

troubleshooting guide

**Perfect Chair® Serenity™**

Zero-Gravity Recliner

**pc** 086



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# PC-086 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PC-086 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

To begin:

1. Unplug the chair, wait approximately five seconds, then plug it back in.
2. Verify that the chair is receiving power by pressing a button on the control panel to ensure the corresponding LED lights. If the LED does not light, see ["Power" on page 2](#).
3. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue	Do the following:
My chair will not recline/incline	See <a href="#">"Electric Recline" on page 3</a> .
The wave function is not working properly / is noisy	See <a href="#">"Wave" on page 3</a> .
The jade/heat is not working	NOTE: The jade stones heat slowly, and the heat automatically turns off after 30 minutes, as this is the recommended duration. If the chair does not heat after several minutes, replace the backrest pad.
My chair makes noise when I incline/recline.	See <a href="#">"Noise" on page 4</a> .

To Troubleshoot This Issue	Do the following:
<b>My chair feels bumpy when reclining</b>	The complex mechanism that enables the footrest to continue to fold inward after the chair is fully inclined creates a slight bump when reclining, as it locks, and when inclining, when it unlocks.
<b>My recline lever is broken.</b>	Replace the left-hand armrest (w/lever).
<b>My footrest is broken.</b>	Replace the mechanical footrest assembly.
<b>My footrest pads drag on the ground when I fully retract the footrest.</b>	When installing the seat pad, the lower corners of the footrest frame must be installed into the corresponding holes in the bottom corners of the seat pad, otherwise the bottom of the seat pad will not retract along with the footrest.

## Power

### Step 1: Check the power cord.

1. Check the entire length of the power cord for damage; if the power cord is damaged, replace the power cord.

### 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: If the chair is still not receiving power, replace the main PCB box and the power cord.

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## Electric Recline

### **The Chair Recline/Incline Works Intermittently**

If your chair reclines/inclines intermittently, requiring you to unplug it from the wall outlet and plug it back in, be sure you are holding the lever in the recline or incline position for five seconds. It takes several seconds for the recline actuator to engage. If you pull and push the lever back and forth in different directions, the recline actuator cannot engage in any particular direction.

### **The chair will not recline or incline.**

1. Verify that the chair is plugged into a working wall outlet.
2. Verify that there is weight distributed across the chair (not just on the back of the seat) when attempting to recline the chair. Your weight must be distributed across the backrest, seat and footrest.
3. Verify that there is nothing pressing against the footrest when attempting to recline the chair, as this will prevent the chair from reclining.
4. Replace the recline actuator.
5. If replacing the recline actuator does not resolve the problem, replace the left-hand armrest (containing the electric recline lever).

## Wave

### **The wave function is very noisy.**

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**NOTE**

A slight humming noise is normal when the wave function is in use.

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Replace the air compressor assembly.

### **The wave function does not work at all and you do not hear a normal humming noise from the air compressor.**

1. If the wave function works for awhile after powering the chair off and back on, but then stops working, and you have experienced this pattern more than once, replace the PCB.
2. If the wave function does not work in either the backrest or the seat, replace the air compressor assembly.

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**The wave function does not work at all but you hear a normal humming noise from the air compressor.**

1. Using the instructions for Replacing the Air Compressor as a reference, verify that the air hoses from the chair are connected to the air compressor.
2. Using the instructions for Replacing the Backrest Pad or Seat Pad, verify that the respective air hose connector “banks” from each pad are connected to the corresponding connector “banks” in the chair seat.
3. If the problem persists, replace the air compressor assembly.

**The wave function works in the seat but not in the backrest (or vice versa).**

Replace the chair.

## Noise

It is important to distinguish between typical noises caused by upholstery rubbing together, clicking of the electronic recline switch, or normal functioning of the folding footrest assembly from those that are out of the ordinary.

### **Rubbing or squeaking sound**

This noise is normal, caused by the body pad rubbing against the side of the chair. To minimize this noise, Do the following:

1. Reinstall the pads, ensuring that they are centered carefully during installation.
2. Check to see if there is less clearance between the backrest and the sides of the chair on one side of the chair than there is on the other. Try to center the backrest between the two sides of the chair (like you would a bicycle tire between the two brake pads).

### **Soft clicking sound when engaging the recline handle**

This noise is normal.

### **Slight mechanical noise when reclining or inclining**

The complex mechanism that enables the footrest to continue to fold inward after the chair is fully inclined emits a minor mechanical sound when reclining, as it locks, and when inclining, when it unlocks.

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### **Loud popping or clunking sound when reclining**

This may indicate a known issue with an earlier version of the footrest rod and bracket, in which the rod popped upward in the bracket toward the end of the reclining movement. This in no way affects the functioning of the chair. However, to resolve this noise issue, replace the footrest rod/bracket with the newer version. Chair with serial numbers greater than B863111041 already have the newer-version bracket installed.

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