

Most lift chair failures are electrical in nature, so check these things first:

Step 1. Make sure the chair is securely plugged in to the wall outlet, and make sure the outlet is working. Check this by plugging something else (like a small lamp) in to that same outlet. Sometimes wall switches control electrical wall outlets. Has the wall switch accidentally been switched “off”?

Step 2. The transformer box is the small box that sits on the floor behind your lift chair. There is a plug-in connection on both sides of that box- one goes to the wall, one goes to the back of the chair. Make sure they are both firmly connected. If you are able, also check the connection from the transformer to the back of the chair, to be sure it is firmly attached. Have a look at the cables and make sure that they are not cut or crimped in any way. If they are damaged in some way, the cables are easily replaced.

Step 3. Check to make sure you have power to the hand control. If your hand control has a light on it, make sure it is lit. If it is not, then the plug-in connection to your hand control may be loose. Golden Technologies hand control plug-ins are located in the side pocket. Pride hand control plug-ins are between the seat cushion and the backrest of the chair. Make sure they are firmly connected. If all the power lights are on, but the hand control will not operate the chair, the hand control is easily replaced.

Should you suspect a mechanical failure?

Of course, any piece of equipment with moving parts could also experience a mechanical failure. Sometimes, if an object has accidentally gotten lodged under a lift chair it can cause it to malfunction, or make alarming sounds. Look under the chair when it is reclined and check. If there is nothing under there, you may have a mechanical issue. When your lift chair stopped working properly did you notice any of the following?

- Did you hear a fairly loud “pop” at any point while the chair was moving?
- Do you hear a loud grinding noise while operating the chair?
- Is the seat or the backrest of the chair leaning to one side?
- Is the footrest failing to raise or lower along with the chair?

If you answer yes to any of these questions, it’s time to call for service!

Call the Spinlife Nationwide Service Team at (800)850-0335 and select option 5

Remember keep your owner’s manual handy! Your serial number, warranty information and new product set up instructions are inside the manual.