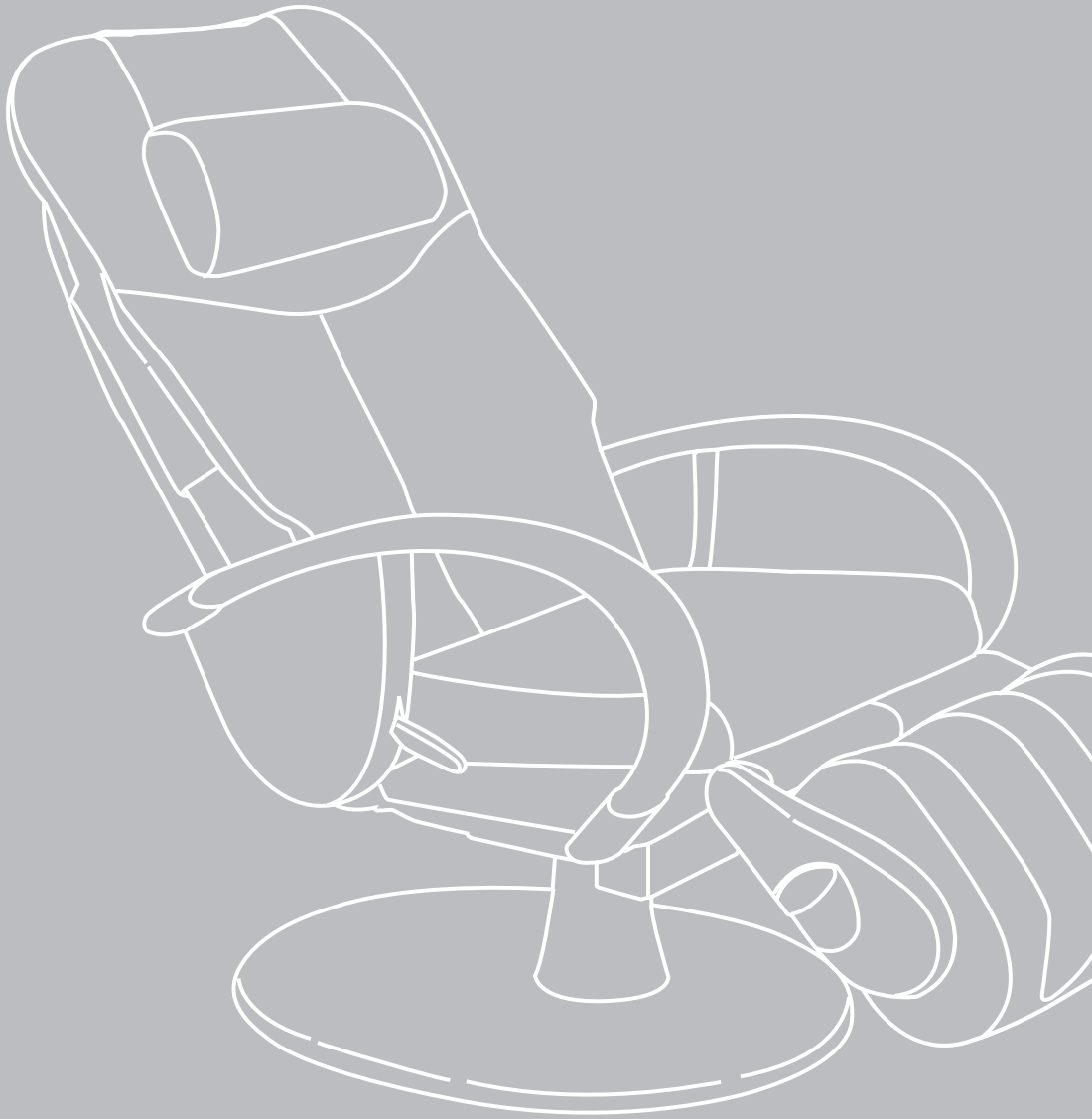


troubleshooting guide **ht** 121



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**Please forward any questions or comments regarding this Troubleshooting Guide to [documentation@humantouch.com](mailto:documentation@humantouch.com).**

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# HT-121 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-121 customer issues. 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, then verify that the problem still exists.
3. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue:	Do The Following:
<b>There is no movement on the chair when I power it on</b>	The backrest massage mechanism and the foot and calf massager paddles should move when you power on the chair. If they do not, see <a href="#">"Power" on page 2</a> .
<b>My remote control is not working</b>	See <a href="#">"Remote" on page 3</a> .
<b>My chair is not massaging properly</b>	If the Percussion, Compression, Kneading or Rolling massage is not working properly, replace the backrest.  If the Stretch feature is not working properly, make sure you are pressing and holding the Stretch button until the chair beeps twice (it takes several seconds for the chair to prepare for the Stretch function).
<b>My foot and calf massager is not working</b>	See <a href="#">"Foot and Calf Massager" on page 3</a> .

To Troubleshoot This Issue:	Do The Following:
<b>My chair won't recline/incline</b>	<p>Make sure you are pressing and holding the recline or incline button for at least five seconds; it can take several seconds to activate the actuator.</p> <p>If this does not help, the backrest actuator is not working properly. Replace the backrest actuator.</p>
<b>My chair won't swivel or the pedestal is broken.</b>	Replace the chair.

## Power

### Step 1: Check the power cord.

Verify that the power cord connection to the power panel is secure, and that the cord is not damaged. If the power cord is damaged, replace the backrest cover.

#### IMPORTANT

Be sure to note the serial number on the back of the backrest cover. Once the backrest cover is replaced, the chair will no longer contain the serial number.

### 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.

A recent electrical surge may have damaged the main circuit board. Replace the backrest.

#### IMPORTANT

If you replace the backrest, be sure to note the serial number on the backrest cover. Once the backrest is replaced, the chair will no longer contain the serial number.

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## 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. If the function that is not working is in the backrest, replace the backrest. If the function that is not working is in the foot and calf massager, replace the foot and calf massager.

## Foot and Calf Massager

### **If the foot and calf massager hesitates when changing directions:**

This is due to the gears shifting, and is perfectly normal.

### **If the foot and calf massager will not deploy or retract:**

1. Press the foot and calf button on the remote control, then wait 30 seconds.
2. Do one of the following:
  - If the foot and calf massager does not activate, and after 30 seconds all foot and calf massager LEDs begin to flash, replace the backrest.

DEALER NOTE: You may wish to replace the choke coil instead of the complete backrest assembly.

- If you hear a clicking sound and the foot and calf massager actuator is making a humming sound, the foot and calf massager bracket may have been pushed up into the chair seat. This can be corrected by removing the front foot and calf actuator hinge pin, allowing the bracket to swing down into the proper position, then reinstalling the hinge pin. See the Foot and Calf Massager Actuator repair instructions for details. If this procedure does not resolve the problem, replace the foot and calf massager actuator.

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**If the foot and calf massager massages only on one side:**

Replace the foot and calf massager.

**If when you press the foot and calf massager button on the remote control the foot and calf massager paddles do not move and all foot and calf massager LEDs are all flashing:**

- If the serial number is prior to A21061221, replace the backrest.

DEALER NOTE: You may wish to replace the choke coil instead of the complete backrest.

- If the serial number is after A21061221, replace the foot and calf massager.



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