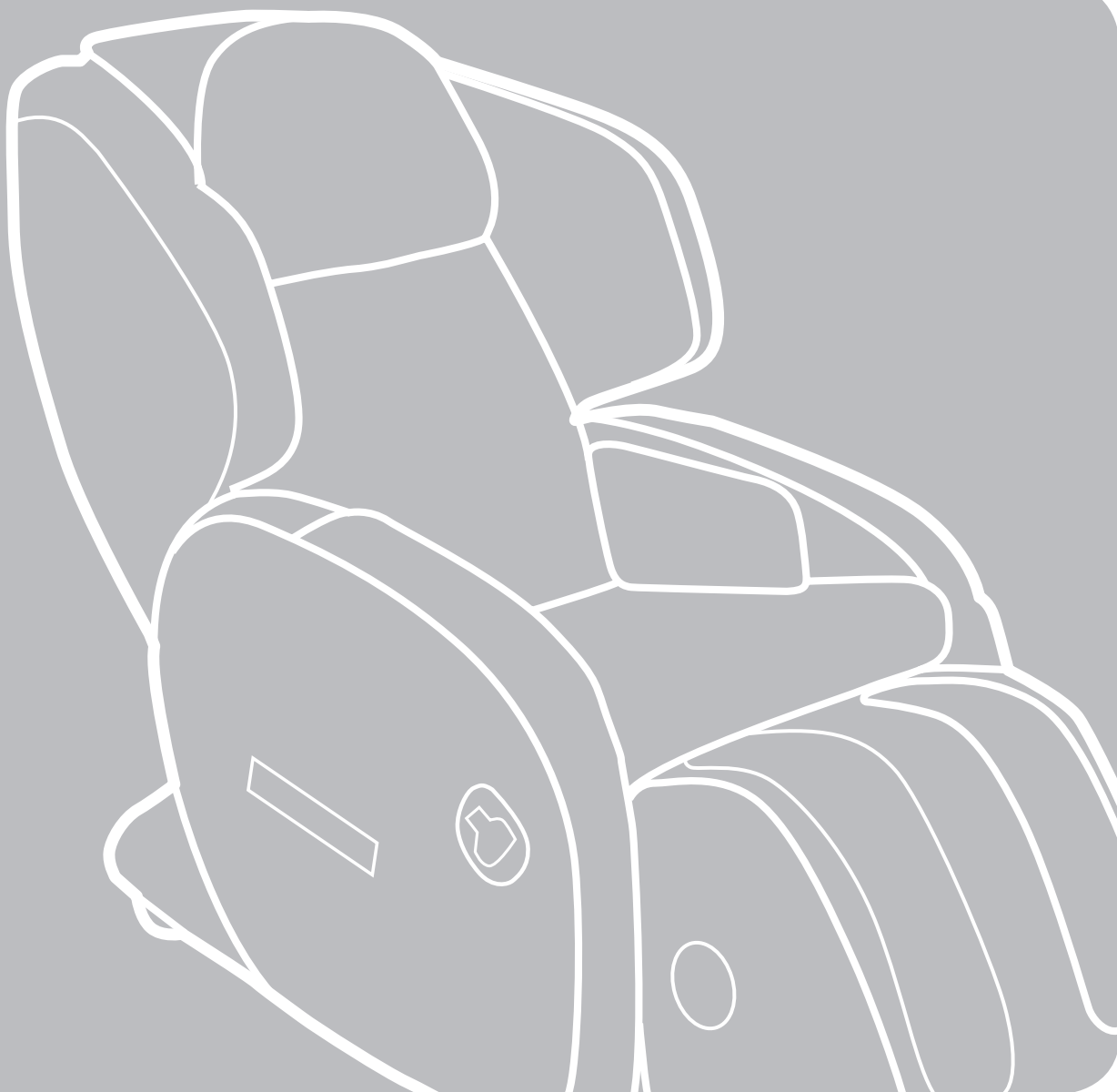


troubleshooting guide

AcuTouch[®] 6.0

Human Touch[®] Massage Chair



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AcuTouch 6.0 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of AcuTouch 6.0 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 base to Off, wait approximately five seconds, then turn it back On.
2. Verify that the backrest massage mechanism and the foot and calf massager paddles move when you power on the chair. If they do not, see ["Power" on page 2](#).
3. Wait 30 seconds while a system check is performed, then verify that the problem still exists.
4. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue:	Do the following:
My remote control is not working properly	<ul style="list-style-type: none">• If the remote screen does not display any text, replace the remote.• If the remote screen displays normal text but you cannot activate any of the functions, replace the massage mechanism.
My backrest is not massaging properly	Using the remote control, select Action Settings, then scroll through the options to verify that the function you want to use is not turned off. Replace the massage mechanism.

To Troubleshoot This Issue:	Do the following:
My seat, shoulder, or arm air massage is not working properly	Using the remote control, select Action Settings, then scroll through the options to verify that the function you want to use is not turned off. Replace the chair.
My backrest won't recline/incline	Make sure you are pressing and holding the recline/incline button for at least five seconds; it can take several seconds to activate. See "Backrest Recline/Incline" on page 3.
My foot and calf massager is not massaging properly but I can still deploy/retract it.	Using the remote control, select Action Settings, then scroll through the options to verify that the function you want to use is not turned off. Replace the foot-and-calf massager.
My foot and calf massager won't massage, and I can NOT retract it.	Replace the chair.
My foot and calf massager massages but won't raise/lower	See "Foot and Calf Massager Deploy/Retract" on page 3.
My foot and calf massager extension isn't working	Replace the footrest extension lever.

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 known working device, such as a lamp, 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: If the chair is still not receiving power, replace the main PCB board

If this still does not solve the problem, replace the chair.

Backrest Recline/Incline

The remote beeps once when Recline/Incline buttons are pushed:

If you hear a single beep when you push the Recline and Incline buttons, it means the backrest actuator is receiving power. Therefore the actuator itself is not working properly. Replace the backrest actuator.

The remote beeps twice when Recline/Incline buttons pushed:

If the backrest is in a fully inclined position and you hear two beeps when you push the Recline button, it means the safety sensor has likely failed.

1. Make sure that nothing is pressing on the safety sensor.
2. Tap the safety sensor with your foot to ensure that it didn't get stuck during shipping.
3. If the problem still exists, replace the safety sensor cover.

Foot and Calf Massager Deploy/Retract

The foot and calf massager will not retract the last few inches into the chair base

Make sure the massager is not in the extended-length position (it must be returned to default position before retracting it).

The foot and calf massager will not raise or lower at all, and the remote beeps when you push the legs up and legs down buttons on the controller.

Replace the foot-and-calf massager actuator.

If replacing the actuator does not solve the problem, replace the main PCB.

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