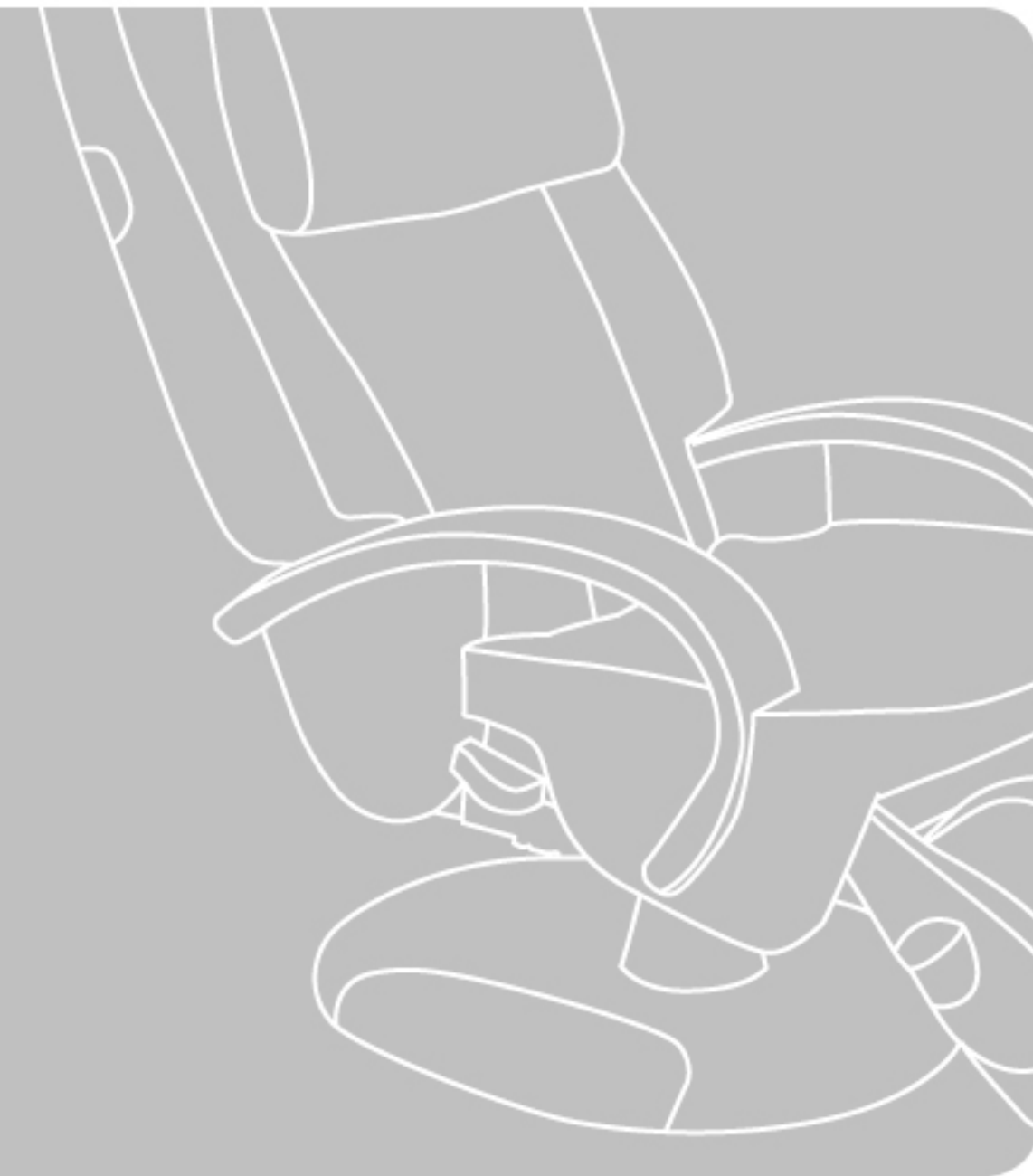


troubleshooting guide

ht 7120



 human touch™
massage chairs™

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**Please forward any questions or comments regarding this Troubleshooting Guide to
documentation@humantouch.com.**

HT-7120 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-7120 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. Turn the power switch on the back of the chair to Off, wait approximately five seconds, then turn it back On.
2. Wait 30 seconds while a system check is performed, then verify that the problem still exists.
3. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue	Do the following:
There is no movement on the chair when I power it on	The backrest massage mechanism and the foot and calf massager paddles should move when you power on the chair. If they do not, see "Power" on page 3 .
My remote control is not working properly	See "Remote" on page 4 .
My backrest is not massaging properly	If the Kneading, Percussion, Compression or Rolling functions are not working, replace the backrest.
My Stretch function is not working	Make sure you are pressing and holding the Stretch button until the chair beeps twice (it takes several seconds for the chair to prepare for the Stretch function).
My Heat function is not working	See "Heat" on page 4 .

To Troubleshoot This Issue	Do the following:
My backrest won't recline/incline	Make sure you are pressing and holding the recline/incline button for at least five seconds; it can take several seconds to activate the actuator. If this does not help, replace the backrest actuator.
My foot and calf massager is not massaging properly	If the foot and calf massager hesitates while changing directly, this is due to the gears shifting, and is perfectly normal. If the foot and calf massager is only massaging on one side, or not massaging at all, replace the foot and calf massager.
My foot and calf massager width control is not working properly	The foot and calf massager width adjustment is subtle; therefore the difference between the settings may not be visually noticeable. You must press and hold the width buttons to adjust the width setting. Some LEDs may not light as the width is adjusted to the new setting, however when you release the width button the LEDs indicate the current setting.
My foot and calf massager won't raise/lower	See "Foot and Calf Massager" on page 5.
My Massage/Comfort control isn't working	Place your hand on the front left or right side of the backrest while adjusting the Massage Comfort Control. If the air bags are not inflating or deflating, check the tubing that connects the air pump to the backrest for kinks. If there is a kink, cut the kinked portion of the tubing off, then reconnect the tubing to the fitting. If this does not solve the problem, the air pump is not working. Replace the chair. DEALER NOTE: You may wish to replace the air pump instead of replacing the chair.
My chair won't swivel or the pedestal is broken.	Replace the chair.
My convenience outlet doesn't work.	See "Convenience Outlet" on page 5.

Power

Step 1: Check the power cord

Verify that the power cord connection to the power panel is secure, and that the cord is not damaged. If the power cord is damaged, replace the backrest cover.

IMPORTANT

Be sure to note the serial number on the power panel, and instruct the customer to note it as well. Once the power panel is replaced, the chair will no longer contain the serial number on the power panel.

Step 2: Check the wall outlet

Plug a different device into the AC outlet into which the chair is plugged. 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 AC Outlet Fuse

The AC outlet fuse is the right of the two fuses, located on the power panel.

To replace the fuse:

1. Turn the power switch to OFF and unplug the chair from the wall outlet.
2. Using a small screwdriver or a coin, turn the fuse holder (located on the power panel) approximately 1/8 turn counter-clockwise.

The fuse holder pops out.

3. Replace it with a new fuse of the same rating.
4. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
5. Plug the chair back into the wall outlet and turn it on.
6. Verify that the chair is now receiving power.

Step 3: If the chair is still not receiving power, replace the backrest.

IMPORTANT

If you replace the backrest, be sure to note the serial number on the backrest cover. Once the backrest is replaced, the chair will no longer contain the serial number.

Remote

If one or more remote control LEDs do not light when you push the corresponding button, but the function the button controls works properly:

The remote control is not working properly. Verify that the remote control cable connection to the backrest cover is secure. If that does not solve the problem, replace the remote.

If the remote control LED lights but the function it controls is not working properly:

The problem is most likely in the function controlled by the remote, not in the remote itself. See ["Getting Started" on page 1](#) and locate the function that is not working in the troubleshooting table.

Heat

IMPORTANT

The heater heats slowly, taking at least five minutes to warm up.

1. Press the Heat button on the remote control.
2. Watch the remote control timer until it counts down at least five minutes.
3. Check the left and right sides of the backrest to determine if either side feels warm.
4. If either side does not feel warm, replace the backrest.

Foot and Calf Massager

The foot and calf massager will not deploy or retract:

1. Make sure the electric footrest lever is being pulled up or pushed down long enough for the foot and calf massager to shift into gear (it takes a few seconds).
2. Pull up and then push down on the electric footrest lever, located on the right-hand side of the chair.
3. Do one of the following:
 - If the foot and calf massager actuator is not making any sound, replace the foot and calf massager actuator.
 - If the foot and calf massager actuator is making a humming sound, the foot and calf massager bracket may have been pushed up into the chair seat. This can be corrected by removing the foot and calf actuator, allowing the bracket to swing down into the proper position, then reinstalling the actuator. See repair instruction sheet “Replacing the Foot and Calf Massager Actuator” for instructions. If this procedure does not resolve the problem, replace the foot and calf massager actuator.

Convenience Outlet

NOTE

This section pertains to 120-volt products only; 230-volt products do not contain convenience outlets.

The convenience outlet fuse is the left of the two fuses, located on the bottom of the power panel.

1. Verify that the device being plugged into the convenience outlet does not draw more than 1 Amp of power. (If it does, it cannot be plugged into the convenience outlet as it will blow the fuse).
2. Verify that the device being plugged into the convenience outlet works when plugged into a wall outlet.
3. Turn the power switch to OFF and unplug the chair from the wall outlet.
4. Using a small screwdriver or a coin, turn the fuse holder (located on the power panel) approximately 1/8 turn counter-clockwise.

The fuse holder pops out.

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5. Replace the fuse with a new fuse of the same value.
 6. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
 7. Plug the chair back into the wall outlet and turn it on.
 8. If the convenience outlet is still not receiving power, replace the backrest cover.

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