

# REPLACING THE MESSAGE MECHANISM


To ensure that Human Touch<sup>®</sup> 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.

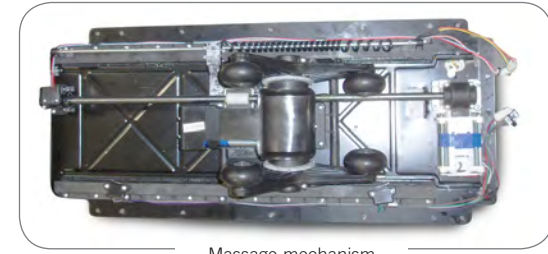
SERVICE LEVEL: 2

**Tools Required:** Phillips-head screwdriver (preferably power), flat-head screwdriver, paper clip, new zip ties, instrument suitable for cutting zip ties.

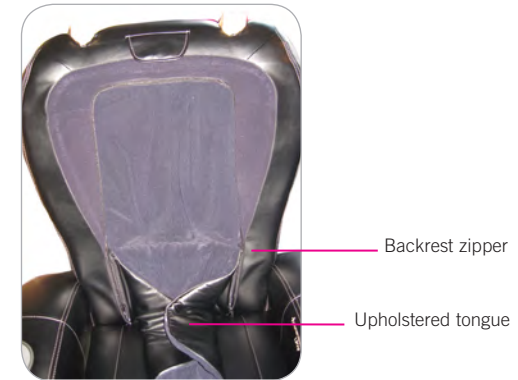
SAVE ALL REMOVED PARTS FOR USE DURING REASSEMBLY

## REMOVING THE MESSAGE MECHANISM

1. Power off the chair then unplug it. 
2. Using an instrument suitable for cutting zip ties, cut the zip tie that secures that two backrest zippers, open the zippers and remove the upholstered tongue (Fig.1).
3. Locate the zipper in the lower right-hand corner of the backrest. This zipper does not have a handle (Fig.2).
4. Hook a paper clip through the loop on the top of the zipper, then open the zipper to expose the massage mechanism (Fig.3).
5. Using a Phillips-head screwdriver, remove the ten screws/washers (lock/flat) that secure the massage mechanism to the chair (Fig.3).
6. Cut the zip ties that secure the connectors, then disconnect the four connectors (Fig.4).
7. Using a flat-head screwdriver, remove the screw that secures the yellow ground wire to the frame (Fig.4).
8. Lift the massage mechanism up and out of the backrest.



Massage mechanism



Backrest zipper

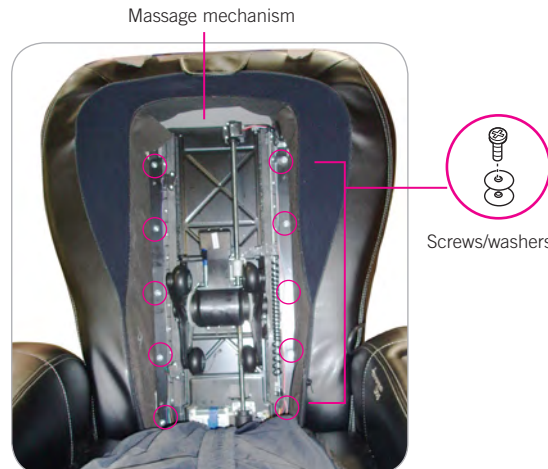
Upholstered tongue

(Fig.1)



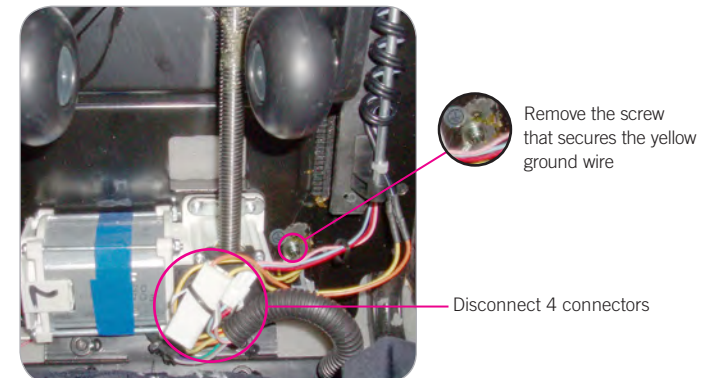
Paper clip

(Fig.2)



Screws/washers

(Fig.3)



Remove the screw that secures the yellow ground wire

Disconnect 4 connectors

(Fig.4)

## INSTALLING THE NEW MASSAGE MECHANISM

1. Place the new massage mechanism into position, then replace the ten screws/washers to secure it (Fig.5). IMPORTANT: The lock washer goes on the screw before the flat washer.
2. Reconnect the four massage mechanism connectors to the corresponding connectors in the backrest, then secure the connectors using new zip ties. (Fig.6).
3. Insert the ground wire screw through the ring at the end of the yellow ground wire, insert the screw into the corresponding hole in the chair frame, then use a flat-head screwdriver to tighten the screw, securing the ground wire to the chair frame. (Fig.6).
4. Close the zipper to cover the massage mechanism.
5. Reattach the upholstered tongue to the backrest by threading and closing the two zippers (Fig.7).
6. Plug in the chair, power it on, and verify that the chair is working properly.

