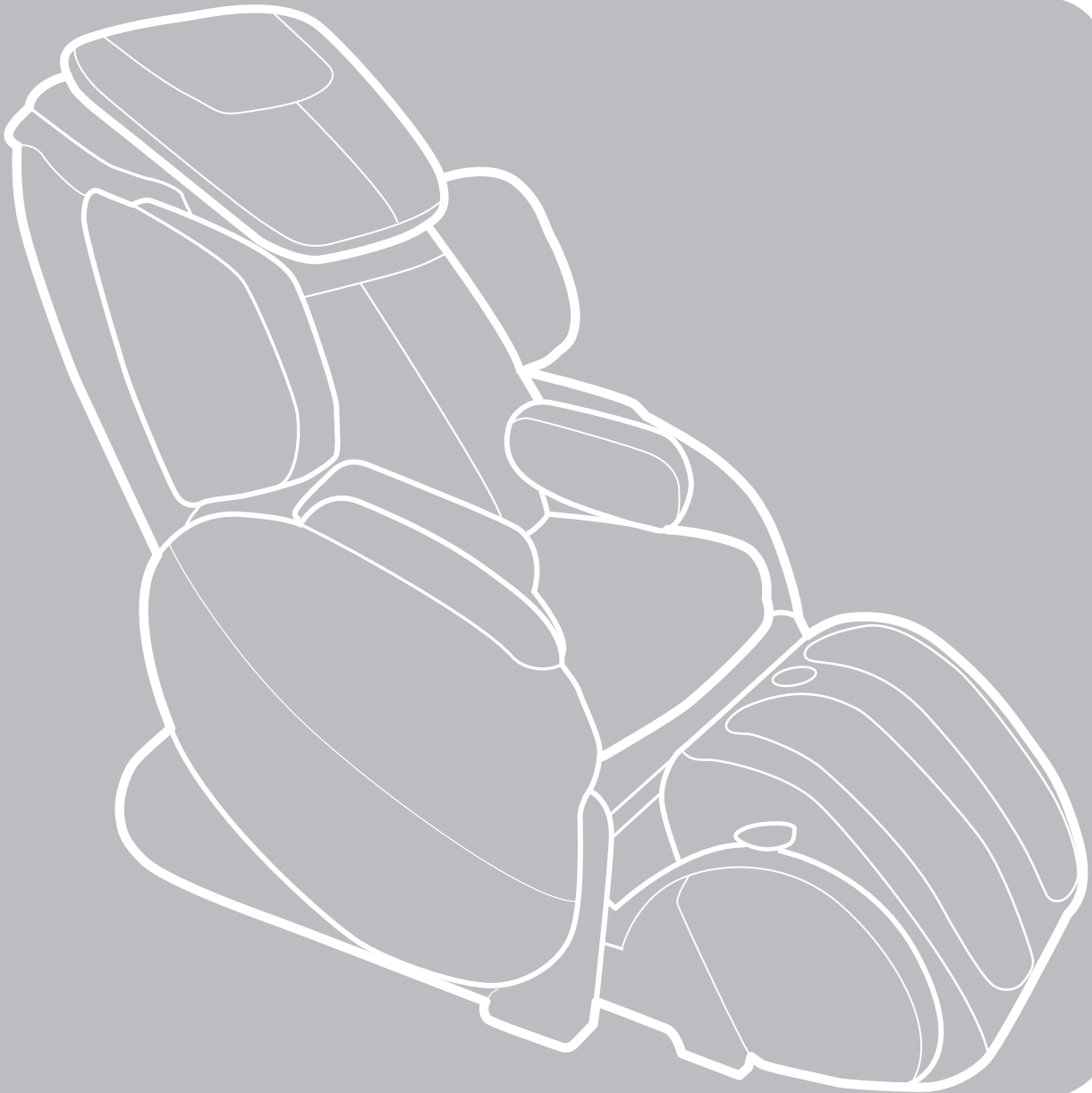


troubleshooting guide

# HT-Bali

Human Touch® Massage Chair



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# HT-Bali Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-Bali 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:  |
|--|--|
| <b>My remote control is not working properly</b> | <ul style="list-style-type: none"><li>• If the remote screen does not display any text, replace the remote.</li><li>• If the remote screen displays normal text but you cannot activate any of the functions, replace the massage mechanism.</li></ul> |
| <b>My backrest is not massaging properly</b>     | <p>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.</p> <p>Replace the massage mechanism.</p>  |

| To Troubleshoot This Issue:   | Do the following:  |
|---|--|
| <b>My seat, shoulder, or arm air massage is not working properly</b>  | 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.<br><br>Replace the chair.                             |
| <b>My backrest won't recline/incline</b>                              | Make sure you are pressing and holding the recline/incline button for at least five seconds; it can take several seconds to activate.<br><br>See <a href="#">"Backrest Recline/Incline"</a> on page 3. |
| <b>My foot-and-calf massager won't massage and/or deploy/retract.</b> | See <a href="#">"Foot-and-Calf Massager"</a> on page 3.  |

## 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.

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### Step 3: Replace the power panel

### Step 4: Replace the Main PCB

### Step 5: Replace the chair

## Backrest Recline/Incline

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. Replace the backrest actuator.

## Foot-and-Calf Massager

1. If the foot-and-calf massager shuts down in the middle of a massage, and you have not used it for more than three continuous 15-minute massage cycles, replace the chair.

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**NOTE**

If you run the chair continuously for more than three massage cycles, it may shut down to protect the chair from overheating. This thermal protection is a safety feature.

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2. If the foot-and calf massager will not massage at all:
  - a. Make sure the foot-and-calf massager is fully deployed; you cannot use the foot-and-calf massager unless it is fully deployed.
  - b. Using the remote control, select Action Settings, then scroll through the options to verify that the foot and calf massage function is not turned off.
  - c. Verify whether the foot-and-calf massager will deploy and retract:
    1. If it will deploy/retract, replace the foot-and-calf massager.
    2. If it will not deploy/retract, replace the chair.
3. If the foot-and-calf massager retracts unusually slowly:
  - a. Make sure the front bar of the chair frame is not bent. If it is bent, and thus physically preventing the calf massager from retracting, replace the chair.
4. If the foot-and-calf massager will not deploy and/or retract:
  - a. If there is no physical obstruction preventing the foot-and-calf massager from retracting, replace the footrest actuator.

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- b. If replacing the footrest actuator does not resolve the problem, replace the main PCB.



**Human Touch, LLC**  
3030 Walnut Ave.  
Long Beach, CA 90807  
[humantouch.com](http://humantouch.com)