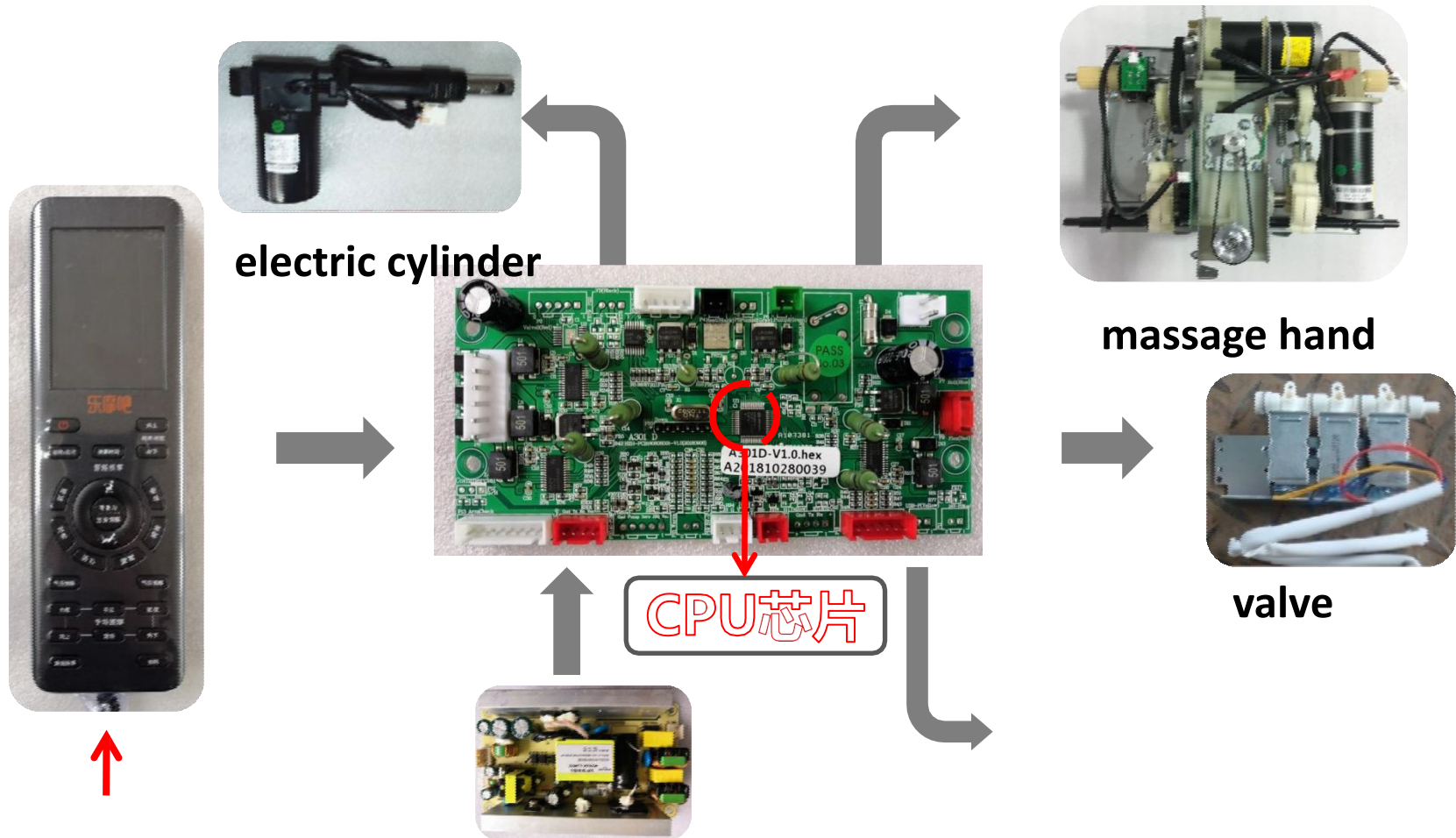


**Aster  
Massage chair  
after-sales maintenance**

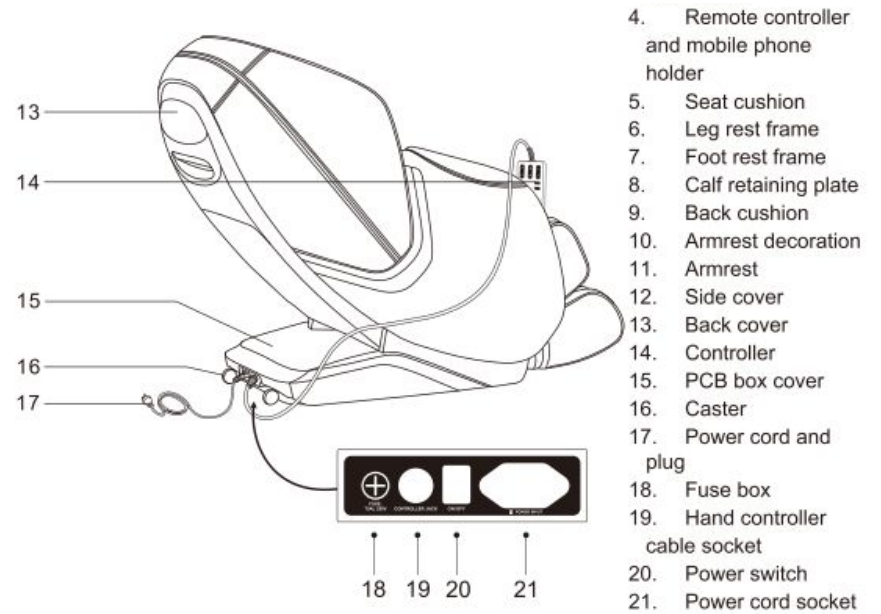
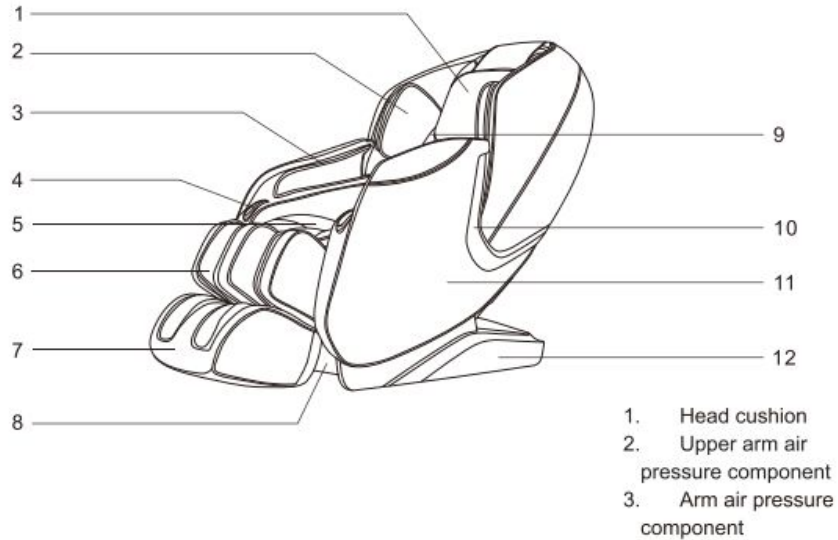




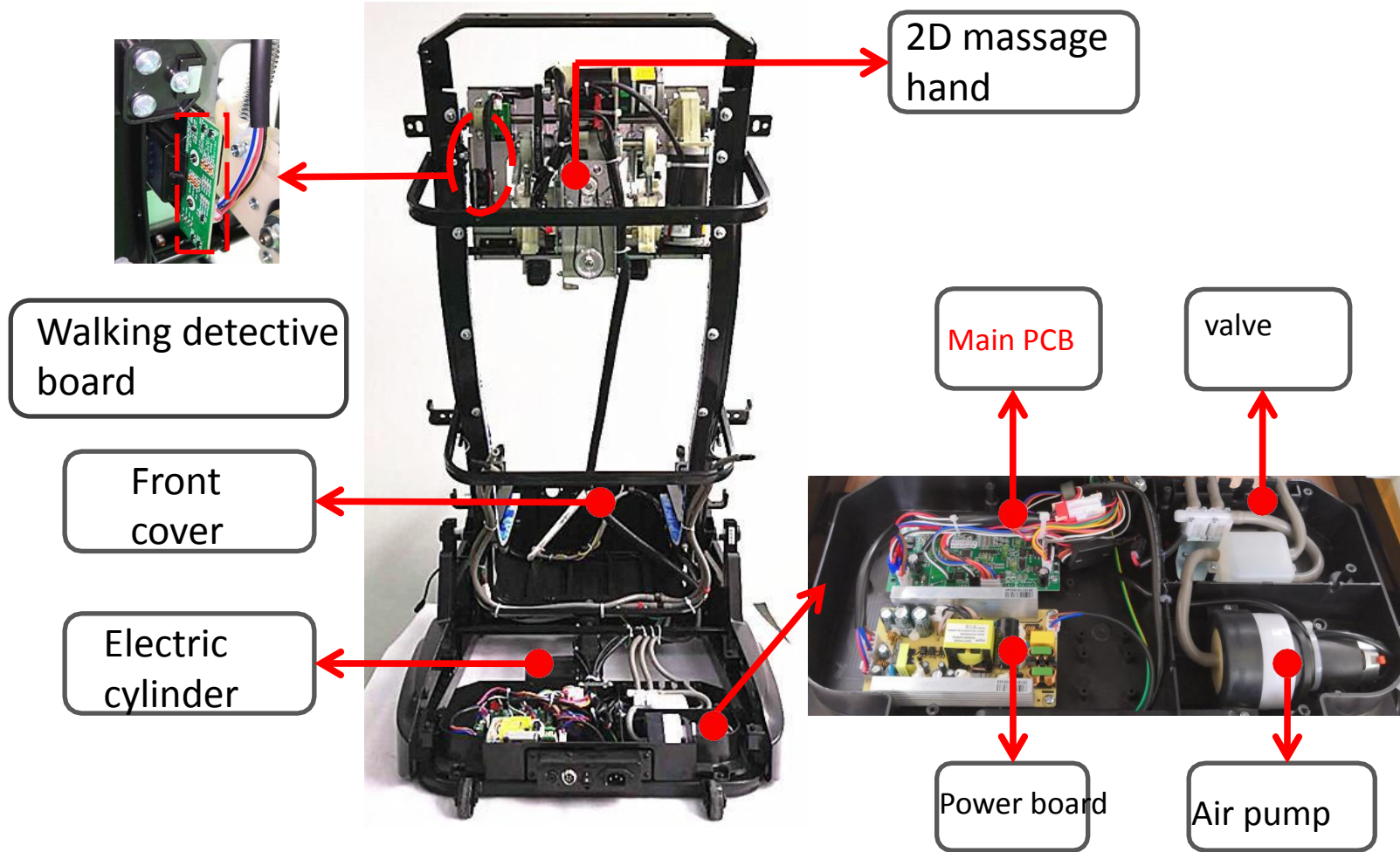
## **Aster** Massage chair after-sales maintenance-product internal Structure and disassembly

1. Parts name
2. Internal structure diagram
3. Driver board plug-in diagram
4. Product disassembly diagram

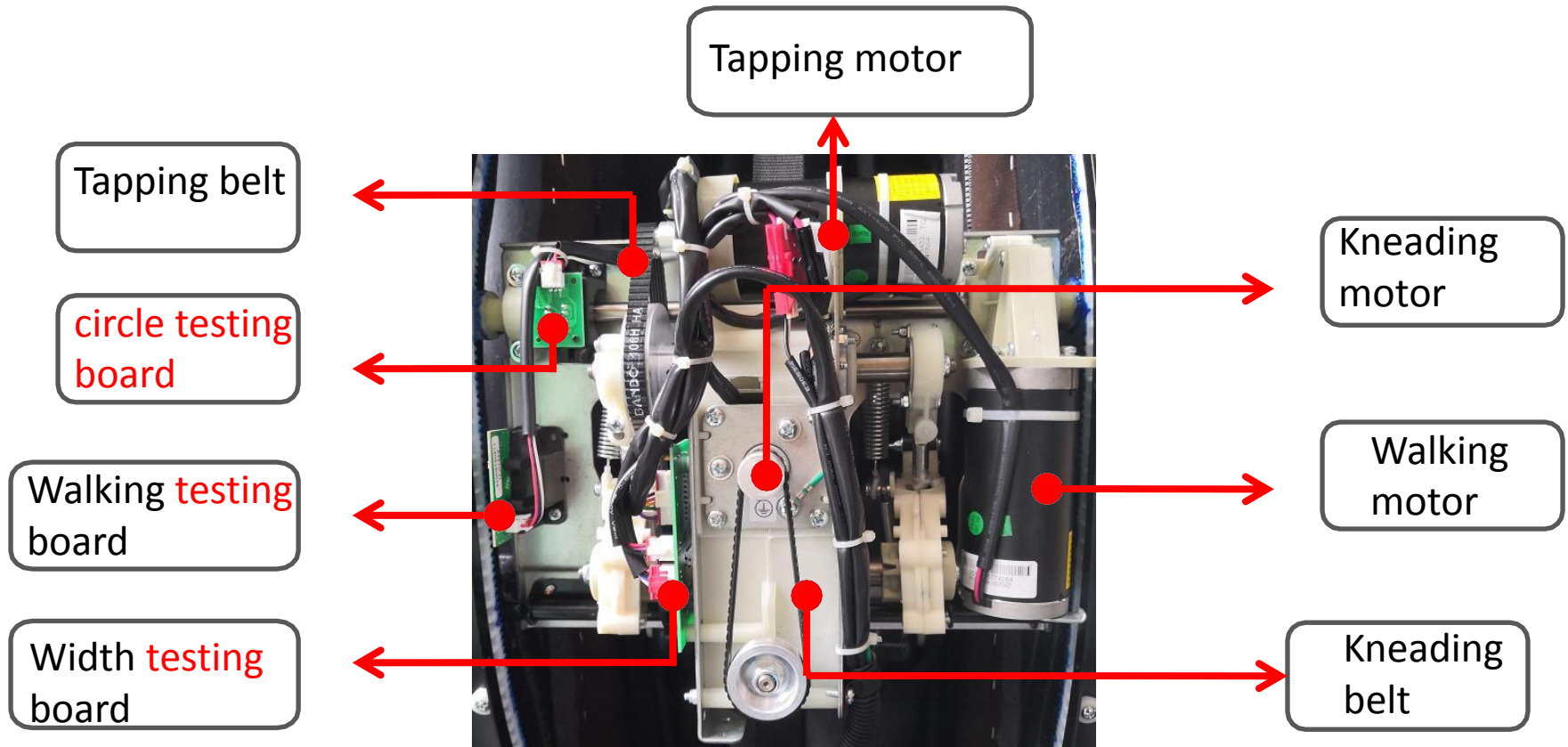




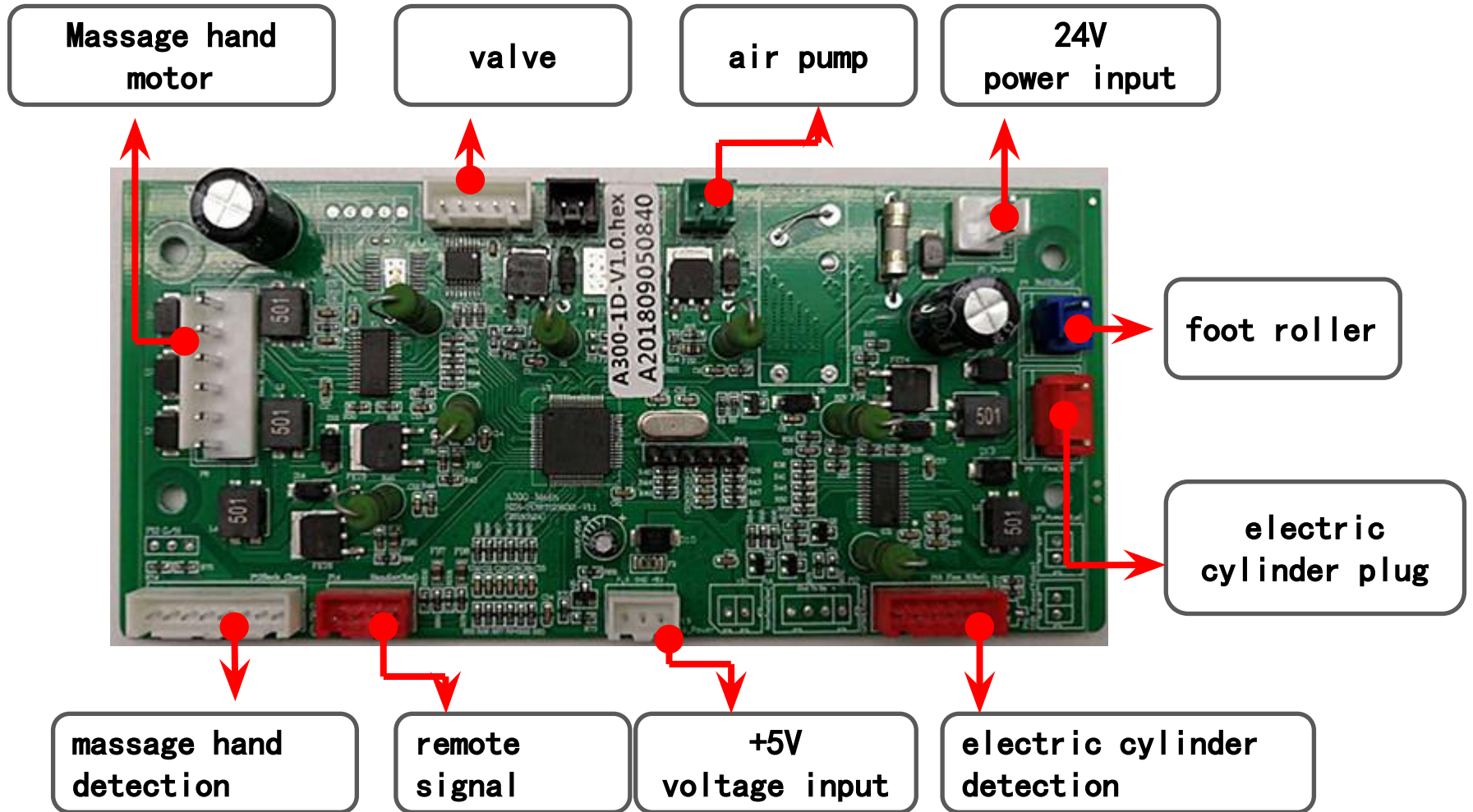
# 1. Internal structure diagram



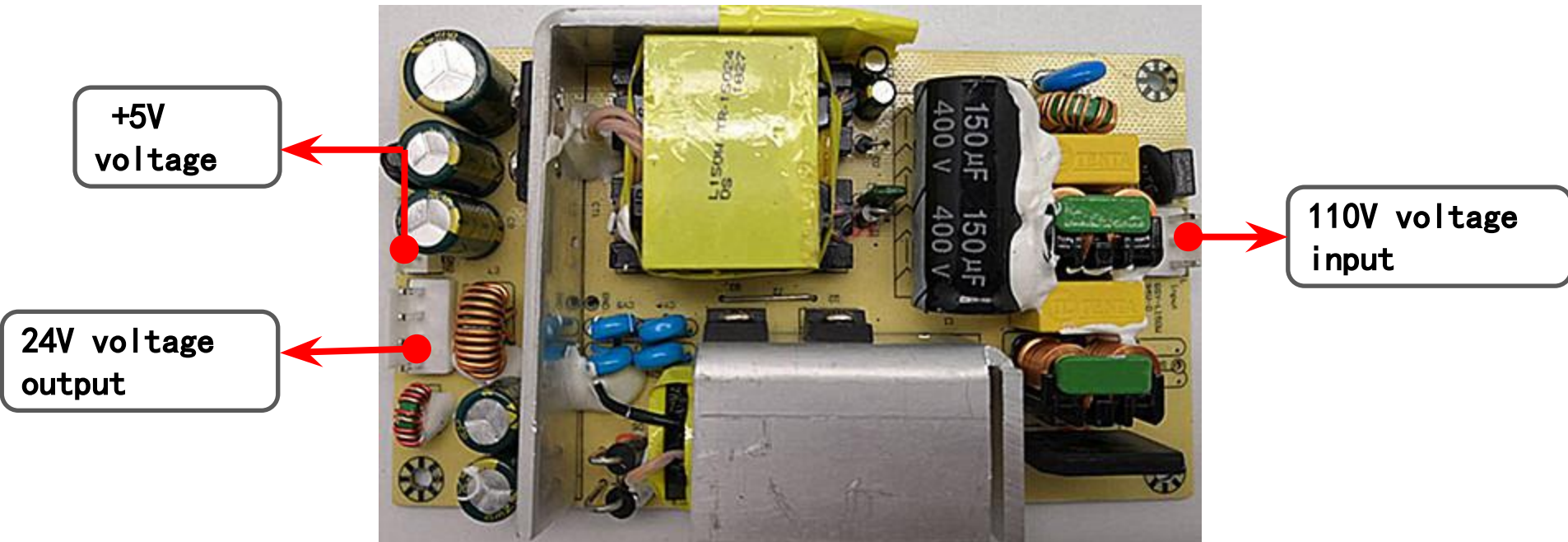
## Diagram of massage hand



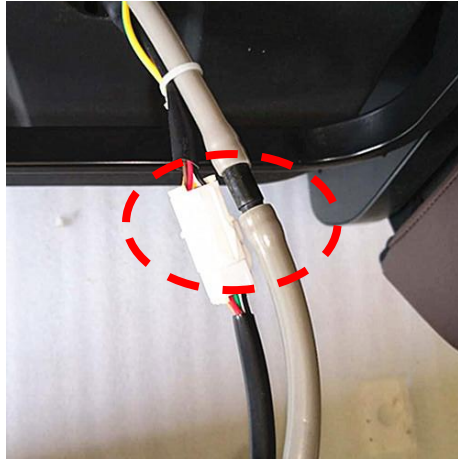
## 2、Schematic diagram of pinch parts of drive plate



### 3. Power board diagram



## 4、Footrest installation diagram

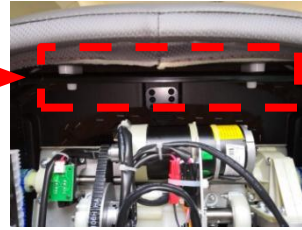
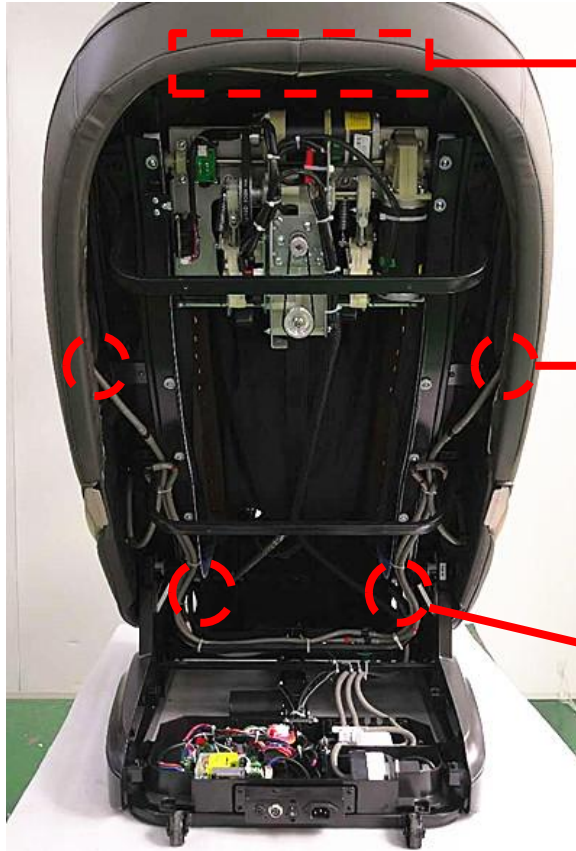


A. Connect the **airhose** and the **cables**

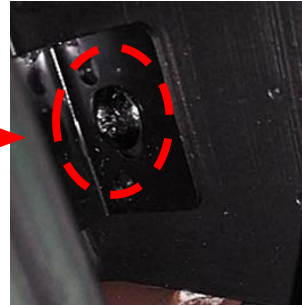


B. Remove the **footrest** sleeve at one end and **fix the screws**.

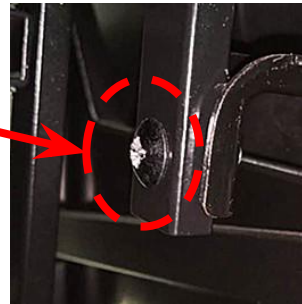
## 5. Disassembly diagram of armrest capsule



A、 Remove the four screws which holding the armrest capsule



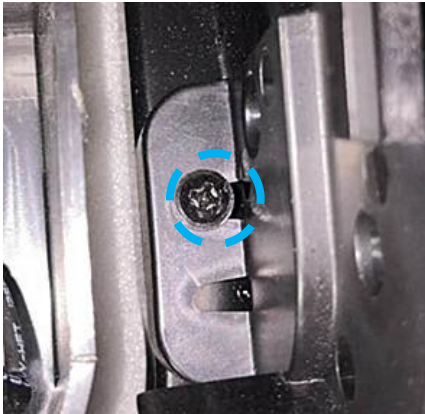
B、 Take off the capsule air hose and wire harness plug and remote it



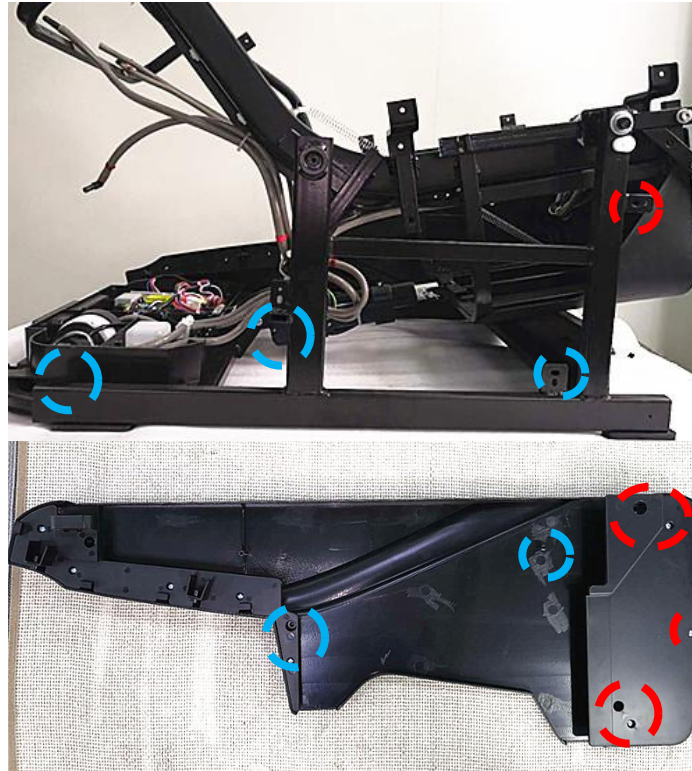
[\(扶手拆装视频\)](#)



## 6. Diagram of disassembly and assembly of the seat side cover

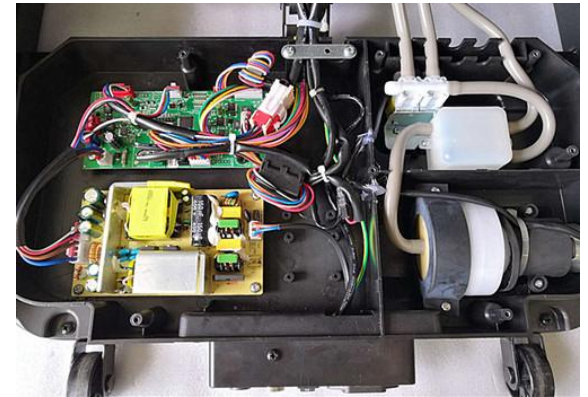


A、Remove the three screws from the back end, as shown in blue circle



B、Remove the red circle marked screw and remove the side cover

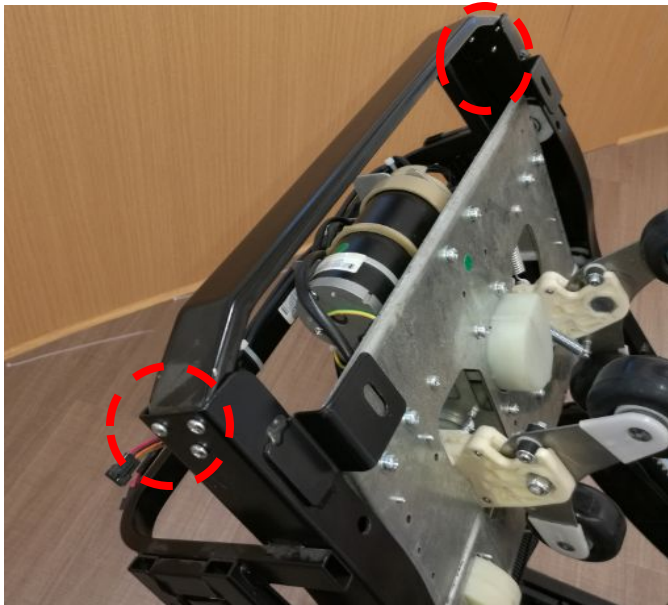
## 7. Diagram of disassembly of driving box cover



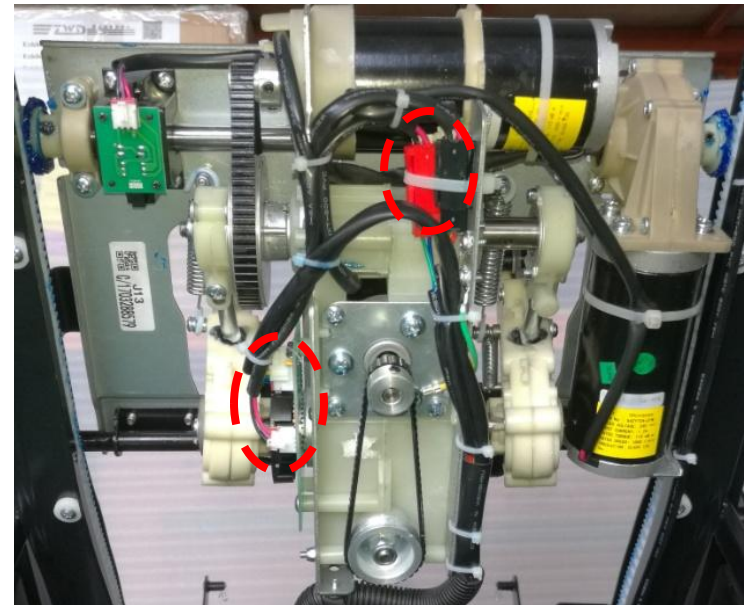
A. Remove the 2 screws from the cover of the drive box

B. Remove the 6 screws on the top cover of the drive box to replace the power board and main PCB

## 8. massage hand disassembly diagram



**A、 Remove the left and right 6 screws of the backrest steel frame and remove the upper limit switch. (note: remove the capsule first)**



**B、 Cut the massage hand wire cables band.  
Take note for the wires placing method for installation later**

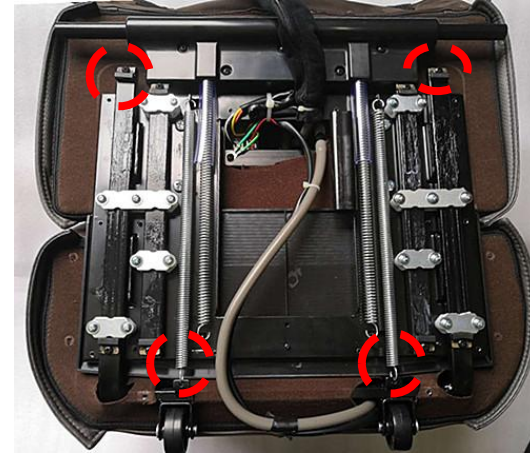
## 9. Foot roller motor disassembly diagram



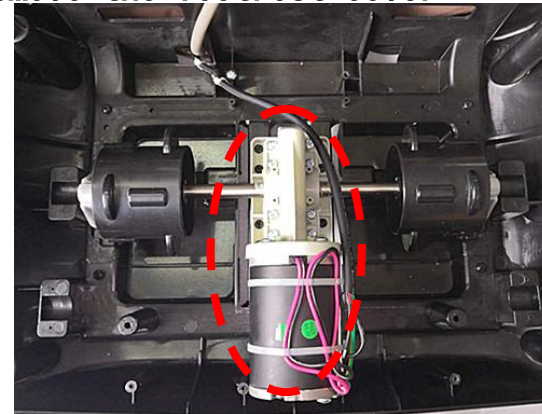
**A、Remove the 16 screws from the upper and lower footrest sealing plates**



**C、Remove the 11 screws in front and 2 screws on the back of the frame.**

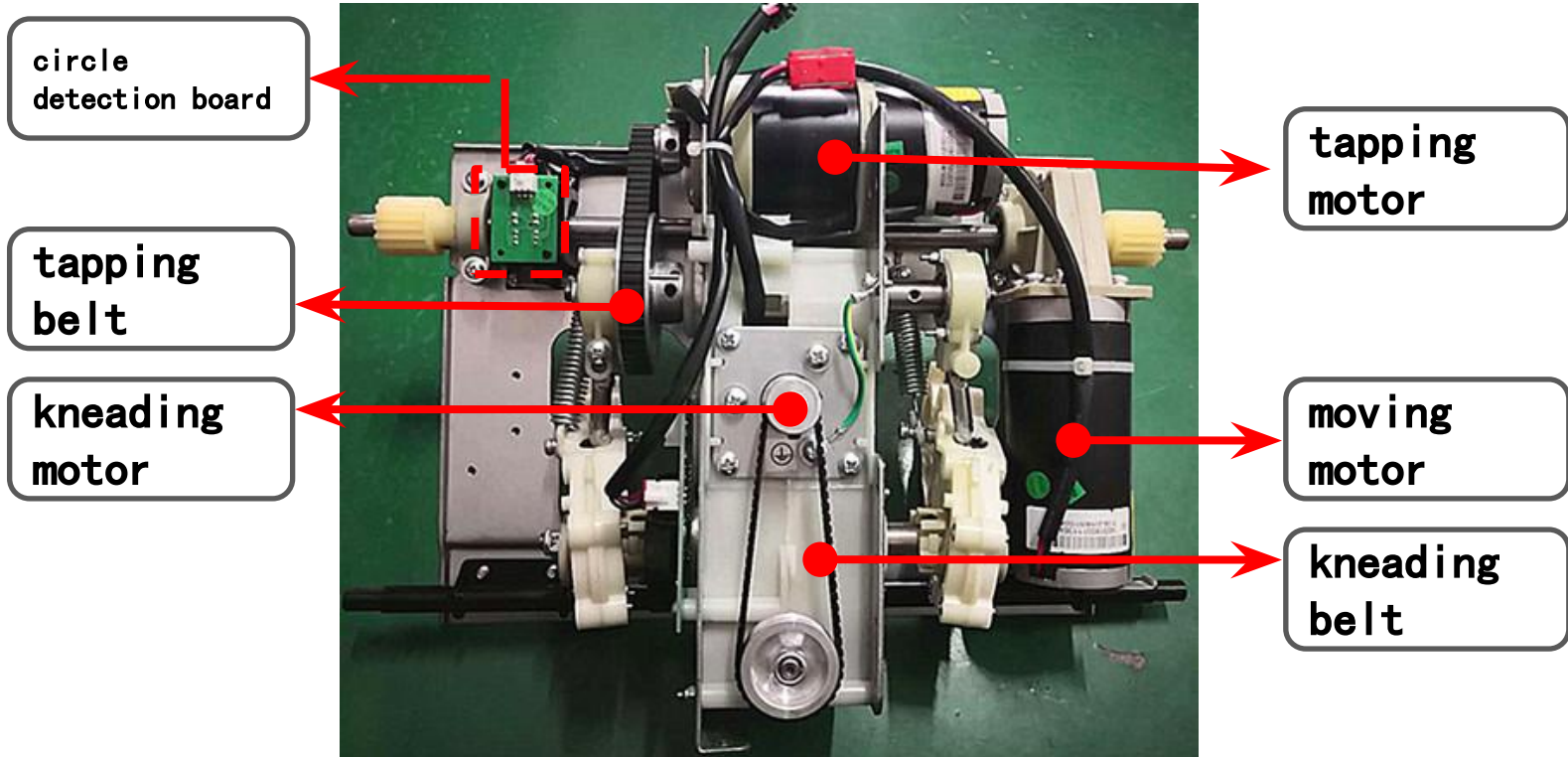


**B、Separate the spring and limit screws, separate the upper and lower legs and remove the footrest cover**

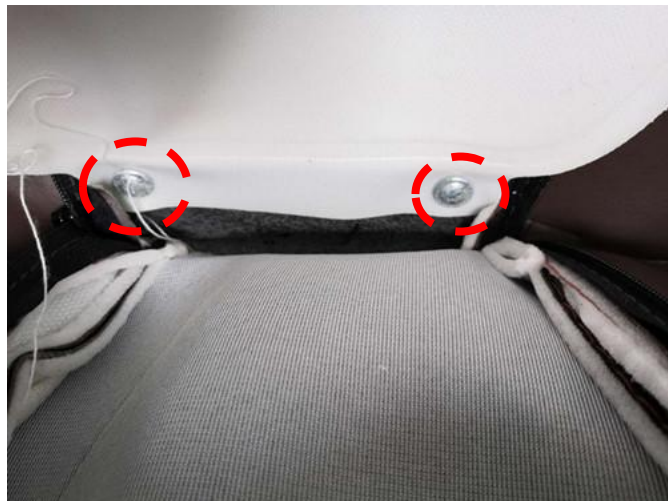


**D、Remove 8 fixing screws from the case cover and 3 screws on the motor**

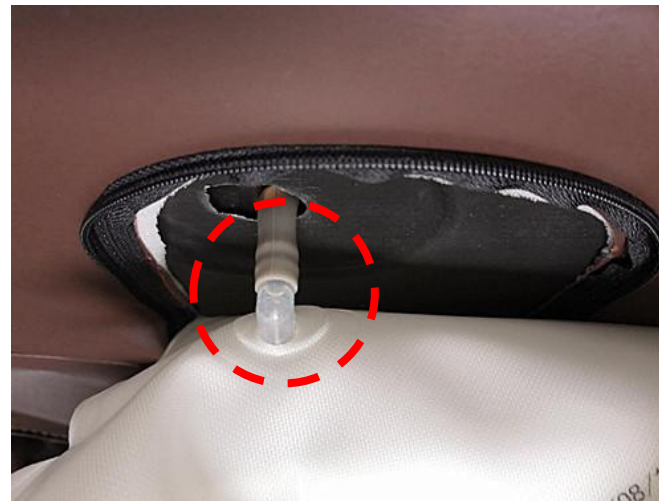
### 10. massage hand motor disassembly diagram



## 11. Diagram of disassembly of shoulder air bag



**A、** Zip the upper arm air bag cover and remove the cover. Remove the two fixed screws on the air bag



**B、** Separate the air bag from the air hose and remove the air bag

## 12. Armrest decoration strip disassembly diagram

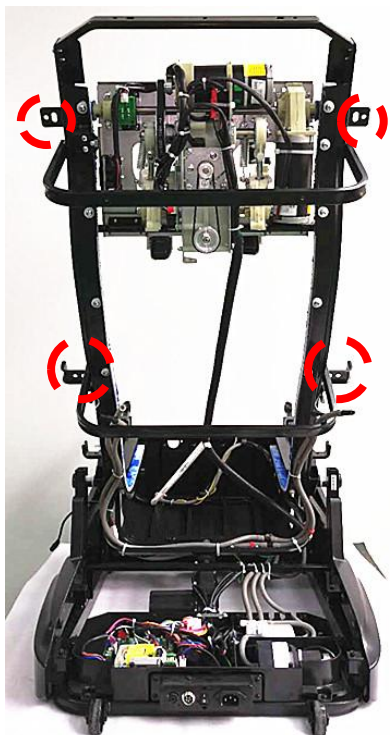


**A、 Remove one screw from the inner decorative plate of the armrest and pull out the decorative cover with force from the lower end**



**B、 The decorative strip is fixed by a screw, two car buttons and the upper end of the iron block**

### 13. Backrest frame disassembly diagram



A、Remove the top 4 screws of the backrest frame



B、Remove the screw at one end of the bag strap and remove it from the massage hand, then you can take out the backrest frame

## **Aster** massage chair after-sales maintenance - malfunction determination and maintenance

1. Remote controller Error code.
2. The whole chair does not work.
3. Kneading doesn't work.
4. Flapping doesn't work.
5. The massage hand cannot walk up and down.
6. The Foot roller doesn't work.
7. The electric cylinder doesn't work.
8. The backrest heating doesn't work.
9. Some of air pressure doesn't work.



## 1. Error code display

Error Code	Description	Probable cause	Troubleshooting
E1 01	massage hand upper and lower limit switch simultaneously detected	<ol style="list-style-type: none"> <li>1.The upper and lower limit switch wires are not connected well.</li> <li>2.The upper and lower limit switches are damaged (one or two).</li> <li>3.The upper and lower limit signal lines are disconnected</li> </ol>	The software turns off the moving motor up and down
E1 02	No upper and lower position signals detected per unit time (hall switch)	<ol style="list-style-type: none"> <li>1. The upper and lower position hall switch is damaged (one or two).</li> <li>2. The signal line of the upper and lower position is not connected well.</li> <li>3. The upper and lower motile motor drive belt falls off.</li> </ol>	The software turns off the moving motor up and down
E1 03	massage hand up or down the process, in the specified time did not detect the upper or lower limit signal.	<ol style="list-style-type: none"> <li>1. The motor running speed of up and down movement becomes slow due to overload or other reasons.</li> <li>2. Upper and lower limit switch is damaged.</li> <li>3. The upper and lower limit signal line is disconnected</li> </ol>	Cut off the load power supply

## 1. Error code display

Error Code	Description	Probable cause	Troubleshooting
E1 04	massage hand software shut down move up and down stop, in a certain time to detect a certain number of laps	<ol style="list-style-type: none"> <li>1. The drive circuit is damaged</li> <li>2. The laps number signal wiring harness is disconnected</li> </ol>	Cut off the load power supply
E1 05	massage hand up and down motor overload	<ol style="list-style-type: none"> <li>1, massage hand walking load mechanism overload</li> <li>2. The walking motor is damaged</li> </ol>	The software turns off the moving motor up and down
E2 01	massage hand kneading motor overload	<ol style="list-style-type: none"> <li>1, massage hand kneading mechanism overload</li> <li>2. Damaged kneading motor</li> </ol>	Software off kneading motor
E2 02	massage hand width detection signal abnormal	<ol style="list-style-type: none"> <li>1. Width detection board optocoupler signal</li> <li>2. The kneading motor is damaged or blocked</li> <li>3. The signal line is disconnected</li> </ol>	Software off kneading motor

### 1. Error code display

Error Code	Description	Probable cause	Troubleshooting
E3 01	Flapping motor overload	<ol style="list-style-type: none"> <li>1, massage hand slap machine overload</li> <li>2. The flapping motor is damaged</li> </ol>	The software turns off the electric cylinder motor
E4 01	Electric cylinder overload	<ol style="list-style-type: none"> <li>1. The electric cylinder mechanism is overloaded</li> <li>2. The electric cylinder motor is damaged</li> </ol>	The software turns off the electric cylinder motor
E4 02	No upper or lower limit signals were detected during the movement of the power cylinder for a specified period of time.	<ol style="list-style-type: none"> <li>1. The operation speed of telescopic motor becomes slow due to overload or other reasons</li> <li>2. The upper and lower limit signal line is disconnected</li> <li>3. Upper and lower limit switch is damaged</li> </ol>	The software turns off the electric cylinder motor

### 1. Error code display

Error Code	Description	Probable cause	Troubleshooting
E5 01	Foot roller motor overloaded	1. Foot roller mechanism overload 2. Foot roller motor broken	The software turns off foot roller motor
E6 01	The DC air pump motor is overloaded	1. Air pump motor is damaged 2. Drive circuit failure	The software turns off air pump motor motor

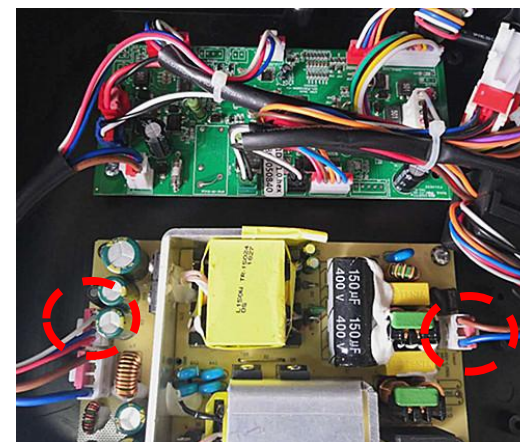
## 2. The whole chair doesn't work



1



2



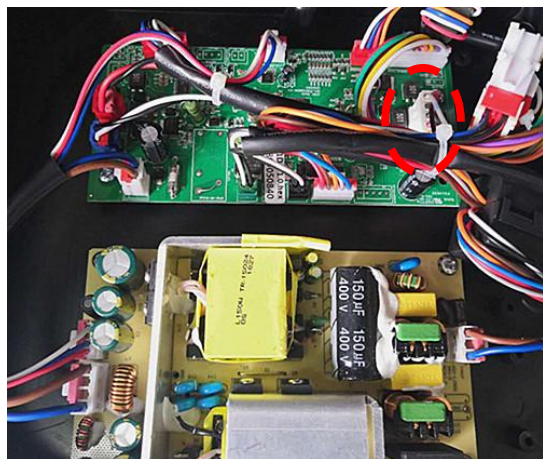
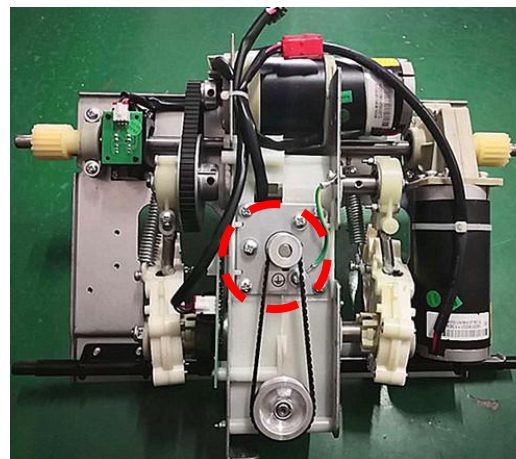
3

A.The remote itself cannot be started because remote damage, which can be eliminated by substitution method (image 1).

B.The fuse burns out at the power switch box assembly, which is usually caused by the short circuit of the driver boards. The driver board and fuse need to be replaced (image 2).

C.Check whether the power supply panel has 110V voltage input and whether there is +5V voltage input to the driver board. If there is no +5V voltage, replace the power boards. If there is +5V voltage, replace the drive board.

### 3. Kneading doesn't work

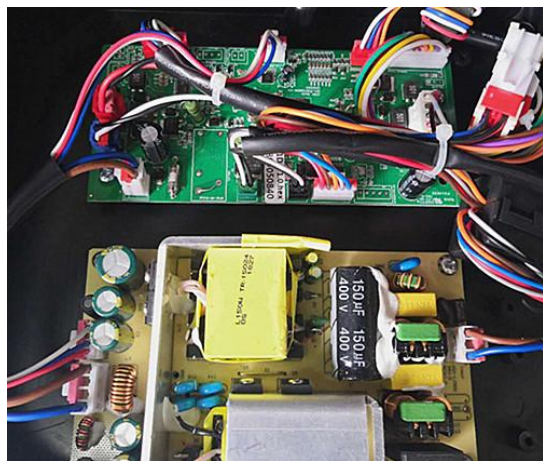
**1****2**

A. Firstly, check whether the wire harness plug-ins from the driver board to the kneading motor have bad contact

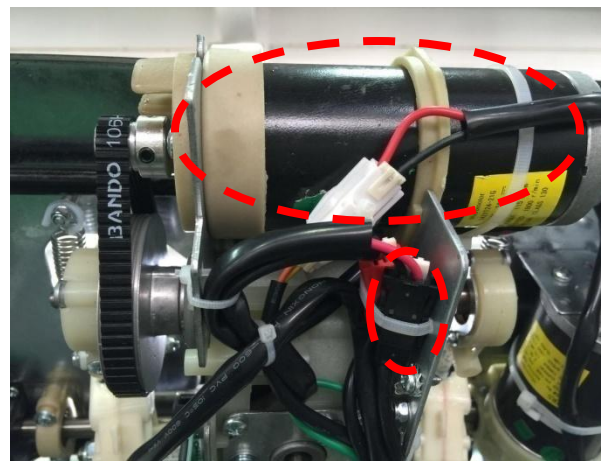
B. Open the back cover to measure whether the black plug-in on the massage hand has voltage (image 2). If there is voltage, it proves that the motor is damaged; if there is no voltage, it is the problem of the drive line.

C. Whether the kneading motor is broken or not can be judged according to the power supply of the flapping motor (the red plug-in is interchanged with the black plug-in);

#### 4. The Tapping motor does not work



1



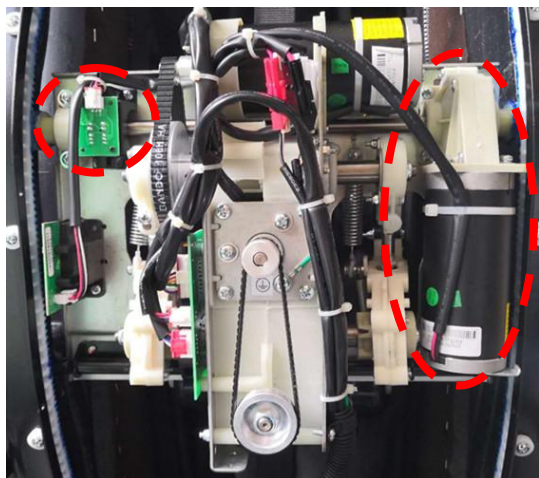
2

A. Firstly, check whether the wire harness plug-ins from the Tapping board to the kneading motor have bad contact

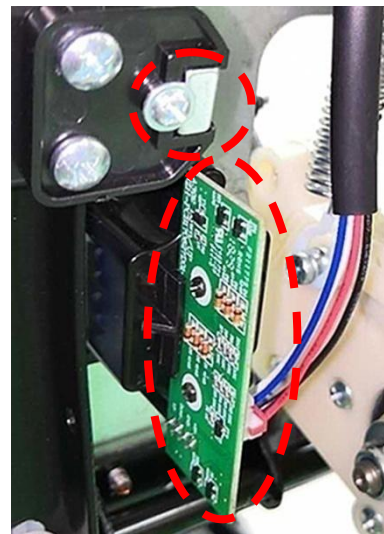
B. Open the back cover to measure whether the red plug-in on the massage hand has voltage (image 2). If there is voltage, it proves that the motor is damaged; if there is no voltage, it is the problem of the drive wire.

C. Whether the Tapping motor is broken or not can be judged according to the power supply of the Tapping motor (the red plug-in is interchanged with the black plug-in);

## 5. massage hand doesn't walking up and down



1



2

First check whether the harness of the backrest has bad contact or the phenomenon of plug-in falling off.

To check whether the motor is damaged, you can use the Tapping motor power to check whether the motor is good or bad.

Check whether the laps number detective board is damaged or the optocoupler is blocked (image 2)

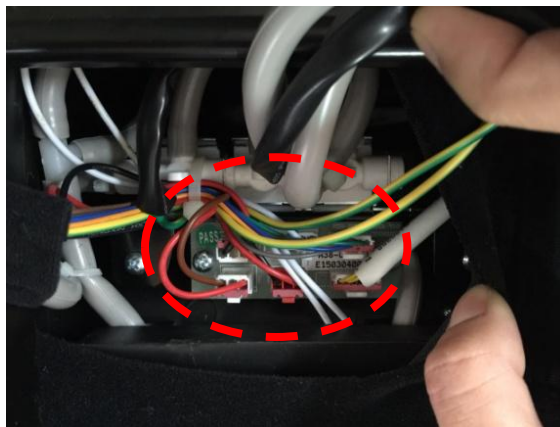
Check whether the upper and lower limit detective board is damaged and whether the upper and lower magnets fall off (image 2).

The driver board is damaged.

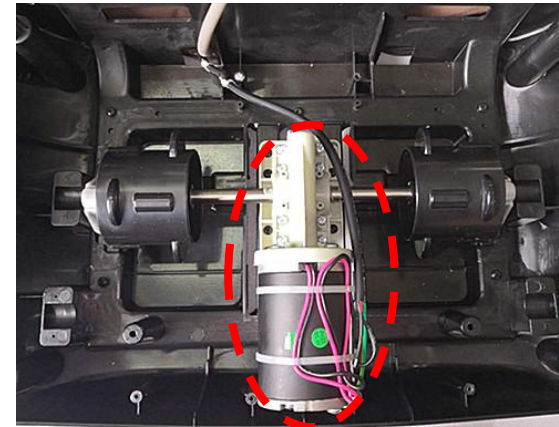
## 6. Foot roller doesn't work



1



2



3

First, check whether the calf plug-in falls off (image 1);

A multimeter can be used to measure whether the plug-in (image 1) has DC24V voltage.

No voltage indicates that the drive plate and wiring harness are damaged and need to be replaced; There is voltage to prove internal calf fault.

disassemble the calf to check whether the adapter board plug-in has fallen off, and if it has fallen off, it can be reinserted (image 2).

If the adapter board board is not broken, the motor of the calf is damaged and should be replaced (image 3). ;

## 7. Backrest and calf cannot rise and fall

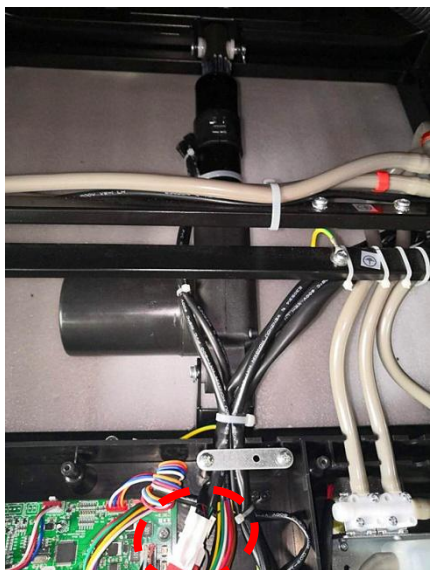


图1

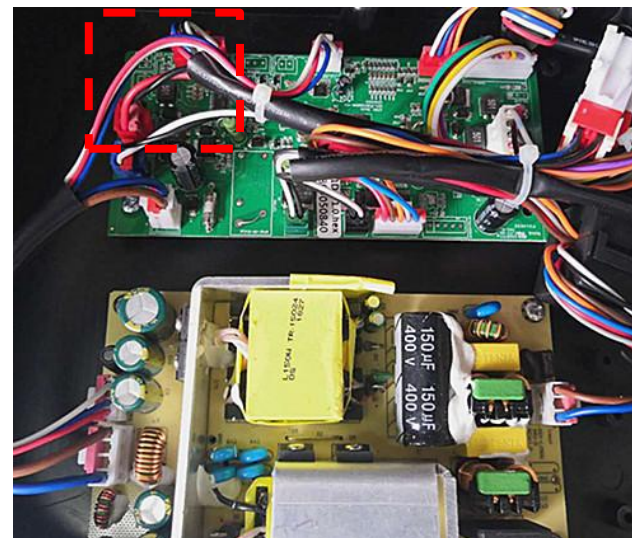


图2

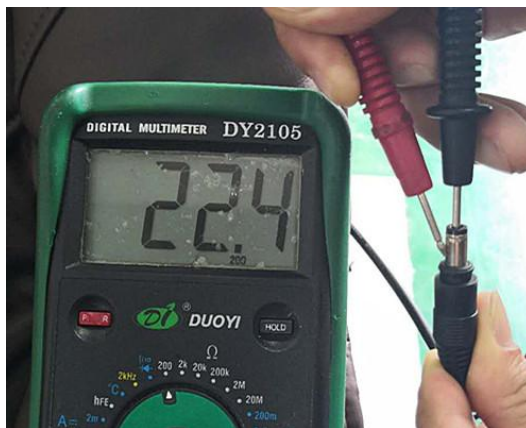
A. First of all, press the lie down key of the power cylinder and listen for the sound of the buzzer "di, di," and release it to emit two "di" sounds, indicating that the signal of the power cylinder has not been detected, possibly because the power cylinder is damaged or the driver board is damaged and needs to be replaced;

B. You can also measure the resistance value of the electric cylinder (around 5  $\Omega$ ) or the voltage of the drive plate and the plug-in electric cylinder to determine the problem of the electric cylinder or the drive board.

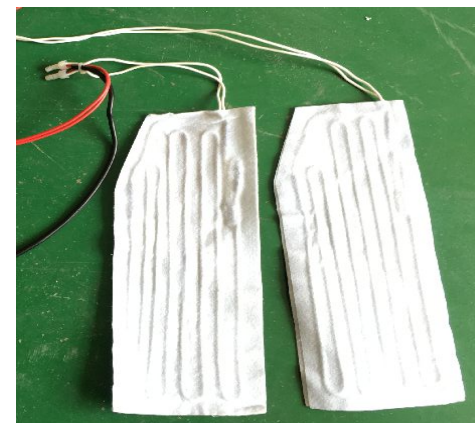
## 8. Backrest heating doesn't work



1



2



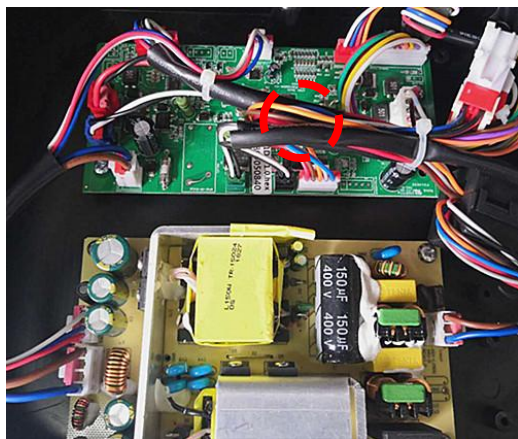
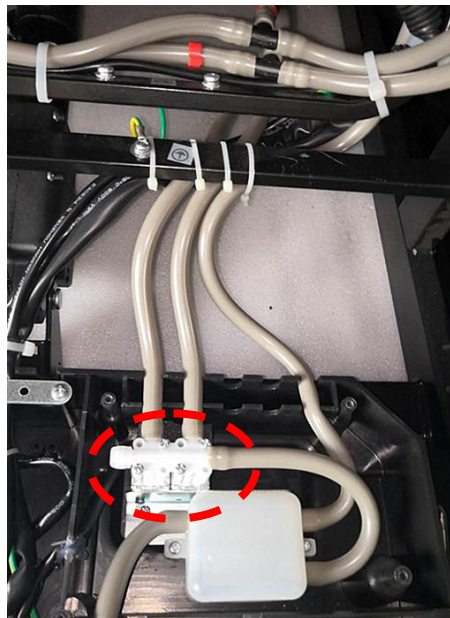
3

A. Check whether the plug for backrest heating line has bad contact or falls off (image 1);

B. A multimeter is used to measure whether the drive plate plug-in has AC24V voltage. The absence of AC24V indicates that the drive plate is damaged and needs to be replaced.

C. The resistance value of backrest heating wire can also be measured by multimeter (image 2). If there is a resistance value, it indicates the problem of the drive line. If there is no resistance value, the backrest heating wire needs to be replaced.

## 9. Air pressure does not work

**1****2****3**

- A. Check whether the air bag of this group is broken and whether the air pipes is bent (image 2 and image 3);
- B. Damage of valve controlling the air pressure of this group (image 2);
- C. Check the circuit controlling the air pressure is good or not , if no good replace the driver board.