



SmartTek® is a patented self-diagnostic technology standard on all Golden lift chairs. SmartTek notifies the user if there is an electrical malfunction with their chair, helping technicians to diagnose the issue quickly and easily over the phone, saving valuable repair time! SmartTek gives the repair technician a better understanding of what parts they will need to repair the chair before they even leave the office.

How does SmartTek work?

Golden's patented SmartTek system uses three LED lights to signal when the chair is not functioning properly. *You should first check that the chair is plugged into an electrical outlet, that the fuse or breaker for that outlet is properly working, and that all other connections are plugged together properly. If your chair is still not working, please check the following:*

The green LED lights can be found:

1. On the two-button hand control for non-MaxiComfort® models. The MaxiComfort AutoDrive™ hand control features backlit buttons which serve as the SmartTek light for those models.
2. On the transformer.
3. On the wire that plugs from the motor into the transformer.

If all three LED lights are not lit, the user should first check that the chair is plugged into an electrical outlet, that the fuse or breaker for that outlet is properly working and all other connections are plugged together properly. When the green LED on the transformer is not lit, it means that electricity is not getting to the transformer or there is a malfunction with the transformer, and it needs to be replaced. When the green LED on the wire from the motor to the transformer is not lit (but the light on the transformer is), it means there is no power coming from the transformer to the motor.

When the green LED on the hand control is not lit, or the buttons on an AutoDrive hand control are not lit, and the chair is not working, there is a possible defect with the hand control.



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.