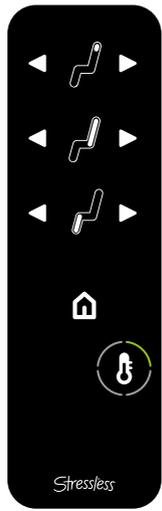


Power



Power with heating



Power premium

## Stressless® S-series

Electronic products have components and mechanical parts that sometimes need some extra attention and care for optimum functionality. Here is a Quick-fix-guide for some common issues you might experience on the Stressless® S-series.

## THE REMOTE CONTROL

### Remote control not working

All electronic devices will at some point require a restart to restore proper functions. If your remote control stops working, you might need to restart the control box. \*

This video shows you how it is done:  
[Reset Control box.](#)

### Flashing remote control

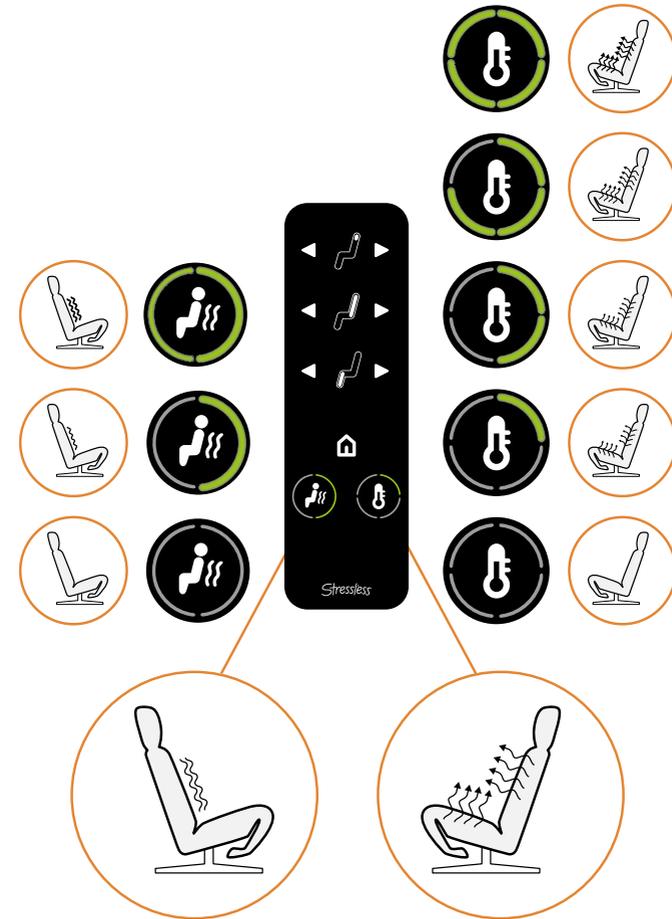
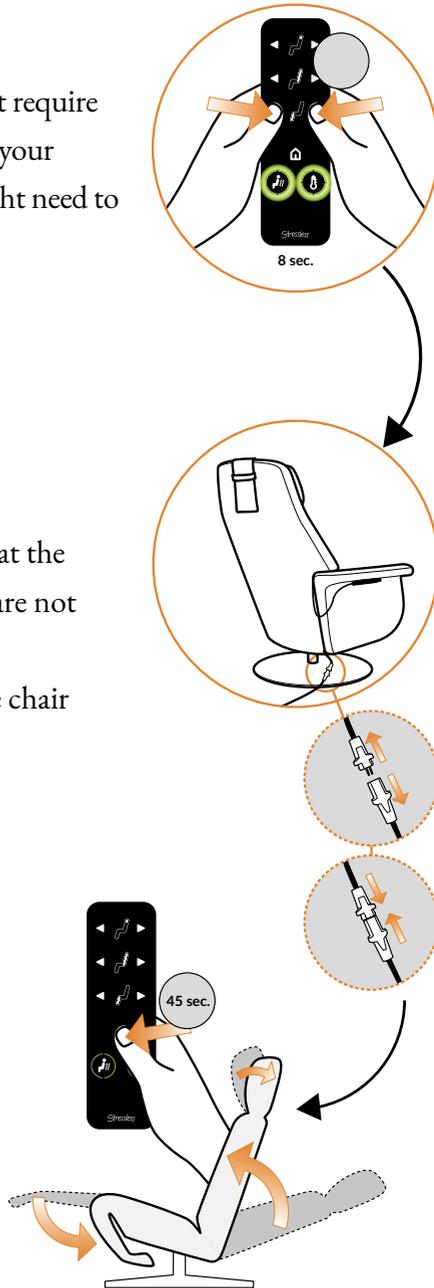
A flashing remote control indicates that the control box and the electrical motors are not synchronized. Solution:

- Press the HOME button until the chair stops moving

If this does not work:

- Disconnect the power cable, reconnect and try again.
- Still not working?  
Please contact your dealer for professional support

\* It is however not normal if this happens every week or every month. If you need to reboot the control box very often, please contact the retailer for replacement of control box and hand controller



### The remote flashes and I can't turn on the heating and massage

- The compressor in the massage system has a 10min on/15min off cycle, due to the risk of overheating.
- The massage button will be flashing during these 15min off.
- To avoid overheating, you will not be able to turn on the massage and/or heating during this period.
- When the buttons stop flashing, you can start a new round of massage and heating.

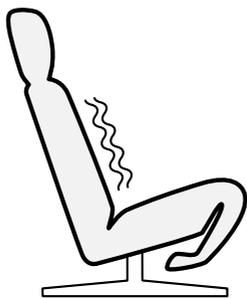
## THE MASSAGE SYSTEM

### The massage system does not deflate

We sometimes receive complaints that the comfort in the chair has changed. The cushion is no longer soft, and the seating comfort is not as it should be. This is caused by air in the massage system and the problem can easily be resolved.

#### Here's how it works:

- The massage system is using an air compressor to inflate 5 individual air pockets. This compressor does not deflate the air pockets.
- You should always remain seated for approximately 30 seconds after the massage is switched off. Without the help of your body weight, the air pockets will not be emptied.
- If you forget to empty the air pockets, the back might feel uncomfortable the next time you sit down. Then start the massage function, switch it off and remain seated until the air is out of the pockets.

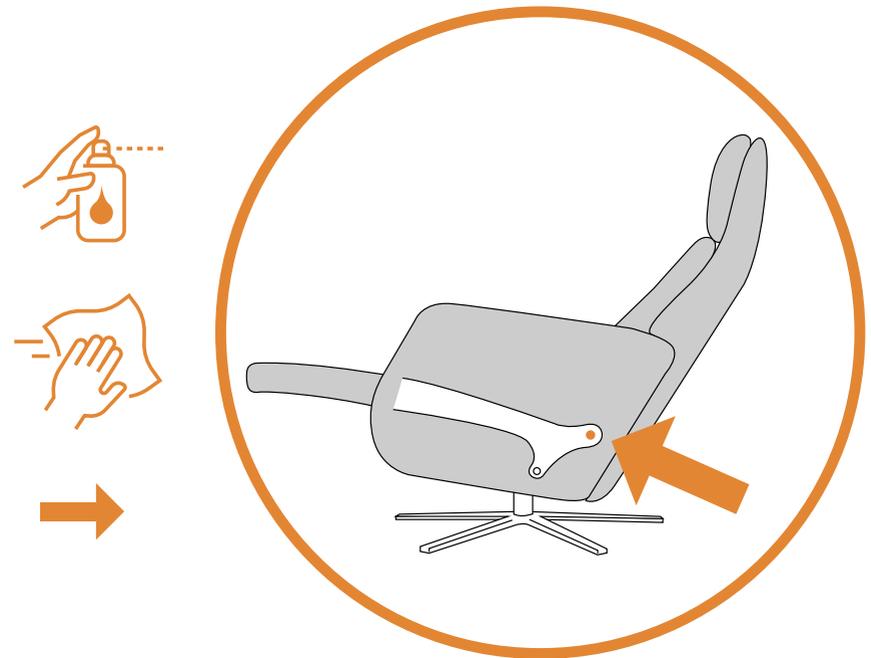


### Noise from the footrest movement

In rare cases there might be a noise coming from the footrest. This indicates that you need to lubricate the hinges shown in the picture below. Please contact Ekornes for reference of lubrication.

Here is a video link to show you how it's done:

[Lubricating hinges](#)





[www.stressless.com/mystressless](http://www.stressless.com/mystressless)