

Hi! I'm part of the SmartTek® L.E.D. diagnostic system found in all Golden™ power lift recliners.

I help technicians diagnose electrical issues quickly and easily, saving time and money. **L.E.D. lights rule!**



What is SmartTek®?

SmartTek® is a patented diagnostic technology standard on all Golden recliners. Technicians are able to save valuable repair time by using a series of L.E.D. lights to quickly diagnose any electrical issues a chair might be having, often times just by speaking to the customer over the phone. Using this system, the number of service calls are cut in half, saving the servicer time and the customer money.



How Does SmartTek Work?

There are three L.E.D. lights placed strategically throughout the electrical system of every recliner. If any of these lights are not illuminated, it indicates a possible electrical malfunction.

These lights can be found on:

1. the hand control (both two button and AutoDrive™ hand controls)
2. the transformer
3. the wire that runs from the motor and plugs into the transformer



How Do I Use SmartTek to Diagnose an Electrical Issue?

Using the SmartTek system to help diagnose problems is easy! Simply follow the troubleshooting steps below.

Step 1 - Make sure the recliner is plugged in and the outlet is getting power.

Step 2 - Confirm that the wire from the outlet is plugged tightly into the transformer.
Do the same for the wire coming from the motor to the transformer.

Step 3 - Check the lights on the transformer, motor wire and hand control to see if they are illuminated. If one or more lights are not lit, an electrical malfunction has occurred:

- The light on the motor wire is not lit, but the transformer light is - Power is not getting from the transformer to the motor or control box.
- The hand control is not illuminated, but the lights on the transformer and motor wire are - There is a possible defect with the hand control or extension wire.

NOTE: *AutoDrive hand controls may have a "lights out" feature active that automatically dims the light after approximately 15 seconds of inactivity. If the lights are not lit, quickly press and release any button to see if they illuminate.*

If all lights are illuminated but the chair either doesn't move or the positioning seems off, try performing a calibration or lockout sequence using the hand control (*models with AutoDrive™ hand controls only*).

- a. If the chair is not moving at all, it is possible the Lockout Feature has been activated. To unlock the recliner, press and hold the 'M' button until the lights on the hand control start flashing, then press and release the Rise/Up button. (*All AutoDrive Hand Controls.*)
- b. If the backrest and/or footrest don't come all the way up, the chair needs to be calibrated (4- & 5-Zone models only). See below for instructions or visit www.goldentech.com/calibration for instructional videos.

Call our SmartTek trained technical service team to report your findings and get the proper parts sent to you or the customer.



5-Zone CALIBRATION

When to use:

- Footrest / backrest don't come all the way up
- Positioning seems a bit off
- Periodically for general care and maintenance

How to use:

While standing next to the chair, press and hold the highlighted buttons at the same time until the chair stops moving PLUS 5 additional seconds.



4-Zone CALIBRATION

When to use:

- Footrest / backrest don't come all the way up
- Positioning seems a bit off
- Periodically for general care and maintenance

How to use:

While standing next to the chair, press and hold the highlighted buttons at the same time until the chair stops moving PLUS 5 additional seconds.