



The Mark of Quality

Technical Support Guide

INTEGRATED CONTROL SYSTEM

August 2013

This guide provides you with helpful tips and solutions for troubleshooting the ICS System.

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Heat

Problem	Cause	Solution
Heat is not functioning.	Power is not applied to the ICS.	<ol style="list-style-type: none"> 1. Locate the ICS power cord (<i>Figure 8</i>). 2. One end plugs into a standard 120V-240V wall outlet (<i>as labeled in Figure 8</i>). 3. The other end plugs into the ICS (<i>as labeled in Figure 8</i>). 4. Ensure both ends of the power cord are properly connected. 5. To indicate the ICS is receiving power, please check to see if the light on the unit is illuminated (<i>Figure 10</i>). 6. If this light is not illuminated, try plugging the power cord into another wall outlet 7. If this light fails to illuminate, please contact the manufacturer.
	Heating element(s) is/are not plugged into the ICS and/or not properly connected to ICS.	<ol style="list-style-type: none"> 1. Disconnect power from the ICS (<i>Figure 9</i>). 2. Locate the heating element connector (<i>Figure 2</i>). 3. Disconnect the heating elements from the ICS. 4. Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (<i>Figure 9</i>). 6. Activate system by pushing the heat button on the switch as seen in (<i>Figure 6 or Figure 7</i>).
	Damaged terminals or connector	<p>To check for damage:</p> <ol style="list-style-type: none"> 1. Disconnect power from the ICS (<i>Figure 9</i>). 2. Disconnect the heating elements from the ICS (<i>Figure 2</i>). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to the ICS. 7. Reconnect power to the ICS (<i>Figure 9</i>). 8. If you suspect damage of any kind, please contact the manufacturer.

Switch

Problem	Cause	Solution
3 Blinking Lights (Shown in Figure 11)	Heating element connector is not secured at the ICS.	<ol style="list-style-type: none"> 1. Disconnect power from the ICS (<i>Figure 9</i>). 2. Locate the heating element connector (<i>Figure 2</i>). 3. Disconnect the heating elements from the ICS. 4. Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (<i>Figure 9</i>). 6. Activate system by pushing the heat button on the switch seen in (<i>Figure 6 or Figure 7</i>).
	Temperature sensor is disconnected.	<ol style="list-style-type: none"> 1. Disconnect power from the ICS (<i>Figure 9</i>). 2. Locate the heating element connector (<i>Figure 2</i>). 3. Disconnect the heating elements from the ICS. 4. Gently pull on the wires at all connectors to verify they are properly seated in the connector. 5. If not properly seated, push wire into connector until click sound is made and gently tug on wires to ensure that they are properly in place. 6. Reconnect heating elements to the ICS. 7. Reconnect power to the ICS (<i>Figure 9</i>). 8. If the problem persists, please contact the manufacturer.
Damaged terminals or connector		<p>To check for damage:</p> <ol style="list-style-type: none"> 1. Disconnect power from the ICS (<i>Figure 9</i>). 2. Disconnect the heating elements from the ICS (<i>Figure 2</i>). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (<i>Figure 9</i>). 6. If you suspect damage of any kind, please contact the manufacturer.

Switch

Cont.

Problem	Cause	Solution
2 Blinking Lights (Shown in Figure 12)	A break in the heating element circuit.	<ol style="list-style-type: none"> 1. Disconnect power from ICS (<i>Figure 9</i>). 2. Locate heating element connector (<i>Figure 2</i>). 3. Disconnect the heating elements from the ICS. 4. Gently pull on the wires at all connectors to verify they are properly seated in the connector. 5. If not properly seated, push wire into connector until click sound is made, and gently tug on wires to ensure that they are properly in place. 6. Reconnect heating elements to ICS. 7. Reconnect power to ICS (<i>Figure 9</i>). 8. If the problem persists, please contact the manufacturer.
	Damaged terminals or connector	<p>To check for damage:</p> <ol style="list-style-type: none"> 1. Disconnect power from ICS (<i>Figure 9</i>). 2. Disconnect the heating elements from the ICS (<i>Figure 2</i>). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to ICS. 5. Reconnect power to ICS (<i>Figure 9</i>). 6. If you suspect damage of any kind, please contact the manufacturer.

Massage

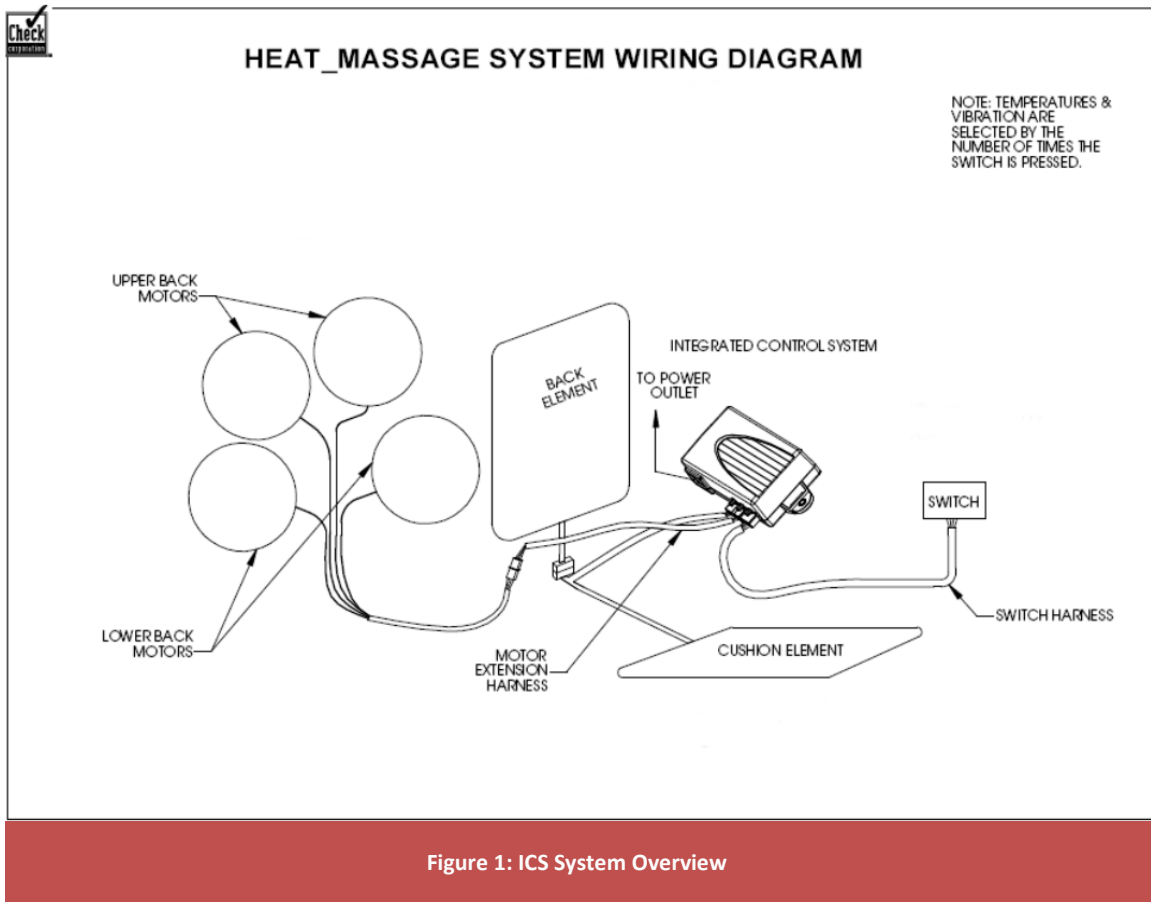
Problem	Cause	Solution
Massage is not functioning.	Power is not applied to ICS.	<ol style="list-style-type: none"> 1. Locate the ICS power cord (<i>Figure 8</i>). 2. One end plugs into a standard 120V-240V wall outlet (<i>as labeled in Figure 8</i>). 3. The other end plugs into the ICS. 4. Ensure both ends of the power cord are connected (<i>as labeled in Figure 8</i>). 5. To indicate the ICS is receiving power, there is a light on the unit which illuminates shown in (<i>Figure 10</i>). 6. If this light does not illuminate, try plugging the power cord into another wall outlet. 7. If this light fails to illuminate after the second attempt, please contact the manufacturer.
	Massage motors are not plugged in to ICS and/or is not properly connected to ICS.	<ol style="list-style-type: none"> 1. Disconnect power from ICS (<i>Figure 9</i>). 2. Locate massage motor connector (<i>Figure 4</i>). 3. Disconnect massage motors from the ICS (<i>Figure 5</i>). 4. Reconnect massage motors to ICS (<i>Figure 5</i>). 5. Reconnect power to ICS (<i>Figure 9</i>). 6. Activate system by pushing the massage button on the switch seen on (<i>Figure 6 or Figure 7</i>).
	Damaged terminals or connector	<p>To check for damage:</p> <ol style="list-style-type: none"> 1. Disconnect power from ICS (<i>Figure 9</i>). 2. Disconnect the massage motors from the ICS (<i>Figure 2</i>). 3. Visually inspect the wires and connector looking for any damage such as wires being pulled or any visible wire exposed. 4. Reconnect massage motors to ICS. 5. Reconnect power to ICS (<i>Figure 9</i>). <p>If you suspect damage of any kind, please contact the manufacturer.</p>

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System Overview



Generic Heating Elements

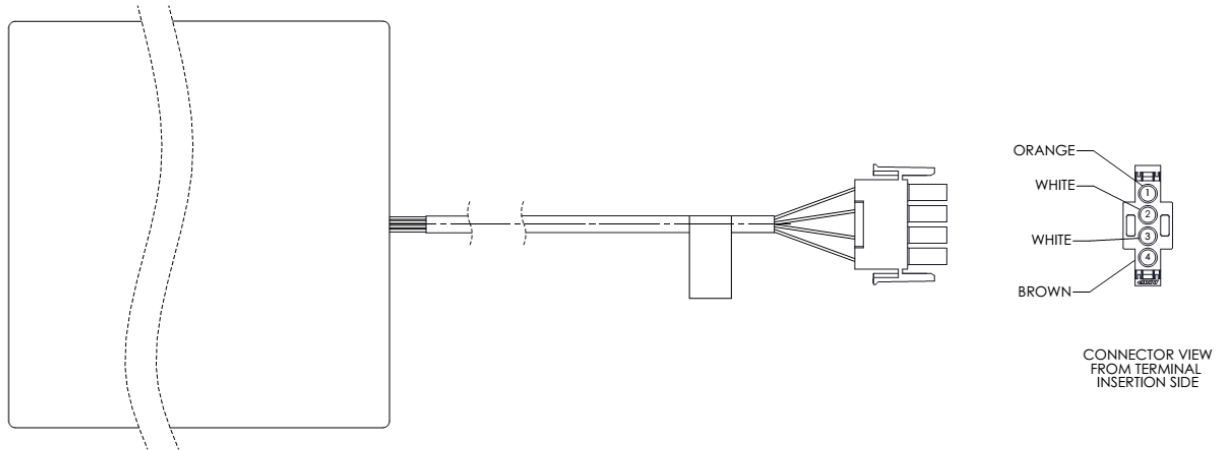


Figure 2: Cushion Element

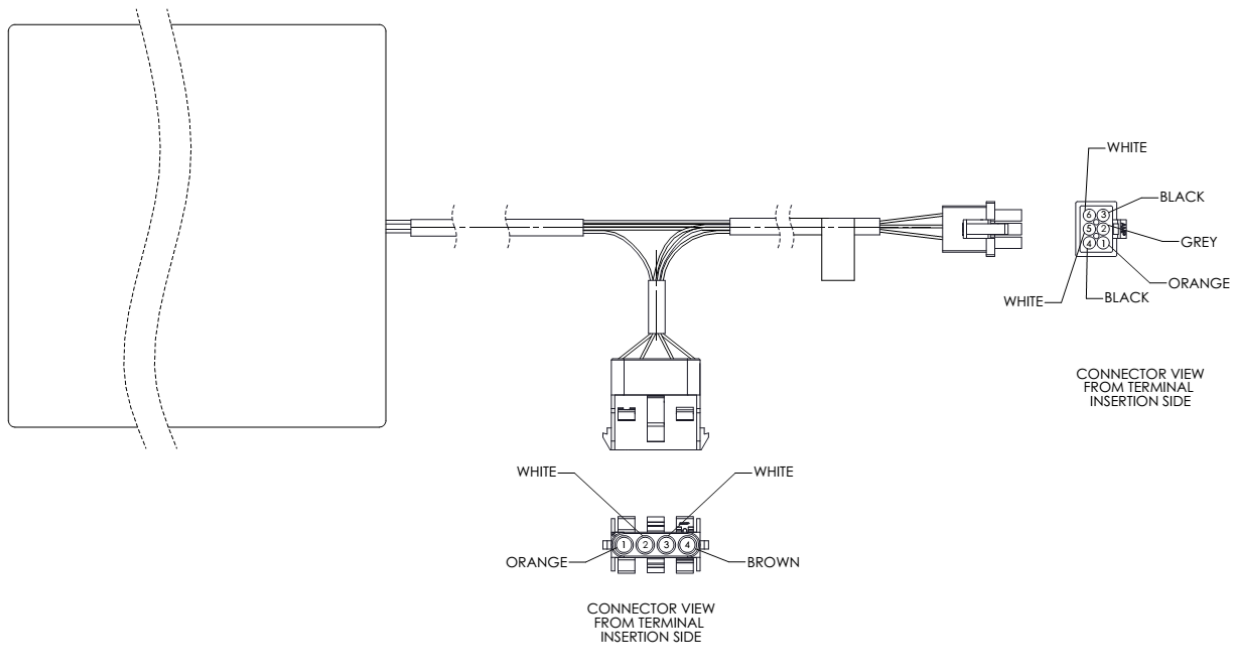


Figure 3: Back Element

Motors

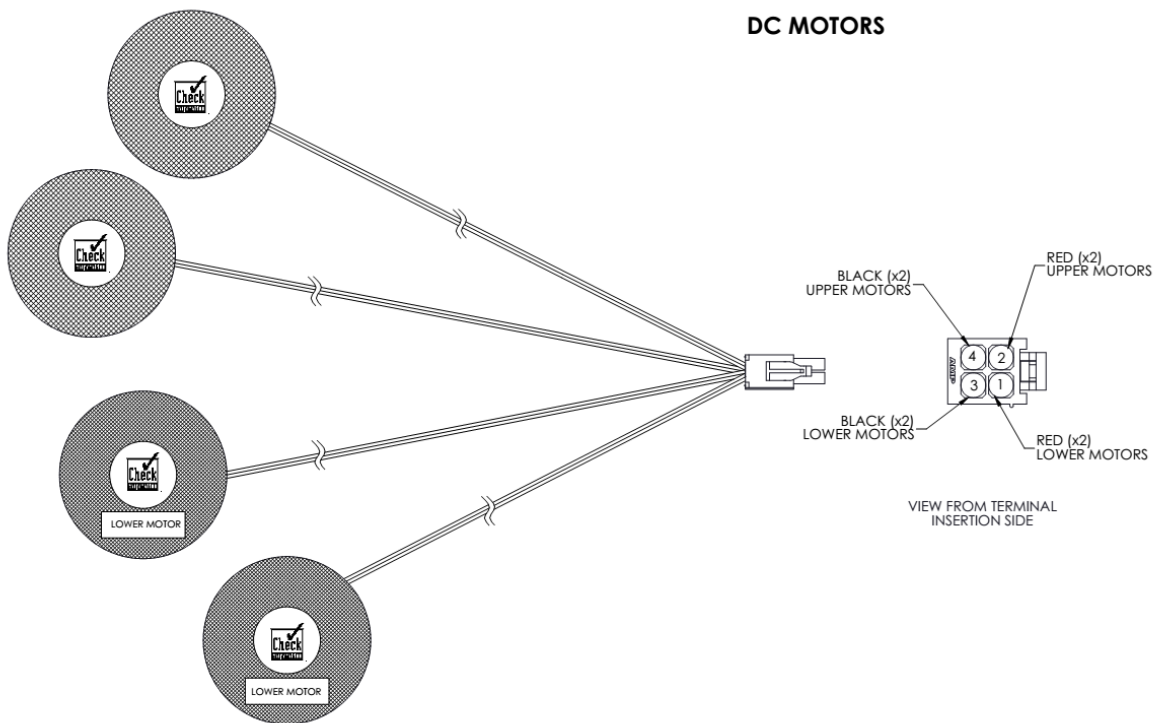


Figure 4: ICS Motors



Figure 5: Disconnecting / Connecting Message Motors

ICS Switch and Switch Harness

Heat and Massage Systems:

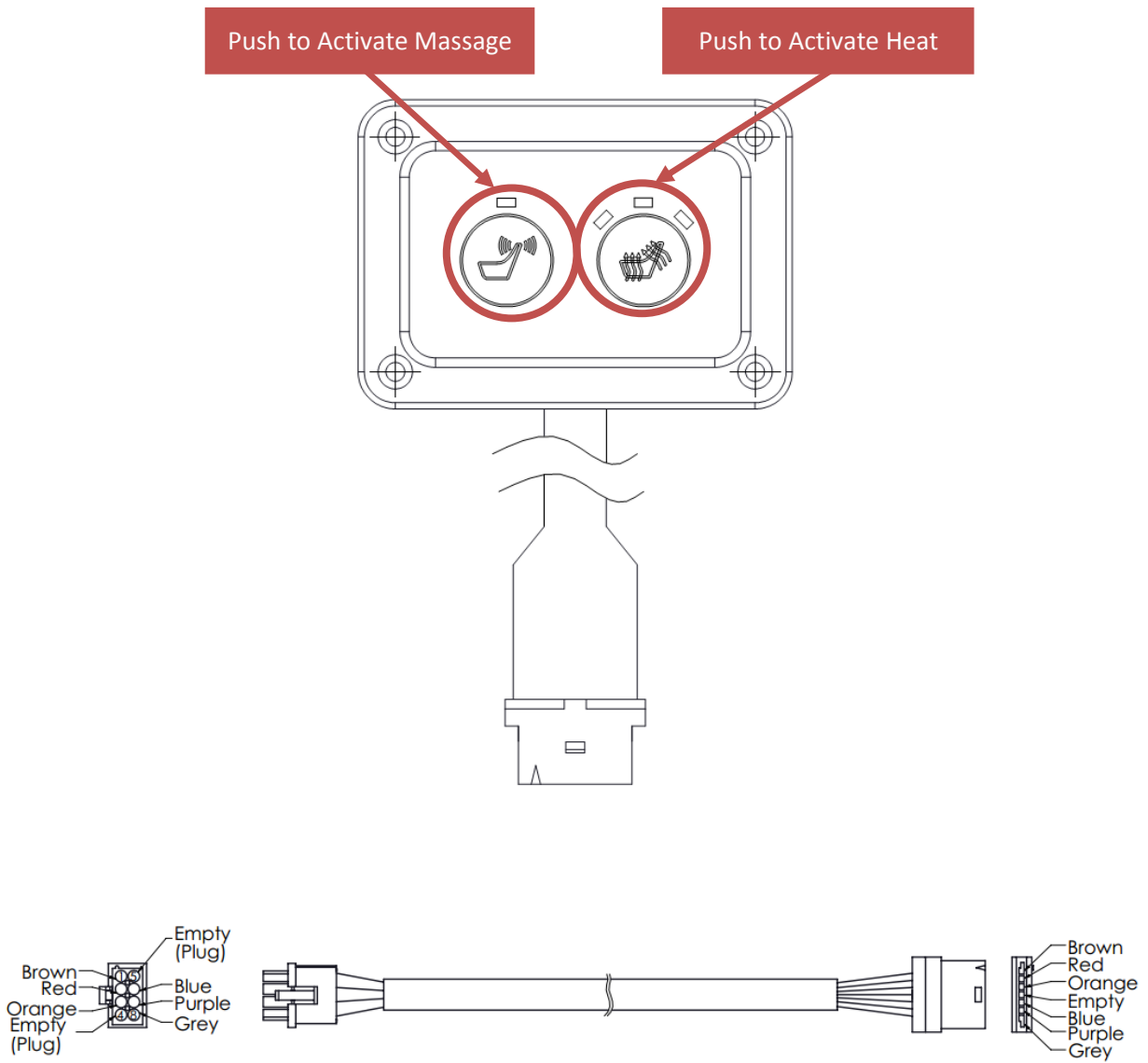


Figure 6: Heat and Massage Switch

Heat Only Systems:

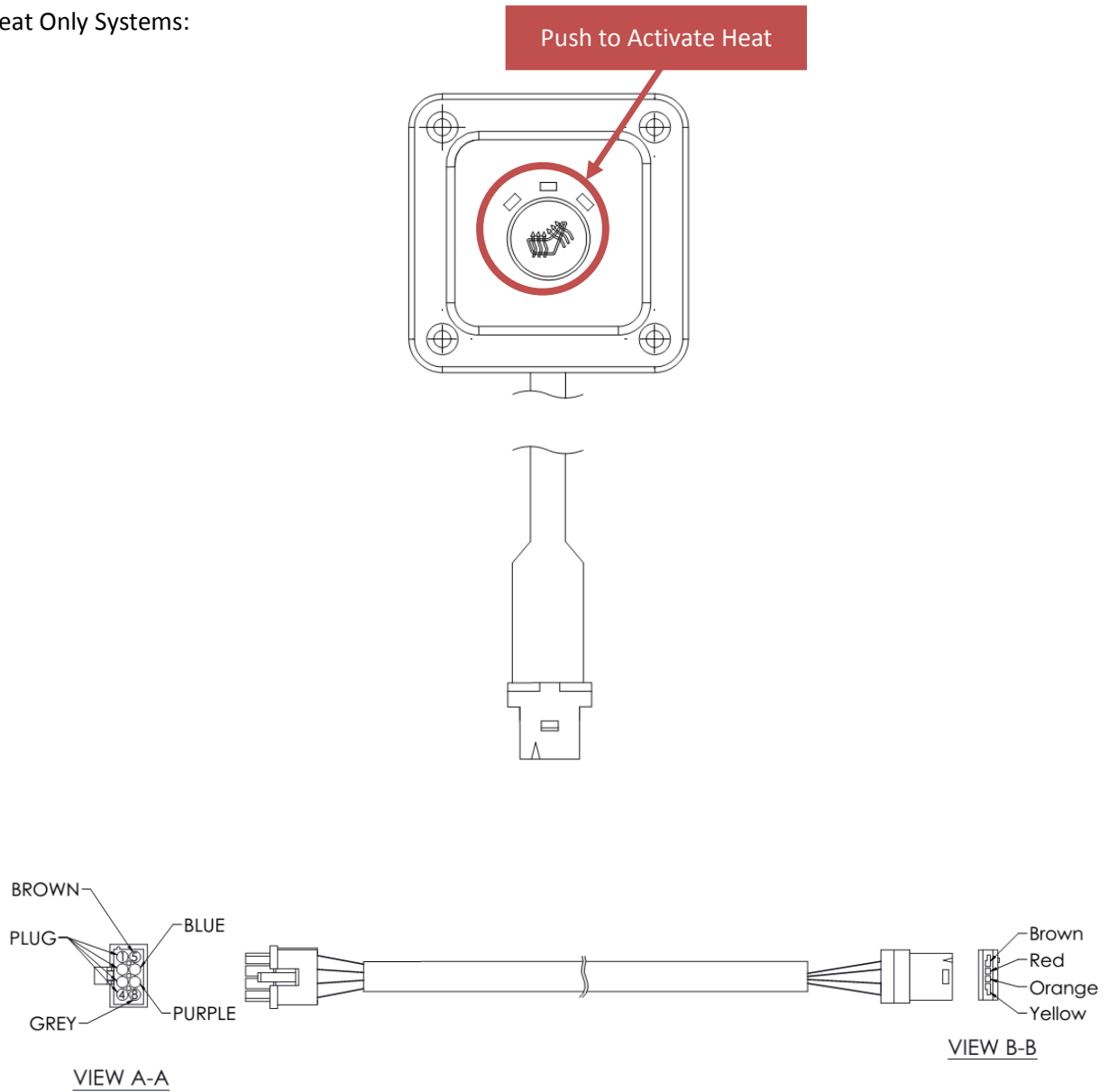


Figure 7: Heat Switch

ICS Power Cord

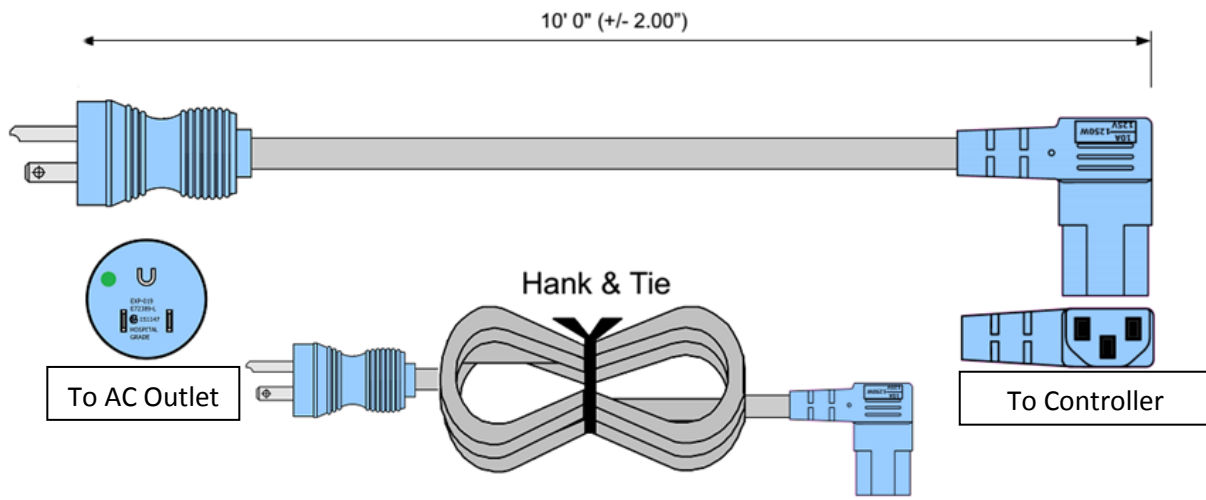


Figure 8: ICS Power Cord

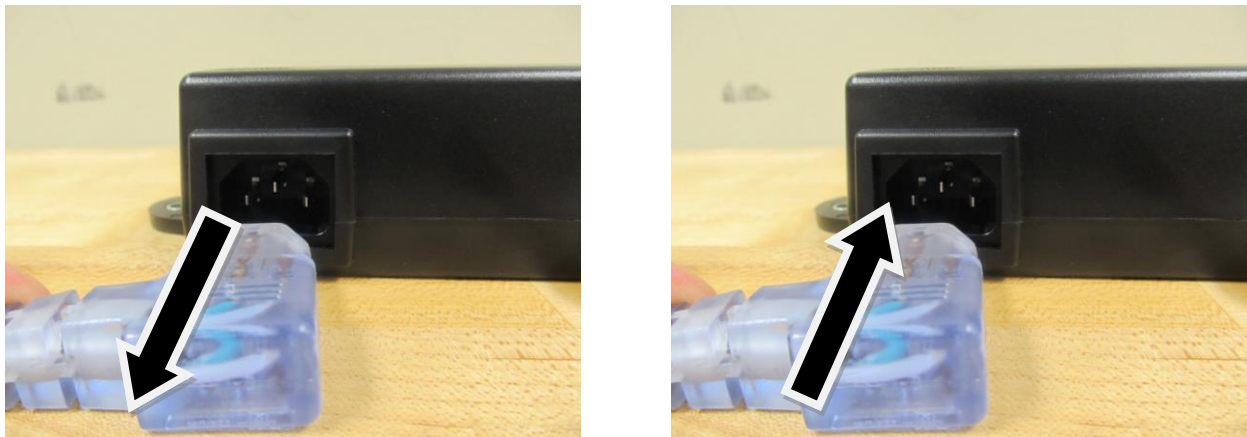


Figure 9: Disconnecting/ Connecting Power from ICS

Indicator Light

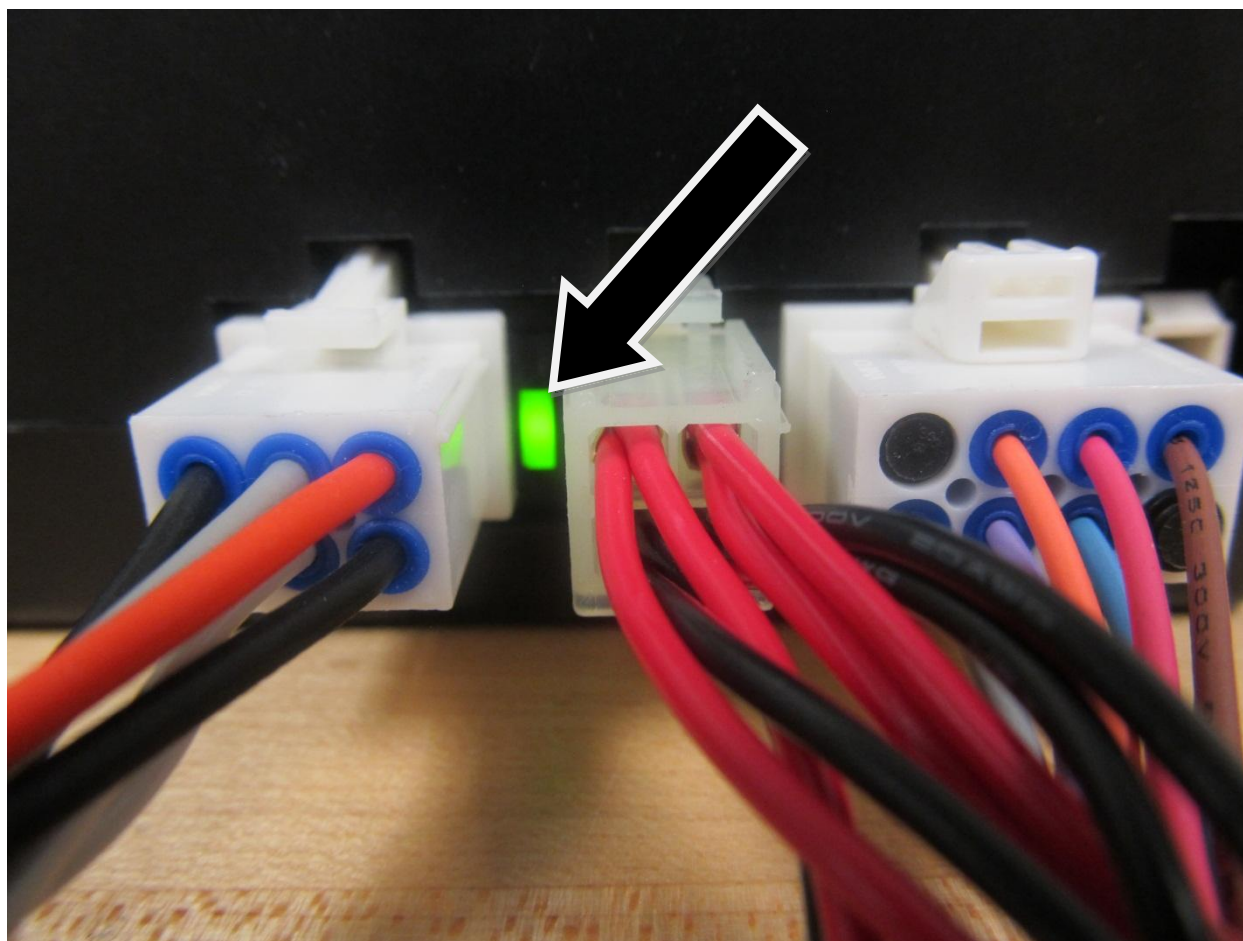


Figure 10: ICS Power Indicator Light

Light Diagnostics

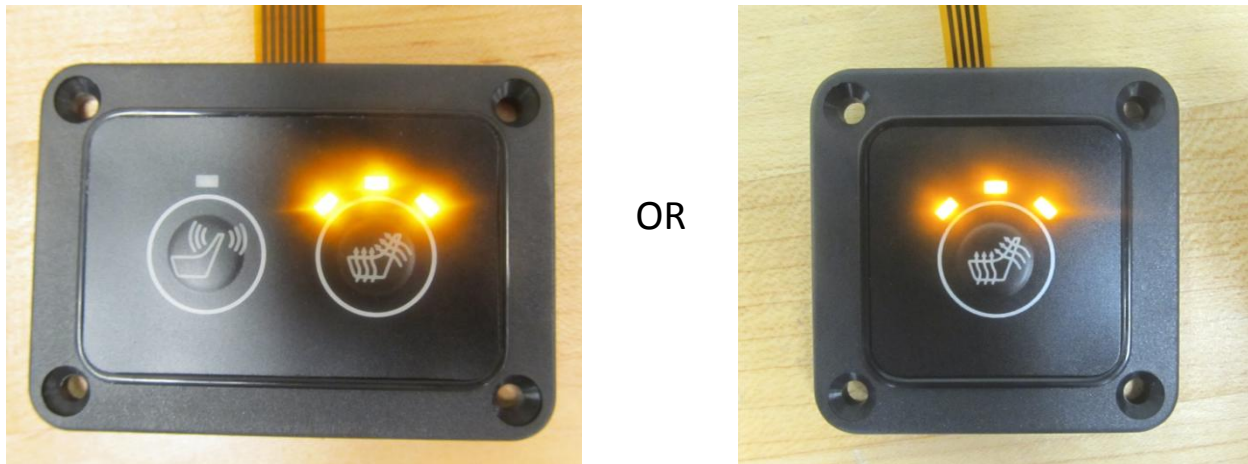


Figure 11: 3 Blinking Lights

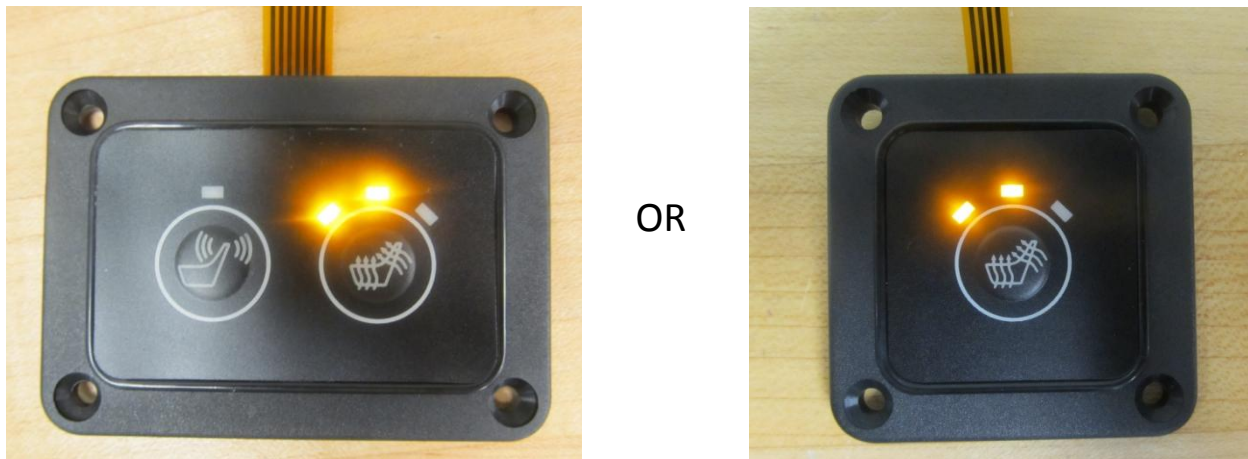


Figure 12: 2 Blinking Lights