

Service Technicians Trouble Shooting worksheet for Golden Technologies Lift Chairs

SMART TEK DIAGNOSTICS:

Models: PR355M/L, PR401, PR404, PR501JP/S/M/L/T/S-23, PR505JP/S/M/L/T, PR508, PR510, PR512, PR514 PR756	
Problem	Solution
Chair doesn't work, both LED lights off	1. Check right angle plug is connected to transformer.
	2. Check the plug end of transformer is plugged into wall outlet
	3. Check the fuse or breaker to the wall outlet the chair is plugged into
	If all above are ok, defective transformer replace it
Chair doesn't work, both LED light are on	1. Defective motor replace it
Chair motor runs in one direction, both lights are on	1. Defective hand control, replace it
Chair doesn't work; LED on Hand Control is off	1. Check the quick release connector is plugged in and locked in the chair pocket
	2. Check the extension from the pocket is connected to the motor. If all above are ok, defective hand control or extension wire, extension wire rarely goes bad, replace hand control

Models: PR501M26D, PR501L26, PR501T28	
Problem	Solution
Chair doesn't work, both LED lights are off	1. Check right angle plug is connected to transformer.
	2. Check the plug end of transformer is plugged into wall outlet
	3. Check the fuse or breaker to the wall outlet the chair is plugged into
	If all above are ok, defective transformer replace it
Chair doesn't work, both LED lights are on	1. Check motors are plugged into control box. If all above are ok, defective control box or motors, both motors rarely go bad, replace control box first
Chair motor runs in one direction, both lights are on	1. Defective hand control, replace it
Chair doesn't work; LED on hand control is off	1. Check the quick release connector is plugged in and locked in the chair pocket
	2. Check the extension from the pocket is connected to the control box. If all above are ok, defective hand control, or extension wire, or control box, extension wire rarely goes bad, replace control box and hand control, replace hand control first, if problem is not resolved replace control box.

Golden Technologies Direct Service Department for in home Tech Service: 800-624-6374 X323

If you need to download the Lift Chair Service Manual please goto www.HomeCareProviderService.org on your cell phone or computer, and goto the CONSULTATION SERVICES TAB and click on HEALTHCARE DOCUMENTATION TAB to download a copy in the field or in the office to review in more detail.