

# 2028 MAJORCA POWER RECLINER W/ AIR MASSAGE

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## USER MANUAL

Troubleshooting Guide

This guide is to help with a non-functioning power recliner

## Components:

- **Hand wand** – placed in the side pocket (outside LAF arm/RAF arm), controls all motors and functions (reclining, power headrest, lifting, etc.) via a direct connection with motors. .
- **AC wall plug** – connects the power transformer to the power outlet.
- **DC cord** – connects the power transformer to the DC socket (mounted on the rear bottom of LAF arm/RAF arm stump).
- **DC socket** – receives power from DC cord then transfer to motors.
- **Power Transformer** – A box-shaped unit to transfer 110V AC power to 25V DC power to supply for the furniture.
- **Junction Box** – splitter/extension cord connecting the power transformer to multiple motors/air badders/heat padding/hand wand.
- **Seat / Headrest Motor** – motors mounted on mechanism to drive movement on seat/headrest via hand wand control.
- **Air Bladders**- mounted inside lower section of back, inflate the air bladders via hand wand control. Turns off automatically after 30 minutes of use as safety feature.
- **Heating pad** – mounted inside lower section of back, produces heat via hand wand control. Turns off automatically after 30 minutes of use as safety feature.

## Quick Trouble-Shoot for Motors Malfunctioning:

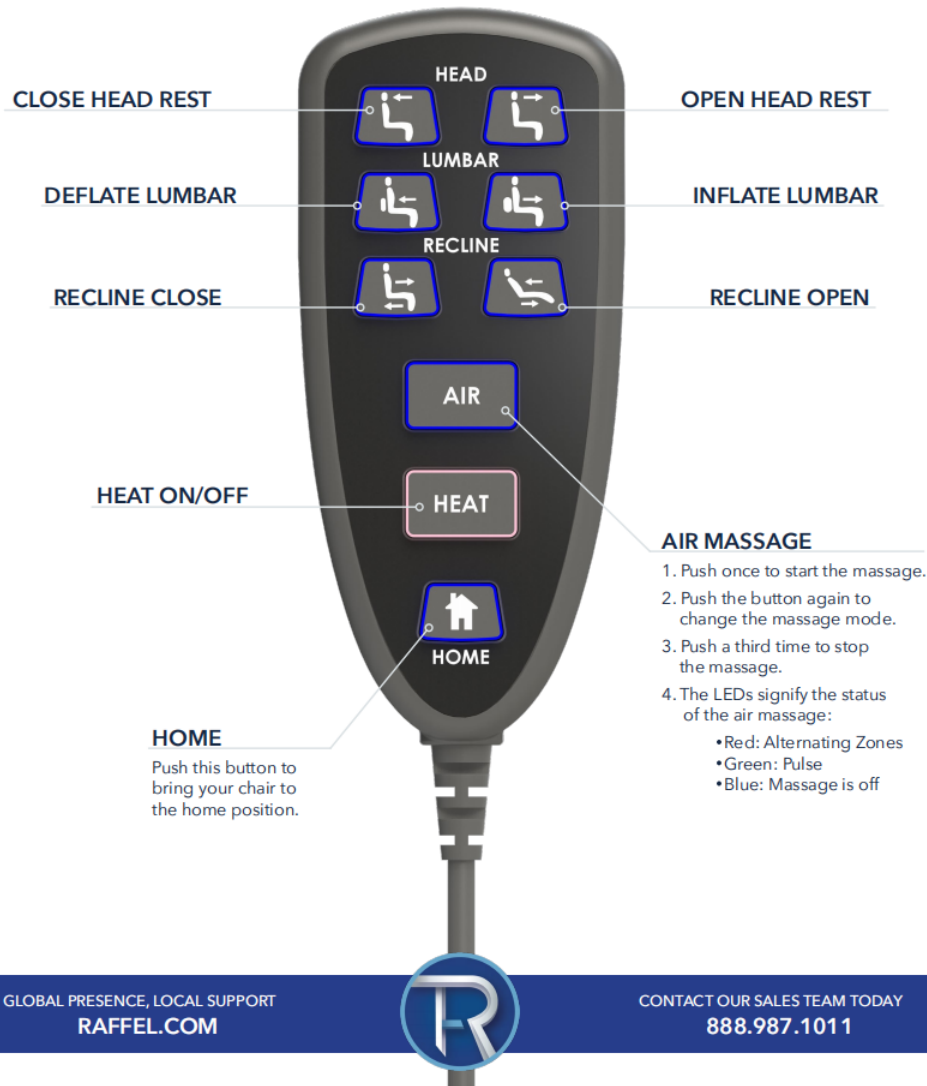
Below are some possible reasons to cause motors to stop working:

1. Loose connection or wires not securely plugged in.
2. Broken side switch
3. Broken DC socket
4. Broken power transformer (especially when ALL motors stops working on one unit)
5. Power cords damaged
6. Motors failure

**NOTE:** In some cases a button on the switch might be stuck after being pushed, thus continuously activating the motor. This can cause overheating or even damages on the power transformer.

# Instruction for hand wand

## AIR MASSAGE SYSTEM BY RAFFEL SYSTEMS



## AIR MASSAGE SYSTEM BY RAFFEL SYSTEMS

### IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce risk of injury to persons:

READ INSTRUCTIONS BEFORE OPERATING.  
INJURY MAY RESULT FROM IMPROPER USE.  
NEVER REMOVE COVERS.

- This appliance should never be left unattended when in operation.
- Unplug appliance from outlet before relocating or troubleshooting.
- Do not connect an extension cord to this unit.
- Close supervision is necessary when this appliance is used by, on, or near children, invalids, or disabled persons.
- Use this appliance only for its intended use as described in the operating instructions.
- Do not use attachments not recommended by the manufacturer.
- Keep all cords away from heated surfaces and pinch points.
- Do not use outdoors. INDOOR USE ONLY.
- Do not use on an infant or on a sleeping or unconscious person.
- Do not use on sensitive skin. Prolonged exposure may have an adverse affect on sensitive skin - Always check the skin in contact with the heated area of the appliance.
- Never operate this appliance if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact a service center for examination and/or repair.
- To disconnect, turn all controls to the off position, then remove plug from outlet.

### DANGER - TO REDUCE RISK OF ELECTRIC SHOCK:

- Do not reach for an appliance that has fallen into water. Unplug immediately.
- Never use pins or other metallic fasteners with this appliance.
- Discard the appliance if the covering shows any sign of deterioration, such as checking, blistering, or cracking.
- Keep dry. Do not operate in a wet or moist environment.
- No COD's will be accepted.

### ONE YEAR LIMITED WARRANTY

Raffel Systems warrants its products against all defects in materials and workmanship for a period of one year from the date of purchase, subject to the following terms and conditions:

This warranty applies only for normal use of the product, and shall not be effective for products or parts which do not function properly due to misuse, alteration, installation, accident, negligence, misapplication, modification, improper maintenance or commercial use, or if any product or part has been serviced or repaired by other than Raffel Systems. This warranty extends only to consumers and does not extend to Retailers.

This warranty is effective only if the product is operated in the country in which the product was purchased. A product that requires modifications or adoption to enable it to operate in any other country than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications is not covered under this warranty.

Liability of Raffel Systems, shall be limited to repair or replacement of any defective product or part, which option shall be the sole decision of Raffel Systems. This warranty is effective only on behalf of the original owner of the product and is not transferable. This warranty is effective only if the user manual instructions have been followed.

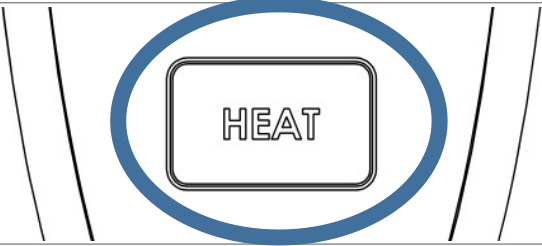
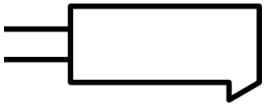
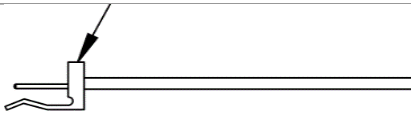
THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. THERE SHALL BE NO OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OR ANY OTHER OBLIGATION ON THE PART OF RAFFEL SYSTEMS WITH RESPECT TO PRODUCTS COVERED BY THIS WARRANTY. RAFFEL SYSTEMS SHALL HAVE NO LIABILITY FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES. IN NO EVENT SHALL THIS WARRANTY REQUIRE MORE THAN THE REPAIR OR REPLACEMENT OF ANY PART OR PARTS WHICH ARE FOUND TO BE DEFECTIVE WITHIN THE EFFECTIVE PERIOD OF THE WARRANTY. NO REFUNDS WILL BE GIVEN. IF REPLACEMENT PARTS FOR DEFECTIVE MATERIALS ARE NOT AVAILABLE, RAFFEL SYSTEMS RESERVES THE RIGHT TO MAKE PRODUCT SUBSTITUTIONS IN LIEU OF REPAIR OR REPLACEMENT.

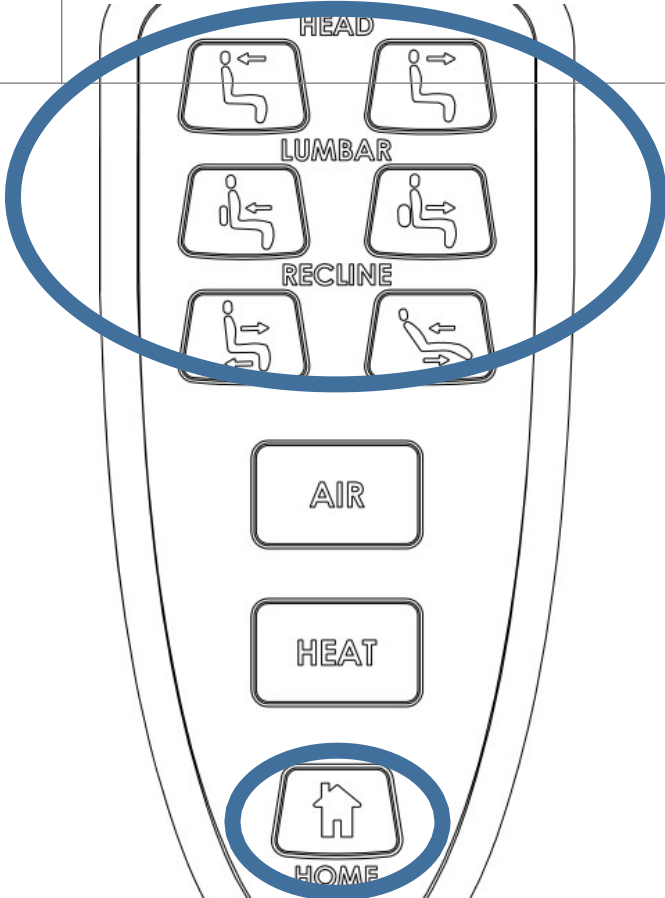
To obtain warranty service on this product, mail the product and your dated sales receipt (as proof of purchase), postpaid, to the following address:

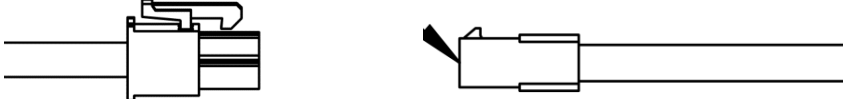
Raffel Systems Consumer Relations  
N1 12W14600 Mequon Road  
Germantown WI 53022

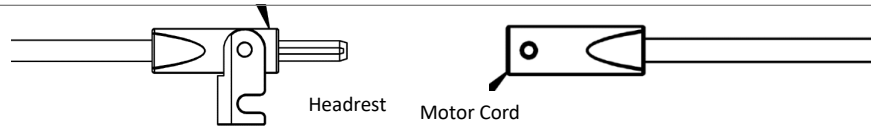
No COD's will be accepted.

Air Massage Standard Functions

HEAT	Description
	
<p>Standard Function</p>	<p>The heat function is activated by pressing the HEAT button.</p> <p>When active, the heat pad will provide up to 65 °C of heat.</p> <p>The heat function will be active while the HEAT button is illuminated.</p> <p>To de-activate heat, press the HEAT button again. The HEAT button will not be illuminated when the heat function is off.</p> <p>The heat function has a 30-minute timer. After 30 minutes, the heat pad will turn off automatically, and the HEAT button will not be illuminated.</p>
<p>Error: HEAT Button illuminated but no heat is produced.</p>	<p>If the HEAT button is illuminated, but the heat pad is not producing heat, the heat pad could have become disconnected.</p> <ol style="list-style-type: none"> <li>1) Unplug the piece of furniture from the wall outlet</li> <li>2) Wait at least 30 seconds</li> <li>3) Lift the back panel to reveal zipper pouch.</li> <li>4) Unzip pouch to reveal the Junction.</li> <li>5) Locate the Heat Cord (shown below)</li> <li>6) Ensure that the heat pad is securely connected.</li> <li>7) Zip the pouch and reset the back panel.</li> <li>8) If the heat pad still does not produce heat, please contact your furniture provide so that they may repair or replace the faulty part.</li> </ol>
	
<p>Heat Cord</p> <p>Note: Heat will be disabled if any Headrest/Recline/Lumbar button is pressed. This is to ensure safety for the user and to improve system longevity.</p>	

HEADREST/ RECLINE/ LUMBAR/ BAR/ HOME	Description
	 <p>The diagram shows a hand control panel with the following buttons:</p> <ul style="list-style-type: none"> <li><b>HEAD:</b> Two buttons, one on the left with a left-pointing arrow and one on the right with a right-pointing arrow.</li> <li><b>LUMBAR:</b> Two buttons, one on the left with a left-pointing arrow and one on the right with a right-pointing arrow.</li> <li><b>RECLINE:</b> Two buttons, one on the left with a right-pointing arrow and one on the right with a right-pointing arrow.</li> <li><b>AIR:</b> A single button with the word "AIR" inside.</li> <li><b>HEAT:</b> A single button with the word "HEAT" inside.</li> <li><b>HOME:</b> A single button with a house icon and the word "HOME" below it.</li> </ul>
Standard Function	<p>Headrest/Recline/Lumbar are sets of two buttons that control the motion features of the piece of furniture. Headrest buttons will open and close the headrest cushion. Recline will open and close the seat back and footrest if applicable. Lumbar will open and close the lumbar air cushion. All open buttons are located on the right side of the Hand Control, and all close buttons are located on the left side of the Hand Control.</p> <p>Home is a single button that controls the headrest and recline motion features. Pressing the Home button will cause the headrest and recline cushions to return to the closed position for as long as the Home button is pressed.</p>

<p>Note</p>	<p>Using the Lumbar function will stop all other massage features. If the massage feature is running and either Lumbar button is pressed, the massage will stop.</p> <p>The Headrest/Recline/Lumbar buttons only allow one operation at a time. This is to ensure safety for the user and longevity of the system.</p> <p>If the Hand Control is disconnected from the system and then reconnected, the Hand Control will take several seconds to connect to the system. The Hand Control will flash three times to indicate that it has successfully connected.</p>
<p>Error: Button is pressed but the system does not show movement.</p>	<p>If a Headrest/Recline/Lumbar button is pressed and no motion occurs, the Hand Control could be in the lock out state.</p> <ol style="list-style-type: none"> <li>1) Wait for at least 10 seconds and press the button again.</li> <li>2) If motion does not occur ensure the Hand Control is connected.</li> <li>3) Unplug the piece of furniture from the wall outlet.</li> <li>4) Wait at least 30 seconds.</li> <li>5) Lift the back panel and locate the zipper pouch.</li> <li>6) Unzip the pouch and locate the Hand Control cord</li> <li>7) Ensure that there are no frayed, pinched, exposed, or otherwise damaged wires. Do not connect the Hand Control if the cord is damaged in any way.</li> <li>8) Ensure that the Hand Control is securely connected to the Junction with the white connectors (shown below).</li> <li>9) Zip the pouch and reset the back panel.</li> </ol>
 <p>Hand Control Connector</p>	
<p>Error: Headrest or Recline motor does not function.</p>	<p>If a Headrest or Recline motor does not function, a motor connection could have become disconnected.</p> <p>If the Headrest motor does not function:</p> <ol style="list-style-type: none"> <li>1) Unplug the piece of furniture from the wall outlet</li> <li>2) Wait at least 30 seconds</li> <li>3) Lift the back panel to reveal zipper pouch.</li> <li>4) Unzip pouch to reveal the Junction.</li> <li>5) Locate the Headrest motor cord (shown below).</li> <li>6) Ensure that there are no frayed, exposed, or otherwise damaged wires. Do not connect the motor if the cord is damaged in any way.</li> <li>7) Ensure that there is nothing blocking the path of the motor or connected frame.</li> <li>8) Zip the pouch and reset the back panel.</li> <li>9) If the motor still does not function, contact your furniture provider so they may replace or repair the faulty part.</li> </ol>



Error:  
Headrest or  
Recline motor  
does not  
function.

If the Recline motor does not function:

- 1) Unplug the piece of furniture from the wall outlet
- 2) Wait at least 30 seconds
- 3) Lift the back panel to reveal zipper pouch.
- 4) Unzip pouch to reveal the Junction.
- 5) Locate the Headrest motor cord (shown below).
- 6) Ensure that there are no frayed, exposed, or otherwise damaged wires.  
Do not connect the motor if the cord is damaged in any way.
- 7) Ensure that there is nothing blocking the path of the motor or connected frame.
- 8) Zip the pouch and reset the back panel.
- 9) If the motor still does not function, contact your furniture provider so they may replace or repair the faulty part.

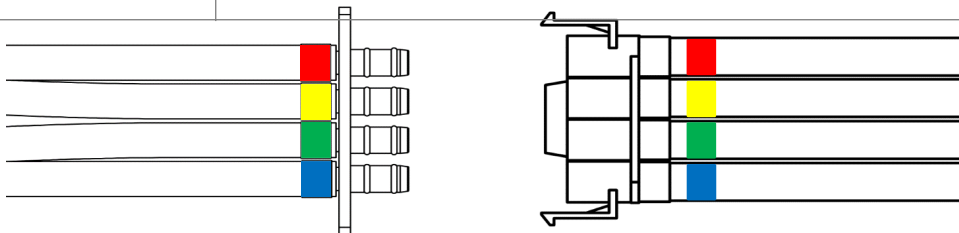


Recline M  
otor Cord

Error:  
Lumbar Air  
cushion does not  
inflate.


If the Lumbar air cushion does not inflate, the air hose may be disconnected, pinched, or damaged.

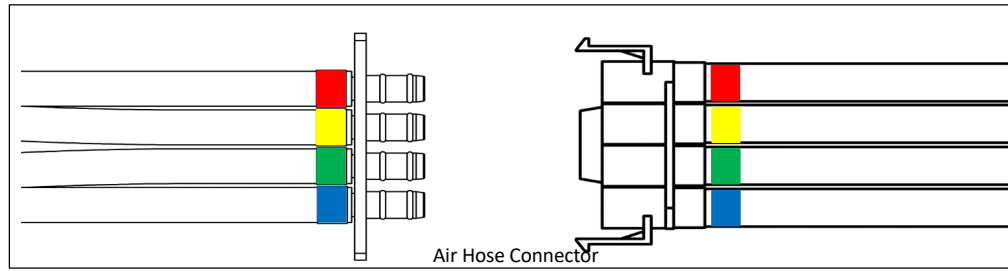
- 1) 1) Unplug the piece of furniture from the wall outlet
- 2) Wait at least 30 seconds
- 3) Lift the back panel to reveal zipper pouch.
- 4) Unzip pouch to reveal the Junction.
- 5) Locate the air hose connectors (shown below).
- 6) Ensure that the connector is fully mated.
- 7) Ensure that the air hoses are not pinched or otherwise blocked.
- 8) Ensure that the air hoses are not damaged in anyway.
- 9) Zip the pouch and reset the back panel.
- 10) If the Lumbar air cushion still does not inflate, control your furniture provider so they may replace or repair the faulty part.



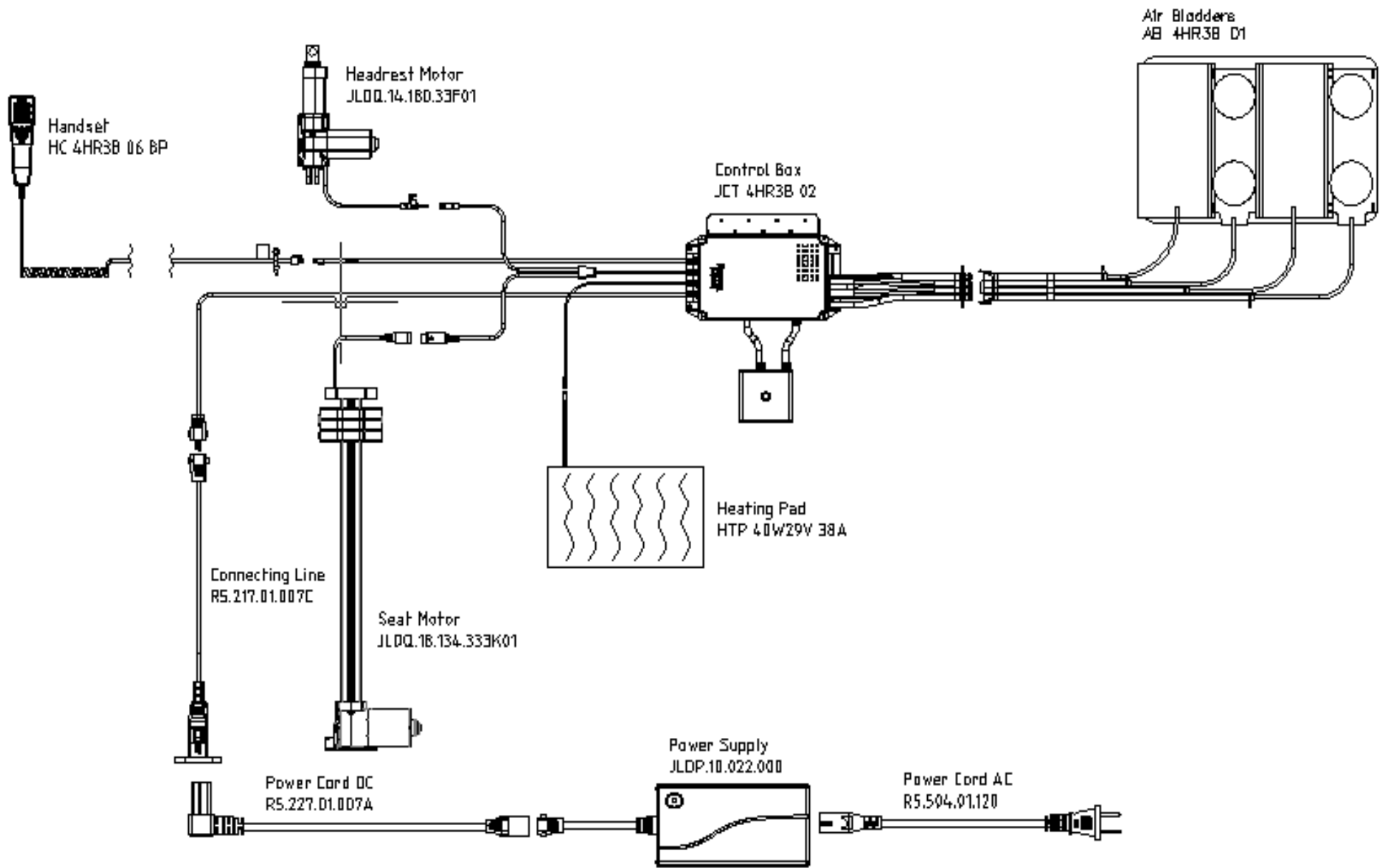
Air Hose Connector



AIR MESSAGE	Description
	
<p>Standard Function</p>	<p>The Air Massage has two massage modes with four zones. The Air Massage is started by pressing the AIR button. The AIR Button will be lit red or green when the Air Massage is active. The AIR button will be lit blue when the Air Massage is not active.</p> <p>While the Air Massage is active, it can be turned off by pressing the AIR button until it is lit blue.</p> <p>The Air Massage mode can be changed by pressing the AIR button. There are two massage modes: Alternate and Pulse. The Air Massage will always start in the Alternate mode.</p> <p>Each massage mode is indicated by the MODE button color. Alternate is Red and Pulse is Green.</p> <p>The Air Massage has a built in 30-minute timer. After 30 minutes the Air Massage will turn off and the AIR button will be lit blue. Pressing a numerical button or the MODE button will reset the 30-minute timer.</p>
<p>Note</p>	<p>Using the Lumbar function will stop all other massage features. If the massage feature is running and either Lumbar button is pressed, the massage will stop. Massage can be re-enabled when Lumbar buttons are not pressed.</p>
<p>Error: Massage Zones do not inflate.</p>	<p>If the Massage Zones do not inflate while Air Massage is active, the air hose could be disconnected, pinched or damaged.</p> <ol style="list-style-type: none"> <li>1) 1) Unplug the piece of furniture from the wall outlet</li> <li>2) Wait at least 30 seconds</li> <li>3) Lift the back panel to reveal zipper pouch.</li> <li>4) Unzip pouch to reveal the Junction.</li> <li>5) Locate the air hose connectors (shown below).</li> <li>6) Ensure that the connector is fully mated.</li> <li>7) Ensure that the air hoses are not pinched or otherwise blocked.</li> <li>8) Ensure that the air hoses are not damaged in anyway.</li> <li>9) Zip the pouch and reset the back panel.</li> <li>10) If the Lumbar air cushion still does not inflate, control your furniture provider so they may replace or repair the faulty part.</li> </ol>



# POWER RECLINER PARTS



# Power Recliner Trouble Shooting



Check if the green light on power transformer is on

No

Yes



1. Check power cords integrity and connection to transformer.
2. If power cords undamaged, and connection secured, replace power transformer.



Check connection security and components integrity on DC socket and power cable.



Check connection security and integrity of motor's 2-pin cable

For dual-power recliners, please check connection and integrity of Y-Cable splitter.