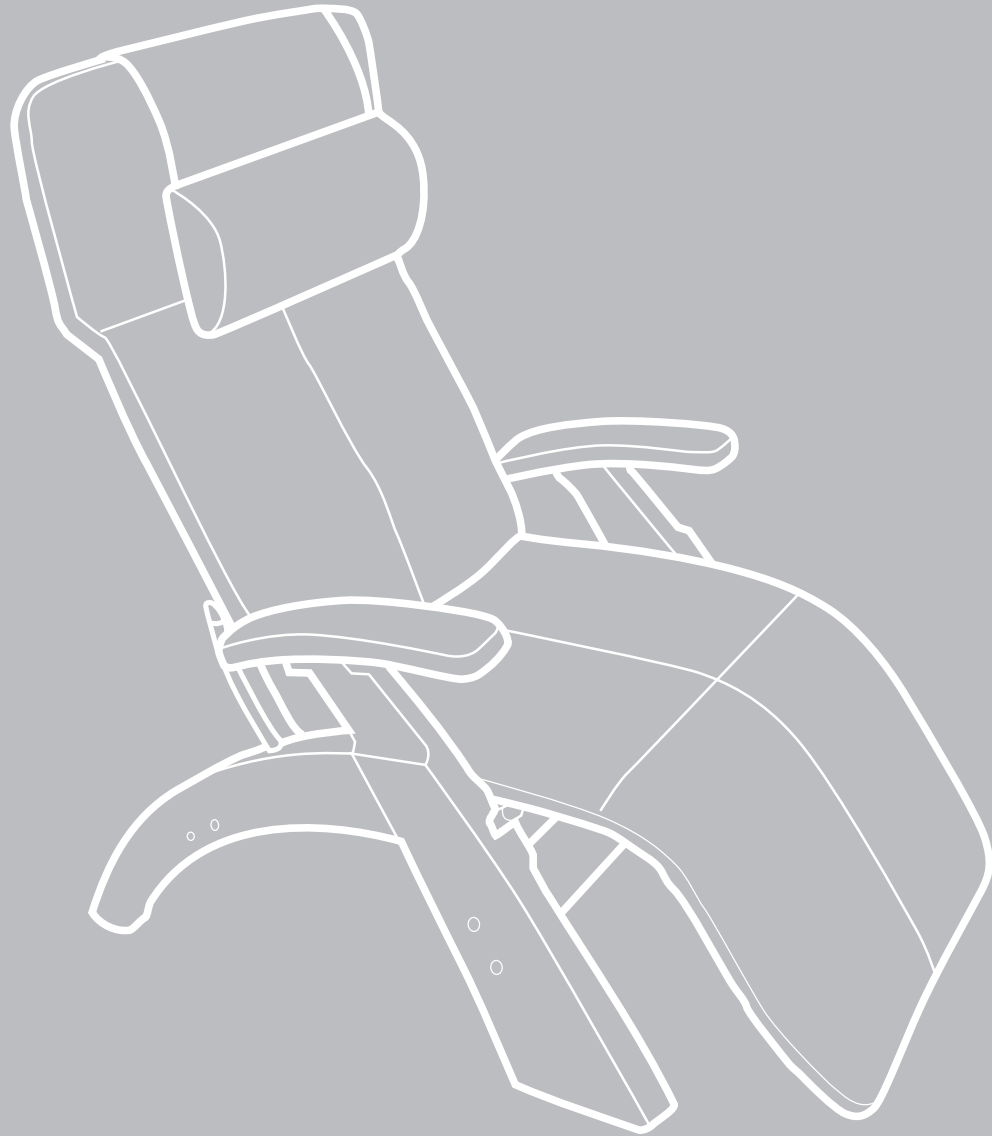


troubleshooting guide

pc³⁰⁰



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PC-300 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of PC-300 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 or footrest frame.

Be sure the screws located near the end of each post have been removed prior to attempting to install the headrest or footrest 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 will not recline/incline properly.	See "Electric Recline" on page 2.
My chair makes noise when I incline/recline.	See "Noise" on page 2.
My recline switch is broken.	Replace the recline switch. NOTE: This part requires installation by a qualified technician, due to the need to secure the switch using hot glue.

To Troubleshoot This Issue	Do the following:
The armrest core cable is broken.	Replace the armrest core.
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 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, as this will prevent the chair from reclining.
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 recline actuator.

Noise

It is important to distinguish between typical noises caused by upholstery rubbing together or clicking of the electronic recline switch 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. Sit in the chair, then recline and incline the chair to observe the pad friction noise. It is important to test the noise level while sitting in the chair, as that is what you will hear while using the chair (the noise tends to be louder when there is no load on the chair).
2. If the pad friction noise is excessive, exit the chair then reinstall the pads, following the installation instructions that came with the chair.

to ensure proper installation. Make sure the pads are centered on the chair.

3. 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.

Abnormal noise when reclining or inclining

If the noise you are hearing does not seem to meet any of the above conditions:

1. Remove the pads from the chair.
2. Recline and incline the chair to see if the noise still exists.
3. If the noise is gone, the noise was caused by the pads and is normal. Reinstall the pads, following the installation instructions that came with the chair to ensure proper installation.
4. If the noise persists, replace the chair.

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