

	Error Phenomenon		Analysis	Solution	
1	The chair not work and the remote light flashes rapidly.	The Mechanism in reset and Chair unable to power on under the situation.	Check mechanism can move and work or not. If not, mechanism motor or gear is with problem	Replace the Mechanism motor axel shaft assembly.	
			screw stuck in the track and mechanism moving with slippage phenomenon .	Remove the screw, Replace the Mechanism motor axel shaft assembly	
			The mechanism move exceeds the track limit position.	Disconnect the limit switch on the mainboard, power on(3 lights of remote flashing),choose kneading fuction(Manual), move mechanism to the limit position and check if mechansim could reach the limit position. This will help troubleshoot the issue.	
			The cables of Mechanism/Mainboard contact issue	Replace the cables.	
			The mechanism cable is squeezed and mechanism unable to move down with slippage phenomenon as well.	remove the squeezed cable, and replace it.	
			The motor carbon brushes are damaged	Replace the motor.	
			Mechanism moving connection port on mainboard does not work	Replace the mainboard.	
2	The mechanism exceeds the limit position	After power on, the upper mechanism keep moving upwards  After power on, the massage mechanism keep moving up and down	The mainboard output error,mechanism keeps moving up	Replace the mainboard.	
			Mainboard error,mechanism stop when reach limit switch, few seconds later, mechanism keep moving again and exceed limit position	Replace the mainboard.	
			The mechanism moving shaft screw is not tightened well, mechanism not able to touch the limiting stopper.	Tighten the screw	
			The micro-switch not welded well	Reweld the switch.	
3	Backrest not rise up	After power on, backrest not rise up  When power on,only recline down but not rise up, or only rise up but not reclining down	Mainboard error	Replace the mainboard.	
			throw over relay error	Replace the mainboard.	
4	No kneading or tapping	No kneading or tapping	Mainboard Error	Replace the mainboard.	
			Cable Broken	Replace the wire.	
			Mechanism motor error or connection port poor contact	Replace the motor.	
5	keeps kneading or tapping, non stop	keeps kneading or tapping, non stop when power on	Mainboard error	Replace the mainboard.	
6	In auto program , massage mechanism fails to move down.	In manual version, mechanism operates normally.But stay at shoulder area,not moving down.Kneading and tapping perform well.	OV.Mechansim moving counter board error,no detect function. Or check the output voltage at the counter board is 2.5V or not when moving.	Replace the counter detection board component.	
			The counter board is poor contact.	Replace the faulty connect port	
7	Width between rollers non changed	Under manual,when knocking and tapping,the width between rollers no changing,	Mechanism cable is poor contact.	Replace the faulty connect port	
			massage mechanism gear magnet fallen off.	Replace the mechanism	
			The massage mechanism cable (movement connectiong cable) dual-pressure terminal is poor contact (5V input missing).	Replace the movement connectiong cable.	
8	Not able to power on	After power on, the mechanism without any reaction and the remote no reaction.  When power on, the mechanism reset well but remote not working	Mainboard burn out or capacitor not welding well	Replace the main board.	
			Adaptor burn out	Replace the adaptor	
			Fuse burned out.	Replace the fuse.	
			Adaptor is poor contact	Reconnect	
9	Weak air pressure	single air bags with weak air pressure  air pressee become weaker after some time working  Weaker air massage in an area like whole shoulder	Air pipe squeezed	Checking the air pipe status	
			Air pump issue	Replace the air pump.	
			Air bag leaking issue.	Replace the air bag.	
10	Slowly air leak	Leak slowly after full air pressure	Scavenge port of air pump error	Unchoke the port	
11	No inflation, No Leaking	no leaking  no inflection	Mainboard error	Replace the main board.	
			air cylinder leaking	Replace the air cylinder	
			solenoid valve error, or air pipe poor contact	Replace the air valve.	
12	Inflation noise.	Metal rubbing sound from solenoid valv  solenoid valve air leak sound	solenoid valve error	Replace the solenoid valve	
			The sponge at the bottom of the solenoid valve is not properly cushioned.	Re-put the sponge.	
	Tapping or		Kneading noisy sound	The mechanism shaft without enough lubricant	Apply more lubricant into the shaft.
			Rubbing sound when tapping	The tapping belt rubbing with mechanism motor	adjust the tapping belt to right position

13	kneading noisy sound	Kneading with noise	The gears with gaps.	Replace the gears of mechanism for kneading
		Rolling ball base with noise sound	The ball joint is not lubricated enough	Apply more lubricant into the base
14	Mechanism moving noise sound	Abnormal sound when walking down.	The walking axle and gear not matching well with gaps between them.	Replace the mechanism moving subassembly.
		Noisy sound when move to curve area of SL track	Gap between mechanism gear and track, rubbing issue from upper mechanism and another component	Replace the gear.
		objects stuck on the track		Remove objects
		The actuator not lubricated.		Add lubricant.
15	Noise from reclining	Noise from reclining	Push-rod not working well	Replace the push-rod.
16	Light of power button keep on	Cable contact error	The positive and negative misconnected.	Reconnect in right way
17	Mainboard without input/output	Mainboard error		Replace the motherboard.
		Transformer error		Replace the transformer.
		Fuse issue	check the status of fuse	Replace the fuse.
18	Remote not touchable	Remote Error	Chair working well, Remote not touchable	Replace Touch Panel