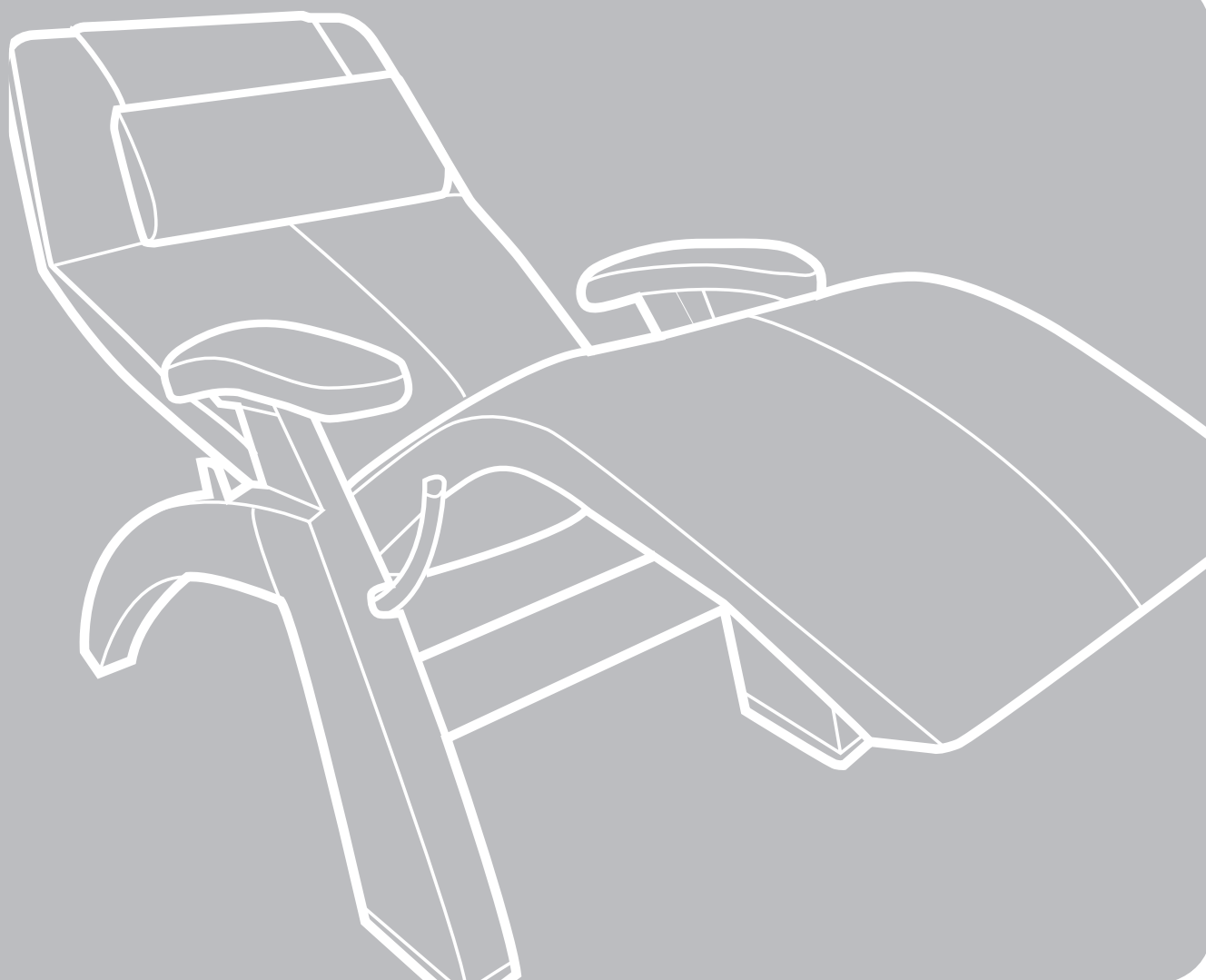


troubleshooting guide

PC 410

Classic Manual

SERIES 2



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PC-410 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PC-410 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:
My chair makes noise when I incline/recline.	See "Noise" on page 2.
My recline lever is broken.	Replace the recline lever.
My recline cable is broken.	Replace the cable.
My footrest is broken.	Replace the footrest.
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.

Noise

It is important to distinguish between typical noises caused by upholstery rubbing together or mechanical clicking of the brake or recline lever 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 dragging noise when reclining or inclining

This noise is normal.

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