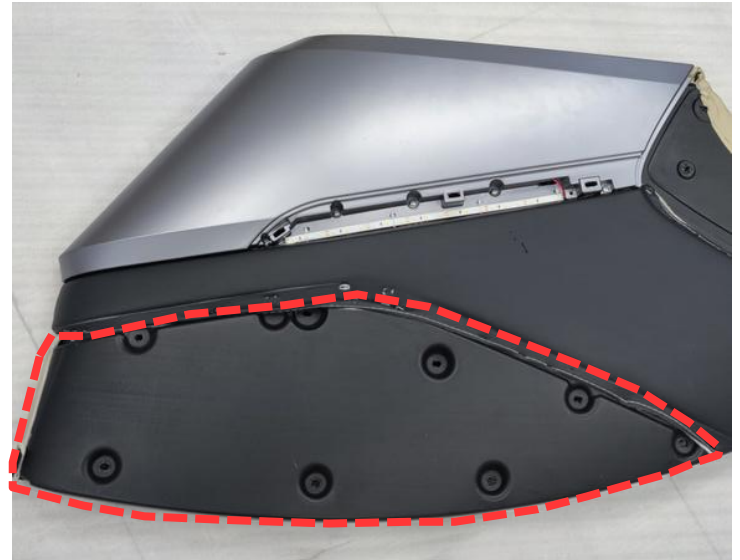
C. Remove the 4 screws

2.18. Armrest decoration cover disassembly



A

A、 remove the 8 screws inside the armrest as above.



B

B、 then you can take apart the decoration cover

2.19. Armrest decoration cover disassembly



A

A、 With a straight screwdriver open slightly to the inner buckle of the decorative cover



B

B、 Then you can take off the decoration cover

2.20. Armrest upper decoration cover disassembly



A

Remove the 5 screws



B

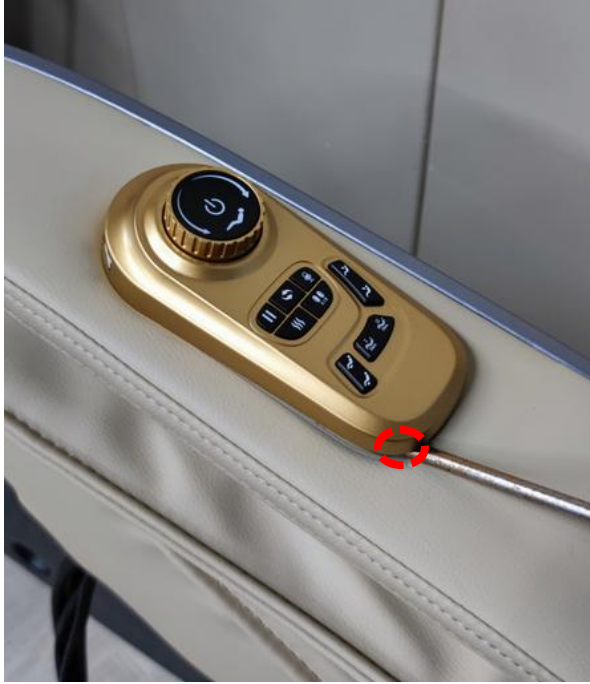
B、 take off the airbags cover and remove the 3 screws



C

C、 Remove the 2 fastener and take out the plugs

2.21. short cut button disassembly



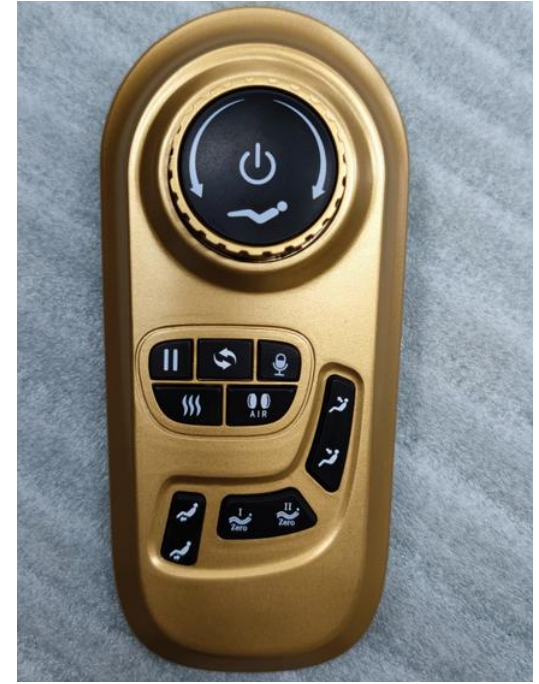
A

With a straight screwdriver pry up the short cut button slightly.



B

Separate the plugs

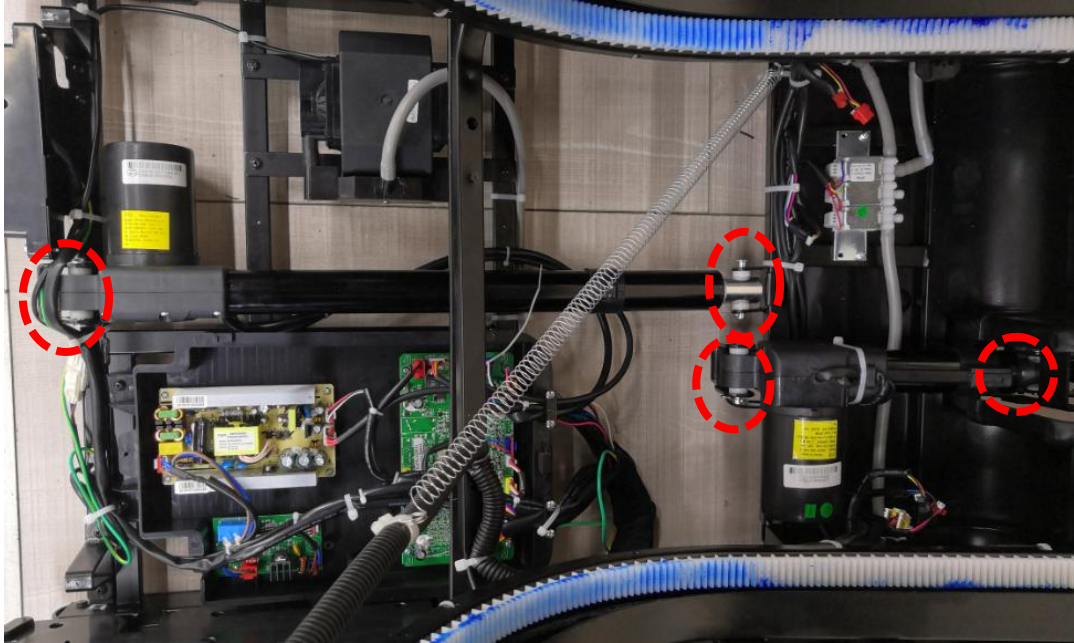


C

Remove the short cut button

2. Product internal structure and disassembly OS-TAO

2.22. backrest/footrest cylinder disassembly



A

A、 Remove the front and rear end pins and R-type latches of the backrest/footrest cylinder



B

B、 Separate the electric cylinder wiring harness plug-in from the drive plate

3. OS-TAO Trouble shooting

1. Error code
2. The whole machine does not work
3. Kneading does not work
4. Tapping doesn't work
5. The massage hand does not walk
6. Air pressure does not work
7. Bluetooth does not work
8. Voice control does not work
9. The electric cylinder does not work
10. Foot roller does not work
11. Backrest heating does not work
12. Armrest LED light does not work



3. Trouble shooting

OS-TAO

3.1. Error code display (press the leg down + up button at same time, and then press the zero gravity button to enter in, shut down and exit.)

Display	Trouble	Causes	Trouble shooting
C1∞C5	kneading motor	1, kneading motor MOS tube damage can not be controlled 2, main PCB broken, coil number can not be detected, motor overcurrent 3. The manipulator connection wire is disconnected, or the plug-in loose	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
F1∞F6	walking motor	1, walking motor MOS tube damage can not be controlled 2, main PCB broken, coil number can not be detected, motor overcurrent 3. The manipulator connection wire is disconnected, or the plug-in loose	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
E1∞E3	tapping motor	1, tapping motor MOS tube damage can not be controlled 2, main PCB broken, coil number can not be detected, motor overcurrent 3. The manipulator connection wire is disconnected, or the plug-in loose	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
E4∞E9	footrest cylinder	1, overload or other reasons make the electric cylinder motor running very slow 2. Main PCB broken, plugs loosen, motor overcurrent	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
EA∞EF	backrest cylinder	1, overload or other reasons make the electric cylinder motor running very slow 2. Main PCB broken, plugs loosen, motor overcurrent.	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace

3.1. Error code display

Display	Trouble	Causes	Trouble shooting
F7	24V power supply problem on the power board	1. The insurance is burnt out or the power cord is loose 2. power board broken	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
F8	24V power supply problem on the manipulator	1. Power board broken 2. Main PCB broken 3. The plug-in is loose	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
F9	Manipulator communication problem	1、 Main PCB broken 2、 The plug-in is loose, wiring harness is disconnected 3、 Detecting line has problem	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
FA↔FC	back heating	1、 Main PCB broken 2、 The plug-in is loose, wiring harness is disconnected	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
FD↔FF	foot roller	1, Roller motor MOS tube damage can not be controlled. 2. Motor broken. 3. Motor drive circuit problem 4. Overload or other reasons	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace

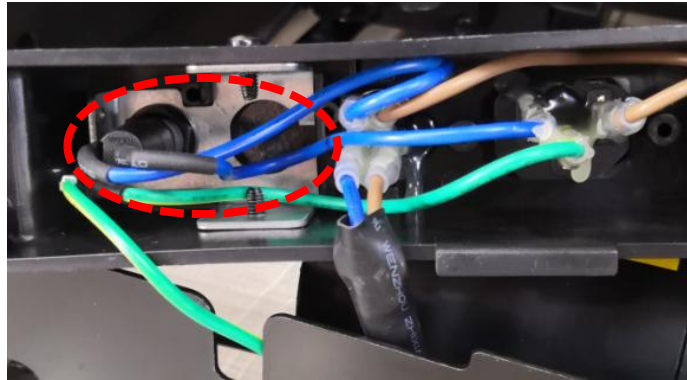
3.1. Error code display

Display	Trouble	Causes	Trouble shooting
C6	Air pump MOS tube damaged can not be controlled	1. The plug-in is loose 2. The main PCB broken 3. Open circuit	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
C7	Air pump not running, not connected	1. The plug-in is loose 2. The main PCB broken 3. Open circuit	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
C8	The air pump is blocked and overflowed	1. The plug-in is loose 2. The main PCB broken 3. Open circuit, overflowed	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
C9	leg heating MOS tube damaged can not be controlled	1. The plug-in is loose 2. The main PCB broken 3. Open circuit, overflowed	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace
CA/CB	leg heating not running, not connected, or overheat protection	1. The plug-in is loose 2. The main PCB broken 3. Open circuit, overflowed	Check whether the relevant accessories and wiring harness are in good condition, reassemble or replace

3.2、 The whole machine does not work



1



2



3

Fault judgment and maintenance:

A. The remote broken, change a new one, and check the right armrest plug is it fall off. (Figure 1)

B. The fuse near the power box is burned out, normally caused by short circuit of the driving board, replace the driving board and fuse (Figure 2);

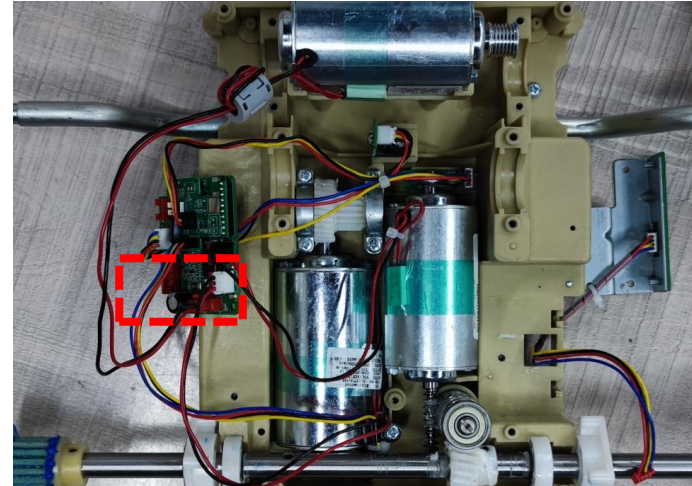
C. Check whether the power supply board has 110V voltage input and whether +5V voltage is transmitted to the drive board.

replace the power board, if it without +5V voltage,
replace the driver board, if it with +5V voltage.

3.3. Kneading does not work



1



2

Fault judgment and maintenance:

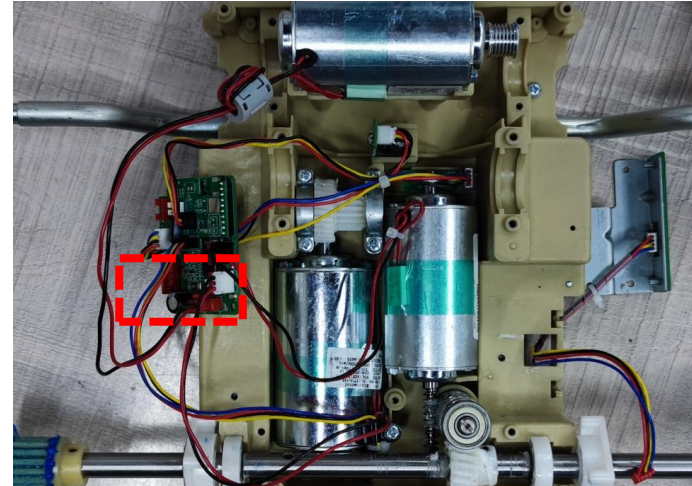
- A. First, check whether there is bad contact between the driving board and each wiring harness plug-in to kneading motor and whether there is voltage output.
- B. Open the back cover and measure whether there is voltage in the plug-in of the back cover of the massage hand (Figure 2). If there is voltage, the motor is damaged, if it without voltage, the circuit problems;
- C. The kneading motor can be judged by the power supply of the tapping motor (switch the red plug-in and black plug-in);

3.4. Tapping doesn't work



1

Fault judgment and maintenance:



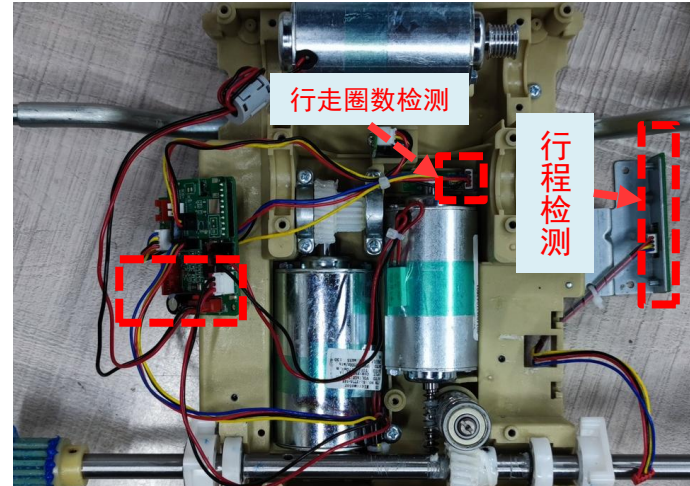
2

- A. First, check whether there is bad contact between the driving board and each wiring harness plug-in to tapping motor and whether there is voltage output.
- B. Open the back cover and measure whether there is voltage in the red plug-in of massage hand (Figure 2); If there is voltage, the motor is damaged, if it without voltage, the circuit problems.
- C. The tapping motor can be judged by the power supply of the kneading motor (switch the red plug-in and black plug-in);

3.5. The massage hand does not walk



1

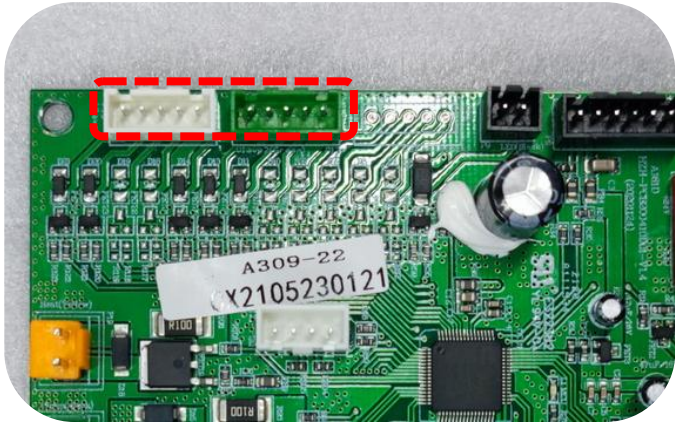


2

Fault judgment and maintenance:

- A. First, check whether the back harness bad contacted or plug-in fall off.
- B. To judge whether the motor is damaged, you can check if it has power supply on the tapping motor or kneading motor;
- C. Check whether the detection board is damaged or the photocoupler is blocked (Figure 2);
- D. Check whether the upper and lower limit detection board is damaged or whether the upper and lower magnets fall off (Figure 2);
- E. The driving board is damaged (Figure 2);

3.6. Air pressure does not work



1



2



3

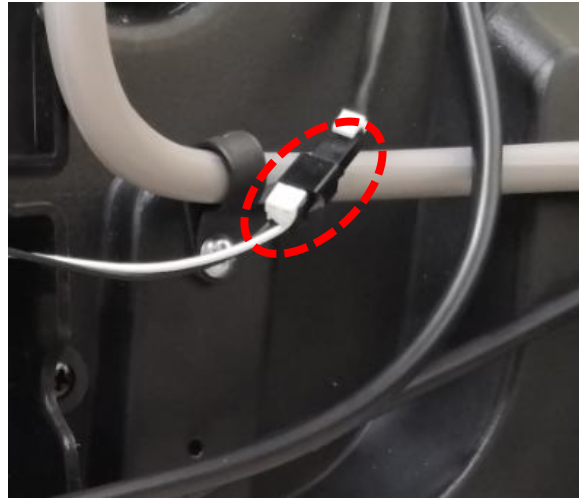
Fault judgment and maintenance:

- A. Check whether the air bag is broken and whether the air hose is bent (Fig.2 and Fig.3);
- B. The solenoid valve controlling the air pressure of the circuit is damaged (Figure 2);
- C. If the circuit control the air pressure is ok, replace the driving board.

3.7. Bluetooth does not work



1



2



3

Fault judgment and maintenance:

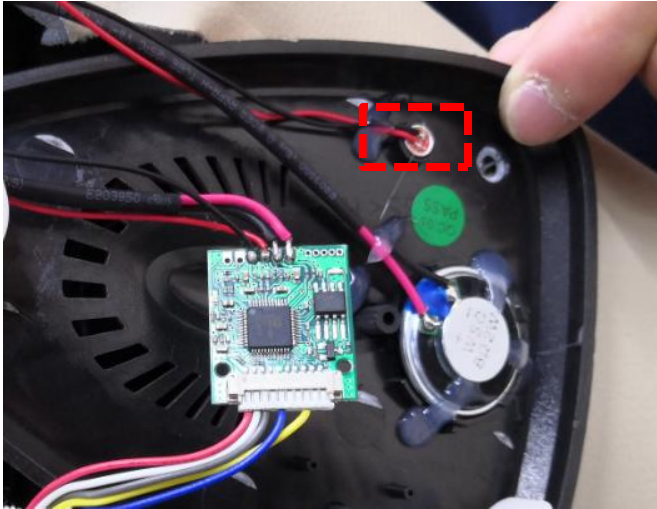
A. (After the phone paired with Bluetooth) Check the wiring harness of the audio bluetooth board is it in good contact, or the Bluetooth MP3 board is it in good contact.

(Figure 1)

B. Check whether the connection line between audio bluetooth board and speaker is it in good contact; (Figure 2);

C. If only one side speaker does not sound, check the wiring harness and replace a new speaker; (Figure 3)

3.8. Voice control does not work



1



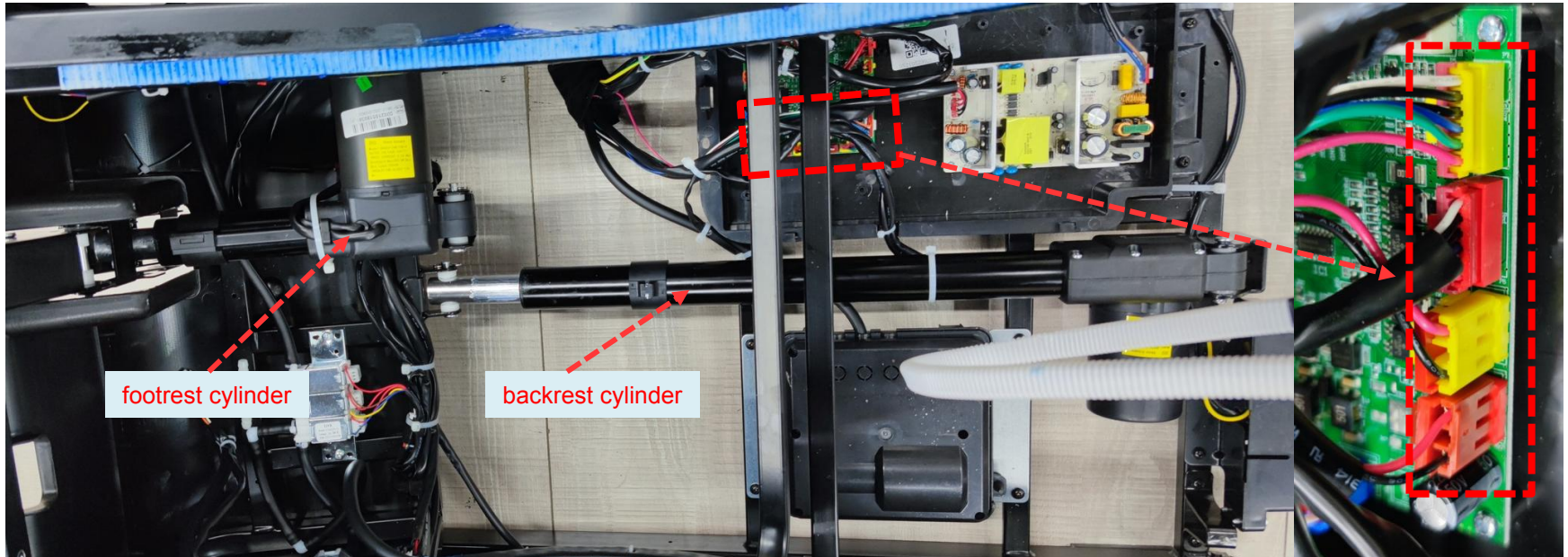
2

Fault judgment and maintenance:

A. Start the massage chair through the voice entry and listen to whether there is a response.

B, voice control does not work, small microphone receiving harness and signal is broken, or intelligent voice control board is damaged.

3.9. backrest/footrest can't up and down



1

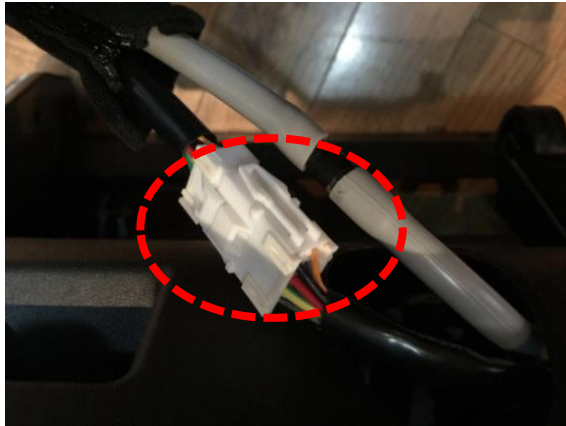
2

Fault judgment and maintenance:

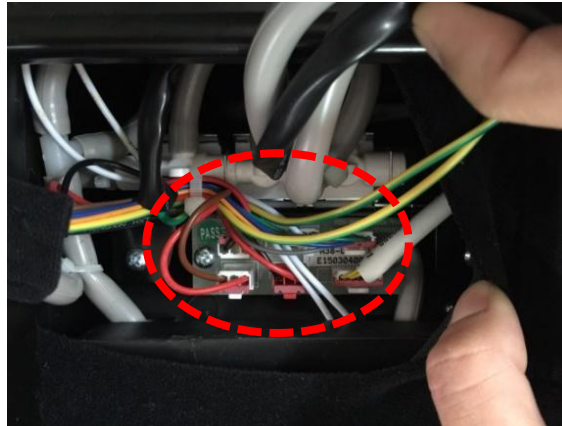
A. Press and hold the lying button of the electric cylinder, listen to the sound of the buzzer "di, di, di", and release it with two "drip" sound, we can judge the electric cylinder signal is not detected, the electric cylinder may be damaged or the driving board is damaged, replace it;

B. You can also measure the resistance of the electric cylinder (about 5Ω) or the voltage of the electric cylinder plug-in on the drive board to judge it is because of the electric cylinder or the drive board broken.

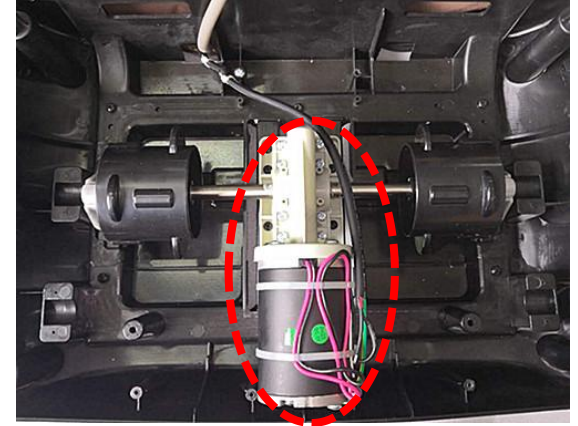
3.10. Foot roller does not work



1



2



3

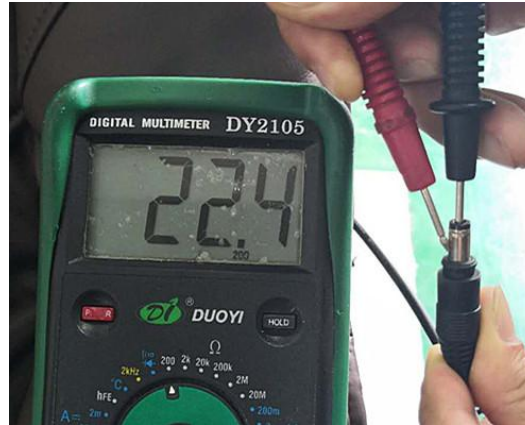
Fault judgment and maintenance:

- A. Check whether the calf plug-in falls off (Figure 1);
- B. Use a multimeter to measure whether there is DC24V voltage in the plug-in (Figure. 1). If there is no voltage, the driving board or wiring harness may be damaged, replace it; if it has voltage, the internal of the footrest may be broken.
- C. Open the footrest and check whether the transfer plate plug-in falls off. If it falls off, reinsert it (Figure 2);
- D. If the plug-in on the calf transfer plate is ok, foot motor may be damaged, change a new one (Figure. 3);

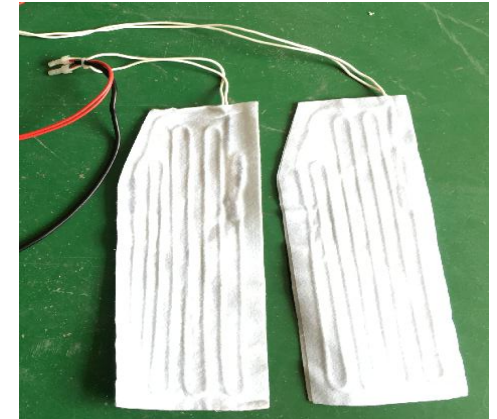
3.11. Backrest heating does not work



1



2

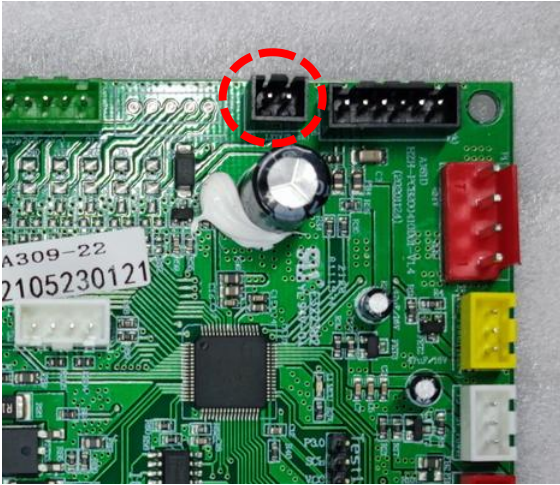


3

Fault judgment and maintenance:

- A. Check whether the heat wire plug-in on the back has bad contact or falls off (Figure 1);
- B. Use a multimeter to measure whether the driver board plug-in has AC24V voltage. If no AC24V voltage, the driver board may be damaged, replace a new one.
- C. You can also measure the resistance of the backrest heating wire as shown in Figure 2. If it has resistance, the circuit has a problem, change a new drive board. If there is no resistance, the heating wire may be broken, change a new heating wire.

3.12. Armrest LED light does not work



1



2



3

Fault judgment and maintenance:

- A. Use a multimeter to measure whether the driver board plug-in P11 has DC12V voltage. If no, the driver board is broken. (Figure 1)
- B. Check whether the armrest plug-in has bad contact or falls off (Figure 2);
- C. If the led light strip is damaged, replace the LED light strip on the armrest; (Figure 3)