The Zero Gravity Lift Chair

by

Relax The Back

OWNER’S MANUAL

Model PR128

RELAX THE BACK
Safety Guidelines

The symbols below are used in the owner’s manual and/or on the product to identify warnings and notify you of important safety information. Make sure you read and understand them completely.

**WARNING!** Indicate(s) a hazardous situation which, if not avoided, could result in death or serious injury. This icon is represented as a black symbol on a yellow triangle with a black border.

**MANDATORY!** Failure to perform mandatory actions could cause personal injury and/or equipment damage. This icon is represented as a white symbol on a blue dot with a white border.

**PROHIBITED!** Indicate(s) an action(s) that should not be performed under any circumstance. Failure to adhere could cause personal injury and/or equipment damage. This icon is represented as a black symbol with a red circle and red slash.

**Safety Symbols**

The symbols below identify warnings, mandatory actions, and prohibited actions. They can be found in the owner’s manual and/or on the product. Make sure you understand all safety labels before operating the product. **Do not** remove safety labels from your product.

- **Read and follow owner’s manual!**
- **Pinch/Crush Point Hazard!**
- **Transformer Crush Hazard!**
- **Fire Hazard!**
- **Child and/or Pet Crush Hazard!**
- **Adult, Child and/or Pet Tip Over Hazard!**
Safety Guidelines

Class II Device!

Indoor use only!

Do Not Smoke!

Electrical hazard!

Do not dispose in trash!

Batteries required!
MANDATORY

READ THIS MANUAL FIRST BEFORE INSTALLING OR OPERATING YOUR POWER LIFT AND RECLINE CHAIR.

Your power lift and recline chair has been engineered from the leg levelers up to provide the ultimate in strength and reliability. Great care has been taken to provide you with total comfort and safety. Each unit is thoroughly inspected and tested prior to shipment.

Complies with
UL 73 and
CSA C22.2 No. 68

⚠️ WARNING

Your power lift chair is a medical device. Therefore, you are required to exercise caution when operating it to ensure your personal safety and that of others around you. The following are rules for the safe operation of your power lift chair.

Care should be taken in the unpacking of this unit, so as not to cause injury to persons or damage to the unit. Dispose of all plastic bags and covers, as they can be a smothering hazard to small children.

⚠️ Do not allow children or pets near the chair while the chair is operating.

⚠️ Do not allow children to play with or operate the chair at any time.

⚠️ Hand control should be unplugged and placed out of the reach of children when the chair is not in use.

⚠️ Do not flop down into the chair when getting into it, or while it is in its lift position. Flopping down into the chair will damage it and could cause personal injury.

⚠️ Do not allow anyone to sit on your lap, or on the arm of the chair, or on the footrest while in or operating the chair, as it may cause tipping and could result in personal injury.

⚠️ Do not place fingers or hands between the seat cushion and the inside arm of the chair while sitting in the chair or when the chair is in operation or plugged into a power source.
Do not retrieve fallen objects from inside or under the chair while the chair is plugged into a power source.

Do not operate the chair if there are any persons, pets or other obstructions under or in front of the footrest, under the chair or behind the chair.

Do not position yourself, child and/or pet too high on the chair while the chair back is reclined. This can cause a tip over hazard. Make sure you are properly fitted for the lift chair prior to operating the chair.

Do not smoke while operating, sitting or resting in the chair.

To reduce risk of electrical shock, do not immerse any of the electrical components into a liquid, or spill any liquids onto electrical components. Do not open any of the electrical components. There are no serviceable parts.

Warranty will be void if any of the electrical components are opened by other than a qualified service person.

Make sure the chair is placed at the specified distance from a wall/corner (page 6). Failure to do so can damage the chair and will void the warranty.

Do not use any type of electrical extension cord to plug your chair into an electrical outlet. Make sure that all electrical products and their wires are positioned away from your chair as the metal lift frame mechanism could crush them and create a fire hazard and/or may cause personal injury.

Do not operate your lift chair while intoxicated or taking medications that impair your mental or physical abilities to operate the chair safely. Consult with your doctor about any medications you are taking that may affect the safe operation of the chair.

Do not operate this product if you have any medical conditions that result in limited, debilitating mental or physical capacity. You should consult your doctor before using this product.

Consult with your physician regarding using the Trendelenburg position.
1. Remove the transformer from the transformer box (located behind the lower outside back). \(\text{\textcopyright}\) Place transformer on floor behind chair.

2. Plug the transformer into a 115-120V 60Hz A.C. outlet and connect the power cable from the chair into the transformer as shown. Power cable is located under the chair attached to the motor with white zip tie. Remove zip tie, extend the cable under and out behind the chair.

3. Place the chair in the desired position in the room, keeping it 27" away from the wall. If placing the chair into a corner, keep it 27" from the wall as shown.

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Wall</th>
<th>Corner</th>
</tr>
</thead>
<tbody>
<tr>
<td>PR-128-MED</td>
<td>25 in.</td>
<td>25 in.</td>
</tr>
<tr>
<td>PR-128-LAR</td>
<td>27 in.</td>
<td>27 in.</td>
</tr>
</tbody>
</table>

4. Adjust the leg levelers on the bottom of the chair if necessary to level the chair. Some high pile carpets can obstruct the footrest operation by rubbing against it. Adjust the levelers to a height above the pile.

5. Slide the hand control from between the back and arm out toward the back of the chair. Secure the cord into the quick release cable clamp located above the magazine pocket on the arm of the chair.
MAXICOMFORT™ WITH TWILIGHT POSITIONING
Patent Pending 3-Motor Seating Technology

Chair arm removed for demonstration purposes.
AutoDrive with Twilight-Control Operation

1. Getting into your lift chair. While standing next to your chair, press button (S7) and raise the chair to a height you can sit against. This height will vary from person to person depending on the individual's needs. Raise the chair high enough so you do not have to flop down into the chair. Flopping down into the chair will damage it and could cause personal injury. Press button (S9). As the chair continues downward, adjust yourself into a position that is comfortable to you. Continue holding (S9) until chair is in the seated position (chair firmly on the floor), then release the button. You can also press buttons (S6, S8) and the chair will move to those positions.

2. Getting out of your chair. Press button (S7) and raise the chair to a height that enables you to easily stand. Release the button. Return the chair to the seated position (S9) (chair firmly on the floor) after getting out of the chair, so children, pets or obstructions do not get under the chair. Repeat no. 1 when you want to sit down.

3. To move into twilight (away from wall) up and out. Press (S10) and hold it until the chair reaches a position suitable for you, then release the button.

4. To move out of twilight (towards the wall) down and in. Press (S5) and hold it until the chair reaches a position suitable for you, then release the button.

Micro Adjustments

1. To recline the back of the chair, press button (S1) and hold until the back reaches the desired position. Then release the button.

2. To bring the back of the chair to an upright position, press button (S2) and hold until the back reaches the desired position. Then release the button.

3. To raise the foot rest and seat, press button (S3) and hold until the foot rest reaches the desired position. Then release the button.

4. To lower the foot rest and seat, press button (S4) and hold until the footrest closes. Then release the button.

Note: The motors are set to shut off when they reach their fully extended or fully retracted position if the selected button is not released. If you should go past your desired position, select the button to bring you back to your desired position. You can repeat the process as often as you like.
Programming the Memory Buttons S6 and S8
Press one of the preprogrammed buttons (S6, S8) and hold until the chair stops. Press buttons (S1 thru S4) to micro adjust those positions to suit your needs. Use the following procedure to reprogram (S6, S8) buttons after you have the chair in your desired position.

1. Press and hold program button (SP). The back light goes off while pressed.
2. In about 3 seconds the backlight will start flashing (one flash)
3. Within 5 seconds, press one of the memory buttons (S6, S8) to save the position to the button pressed. The back light will return to non-flashing position indicating that the new position is stored.

If a programmable memory button is not pressed within 5 seconds, or a non-programmable button is pressed, then the programming sequence is aborted and you will need to repeat steps 1 to 3 above. You may reprogram the memory buttons as often as you like.

Factory Reset
Resets all the programmed buttons (S6 and S8) back to the factory settings.
1. Press and hold program button (SP). The backlight goes off while button is pressed.
2. In about 4 seconds the backlight will start flashing.
3. Within 5 seconds, press button (S1). The backlight will change to non-flashing.
4. Within another 5 seconds, press button (S4). Factory reset is done.

If button (S1) is not pressed within 5 seconds, or a different button is pressed, then the programming sequence is aborted and you’ll need to repeat steps 1 to 4 above.

Hand control disable
Hand control disable, disables all functions on the hand control
1. To disable, press and hold the program button (SP) for 4 seconds until the backlight starts flashing. Then press button (S7).
2. To enable, press and hold the program button (SP) for 4 seconds until the backlight starts flashing. Then press button (S7).

Function Lock
Should you ever want to limit the button function of your hand control, you can use the function lock feature to disable all button function except for buttons (S7 and S9).

1. To lock function, press and hold the program button (SP) for 4 seconds until the backlight starts flashing.
2. Press button (S1), press button (S2), press button (S3), press button (S6).
3. To unlock function, press and hold the program button (SP) for 4 seconds until the backlight starts flashing.
4. Press button (S1), press button (S2), press button (S3), press button (S6).
LUMBAR SUPPORT SYSTEM OPERATION

Your model PR128-MED and PR128-LAR are equipped with an inflatable bladder so you can adjust the firmness of the lumbar area on your lift chair.

To inflate the bladder, place the black bulb in your hand and pump it until the lumbar area of your chair reaches the desired firmness, as shown.

To deflate the bladder, depress the black deflation button between the black bulb and the hose, as shown.
Battery Back Up System

Your power lift chair comes with a battery back up system so the chair can return to the seated position in the event of a household power failure. The batteries have enough energy to bring the chair to a seated position from the recline position. The batteries do not have enough energy nor are they intended to operate the chair for a prolonged period of time in the absence of standard household voltage (120 volt, 60 Hz). Batteries should be replaced after one use. Batteries should be changed yearly. (See installation page 6.)

Smart Tek™ (Power Indication)

Your power lift chair is equipped with an indicator light on the hand control. This light illuminates green when any button on the hand control is pressed indicating power to the hand control.

Your power lift chair also comes with a power indicator light on the transformer and on the power cord connecting the motor to the transformer. The lights illuminate green constantly, indicating power from the outlet to the transformer and the motor. The lights have been provided to help you identify electrical disconnects, should they occur, and to help your provider to diagnose electrical problems, should they occur.

Should the chair not operate and the lights are out, check all electrical connections to the chair. Make sure everything is plugged in properly and there is power to the outlet into which the chair is plugged (see installation on page 6 for electrical connections). Should you ever encounter a problem with the operation of your power lift chair and the lights are on, such as mechanical problems or one light is out, discontinue all use of the product upon discovery of the problem. Contact the provider from whom you purchased your chair. They will be able to resolve problems and take care of proper factory service if needed. You will need to be prepared to answer some basic questions about your power lift chair, such as model and serial number. The model and serial number are located on the back of the hand control and the rear of the lift frame. Your provider will ask you questions about your power indicator lights, such as which one is out. Prior to calling your provider, check all the electrical connections to the chair. Make sure everything is plugged in properly and there is power to the outlet into which the chair is plugged (see installation on page 6 for electrical connections).
CONSUMER LIMITED LIFETIME AND SEVEN YEAR WARRANTY
THE ZERO GRAVITY LIFT CHAIR by RELAX THE BACK

GOLDEN, through its authorized distributor/service organization, warrants this chair to original consumer only, against defects in material or workmanship as follows:

LIFETIME WARRANTY
GOLDEN, warrants for the lifetime of the chair by the original consumer to repair or replace at their option the Lift Mechanism, Chair Frame and Recline Mechanism. Labor to replace these parts is subsidized on all models for three years.

GOLDEN, shall not be responsible or obligated to pay for any cost or expense for examination of any warranted parts nor is Golden to pay for costs for transportation, handling and packaging of the parts or components.

THREE YEAR PARTS WARRANTY
GOLDEN, warrants the electrical parts of this chair against defects to original consumer only, for a period of three years from the date of original purchase by a consumer. Labor to replace these parts is subsidized for one year on all models.

GOLDEN, shall not be responsible or obligated to pay for any costs or expenses for examination of any warranted parts nor is Golden to pay cost for transportation, handling and packaging of the parts or components.

LIMITED WARRANTY FOURTH THROUGH SEVENTH YEAR
During the period beginning with the expiration of the full three year parts warranty offered above and continuing through the seventh year after date of original purchase by a consumer, GOLDEN will warrant the electrical parts on the following pro-rated basis. Year 4 earns a 35% discount off suggested retail price. Year 5 earns a 25% discount, year 6 a 15% discount and year 7 a 5% discount. By way of example, a part costing $100.00 that needs replacement in year 4 would cost $65.00. GOLDEN shall not be responsible or obligated to pay for any costs or expense for examination and/or service of any warranted part or to pay for costs of transportation, handling and packaging of the chair and/or parts or components.

TERMS APPLICABLE TO WARRANTY
GOLDEN will, at its option, repair and/or replace the defective parts and/or components provided that the warranty parts have not been subject to misuse, abuse or improper service by the consumer, have not been damaged in transit or handling and/or have not been altered or repaired by unauthorized representatives. This warranty does not include costs for unnecessary service calls, i.e., in-home service calls solely for the purpose of educating the consumer about the product, or finding an unsatisfactory power connection, etc. Exceeding the weight capacity of the chair will void the warranty. Fabric shading cannot be guaranteed for replacement parts or replacement chairs.

PR128-MED ....................... 375 lbs.
PR128-LAR ....................... 375 lbs.

In the event that the product does not conform to this warranty at any time while this warranty is in effect, Golden will correct the defect in conformity with the Consumer Limited Lifetime and Seven Year Warranty. THE LIMITED LIFETIME AND SEVEN YEAR WARRANTY SET FORTH ABOVE IS THE SOLE AND ENTIRE WARRANTY PERTAINING TO THE PRODUCT AND IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES OF ANY NATURE WHATSOEVER, WHETHER EXPRESSED, IMPLIED, OR ARISING BY OPERATION OF LAW INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY DOES NOT COVER OR PROVIDE FOR THE REIMBURSEMENT OR PAYMENT OF INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow this exclusion or limitation of incidental damages so the above limitation or exclusion may not apply to you.

GOLDEN shall not be liable for any incidental or consequential damage or loss not contained in this Warranty.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state.

All warranty claims must be approved by Golden Technologies before any service is performed.

Warranty is valid in all 50 states, Canadian Provinces and Puerto Rico.
Relax The Back
Zero Gravity Lift Chair
Limited Warranty Protection Plan

ONE-YEAR TERM

1. This Protection Plan is an agreement between Relax The Back (RTB) and Golden Technologies whereby GOLDEN TECHNOLOGIES (GT) will furnish to the first retail purchaser of the RTB Zero Gravity Lift Chair, should it prove defective by reason of improper workmanship and components excluding fabric.

a. In Home Service. For the Coverage Term or Period as provided by the Protection Plan, GT will provide In Home Service. A GT representative will be allocated to your home to service your RTB Zero Gravity Lift Chair. In the event the product cannot be serviced to the RTB franchisee's satisfaction, a replacement Lift Chair of equal or greater value will be provided by GT with no additional charges.

b. The first option is always to repair the lift chair in the home; the last option is to approve a replacement. However, if Golden Technologies replaces a Lift Chair, and upon inspection of returned chair it is determined that the cause for the return is other than manufacturer fault, then a 15% restocking fee and all freight will be charged back to the RTB Franchisee.

c. Parts. For the Coverage Term or Period as provided by the Protection Plan, GT will repair or replace, at the RTB franchisees and/or GT’s option, your RTB Zero Gravity Lift Chair, without charge for the replacement parts.

d. Labor. For the Coverage Term or Period as provided by the Protection Plan, GT will provide labor for the warranty repair or replacement of your RTB Zero Gravity Lift Chair without charge to you.

e. Freight. For the Coverage Term or Period as provided by the Protection Plan, If for any reason that your RTB Zero Gravity Lift Chair needs to be replaced, all freight costs associated with the replacement will be the responsibility of GT.

f. Notice. This Protection Plan is administered by Golden Technologies, Inc. To obtain warranty service, you must notify Golden Technologies, Inc. of any defects within the applicable Term or Period of Coverage. Golden Technologies will not be responsible for any repairs made without prior authorization from Golden Technologies. Contact Golden Technologies, Inc at 1-800-624-6374.

g. The Effective date for the term of Limited Warranty Protection Plan commences on the date of the first retail purchase and is non-transferable.

h. The Coverage Period for the term of Limited Warranty Protection Plan commences on the date of the first retail purchase and expires Twelve (12) months from the date of the first retail purchase.

i. The manufacturer's Consumer Limited Lifetime Warranty and Limited Warranty Protection Plan commence at time of purchase to the original retail consumer.

Exclusions:
This Limited Warranty Protection Plan does not cover any parts altered or repaired by any unauthorized representatives; parts subject to misuse, abuse or improper service by the consumer; damage or malfunction resulting from improper operation, maintenance or storage; damage or malfunction resulting from acts of nature or acts of criminal mischief; damage or malfunction resulting from exceeding specified weight limits; items used for commercial or institutional use; unnecessary service calls solely for the purpose of educating the consumer about the use of the product.

ANY EXPRESS COVERAGE NOT PROVIDED HEREIN, ANY REMEDY WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED MERCHANTABILITY AND OR FITNESS FOR ANY PARTICULAR PURPOSE IS EXPRESSLY EXCLUDED.

Some states do not allow the exclusion or limitation of incidental, special or consequential damages, so the above limitations or exclusion may not apply to you.

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. BEFORE REQUESTING SERVICE: Please review the manufacturer’s operating instruction booklet (if provided) to insure proper installation and correct customer control adjustments. If the problem persists, please call 1-800-624-6374, or write us at Golden Technologies, Inc., 401 Bridge Street, Old Forge, PA. 18518.

TO OBTAIN SERVICE: Contact the Administrator by calling 1-800-624-6374, or write us at Golden Technologies, Inc., 401 Bridge Street, Old Forge, PA. 18518. Proof of purchase dates are required when requesting Limited Warranty service. You may be asked to present your sales receipt or other document, which establishes proof and date of purchase.
CARE AND MAINTENANCE

Your lift chair will require routine maintenance checks. You can perform some of these checks, while others may require assistance from a provider. By following these maintenance checks, you can make sure your lift chair gives you years of trouble-free operation. If you have any questions or concerns regarding your lift chair’s care and maintenance, contact your provider.

- Before cleaning your lift chair, consult your provider for the proper types of cleaner and cleaning methods.
- Keep all electrical components free from moisture and liquid spills. **Intended for indoor use only.**
- Periodically inspect all wiring harnesses to make sure they are not cut, damaged, frayed, or disconnected. If damage of any type is present, unplug the lift chair and contact your provider.
- Periodically check all fasteners for tightness, wear, and corrosion. If any of these are present, unplug the lift chair and contact your provider.

⚠️ **Warning:** Be careful of pinch points and sharp metal parts (wear gloves).

- Replace the batteries after one use. Replace the batteries yearly, even if they were not used. **Batteries are intended for one use only!**

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⚠️ **CAUTION** ⚠️

Do not allow children to play on this mechanized furniture or operate the mechanism.

Leg rest folds down on closing so that a child could possibly be injured.

Always leave chair in a sitting position. Keep hands and feet clear of mechanism. Only the occupant should operate it.
GOLDEN PRODUCT REGISTRATION
Register Now To Lock In Your Warranty and Receive Important Product Updates
SAVE TIME - REGISTER ONLINE: WWW.GOLDENTECH.COM

SERIAL NUMBER
Most Lift Chairs Have On Controller Wire or Back Rail of the Metal Frame
Most Scooters & Powerchairs On Seat Post, Under/On Battery, or Under Carpet

PRODUCT MODEL NUMBER
Most Lift Chairs Start with PR (PR401, PR510, etc).
Most Scooters with G (GA, GB, GC, GL, GR, etc) Most Powerchairs with GP

PURCHASE DATE [ ] [ ] [ ]

FIRST NAME

LAST NAME

ADDRESS

ADDRESS LINE 2

CITY

STATE / PROVINCE

ZIP / POSTAL CODE

COUNTRY

Product comments:

Rate Provider Experience (Circle One - 1 Bad, 5 Great)

1 2 3 4 5