



Revo Full Recline Troubleshooting

The steps in this document are to troubleshoot any of the following issues with the Revo Full Recline Midback, Highback, Bolster and Non-Bolster units:

1. Back is not staying reclined or in the upright position.
2. Back recline mechanism is not working.
3. Back is slowly reclining on its own.
4. Push button is getting stuck.

In order to access some of the parts to troubleshoot, you will need the following tools:

1. #3 Phillips Bit.
2. 7/16" nut driver.
3. Small, Flathead Screwdriver (long).
4. 7/16" Ratcheting Open Wrench
5. Impact driver.

Once you have all the parts you need, you can start the disassembly process for inspection and troubleshooting of your Revo chair.



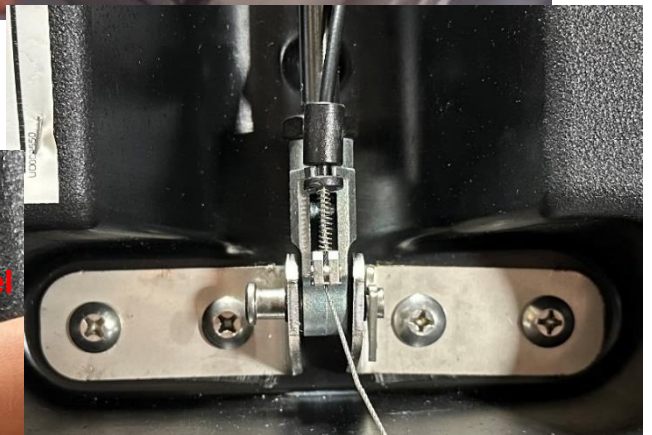
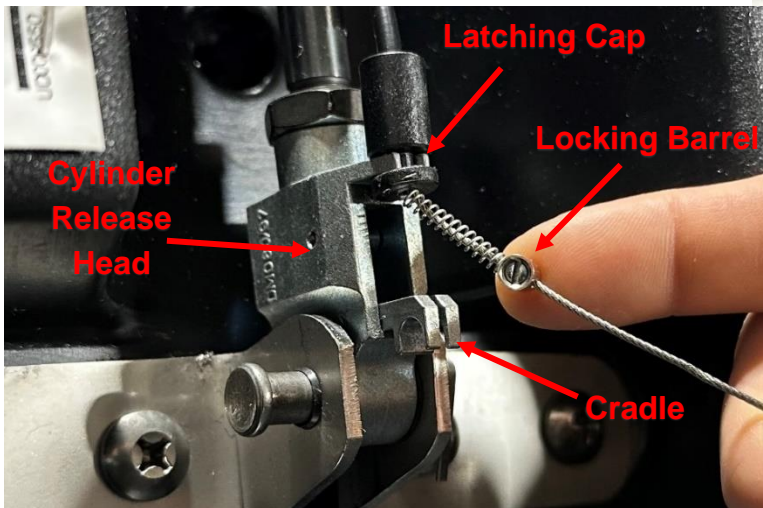
*Bolster unit shown only for reference.



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The following steps will show you how to access the recline mechanism.

1. For **Non-Bolster** and **Bolster** units, start by detaching the slider from the bottom side of the unit removing the Phillips Screws (4 total) with the Impact Gun and Phillips Bit. Do not discard.
2. Once you removed the slider, you will have access to the gas cylinder and its components. Inspect everything and for the following 3 issues:
 - a) Locking barrel that goes into the cradle of the release head has play/slack.
 - b) Latching cap of the wire sleeve is not inserted correctly into the release head.
 - c) The back has too much play or is loose (**New hardware will need to be requested**).
 - d) Cradle of the release head has too much play/slack (**New hardware will need to be requested**).

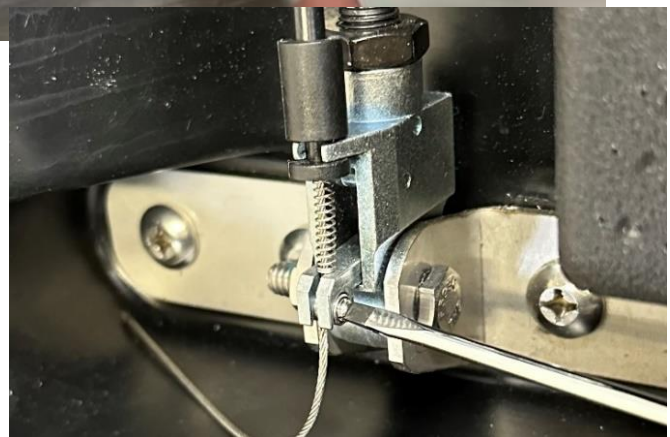
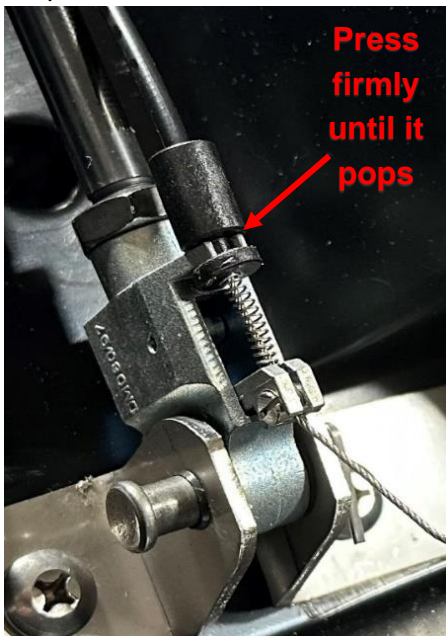
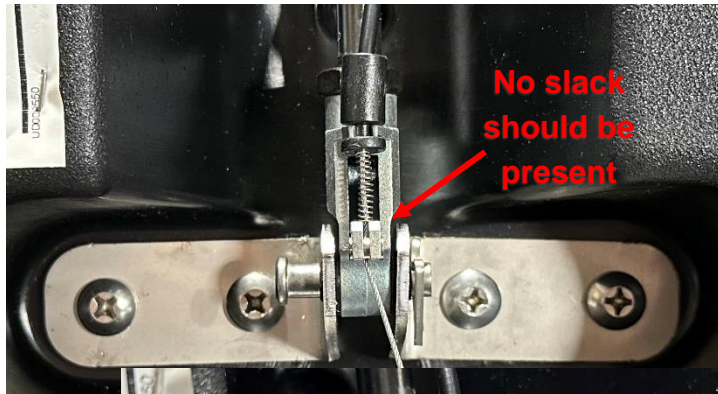




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3. If any of these issues are found, follow the troubleshooting steps outlined below respectively:

- a) If there is slack in the locking barrel and spring that goes attached onto the cradle, loosen the locking barrel with the flathead screwdriver, push it back into the cradle leaving no slack then tighten the screw into place.
- b) If the latching cap is loose, secure it in place by inserting it into the release head until you feel it latch/pop.
- c) If the back is loose, a new hardware kit will need to be requested to replace the current one and fix this issue.
- d) If the release head is loose or has play, a new cylinder will have to be requested and replaced.





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4. Retest the unit. **ONLY** continue to the next steps if the recline function is not working correctly.

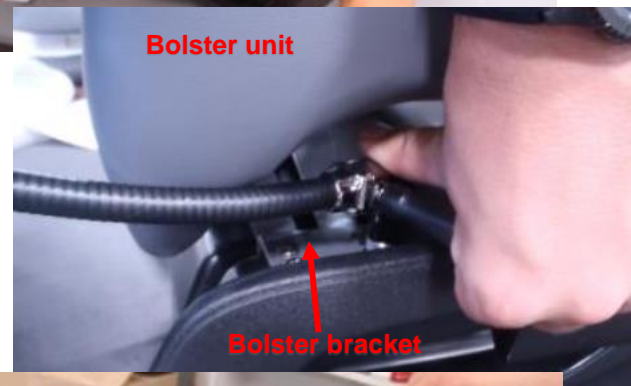
5. For **Non-Bolster** units, if the issues are still present, detach the seat cushion by removing the Hex Head Bolts (4 total) and Flat Washers (4 total) with a 7/16" Hex Driver and a 7/16" Ratcheting Open Wrench.

For **Bolster** units, you will have to remove the Bolster Hinge Brackets first to remove the seat. Do this by removing the Head Phillips Screws (8 total) with an Angle Flex Extension and a #3 Phillips Bit. After the bolster has been removed, remove the Hex Head Bolts (4 total) and Flat Washers (4 total) with a 7/16" Hex Driver and a 7/16" Ratcheting Open Wrench that hold the seat in place.

6. Once you have removed the hardware, the last thing to inspect will be the push button. Make sure the cable assembly Hex Adapter is inserted into the button case.

7. If the push button is getting stuck, the button itself will have to be sanded down to eliminate anything that may be obstructing it from working as it should.

In order to sand down the push button, start by using a small flat head screwdriver to pry it out of place by inserting it in the opening of the button. Make sure to do this carefully as to not damage the push button. If necessary, go around the push button with the screwdriver until it pops out.



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Once you have the button out, sand around the edge to remove any flash that may be obstructing or that could be preventing the push button from sliding with ease.

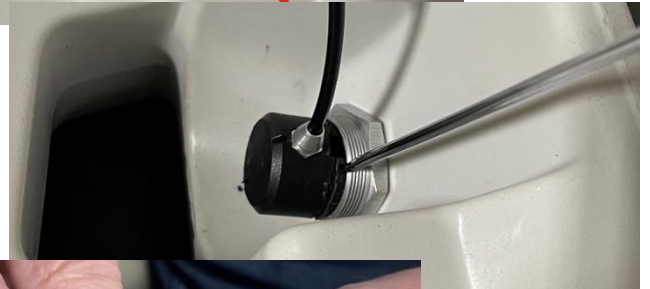
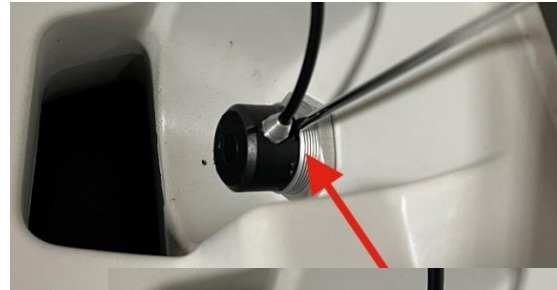
Put the push button back together and insert it back in place. Make sure the button pops in and is secure without any kind of play.

Make sure to push firmly so the button snaps back in place. Inspect button from the outside to make sure the button is free of damage.

Push button in and make sure it is sliding with ease. Button should look as shown below.

8. Follow the steps in reverse to put all assembly and hardware back together.

9. If none of the troubleshooting options helped fix the issues with your chair, please describe the issue to us so we can send you a repair kit as soon as possible.



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