



Alice 2.0



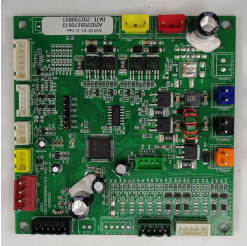

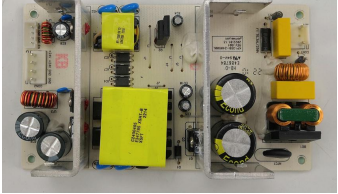




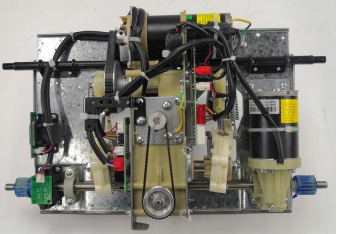
A351 Massage Chair Service Manual

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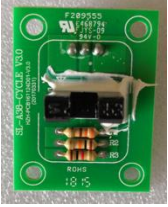

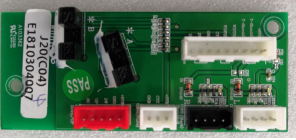
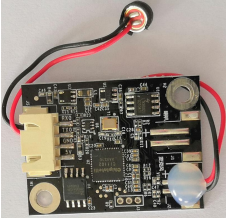
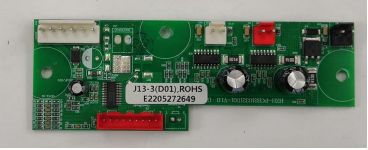

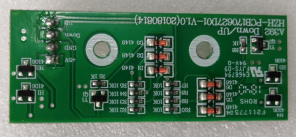
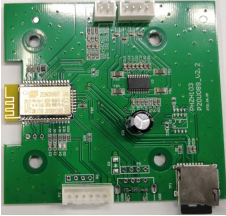
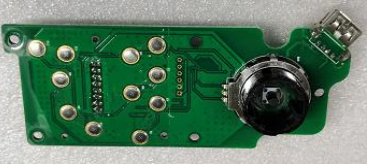


1.1 Commonly used accessories (refer to the accessories catalog for detailed accessories)

<p>armrest assembly</p> 	<p>headrest assembly</p> 	<p>Drive PCB</p> 	<p>remote control</p> 	<p>switching power supply</p> 
<p>Calf Massage Assy</p> 	<p>Backrest cushion assembly</p> 	<p>shawl assembly</p> 		
<p>massage hand</p> 				



1.2 Commonly used accessories (refer to the accessories catalog for detailed accessories)

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Air pump</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Calf electric cylinder</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Back electric cylinder</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Lap detection board</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">USB转接板</p> 
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Width Inspection Board</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Intelligent Sound Board</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">massage hand drive pcb</p> 		
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Stroke Detection Board</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Audio Bluetooth Board</p> 	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">shortcut board</p> 		

二、Product Specification-

2.1 Product Specification-

Covers of an area	1.5m ²
Appearance of size	150.5CM*75CM*114CM
Reverse back size	194CM*75CM*90CM
Noise	≤55dB
Seat width/depth	50CM/45CM
N.W/G.W	90.5kg/106kg
Rated voltage	220V
Rated power	120W
Rated power	20min
security structure	Class I
Implementation standards	GB4706.1-2005 GB4706.10-2008
packaging	153.5CM*77.5CM*84.5CM

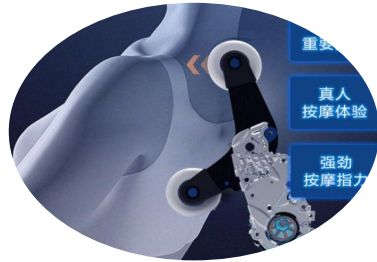


2.2 Product size





3.1 Product Features (Refer to the instruction manual for detailed function usage)



1、 **Intelligent massage** that can realize shoulder kneading, tapping, kneading and patting, shiatsu, tapping and other functions.



4、 **arm air pressure massage** chair, hand two Li point, Neiguan point for pulse massage.



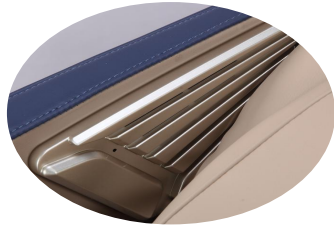
2、 **Upper arm air pressure massage**, designed with 4 air pockets for pulsed air pressure massage on the upper arm.



3、 **Leg air pressure massage; foot scraping and kneading** massage on the foot erli point, taixi point kunlun point and chongquan point.



3.2 Product Features (Refer to the instruction manual for detailed function usage)



5、 **3D Bluetooth audio**, unique 3D surround sound audio, allows you to experience the perfect blend of music and massage while relaxing.



7、 **Thai foot scraping**: scientific division of foot massage area, more accurate massage to the bottom of the foot acupuncture points, promote circulation effectively soothe foot muscle pain.



6、 **Intelligent speech voice control**: Turn on the massage chair to enjoy a truly intelligent massage with effective speech phrases.



8、 **Calf infinitely scalable**, according to the height of different users, calf massage tripod can be adjusted length, the maximum expansion of about 16CM.



4.1 Shortcut Button Functions (Refer to the instruction manual for detailed function usage.)



NO.	Key Type	details
1	standby button	Turn the massage chair on or off
2	menu button	Enter the main menu selection screen
3	pause button	Pause Massage or Exit Pause Massage
4	heat button	Press this button to turn the heating function on or off
5	zero gravity button	Zero gravity angle setting, zero gravity I/II/III, zero gravity off cycle adjustment
6	ok button	Selected button function confirmation or selected massage function cancellation
7	calf down button	Leg Mechanism Descent Key
8	calf up button	Leg mechanism adjusts upward
9	seat up button	Adjust the angle of the massage chair upwards
10	seat down button	Adjust the angle of the massage chair downward



4.3 Shortcut Button Functions (Refer to the instruction manual for detailed function usage.)



NO.	Key Type	details
1	standby button	Turn the massage chair on or off
2	Lying Knob button	Adjust the reclining function of the backrest and calf by turning the button clockwise/counterclockwise.
3	pause button	Pause Massage or Exit Pause Massage
4	auto mode button	Automatic massage function switches with each press
5	voice control button	Short press to wake up the voice, long press to turn on or off the voice control function
6	heat button	Press this button to turn the heating function on or off
7	air pressure button	Turn on or off the air pressure massage function
8	seat up button	Adjust the angle of the massage chair upwards
9	seat down button	Adjust the angle of the massage chair downward
10	zero gravity II	Short press this button, the massage chair adjusts to the preset reclining angle II
11	zero gravity I	Short press this button, the massage chair adjusts to the preset reclining angle I
12	calf up button	Press and hold this key, the calf angle rises
13	calf down button	Press and hold this key to lower the calf angle



5.1 Schematic diagram of internal structure





5.2 Switching Power Supply Plug-in Layout



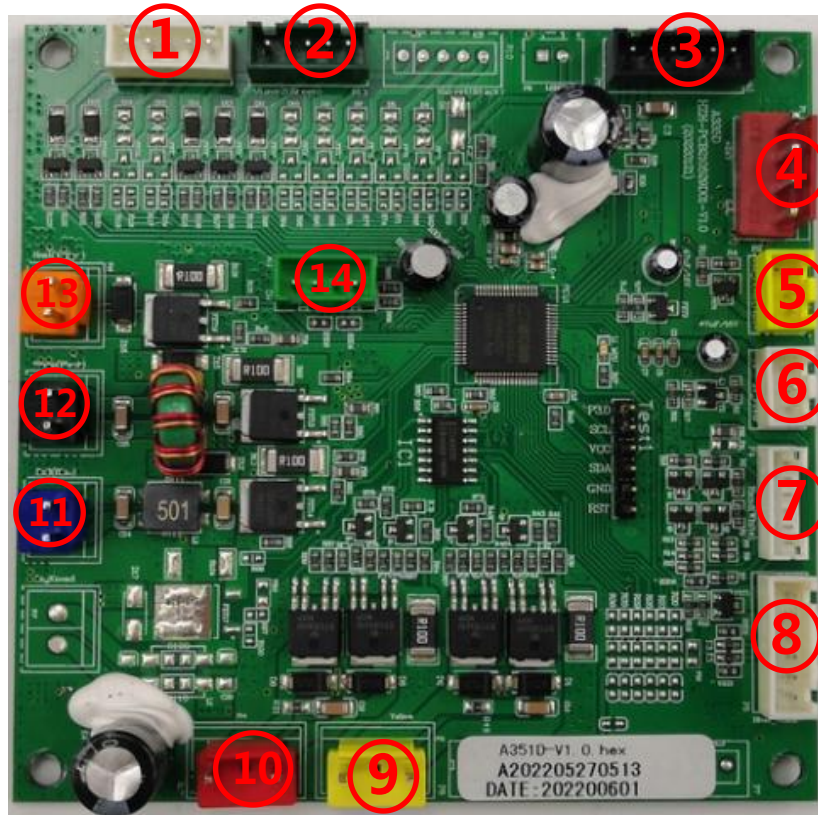
1、220V input

2、DC5V

3、DC 24 V output



5.3 Drive board plug-in layout (Main board)



- | | | | |
|---|-----------------------------|---|------------------------|
| ① | <u>Calf valve</u> | ⑧ | voice control |
| ② | Armrest valve | ⑨ | Calf electric cylinder |
| ③ | Massage hand output | ⑩ | Back electric cylinder |
| ④ | 24V input | ⑪ | <u>Foot roller</u> |
| ⑤ | USB output | ⑫ | <u>Air pump output</u> |
| ⑥ | 5V input | ⑬ | <u>Back heat</u> |
| ⑦ | remote control/shortcut key | ⑭ | Bluetooth plug-in |



5.4 Massage hand drive board plug-in layout (J13-3)



①

24V input

②

Motor
Detection

③

Traveling
motor

④

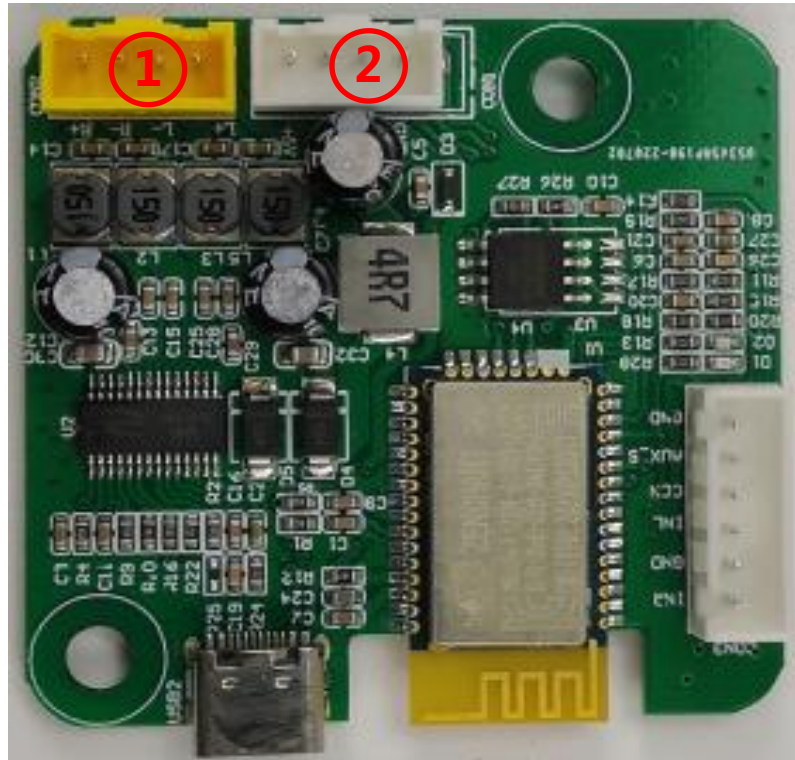
Kneading
motor

⑤

tapping motor



5.5 Bluetooth board plug-in layout



1

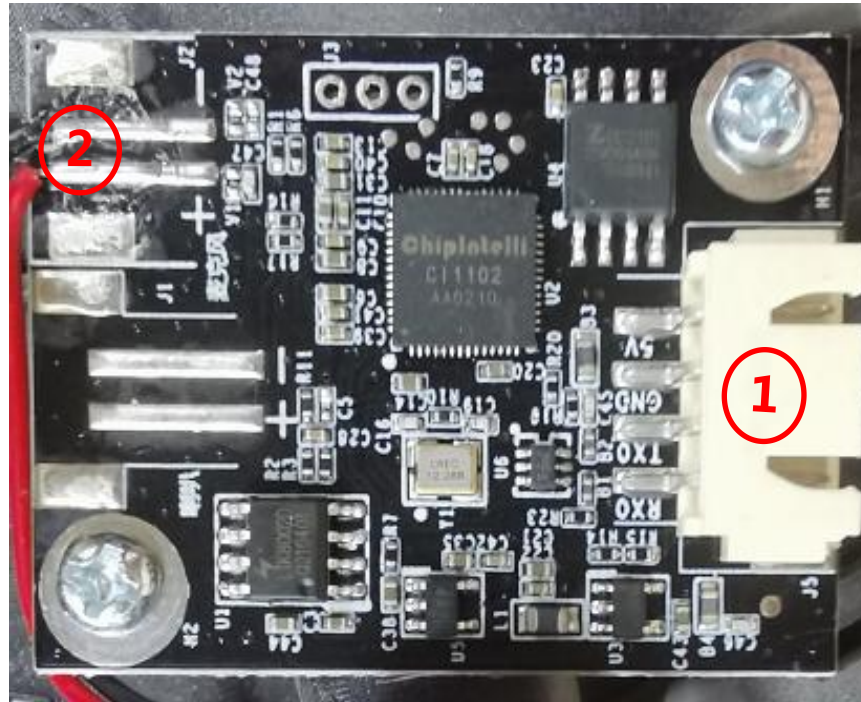
Output to left and right speakers

2

5V signal input



5.6 Smart Sound Board Plug-in Layout



①

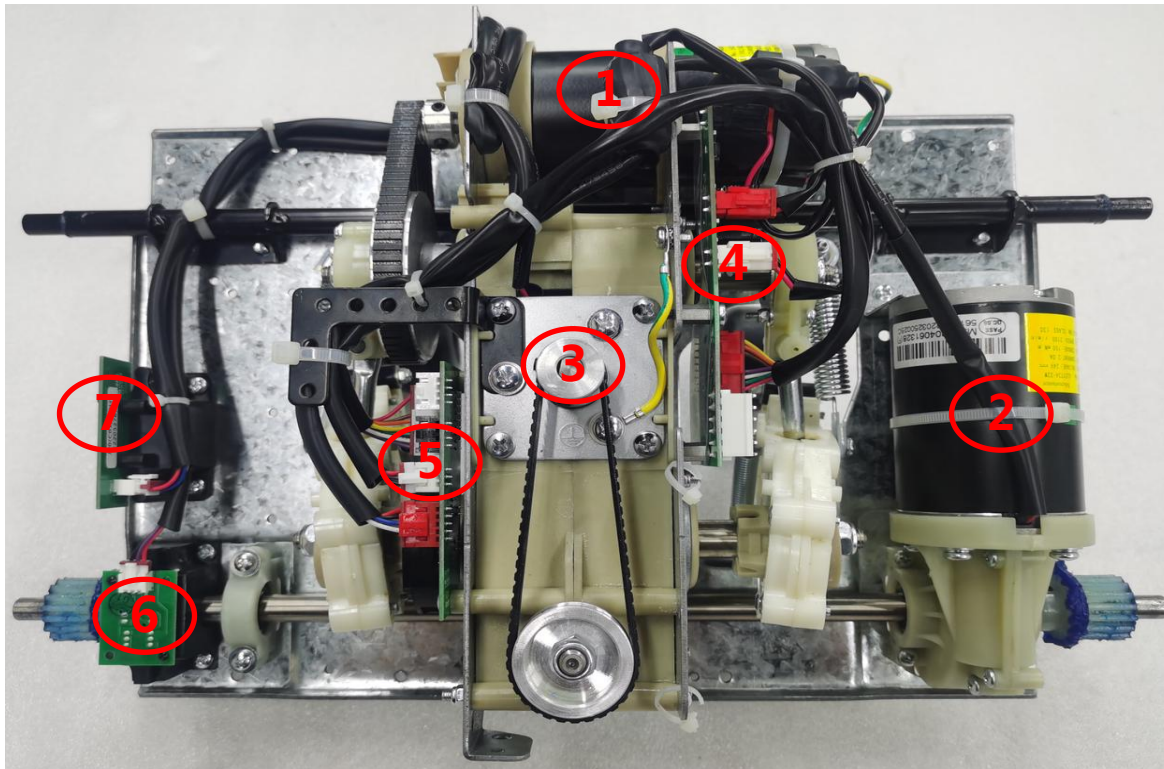
Driver Board Signal
Input/Output

②

Microphone Signal
Input



5.7 Distribution of massage hand assemblies



- ① tapping motor
- ② Traveling motor
- ③ Kneading Kneading motor
- ④ Massage hand Driver Board
- ⑤ Width Inspection Plate
- ⑥ Lap detection board
- ⑦ Stroke Detection Board



6.1 Product Removal (Back cover)



1

1、 Remove the 5 retaining screws on the rear cowl



2

2、 Remove the 5 retaining screws on the lower sealing cloth and pry off the rear cover from the top end



3

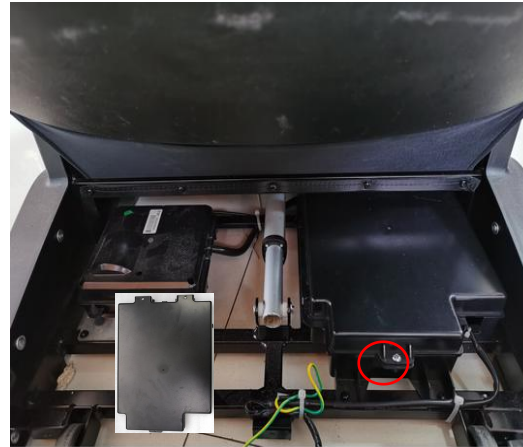
3、 Remove the rear cover



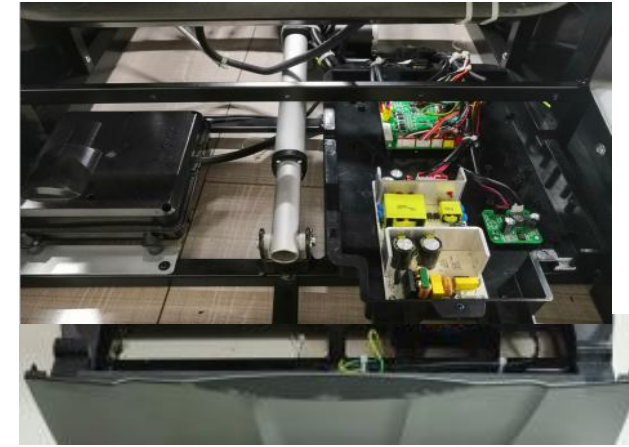
6.2 Product Disassembly (Drive Box)



1、Remove the **3** fixing screws on the back cover



2、Flip open the back cover and remove the **1** set screw on the top cover of the drive box.



3、Remove the top cover of the drive box



6.3 Product Disassembly (Calf Massage Assembly)



1

1、 Remove left and right calf 2 pins and quick release pins



2

2、 Isolated trachea



3

3、 Remove the calf assembly

六、Product parts disassembly

6.4 Product disassembly (armrest assembly I)



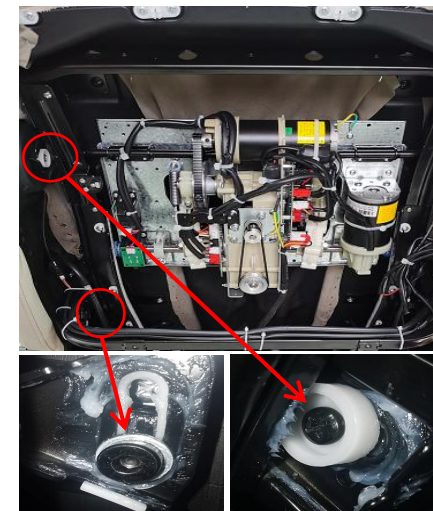
1

1、 Remove the 2 retaining screws on the back cover.



2

2、 Pry off the back cover from the top



3

3、 Remove the 2 fixing screws on the inside of the rear end of the handrail



6.4 Product disassembly (armrest assembly II)



1

1、Unplug the harness insert at the rear of the armrest.



2

2、Separate handrail front air tube insert.



3

3、Remove armrest assembly



6.5 Product Disassembly (Foot Roller Assembly I)



1

1、 Remove the **4** retaining screws and remove the calf back cover.



2

2、 Separate the air tube inserts and remove **2** the left and right telescopic springs.



3

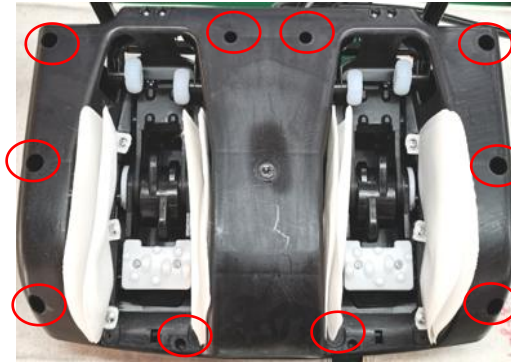
3、 Unzip and separate the top/bottom of the calf.



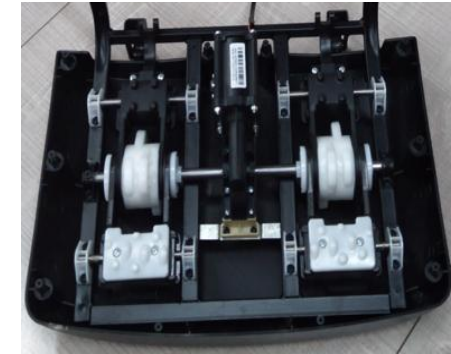
6.5 Product Disassembly (Foot Roller Assembly II)



1、 Remove the calf holster.



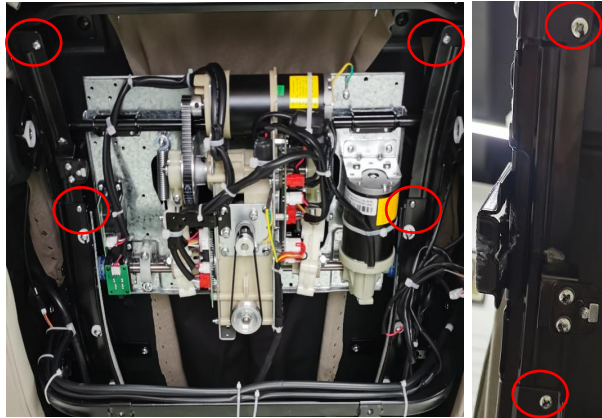
2、 Remove the **10** retaining screws from the top cover of the foot



3、 Separate foot roller assembly

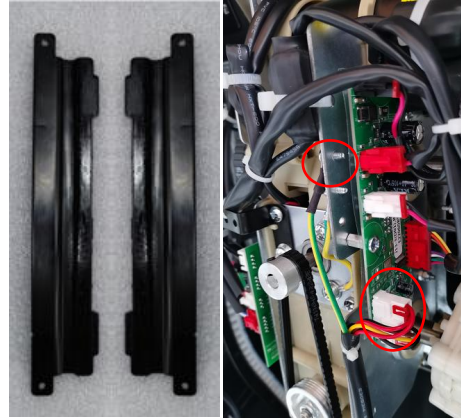


6.6 Schematic diagram of massage hand disassembly



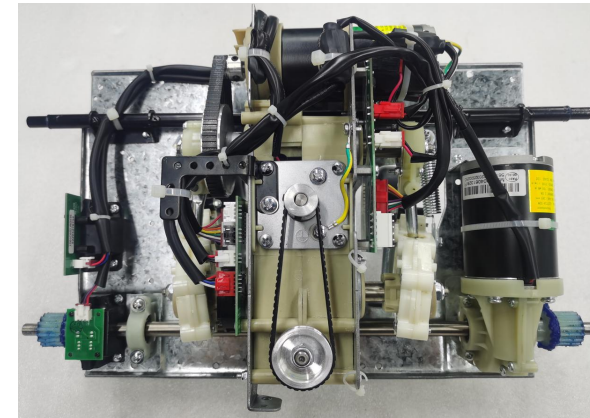
1

1、 Remove the 4 fixing screws on the left and right rail patches.



2

2、 Remove the rail patches and remove the ground and robot harness inserts.



3

3、 Separation Manipulator Assembly



6.7 Product Disassembly (Horn Assembly)



1

1、 Gently pry from the side of the speaker cover with a **one-pronged screwdriver**.



2

2、 Then remove the **4** set screws on the horn inside.



3

3、 Unplug the black insert next to the Bluetooth board and remove the speaker assembly.



6.8 Product Removal (Shoulder Airbag)



1

1、 Unzip the lower shoulder airbag.



2

2、 Remove the air hose from the air nozzle.



3

3、 Remove the 2 retaining screws, remove the shoulder airbag.



6.9 Product Removal (Armrest Shortcut Button)



1

1、 Gently pry up from the top end of the shortcut with a one-pronged screwdriver.



2

2、 Unplug the harness insert on the shortcut keypad.



3

3、 Remove the armrest shortcut button assembly.

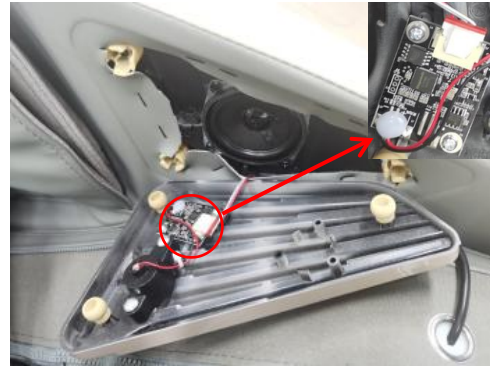


6.10 Product disassembly (intelligent voice-activated)



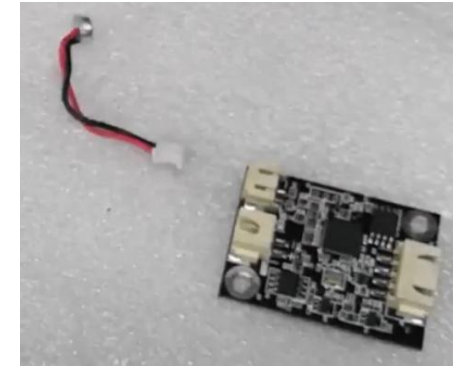
1

1、 Gently pry up from the upper end of the right speaker cover with a one-pronged screwdriver.



2

2、 Unplug the wiring harness insert from the Smart Sound Board.



3

3、 Remove the smart sound board and microphone.

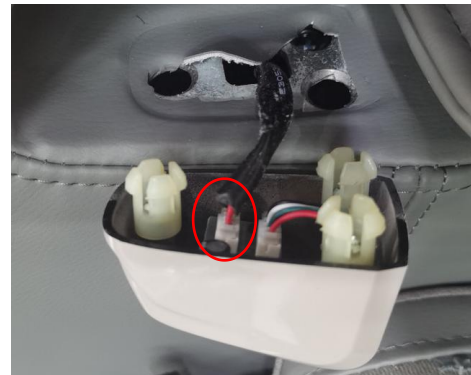


6.11 Product Disassembly (Heart Rate Detection Unit)



1

1、 Gently pry up from the side of the assembly with a one screwdriver.



2

2、 Unplug the harness insert from the fatigue test assembly.



3

3、 Remove the fatigue detection assembly.



6.12 Product disassembly (hand controller)



1

1、 The hand control is on the left hand side when sitting in the massage chair



2

2、 Unscrew the retaining cap first, then unplug the insert.



3

3、 Remove the hand control.



7.1 Product Faulty Operation Method

(Press the calf rise + get up button at the same time, then release it and press the zero gravity button again)



1、 Press the calf up key first
Press the up key again.

2、 Then release the 2 keys and immediately press the zero gravity key again

3、 Enter aging mode, if there is a fault code it will be displayed in the upper left corner of the hand control



七、Product error code

7.2 Product error code

Error code	Fault	Possible reason	Checking method
A0	Communication error between movement and mainboard	<ol style="list-style-type: none"> 1. Failure of the massage hand drive board 2. Main board failure 3. Massage hand connecting line disconnected, or plug-in loose 	Check for loose massage hand drive boards, main boards, connecting wires, and plug-ins.
A1	Simultaneous detection of massage hand upper and lower limit switches	<ol style="list-style-type: none"> 1. Upper and lower limit switch wires are not connected properly 2. Damaged upper and lower limit switches (one or two) 	Detection of upper and lower limit switches, connection cables
A2	Simultaneous detection of massage hand upper and lower limit switches	<ol style="list-style-type: none"> 1. Up and down position signal line is not connected well 2. Walking detection code plate hit crooked detection photoelectric pair tube 3. Up and down movement motor problem 4. Driving up and down the motor drive circuit board problems 5. The load is too heavy or other reasons so that the up and down movement motor can not work properly. 	<ol style="list-style-type: none"> 1. Check whether the back frame signal cable is plugged in properly. 2. Check the upper and lower limit sensors 3. Drive board circuit
A3	No upper limit level or lower limit level signal is detected for a specified time during massage hand up or down.	<ol style="list-style-type: none"> 1. Heavy load or other reasons make the up and down movement motor run very slowly. 2. Damaged upper and lower limit switches 	Check travel motors, connecting wires, limit switches
A4	Overload or short circuit of travel motor drive circuit	<ol style="list-style-type: none"> 1. Traveling motor drive circuit problem 2. Traveling motor failure, resulting in excessive current 3. Too heavy load or other reasons make the motor blocked, resulting in excessive current. 	Check the travel motor, guideway motion mechanism, and connecting wires.
A5	Upper and lower travel motors not running, not connected	<ol style="list-style-type: none"> 1. Damaged motor 2. Plug-in disconnected 3. Connection wire disconnected 	Check motors, plug-ins, connecting wires



七、 Product error code

7.3 Product error code

Error code	Fault	Possible reason	Checking method
A7	Kneading motor overload or short circuit	<ol style="list-style-type: none"> 1. Kneading motor drive circuit problem 2. Kneading motor failure, resulting in high current 3. Heavy load or other reasons make the motor blocked, resulting in excessive current. 	Check the kneading motor, motion mechanism, and connecting wires.
A8	Kneading motor not running, not connected	<ol style="list-style-type: none"> 1. Damaged motor 2. Plug-in disconnected 3. Connection wire disconnected 	Check motors, plug-ins, connecting wires
A9	Kneading width detection origin not detected	<ol style="list-style-type: none"> 1. Kneading width detection sensor (photoelectric photocoupler or Hall switch) is damaged. 2. Kneading motor failure 3. Kneading drive circuit problem 4. Too heavy load or other reasons make the motor can't work normally. 	<ol style="list-style-type: none"> 1. Replace the width detection board 2. Replace the detection signal line 3. Replace the motor
AA	Kneading motor turns not detected	<ol style="list-style-type: none"> 1. Kneading width detection sensor (photoelectric photocoupler or Hall switch) is damaged. 2. Kneading motor failure 3. Kneading drive circuit problem 	<ol style="list-style-type: none"> 1. Replace the width detection board 2. Replace the detection signal line 3. Replace the motor
AB	Tapping motor not running, not connected	<ol style="list-style-type: none"> 1. Damaged motor 2. Plug-in disconnected 3. Connection wire disconnected 	Check motors, plug-ins, connecting wires
AC	Tapping motor blocking, overcurrent	<ol style="list-style-type: none"> 1. Problems with the tapping motor drive circuit 2. Failure of the tapping motor, resulting in excessive current. 3. Excessive load or other reasons cause the motor to be blocked, resulting in excessive current. 	Check the tapping motor, motion mechanism, and connecting wires.



7.4 Product error code

Error code	Fault	Possible reason	Checking method
B3	No upper/lower limit signal is detected for a specified period of time during operation of the electric backrest lifting cylinder.	1. The motor runs very slowly due to overload or other reasons. 2. Damaged upper and lower limit switches	1. Check the inspection board 2. Check the connecting wire 3. Check limit switch 4. Check the load
B4	Backrest electric cylinder blocking, overcurrent	1. Motor failure, resulting in excessive current 2. Excessive load or other reasons make the motor blocked, resulting in excessive current.	Check the electric cylinder motor, motion mechanism, and connecting wires.
B5	Backrest motorized cylinder not running, not connected	1. Damaged motor 2. Plug-in disconnected 3. Connection wire disconnected	Check motors, plug-ins, connecting wires
B9	Calf electric cylinder blocking, overcurrent	1. Motor failure, resulting in excessive current. 2. Excessive load or other reasons make the motor blocked, resulting in excessive current.	Check the electric cylinder motor, motion mechanism, and connecting wires.
C7	Sole roller motor not running, not connected	1. Damaged roller motor 2. Plug-in detached 3. Connection wire disconnected	Check motors, plug-ins, connecting wires
C8	Sole roller motor blocked, overloaded	1. Damaged roller motor 2. Connecting wire short circuit	Check motors, plug-ins, connecting wires



7.5 Product error code

Error code	Fault	Possible reason	Checking method
CA	Air pump 1 not running, not connected	<ol style="list-style-type: none">1. Damaged air pump2. Plug-in detached3. Connection line disconnected	Check motors, plug-ins, connecting wires
CC	Backrest heating overload or short circuit	<ol style="list-style-type: none">1. Backrest heating drive circuit problem2. Backrest heating overload or short circuit	Check heating drive circuit, heating wire
CD	Backrest heating open circuit	<ol style="list-style-type: none">1. Motherboard heating circuit failure2. Heater open circuit, loose plug-in or broken wire	Check heating drive circuits, heating wires, inserts
CE	Switching Power Supply 24V Power Failure	<ol style="list-style-type: none">1. Switching power supply 24V output damage2. Drive board or peripheral load short circuit	Check switching power supply, load
F6	Tap motor turns not detected	<ol style="list-style-type: none">1. Bad tapping motor or loose plugin2. beat the motor circle detection sensor bad or loose wires3. Failure of tapping driving circuit	Replacement of the tapping motor, replacement of the tapping circle detection board or replacement of the main board



八、Product Troubleshooting



- 1、 The whole machine does not work
- 2、 Massage hand can not walk up and down
- 3、 Kneading does not work
- 4、 Patting does not work
- 5、 The foot roller does not work
- 6、 Backrest electric cylinder does not work
- 7、 Calf electric cylinder does not work
- 8、 Intelligent voice control does not work
- 9、 USB does not work
- 10、 Armrest shortcut button does not work
- 11、 No air pressure in the whole machine
- 12、 Bluetooth does not work
- 13、 fatigue detection does not work
- 14、 Shawl heating does not work
- 15、 Part of the air pressure does not work



8.1 The whole machine does not work

Cause analysis:

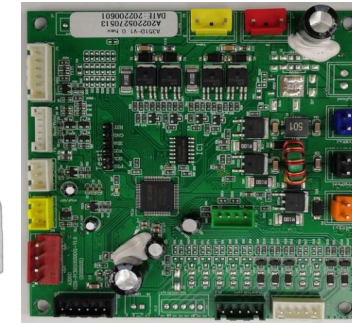
- 1、 Bad hand controller
- 2、 Bad driver board
- 3、 bad switching power supply



Remote control



switching power supply



Drive board

Troubleshooting Methods :

- 1, Remote control itself is damaged, resulting in failure to boot, using the replacement method to rule out.
- 2, check the power supply board power supply 24V/5VA voltage output is normal, abnormal proof of power board damage. Normal on behalf of the power supply is normal, the problem is in the Drive board, replacement can be.

Error code : (CE)

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.2 Massage hand can not walk up and down

Cause analysis:

- 1、 Bad lap detection board
- 2、 Bad limit detection board
- 3、 Bad robot driver board
- 4、 Bad traveling motor



Limit Detection Plate



Lap detection board



Traveling motor



Massage hand Drive board

Troubleshooting Methods :

- 1, to determine whether the motor is damaged, you can borrow the power supply of the motor to determine whether the motor is good or bad;
- 2、 Check whether the travel Lap detection board is damaged or the optocoupler is blocked;
- 3, determine whether the upper and lower Limit Detection Plate is damaged and whether the upper and lower magnets are off;
- 4、 Massage hand Drive board is damaged;

Error code : (A1、 A2、 A3、 A4、 A5)

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.3 Kneading does not work

Cause analysis:

- 1、 Bad width detection board
- 2、 Bad kneading motor
- 3、 Bad massage hand drive board



Width
Inspection
Plate



Kneading
motor



Massage handDrive
board

Troubleshooting Methods :

- 1, to determine whether the motor is damaged, you can borrow the power supply to tap the motor to determine whether the motor is good or bad;
- 2、 Check whether the width detection board is damaged;
- 3、 Substitution method to determine whether the Massage handDrive board is damaged;

Error code : (A7、 A8、 A9、 AA)

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.4 Patting does not work

Cause analysis:

- 1、Bad tapping motor
- 2、Bad massage hand driver board



tapping motor



Massage handDrive board

Troubleshooting Methods :

- 1, to determine whether the motor is damaged, you can borrow the kneading motor power to determine the motor is good or bad;
- 2、 Substitution method to determine whether the Drive board is damaged;

Error code : (AB、 AC、 F6)

(Failure analysis are based on the related wiring harness plug-in normal basis)



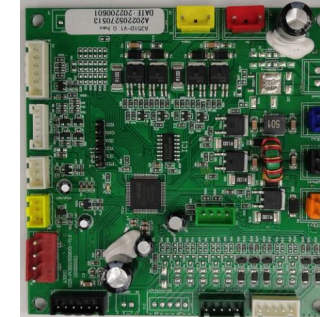
8.5 The foot roller does not work

Cause analysis:

- 1、Bad driver board
- 2、Bad foot roller motor



tapping motor



Drive board

Troubleshooting Methods :

- 1, test Drive board plug-in whether 24V voltage output, no, replace the Drive board;
 - 2, and then check whether the plug-in on the calf adapter board is abnormal, the above are normal then replace the foot roller motor;
- Error code : (C7、 C8)**

(Failure analysis are based on the related wiring harness plug-in normal basis)



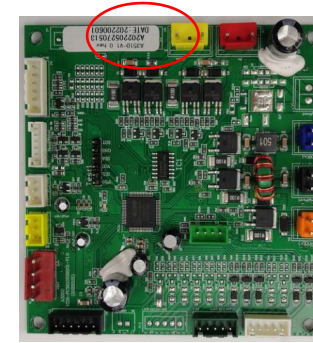
8.6 Back electric cylinder does not work

Cause analysis:

- 1、Bad backrest electric cylinder
- 2、Bad driving board



Backrest
electric
cylinder



Drive
board

Troubleshooting Methods:

1, we can through the backrest electric cylinder and calf electric cylinder plug-in interchange (yellow and red exchange); to determine the electric cylinder is good; electric cylinder damage can be replaced.

Motorized cylinder is good or bad; motorized cylinder damage can be replaced;

2, if the electric cylinder is normal, then we have to consider replacing the drive board;

Error code : (B4、 B5)

(Failure analysis are based on the related wiring harness plug-in normal basis)



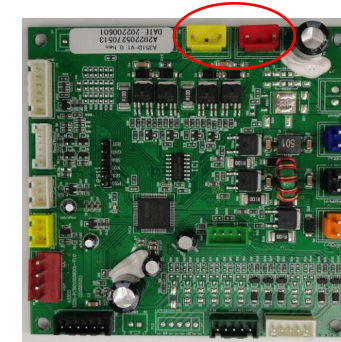
8.7 Calf electric cylinder not working

Cause analysis:

- 1、Bad calf electric cylinder
- 2、Drive board bad



calf electric cylinder



Drive board

Troubleshooting Methods :

1, we can through the backrest electric cylinder and calf electric cylinder plug-in interchange (yellow and red exchange); to determine the electric cylinder is good; electric cylinder damage can be replaced. Motorized cylinder is good or bad; damaged motorized cylinder can be replaced;

2, if the electric cylinder is normal, then we have to consider replacing the Drive board;

Error code : (B9)

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.8 Intelligent voice control does not work

Cause analysis:

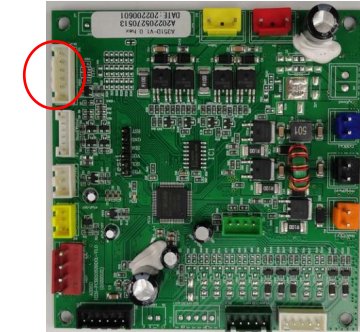
- 1、 Smart voice control board
- 2、 Bluetooth board
- 3、 bad driver board



bluetooth board



Intelligent
Sound Board



Drive
board

Troubleshooting Methods :

- 1, through the voice phrase to open the message chair function, listen to the voice whether there is an answer situation;
- 2, check whether the bluetooth is normal, not normal, then replace the bluetooth board
- 3, the voice voice control does not work, receiving small microphone harness and signal is bad, or the driver board and intelligent voice control board is damaged;

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.9 USB does not work

Cause analysis:

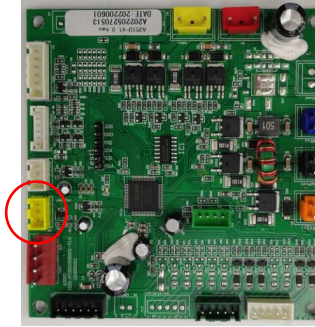
- 1、 Bad shortcut button board
- 2、 Bad USB adapter board
- 3、 Drive board bad



Shortcut
Button
Board



USB Adapter
Board



Drive
board

Troubleshooting Methods :

- 1、 Check whether USB board white plug-in has 5V output, if so, replace the shortcut button board;
- 2, no, check Drive board yellow plug-in whether there is 5V output, if so, replace the USB adapter board;
- 3, no, replace the Drive board;

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.10 Armrest shortcut buttons not working

Cause analysis :

- 1、 Bad shortcut button board**
- 2、 Drive board bad**



Shortcut Button Board



Drive board

Troubleshooting Methods :

- 1、 Check whether the shortcut button is stuck, no, replace the shortcut button board;**
- 2. If the key board is normal, replace the Drive board;**

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.11 No air pressure in the whole machine

Cause analysis :

- 1、Bad air pump assembly
- 2、Bad Drive board



Air Pump
Components



Drive
board

Troubleshooting Methods :

1, check the Drive board black plug-in with or without 24V voltage output, no, replace the Drive board;

2、 Yes, it means that the air pump assembly is bad, replace it;

Error code : (CA)

(Failure analysis are based on the related wiring harness plug-in normal basis)



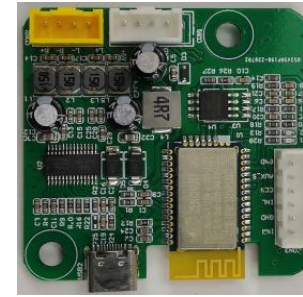
8.12 Bluetooth not working

Cause analysis :

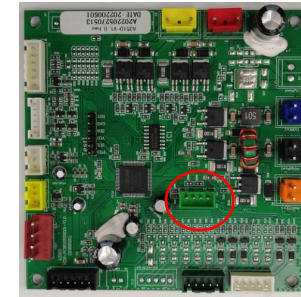
- 1、 Bluetooth board bad
- 2、 Speaker bad
- 3、 Drive board bad



speaker assembly



bluetooth board



Drive board

Troubleshooting Methods :

- 1, check whether Drive board green plug-in has 24V output, no, then replace the Drive board;
- 2, Drive board is normal, then replace the Bluetooth board;
- 3、 Bluetooth board is normal, then replace the speaker assembly

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.13 fatigue detection does not work

Cause analysis :

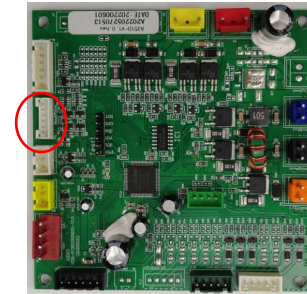
- 1、 Fatigue check component bad
- 2、 Quick button board bad
- 3、 Drive board defective



shortcut key board



Fatigue check component



Drive board

Troubleshooting Methods :

- 1, first check the Drive board white plug-in with or without 5V voltage output, no is to replace the Drive board;
- 2、 Drive board normal check shortcut button board or directly replace the shortcut button board;
- 3、 Above all normal, replace the fatigue detection components;

(Failure analysis are based on the related wiring harness plug-in normal basis)



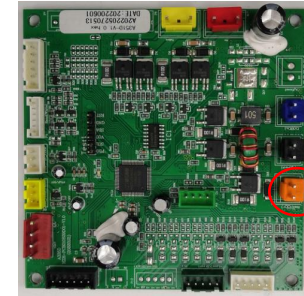
8.14 Shawl heating does not work

Cause analysis :

- 1、 Bad heating wire
- 3、 Bad Drive board



heating element



Drive board

Troubleshooting Methods :

1, check the Drive board orange plug-in with or without AC22V voltage output, no is to replace the Drive board;

2, Drive board normal replacement of heating wire;

Error code : (CC、 CD)

(Failure analysis are based on the related wiring harness plug-in normal basis)



8.15 Partial air pressure does not work

Cause analysis :

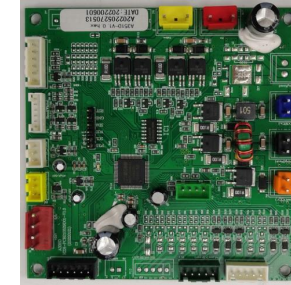
- 1、 A group of air bag leakage
- 2、 Pneumatic tube folded
- 3、 Bad Drive board
- 4、 Damaged valve of a group



airbag



valve



Drive board

Troubleshooting Methods :

- 1、 Check whether the air bag in that way is ruptured and whether the air tube is bent;
- 2, the valve to control the road air pressure is damaged;
- 3, control the road air pressure peripheral circuit is not normal, replace the Drive board;

(Failure analysis are based on the related wiring harness plug-in normal basis)



9.1 Security matters



- ◆ Please refer to the instruction manual carefully before starting to use it.
- ◆ If the power cord is damaged, it must be replaced by a professional from the manufacturer, its service department, or a similar department to avoid danger.
- ◆ Unplug the appliance from the power source after use or before cleaning to avoid damage to the appliance or to my body.
- ◆ Do not use this appliance with a damaged case or jacket.
- ◆ Do not sleep while using this appliance.
- ◆ Do not use this appliance while intoxicated or feeling unwell.
- ◆ Do not unplug the appliance with wet hands.
- ◆ In the event of a power failure, you should leave the appliance to avoid injury from a sudden return of power.
- Note: Please refer to the instruction manual for detailed understanding of the use



9.2 People who should not use massage chairs



- ◆ People with osteoporosis.
- ◆ People with cardiac problems and wearing electronic medical devices such as cardiac pacemakers.
- ◆ People with high fever.
- ◆ Pregnant or menstruating women.
- ◆ Traumatized or physically ill.
- ◆ Children and the mentally confused.
- ◆ Those who need to recuperate on doctor's orders or who feel unwell.
- ◆ Do not use when wet.
- Note: Please refer to the instruction manual for detailed understanding of the use



10.1 Cleaning of synthetic leather and plastic parts



- ◆ Wipe the leather with a soft, dry cloth.
- ◆ Do not use chemicals such as thinner, gasoline, alcohol, etc. to clean the unit.
- ◆ Do not use a hair dryer to dry the surface.
- ◆ Do not use water or washing powder to scrub the surface of the PU, as cracks may occur;
- ◆ If the leather is particularly dirty, wipe it in the following manner.
 - ① Soak the soft cloth in water or hot water with 3% to 5% neutral detergent and wring thoroughly.
 - ② Wipe the surface of the jacket with the above soft cloth.
 - ③ Wipe off the cleaning solution with a cloth that has been soaked in clean water and wrung thoroughly.
 - ④ Wipe with a dry, soft cloth.
 - ⑤ Allow to dry naturally.



10.2 Maintenance of clear synthetic leather



- ◆ To ensure that the ventilation of the living room, too dry or humid will accelerate the aging of leather.
- ◆ Leather sofa should not be placed in the place where the sun can shine directly, also do not put in the air conditioning blowing directly to the place, otherwise it will make the leather surface harden. Direct sunlight will make the colored leather fading.
- ◆ In summer, when the human body sweats a lot, the pores of the leather absorb the sweat, and the high temperatures and humidity can cause chemical reactions between the organic substances in the sweat and the leather, resulting in an unpleasant odor. For this reason, it is important to wipe the leather regularly with a soft, slightly damp cloth.
- ◆ Do not use an alkaline cleaning solution when wiping down the sofa. This is because the leather is treated with an acidic process, and alkalinity reduces the softness of the leather, which can cause wrinkles and cracks over a long period of time.
- ◆ Do not use corrosive organic solvents.



10.3 Maintenance service props display



1、标准工作服



2、工作证模板



3、配送服务车



4、工具包



5、工作垫



6、鞋套



7、帽子



8、手套



9、毛巾



10、平板推车



11、产品签收/评价



10.4 18 Steps to Maintenance Service



1、预约客户



2、工具/道具检查



3、到达、礼貌入户



4、自我介绍,穿鞋套入户



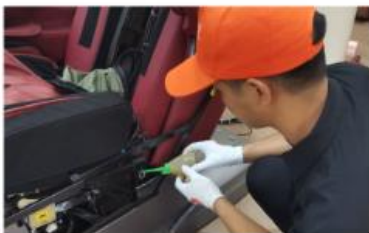
5、检查按摩椅使用状态



6、检查靠背揉捏布情况



7、检查足底揉捏布情况



8、传动机构打液态润滑油



9、扶手滑块处打固态润滑油



10、靠背导轨打固态润滑油



11、伸缩机构打固态润滑油



12、检查紧固螺丝是否松动



13、皮革清洁护理



14、外观清洁护理



15、整理、恢复



16、客户评价、咨询建议



17、礼貌道别



18、微信分享



按摩椅 我要艾力斯特