

## Elite Optima assessment of kneading motor bracket or frame damage

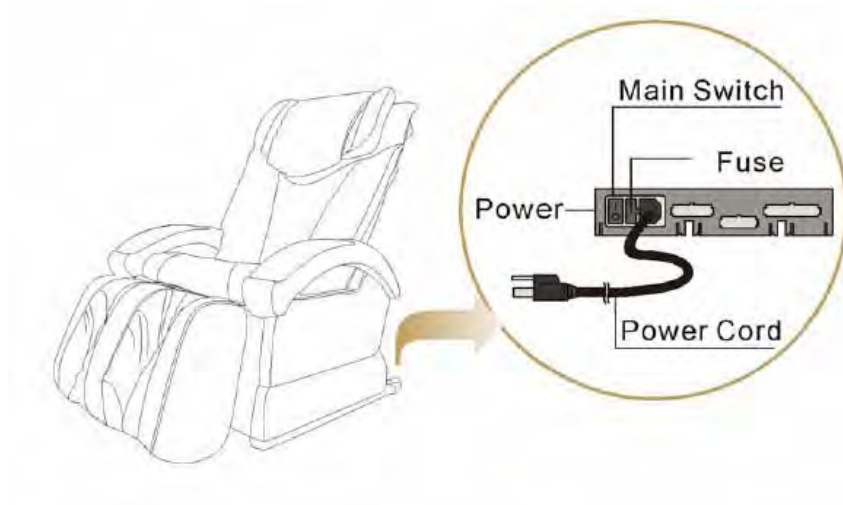
For questions, clarifications or assistance call 1-800-592-0548 x 1

If you hear scraping noises or the massage mechanism does not travel smoothly from top to bottom of the backrest, you need to check the kneading motor bracket for damage or abnormalities and also check the backrest frame support to make sure there is clearance between the frame and the kneading motor as the motor travels beneath it.

### *Tools required*

One Phillips screwdriver, medium length

**BEFORE BEGINNING**, turn the power switch on the chair off and unplug the power cord. Allow the chair to sit for 10 minutes before proceeding.



**Step 1:** Lay the back of the chair down over the seat of the chair.



Reach under the back of the chair with your right hand.....about 6” in from the left side and about 4” in from the back cover. Locate the latch mechanism with a finger and pull latch out to release.



CAUTION, when the latch is released, the back will be free weight and will pivot.  
Hold the top of the chair and lay forward gently.



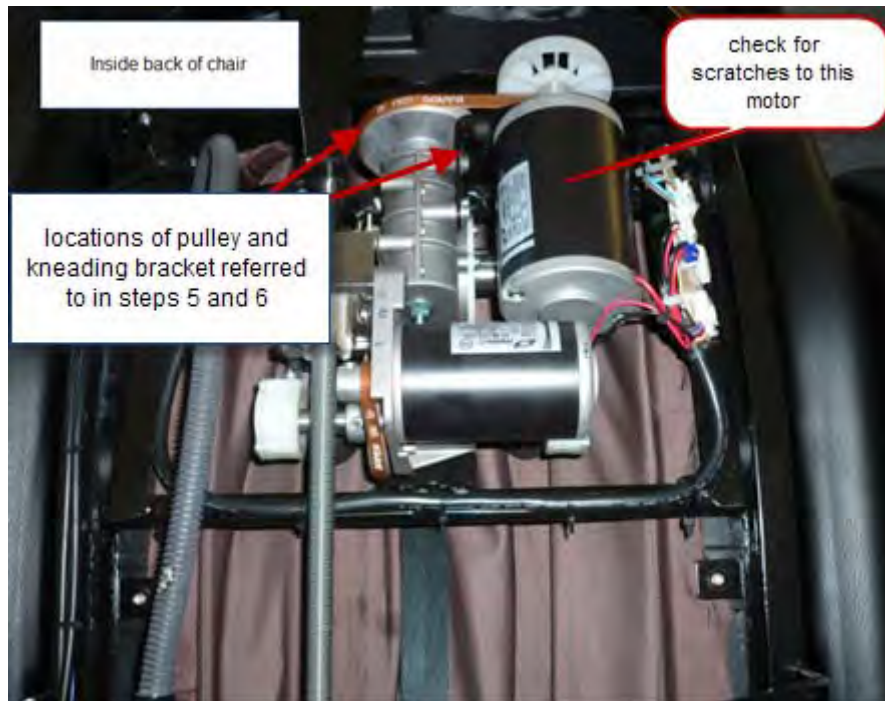
Hold onto the seat back until it is firmly lying on the seat.  
*DO NOT ALLOW chair back to 'drop' unsupported onto the seat.*

**Step 2:** Once the back of the chair is folded down and you are ready to begin, locate the six screws holding the back cover on.



Using your # 2 Phillips screw driver remove the six screws.  
Disconnect the two air hoses in the upper left corner of cover as shown with arrow above. Lift the back cover up and off and set aside.

**Step 3:** Check the kneading motor for scratches to its casing or possible damage to the sticker if there is a sticker in the front side of the motor.

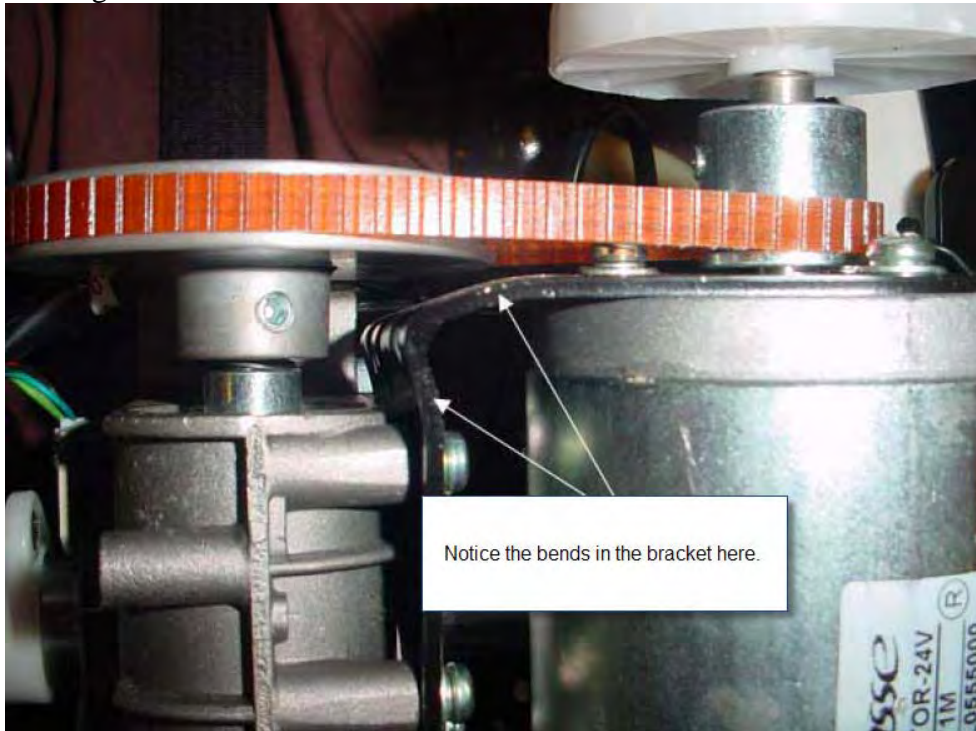




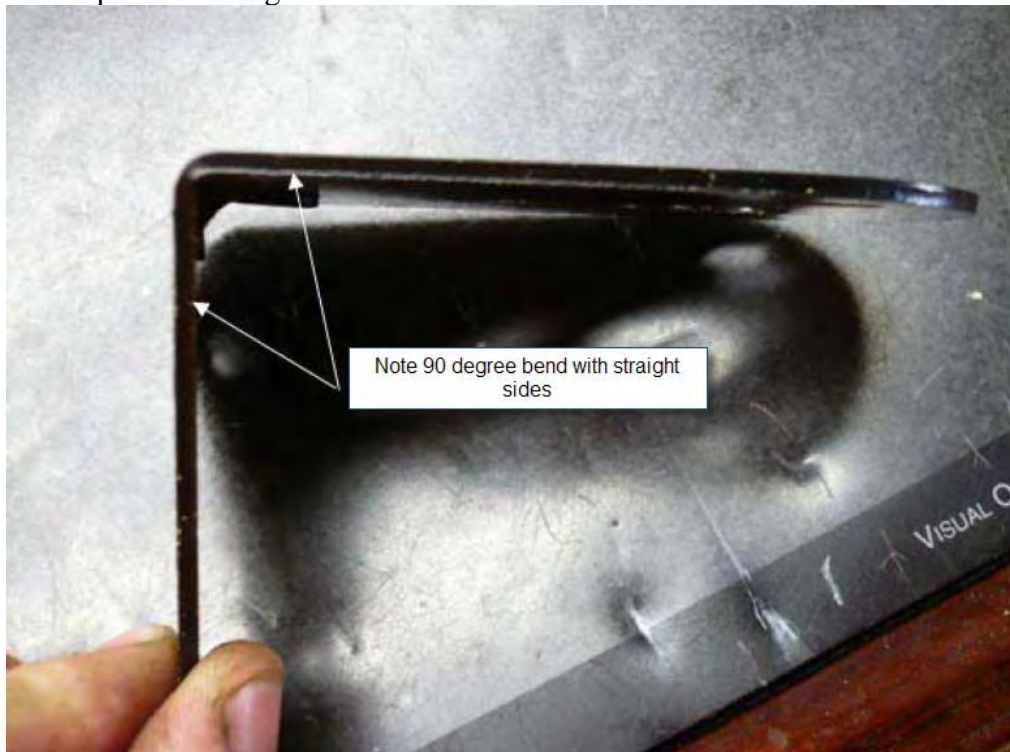
**Step 4:** Check the angle of the pulleys as they relate to each other. They should be on a straight line.



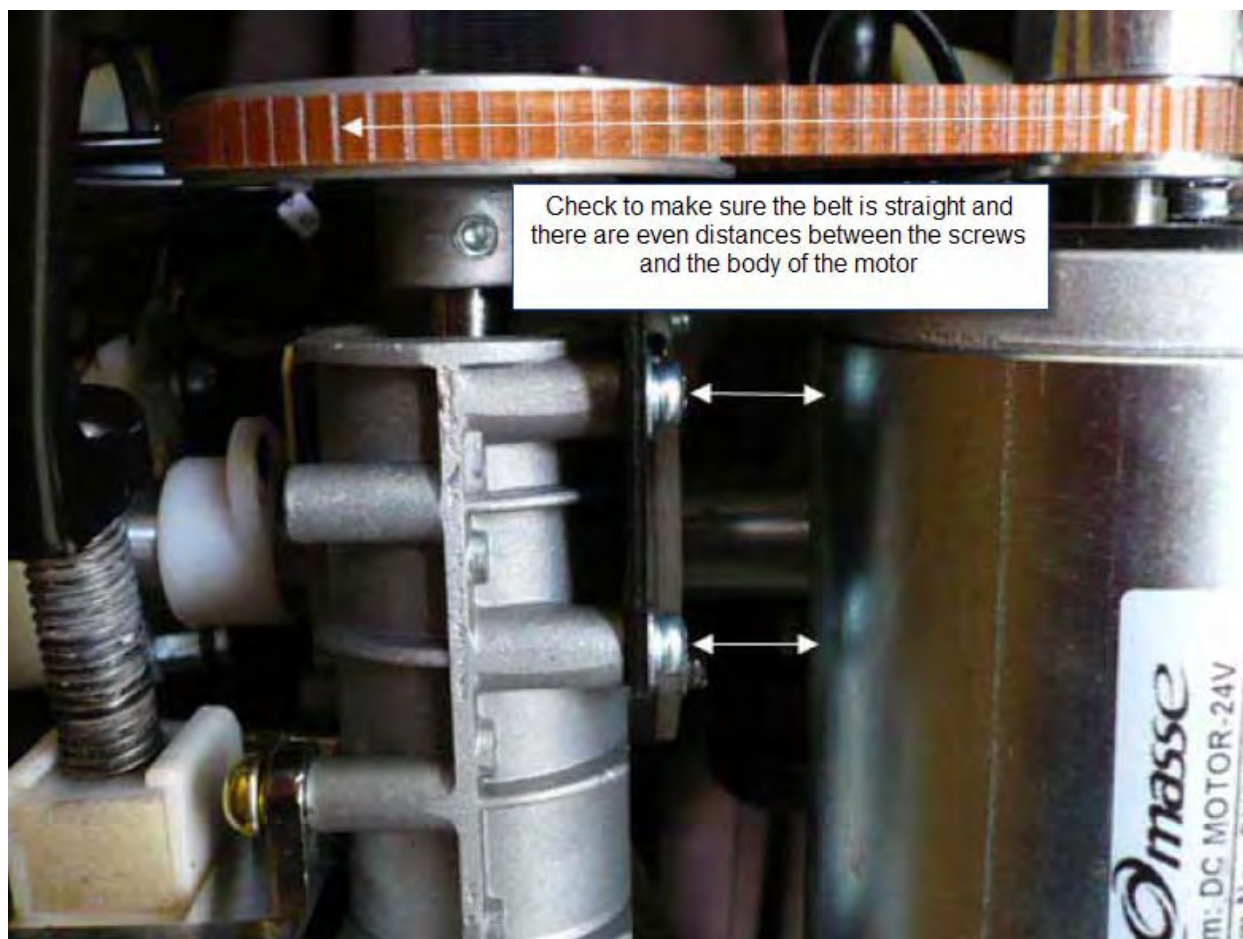
**Step 5:** Regardless of the condition of the stickers, the next thing to check is for the damage to the kneading motor fixing bracket.



Compare the above photo with a good bracket below.



**Step 6:** Check the belt and make sure it is straight and that there is an even distance between the screws on the mounting bracket and the motor casing.



If the belt is not straight or the distances between the two screws and the motor above are not the same, you may have a damaged kneading bracket assembly.

**Step 7:** Plug the chair back into the outlet and turn main switch on. Using the remote, turn chair on and then press and hold the “down roller position” button while monitoring the clearance of the kneading motor as it passes beneath the backrest frame bracket. Be sure to release the “down roller position” button if the motor is going to hit the backrest support frame.



Call 1-800-592-0548 x 1 with the information gathered or if you have any questions or need additional assistance.