

troubleshooting guide **ht** 5005



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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-5005 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-5005 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>The chair is not receiving power (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 properly</b>	See <a href="#">"Remote" on page 3</a> .
<b>My backrest is not massaging properly</b>	If the Kneading, Percussion, Compression or Rolling functions are not working, replace the backrest.
<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 the motor. If this does not solve the problem, replace the backrest actuator.

To Troubleshoot This Issue:	Do The Following:
<p><b>My foot and calf massager is not massaging properly</b></p>	<p>If the foot and calf massager hesitates while changing directly, this is due to the gears shifting, and is perfectly normal.</p> <p>If the foot and calf massager is only massaging on one side, or not massaging at all, replace the foot and calf massager.</p>
<p><b>My foot and calf massager won't raise/lower</b></p>	<p>Replace the foot and calf massager actuator.</p>

## 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 power panel.

### 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.

#### **IMPORTANT**

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:**

See ["Getting Started" on page 1](#) and locate the function that is not working in the troubleshooting table.

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