Massage Chair Automatic Fault Detection List

On/Off: Continuously click on the product configuration, enter the password interface, input 0592 or 1234 to enter the engineering mode interface.

Fault Code	Fault Description	Possible Causes	Troubleshooting Steps	Remark
01	The remote controller detected a button being pressed for over 40 seconds.	1.A button is stuck.	1.Check the buttons on the remote controller.	Real-time detection.
02	The remote controller and the mainboard have failed to communicate successfully for over 4 seconds.	1.The remote controller cable is disconnected.	1.Replace the remote controller cable.	Real-time detection.
03	Both upper and lower limit sensors for the upper mechanism are activated simultaneously.	1.The upper and lower limit sensors are faulty. 2.The backrest frame connection cable has become detached.	1.Replace the upper and lower limit sensors. 2.Check the connection of the backrest signal cable.	Real-time detection.
04	When the upper mechanism's walking function is activated, abnormal walking count is detected.	1.The backrest signal connector has poor contact. 2.The stroke counting sensor is faulty.	1.Check if the backrest signal connector is properly plugged in. 2.The stroke counting sensor is faulty.	Real-time detection when the mechanism's walking function is activated.
05	Both upper and lower limit sensors for the lower mechanism are activated simultaneously.	1.The upper and lower limit sensors are faulty. 2.The backrest frame connection cable has become detached.	1.Replace the upper and lower limit sensors. 2.Check the connection of the backrest signal cable.	Real-time detection.
06	The lower leg board and the mainboard have failed to communicate successfully for over 4 seconds.	1.The lower leg board connection cable is disconnected.	1.Replace the lower leg board connection cable.	Real-time detection.
07	The upper mechanism is at its highest point, the lower mechanism is at its lowest point, and the anti-collision block signal has been triggered for over 10 seconds.	1.The anti-collision block is faulty.	1.Check the anti-collision block module. 2.Check the anti-collision block wiring.	Real-time detection.
08	When the lower mechanism's walking function is activated, abnormal walking count is detected.	1.The backrest signal connector has poor contact. 2.The stroke counting sensor is faulty.	1.Check if the backrest signal connector is properly plugged in. 2.The stroke counting sensor is faulty.	Real-time detection when the mechanism's walking function is activated.

09	The kneading motor rotation count signal was not detected by the upper mechanism within 5 seconds.	1.The width detection board is faulty. 2.The width detection board connection is abnormal. 3.The kneading motor is faulty or the belt has come off.	1.Replace the width detection board. 2.Replace the backrest signal cable. 3.Replace the motor.	Detection during self-test mode entry.
10	The upper mechanism did not detect a width signal within 5 seconds.	1.The width detection board is faulty. 2.The width detection board connection is abnormal. 3.The kneading motor is faulty or the belt has come off.	1.Replace the width detection board. 2.Replace the backrest signal cable. 3.Replace the motor.	Detection during self-test mode entry.
11	The kneading motor rotation count signal was not detected by the lower mechanism within 5 seconds.	1.The width detection board is faulty. 2.The width detection board connection is abnormal. 3.The kneading motor is faulty or the belt has come off.	1.Replace the width detection board. 2.Replace the backrest signal cable. 3.Replace the motor.	Detection during self-test mode entry.
12	The lower mechanism did not detect a width signal within 5 seconds.	1.The width detection board is faulty. 2.The width detection board connection is abnormal. 3.The kneading motor is faulty or the belt has come off.	1.Replace the width detection board. 2.Replace the backrest signal cable. 3.Replace the motor.	Detection during self-test mode entry.
13	The lower mechanism inflation failed to deploy within 20 seconds.	1.The air pump is not inflating. 2.The inflation air hose of the mechanism is blocked.	1Check the air pump connection. 2.Check the inflation air hose of the mechanism.	Detection during self-test mode entry.
14	The upper mechanism did not detect a signal from the upper limit sensor within 40 seconds.	1.The upper limit sensor is faulty. 2.The backrest frame connection cable has become detached. 3.The walking motor is faulty or the wiring is broken.	1.Replace the upper limit sensor board. 2.Check the connection of the backrest signal cable. 3.Replace the walking motor or wiring.	Detection during self-test mode entry.

15	When the upper mechanism's walking function is activated, abnormal walking count is detected.	1.The backrest signal connector has poor contact. 2.The stroke counting sensor is faulty.	1.Check if the backrest signal connector is properly plugged in. 2.The stroke counting sensor is faulty.	Detection during self-test mode entry.
16	Within 2 seconds of detecting the upper limit sensor signal, the upper mechanism detected the lower limit sensor signal.	1.The lower (upper) limit sensor is faulty.	1.Replace the lower (upper) limit sensor board. 2.Check the connection of the lower (upper) limit sensor wiring.	Detection during self-test mode entry.
17	The upper mechanism did not detect a signal from the lower limit sensor within 40 seconds.	1.The lower limit sensor is faulty. 2.The backrest frame connection cable has become detached. 3.The walking motor is faulty or the wiring is broken.	1.Replace the lower limit sensor board. 2.Check the connection of the backrest wiring. 3.Replace the faulty walking motor or wiring.	Detection during self-test mode entry.
18	Within 2 seconds of detecting the lower limit sensor signal, the upper mechanism detected the upper limit sensor signal.	1.The upper (lower) limit sensor is faulty.	1.Replace the upper (lower) limit sensor board. 2.Check the connection of the upper (lower) limit sensor wiring.	Detection during self-test mode entry.
19	The footrest actuator did not detect a count signal within 2.5 seconds of activation (or did not detect a actuator positioning signal within 40 seconds).	1.The footrest actuator motor is faulty. 2.The footrest actuator motor connection cable has become detached.	1.Replace the footrest actuator motor. 2.Check the footrest actuator motor wiring.	Detection during self-test mode entry.
20	The lower mechanism did not detect a signal from the upper limit sensor within 40 seconds.	1.The upper limit sensor is faulty. 2.The backrest frame connection cable has become detached. 3.The walking motor is faulty or the wiring is broken.	1.Replace the upper limit sensor board. 2.Check the connection of the backrest signal cable. 3.Replace the walking motor or wiring.	Detection during self-test mode entry.
21	The mechanism board and the mainboard have failed to communicate successfully for over 6 seconds.	1.The mechanism board connection cable is disconnected.	1.Replace the mechanism board connection cable.	Real-time detection.

22	The lower mechanism and the mainboard have failed to communicate successfully for over 6 seconds.	1.The mechanism board connection cable is disconnected.	1.Replace the mechanism board connection cable.	Real-time detection.
22	When the lower mechanism's walking function is activated, abnormal walking count is detected.	1.The backrest signal connector has poor contact. 2.The stroke counting sensor is faulty.	1.Check if the backrest signal connector is properly plugged in. 2.The stroke counting sensor is faulty.	Real-time detection.
23	Within 2 seconds of detecting the upper limit sensor signal, the lower mechanism detected the lower limit sensor signal.	1.The lower (upper) limit sensor is faulty.	1.Replace the lower (upper) limit sensor board. 2.Check the connection of the lower (upper) limit sensor wiring.	Real-time detection.
24	The lower mechanism did not detect a signal from the lower limit sensor within 40 seconds.	1.The lower limit sensor is faulty. 2.The backrest frame connection cable has become detached. 3.The walking motor is faulty or the wiring is broken.	1.Replace the lower limit sensor board. 2.Check the connection of the backrest wiring. 3.Replace the faulty walking motor or wiring.	Real-time detection.
25	The back actuator did not detect a count signal within 2.5 seconds of activation (or did not detect a actuator positioning signal within 40 seconds).	1.The back actuator motor is faulty. 2.The back actuator motor connection cable has become detached. 3.The back actuator counting connection cable has become detached.	1.Replace the back actuator motor. 2.Check the back actuator motor wiring. 3.Check the back actuator counting connection wiring.	Detection when self-test is initiated.
26	The zero-gravity actuator did not detect a count signal within 2.5 seconds of activation (or did not detect a actuator positioning signal within 40 seconds).	1.The zero-gravity actuator motor is faulty. 2.The zero-gravity actuator motor connection cable has become detached.	1.Replace the zero-gravity actuator motor. 2.Check the zero-gravity actuator motor wiring.	Real-time detection.
27	Within 2 seconds of detecting the lower limit sensor signal, the lower mechanism detected the upper limit sensor signal.	1.The upper (lower) limit sensor is faulty.	1.Replace the upper (lower) limit sensor board. 2.Check the connection of the upper (lower) limit sensor wiring.	Real-time detection.

28	**The side panel detected a button being pressed for over 45 seconds.**	**1.A button is stuck.**	**1.Check the side panel buttons.**	**Real-time detection.**
29	**The spring actuator did not detect a short limit signal within 20 seconds.**	**1.The short limit sensor of the spring actuator has failed. 2.The telescopic anti-pinch feature is continuously triggered.**	**1.Check the wiring of the spring actuator's short limit sensor. 2.Check the wiring of the spring anti-pinch feature.**	**Detection during self-test mode entry.**
30	**The spring actuator did not detect a long limit signal within 20 seconds.**	**1.The long limit sensor of the spring actuator has failed. 2.The ground contact switch is continuously triggered.**	**1.Check the wiring of the spring actuator's long limit sensor. 2.Check the wiring of the ground contact switch**	**Detection during self-test mode entry.**
31	**The upper mechanism inflation failed to deploy within 20 seconds.**	**1.The air pump is not inflating. 2.The inflation air hose of the mechanism is blocked.**	**1.Check the air pump connection. 2.Check the inflation air hose of the mechanism.**	**Detection during self-test mode entry.**