

NOTE: This guide excludes models with Okin motors.

If you require any assistance with these instructions, please call **Pride Technical Service** at **1-877-800-1248**. **Canada providers**, phone **1-888-570-1113**.

This guide is designed to assist you with suspected electrical and mechanical problems that may occur. Most repair, replacement, and test procedures are similar model to model. This information is to be used as a supplement to the technical troubleshooting guide, installation instructions, and the owner's manual.

Before Troubleshooting:

1. Ensure the transformer is plugged into an active electrical outlet, not a switched outlet. Check the power source. Follow the cord to the electrical outlet and make sure that it is firmly plugged into the outlet. Test the outlet with another appliance or a multimeter to ensure the outlet is active.
2. Ensure all the connections are plugged in correctly and locked together. Follow the instructions for out-of-box set-up for the lift chair.
3. Ensure all connection cables are free and not pinched by the lift chair. Examine the power connection cable from the control box to the transformer for crimps, cuts, or cracks. If the power connection cable is damaged, replace the power cable and/or the external transformer if needed.
4. Ensure all connections, including power, are reconnected when troubleshooting.
5. Always install the new motor bottom/base first and have the lift chair in the full recline position, if possible.
6. Ensure that the dip switch in the standard control box is in the correct position. Otherwise, the lift chair may not respond correctly to the hand control selections.

Lift Chair Problems and Possible Causes:

Lift Chair has stopped working

- Transformer
- Motor
- Hand control
- Motor relay box
- Control box

Lift Chair is making popping noise

- Scissors
- Wood frame
- T-bracket is catching

Lift Chair is dropping

- Scissors are bent or broken
- Lift frame is bent
- T-bracket is catching
- Lift/recline bracket is cracked
- Side bracket pin is broken

Lift Chair is squeaking

- Scissors
- Wood frame is loose
- Bolts are too tight or too loose
- Lift frame is rubbing on wood frame

Lift Chair is making clicking noise and not working

- Motor
- Control box
- Motor relay box
- Hand control

Lift Chair footrest is not opening all the way

- Side brackets need adjustment/replacement
- Frame needs adjustment
- Motor or stroke tube
- Loose bolts
- Scissors

Footrest is not closing all the way

- Side brackets need adjustment
- Frame needs adjustment
- Footrest is mounted too low or high on scissors
- Fabric from arms, seat, or footrest catching on lift chair

Lift Chair has one side touching the floor first

- Wood frame is twisted
- Scissor is bent or broken
- Loose bolts
- Lift frame is bent
- Ground not level
- Leveling leg needs adjustment

Lift Chair is not reclining all the way

- Dual motors are out of timing
- Scissors are bent or broken

Lift Chair has wrinkles in seat or ottoman cushion

- Foam is breaking down
- Fabric is stretching
- Chaise pad needs to be repositioned on reusable fasteners

Lift Chair springs are popping

- Spring clips are not crimped/closed completely
- End user not getting in and out of lift chair properly

Lift Chair is not responding correctly to hand control selections: Infinite position motors operate together; Heat and massage switches operate a motor; Massage unit is operated from motor toggle switch.

- Dip switch in the standard control box may not be set correctly

Lift Chair drops suddenly and will not work

- Broken motor clevis
- Broken motor stroke tube
- Broken lift frame
- Broken lift/recline brackets

Lift Chair is sitting crooked

- Wood frame is twisted
- Seat foam is broken down (end user favoring one side)
- Leveling leg is missing or needs adjustment
- Motors are out of timing
- Loose bolts
- Scissors
- Ground not level
- Separation of arm wood from the seat base, as a result of getting into and out of the lift chair without using the hand control

Lift Chair seat is bunching

- Foam is too large for ottoman
- Fabric is too large for ottoman
- Chaise pad needs to be repositioned on reusable fasteners
- Foam is breaking down

Lift Chair buttons are popping off

- Button string is broken
- Button clip is broken

Lift Chair is not lifting all the way

- Dual motors are out of timing
- Lift frame is broken
- Side brackets are broken