

# Service Manual

MESSAGE LOUNGER

EP1004, 1005

*Simplified*

Please file and use this manual together with the service manual for Model EP589, order No. MEW/HPD 9409-589.

## SPECIFICATIONS

Power source: 120V AC, 60Hz  
Power consumption: 150 W

<Massage lounger>

Rotation speed (Massage head): Approx. 28 times/min  
Massaging width: (Shoulder to Back) 2 11/64"-6 19/64"  
(55-160mm)  
(Back to Lower Back) 2 11/64"-3 15/64"  
(55-100mm)

Tapping speed (One way): Approx. 500 times/min  
Rolling massage: Approx. 1 cycle every 33 sec.  
Rolling massage: 2 9/16"-3 15/16"(65-100mm)  
Regional rolling massage: Approx. 4 23/32"(120mm)  
Massage travel up and down from neck  
and shoulder section to waist section: 21 2/1" (Approx. 565mm)  
Massage heads adjustment: 7 steps  
Massage heads extension: Approx. 1 3/16"(30mm)  
Automatic shut-off timer: Approx. 15 min.  
Programmed operation time: 12 - 14 min.  
Short Program time : 5 - 6 min.

<Leg massager>

Speed: Approx. 3,200 rpm  
Automatic shut-off timer: Approx. 30 min.

Maximum user weight: 264 lbs(120 kg)  
Accessories: Back Cushion

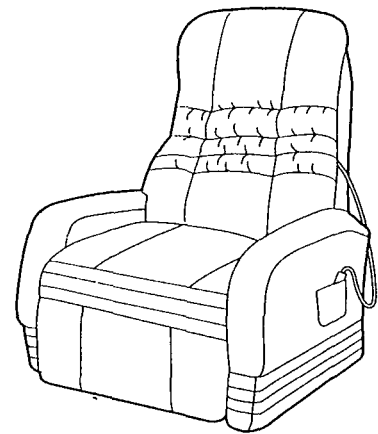
<EP1004>

Weight: 145 lbs (65.25 kg)  
Dimensions: Not reclined and Leg Massager folded  
45"(H) X 33 1/2"(W) X 35 2/1"(D)  
1,143(H) X 851(W) X 902(D) mm  
Reclined and Leg Massager extended  
34 2/1"(H) X 33 1/2"(W) X 68 2/1"(D)  
877(H) X 851(W) X 1,740(D) mm

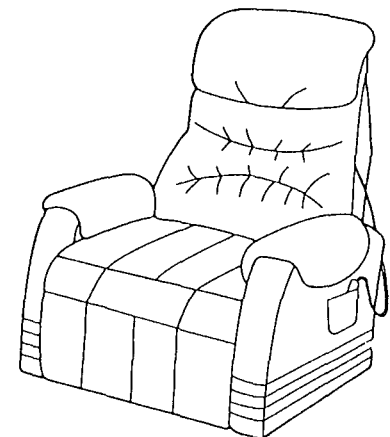
<EP1005>

Weight: 146 lbs (65.63 kg)  
Dimensions: Not reclined and Leg Massager folded  
45"(H) X 42 1/8"(W) X 35 2/1"(D)  
1,143(H) X 1,070(W) X 902(D) mm  
Reclined and Leg Massager extended  
34 2/1"(H) X 42 1/8"(W) X 68 2/1"(D)  
877(H) X 1,070(W) X 1,740(D) mm

EP1004



EP1005



# Panasonic

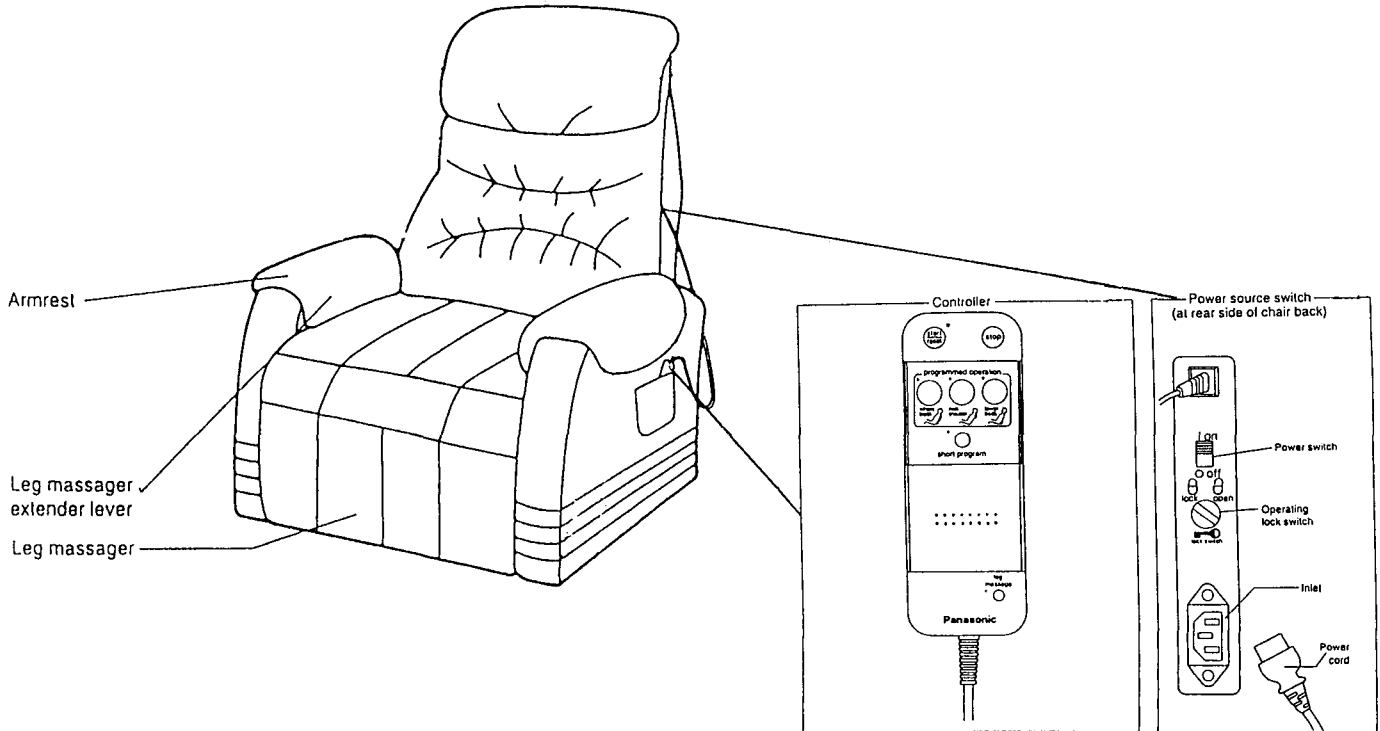
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**⚠ WARNING**

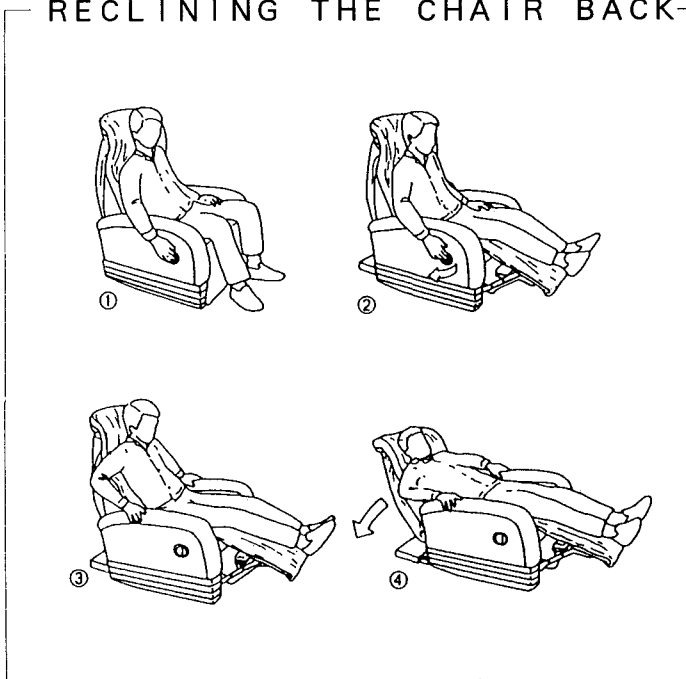
This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

# PARTS INDICATION & CONTROLLER

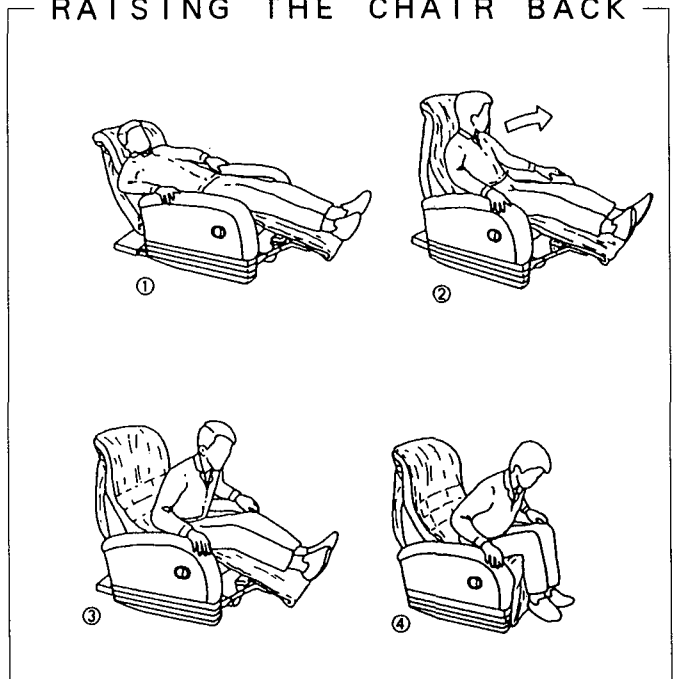
## ■ PARTS INDICATION



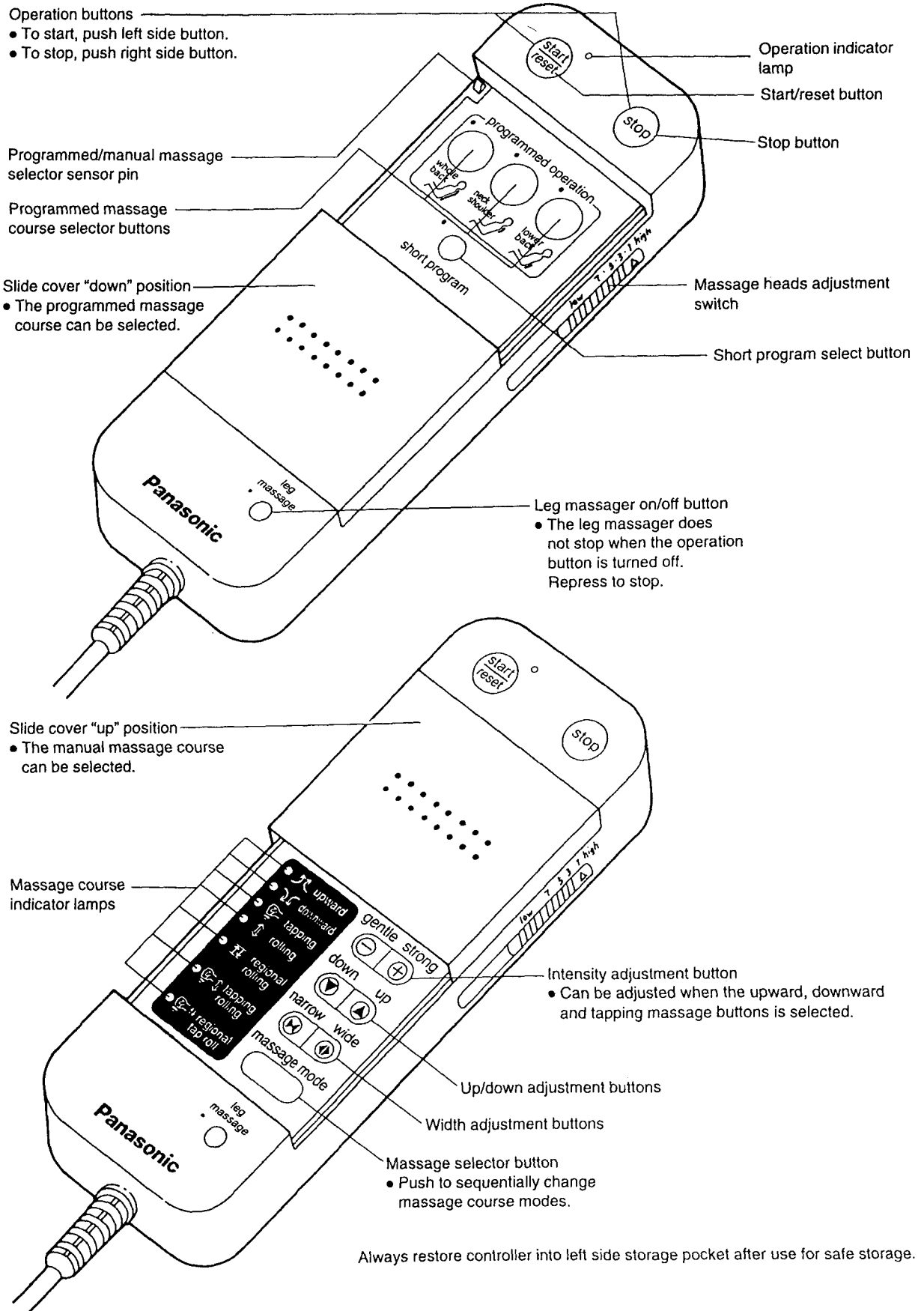
### RECLINING THE CHAIR BACK



### RAISING THE CHAIR BACK



■ CONTROLLER

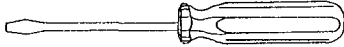


# DISASSEMBLY INSTRUCTIONS

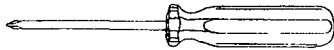
## ■ HOW TO DISASSEMBLY THE CHAIR

Toos required:

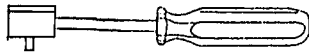
- Flat screwdriver



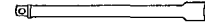
- Philips screwdriver



- Ratchet



- Rathet Extension



- 7/16" Socket



- Soltted tool



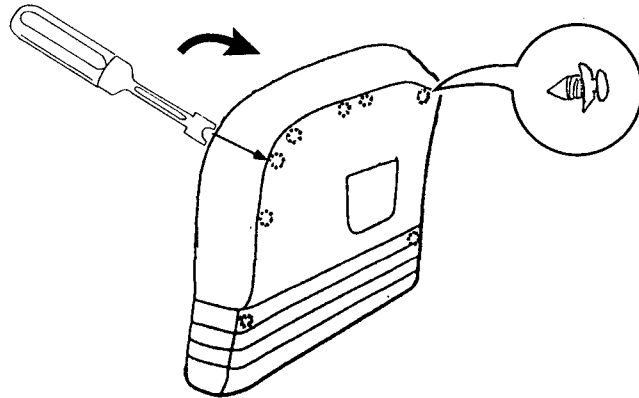
Ref. No. 1A

Procedure 1A

10 minutes

REMOVAL OF THE RIGHT OR LEFT OUTSIDE PANEL

1. When removing right or left outside panel, use slotted tool to disengage the plastic holding clips as shown. ( 8 clips on each side panel)

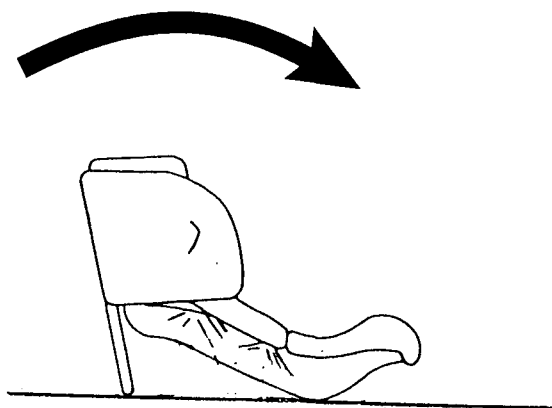


Ref. No. 1B

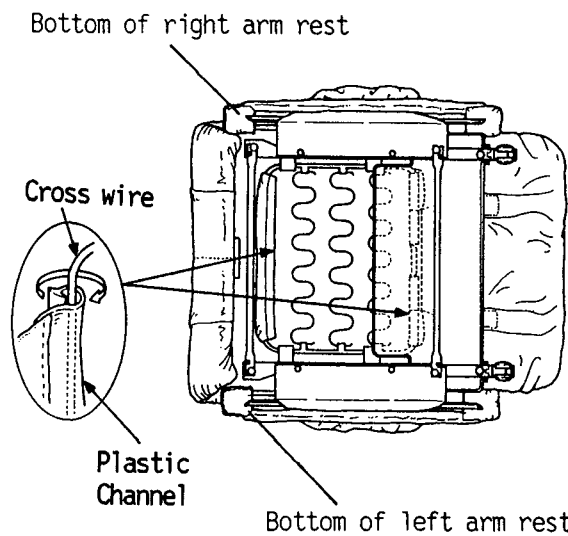
Procedure 1B

5 minutes

REMOVAL OF THE SEAT.



VIEW FROM THE BOTTOM OF THE SEAT



1. Lay chair very carefully on its back (use a rug or drop cloth for protection).
2. Unhook the white platstic channel strips from the crosswire as shown.

3. Remove the seat cusion starting from rear to front, note that the seat cushion will still be attached to the foot ottoman.

Ref. No. 2B

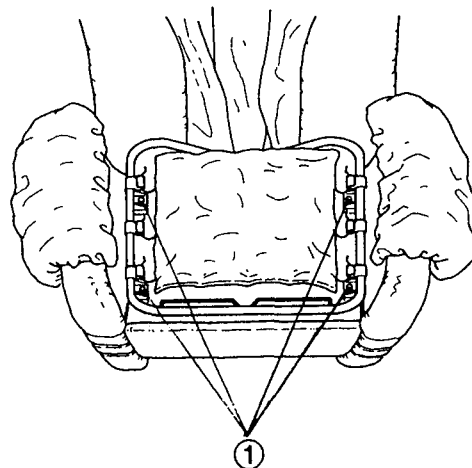
Procedure 1B → 2B

20 minutes

REMOVAL OF THE RIGHT AND LEFT ARM RESTS.

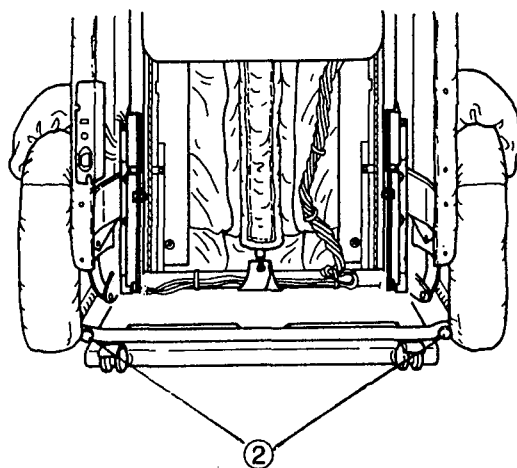
VIEW UNDER THE SEAT

1. Remove the 2 bolts ( ① ) on each side of seat frame using a ratchet with 7/16" socket and extension, then lift out the frame.



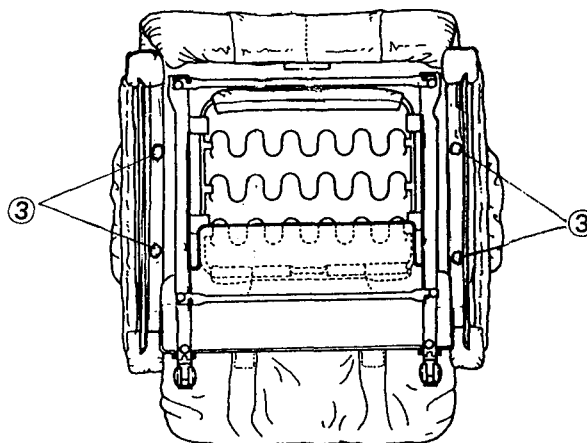
2. Remove the 2 bolts ( ② ) which are fasten the bottom of the arm rests and the cross pipe.

VIEW FROM THE BACK OF THE CHAIR



3. While unit is laying on its back remove 2 additional bolts ( ③ ) on each side of arm rest.

VIEW FROM THE BOTTOM OF THE SEAT



4. Remove arm rest (be carefull not to damage the reclining cable attached to right side arm rest).

Ref. No. 3B

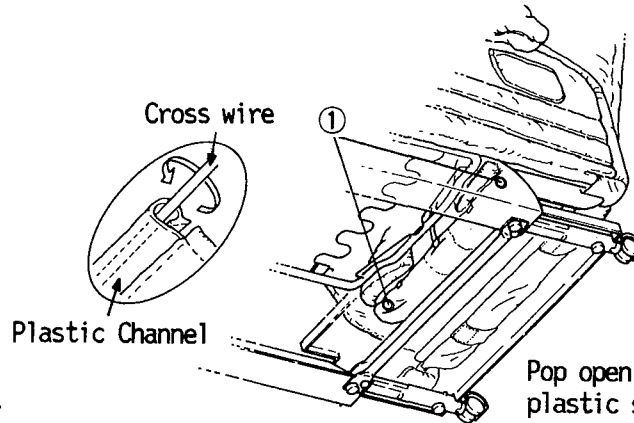
Procedure 2B → 3B

10 minutes

HOW TO OPEN THE REAR COVER.

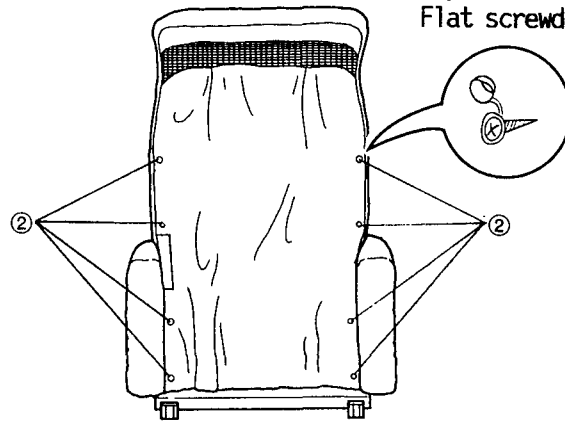
VIEW FROM THE BOTTOM OF THE CHAIR

1. With chair laying on its back remove 2 screws ( ① ) which secure the bottom edge of inner cover.

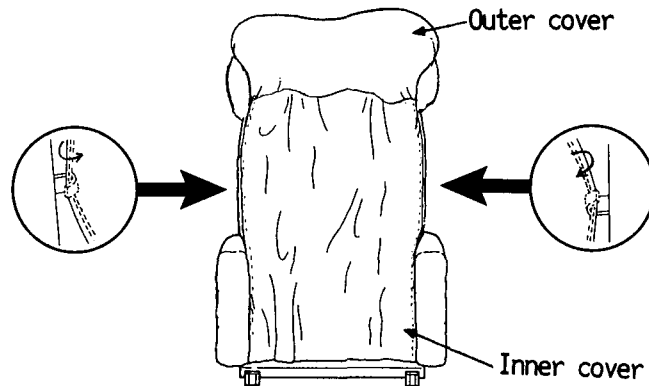


2. Turn chair upright and remove 8 screws ( ② ) from left and right side of outer cover.

Pop open the plastic screw cap with small Flat screwdriver

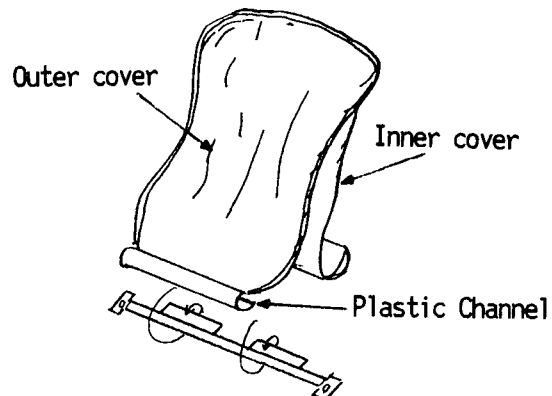


3. Unhook the white plastic channel strip from the crosswire as shown above and raise the outer cover over the headrest.



4. Grasp bottom edge of the inner cover and pull outward.

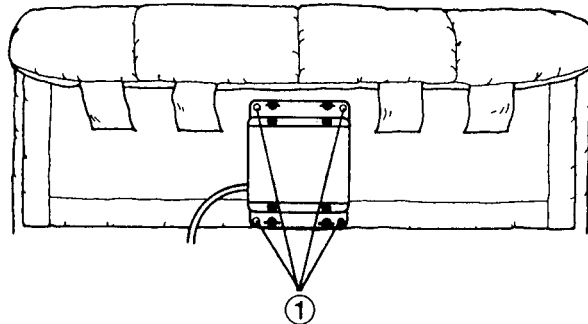
5. Unhook the built-in wire that is along the edge of inner cover on left and right side as shown.



6. Lift inner cover up and over the headrest.

Ref. No. 1C	Procedure 1C	5 minutes	HOW TO REMOVE THE MOTOR FOR FOOT MASSAGER.
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VIEW FROM THE BACK OF THE FOOT MASSAGER



2. Remove the 4 screws (①) to remove the metal shield.

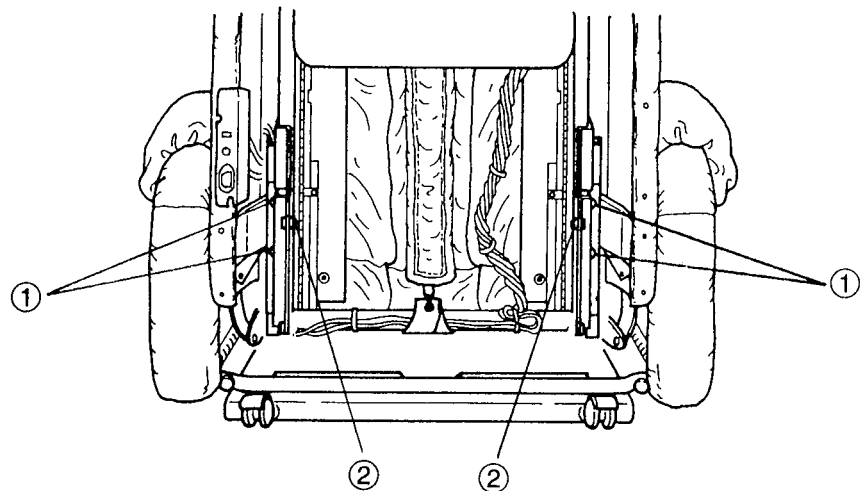
2. Remove the motor for foot massager by removing the 4 mounting screws.

## ■ HOW TO TAKE OUT THE MESSAGE MECHANISM

Ref. No. 1D	Procedure 3A → 1D	20 minutes	REMOVAL OF THE MESSAGE MECHANISM.
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NOTE: WHEN CHECKING OR ADJUSTING THE MESSAGE MECHANISM BLOCK WITH THE MESSAGE MECHANISM COVER REMOVED, BE CAREFUL OF THE MESSAGE BELTS COMING IN CONTACT WITH WIRE HARNESS AT BOTTOM POSITION.

VIEW FROM THE BACK OF THE CHAIR

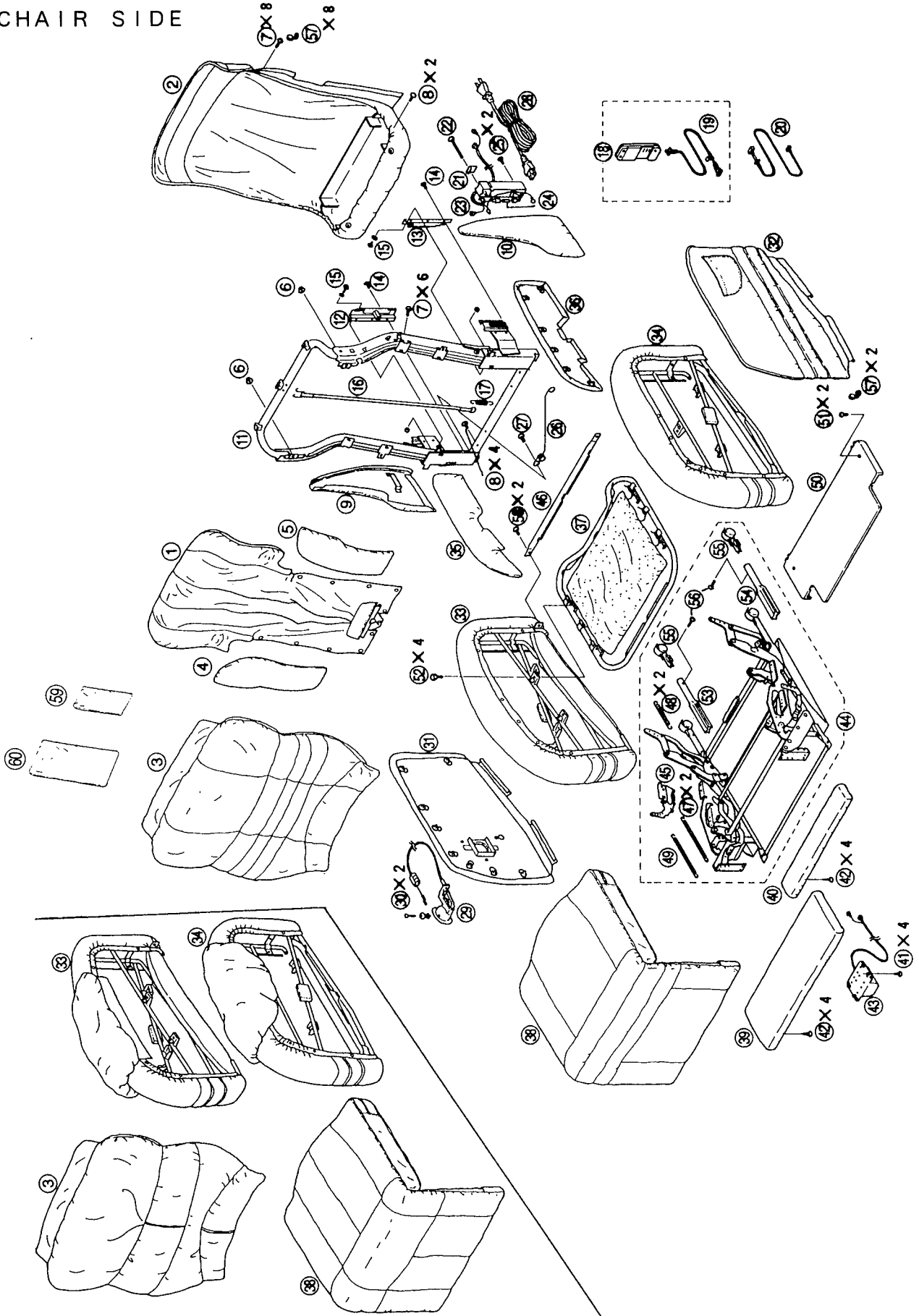


1. Remove the 6 screws (①, ②). Next, slide downward and pull out both left and right rail pieces.  
2. Bring Message Mechanism to the lower position on rail and lift out from bottom first.

3. Refer to the service manual for EP589 on page 18 for additional information on Message Mechanism removed and service.

# EXPLODED VIEW

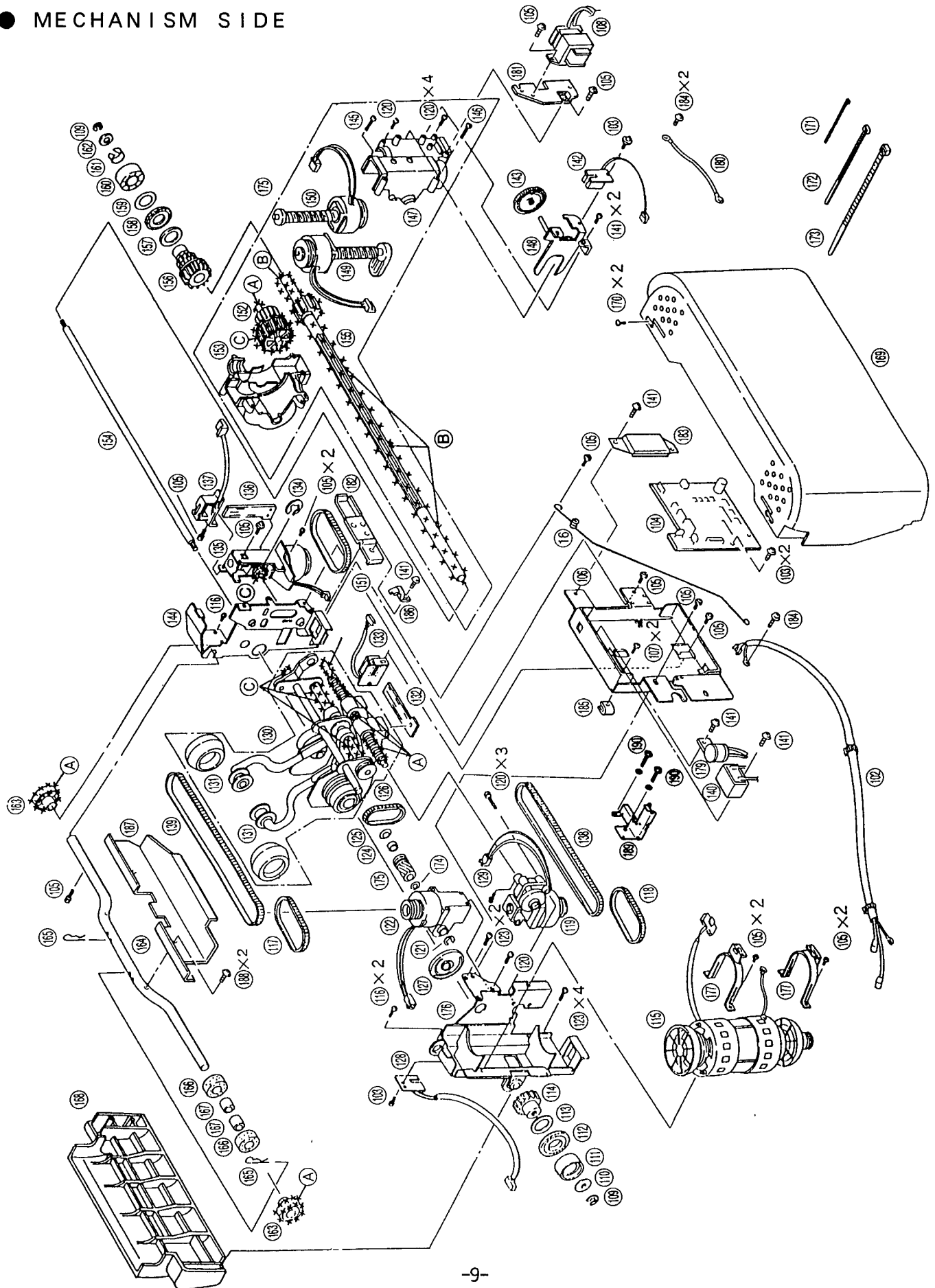
● CHAIR SIDE





# EXPLODED VIEW

● MECHANISM SIDE



## REPLACEMENT PARTS LIST

Ref. No.	Parts No.	Parts Name & Descriptions	Per set	Remarks
1	WEP1005G3148	MASSAGE WHEEL COVER (GREEN)	1	*
1	WEP1005W3148	MASSAGE WHEEL COVER (WHITE)	1	*
1	WEP1005K3148	MASSAGE WHEEL COVER (V.LEATHER)	1	*
2	WEP1004G3178	REAR COVER (GREEN)(EP1004)	1	*
2	WEP1004W3178	REAR COVER (WHITE)(EP1004)	1	*
2	WEP1004K3178	REAR COVER (V.LEATHER)(EP1004)	1	*
2	WEP1005G3178	REAR COVER (GREEN)(EP1005)	1	*
2	WEP1005W3178	REAR COVER (WHITE)(EP1005)	1	*
2	WEP1005K3178	REAR COVER (V.LEATHER)(EP1005)	1	*
3	WEP1004G3618	BACK CUSHION (GREEN)(EP1004)	1	*
3	WEP1004W3618	BACK CUSHION (WHITE)(EP1004)	1	*
3	WEP1004K3618	BACK CUSHION (V.LEATHER)(EP1004)	1	*
3	WEP1005G3618	BACK CUSHION (GREEN)(EP1005)	1	*
3	WEP1005W3618	BACK CUSHION (WHITE)(EP1005)	1	*
3	WEP1005K3618	BACK CUSHION (V.LEATHER)(EP1005)	1	*
4	WEP1005G3898	RIGHT RECLINING BACK (GREEN)	1	*
4	WEP1005W3898	RIGHT RECLINING BACK (WHITE)	1	*
4	WEP1005K3898	RIGHT RECLINING BACK (V.LEATHER)	1	*
5	WEP1005G3888	LEFT RECLINING BACK (GREEN)	1	*
5	WEP1005W3888	LEFT RECLINING BACK (WHITE)	1	*
5	WEP1005K3888	LEFT RECLINING BACK (V.LEATHER)	1	*
6	WEP530B6497	NUT	2	
7	WEP515F9417	SCREW	17	
8	WEP567G9127	SCREW	6	
9	WEP1005L0788	RIGHT SIDE PLATE	1	*
10	WEP1005L0798	LEFT SIDE PLATE	1	*
11	WEP1005L0088	BACK FRAME	1	*
12	WEP563D0697	RIGHT RAIL PIECE	1	
13	WEP560F0707	LEFT RAIL PIECE	1	
14	WEP589S1148	SCREW	4	
15	WEP1005S9548	SCREW	2	*
16	WEP567G0857	CENTER BELT	1	
17	WEP563D0967	SPRING FOR CENTER BELT	1	
18	WEP1005K4458	CONTROLLER BLOCK	1	
19	WEP578K2068	CONTROLLER CORD	1	
20	WEP1005L2928	CONNECTING CORD FOR CONTROLLER	1	
21	WEP578K0778	BUSHING COVER	1	
22	WEP578K9088	SCREW	1	
23	WEP1005L2008	POWER SOURCE SWITCH BLOCK	1	
24	WEP6888S122	FUSE	1	
25	WEP563D9047	SCREW	2	
26	WEP567ED0687	CORD WIRE D	1	
27	WEP557F9347	SCREW	4	
28	WEP1005K2058	POWER CORD	1	
29	WEP1005K1558	RECLINING LEVER (BLACK)	1	*
29	WEP1005G1558	RECLINING LEVER (WOODY GREEN)	1	*
30	WEP1005L3468	PLASTIC RIVET	2	*
31	WEP105G36882	RIGHT OUTSIDE PANEL (GREEN)	1	*
31	WEP105W36882	RIGHT OUTSIDE PANEL (WHITE)	1	*
31	WEP105K36882	RIGHT OUTSIDE PANEL (V.LEATHER)	1	*
32	WEP105G36881	LEFT OUTSIDE PANEL (GREEN)	1	*
32	WEP105W36881	LEFT OUTSIDE PANEL (WHITE)	1	*
32	WEP105K36881	LEFT OUTSIDE PANEL (V.LEATHER)	1	*

## REPLACEMENT PARTS LIST

Ref. No.	Parts No.	Parts Name & Descriptions	Per set	Remarks
33	WEP1004G3708	RIGHT ARM REST (GREEN)(EP1004)	1	*
33	WEP1005W3708	RIGHT ARM REST (WHITE)(EP1004)	1	*
33	WEP1005K3708	RIGHT ARM REST (V.LEATHER)(EP1004)	1	*
33	WEP1005G3708	RIGHT ARM REST (GREEN)(EP1005)	1	*
33	WEP1005W3708	RIGHT AMR REST (WHITE)(EP1005)	1	*
33	WEP1005K3708	RIGHT ARM REST (V.LEATHER)(EP1005)	1	*
34	WEP1004G3698	LEFT ARM REST (GREEN)(EP1004)	1	*
34	WEP1004W3698	LEFT ARM REST (WHITE)(EP1004)	1	*
34	WEP1004K3698	LEFT ARM REST (V.LEATHER)(EP1004)	1	*
34	WEP1005G3698	LEFT ARM REST (GREEN)(EP1005)	1	*
34	WEP1005W3698	LEFT ARM REST (WHITE)(EP1005)	1	*
34	WEP1005K3698	LEFT ARM REST (V.LEATHER)(EP1005)	1	*
35	WEP105G36886	RIGHT INSIDE PANEL (GREEN)	1	*
35	WEP105W36886	RIGHT INSIDE PANEL (WHITE)	1	*
35	WEP105K36886	RIGHT INSIDE PANEL (V.LEATHER)	1	*
36	WEP105G36885	LEFT INSIDE PANEL (GREEN)	1	*
36	WEP105W36885	LEFT INSIDE PANEL (WHITE)	1	*
36	WEP105K36885	LEFT INSIDE PANEL (V.LEATHER)	1	*
37	WEP1005L4998	SEAT FRAME	1	*
38	WEP1004G3688	SEAT CUSHION (GREEN)(EP1004)	1	*
38	WEP1004W3688	SEAT CUSHION (WHITE)(EP1004)	1	*
38	WEP1004K3688	SEAT CUSHION (V.LEATHER)(EP1004)	1	*
38	WEP1005G3688	SEAT CUSHION (GREEN)(EP1005)	1	*
38	WEP1005W3688	SEAT CUSHION (WHITE)(EP1005)	1	*
38	WEP1005K3688	SEAT CUSHION (V.LEATHER)(EP1005)	1	*
39	WEP1005G3758	FOOT BOARD A (GREEN)	1	*
39	WEP1005W3758	FOOT BOARD A (WHITE)	1	*
39	WEP1005K3758	FOOT BOARD A (V.LEATHER)	1	*
40	WEP1005G9758	FOOT BOARD B (GREEN)	1	*
40	WEP1005W9758	FOOT BOARD B (WHITE)	1	*
40	WEP1005K9758	FOOT BOARD B (V.LEATHER)	1	*
41	WEP1005K6308	SCREW	4	*
42	WEP1005K6318	SCREW	8	*
43	WEP1005L1018	FOOT MASSAGER MOTOR BLOCK	1	*
44	WEP1005L9988	RECLIING MECHANISM	1	*
45	WEP1005L5988	LEVER ACTIVATOR ASS'Y	1	*
46	WEP1005L3118	UPHOLSTERY TUBE	1	*
47	WEP1005L9178	EXTENSION SPRING (LT.BLUE)	2	*
48	WEP1005L9179	EXTENSION SPRING (ORANGE)	2	*
49	WEP1005L4178	EXTENSION SPRING (GREEN)	1	*
50	WEP1005K3754	CASTOR PIPE COVER	1	*
51	WEP1005K6228	SCREW	2	*
52	WEP1005K6358	SCREW	4	*
53	WEP1005L0058	RIGHT CASTOR PIPE	1	*
54	WEP1005L0059	LEFT CASTOR PIPE	1	*
55	WEP588K3908	CASTOR	2	*
56	WEP562A9657	SCREW	2	*
57	WEP1005K3188	BOLT CAP (BLACK)	10	*
57	WEP1005W3188	BOLT CAP (WHITE)	10	*
58	WEP1005K6288	BOLT	2	*
59	WEP105K36181	CUSHION PAD (SMALL/BLACK)	1	*
59	WEP105W36181	CUSHION PAD (SMALL/BLACK)	1	*
60	WEP105K36182	CUSHION PAD (LARGE/WHITE)	1	*
60	WEP105W36182	CUSHION PAD (LARGE/WHITE)	1	*

## REPLACEMENT PARTS LIST

Ref. No.	Parts No.	Parts Name & Descriptions	Per set	Remarks
-	WEP1004K8108	INSTRUCTION BOOKLET(EP1004)	1	*
-	WEP1005K8108	INSTRUCTION BOOKLET(EP1005)	1	*
-	WEP1004G8208	OUTER CARTON (GREEN)(EP1004)	1	*
-	WEP1004W8208	OUTER CARTON (WHITE)(EP1004)	1	*
-	WEP1004K8208	OUTER CARTON (V.LEATHER)(EP1004)	1	*
-	WEP1005G8208	OUTER CARTON (GREEN)(EP1005)	1	*
-	WEP1005W8208	OUTER CARTON (WHITE)(EP1005)	1	*
-	WEP1005K8208	OUTER CARTON (V.LEATHER)(EP1005)	1	*
-	WEP105G82084	CHAIR TRAY	1	*
-	WEP105G82082	FILTER BOX	1	*
-	WEP105G82085	CUSHION B	1	*
-	WEP105G82086	CUSHION A	1	*
-	WEP105G82087	PLATE A	1	*
-	WEP105G82088	PLATE B	1	*
102	WEP1005L2898	CONNECTING CORD FOR POWER SUPPLY	1	
103	WEP593Y9777	SCREW	4	
104	WEP589L2108	MAIN CIRCUIT BOARD W/COMPONENT	1	
105	WEP563D6627	SCREW	15	
106	WEP589L0039	SHIELD PANEL	1	
108	WEP578L2238	TRANSFORMER	1	
109	WEP569L6947	U TYPE STOP RING	2	
110	WEP560F3538	FITTING A	1	
111	WEP545H1937	GUIDE ROLLER B	1	
112	WEP593G0317	RUBBER RING A	1	
113	WEP567ED0577	RUBBER RING PLATE	1	
114	WEP567ED1447	PINION B BLOCK	1	
115	WEP589L1008	MOTOR	1	
116	WEP569L9167	SCREW	3	
117	WEP569L1117	TAPPING BELT	1	
118	WEP569L1107	WIDTH BELT	1	
119	WEP589L1818	TRANSMISSION GEAR BOX	1	
120	WEP515F9587	SCREW	9	
121	WEP569L6857	E TYPE STOP RING	1	
122	WEP589L1498	TAPPING CLUTCH BLOCK	1	
123	WEP570D9537	SCREW	6	
124	WEP569L0607	SPACER	1	
125	WEP569L0197	SPRING	1	
126	WEP569L1147	TAPPING BELT A	1	
127	WEP569L0458	MESSAGE POSITION PLATE	1	
128	WEP569L4947	MESSAGE POSITION DETECTOR P.C.B.	1	
129	WEP569L9597	SCREW	1	
130	WEP569L4607	MESSAGE WHEEL BLOCK	1	
131	WEP594L3907	ROLLER SET	2	
132	WEP569L0477	WIDTH DETECTOR PLATE	1	
133	WEP569L2137	WIDTH DETECTOR P.C.B. W/COMPONENT	1	
134	WEP569L6887	K TYPE STOP RING	1	
135	WEP589L0508	INTENSITY ADJUSTMENT BLOCK	1	
136	WEP569L0467	INTENSITY ADJUSTMENT PLATE	1	
137	WEP569L4957	INTENSITY ADJUSTMENT P.C.B.	1	
138	WEP569L1127	INTENSITY ADJUSTMENT BELT	1	
139	WEP569L1097	MASSAGER BELT	1	
140	WEP589L5158	CAPACITOR	1	

# REPLACEMENT PARTS LIST

Ref. No.	Parts No.	Parts Name & Descriptions	Per set	Remarks
141	WEP569L6007	SCREW	10	
142	WEP569L2187	UP/DOWN DETECTOR	1	
143	WEP569L1397	UP/DOWN DETECTOR GEAR	1	
144	WEP569L0297	GUIDE PLATE	1	
145	WEP569L6567	SCREW	1	
146	WEP569L6577	SCREW	1	
147	WEP569L1797	GEAR BOX B	1	
148	WEP569L1847	SIDE COVER BLOCK	1	
149	WEP589L4838	MASSAGE CLUTCH	1	
150	WEP589L4848	UP/DOWN CLUTCH	1	
151	WEP569L3417	UP/DOWN BELT	1	
152	WEP570D4637	INTERMEDIATE GEAR BLOCK	1	
153	WEP569L1767	GEAR BOX A	1	
154	WEP560F0378	UP/DOWN SHAFT	1	
155	WEP569L3457	DRIVE PIPE	1	
156	WEP569L1467	UP/DOWN GEAR A	1	
157	WEP593G1917	GUIDE PLATE B	1	
158	WEP593G0317	RUBBER RING A	1	
159	WEP567ED0837	SPACER FOR GUIDE ROLLER A	1	
160	WEP565H1917	GUIDE ROLLER A	1	
161	WEP562A3767	SPACER FOR GUIDE ROLLER	1	
162	WEP560F3538	FITTING	1	
163	WEP578L1927	GUIDE ROLLER E	2	
164	WEP1005L0288	COUPLING BAR	1	
165	WEP50380357	SNAP PIN	2	
166	WEP563D0387	HEAD SUPPORTER	2	
167	WEP563D0607	SPACER FOR HEAD SUPPORTER	2	
168	WEP589L0558	MASSAGER MECHANISM COVER A	1	
169	WEP589L0538	MASSAGER MECHANISM COVER	1	
170	WEP557F9347	SCREW	2	
171	WEP555Y0747	INSULATED TIE (SMALL)	1	
172	WEP555Y0757	INSULATED TIE (MEDIUM)	1	
173	WEP555Y0737	INSULATED TIE (LARGE)	1	
174	WEP565H5207	POLY SLIDER RING A	1	
175	WEP569L4877	TAPPING WARM SHAFT	1	
176	WEP589L0048	MOTOR FRAME	1	
177	WEP569L0027	FITTING FOR MOTOR	2	
179	WEP589L2218	COIL	1	
180	WEP589L2678	GROUND WIRE BLOCK	1	
181	WEP589L0288	BASE FOR TRANSFORMER	1	
182	WEP589L3118	BELT COVER B	1	
183	WEP589L0238	PROTECTIVE COVER FOR LINK	1	
184	WEP563D6637	SCREW	8	
185	WEP589L0228	PROTECTIVE BASE	1	
186	WEP589L0217	FITTING C	1	
187	WEP589L3108	BELT COVER A	1	
188	WEP563D6627	SCREW	2	
189	WEP589L0218	CORD GUIDE PLATE	1	
190	WEP589K6098	SCREW	1	
	A WEPGP1	GREASE (LIGHT BROWN)	1	
	B WEPGP3	GREASE (WHITE)	1	
	C WEPGP5	GREASE (LIGHT YELLOW)	1	

NOTE; \*: AROMAT CORPORATION WILL SUPPLY THESE PARTS.