



## REPLACING THE BACKREST ACTUATOR

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.

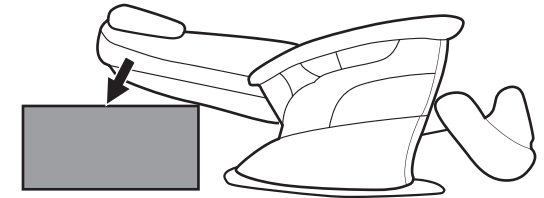
SERVICE LEVEL: 3

Tools Required: Small Phillips-head screwdriver, short-handled Phillips-head screwdriver

NOTE: This procedure can be completed by one person if the backrest is in a reclined position. If it is in an upright position, a second person is necessary to hold it in place during this procedure. **SAVE ALL SCREWS FOR USE DURING REASSEMBLY**

### GET READY

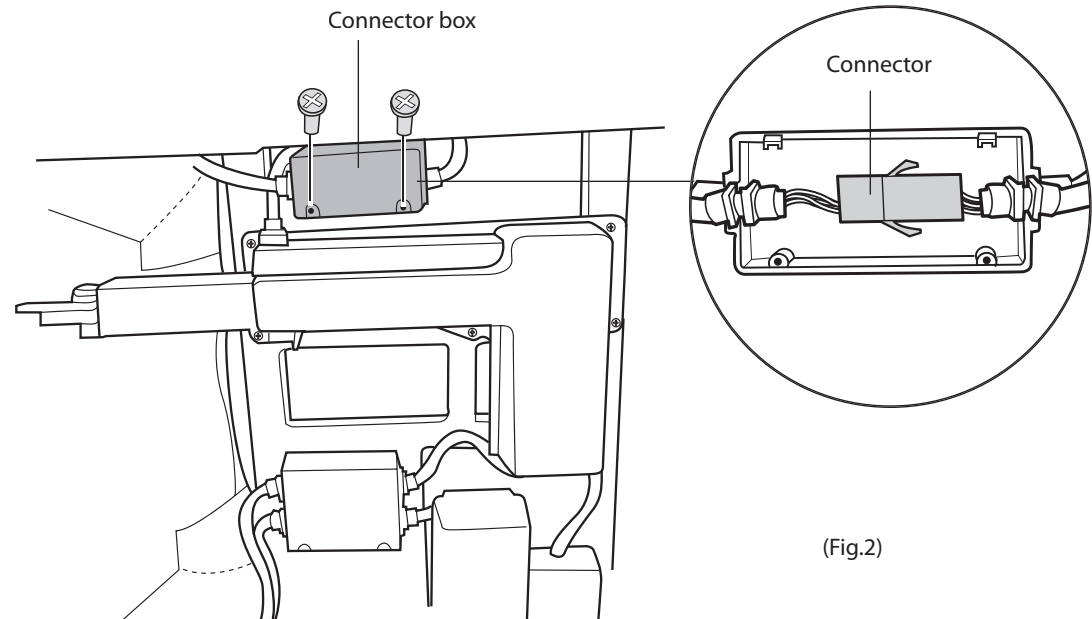
1. Power off the chair and unplug it.
2. Once the backrest actuator is removed, the backrest swings freely. Therefore, it is necessary to do one of the following:
  - If the backrest was in a reclined position when the actuator failed, place a sturdy object such as a heavy box or ottoman under the backrest for support (Fig.1).
  - If the backrest was in an upright position when the actuator failed, have a second person stand behind the chair and hold the backrest firmly in place with both hands for the duration of this procedure.



(Fig.1)

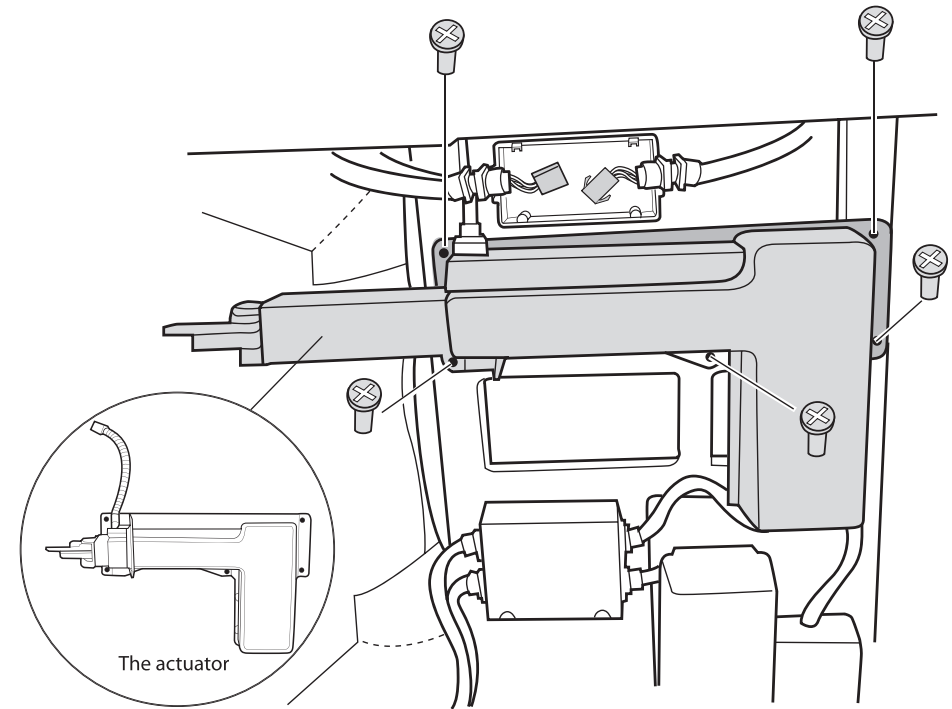
### REMOVING THE ACTUATOR

1. Locate the connector box underneath the chair on the right-hand side (Fig.2).
2. Using a small Phillips-head screwdriver, remove the two screws that secure the connector box cover, then remove the cover.



(Fig.2)

4. Lying on your back underneath the right-hand side of the chair, locate the backrest actuator (Fig.3).
5. Using a short-handled Phillips-head screwdriver, remove the five screws (and their lock/flat washers) (Fig.3).  
NOTE: A short-handled screwdriver helps ensure that you can maintain a straight angle, so you do not strip the screws.
6. Remove the actuator from the chair base.



NOTE: View of actuator with chair upside-down  
(Fig.3)

## INSTALLING THE NEW ACTUATOR

1. Lying on your back underneath the right-hand side of the chair, place the actuator into position on the bottom of the chair base, lining up all five holes. NOTE: The backrest may have shifted after the actuator was removed, so you may need to adjust it slightly to line up the holes.
2. Replace each of the five screws and hand-tighten.
3. Secure the screws using a short-handled Phillips-head screwdriver.
4. Reconnect the actuator cable.
5. Position the actuator cable connectors inside the connector box, with the cables resting in the cable guides.
6. Replace the connector box cover, using a small Phillips-head screwdriver and the two screws you removed earlier.
7. Plug in the chair, power it on, and verify that the backrest recline is now working properly.