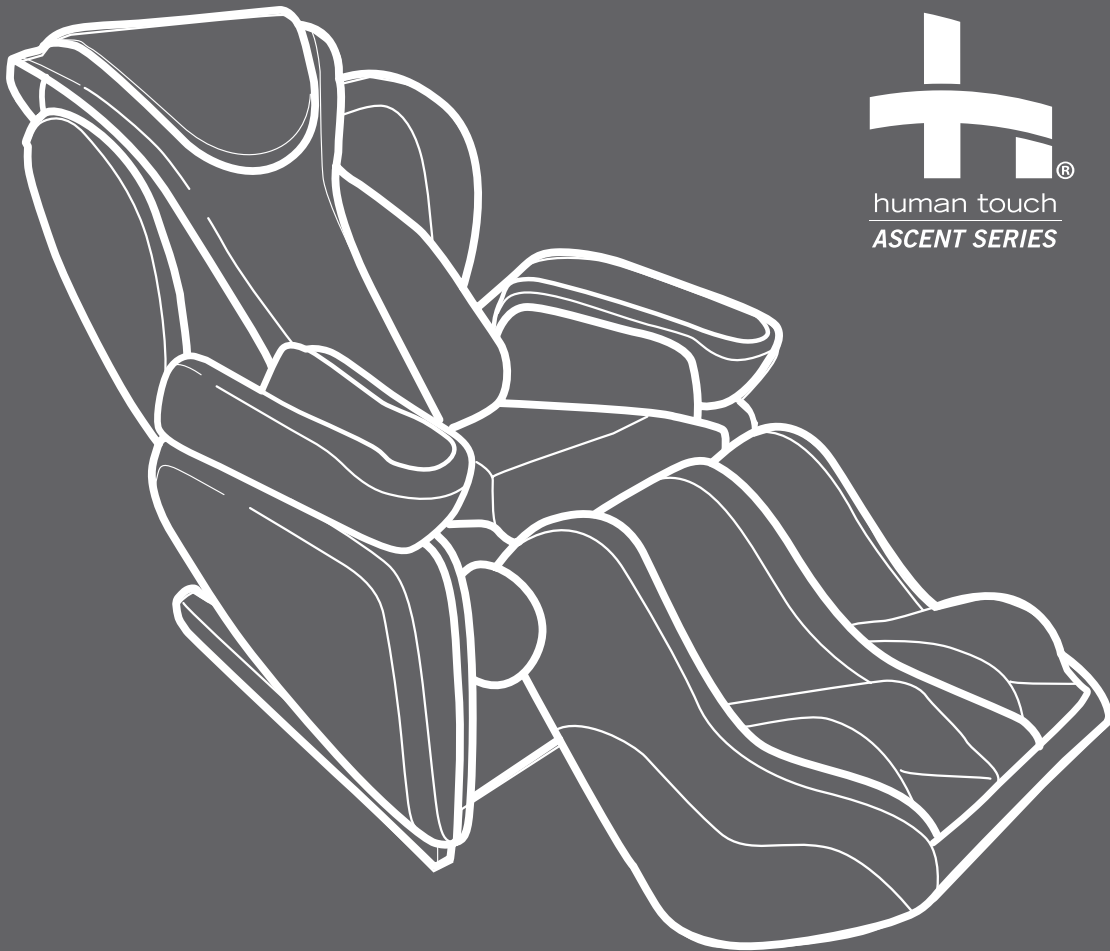


troubleshooting guide

## HT-Navitas Ascent Series



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# HT-Navitas Ascent Series Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-Navitas Ascent Series customer problems. 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. Verify that the chair has not been used for more than three consecutive cycles. If it has, power off the chair and allow 30 minutes for the chair to cool down.

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**NOTE**

If you run the chair continuously for more than three massage cycles, it may shut down to protect the chair from overheating. This thermal protection is a safety feature.

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2. Turn the power switch on the back of the chair base to Off, wait approximately five seconds, then turn it back On.
3. Verify that the power switch LED lights to indicate that the chair is receiving power. If it does not, see "[Power](#)" on page 3.
4. Verify that the problem still exists.

5. If the problem still exists, choose from the following issues:,

<b>To Troubleshoot This Issue:</b>	<b>Do the following:</b>
<p><b>My remote control is not working properly (error code 90).</b></p>	<p>If the remote screen does not display any text, or displays the text abnormally, replace the remote. IMPORTANT: this requires a software update; you must send the appropriate software update kit with the remote.</p> <p>If replacing the remote does not solve the problem, replace the main PCB. IMPORTANT: this requires a software update; you must send the appropriate software update kit with the PCB.</p>
<p><b>My backrest is not massaging properly (error codes E0,E4, and E5)</b></p>	<p>Replace the massage mechanism, power cable, and data cable.</p> <p>If replacing the massage mechanism does not solve the problem, replace the main PCB. IMPORTANT: this requires a software update; you must send the appropriate software update kit with the PCB.</p>
<p><b>My backrest won't recline/incline (error code E1)</b></p>	<p>Replace the backrest actuator.</p> <p>If replacing the backrest actuator does not solve the problem, replace the main PCB. IMPORTANT: this requires a software update; you must send the appropriate software update kit with the PCB.</p>
<p><b>My shoulder, arm, lower back, hip, seat or foot air massage is not working properly.</b></p>	<p>See <a href="#">"Air Massage"</a> on page 4.</p>

To Troubleshoot This Issue:	Do the following:
<p><b>My calf massager won't massage (error codes E6, E7, E8).</b></p>	<p>Replace the calf massager.</p> <p>If replacing the calf massager does not solve the problem, replace the main PCB. IMPORTANT: this requires a software update; you must send the appropriate software update kit with the PCB.</p>
<p><b>My foot-and-calf massager won't deploy/retract (error code E2).</b></p>	<p>See <a href="#">"Foot-and-Calf Massager Deployment" on page 4.</a></p>
<p><b>My foot-and-calf extension doesn't work (error code E3).</b></p>	<p>See <a href="#">"Foot-and-Calf Massager Deployment" on page 4.</a></p>

## Power

### Step 1: Check the power cord.

1. Verify that the power cord connection to the chair's power panel is secure and that the cord is not damaged.
2. If the power cord is damaged, replace the power cord.

### Step 2: Check the wall outlet.

1. Plug a known working device, such as a lamp, into the AC outlet into which the chair is plugged.
2. 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: Replace the Main PCB.

### Step 4: Replace the chair.

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## Foot-and-Calf Massager Deployment

1. If the foot-and-calf massager will not raise or lower:
  - a. Replace the footrest actuator.
  - b. If replacing the footrest actuator does not resolve the problem, replace the main PCB. **IMPORTANT:** this requires a software update; you must send the appropriate software update kit with the PCB.
2. If the foot-and-calf massager will not extend or retract:
  - a. Raise or lower the foot-and-calf massager slightly (this resets the internal controls).
  - b. If this does not resolve the problem, replace the calf massager.
  - c. If replacing the calf massager does not resolve the problem, replace the main PCB. **IMPORTANT:** this requires a software update; you must send the appropriate software update kit with the PCB.

## Air Massage

1. If **no** air massage is working (shoulder, arm, lower back, seat, hip, foot), replace the air pump.
2. If the shoulder massage is not working:
  - a. If the left-side shoulder massage is not working, replace air valve kit #2 & #3.
  - b. If the right-side shoulder massage is not working, replace air valve kit #1.
3. If the front arm air massage is not working:
  - a. If the left-side front arm air massage is not working, replace air valve kit #2 & #3.
  - b. If the right-side front arm air massage is not working, replace air valve kit #2.
4. If the rear arm air massage is not working:
  - a. If the left-side rear arm air massage is not working, replace air valve kit #2 & #3.
  - b. If the right-side rear arm air massage is not working, replace air valve kit #2.
5. If the lower back air massage is not working (either left or right side), replace air valve kit #1.
6. If the seat air massage is not working, replace air valve kit #2 & #3.
7. If the hip air massage is not working:

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- a. If the left-side hip air massage is not working, replace air valve kit #2.
  - b. If the right-side hip air massage is not working, replace air valve kit #2 & #3.
8. If the foot air massage is not working, replace air valve kit #2.





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