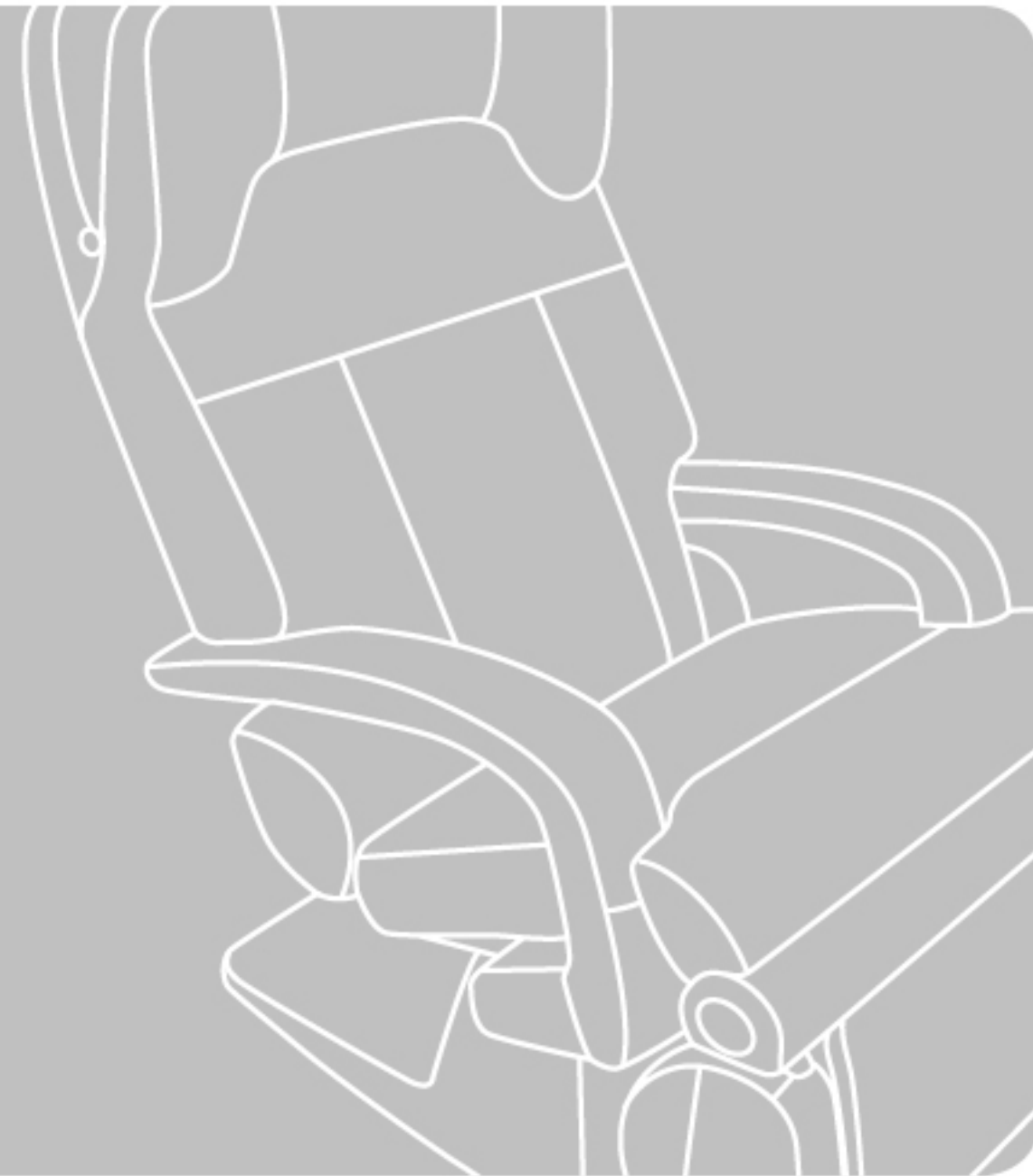


troubleshooting guide

ht 7450



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March 15, 2012

HT-7450 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-7450 customer problems. It is important to follow these steps carefully, to ensure that the problem is diagnosed correctly, and therefore the appropriate repair action is taken.

Getting Started

1. Turn the power switch on the back of the chair to Off, wait approximately five seconds, then turn it back On.
2. Wait 30 seconds while a system check is performed, observing whether the massage mechanism and the foot-and-calf massager paddles move. If they do not, see ["Power" on page 3](#).
3. If the problem still exists, choose from the following issues;

To Troubleshoot This Issue:	Do the following:
My remote control is not working properly	See "Remote" on page 4 .
My backrest is not massaging properly	If the Kneading, Percussion, Compression or Rolling massage functions are not working, replace the backrest.
My heat is not working properly	See "Heat" on page 4 .
My Massage Comfort Control is not working properly	See "Massage Comfort Control" on page 5 .
My seat massage is not working properly	<ul style="list-style-type: none">• If the seat massage does not work at all—the air pump is not working properly. Replace the air pump.• The seat massage air bags inflate, then stay inflated, or only partially inflate—replace the chair base.

To Troubleshoot This Issue:	Do the following:
My backrest won't recline/incline	<p>Make sure you are pressing and holding the recline/incline button for at least five seconds; it can take several seconds to activate.</p> <p>See "Backrest Recline/Incline" on page 6.</p>
My foot and calf massager is not massaging properly	<p>If the foot and calf massager hesitates while changing directly, this is due to the gears shifting, and is perfectly normal.</p> <p>If the foot and calf massager is only massaging on one side, or not massaging at all, replace the foot and calf massager.</p> <p>If the foot and calf massager will not shut off, replace the chair base.</p>
My foot and calf massager won't raise/lower	<p>If the foot and calf massager will not raise or lower, and the remote beeps when you push the legs up and legs down buttons, replace the foot and calf massager actuator.</p> <p>If replacing the actuator does not solve the problem, the problem may be in the module that controls the actuator. Replace the chair base.</p>
My foot and calf massager width control is not working properly	<p>The foot and calf massager width adjustment is subtle; therefore the difference between the settings may not be visually noticeable.</p> <p>You must press and hold the width buttons to adjust the width setting. Some LEDs may not light as the width is adjusted to the new setting, however when you release the width button the LEDs indicate the current setting.</p> <p>If the width LEDs do not light, see "Resetting the Foot and Calf Massager Width LEDs" on page 4 for further instructions.</p>
My convenience outlet is not working	<p>See "Convenience Outlet" on page 7.</p>

Power

Step 1: Check the power cord

1. Verify that the power cord connection to the chair's power panel is secure and that the cord is not damaged.
2. If the power cord is damaged, replace the power panel.

Step 2: Check the wall outlet

1. Plug a different device into the AC outlet into which the chair is plugged.
2. If the device does not work (is not receiving power), the AC outlet is most likely not working. Plug the chair into a different AC outlet to verify that it receives power.

Step 3: Replace the AC outlet fuse

The AC outlet fuse is the left of the two fuses, located on the power panel.

To replace the fuse:

1. Turn the power switch to OFF and unplug the chair from the wall outlet.
2. Using your fingers, open the fuse compartment on the power panel, then turn the left-hand fuse holder knob (located on the power panel) counter-clockwise to remove it.
3. Replace the fuse with a new fuse of the same rating.
4. Reinsert the fuse holder into the power panel, then turn it clockwise to secure it.
5. Close the fuse compartment lid.
6. Plug the chair back into the wall outlet and turn it on.
7. Verify that the chair is now receiving power.

Step 4: If the chair is still not receiving power, replace the chair base

If this does not solve the problem, replace the backrest.

Remote

If one or more remote control LEDs do not light when you push the corresponding button, but the function the button controls works properly:

The remote control is not working properly. Verify that the remote control cable connection to the backrest cover is secure. If that does not solve the problem, replace the remote.

If the remote control LED lights but the function it controls is not working properly:

The problem is most likely in the function controlled by the remote, not in the remote itself. See "[Getting Started](#)" on page 1 and locate the function that is not working in the troubleshooting table.

Resetting the Foot and Calf Massager Width LEDs

To reset the foot and calf massager width LEDs:

1. Press and hold the (—) button until the massager reaches its narrowest position.
2. Press and hold the (+) button until the massager reaches its widest position.
3. Verify that the LEDs are now working properly. If they are not, replace the foot and calf massager.

Heat

IMPORTANT

The heater heats slowly, taking at least five minutes to warm up.

1. Press the Heat button on the remote control (the Heat LED lights).
2. Watch the remote control timer until it counts down at least five minutes.
3. Check the left and right sides of the backrest to determine if either side feels warm.
4. If either side does not feel warm, replace the backrest.

Massage Comfort Control

This section assumes that the air bags are not inflating/deflating as you adjust the Massage Comfort Number.

1. Place your hand on the front left or right side of the backrest while adjusting the Massage Comfort setting using the remote control. Listen for the sound of the air pump.
2. If you can hear the air pump running softly:
 - a. Check the air tubing connection to the back of the left-hand armrest to make sure the connection is secure.
 - b. Remove the tubing from the armrest, then check to see if the white plastic end of the fitting has broken off and is stuck inside the armrest. If this is the case, replace the tubing/fitting.
3. If you can hear the air pump running loudly:
 - a. Using two hands, pull outward on the left-hand side panel to separate it from the chair.
 - b. If the inside of the side panel contains a large black plastic cover (shown below), use a Philips-head screwdriver to remove the three screws that secure the black plastic cover to the side panel.



- c. Check to see if the end of the air hose tubing has detached from the white fitting.



- d. If the tubing is detached from the fitting, reattach it, then secure it by sliding the white zip tie firmly over the fitting connection.
4. If the airbags inflate and deflate and the remote beeps when the airbags are fully inflated, but the massage comfort numbers on the controller are not changing accordingly, replace the remote.
5. If the air bags inflate but will not deflate and/or the Massage Comfort LED on the remote is stuck on the same number despite the air bags inflating/deflating properly, replace the backrest.
6. If the air bags are not inflating or deflating, replace the air pump.

Backrest Recline/Incline

If the backrest will not recline or incline:

1. Power the chair off and then back on.
2. Test the recline. If it still does not work, tap the safety sensor with your foot several times to ensure that it is not stuck.
3. If the problem still exists, order a replacement actuator.
4. Before installing the new actuator, power off the chair and unplug it.
5. Unplug the old actuator from the corresponding connector and plug the new actuator into the connector.

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6. Use the remote control to test the recline and incline functions. If the actuator moves in both directions, install the new actuator into the chair following the instructions that came with the actuator.
 7. If this does not solve the problem, there is likely a defective cable harness in the chair base. Replace the chair base.

Convenience Outlet

NOTE

This section pertains to 120-volt products only; 230-volt products do not contain convenience outlets.

The convenience outlet fuse is the right of the two fuses, located on the the power panel at the rear of the chair base.

1. Verify that the device being plugged into the convenience outlet does not draw more than 1 Amp of power. (If it does, it cannot be plugged into the convenience outlet as it will blow the fuse).
2. Verify that the device being plugged into the convenience outlet works when plugged into a wall outlet.
3. Turn the power switch to OFF and unplug the chair from the wall outlet.
4. Using your fingers, open the fuse compartment on the power panel, then turn the left-hand fuse holder knob (located on the power panel) counter-clockwise to remove it.
5. Replace the fuse with a new fuse of the same rating.
6. Reinsert the fuse holder into the power panel, then turn it clockwise to secure it.
7. Close the fuse compartment lid.
8. Plug the chair back into the wall outlet and turn it on.
9. If the convenience outlet is still not receiving power, replace the power panel.

Human Touch, LLC
3030 Walnut Ave.
Long Beach, CA 90807
humantouch.com