



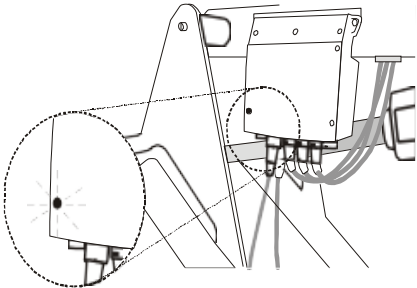
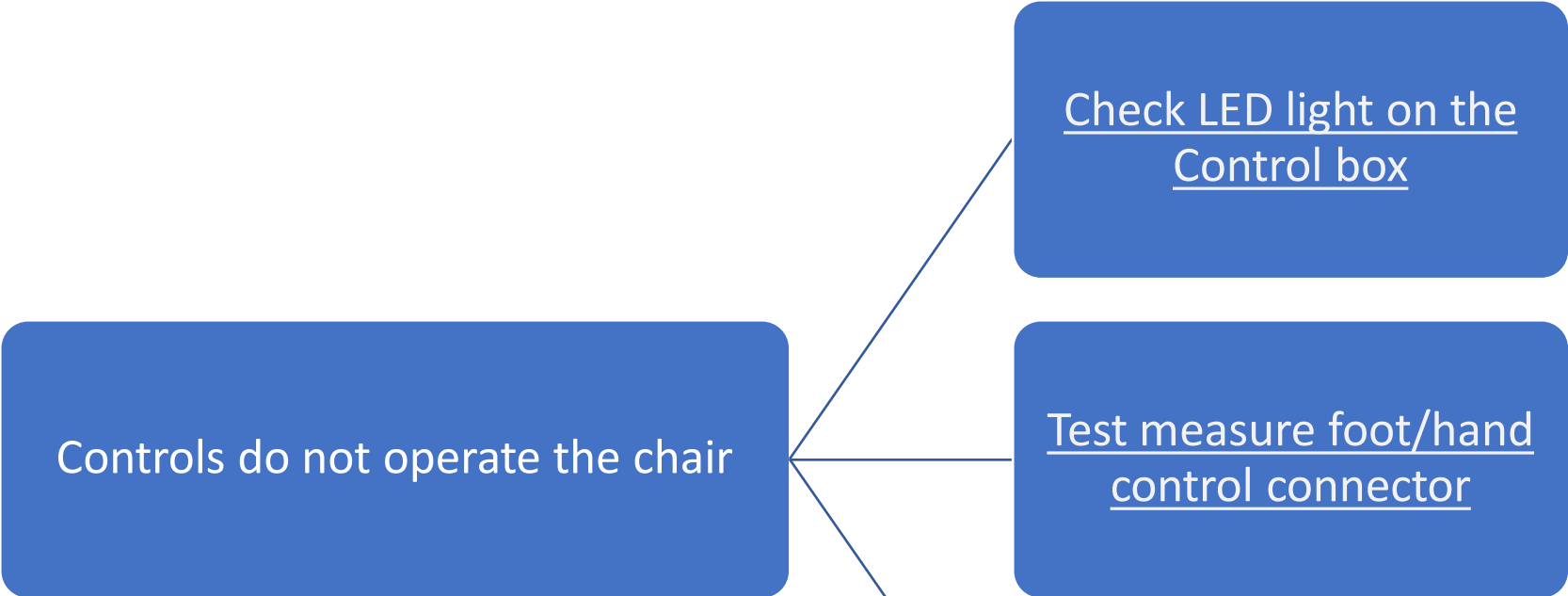
# Sonesta S-series Technical training & Fault finding

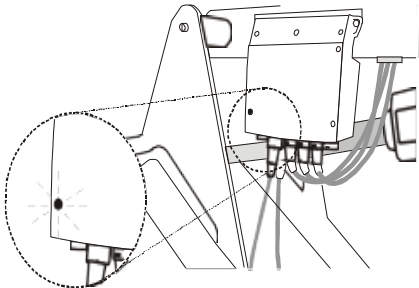
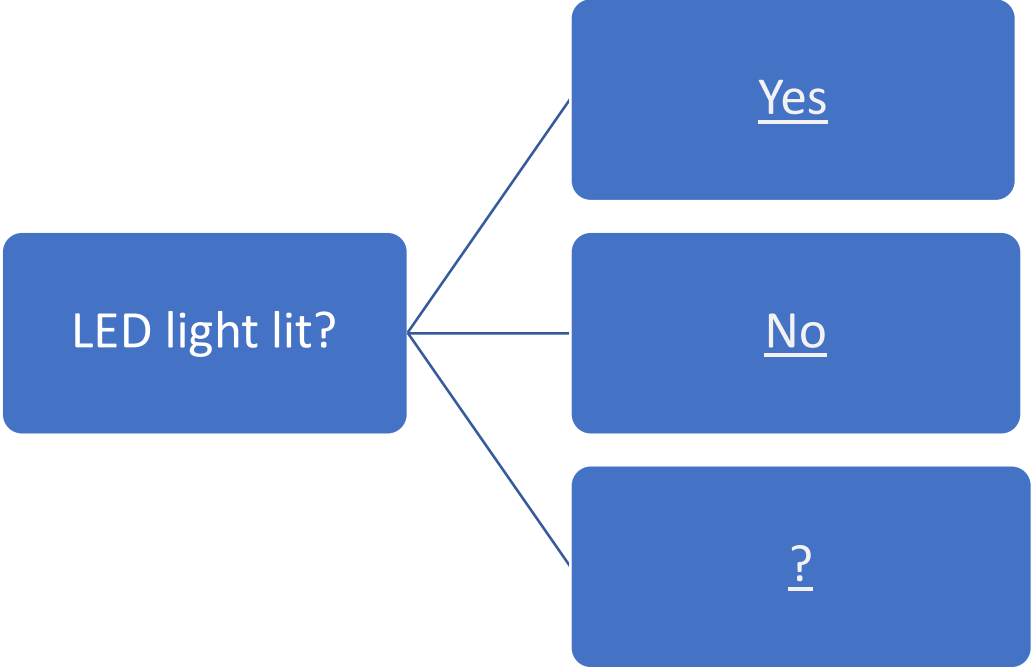
Controls do not operate the chair

Lift, seat or back motor not  
operating properly

Footrests not operating or have  
other problem

Gas pistons will not operate or  
have other problem





Yes. Listen to the control box while trying to operate the chair with the foot / hand control.

If NO clicking sound from the relay is heard

Check if the foot/hand control connector is firmly connected and pushed

If not connect them properly.

Check foot/hand control unit and cord for visible damage (cuts, dents)

If damaged, replace.

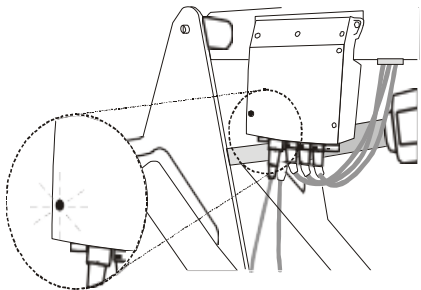
Check if motor connectors are firmly connected and pushed the whole way in on the control box.

If not connect them properly.

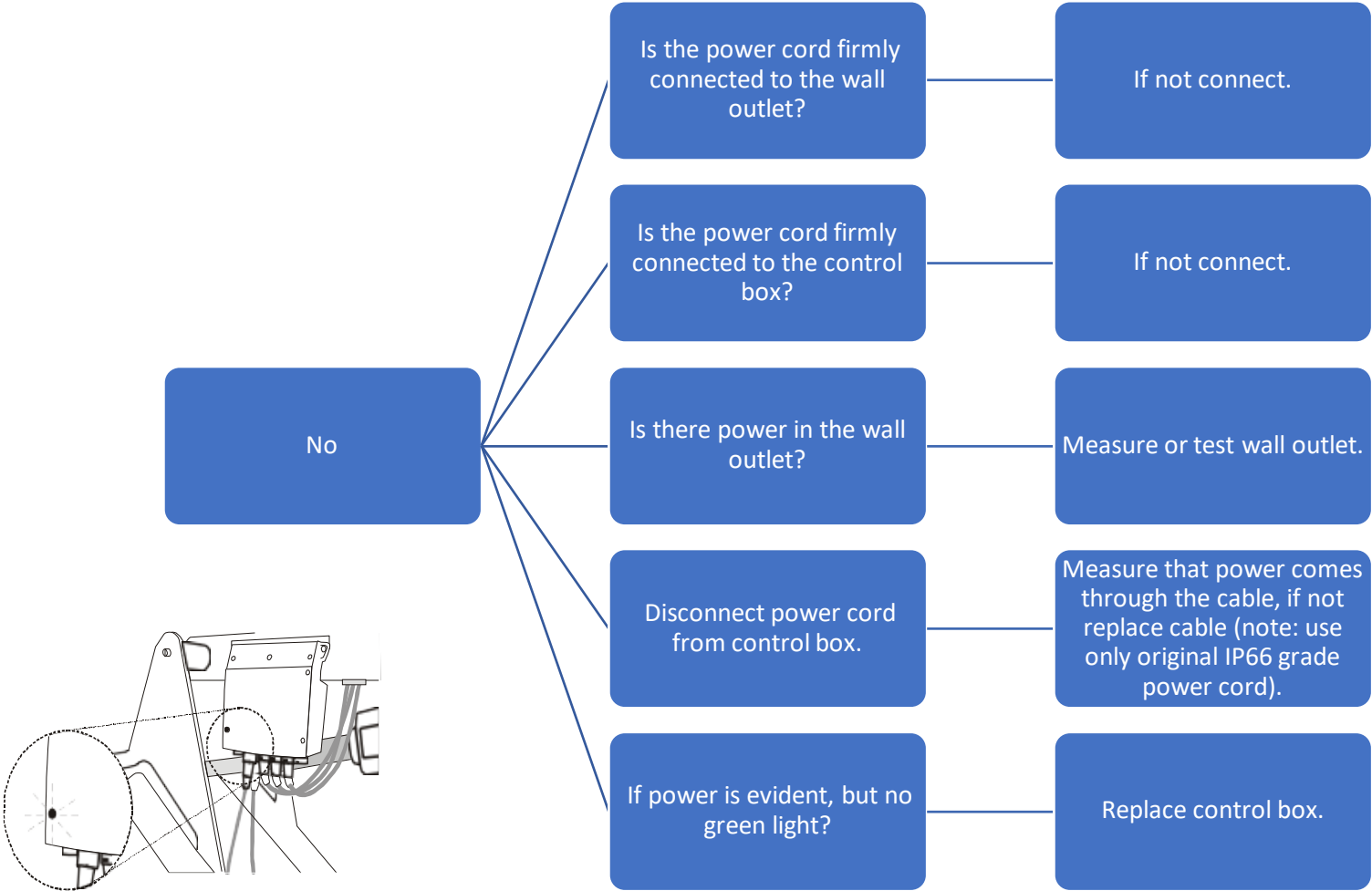
Test measure foot/hand control connector

If clicking sound from the relay is heard

Lift, seat or back motor not operating properly



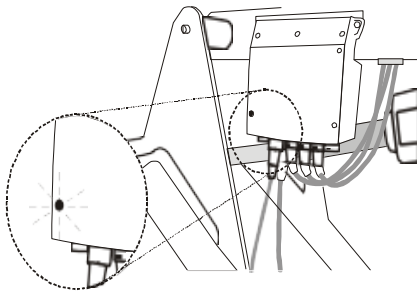
CONTROLS DO NOT OPERATE THE CHAIR, NO



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If unsure unplug the power cord from the wall outlet and plug it in again

Check that LED is lit.



Verify each switch on hand/foot control:  
Switch open, should be 10KΩ or greater.  
Switch closed, should be 10Ω or less.



Activate "up chair"  
measure pin 0 vs pin 1.

If no connection (activated)  
replace control..

Activate "down chair"  
measure pin 0 vs pin 2.

If no connection (activated)  
replace control.

Activate "up seat" measure  
pin 0 vs pin 4.

If no connection (activated)  
replace control.

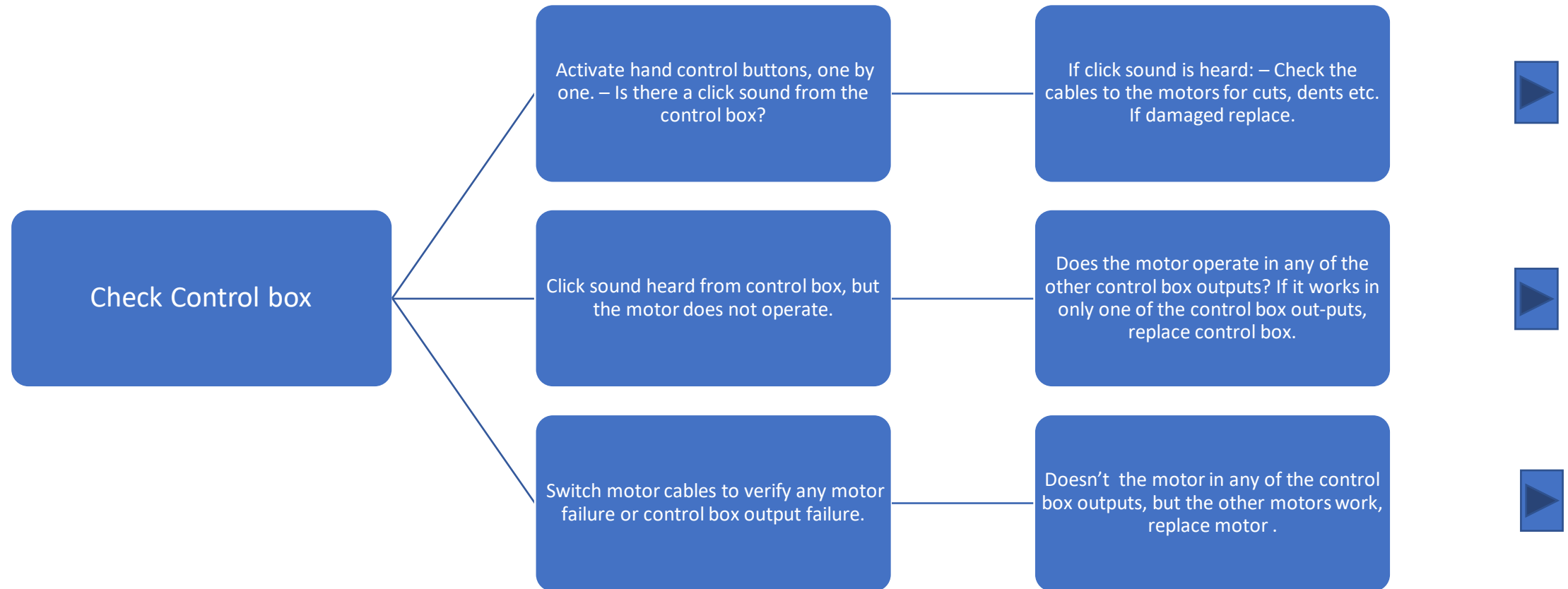
Activate "down seat"  
measure pin 0 vs pin 3.

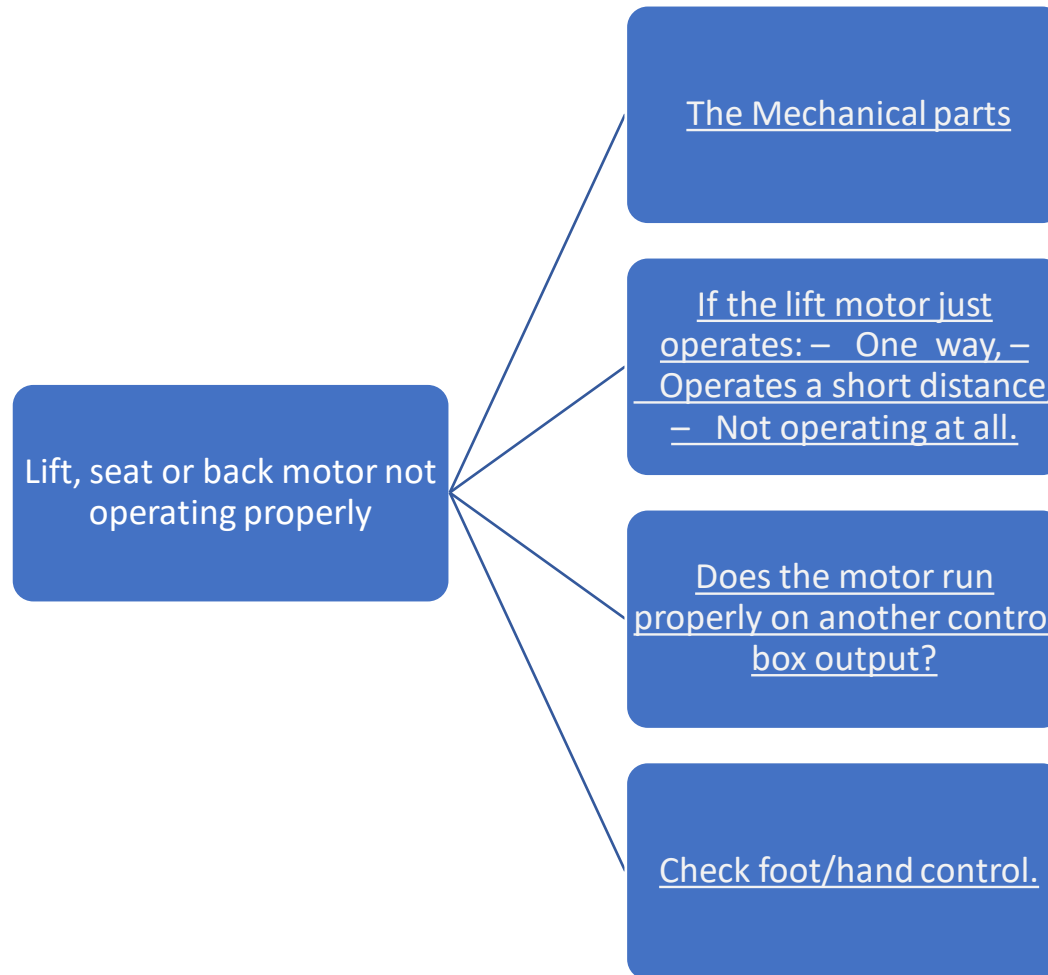
If no connection (activated)  
replace control.

Activate "down seat"  
measure pin 0 vs pin 3.

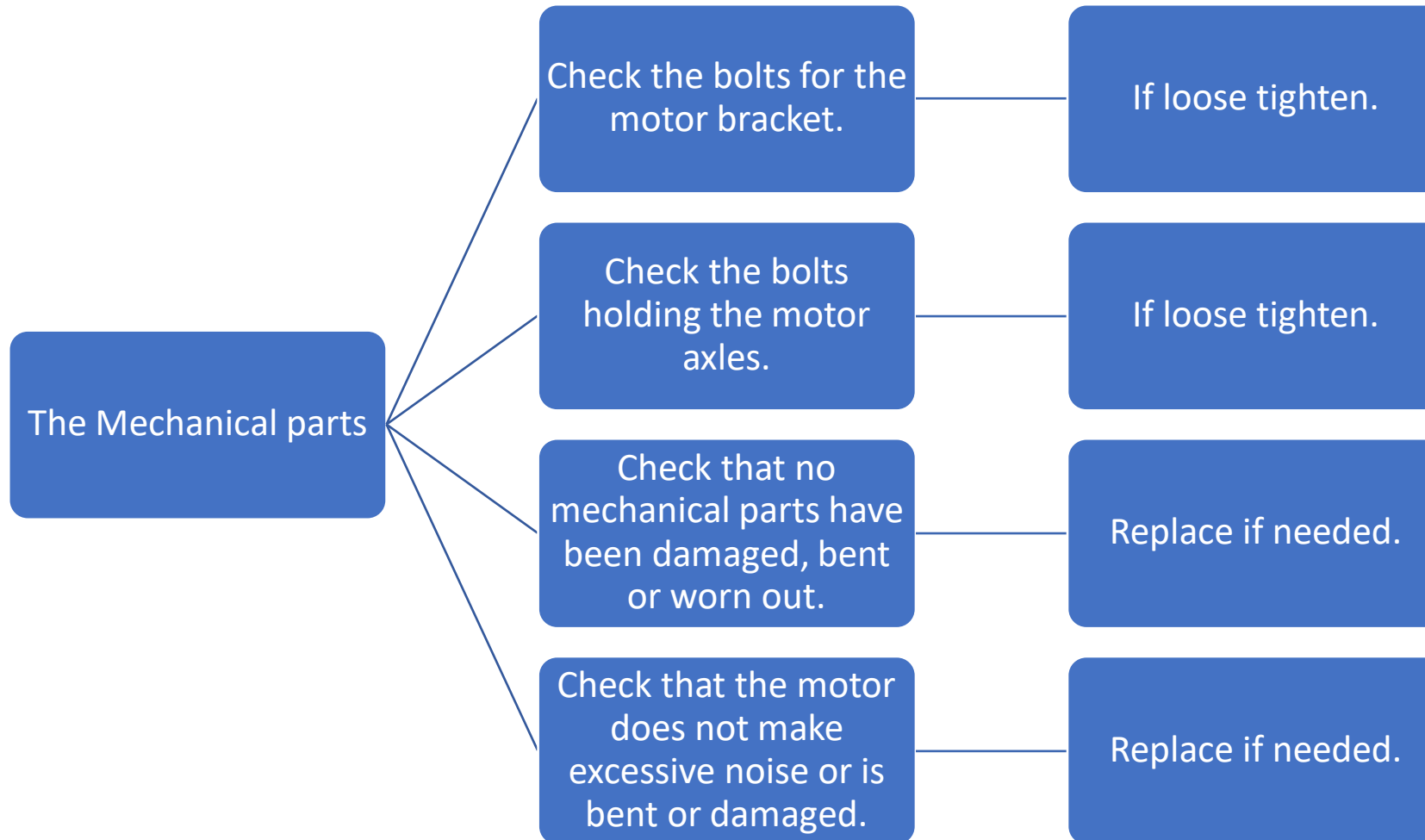
If no connection (activated)  
replace control.







## LIFT, SEAT OR BACK MOTOR NOT OPERATING PROPERLY, MECHANICAL



## LIFT, SEAT OR BACK MOTOR NOT OPERATING PROPERLY, INTERMITTENT

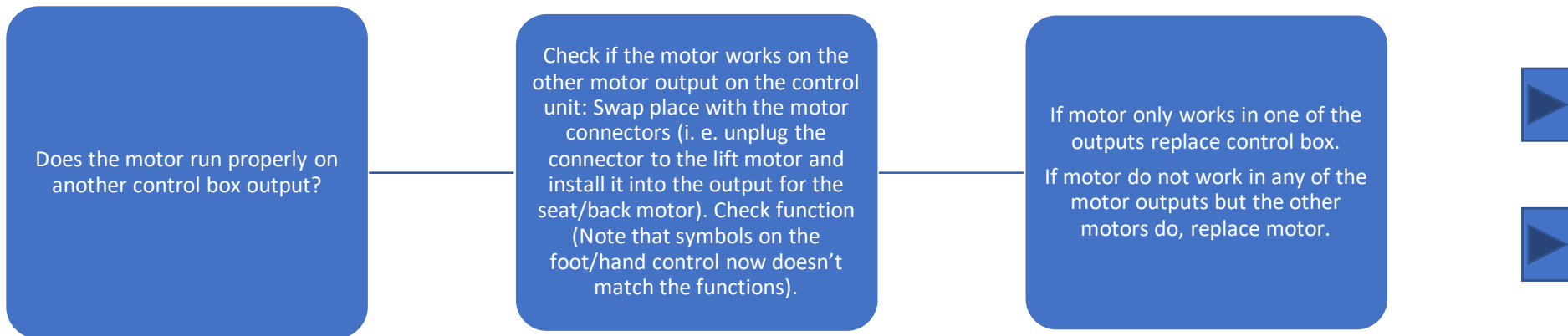
If the lift motor just operates: –  
One way, – Operates a short  
distance, – Not operating at  
all.

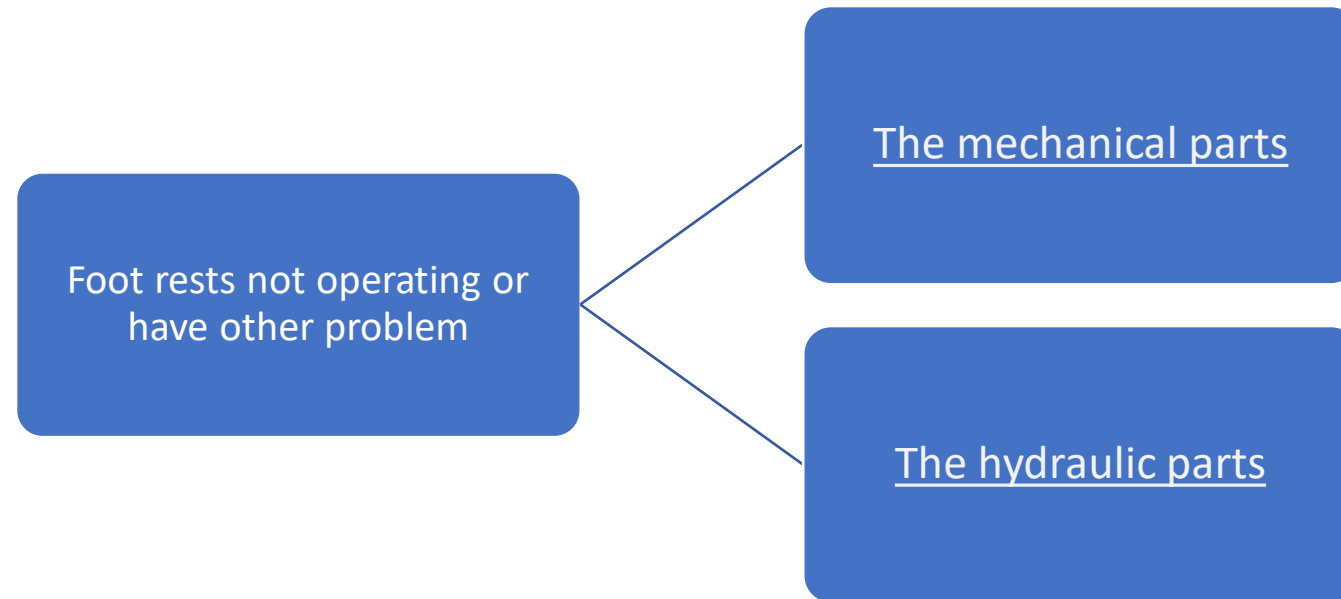
Check if motor connector is  
firmly connected and pushed  
the whole way in on the control  
box. Check motor cable for  
visible damage (cuts, dents etc).

If not connect. – If damaged,  
replace motor.

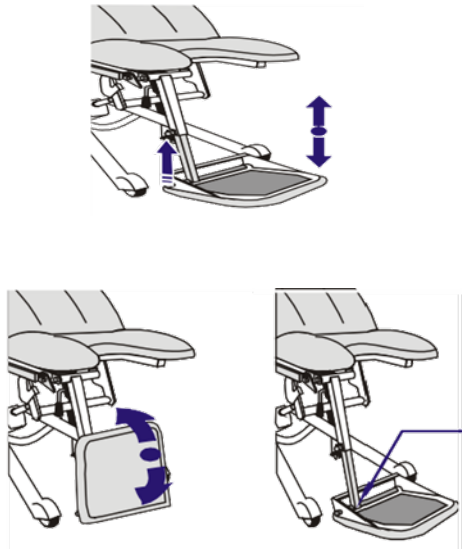
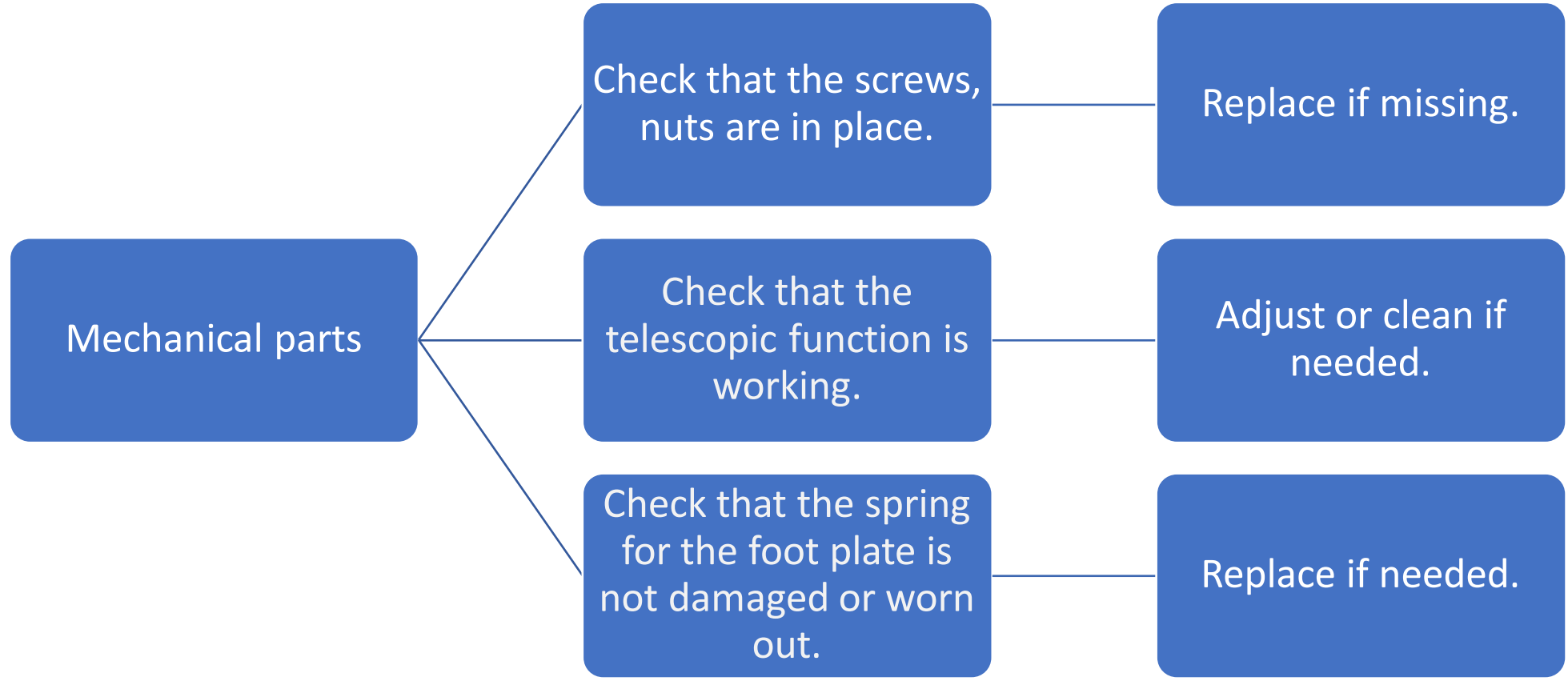


## LIFT, SEAT OR BACK MOTOR NOT OPERATING PROPERLY, OTHER MOTOR

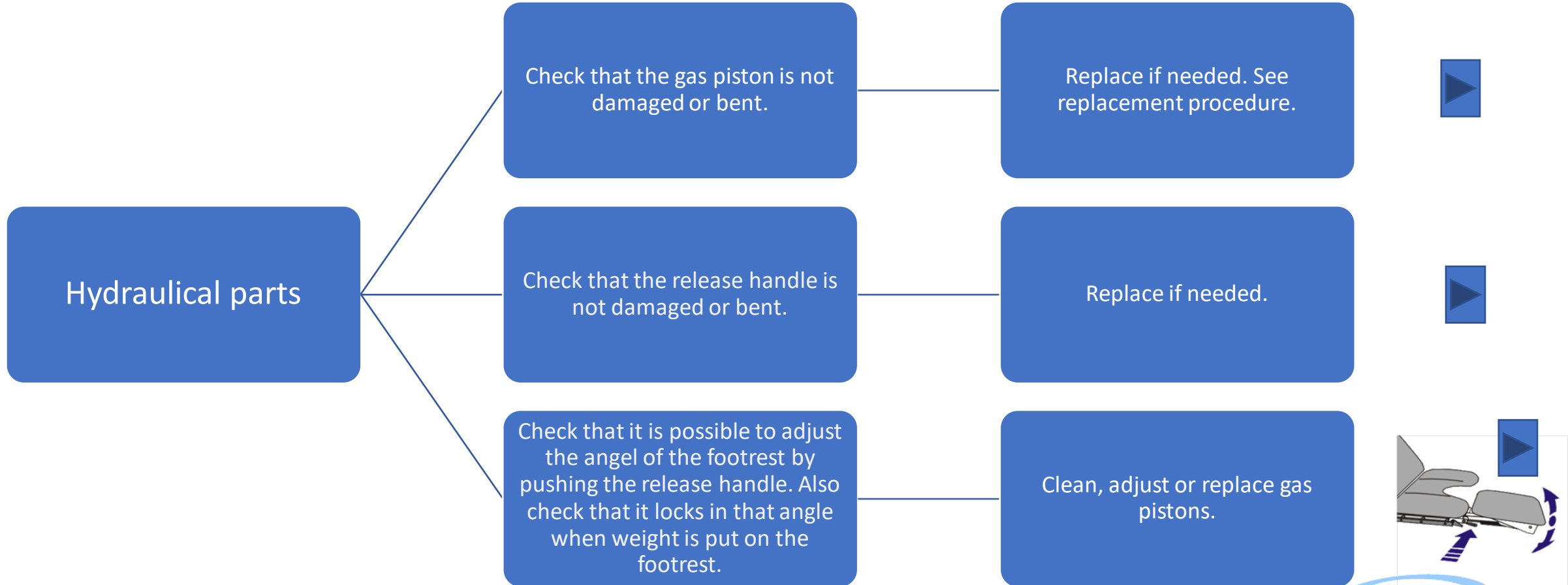




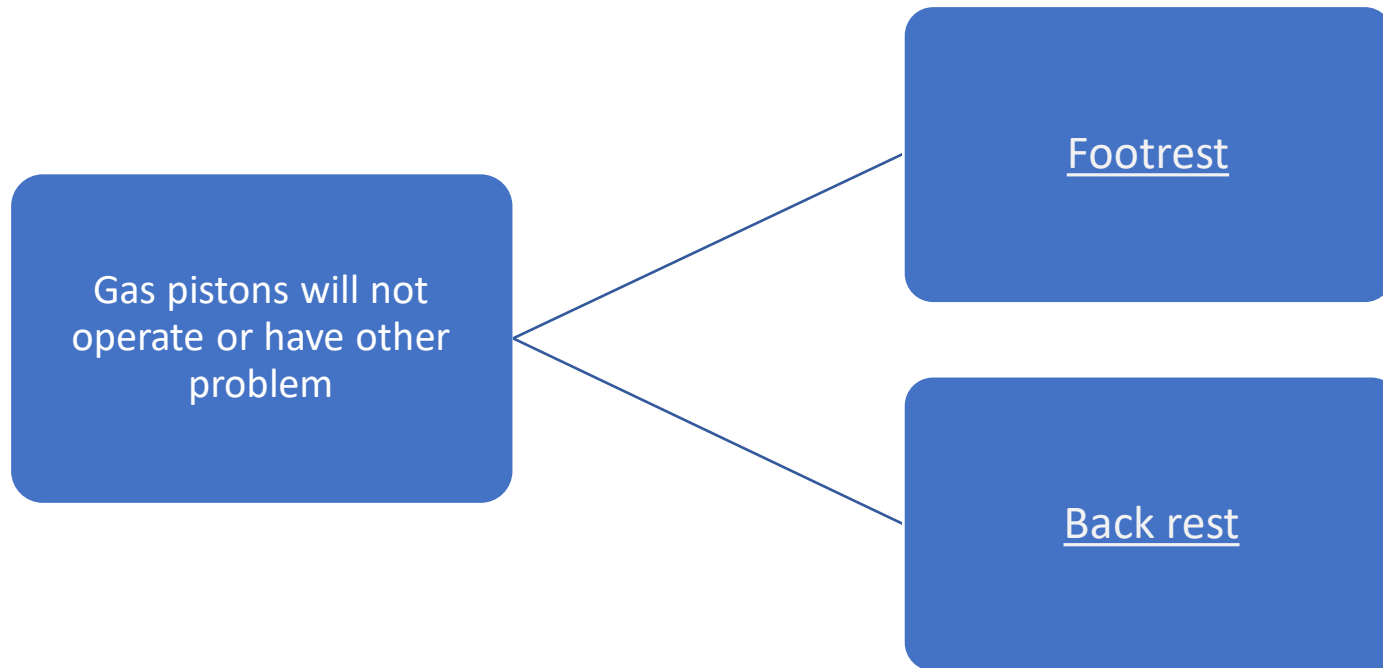
FOOT RESTS NOT OPERATING OR HAVE OTHER PROBLEM, MECHANICAL PARTS



# FOOT RESTS NOT OPERATING OR HAVE OTHER PROBLEM, HYDRAULIC PARTS







GAS PISTONS WILL NOT OPERATE OR HAVE OTHER PROBLEM, FOOT REST

