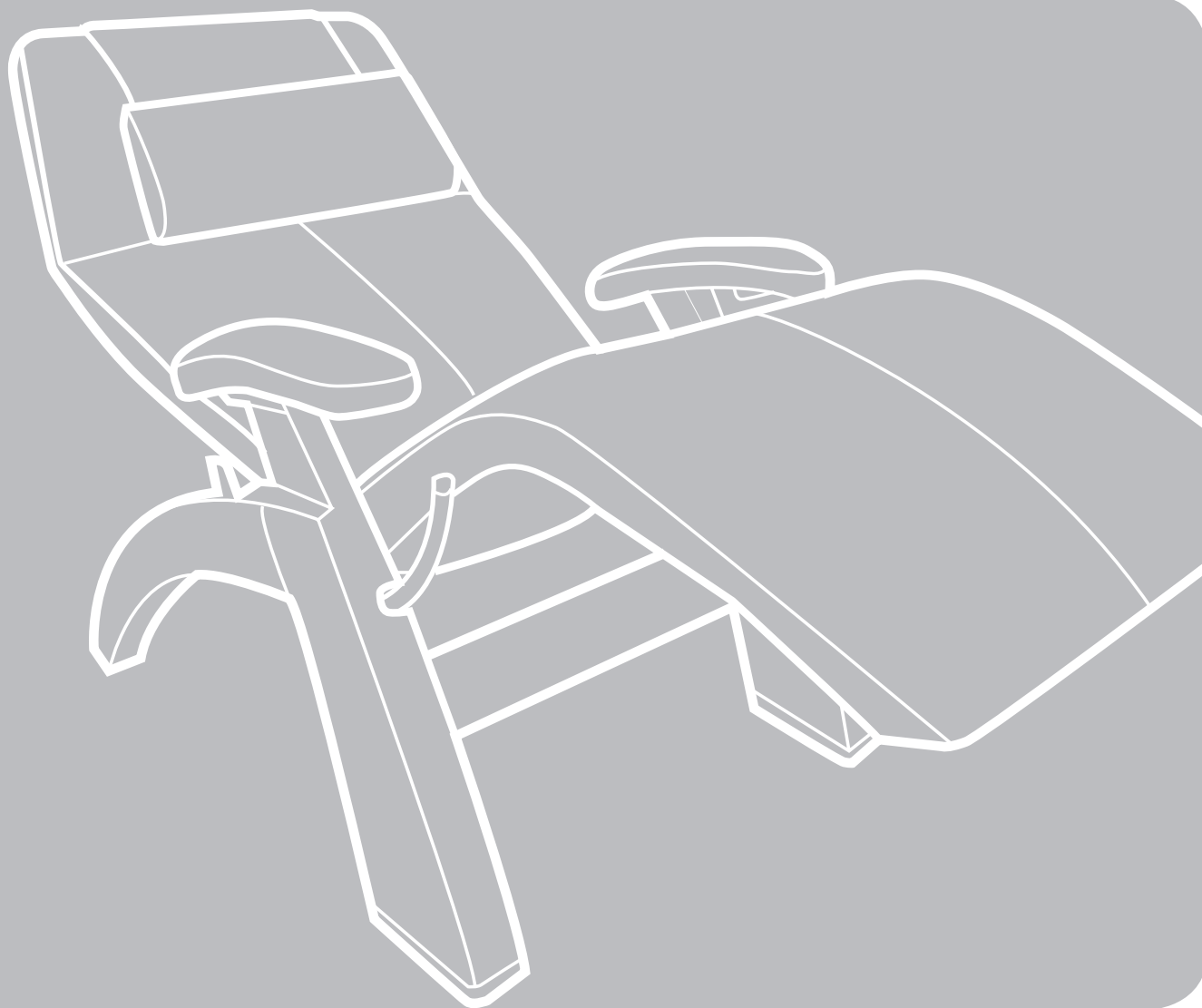


# troubleshooting guide

## PC 500

Silhouette Power

SERIES 2



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# PC-500 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PC-510 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.

## Assembly Issues

### **I cannot install the headrest frame.**

Be sure the screws located near the end of each post have been removed prior to attempting to install the headrest frame.

## Getting Started

1. If the chair has cosmetic damage, replace the damaged part.
2. Choose from the following:

To Troubleshoot This Issue	Do the following:
<b>My chair will not recline/incline properly.</b>	See <a href="#">"Electric Recline" on page 2.</a>
<b>My chair makes noise when I incline/recline.</b>	See <a href="#">"Noise" on page 3.</a>
<b>My chair feels bumpy when reclining</b>	The complex mechanism that enables the footrest to continue to fold inward after the chair is fully inclined creates a slight bump when reclining, as it locks, and when inclining, when it unlocks.
<b>My recline lever is broken.</b>	Replace the recline lever.

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To Troubleshoot This Issue	Do the following:
The armrest core cable is broken.	Replace the armrest core.
My footrest is broken.	Replace the mechanical footrest assembly.
My footrest pads drag on the ground when I fully retract the footrest.	When installing the seat pad, the lower corners of the footrest frame must be installed into the corresponding holes in the bottom corners of the seat pad, otherwise the bottom of the seat pad will not retract along with the footrest.

## Electric Recline

### The Chair Recline/Incline is Erratic

If your chair continues to recline or incline significantly after letting go of the recline lever, unplug the chair from the wall outlet, then plug it back in. The issue should not reoccur. If it does:

1. Replace the left armrest core.
2. If this does not solve the problem, replace the recline actuator.

### The Chair Will Not Recline or Incline

1. Verify that the chair is plugged into a working wall outlet.
2. Verify that there is weight distributed across the chair (not just on the back of the seat) when attempting to recline the chair, as this will prevent the chair from reclining.
3. Verify that there is nothing pressing against the footrest when attempting to recline the chair, as this will prevent the chair from reclining.
4. Replace the recline actuator.
5. If replacing the recline actuator does not resolve the problem:
  - a. Remove the left-hand armrest core (see repair instructions titled *Replacing the Armrest Core*).
  - b. On the bottom of the chair, open the connector junction box cover, disconnect the connectors, then plug the armrest core directly into the recline actuator connector. Test the armrest core function.
  - c. If the armrest does not work, replace the left-hand armrest core w/switch.

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- d. If the armrest core works, then the electrical cable that connects the recline actuator to the armrest is defective; replace the chair.

## Noise

It is important to distinguish between typical noises caused by upholstery rubbing together, clicking of the electronic recline switch, or normal functioning of the folding footrest assembly from those that are out of the ordinary.

### **Rubbing or squeaking sound**

This noise is normal, caused by the body pad rubbing against the side of the chair. To minimize this noise, Do the following:

1. Reinstall the pads, ensuring that they are centered carefully during installation.
2. Check to see if there is less clearance between the backrest and the sides of the chair on one side of the chair than there is on the other. Try to center the backrest between the two sides of the chair (like you would a bicycle tire between the two brake pads).

### **Soft clicking sound when engaging the recline handle**

This noise is normal.

### **Slight mechanical noise when reclining or inclining**

The complex mechanism that enables the footrest to continue to fold inward after the chair is fully inclined emits a minor mechanical sound when reclining, as it locks, and when inclining, when it unlocks.

**Human Touch, LLC**  
3030 Walnut Ave.  
Long Beach, CA 90807  
[www.humantouch.com](http://www.humantouch.com)