

# Highpointe Massage chair

## Maintenance instructions



Sh

Than

chair!

It is our greatest honor for you to become a user of Shandong Kangtai Industrial Co., Ltd. I sincerely hope that Rongkang massage chair can become a good helper for your leisure and health care.

In order to facilitate the majority of dealers and customer service personnel to do a good job in the on-site maintenance of products, some common problems and fault solutions in the use of the massage chair are now summarized and sorted out for professional maintenance personnel..

**Pour:Non-professional,Do not try.**

After-sales service center telephone:(86) 400 -6582511

(86) 0535 -8243907

(86) 0535 -8243916

[Http://www.kangtaigrouP.com](http://www.kangtaigrouP.com)

Shandong Kangtai Industrial Co., Ltd.

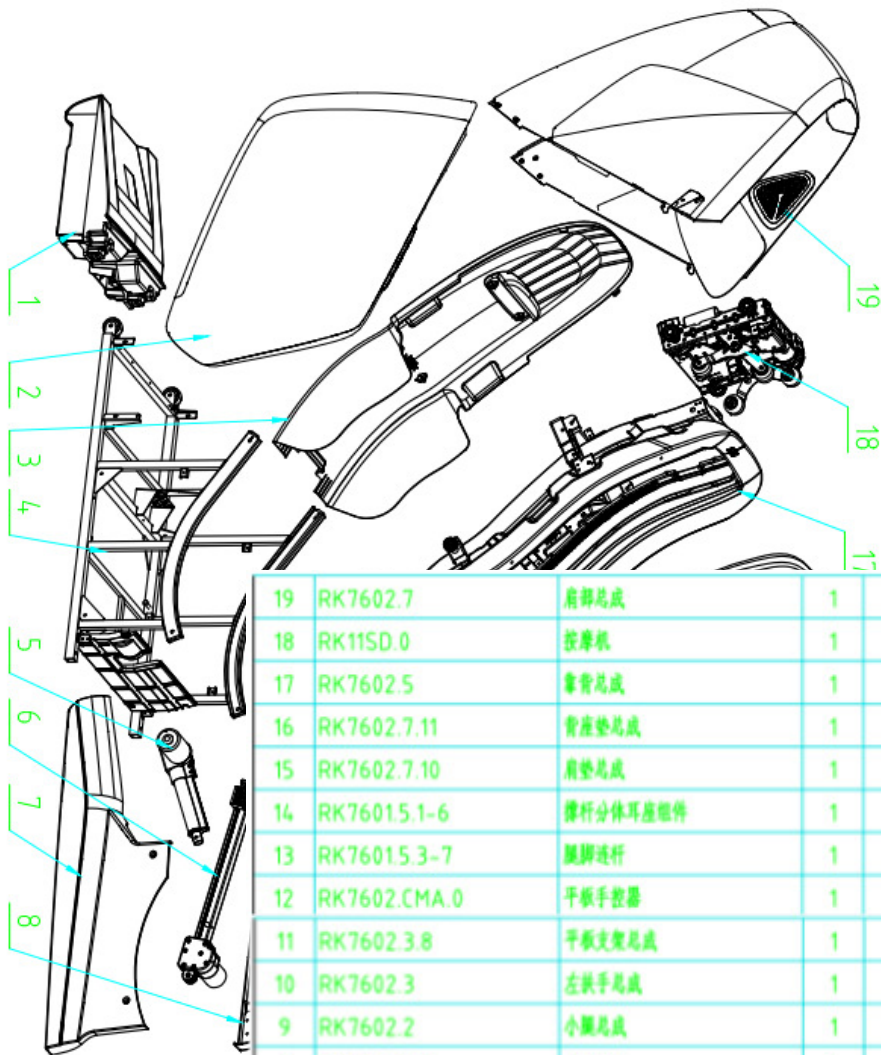
## Catalogue

I.	<u>Product components:</u>	1
(One)	<u>RK7602DStructure diagram</u>	1
(Two)	<u>Introduction of key components</u>	3
II.	<u>Common faults and solutions</u>	4
1.	<u>The whole machine of the massage chair is not working, and the hand controller is not displayed.</u>	5
2.	<u>The massage machine and pole do not move, other functions are normal, and the hand controller is displayed.</u>	5
3.	<u>Abnormal lifting of the massage machine</u>	5
4.	<u>The massage machine kneads abnormally.</u>	8
5.	<u>The massage machine tapped abnormally.</u>	8
6.	<u>The massage machine tilts forward abnormally.</u>	9
7.	<u>The whole machine is not inflated or a certain road is not inflated, and the massage machine works normally.</u>	10
8.	<u>The back pole does not move.</u>	10
9.	<u>The leg pole does not move.</u>	10
Ten.	<u>The screen of the hand controller is abnormal, and the key operation function is normal.</u>	11
11.	<u>The sole roller does not work.</u>	11
12.	<u>Leg rubbing motorDon't work</u>	11
13.	<u>Abnormal operation of telescopic motor</u>	12
14.	<u>KneeThe heating cloth does not work.</u>	13
15.	<u>Chest plusHot cloth is not working.</u>	13
16.	<u>The loudspeaker is not working</u>	13

---

<u>III. Mechanical faults and solutions:</u>	14
<u>1. Replace the massage machine</u>	14
<u>2. Remove the armrest assembly and shoulders</u>	14
<u>3. Front backrest plastic assembly</u>	16
<u>4. Unpack the power box assembly</u>	16
<u>5. Remove the legs and feet</u>	17
<u>IV. Layout diagram of the main circuit board components</u>	21
<u>V. System connection diagram</u>	22

# 1、Product components: (1) RK7602D Structure diagram



19	RK7602.7	后脚总成	1					
18	RK11SD.0	按摩机	1					
17	RK7602.5	靠背总成	1					
16	RK7602.7.11	背座垫总成	1					
15	RK7602.7.10	肩垫总成	1					
14	RK7601.5.1-6	撑杆分体耳座组件	1					
13	RK7601.5.3-7	脚踏连杆	1					
12	RK7602.CMA.0	平板手控器	1					
11	RK7602.3.8	平板支架总成	1					
10	RK7602.3	左扶手总成	1					
9	RK7602.2	小脚轮总成	1					
8	RK7601.1-2	左侧挡板	1					
7	RK7601.1-3	右侧挡板	1					
6	30723063	平推杆	1					
5	30723059	脚踏电动撑杆	1					
4	RK7602.1	座架脚总成	1					
3	RK7601.5.3-1	靠背防护罩	1					
2	RK7602.4	右扶手总成	1					
1	RK7602.1.3	电源箱总成	1					
序号	图号或代号	名称	数量	单位	材料	规格	备注	

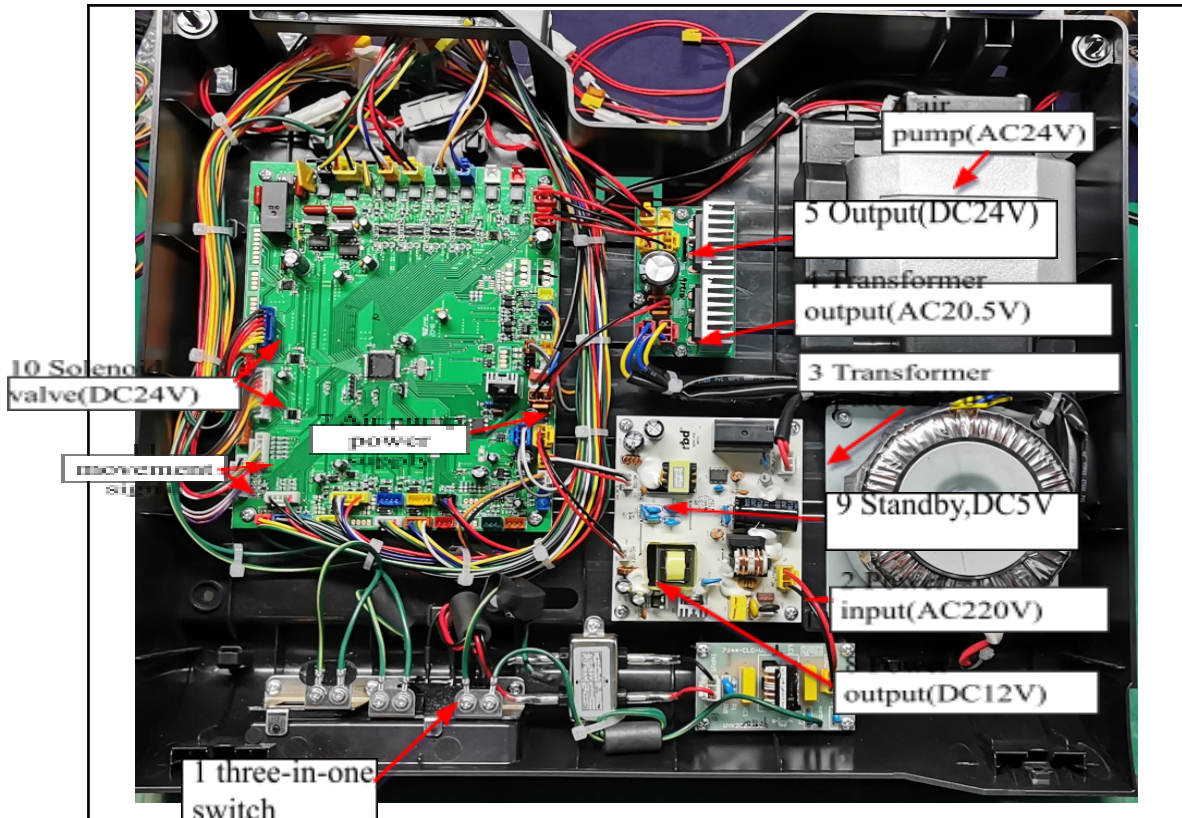


## (2) Introduction of key components

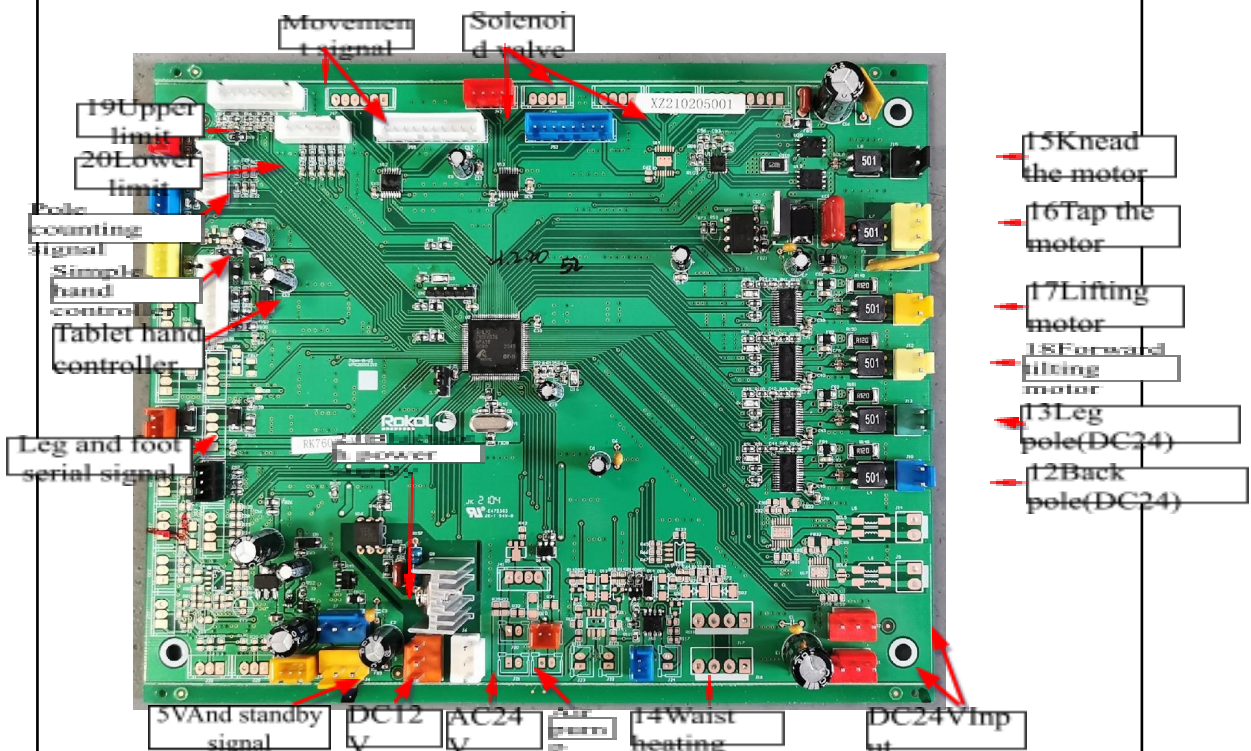


## 2、 Common faults and solutions

--



Electrical connection diagram



**1. The whole machine of the massage chair is not working, and the hand controller is not displayed.**

1.1 First of all, check that the socket is charged, and the three-in-one switch is turned on. Determine whether the fuse of the

1 three-in-one switch in the figure is burned out. If the fuse is burned and replaced, it is normal.

1.2 Use a multimeter AC voltage gear measurement 2 (AC220V), 4 (AC20.5V) Two voltages, if the 2 voltage is normal, and if there is no voltage in 4 places, the ring transformer will be broken, and it will be normal after replacement.

1.3 Use a multimeter DC voltage gear measurement 9 (DC5V) Is the voltage normal, if there is no voltage?, See if the connection cable between the power board and the motherboard is in good contact. If there is no problem, the power board should be broken and normal after replacement.

1.4 Determine whether the hand controller cable has poor contact. If not, replace the hand controller.

## **2. The massage machine and pole do not move, other functions are normal, and the hand controller is displayed.**

2.1 Use a multimeter DC lightning pressure measurement 8 Voltage (DC12V) Whether it is normal or not, if there is no voltage, the power board will be broken, and it will be normal after replacement.

## **3 The lifting of the massage machine is abnormal.**

3.1 When the massage machine works in the up and down, the massage machine does not move; turn on the manual control. Make the massage machine run the whole process, with a multimeter. DC voltage gear measurement motherboard "17" Chu Lian

Whether the connector terminal voltage has an output (DC24V), if there is no voltage, the motherboard is broken, and it is positive after replacement.

Often; if the voltage of the motherboard is normal, use the multimeter buzzer to measure the lifting motor from the motherboard to the movement.

White three-core 450B The on-off of the white and blue lines of the connector, and check the motherboard to the machine.

Whether the plug-in connector of the core is reliable, whether the terminals are in good contact, and if they are connected, it means If the lifting motor is broken, the movement needs to be replaced. If the two lines are not connected, the machine needs to be replaced.

The core wire is normal after replacement; to judge whether the lifting motor is damaged, you can put the multimeter in the resistance gear.

Measure whether there is resistance at both ends of the lifting motor connector. 5-30Ω, if not, it will be damaged.

3.2 When the massage machine works in the upper and lower rows, if there is a top or bottom phenomenon, it will rise and fall.

Motor upper and lower limit signal failure. First, check the motherboard. 19", 20" Connector and

Whether the connectors on the upper and lower limit boards have fallen off, and whether the connector terminals have come off.

Second,

Check whether the lifting motor limit Hall element has a high and low level change (use magnet steel to approach or leave Huo)

Er element, measure the upper limit or lower limit connector (2, 3 Feet), if there is no level change,

Replace the lifting limit plate. Third, unplug "19", 20 The connector at the place, use a mermeter.

The buzzer gear measures the on-off of the connector to the upper and lower limit lines. If they are all connected, it means that

If the motherboard is broken, the motherboard needs to be replaced; if it is not connected, replace the lifting limit signal line.

3.3 If the massage machine does not work in a certain range of the back of the shoulder or waist, the massage machine runs

throughout the whole process; then the motherboard 11 The signal of the movement fails. Check the motherboard to the

movement Whether the plug-in connector has come off or not, and whether the terminal has come out. Unplug the picture 4 The signal

input line on the forward motor limit plate measures the motherboard corresponding to brown, pink, orange, purple, gray

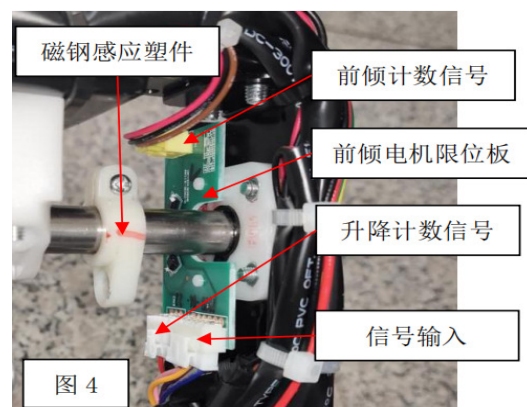
and blue. If the red, pink, orange, purple, gray and black are turned off, replace the movement signal line. If they are all connected, the

massage machine will work in the up and down state and use the

mull-meter. DC Voltage gear

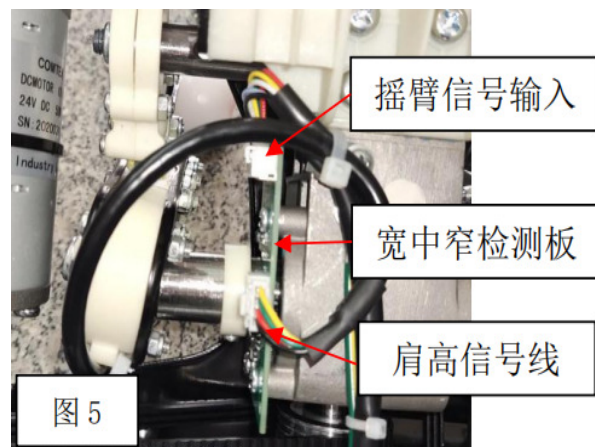
measurement diagram 4 Is there a brown and blue line of signal

input? 5V Voltage, if there is no



voltage, the motherboard is broken, if there is, the forward tilting motor limit plate is broken, and it is normal after replacement. During the maintenance process, do not adjust the position of the magnetic steel of the magnetic steel induction plastic part and the Hall element of the forward tilting motor limit plate, otherwise it will also cause the movement up and down or forward tilt counting failure.

3.4 Start Entering a program, the massage machine begins to carry out shoulder height detection. If the massage machine directly reaches the upper limit, it indicates the shoulder height detection failure. Check the motherboard whether the plug-in connector with the shoulder height signal of the movement is reliable and whether the terminal is in good contact. Measure the motherboard with the multimeter buzzer file Red, green, yellow, white, light blue, black to the picture 5 The on-off of the input end of the rocker arm signal. If it doesn't work, replace the movement signal line. If they are all connected, dial the meter to DC Voltage gear, insert the pen into the motherboard "11" Eight-core connector 2, 8 Hole (light blue and black line), press and release the left rocker arm of the massage machine by hand to see if the voltage has changed. If there is any change, it means that the shoulder height signal line is normal, the wide and narrow detection board is damaged, and it is normal after replacement. If not, it means the motherboard, wide and narrow check. One of the measuring board and shoulder height signal lines is damaged or completely damaged. Judgment method: Replace the motherboard and turn it on for shoulder height detection. If it is normal, the original motherboard is broken. If it is not normal, insert a new shoulder-high signal line into the picture. 5 At the position of the shoulder height line, lean the infrared tube together, turn it on and let the massage machine carry out shoulder height detection. When it is above the waist, release the



infrared tube and observe whether the massage machine stops. If you stop going up, it means that the original shoulder height detection line is damaged and needs to be replaced. If you continue to go up, it means that the wide and narrow detection board is damaged, and the wide and narrow detection board needs to be replaced. This step is slightly complicated, and the movement or motherboard can be replaced directly depending on the on-site situation during repair.

#### **4.The kneading function of the massage machine is abnormal.**

4.1 The massage machine has no kneading action. Open manually. Control the massage machine to knead instructions, use ten thousand

Use the table DC Voltage gear measurement motherboard "15 Are there any terminals of the connector? DC 24V Voltage output. If there is no voltage output, the motherboard will be broken and the motherboard will be replaced. If there is a voltage output, check 15 Whether the plug-in connector to the movement is secure and whether the terminals are in good contact. Then measure the motherboard connector with the multimeter buzzer. 15 Yellow and green lines to the black two-core of the movement 450 B If the on-off situation at both ends of the connector is connected, it means that the kneading motor is broken and the movement needs to be replaced; if it does not work, the movement harness assembly needs to be replaced; the method of judging whether the kneading motor is damaged is the same as 3.1 Judgment method of lifting motor.

#### **5.The tapping function of the massage machine is abnormal.**

5.1 There is no tapping action on the massage machine. Turn on the manual control and let the massage machine perform the tap command.

Use the table to put it in DC Voltage gear, measure the motherboard "16 The voltage at both ends of the motor connector is No DC 24V Voltage output, if there is no voltage, the motherboard is broken, and it is normal after replacement. If the voltage of the motherboard is normal, check whether the plug-in connector from

the motherboard to the movement is reliable and whether the terminals are in good contact. Then measure the motherboard connector with the meter buzzer. 16"ResideGo to the movement and tap the white two-core motor. 450BThe connection and disconnection of the red and black lines of the connectors, if they are all connected, it means thatIf the tapping motor is broken, the movement needs to be replaced. If the two wires are not connected, the movement line needs to be replaced.,Normal after replacement; the method of judging whether the tapping motor is damaged is the same as3.1Judgment method of lifting motor. 5.2Turn on the hand controller to make it work in the tapping state. If you can't choose wide and narrow, the movement Wide and narrow signal failure. Use a mermDCVoltage gear measurement motherboard "11The connector is red and black. Is there a line?5V/DCOutput, if there is no output, the motherboard is broken, and it is normal after replacing the motherboard. If there is a voltage output, check the motherboard.11" to the movement diagram5Whether the connector of the "rocker arm signal input" is firmly plugged in, and whether the terminal has prolapsed. If it is normal, measure it with a munter buzzer."11Red, green, yellow, white, light blue, black to the picture5The on-off situation of the "rocker arm signal input" end. If it does not work, replace the movement signal line. If it is connected, it means that the wide and narrow detection board is damaged and normal after replacement.

## **6.The forward tilt function of the massage machine is abnormal.**

6.1The massage machine leans forward without action. Turn on the manual control and let the massage machine carry out forward instructions.

Use the table to put it inDCVoltage gear, measure the motherboard "18The voltage at both ends of the forward tilt motor connector is It is normal. If there is no voltage, the motherboard will be broken, and it will be normal after replacement. If the motherboard voltage is normal, check

Whether the plug-in connector from the motherboard to the movement is reliable and whether the terminals are in good contact. Then use it for all purposes.

Table buzzing file measurement motherboard "18"Red, black line to movement forward tilt motor black three-core450B

If the connection between the brown and blue lines of the connectors is connected, it means that the forward tilting motor is damaged and needs to be more

Change the movement. If it doesn't work, you need to replace the movement line, which is normal after replacement;

6.2The massage machine is not in place or exceeds the limit.

Explain the forward plan.Number of failures. There are two kinds of situations, one is forward leaning.The counting board is faulty and is normal after replacement. One is a picture.4The position of "magnetic steel induction plastic parts" has changed. The solution is as follows:1As shown in the figure6As shown, make sure that the gear is completely meshed with the second tooth of the rack. If it is not completely meshed, adjust the forward tilting motor shaft until it meshes.



**7.The whole machine if it is not inflated or not inflated on a certain road, the massage machine works normally.**

7.1If the whole machine does not inflate, use a multimeter after starting up.AC Voltage gear, measure whether the motherboard 7 connector has AC24V Left and right voltage, if there is, the air pump may be broken, and if there is no voltage output, the motherboard is broken.

7.2None of the above is bad. Check whether the trachea has fallen off.

7.3If a certain road is not inflatable, use a multimeter.DC The voltage gear measures whether there is a corresponding port in this way.DC24V Voltage output, or shutdown, use the multimeter ohm gear to measure the resistance value (resistance value) of the corresponding solenoid valve.For  $165(\pm 10\%)\Omega$ . (The corresponding solenoid valve is shown in the drawing of the replacement of the solenoid valve)

## 8.The back pole does not move.

8.1 Put the mermer on DC Voltage gear, insert the two pens into the diagram. In the blue connector terminal, operate the backrest lift button of the hand controller to observe whether the merometer is available. DC24V The output, if the pole is broken, if the motherboard is not broken, it is normal after replacement.

8.2 Perhaps Unplug the pole connector and check the resistance value between the two wires of the pole. If the pole is at the upper and lower limits, measure it with a diode gear and test forward and negative. It is better to pass the single guide, in the middle position. 3-20Ω That is to say, other circumstances prove that the electric pole motor is broken, and replacing the electric pole can be eliminated.

## 9.The leg pole does not move.

9.1 Put the mermer on DC Voltage gear, insert the two pens into the green connector terminal at the 13 in the figure, operate the backrest lift button of the hand controller, and observe whether the mutmeter has DC24V The output, if the pole is broken, if the motherboard is not broken, it is normal after replacement.

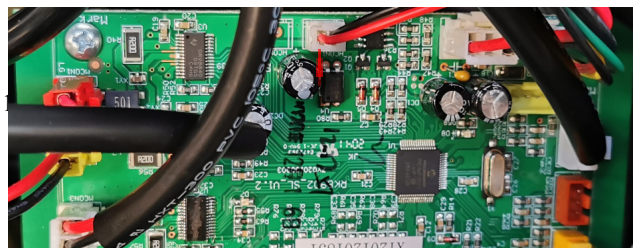
9.2 Perhaps Unplug the pole connector and check the resistance value between the two wires of the pole. If the pole is at the upper and lower limits, measure it with a diode gear and test forward and negative. It is better to pass the single guide, in the middle position. 3-20Ω That is to say, other circumstances prove that the electric pole motor is broken, and replacing the electric pole can be eliminated.

## 10.The screen of the hand controller is abnormal, and the key operation function is normal.

Ten.1 The screen display is abnormal. Long press the switch key to restart to observe whether it returns to normal. If it is not normal, replace the hand controller assembly.

## 11.The sole roller does not work.

11.1 Turn on the foot roller function (Leg and foot air pressure), don't work, Put the mermer



onDCVoltage gear, insert the two pens into the picture.1ResideRoller motorIn the connector terminal, whether the output voltage is normal, and if there is no voltage, the leg plate is broken; if there is voltage output, use a multimeter to measure the other end of the wire harness.450Is the voltage at both ends of the red and black lines of the connector?24VIf not, replace this wire harness assembly. If there is, the roller motor is generally broken. Just replace it.

## 12.The leg rubbing motor is not working.

12.1OpenLegsRoller function(Leg and foot air pressure), don't work,Put the mermer onDCVoltage gear, insert the two pens into the picture.1ResideLeg rubbing motorIn the connector terminal, whether the output voltage is normal, if there is no voltage, the leg and foot plate is broken; there is voltage output,Measure the other end of this wire harness with a malmeter.450Is the voltage at both ends of the red and black lines of the connector?24V,If there is no voltage,Replace this harness assembly,Otherwise, rub your legs.If the motor is broken, just replace it.

## 13.Abnormal operation of telescopic motor

### 13.1The telescopic motor is not working

13.1.1Check whether the motor connector is firmly plugged in, whether the connector is plugged in, and whether the terminal is detached;

13.1.2Put the mermer onDCVoltage gear, insert the two pens into the picture.1Telescopic motorIn the connector terminal, operate the hand controllerLeg expansionPress the button to see if there is a mutmeter.DC24VOutput, if notAbility to walkThe board is broken and normal after replacement.Unplug the telescopic wire harness and measure whether it is present or not.DC24VOutput, if not, the telescopic wire harness is damaged and can be replaced.

13.1.3ExamineTelescopic motorResistance between the two lines(Normal5-30Europe), no resistance or a large indication of motor failure, just replace it.

13.1.4Use a mermDCGear, measure the leg and foot plateCON2The voltage between the green, yellow, white and black lines of the telescopic counting signal harness respectively covers the photoelectric switch of the counting plate. Is there a level

change? If there is a voltage change, replace the leg and foot plate. Check whether the connection harness is connected. If it doesn't work, just replace it. Otherwise, replace the counting board.

13.2 The foot of the boot leg sticks out and checks whether the sole detection board is damaged. If the indicator light is always on, replace the sole detection board. Use the multimeter buzzer to measure the length of the left and right feet to detect the red, blue and black wire harness. If it does not work, replace the wire harness. Use a merMDCGear measurement orange connector blue, The voltage between the black lines, press the soles of the feet with your hands. If there is a voltage change, the legs and feet will be broken and can be replaced. Otherwise, replace the sole detection board.

13.3 Don't stretch your legs out, according to 13.1 After the inspection. Use a merMDCFile measurement SC04 Is there a voltage change between the blue and black lines? If not, replace the ground-touch test assembly; otherwise, replace the leg and foot plate.

13.4 The legs will not shrink, according to 13.1 After the inspection. Check whether the anti-clip hand detection board is damaged. If the indicator light is always on, replace the anti-clip hand detection board. Use the mer buzzing file to measure the red, blue and black wire harnesses of the anti-clip hand. If it does not work, replace the wire harness. Use a merMDCFile measurement SC05,6 Is there a voltage change between the blue and black lines? If not, replace the anti-clip hand detection board assembly; otherwise, replace the leg and foot board.

#### **14. Knee The heating cloth does not work.**

14.1 Turn on the heating function, Measure Picture 1 Heat Is the voltage at this place? DC24V; If there is no voltage output, Then it is Ability to walk Damaged board; If there is voltage output, Use a mi-meter to measure whether the heating line plug is available. DC24V, If there is no, Please replace the heating line.; If there is a voltage, Please replace the heating cloth.

#### **15. The chest heating cloth does not work.**

15.1 Examine 14 Whether the connector is firmly plugged in and the terminal is released, and the seat is heated. DC Whether the plug is firmly plugged in; whether the internal heating line of the back

cushion is firmly plugged in.

15.2 Turn on the heating function, Put the meter on DC Voltage gear, insert the two pens into the diagram. 14 Reside Blue Inside the color connector terminal Measure whether there is DC 24V. If there is no voltage, the motherboard will be damaged and can be replaced; the heating line of the measuring seat DC Does the head have it? DC 24V Output, if there is no voltage, the heating wiring harness is not good; measure the shawl heating extension cable inside the back pad. DC Does the head have it? 24V Output, if there is no voltage, the heating extension cable will be damaged and can be replaced. If there is a voltage, the heating cloth is damaged and can be replaced.

**16. The loudspeaker is not working**

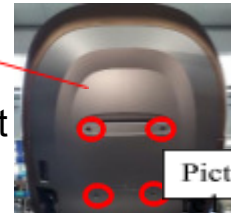
16.1 Measuring connector 21 The voltage at the place, Whether it is DC 12V; If there is no voltage output, The motherboard is damaged.; If there is voltage output, Measure the amplifier board with a mulmeter J2, J3 Is there a voltage?, If there is no, Replace the power amplifier board; If there is a voltage, After checking that there is no problem with the wiring harness, Please replace the speaker.

**3. Mechanical faults and solutions:**

**1 Replace the massage machine**

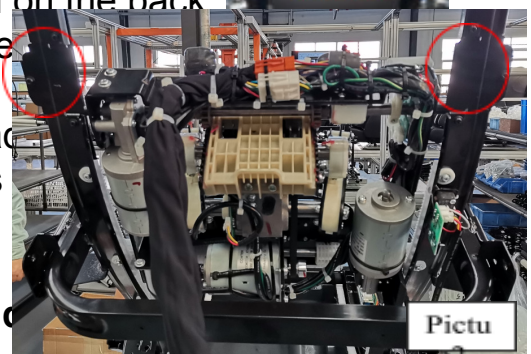
1.1 As shown in the figure 1 As shown, use a cross-slot to 4 Item ST 4.2\*16

Screws fixed to the war shield



Remove the screw and remove the shield on the back

1.2 As shown in the figure 2 As shown, use to 6 Item 4\*10 Cross slot Small size Remove the head



1.3 Unplug the movement wire harness movement assembly.

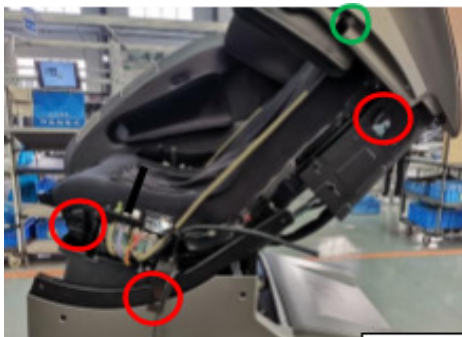
Disassemble and take it out.

2, remove the armrest assembly, should

2.1 Remove the armrest assembly

2.1.1 As shown in the figure 1, 2, 3 As shown, first M6\*16 Remove the

cross-slot plate head screw, and then remove the armrest from the whole machine connector and the trachea.



2.1.2 Remove the armrest

2.1.2.1 As shown in the figure, use tools to shape the handrail. 18 Remove the screw and split the inner shell of the armrest.



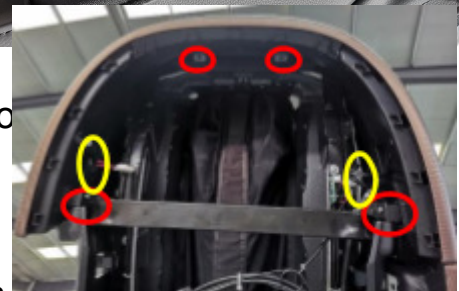
2.1.3 Remove the armrest arm airbag

2.1.3.1 Use tools to 2 Remove the screws and Remove the armrest airbag trachea and s Airbag.



2.2 Remove the shoulder assembly As sh

shoulder assembly above  
6 Remove the screw, then unplug the co replace it.  
Shoulder assembly.



2.2.1 Remove the shoulder horn : As shown in the figure below, pry down the speaker cover from the edge, but The horn shell will be fixed later. 2 Remove the screw and replace the horn



Unplug and replace the shoulder airbag



2.2.3 Remove the inner shell of the shoulder As shown in the figure,

Under the shoulder airbag After the  
Then follow the position shown in  
assembly.

Up 26 Remove the screws and r  
shoulder.

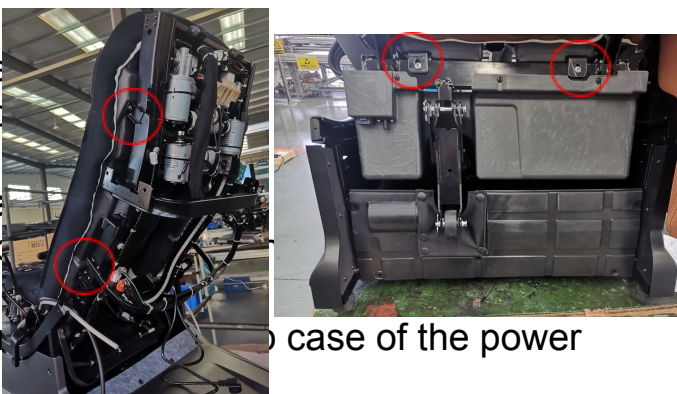
Disassembly and replacement of  
parts Piece.



**3, the front backrest plastic a**

As shown in the figure, after removing the rear shield  
Remove the screws on both sides of the position shown in the  
figure.

Then the front end 2 Remove  
Replace the front backrest p



**4, unpack the power box a**

4.1 As shown in the figure, f  
figure. 2 Reside

Remove the screw, and then  
box.

Replace internal parts.

4.2 As shown in the figure, the internal p  
Remove the position screw, and then re  
Unplug the plug and replace the power



**5 Remove the legs and feet**

As shown in the figure on the right, employment  
It will connect the legs and feet. 2

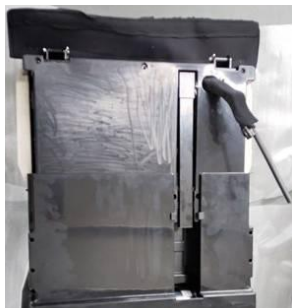
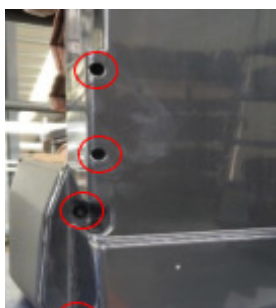
Remove the screws and put the legs.

Lift your feet and put the trachea and

Unplug the wire harness and replace the leg and foot assem

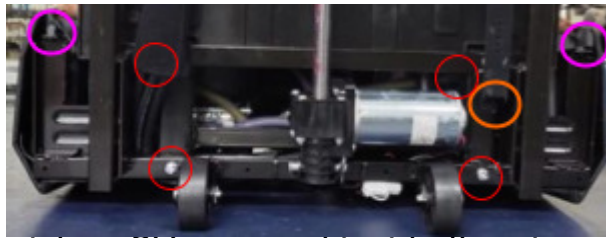
**5.1 Remove the foot assembly**

5.1.1 As shown in the figure below, use the tool to remove th  
position screw, then remove the rear shield of the legs and f  
replace the shield parts and repair the internal structure.



### 5.2 Replace the foot assembly and solenoid valve.

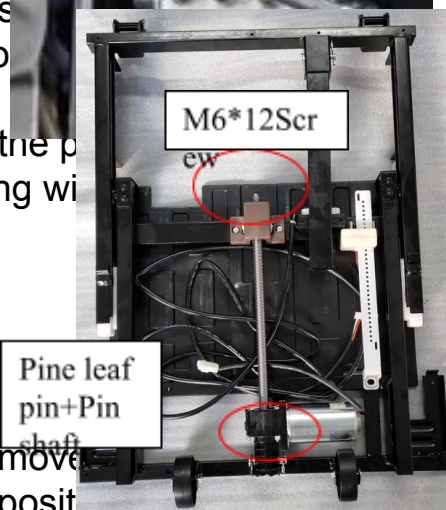
5.2.1 As shown in the figure below, first use a screwdriver to remove the screw shown in the figure, then unplug the wire harness and trachea in turn, and replace the foot assembly and solenoid valve assembly.



ic s  
too



picture.2 Hexagonal inside the piece  
M6\*12 Remove the screw and then pin the p  
Remove the shaft, unplug the connecting wi  
replace the leg.

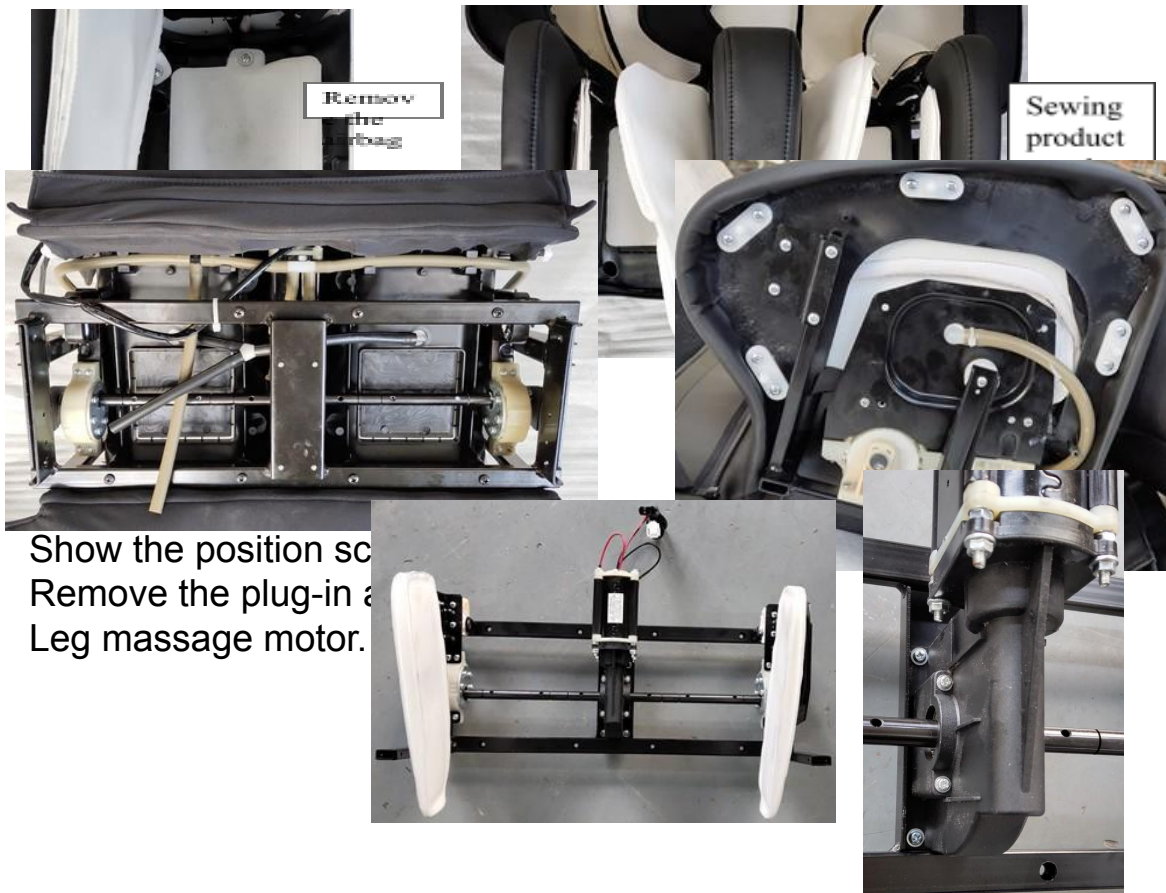


Foot telescopic pole.

### 5.4 Remove the leg skeleton.

5.4.1 As shown in the figure below, pull first.

The zipper then removes the airbag, remove sewing cloth sleeve, then removes the posit. on column in the picture, and replaces the leg skeleton and leg massage assembly.



Show the position sc  
Remove the plug-in a  
Leg massage motor.

5.5 Remove the foot roller

As shown in the figure, use the tool to screw t  
Remove and unplug the wire harness plug.  
Then remove the foot massage assembly.  
Replace the foot roller massage assembly.



5.6 Remove the foot circuit board and solenoid

As shown in the figure, put it on the circuit board  
Remove the screw, replace the circuit board, and  
Solenoid valve  
Remove the screw and replace it.  
Solenoid valve assembly.

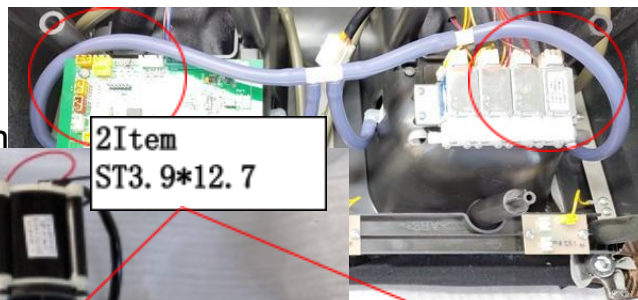


5.7 Replace the foot clip.

According to the position shown in the figure  
down.  
Remove it, and then put the foot anti-splint  
Remove and replace.



Massage m



2Item  
ST3. 9\*12. 7

5.9 Replace

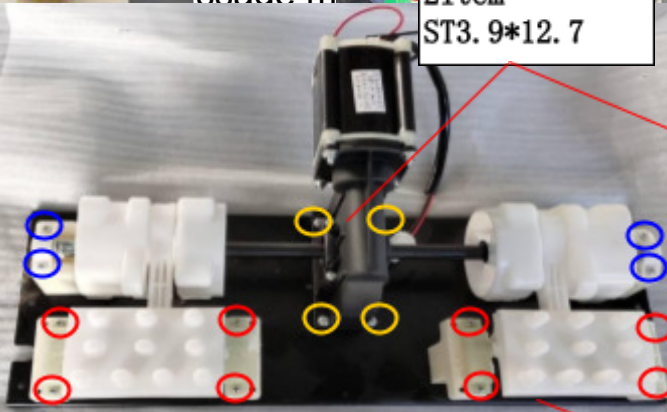
As shown in

feet first.

, and then fi

2 Remove the screws and finally replace the

Test board.



4Straight  
chute  
ST3\*10

feet.

