

POWER RECLINER

USER MANUAL

TROUBLESHOOTING GUIDE

This guide is to help with a non-functioning power recliner

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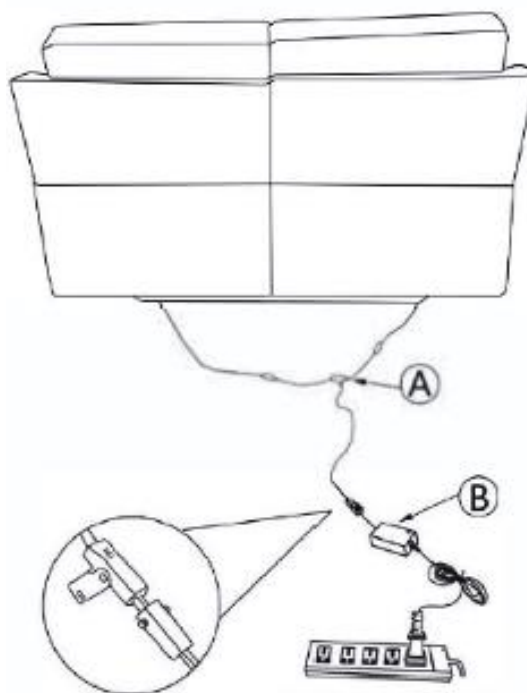
Operating Instructions for Electric Recliner

Your Power Recliner

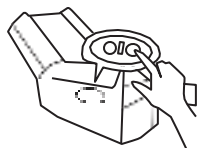
Your sofa may be equipped with a recliner function, which consists of a mechanism that inclines the backrest at various angles. For optimal rest, the footrest should be adjusted to the horizontal position.

Operating instructions for electric recliner:

- 1) Install the power transformer that comes with your power recliner. We recommend using the surge protector since the electrical system can be damaged by a power surge.

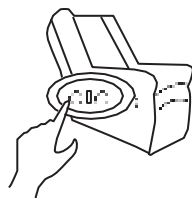


- 2) Use the switch to recline.



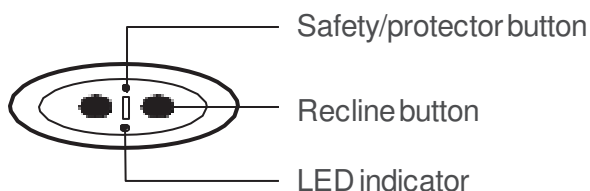
To recline

Press front button on side of chair to first extend footrest. Release when desired position is reached.



To retract

Press rear button found on side of chair until footrest returns to closed position.

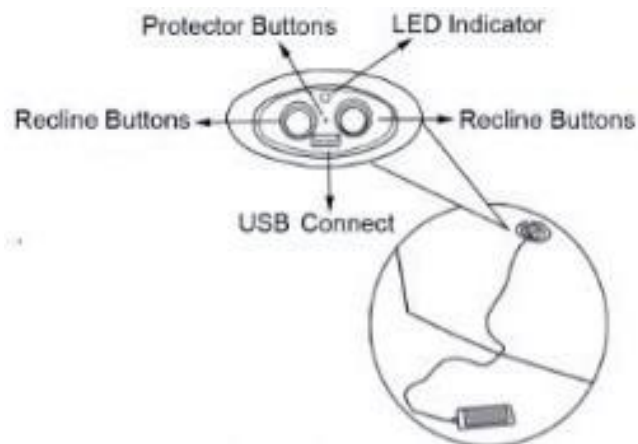


Operating Instructions for Electric Recliner

Users may activate/deactivate protection button by pressing with pen nib or any sharp point.

To recline or retract, ensure that protection button is deactivated.

LED indicator will emit green light when power recliner unit is plugged to power point. LED indicator will not emit red light when power switch button is activated. LED indicator will not emit any green/red light when power recliner unit is disconnected from power supply.



Operating Instructions for Electric Recliner

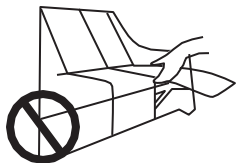
WARNING



Do not allow children or pets to play on or with mechanised furniture, including extended footrest. Exercise close supervision when mechanised furniture is used by, with or near children, pets or disabled persons.



Avoid operating mechanised furniture around moving persons.



Keep hands and other objects away from openings in mechanised furniture.



Do not place mechanised furniture near power cords. Avoid entangling mechanised furniture in power cords.



Avoid liquid contact with any electric component.



Switch off and unplug mechanised furniture when not in use, and before addition or removal of parts.



Never operate mechanised furniture if cord or plug is damaged, malfunctioning or damaged. Contact supplier for examination and repair. Do not tamper with electrical components.

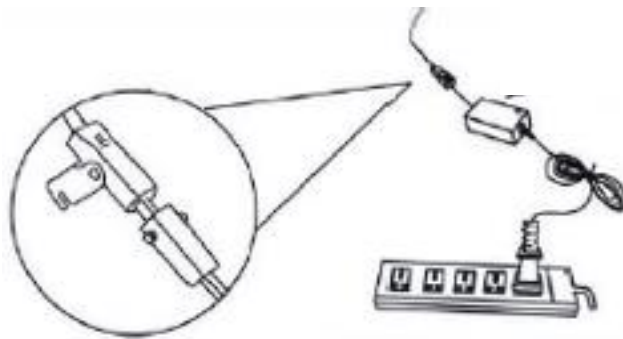
Troubleshooting Instruction for Electric Recliner

Power cord and power surge issue

When your power recliner stopped working, the first thing you should do is check the power cord to make sure it is plugged in to the power surge protector. If it is plugged, check the power of surge protector to make sure it is working. Check the transformer, if the surge protector or power surge is not the issue.

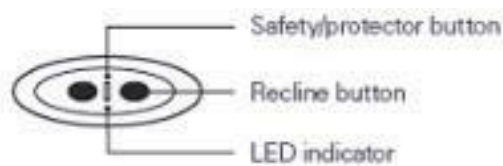
Transformer Issue

If the surge protector is working, check the light of the power transformer. The light of the power transformer needs to be green, and if you do not see the green light, unplug the power transformer from power surge protector. Uninstall the transformer as shown in photo and test with another good transformer to see if the power comes back. If it comes back, you just need a replacement transformer to solve the issue.



Safety/protector button issue

Another situation is your transformer light is on, but your recliner still does not work. In this case, check the safety button to see if it is deactivated or not. If it is deactivated, activate it to see if the recliner works. If not, the next step is to check internal wires.



Troubleshooting Instruction for Electric Recliner

Internal wires issue

There are two possible reclining issues on your power recliner due to internal wires.

Issue 1 - Your power recliner stops in the middle of reclining and when you shake the seat, it reclines again. In this kind of case, the issue is due to loose wiring between the switch and the motor.

Issue 2 – Your power recliner completely stopped working and the transformer is also good. In this kind of case, the cause is that some internal wires of the recliner are broken or cut.

To validate both issues, follow these steps:

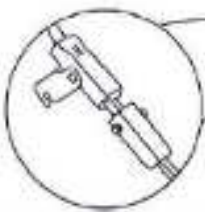
- 1) Make sure to disconnect your recliner from power surge.
- 2) Flip the recliner and check all the internal wire connections from transformer to motor. Use a flashlight for visibility.
- 3) When you found the loose wire or cut wire, check to see if those can be fixed, if not, order the new parts and install the new one.

Switch Issue

After you checked all the internal wiring, you find that there is no loose or cut wires and the light of the transformer is also green, but there is no green light on switch. In this case, the cause is due to a broken switch.

Follow these steps to verify the issue:

- 1) Make sure your recliner is disconnected from power surge.
- 2) Disconnect the switch from the motor as shown in this photo.



- 3) Connect a good switch to the motor and connect the transformer to power surge to see if the switch has a green light and the recliner works again. If that is the case, you just need a new switch. If not, move to next step.

Troubleshooting Instructions for Electric Recliner

Motor Issue

After you completed the switch test and found that the switch is not the cause, the last possible cause is a broken motor. If the motor is broken, both the switch and the transformer will not have green lights and the internal wires also will not have any issues.

Another situation you might see due to motor is that your power recliner will make a loud grinding noise while reclining.

In both cases, you will need a replacement motor. You can contact parts department to place the order.

Recliner Mechanism

Problems with operation

Issue: The reclining mechanism binds or gets stuck during operation.

Solution: Roll the chair over and look for objects caught in the mechanism: toys, etc. If there is none, it could be an electrical issue. Electrical parts troubleshooting instructions for electrical recliner. The best way is having a repair tech inspect and repair your mechanism.

Issue: The footrest leans when the recliner is open.

Solution: Usually an indication the reclining mechanism scissors are bent or broken. Please have a tech to do the inspection and repair.

Issue: The footrest is hard to open / close, or it rubs the frame when opening / closing.

Solution: This suggests a problem with the reclining mechanism or chair frame. You will need a tech to resolve this issue.

Issue: Your power recliner is not reclining smoothly and seems to sway when you recline. Most of the time, the cause is due to a defective mechanism or loss of rivets on mechanism.

Solution: You will need a tech to inspect and fix the issue. We do not recommend you install the new mechanism by yourself.

Issue: The metals on mechanism are bending.

Solution: You will need to order a new mechanism and replace it.

WARNING: Please do not fix any mechanism issue by yourself without having the proper inspection by a technician.

Upholstery Care

When you receive the new power recliner:

1. You may notice a few crease marks on your sofa created during the delivery journey. Do not be alarmed, as they will fade naturally over a few weeks.
2. Do not worry if your sofa feels different from our showroom's, as seat cushions will gradually soften with use.
3. Use floor protectors if your sofa is to be placed on floorboards.
4. Avoid jumping or throwing yourself onto your sofa.
5. Do not sit on the sofa arms and/or the backrest.
6. Do not tilt your sofa, push or pull on the armrests and drag it across any surface, especially rough surfaces such as carpets or uneven flooring. Always move your sofa by lifting it at the base.
7. Sometimes, you may feel the strong smell of the leather due to packaging. We recommend leaving it in a place with good ventilation for a week or two. The smell should go away. If not, please contact your salesperson for the solution.
8. Do not put your leather recliner in direct sunlight or for extended periods, as exposure can fade upholstery.

Upholstery Care

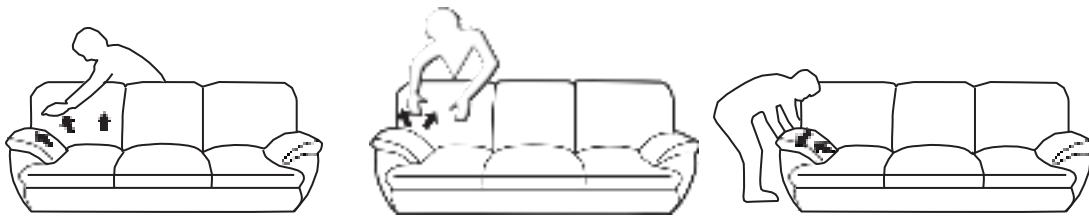
Revive the upholstery by pulling and smoothing the end of the sofa with one hand, and beating it with the other.

Repeat the action for each armrest. Work from the inside out.

Reshape the backrest cushions by patting and beating them with both hands.

Pat and beat the backrest cushion with one hand, using the other to hold the back of the seat.

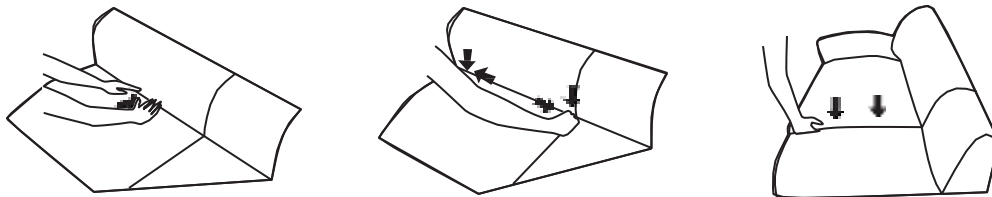
Reshaping of Cushion



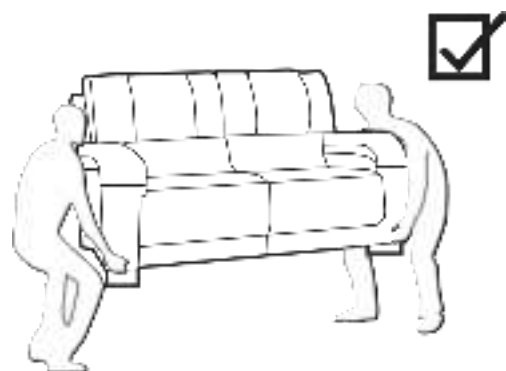
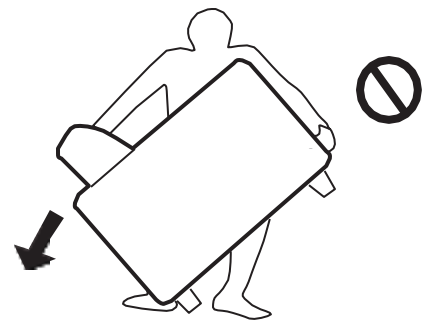
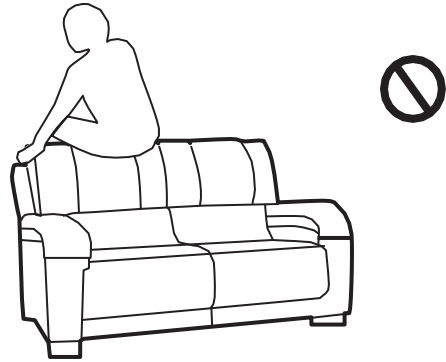
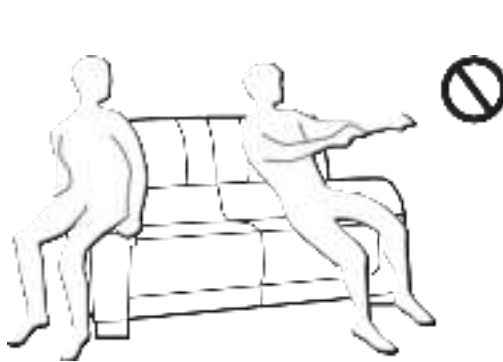
Dressing

Stretch out and level the dressing by applying pressure on the seat covering after every use.

Smooth any folds or creases in the seats by running your hands firmly over them.



Upholstery Care



Leather Care Tips

1. Dust regularly using a soft, dry and white cloth or a vacuum cleaner with a small brush attachment.
2. Clean with a soft, damp cloth to avoid grease and dirt buildup.
3. Remove water-soluble grease stains with a clean cloth dampened in a diluted neutral soap solution.
4. Use a circular motion from the outside in. Dry immediately with a clean cloth.
5. Do not use harsh soap, household detergents, oils, all-purpose cleaners or unapproved solvents to clean your sofa; they may cause cracks and color changes.
6. Regularly use a cleaner and a conditioner suitable for leather, following the instructions on the label.
7. Maintain a distance of at least 50cm away between your sofa and heating sources, including radiators, hairdryers and irons.
8. Avoid placing your sofa in direct sunlight or under intense indoor light.
9. Do not place sharp objects such as buckles, keys or toys on your leather sofa.



Leather Care Tips

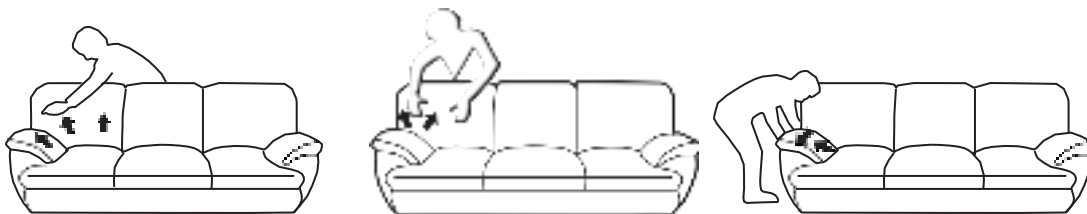
Common Questions:

Q. Why is there wrinkling in the sofa leather material?

A. With regular use, leather will stretch developing a relaxed and lived-in wrinkly appearance. Wrinkling or “puddling” is a natural occurrence in leather as a result of normal usage. This does not indicate weakening tensile strength of the leather. Minimal maintenance includes fluffing the cushion to return it to its original clean look.

Q. What is the natural phenomenon of used leather sofas?

A. It will have creases. Due to the stretchability of this natural material, creases or patina may be noticed on the surface of leather sofas. This is caused by the pressure from the body weight after years of use. Therefore, we recommend reshaping of cushion from time to time.



Color variation

The color of natural leather tends to fade when exposed to sunlight, air, and moisture after a long time. This is characteristic of the material.

Fabric Care Tips

1. Dust your sofa including under the seat cushions, regularly using a soft, dry and white cloth or a vacuum cleaner with a small brush attachment.
2. Do not use hard brushes, because they may damage the surface of the fabric and cause pilling.
3. Maintain a distance of at least 50cm away between your sofa and heating sources, including radiators, hairdryers and irons.
4. Avoid placing your sofa in direct sunlight or under intense indoor light.
5. Do not put colored textiles on your sofa as dye transfer may occur.
6. To remove stains, apply recommended cleaners and follow the instructions. Clean lightly with a soft sponge.

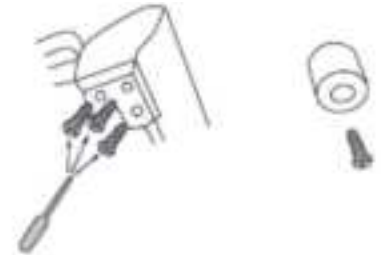
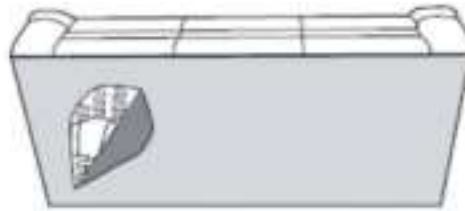
Cleaning Symbols for Fabric

	Do not wash in water		Bleach when required
	Wash using water (Max 20°C)		Do not tumble dry
	Wash using water (Max 30°C)		May be tumble dried (low heat setting)
	Wash using water (Max 40°C)		May be tumble dried (normal setting)
	Dry clean using perchloroethylene (delicate articles setting on the washing machine programme)	AC	Acetate
	Dry clean using perchloroethylene	CO	Cotton
	Dry clean only with any solvent except trichloroethylene	LI	Linen
	Dry clean using fluorocarbon	PA	Polyamide/Nylon
	Do not dry clean	PC	Acrylic
	Iron at a temperature not exceeding 100°C. Avoid using steam.	PL	Polyester
	Iron at a temperature not exceeding 150°C	PU	Polyurethane
	Iron at a temperature not exceeding 200°C	SE	Silk
	Do not iron	VI	Viscose
	Do not use chlorine bleach	VY	Vinyl

Sofa Feet or Legs

Sofa feet or legs must be mounted for some models at the destination to avoid damaging the coverings and/or packaging. Follow this instruction.

- Unzip and remove the plastic envelope beneath the sofa containing the feet or legs (Fig 1).



- Install and tighten the feet or legs (Fig 2).



Fig 1

Fig 2

- The sofa feet or legs, including the supporting feet or legs are to be mounted in position as shown in the instruction sheet. The feet or legs must be mounted without fail to ensure the overall strength of sofa frame structure is not compromised to premature frame deterioration (Fig 3).



Fig 3

- The sofa must be lifted and shifted to return it to its original upright seating position without using the feet or legs as a pivot lever to avoid damaging them (Fig 4).

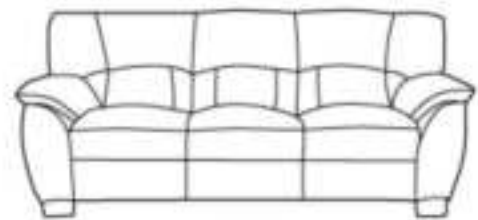


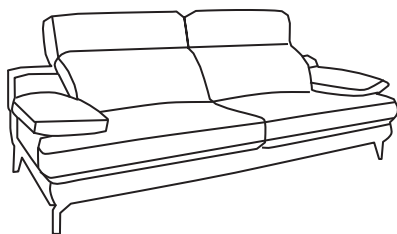
Fig 4

Common issue – When you receive your sofa and feel that the seat is sagging in the middle. In this case, check to make sure the support leg is installed. See fig 3 for the reference.

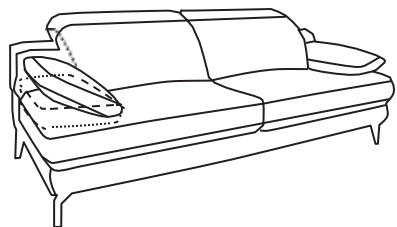
Sofas with Adjustable Headrest or Armrest

Your recliner may come with adjustable headrests and armrests, providing greater flexibility in head, neck and arm support.

Adjusting Headrest or Armrest



To raise
Lift headrest/armrest upwards.
Clicking sound indicates angle lock position.



To lower
Lift headrest/arm to release angle lock. Push downwards.

Sofas with Adjustable Headrest or Armrest

Common Questions

Q. Why are my sofa headrests not in alignment?

A. There will be some marginal difference in the measurements provided as all sofas are handmade. The allowance is usually around +/- 5cm. If the alignment is obviously off, we recommend having a tech inspect the issue to resolve it.

Q. What should I do when I feel my headrest is getting flat over time?

A. We recommend having a tech to insert more foam. Normally, the tech can provide the material.

Q. My headrest mechanism is no longer working.

A. You can order a new headrest mechanism and have a tech install it.

Q. What should I do when the leather on my headrest is damaged?

A. You can order the new headrest casing and install it.

Q. Why does the gap between the moveable part (recliner) and non-moveable section look so wide from the back?

A. The allowance between sections is usually around +/- 5cm for parts to move around freely without risking abrasion. There will be some marginal difference in measurement, as the sofa frame is not one entire piece.

Metal Bolt and Bracket Assembly Instructions

Sectional Model Groups

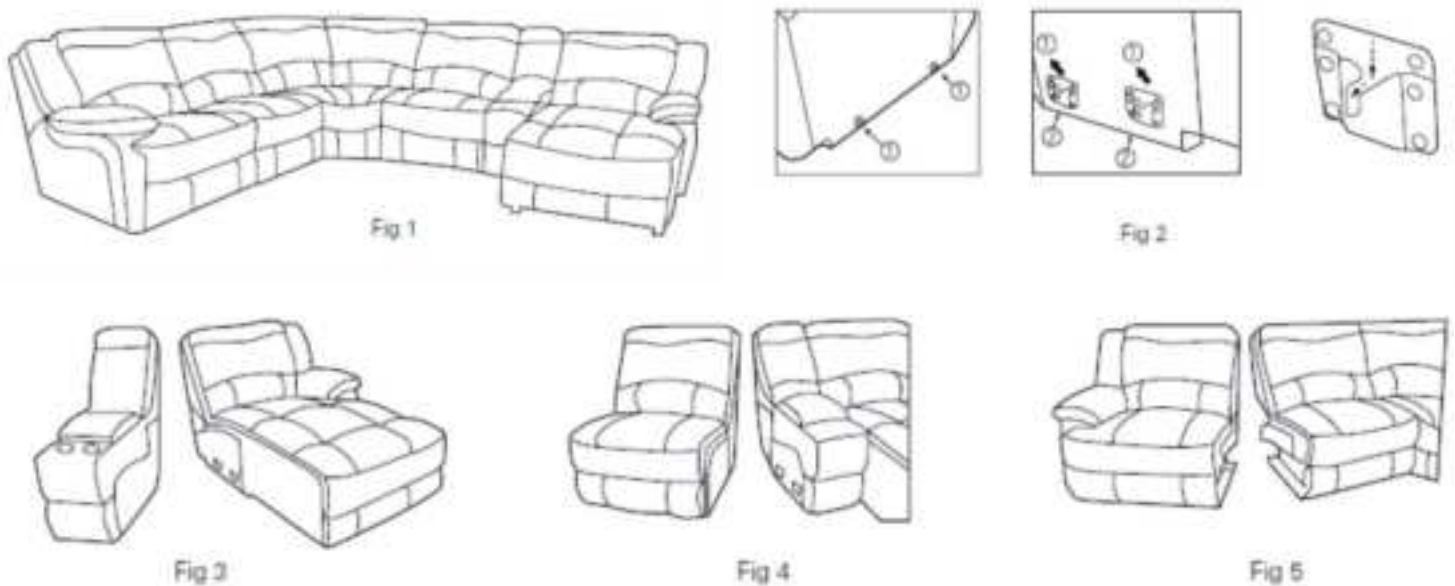
The sectional groups allow your sofa to be combined according to your personal living space requirement.

The linkage between the seat configurations can be accomplished using various connecting methods depending on the model. Examples include:

- Metal bolt brackets
- Universal metal brackets
- Plastic brackets (crocodile or alligator clips)

Metal Bolt Bracket Assembly Instructions

The bolt bracket uses a connection system that allows the bolt on the left side of the seat configuration (Fig 1) to be fitted into the cavity of the metal bracket drill plate on the right side of the seat configuration (Fig 2). This step is repeated for all configurations.



To disassemble – simply lift the seat of the left side to separate from the right side until it is completely free.

Warning

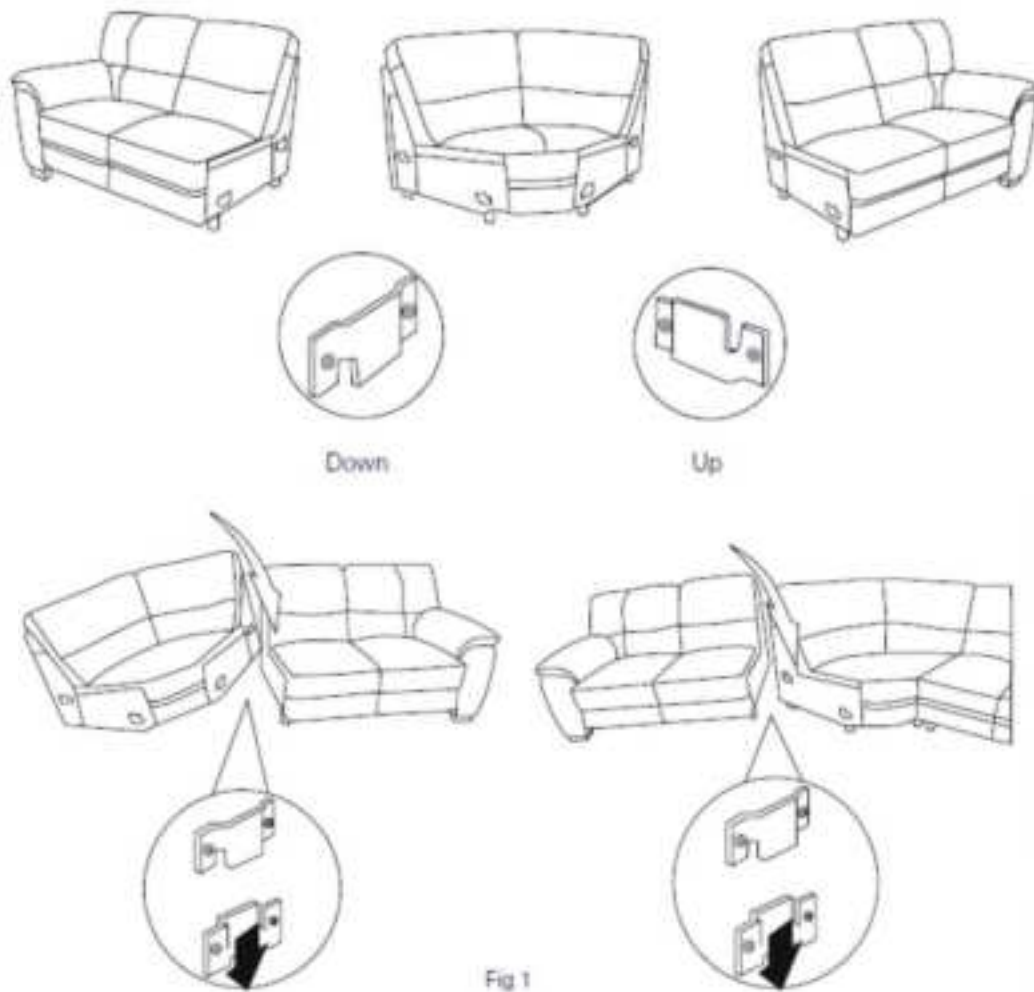
- Do not move or lift the sofa while it is still being connected.
- It is recommended to always have two persons to assemble and disassemble sofa.
- To avoid scratching the floor or sofa, it is recommended to assemble and disassemble the individual unit on a soft surface like carpet.

Metal Bolt and Bracket Assembly Instructions

Universal Metal Bracket Assembly Instructions

The universal metal bracket uses a connection system that allows the metal connectors (left and right version) to be mounted on modular sofa.

Assembly of this connecting system consists of two pieces of metal brackets. Align the sofa before lifting the left side to fit the metal bracket in the right piece. Ensure the seats are securely fitted by pressing it down. Repeat the same process for the remaining seats.



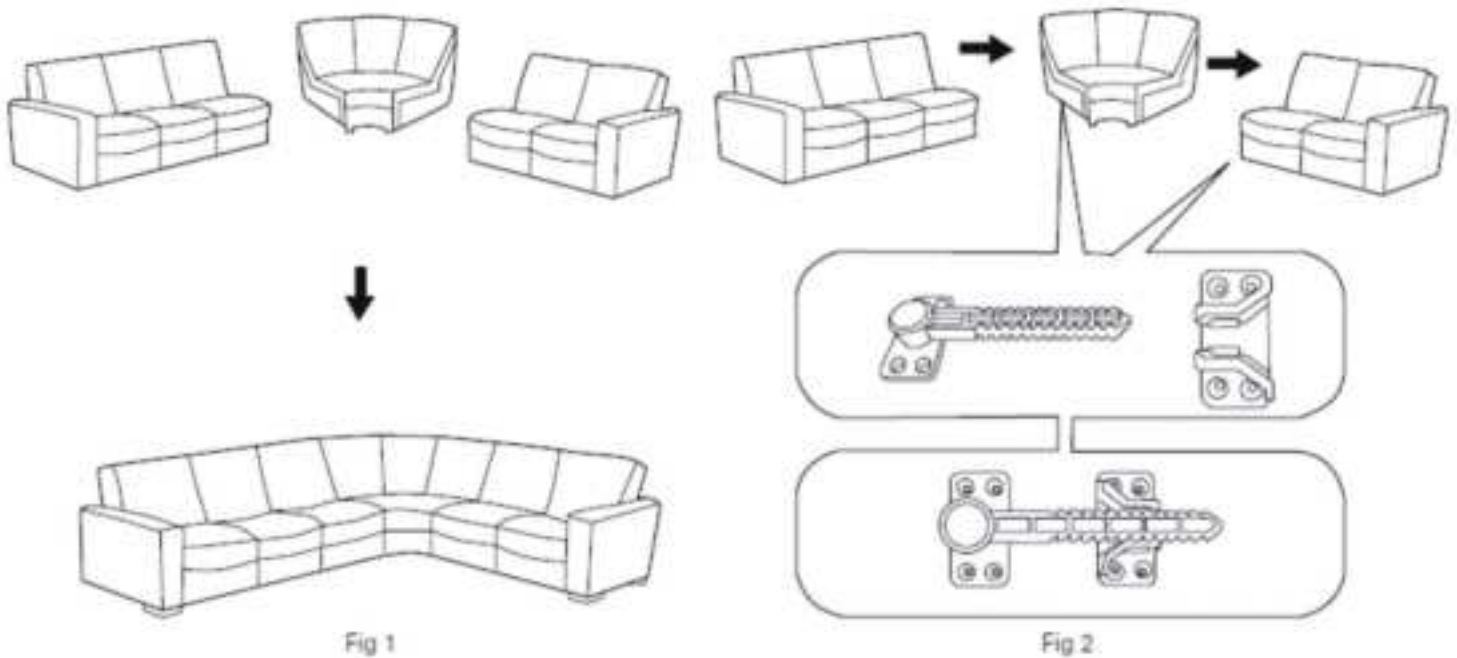
Warning

- Do not move or lift the sofa while it is still being connected.
- It is recommended to always have two persons assemble and disassemble sofa.
- To avoid scratching the floor or sofa, it is recommended to assemble and disassemble the individual unit on a soft surface like carpet.

Metal Bolt and Bracket Assembly Instructions

Plastic Brackets (Crocodile or Alligator Clips) Assembly Instructions

The plastic bracket consists of a 'crocodile' or 'alligator' clip and peg bracket connecting system. Once the clip is slotted in, it securely fastens and cannot be removed by any pulling action.



To disassemble – simply lift the seat configuration on the right to detach the clips from the brackets.

