

troubleshooting guide

**PC8500**  
**PROZero**



**March 27, 2015**

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# PC-8500 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PCX-8500 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. Reset the chair by unplugging it, then plugging it back in.
2. Verify that all of the connectors are securely connected to the main control module underneath the chair.
3. Push the PRO button and observe whether the blue LED lights. If it does not, the chair is not receiving power. See ["Power" on page 2](#).
4. Choose from the following:

To Troubleshoot This Issue	Do the following:
<b>My chair will not recline/incline.</b>	Replace the backrest actuator. If that does not solve the problem, replace the control panel.
<b>My footrest will not raise/lower.</b>	If the footrest will not raise/lower at all, replace the footrest actuator. If that does not solve the problem, do one of the following, replace the control panel.
<b>My footrest is physically bent/broken.</b>	Replace the footrest scissor assembly.
<b>My memory buttons don't work.</b>	Verify that you are using the memory buttons as described in the Use & Care manual. If that does not solve the problem, replace the control panel.

To Troubleshoot This Issue	Do the following:
<b>When I press the PRO Mode button nothing happens (other than the blue LED lights).</b>	Pressing the PRO button enables you to recline the chair beyond the ZeroG position. However, the chair does not automatically recline. Use the control panel recline and incline buttons to recline to the desired position.
<b>My headrest falls off when I recline all the way into Pro Mode.</b>	Your chair came with two headrest screws and an Allen wrench, contained in a plastic bag along with your Use & Care manual and other documentation. Follow the assembly instructions in the Use & Care manual to properly install the headrest, using the two screws to secure it.
<b>My chair wobbles slightly/sits uneven.</b>	Carefully check underneath to determine if one of the four plastic feet is broken/missing. If so, replace the plastic foot (spare part contains a set of four). If your chair is on an uneven floor, you can adjust the plastic feet to compensate.

## Power

### Step 1: Check the power cord.

1. Check the entire length of the power cord for damage; if the power cord is damaged, replace the control module.

### Step 2: Check the wall outlet.

1. Plug a different device, such as a known working 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: If the chair is still not receiving power, do one of the following:

1. For serial numbers CWC24130001 - CWC24130078, replace both the control panel and the main control module w/power cord.
2. For all other serial numbers, replace the main control module w/power cord.



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