

Trouble Shooting Pedicure Chairs

WorldPediSpa.com / 770-872-0862

Problems related to base / shell:

Q: Base Color is deteriorated.

A: Color deteriorates when direct contact is made with chemicals. Avoid direct contact with chemical on the base unit. (i.e. chlorine, Clorox, callus remover, acetone)

Q: Base is cracked.

A: When base is cracked during the usage, please send us prove of the crack or contact us for assistance. When Base is cracked during the transit, please make a note on the bill of lading and contact us immediately.

Q: Discharge pump does not work.

A: Check your electric power source (Check plugs, extension cords, air tube, etc).

Q: Discharge pump makes sharp noise.

A: Remove discharge pump from the spa, then remove any particles from discharge pump's housing.

Q: Discharge pump gets very hot.

A: Unplug the power cord.

Q: Discharge pump does not stop.

A: Check air tubing.

Q: Smells burning from discharge pump.

A: Remove discharge pump from the spa, then remove any particles from discharge pump's housing.

Q: Drain plug is missing.

A: Pull out the drain plug and see if adjustable screw is attached.

Q: Jet does not go back in its original position.

A: Take out other jet and compare if the jet is broken or damaged. If damaged, call.

Q: Jet does not have pressure.

A: Turn the jet to have the proper pressure of the whirlpool.

Q: Water is leaking when whirlpool.

A: Check where exactly the water is leaking from, then call us.

Problems related to chairs:

Q: Full massage (shiatsu) is not working.

A: Check your electric power source (Check plugs, extension cords, check all connections)

Q: Full massage (shiatsu) is not working (No light on the remote)

A: Check your electric power source (Check plugs, extension cords, check all connections).
Check the fuses inside and outside. If the fuse is blown, then replace with new fuse.

Q: Full massage (shiatsu) is not working (Light on the remote)

A: Check if timer is functional, if functional, then press time and set it on 5 minutes, then press kneading or tapping. If the timer is not functional, then call.

Q: Full massage (shiatsu) works but roller does not move up or down.

A: Check the limited sensor switches. Check if the wires are properly attached on the limited sensor switches. Check if the AC-Motor belt is in its position.

Q: Massager goes up & down but no massage action.

A: Check if the DC-Motor belt is in its position. If the belt is in its position, then spin the DC. Motor Pulley Manually to get started. If the belt is off from its position, then place the belt in its original position.

Q: Chair does not recline.

A: Check if the safety PIN is inserted properly. If you have more than one same pedicure spa, then replace the remote for recliner. If the remote for recliner did not solve the problem, then replace the control box if the remote for recliner did not solve the problem, then replace the control box if the problem still not solved, then call.

Q: Chair does not slide forward or backward.

A: Check if the safety PIN is inserted properly. If you have more than one same pedicure spa, then replace the remote for recliner. If the remote for recliner did not solve the problem, then replace the control box if the remote for recliner did not solve the problem, then replace the control box if the problem still not solved, then call.

Q: Noise from the massage system when turn roller massage is turned on.

A: Apply lubrication on the roller mechanism.

Q: Vibration massage is not working.

A: Check your electric power source (Check Plugs, extension cords, check all connections.)

Q: Vibration massage is not working. (No light on the remote)

A: Check the transformer. If you have more than one same spa, replace the transformer and test.

Q: Vibration massage is not working. (Light on the remote)

A: If you have more than one spa, then change the remote control and test.