

troubleshooting guide

pc 085



 human touch™  
perfect chair™

February 16, 2012

©2012 Human Touch, LLC. All rights reserved.

Please forward any questions or comments regarding this Troubleshooting Guide to [documentation@humantouch.com](mailto:documentation@humantouch.com).

---

# PC-085 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PC-085 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. Choose from the following:

To Troubleshoot This Issue	Do the following:
My chair will not recline/incline properly.	See <a href="#">"Electric Recline" on page 2.</a>
My chair makes a noise when I incline/recline.	See <a href="#">"Noise" on page 3.</a>
My chair feels bumpy when reclining	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.
My recline lever is broken.	Replace the armrest.

---

To Troubleshoot This Issue	Do the following:
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 Will Only Move In One Direction

If the chair will either recline or incline, but not both, it is possible that the electric recline cable connection to the armrest is not secure. To check it:

1. Use both hands to pop off the inside left-hand side panel, exposing the cable connection.
2. Make sure the connection is secure.
3. If the problem still exists, replace the left-hand armrest.
4. If replacing the left-hand armrest (containing the electric recline lever) does not resolve the problem, replace the backrest 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. Your weight must be distributed across the backrest, seat and footrest.
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 backrest actuator.
5. If replacing the backrest actuator does not resolve the problem, replace the left-hand armrest (containing the electric recline lever).

---

## 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.

### **Loud popping or clunking sound when reclining**

This may indicate a known issue with an earlier version of the footrest rod and bracket, in which the rod popped upward in the bracket toward the end of the reclining movement. This in no way affects the functioning of the chair. However, to resolve this noise issue, replace the footrest rod/bracket with the newer version. Chair with serial numbers greater than B853011400 already have the newer-version bracket installed.

**Human Touch, LLC**

3030 Walnut Ave.

Long Beach, CA 90807

[www.humantouch.com](http://www.humantouch.com)