

Optima Footrest Extension Troubleshooting Guide

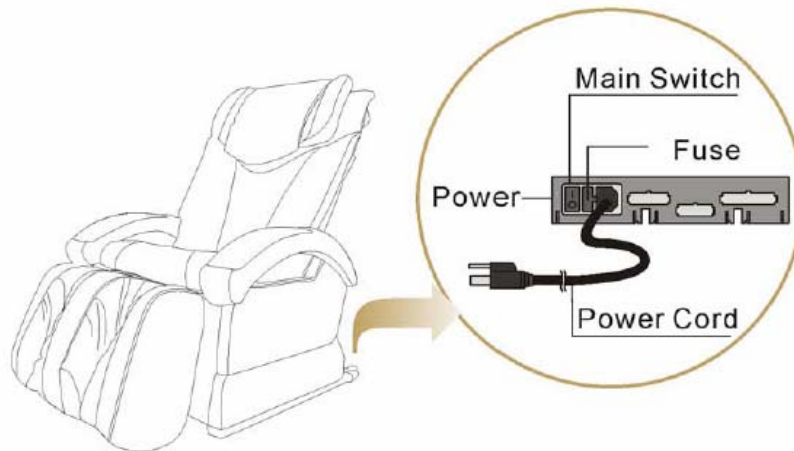
For questions, clarifications or assistance call 800-592-0548 x 1

This procedure will allow the user to check for mechanical damage which could cause the footrest extension to fail and also to check the power output to the footrest extension if no mechanical damage is found.

Tools required: Phillips head screwdriver

****UNPLUG CHAIR AND LET SIT FOR 15 MINUTES BEFORE PROCEEDING****

BEFORE BEGINNING turn the main power switch off as illustrated below and unplug the power cord.



Part 1) Check for damage to the footrest extension drive block;

Step 1) Lock the leg rest assembly up. This will allow increased access to the working area

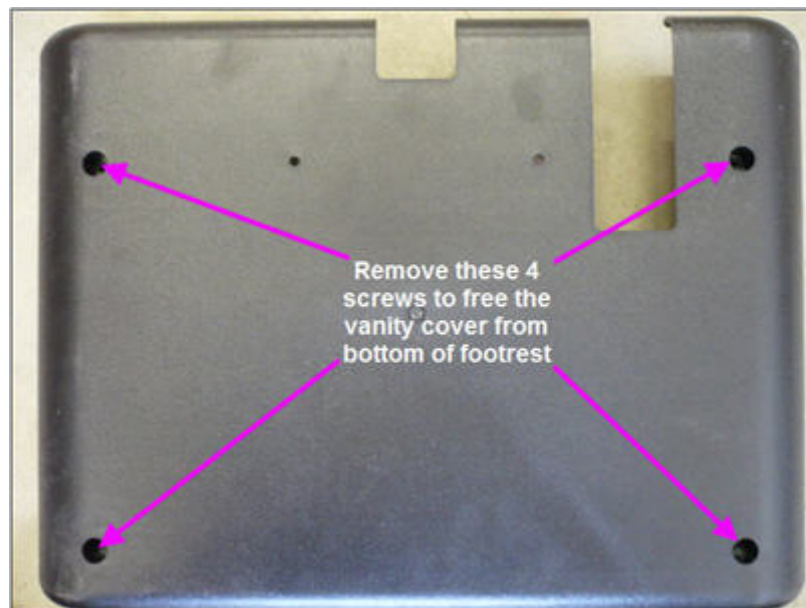


Lift the leg rest up and, while holding it up use your left hand to push the locking mechanism (square tubing) up. Release your hold on the leg rest assembly. The entire assembly should remain up for better access to the

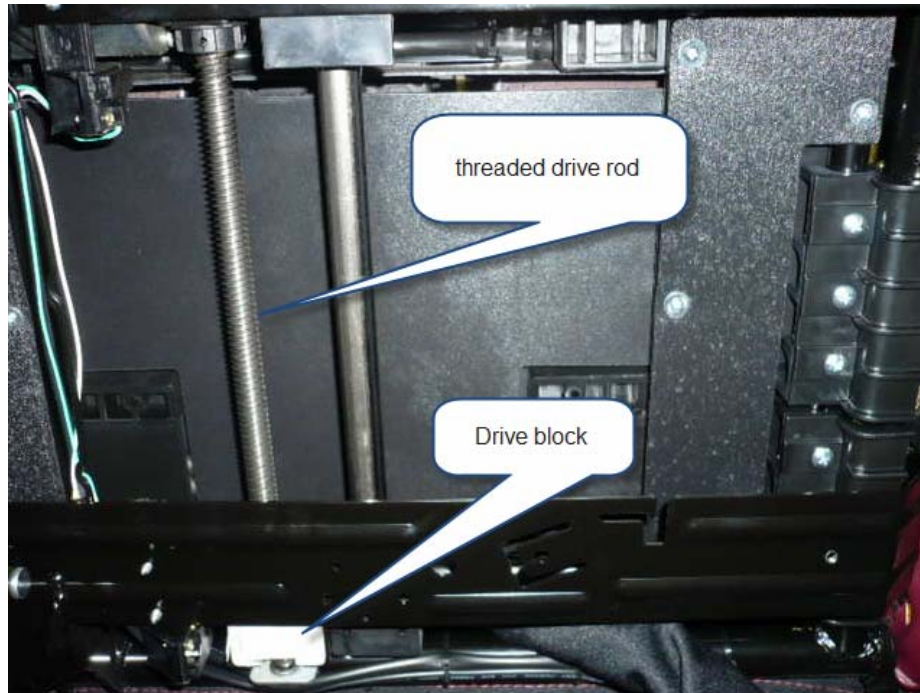
work area. (After completion of the entire task, lower the leg-rest by simply lifting the entire assembly up which will automatically release the lock).



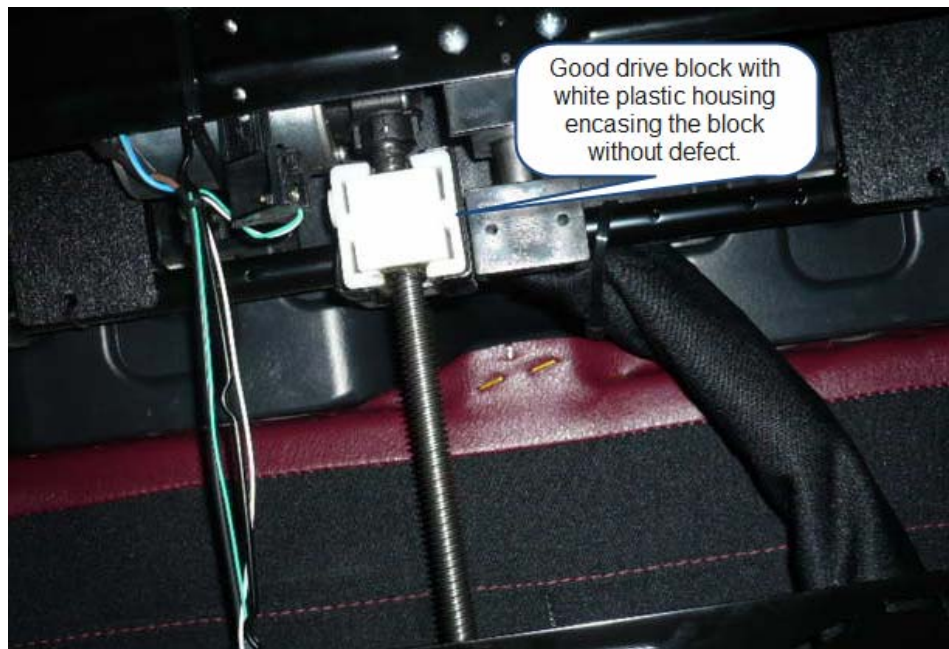
Step 2) Remove vanity cover from the underneath side of foot massage assembly. This is the black plastic cover on the underside of the footrest held in with four Phillips screws.

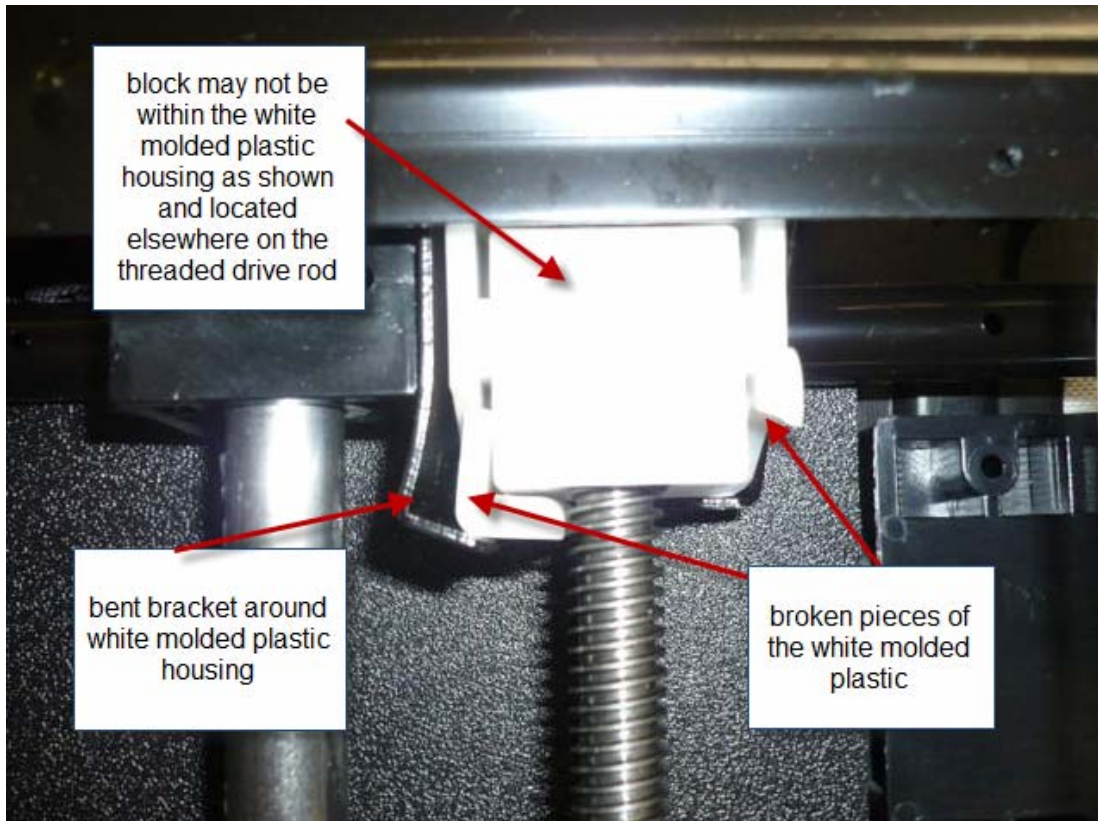


Step 3) First look for any broken or loose pieces that might have fallen out when you removed the vanity cover. You will now need to inspect the white drive block on the threaded drive rod located on the underside of the footrest assembly.



Some of the things to look for is the drive block is no longer within the white plastic housing, the white plastic housing is cracked or broken, or the metal bracket around the white plastic housing is bent. See examples below.

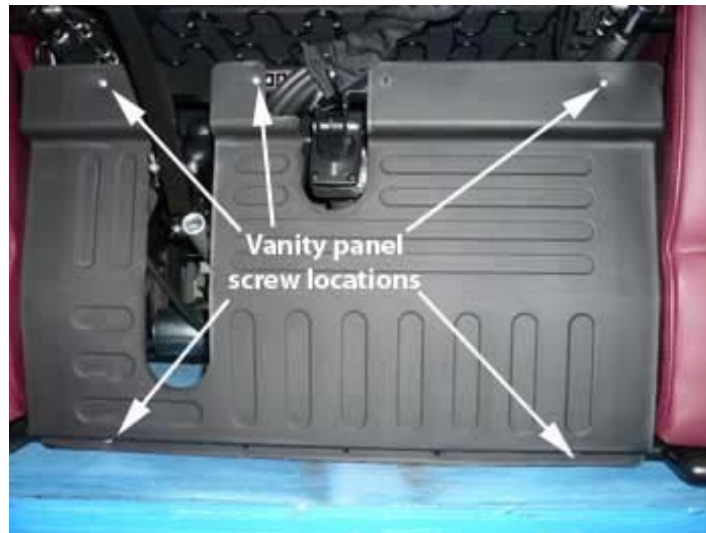




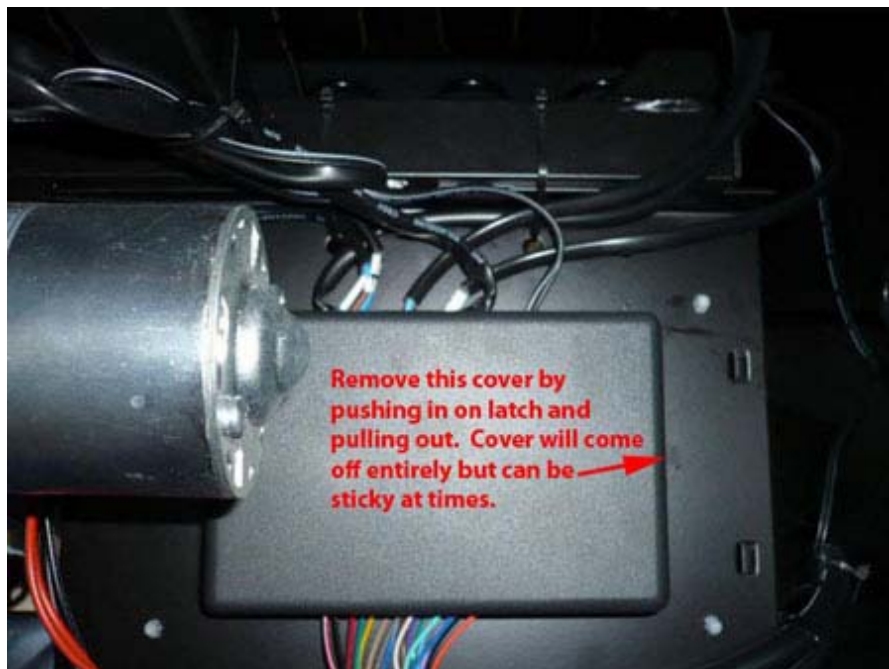
Conclusion Part 1: If broken pieces or damage is noted, then the footrest assembly will need to be replaced. Contact customer support. If no damage is noted, then proceed to Part 2 of the instructions for testing the power to the extension motor on the next page.

Part 2) Check the power to the footrest extension by swapping the wires at the expansion board.

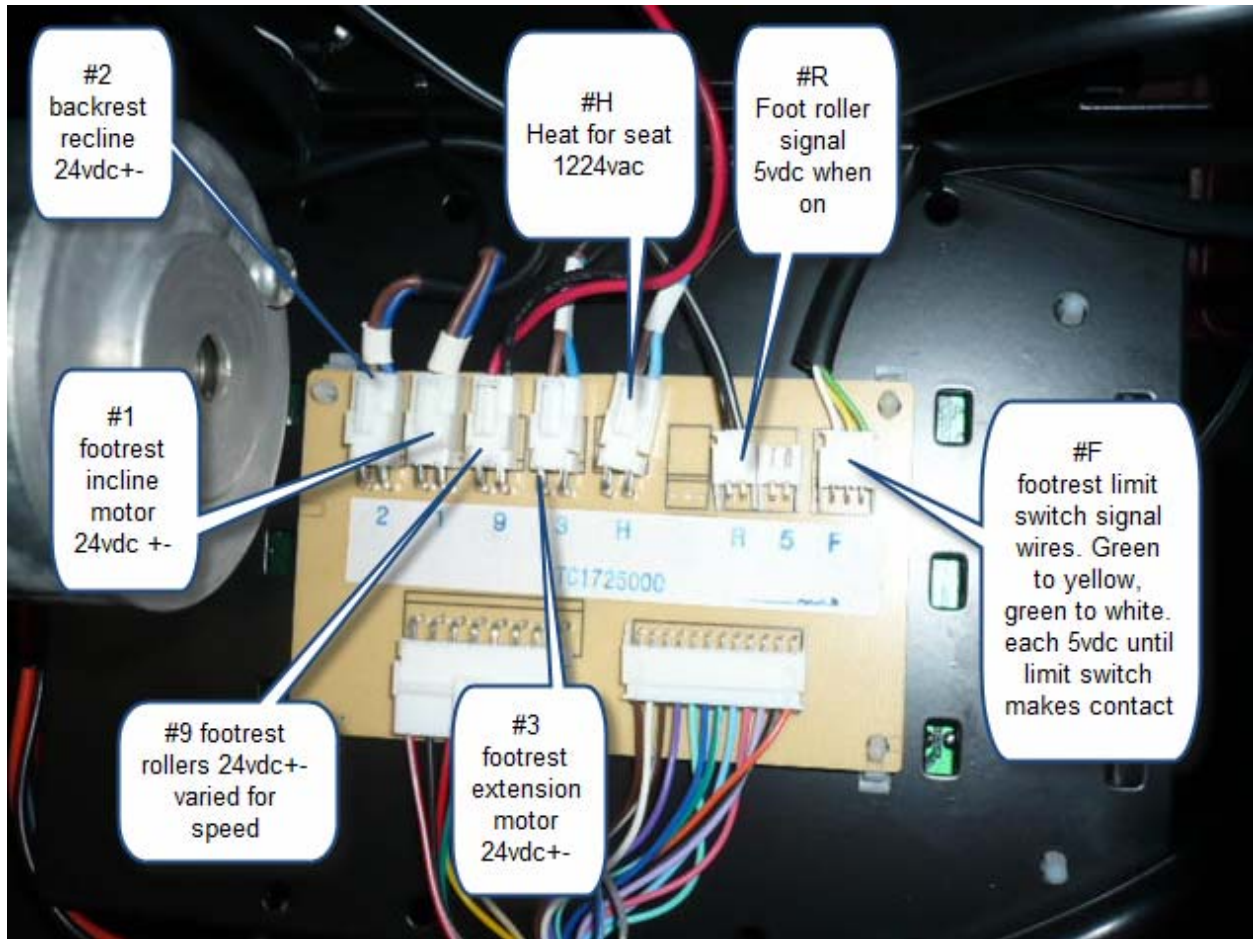
Step 1) Remove the vanity panel cover.



Step 2) Remove the expansion board cover. The expansion board is located in the upper right corner behind vanity panel.



The circuit board will look like this.



Step 3) Disconnect wires 2 & 3 located in the top left corner and connect wire 3 to terminal 2 on the board and move the 2 wires to the 3 terminal.

The backrest up/down controls on the remote control will now operate the footrest in/out function. The Footrest in/out buttons will now control the backrest recline (refer to photo on the next page).

Step 4) Please attempt to move the footrest in and out by using the backrest up and down controls and note what happens.



- If the footrest now moves in and out using the backrest buttons and the backrest does not recline and come back up when you use the footrest extend buttons, you will need a new main board assembly.
- If the footrest extension still does not move in and out when using the backrest buttons and the backrest still reclines and comes back up using the footrest extend buttons, then there could be a mechanical issue.
- [After troubleshooting and diagnosing issue please remember to plug 3 and 2 wires back into their original ports.](#)

Contact Customer support with your results from Part 2 above