



THEATER SEATING
TROUBLESHOOTING AND
SERVICE MANUAL

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Introduction

The procedures in this manual are to service and troubleshoot the theater seat components. This document will allow the customer to repair or replace accessories and mechanical parts to minimize the cost of replacing the seat completely.

For information on the assembly or individual components of this product, please visit:

<https://support.lci1.com/furniture/>.

NOTE: Images used in this document are for reference only when assembling, installing and/or operating this product. Actual appearance of provided and/or purchased parts and assemblies may differ.

Safety

Read and understand all instructions before installing or operating this product. Adhere to all safety labels.

This manual provides general instructions. Many variables can change the circumstances of the instructions, i.e., the degree of difficulty, operation and ability of the individual performing the instructions. This manual cannot begin to plot out instructions for every possibility, but provides the general instructions, as necessary, for effectively interfacing with the device, product or system. Failure to correctly follow the provided instructions may result in death, serious personal injury, severe product and/or property damage, including voiding of the Lippert limited warranty.

⚠ CAUTION

The “CAUTION” symbol above is a sign that a safety risk is involved and may cause personal injury and/or product or property damage if not safely adhered to and within the parameters set forth in this manual.

⚠ CAUTION

Use appropriate personal protective equipment (PPE) for the procedure being performed.

⚠ CAUTION

Moving parts can pinch, crush or cut. Keep clear and use caution.

Theater Seat Table Repair

Theater Seat Table Resources Required

- 10 mm combination wrench

Repair Theater Seat Table

If the theater seat table tray is loose it means the table post is not tightly secured. Use the following steps to repair the table.

1. Remove the theater seat table and post by lifting the assembly (Fig. 1A) up and out of the theater seat arm receptor (Fig. 1B).
2. Locate the notch (Fig. 2A) in the table post. Use a 10 mm combination wrench (Fig. 2B) to tighten the post into the table.
3. Insert the table and post assembly (Fig. 3A) back into the theater seat arm receptor (Fig. 3B).

NOTE: Test the sturdiness of the table and tighten when needed.

Fig. 1

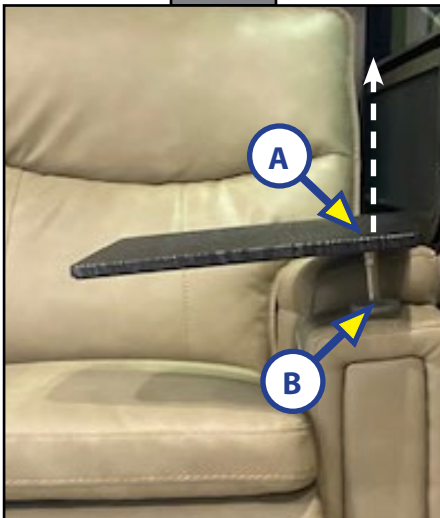


Fig. 2

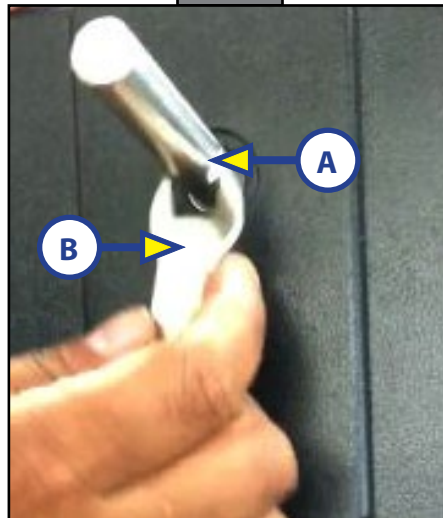
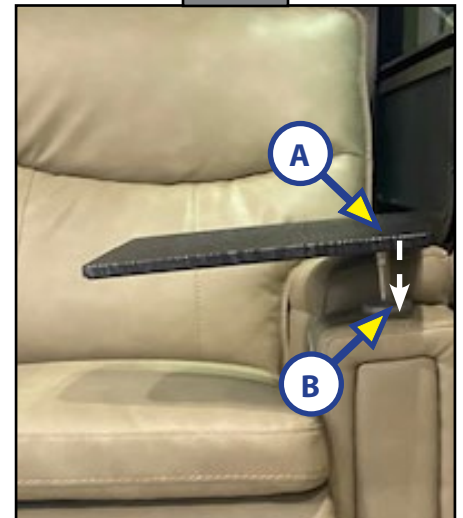


Fig. 3



Removal/Installation of Table

If the table tray is broken and it cannot be fixed, the Theater Seat Kit, part #711047 (Fig. 4), will need to be ordered.

1. Remove and discard the old post and table assembly (Fig. 1A) by lifting the table up and out of the theater seat arm receptor (Fig. 1B).
2. With the new Theater Seat Kit, screw the threaded post end (Fig. 5A) into the table's underside threaded post hole (Figs. 5B and 6A).

Fig. 4



Fig. 5

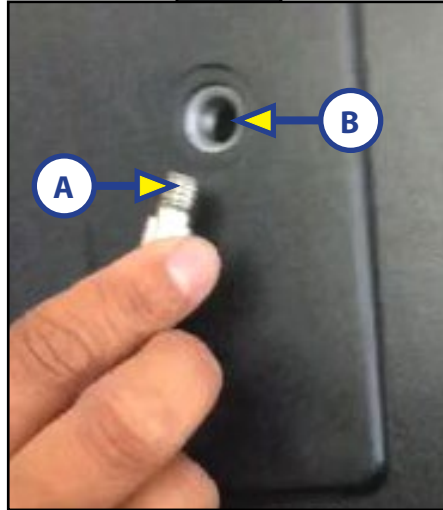
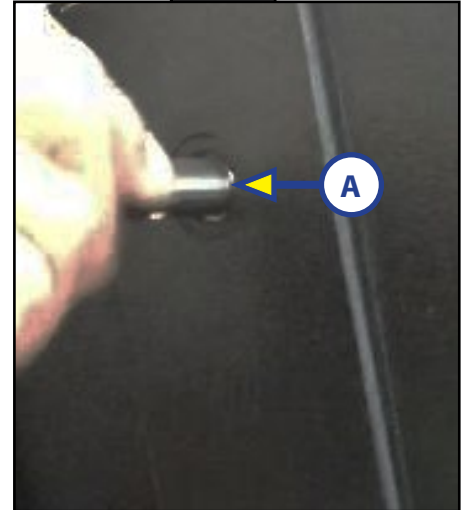


Fig. 6



3. Locate the notch (Fig. 7A) in the table post. Use a 10 mm combination wrench (Fig. 7B) to tighten the post into the table.
4. Insert the table and post assembly (Fig. 8B) back into the theater seat arm receptor (Figs. 9A and 10A).

NOTE: Test the sturdiness of the table and tighten if needed.

Fig. 7

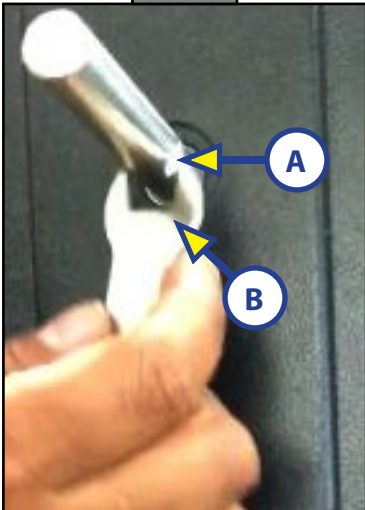


Fig. 8

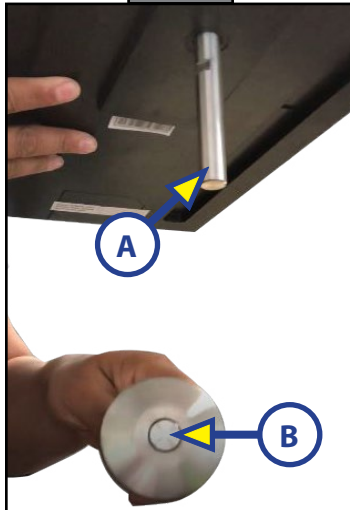


Fig. 9

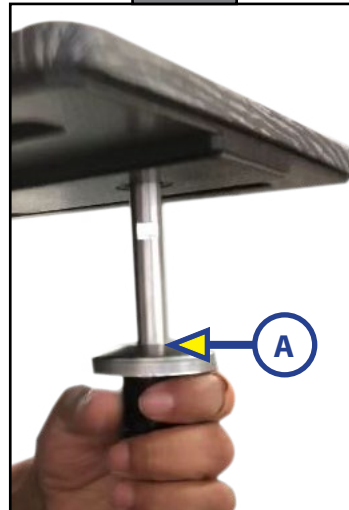
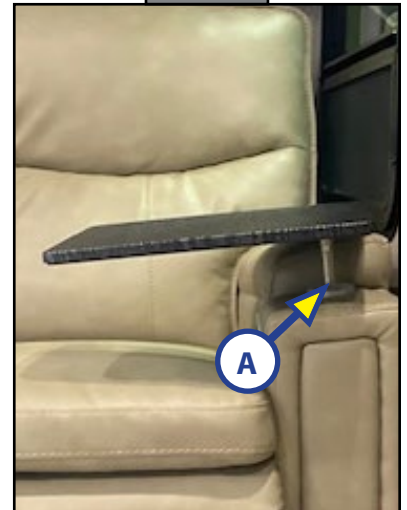


Fig. 10



Theater Seat Lumbar Repair

Theater Seat Lumbar Resources Required

- 1 to 2 people depending on task
- Knife or cutting tool
- Stapler with staples

Procedure for Theater Seat Lumbar

If the lumbar frame is bent, the entire back of the theater seat will need to be replaced. If the frame is not bent, check to see if the actuator motor needs to be replaced. Test the actuator. If it does not work, replace the actuator. If the actuator does work, the frame is bent preventing the actuator from operating properly and the entire back of the theater seat will need to be replaced with part #2020111155.

1. Unplug the theater seat from its power source.
2. Place the theater seat on a clean soft surface.
3. Raise the back flap of the theater seat to expose the backrest wires and latches.
4. Located in between the back and seat cushion (Fig. 13C) are connecting power wires (Fig. 11A). Disconnect the wire connections.
5. Utilizing another person, pull out the tab on the latches (Fig. 12A) on both sides of the seat cushion (Fig. 13A) while lifting the back cushion up and off from the theater seat. Place the back cushion (Fig. 13B) on a clean surface.

Fig. 11

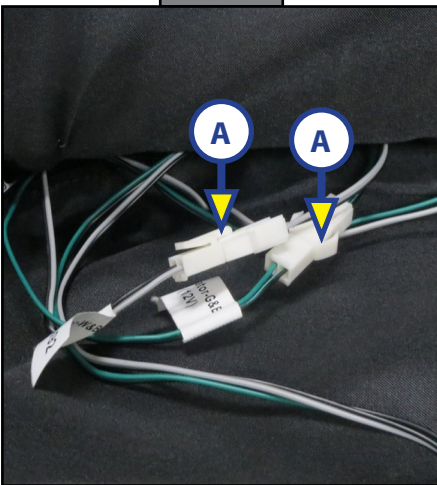
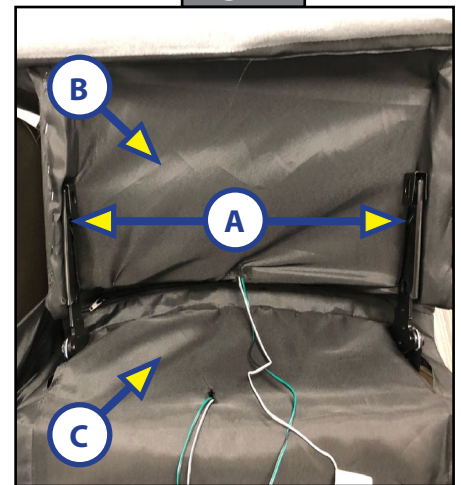


Fig. 12

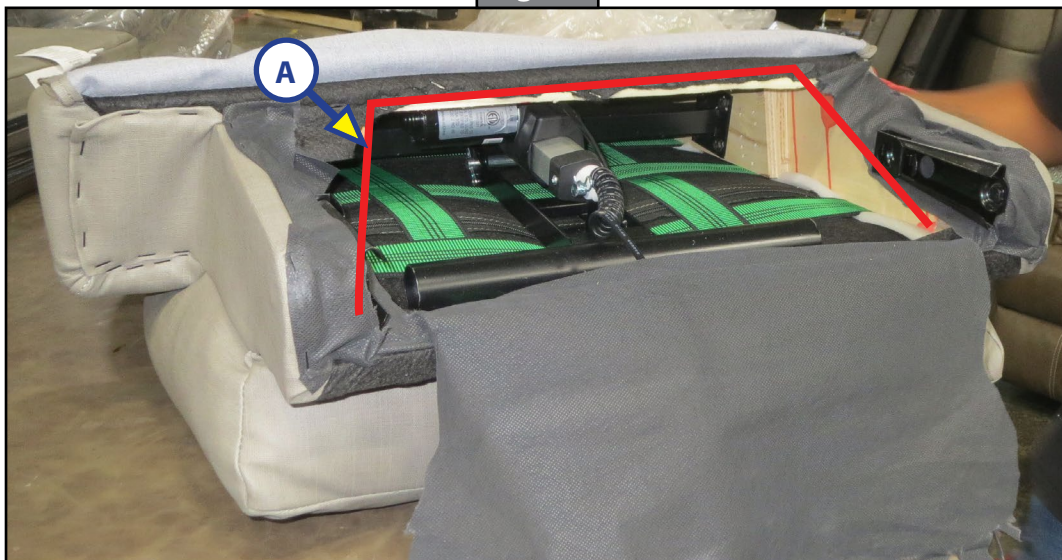


Fig. 13



6. Cut open the mesh material (Fig. 14A red line) of the back bottom of the cushion to expose the actuator motor for the lumbar inside.

Fig. 14



7. Remove and set aside the clevis pin (Fig. 15A) from the cotter pin (Fig. 16A). Remove the cotter pin from the bottom of the actuator which is holding the actuator to the bottom of the frame.

Fig. 15

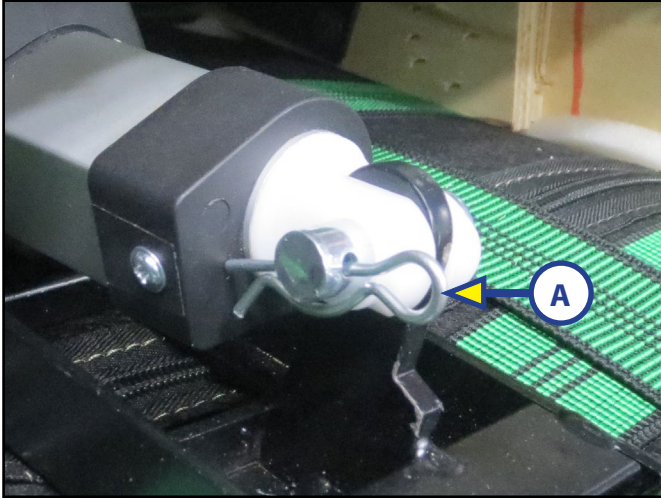
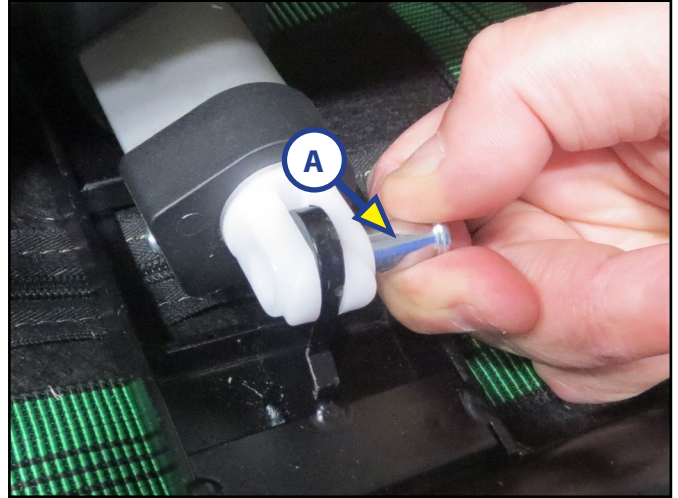
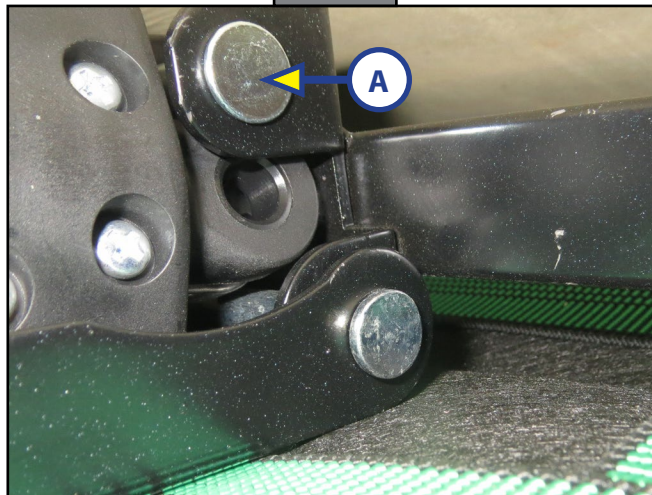


Fig. 16



8. Remove and set aside the clevis pin from the cotter pin (Fig. 17A). Remove the cotter pin from the top of the actuator which is holding the actuator to the top of the frame.

Fig. 17



9. Insert the new actuator inside the back cushion top and bottom frame and attach the cotter and clevis pins (Fig. 15A).

NOTE: The larger cotter pin goes into the top hole (Fig. 17A) and the smaller cotter pin (Fig. 16A) goes in the bottom hole.

10. Pull the mesh material to the top of the wood frame and staple back into place.
11. Slide the back cushion down into the seat latches (Fig. 13A) until they click into place.
12. Reconnect the two power wire connections (Fig. 11A) in between the back and seat cushion.
13. Hook and loop the back flap closed.
14. Plug the theater seat into a power source and test the functions.

Theater Seat Mechanism Repair

Theater Seat Mechanism Resources Required

- 1 to 2 people depending on task
- Cordless or electric drill or screw gun
- Appropriate drive bits
- Drill bit extension
- 10 mm ratchet
- Cutting tool
- Zip ties

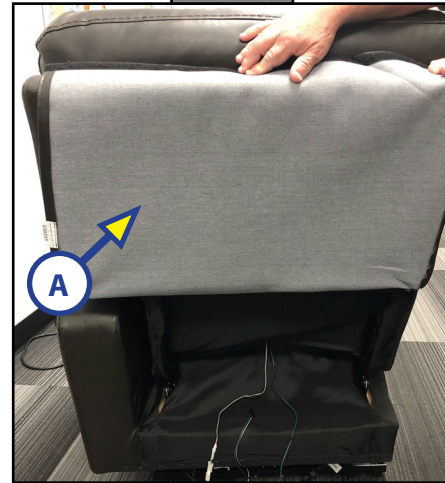
Removing the Seating Mechanism Base

1. Unplug the theater seat from its power source.
2. Place the theater seat on a clean soft surface.
3. Make sure the footrest (Fig. 18A) is in the extended position.
4. Raise the back flap (Fig. 19A) of the theater seat to expose the backrest wires and latches.

Fig. 18



Fig. 19



5. Located in between the back and seat cushions are connecting power wires (Fig. 20A). Disconnect the two wire connections.
6. Utilizing another person, pull out the tab on the latches (Fig. 21A) on both sides of the seat cushion (Fig. 22A) while lifting the back cushion up and off from the theater seat. Place the back cushion (Fig. 22B) aside on a clean surface for re-installation.
7. Flip the theater seat cushion (Fig. 22C) upside down to work on removing the base mechanism.

Fig. 20

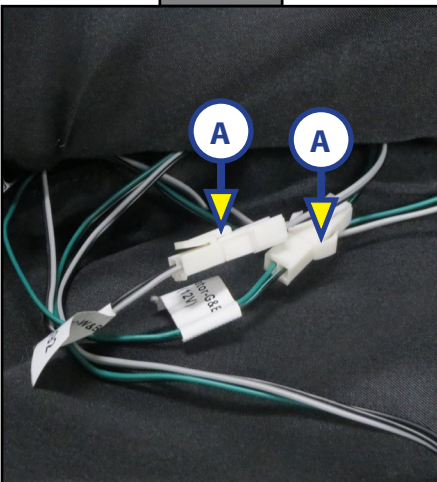
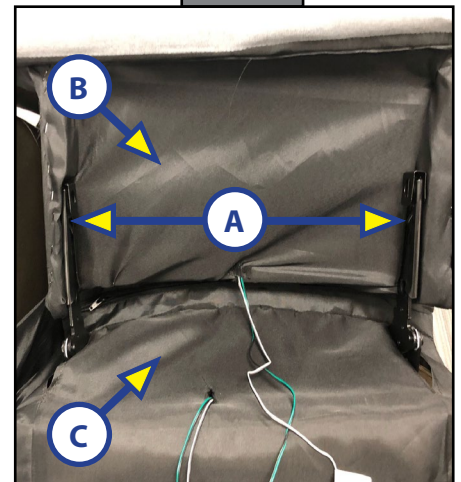


Fig. 21



Fig. 22



8. Remove the four bolts holding the mechanism base to the footrest kick plate — two on each side (Fig. 23A).
9. To remove the LED light (Fig. 24B), cut the zip ties (Fig. 24A) holding the wire to the mechanism base.
10. Slide the LED light (Fig. 25A) down and off the mechanism base.

Fig. 23

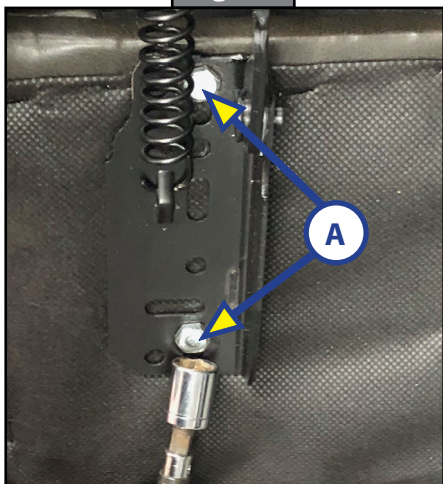


Fig. 24

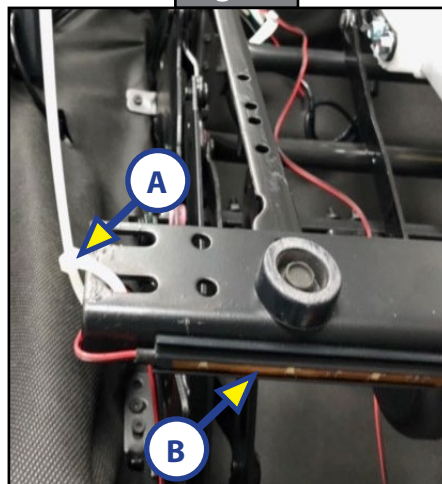
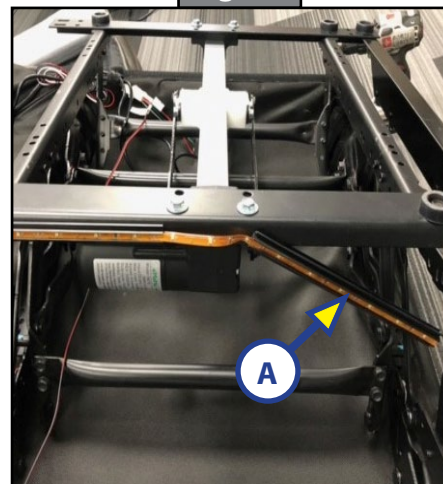


Fig. 25



11. Disconnect the LED wire (Fig. 26A) from the power harness.
12. Disconnect the AC/DC power adapter wire (Fig. 27A).
13. Disconnect the motor wire (Fig. 28A) and remove from the zip ties holding it in place to the mechanism base.

Fig. 26

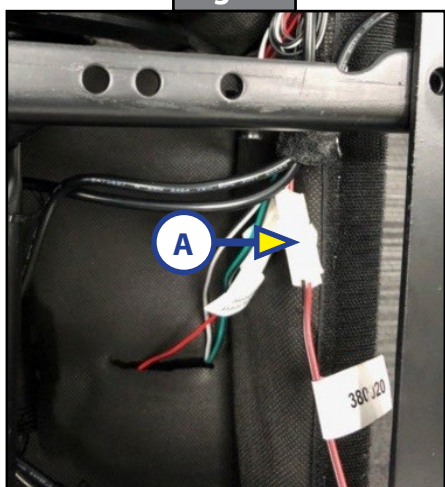


Fig. 27

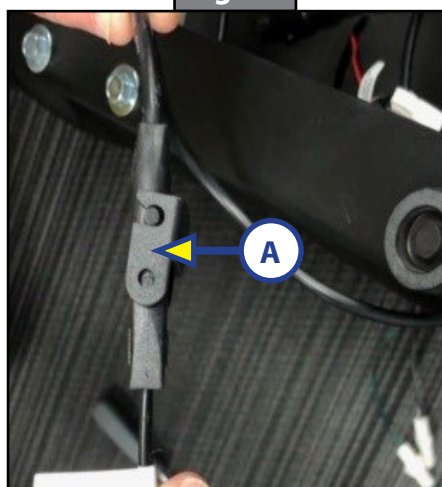
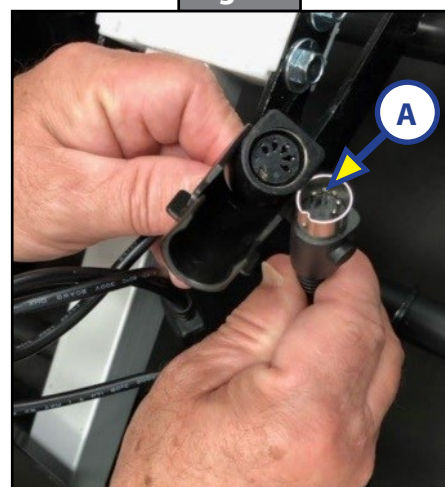


Fig. 28



14. Remove the screws (Fig. 29A), two on the side of the theater seat without the arm, holding the base mechanism to the theater seat. Set the screws aside for installation of the new mechanism base.
15. Remove the three screws (Fig. 30A) on the side of the theater seat with the arm that hold the base mechanism to the theater seat. Set the screws aside for installation of the new mechanism base.
16. Lift the base mechanism up and set aside.

Fig. 29

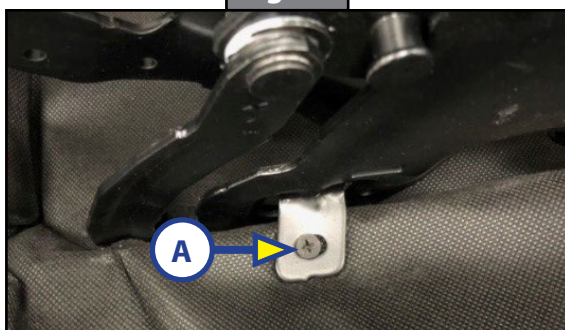
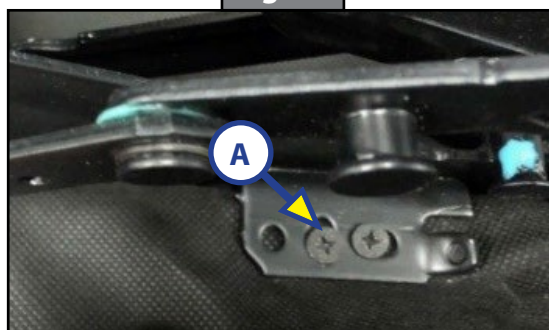
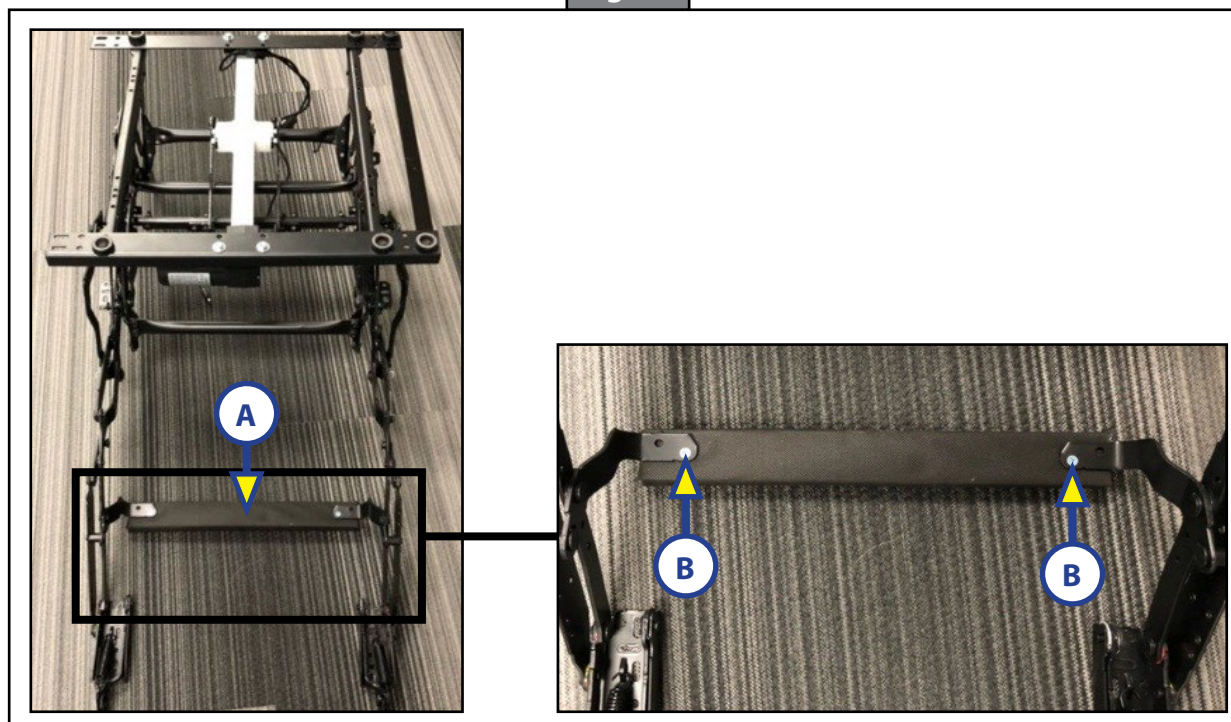


Fig. 30



17. Remove the two screws (Fig. 31B) holding the footrest stabilizer (Fig. 31A) to the mechanism base. Set aside the stabilizer and screws to re-install onto the new mechanism base.

Fig. 31



Replacing the Seating Mechanism Base

1. Place the new mechanism base upside down on a soft clean surface with the footrest extended.
2. Install the previously-removed footrest stabilizer (Fig. 31A) and two screws (Fig. 31B) from the old base mechanism onto the new base mechanism.
3. Place the new base mechanism upside down onto the seat cushion, aligning the screw holes in the theater seat cushion with the mechanism's base screw holes.
4. Install the three previously-removed screws (Fig. 30A) from the base mechanism on the side with the armrest.
5. Install the two previously-removed screws (Fig. 29A) on the side of the base mechanism without the arm.
6. Connect the motor wire (Fig. 28A) and zip tie the wire, holding it in place to the mechanism base.
7. Connect the AC/DC power adapter wire (Fig. 27A).
8. Slide the LED light back up onto the base edge of the mechanism (Fig. 25B) and zip tie the LED light wire to the mechanism base to keep it in place.
9. Connect the LED light wire to the power harness (Fig. 26A).
10. Install the four bolts, two on each side (Fig. 23A), holding the footrest kick plate to the mechanism base.
11. Flip the seat right side up to install the backrest. Slide the back cushion down into the seat latches (Fig. 22A) until they click into place.
12. Reconnect the two power wire connections (Fig. 20A) in between the back and seat cushion.
13. Hook and loop the back flap closed.
14. Plug the theater seat into a power source and test the functions.

Manual Recliner Footrest Stuck in Open Position

Manual Recliner Footrest Resources Required

- Cordless or electric drill or screw gun
- Appropriate drive bits
- 1-2 washers

Procedure for Manual Recliner Footrest

If the footrest will not open, the frame is bent and the seat will need to be replaced. If the footrest will open but will not close, the footrest can be repaired.

1. Unplug the theater seat from its power source.
2. Place the theater seat on a clean soft surface.
3. Lay the theater seat down resting on the backside, exposing the bottom of the seat.
4. The side of the footrest that is out of square or not closing is the side where the inside footpad (Figs. 32A and 33A) will need to be removed.

Fig. 32

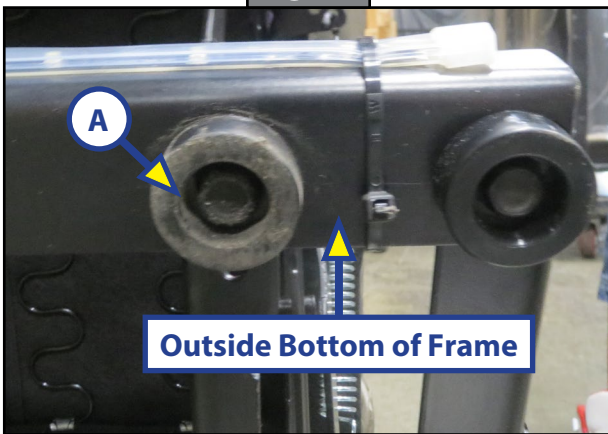
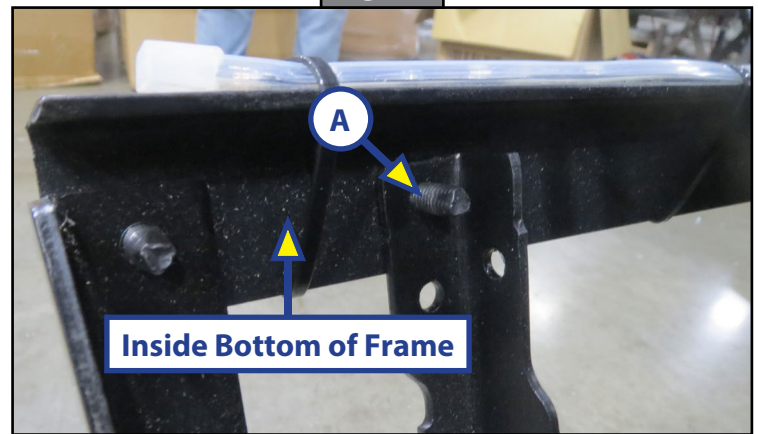


Fig. 33



5. Once the inside footpad (Fig. 34A) is removed from the outside of the frame, place one washer (Fig. 35A) in between the front of the frame (Fig. 35B) and the side of the frame piece (Fig. 35C).
6. Replace the footpad (Fig. 35D) into the frame, through the washer and the side of the frame.

Fig. 34

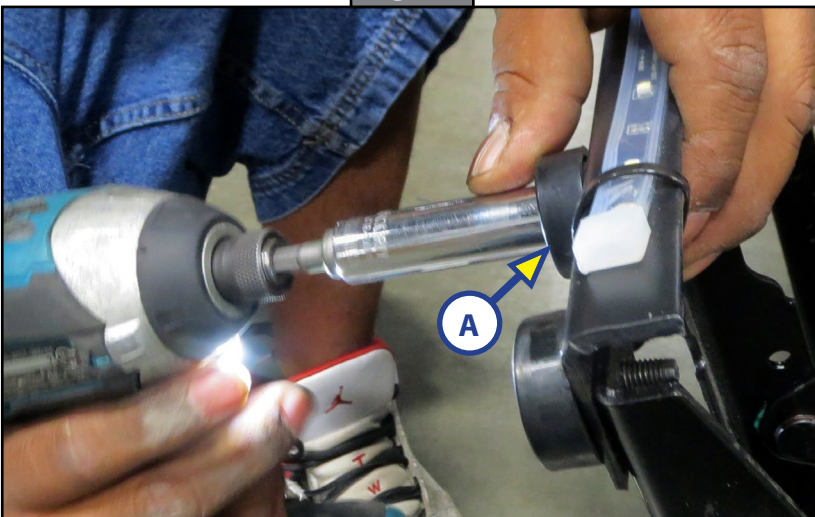
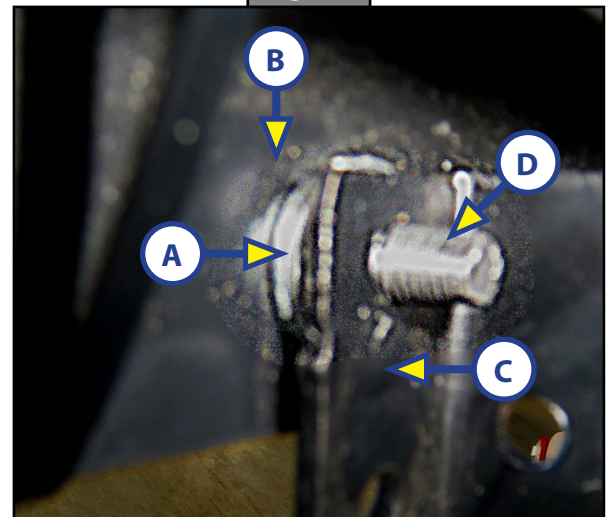


Fig. 35



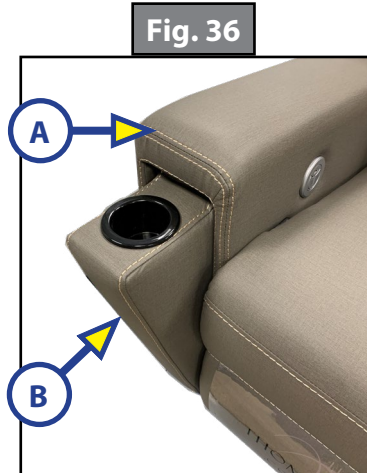
7. Set the theater seat upright and check to see if the footrest will open and close properly. If the side of the footrest is still slightly off, repeat steps 5 and 6 while adding another washer.
8. If the footrest still will not close properly, the frame is bent too far and the theater seat will need to be replaced.

Theater Seating Armrest Cupholder not Closing

These procedures detail how to properly close the cupholder assembly, test the magnet mechanism, align the magnet to the metal plate, and the replacement of the magnet mechanism.

Information

Inside the Theater Seating armrest (Fig. 36A), there is a magnet mechanism that holds the cupholder assembly (Fig. 36B) in place when not in use.



Cupholder Assembly Magnet Mechanism Test

1. With the cupholder assembly in the extended position (Fig. 37), press the cupholder assembly slowly back into the armrest retracted position (Fig.38) by applying light pressure.
2. Allow the magnet to attach to the metal plate.
3. Remove hand to see that the cupholder assembly is now closed.

NOTE: Closing fast (such as slamming shut) doesn't allow the magnet to catch and close. The magnet will just bounce off, ricochet, and remain open.

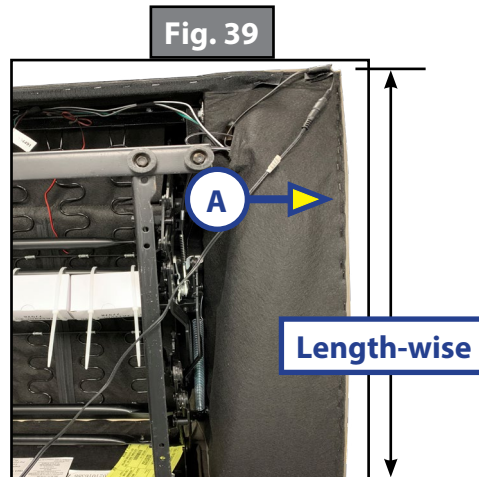


NOTE: Closing fast could also damage the spring within the plastic body.

Inspection of Magnet Mechanism and Adjustment

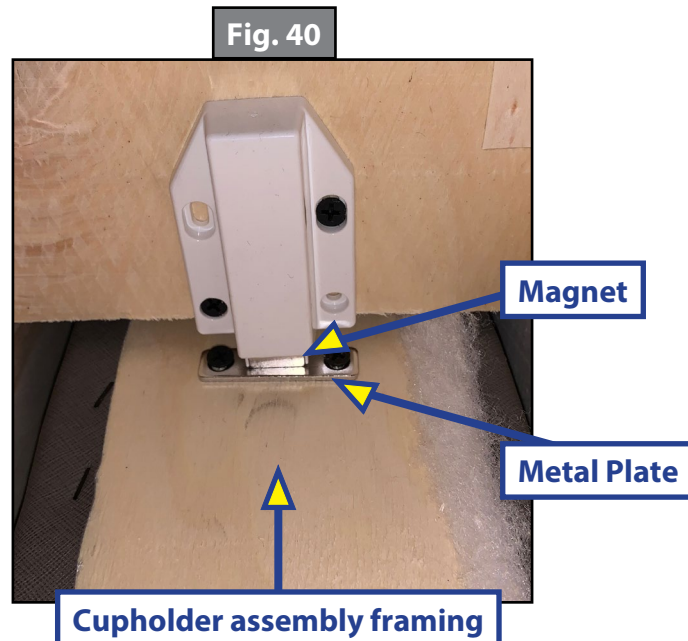
Resources Required (as needed)

- Cordless or electric drill or screw gun
 - Flathead screwdriver
 - Appropriate drive bits
 - Staples and staple gun
1. Safely remove chair from floor and carefully turn over taking care to protect material.
 2. Use a flathead screwdriver to remove the length-wise staples (Fig. 39A) along the Theater Seat to see within the armrest and access magnet mechanism.



NOTE: Some Theater Seating may not have fabric underneath.

3. Make sure magnet and metal plate are aligned (Fig. 40). Adjust as necessary so the magnet and metal plate connect properly.



NOTE: Adjustments should be minimal.

4. Return Theater Seating to an upright position to test.
 - A. If cupholder assembly returns to retracted position successfully, staple fabric back in place (if applicable), and safely secure chair back to floor.
 - B. If cupholder assembly does not retract, then follow the Magnet Mechanism Replacement procedure.

Magnet Mechanism Replacement

If magnet mechanism does not return cupholder assembly back into armrest, then replacement is necessary.

- 1. Safely remove chair from floor and carefully turn over taking care to protect material.
- 2. Use a flathead screwdriver to remove the length-wise staples (Fig. 39A) along the Theater Seat to see within the armrest and access magnet mechanism.

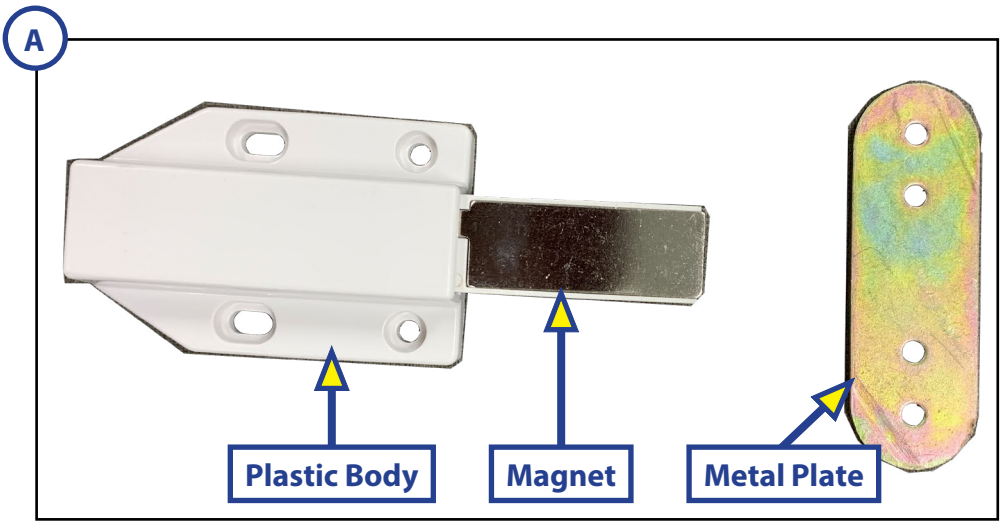
NOTE: Some Theater Seating may not have fabric underneath.

- 3. Using cordless or electric drill or screw gun, remove hardware securing magnetic closure in place. Retain hardware and set aside.
- 4. Replace magnetic closure and reuse hardware. Make sure the metal plate and the end of the magnet completely connect.
- 5. Move Theater Seating back to the upright position to properly test magnetic closure to ensure magnet will close cupholder assembly into armrest.

NOTE: The new, replaced magnet mechanism will still need to be closed slowly. Opening and closing rapidly will cause the same issues.

- 6. Staple fabric back in place if applicable.
- 7. Move Theater Seating unit back into place and safely secure to RV floor.

Callout	Part #	Description
A	2021102978	Magnet Mechanism



NOTE: There is a spring mechanism within the plastic body to push the magnet to the metal plate.

Theater Seating Head Rest Positioning

This section helps OEM and end-user customers understand the Head Rest (Fig. 41A) of the Theater Seating.

Fig. 41



How the Head Rest moves

The Theater Seating Head Rest is designed to move forward and back. It moves forward by clicking into three forward positions of extension; moving a little farther out each time. Once clicked into the last position with the farthest extension, the head rest will release back and fold back into the upright position.

Is the Head Rest broken?

The Theater Seating Head Rest may move forward into a locked position during shipment or later during travel. Before assuming the head rest is broken or stuck, complete the following procedure to make sure Head Rest is operational.

Testing Head Rest

1. Apply gentle pressure behind the Head Rest (Fig. 42A), and bring the Head Rest forward a click.

NOTE: The Head Rest may make a click sound or the click may be felt.

NOTE: Do not push backward on the Head Rest as this can break the clicking mechanism within the Theater Seating.

2. Continue to apply pressure forward on the Head Rest.
 - A. Click? Continue to move forward until release.
 - B. No click? Head Rest MAY be in full extension (Fig. 43).

Fig. 42

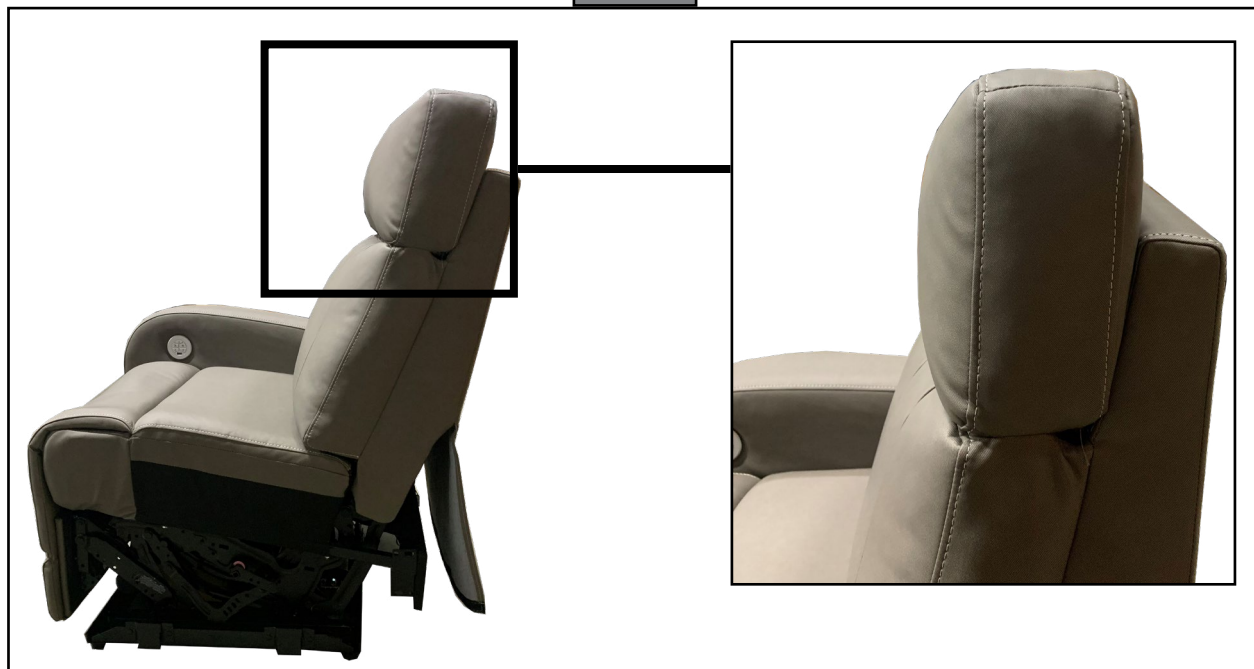


Fig. 43



3. Once there are no clicks and/or the Head Rest will not move out farther to with a gentle amount of pressure, allow the Head Rest to fold (spring back) to the upright position (Fig. 44).

Fig. 44



Head Rest DOES NOT return Upright

In the unlikely event the Head Rest does not return to the upright position:

OEM:

- Make sure nothing is obstructing the Theater Seating unit and the Head Rest.
- Double check the installation.
- Consult with Lippert contact if no solution is determined.

End Users:

- DO NOT open the Theater Seating Head Rest cushion or mechanism. Doing so can cause permanent damage to the chair, and frustration or personal injury to end user.
- Work with preferred dealer for appropriate care steps or call Lippert Customer Care.

Notes

[illegible]



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