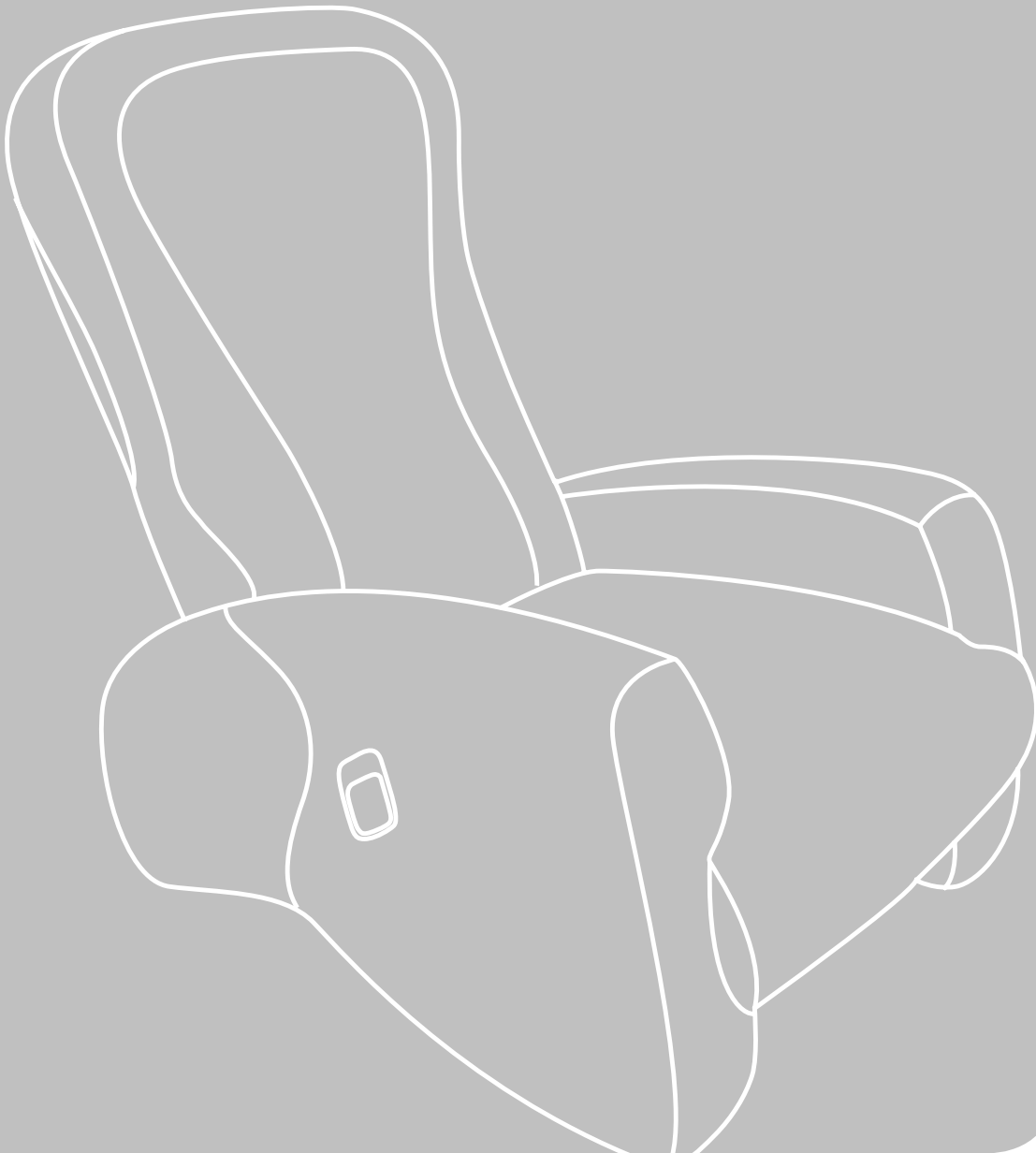


troubleshooting guide

iJoy 2310

Robotic Massage® Chair



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Please forward any questions or comments regarding this Troubleshooting Guide to documentation@humantouch.com.

iJoy-2310 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of iJoy-2310 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. Unplug the chair, wait approximately five seconds, then plug it back in.
2. Check whether any remote control LEDs light. If they do not, see ["Power" on page 2](#).
3. Choose from the following:

To Troubleshoot This Issue	Do the following:
My remote control is not working	Power to remote has already been verified therefore: <ul style="list-style-type: none">• If a remote LED does not light when you press it, but the function it controls works, replace the remote.• If a remote LED lights when you press it, but the function it controls does not work, replace the backrest.
My chair is not massaging properly	If the Rolling, Kneading, Percussion or Compression massage is not working, or is making a loud noise, replace the backrest.
My backrest won't recline/incline	<ul style="list-style-type: none">• If there is tension when you pull the recline handle, replace the backrest actuator cylinder.• If there is no tension when you pull the recline handle, there is a problem with the recline cable. Replace the chair.

Power

Step 1: Check the power and remote control cables

Verify that the power cord connections to the power panel are secure, and that the cord is not damaged. If any of the power panel components is damaged, replace the power panel.

IMPORTANT

Be sure to note the serial number on the power panel. Once the power panel is replaced, the chair will no longer contain the serial number on the power panel.

Step 2: Check the wall outlet

Plug a different device into the AC outlet into which the chair is plugged. 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: If the chair is still not receiving power, replace the backrest

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