

## REPLACING THE MASSAGE MECHANISM

To ensure that Human Touch® products are repaired in a manner that is fully consistent with the practices used during the manufacturing process, Human Touch requires that all product repairs are performed using only factory-new parts and in accordance with these product repair instructions.

SERVICE LEVEL: 4

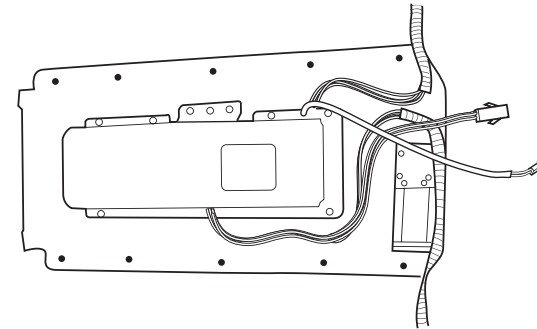
Tools Required: Phillips-head screwdriver

SAVE ALL REMOVED PARTS FOR USE DURING REASSEMBLY

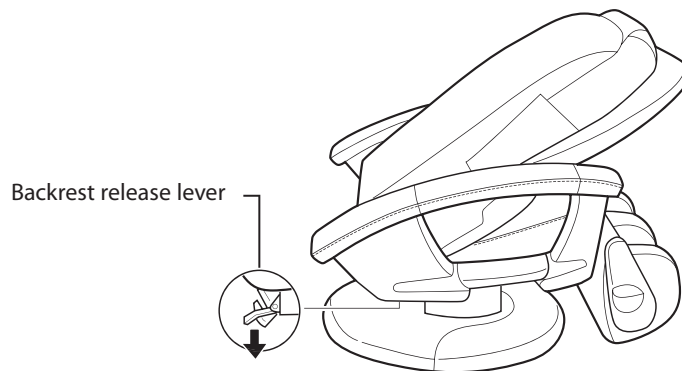
### REMOVING THE MASSAGE MECHANISM



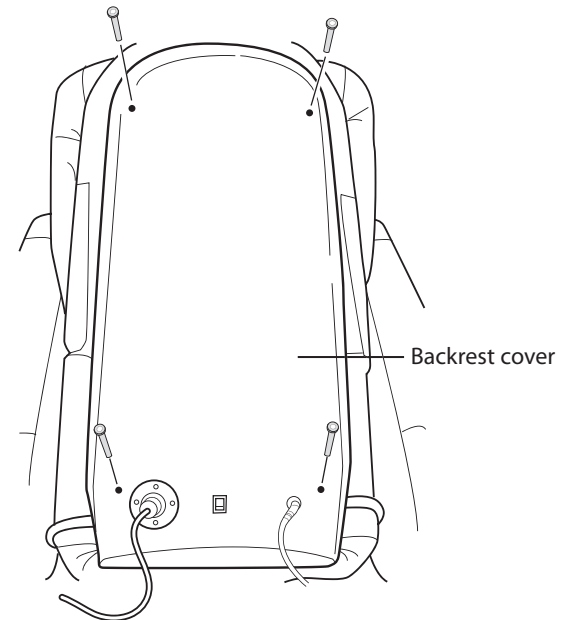
1. Power off the chair and unplug it.
2. Push down on the backrest release lever, then fold the backrest forward onto the chair seat (Fig.1).
3. Using a 4 mm (5/32") Allen key, remove the four backrest cover screws (Fig.2).



Massage mechanism

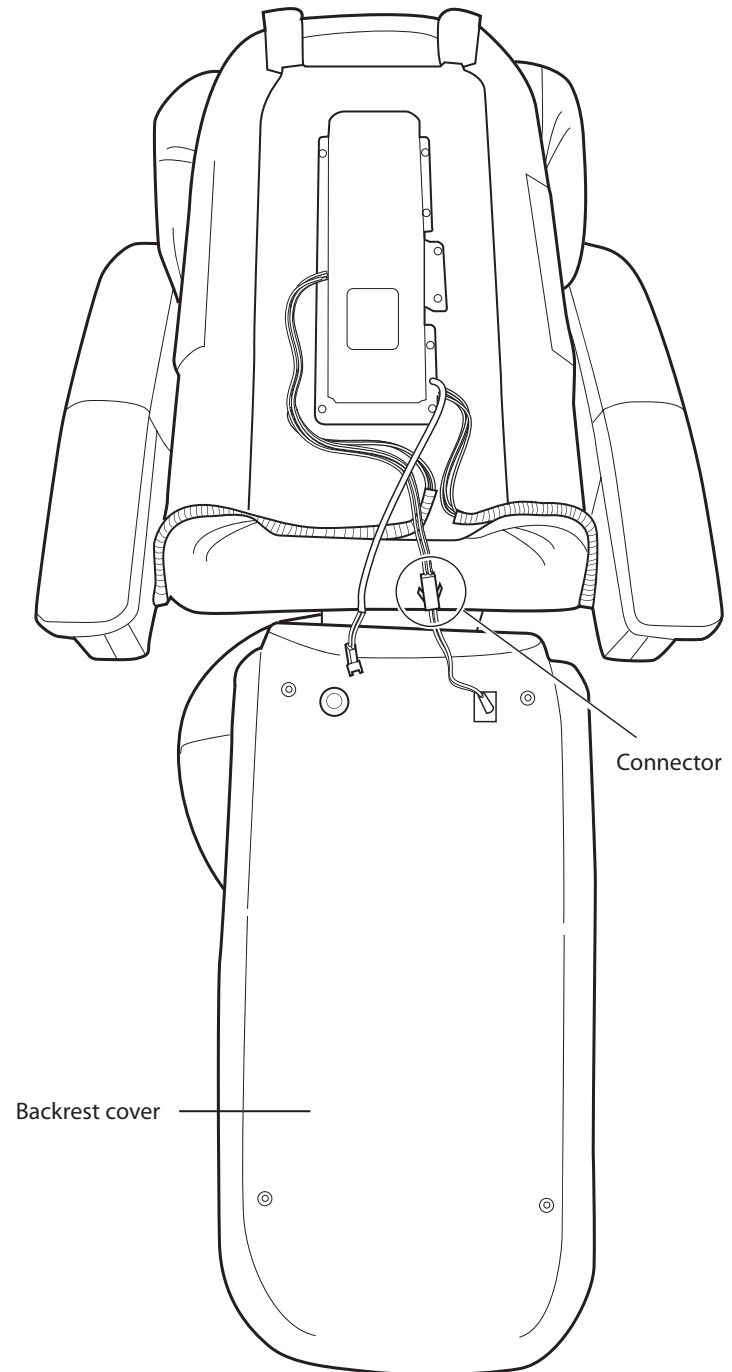


(Fig.1)



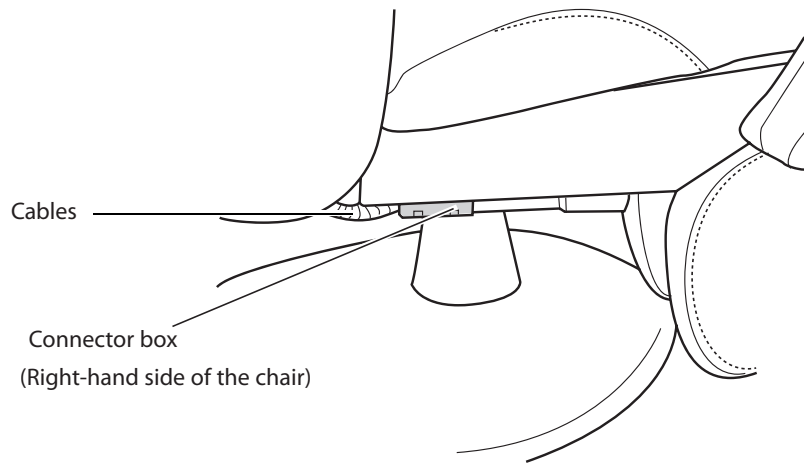
(Fig.2)

4. Tip the backrest cover backward then lay it carefully down on the floor behind the chair.
5. Disconnect the two connectors at the base of the backrest (Fig.3).
6. Remove the backrest cover.

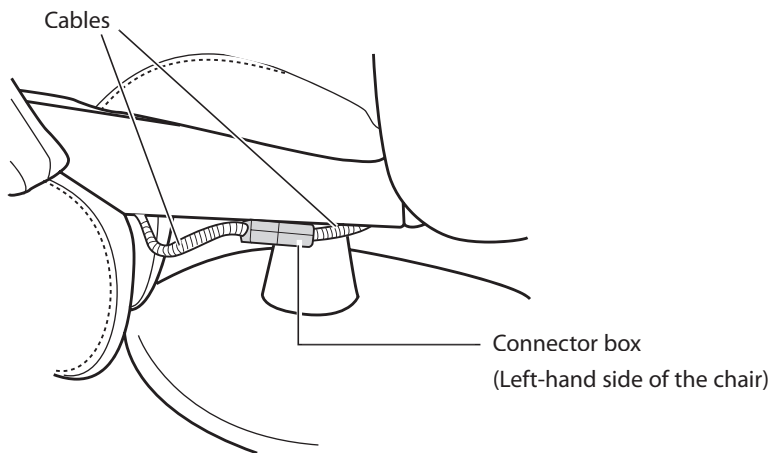


(Fig.3)

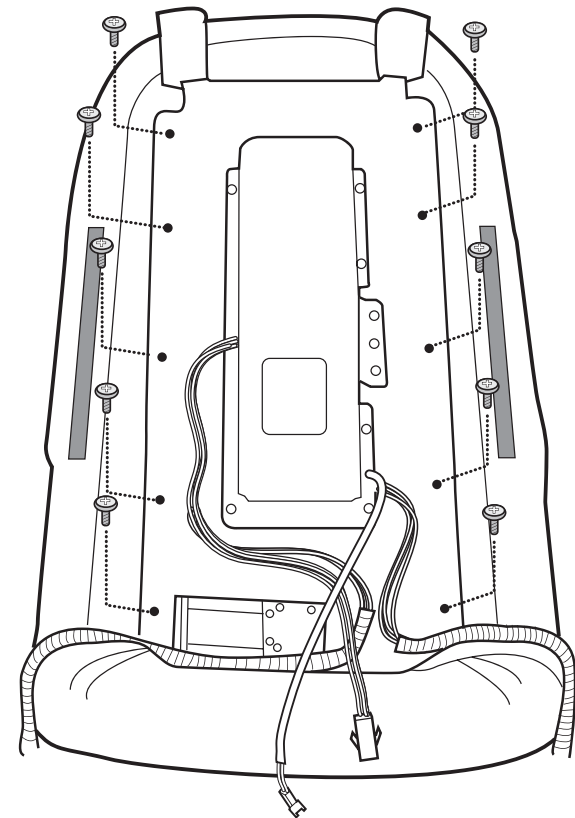
7. Follow the two cable harnesses from the massage mechanism to the two cable junction boxes located underneath the chair (Fig.4 and Fig.5).
8. Using a Phillips-head screwdriver, remove the junction box covers, then disconnect the massage mechanism cable connectors (Fig.4 and Fig.5).
9. Using a Phillips-head screwdriver, remove the five screws on each side of the massage mechanism that secure the mechanism to the backrest (Fig.6).
10. Remove the massage mechanism from the chair.



(Fig.4)



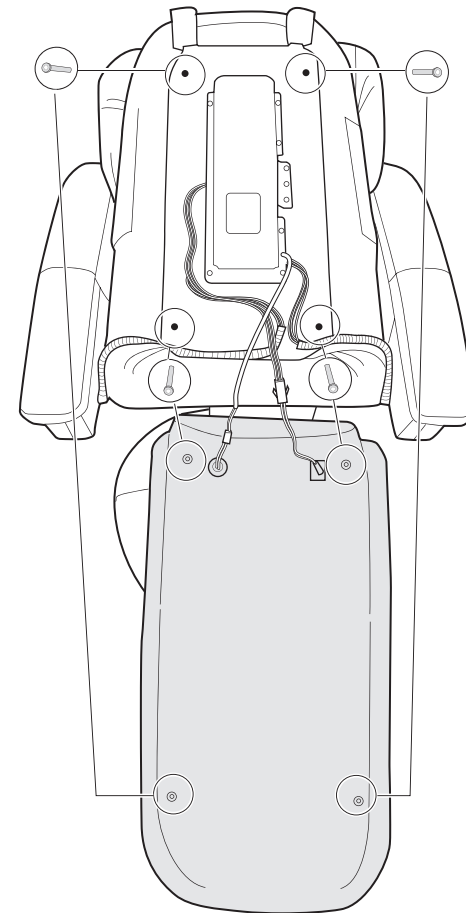
(Fig.5)



(Fig.6)

## INSTALLING THE NEW MASSAGE MECHANISM

1. Position the new massage mechanism in place, aligning the screw holes with the corresponding holes on the backrest.
2. Using a Phillips-head screwdriver and the ten screws, secure the massage mechanism to the backrest.
3. Connect the right-hand cable harness to the corresponding connector at the cable junction box, located underneath the chair on the right-hand side.
4. Position the connectors inside the cable junction box, replace the junction box cover, then secure it using the two screws.
5. Repeat steps 3 and 4 to connect and secure the left-hand cable harness.
6. Place the backrest cover on the floor behind the chair, as shown (Fig.7).
7. Connect both connectors.
8. Place the backrest cover into position, aligning the four screw holes.
9. Using a 4 mm (5/32") Allen key, replace the four backrest screws.  
NOTE: Be sure to use the two longer screws in the upper screw holes and the two shorter screws in the lower screw holes.
10. Pull up on the backrest to return it to a full upright position.
11. Plug in the chair, power it on, and verify that all massage functions are now working properly.



(Fig.7)