

# Troubleshooting for 4 and 5-Zone Recliners

## VERIFY YOUR CHAIR HAS POWER.

- Step 1: Verify the hand control is illuminated.
- Step 2: Verify the green light is illuminated on the transformer.
- Step 3: Verify the green light is illuminated on the power cord attached to the transformer.
- Step 4: Verify connections on the control box.

## CHECK IF THE LOCK FUNCTIONS ARE ACTIVATED ON YOUR HAND CONTROL.

### If none of the buttons on the hand control are working:

- Step 1: Press and hold the 'M' button for 4 seconds until the backlight starts flashing.
- Step 2: Press the 'Rise' button.

### If only the 'Rise' and 'Recline' buttons are working:

- Step 1: Press and hold the 'M' button for 4 seconds until the backlight starts flashing.
- Step 2: Press the following buttons, in order - A, E, C and 'ZG'.

## RESET THE POSITIONING BUTTONS BACK TO FACTORY DEFAULT (ZG, TV, SIT, SLEEP, REJU)

- Step 1: Press and hold the 'M' button for 4 seconds until the backlight starts flashing.
- Step 2: Press button A then press B.

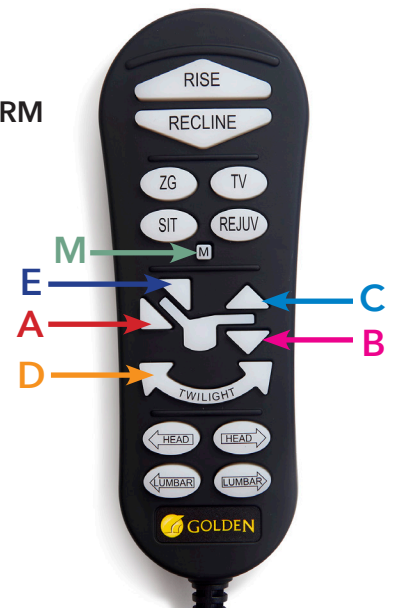
## IF THE BACK AND/OR FOOTREST ARE STILL NOT EXTENDING FULLY, PERFORM A CALIBRATION.

### 5-Zone Recliner:

While standing next to the chair, press and hold buttons A, C and D at the same time until the chair stops moving. Continue to hold all three buttons for an additional 5 seconds.

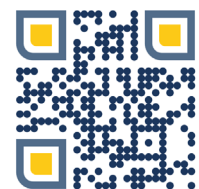
### 4-Zone Recliner:

While standing next to the chair, press and hold buttons A and C at the same time until the chair stops moving. Continue to hold both buttons for an additional 5 seconds.



## VERIFY THE ISSUE HAS BEEN CORRECTED.

Press and hold the 'Sit' button until the chair stops moving. If the chair returns to an upright seated position, your chair is operating as it should.



Scan for  
step-by-step video  
on calibration