

Pride Heritage XX-Large Two Position Partial Recline Bariatric Chaise Lounger

Frequently Asked Questions

Q.) What if my lift chair does not operate at all?

- Ensure the external transformer is plugged into a properly wired electrical outlet.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.
- Ensure the low voltage connection cable is plugged into the external transformer.
- Ensure that all cables are connected properly.

Q.) What if my lift chair operates in one direction only?

- Check the up and down buttons or toggle switch on the hand control to make sure they do not stick. If the buttons or switch are sticking in either position, the hand control may need to be replaced.
- Contact your authorized provider for further assistance.

Q.) What if my lift chair stops during a lifting cycle?

- Your lift chair is equipped with an internal thermal shutoff switch located inside the external transformer that prevents the motor control box from overheating. If the thermal shutoff activates, allow the lift chair to remain in a stationary position for 10 minutes to allow the motor to cool, then resume normal operation. If you notice the motors overheating frequently, contact your authorized provider.
- There may have been a power failure and/or there are no batteries in the external transformer or the batteries have no charge. Always make sure there are fresh 9V batteries in the external transformer if equipped with battery backup.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.

Q.) What if my lift chair is rocking from corner to corner after I position the chair?

- The floor may be uneven or the carpet may be affecting chair position. Adjust the leg levelers in the area where the chair is rocking. See III. "Your Lift Chair" for instructions on leveling your chair.

Q.) Where can I place the external transformer box?

- On the floor away from heat sources in an open, well-ventilated area where it will not be an obstruction.
- On the wall away from heat sources utilizing the optional external transformer wall mount. Refer to the Wall Mount Diagram Product Insert provided with your lift chair.

Q.) Where do I find the serial number on my lift chair?

- You can find the serial number in two locations—one is near the rear of the motor on the steel lift mechanism, the second is attached to the frame below the scissor mechanisms. The model number for your lift chair is printed below the serial number bar code.

Q.) Who do I call for service?

- Contact your authorized provider for service