



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/thomas-payne-collection>

**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 LCI limited warranty.



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.



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

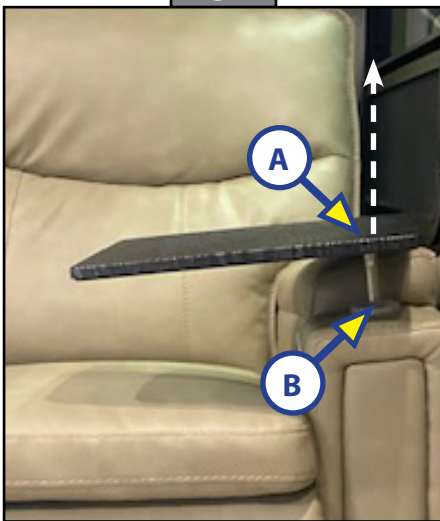


Fig. 2

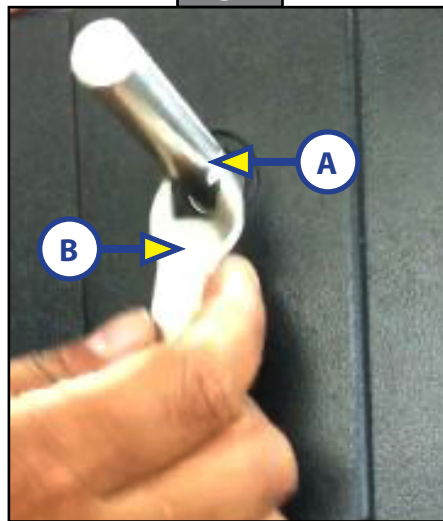
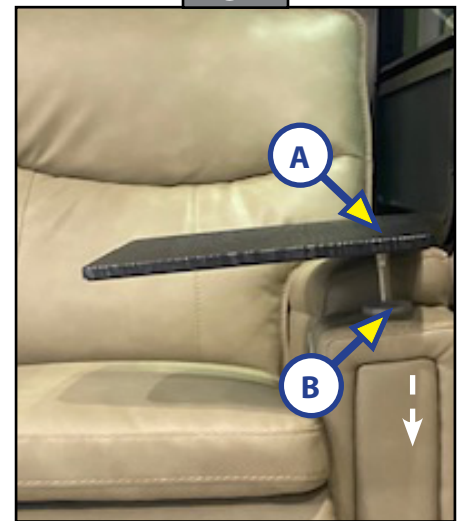


Fig. 3



## 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

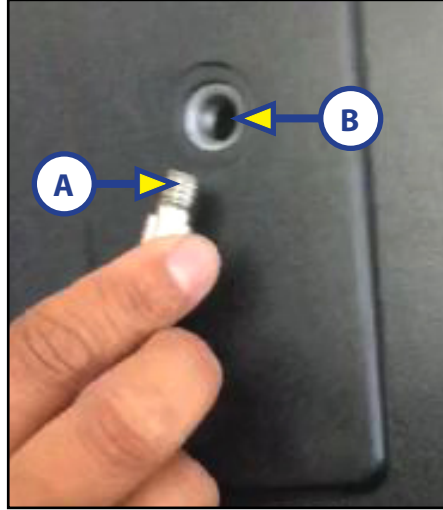
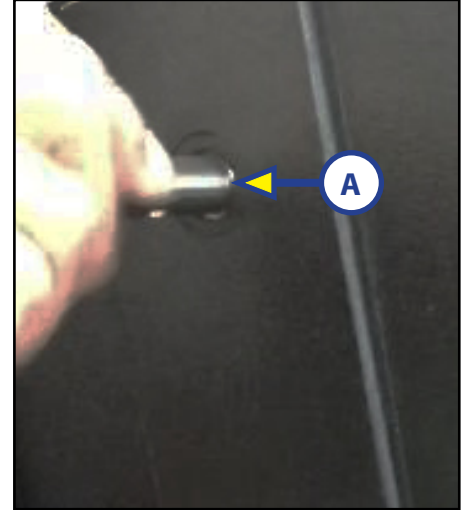


Fig. 6



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 when needed.

Fig. 7

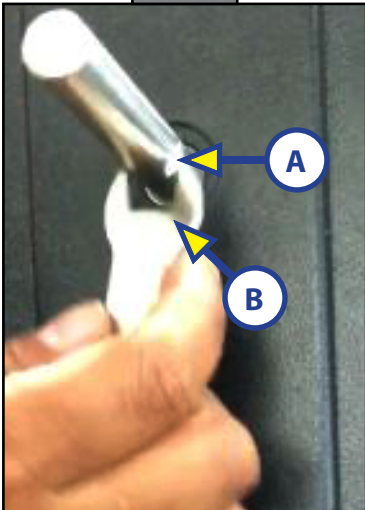


Fig. 8

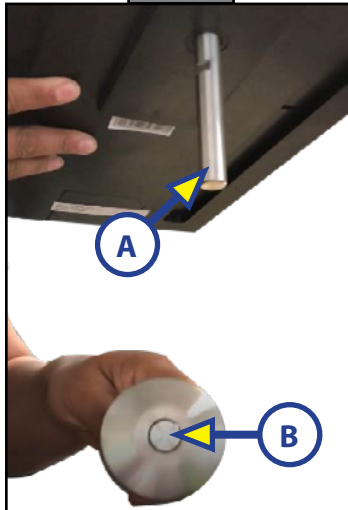


Fig. 9

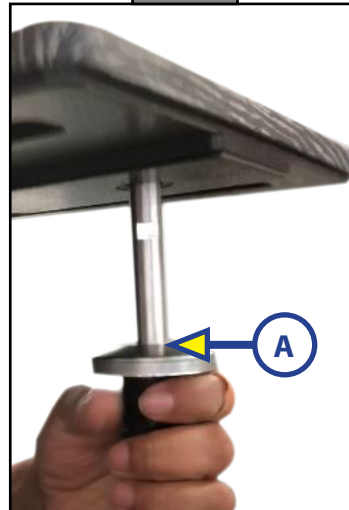
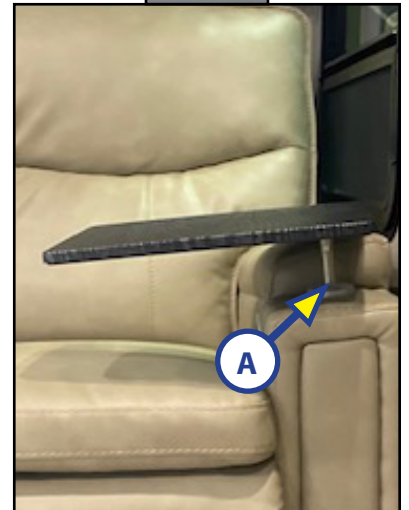


Fig. 10



# 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

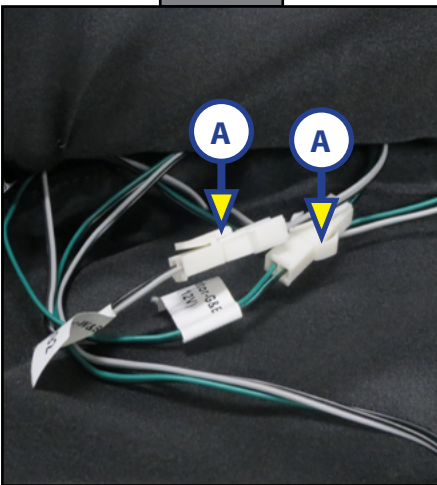


Fig. 12

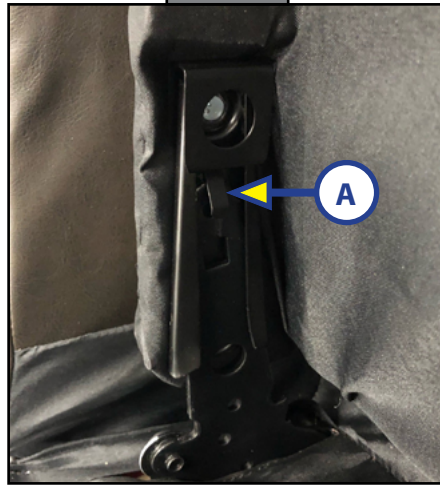
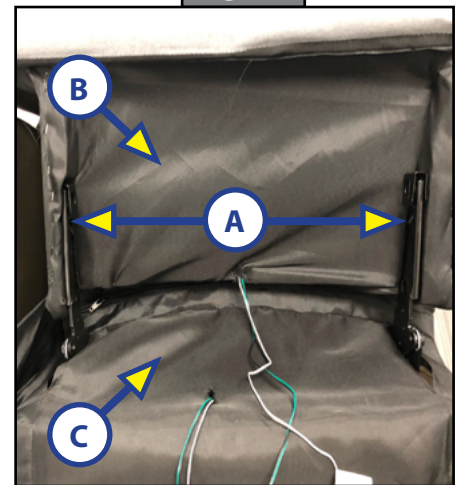
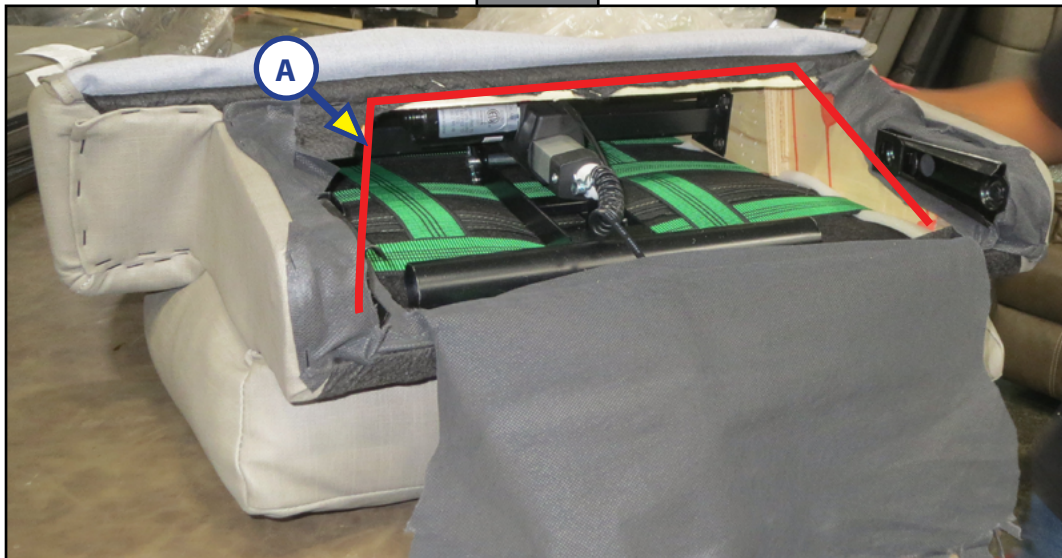


Fig. 13



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

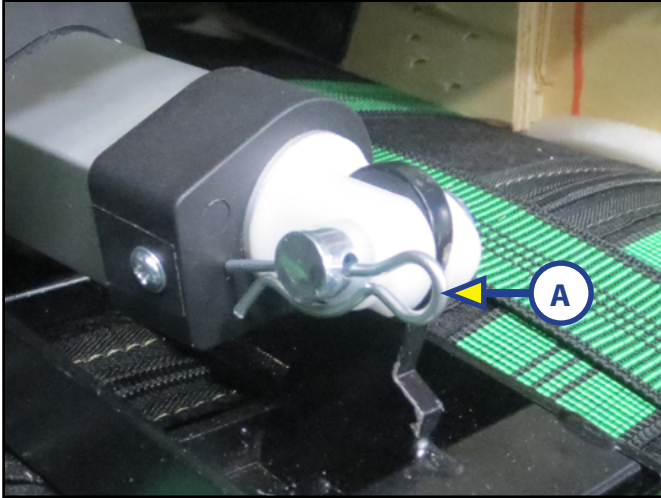
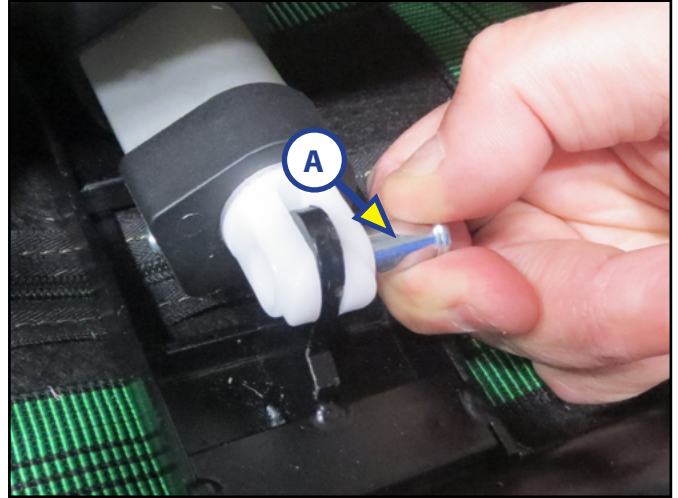
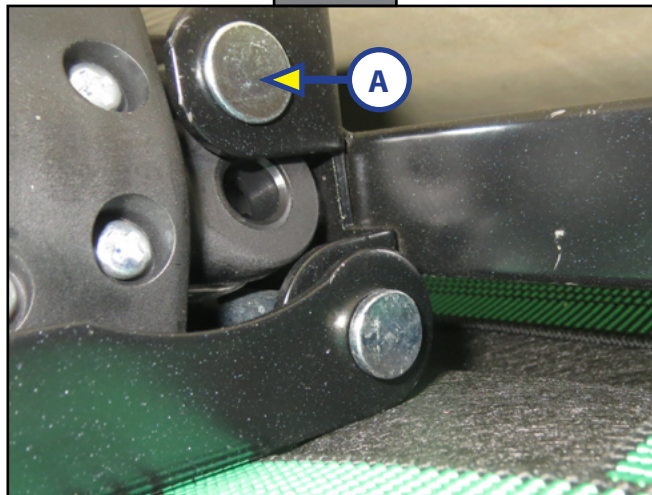


Fig. 16



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

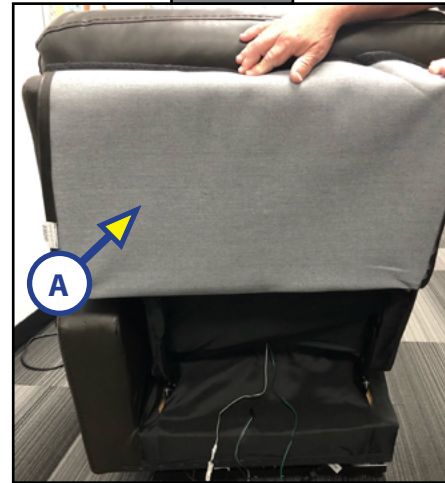
## Removing the Seating Mechanism Base

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

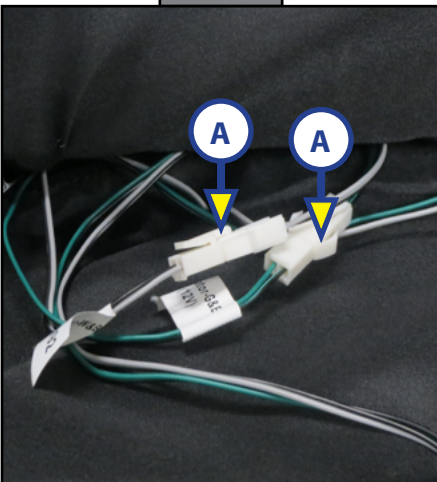


Fig. 21

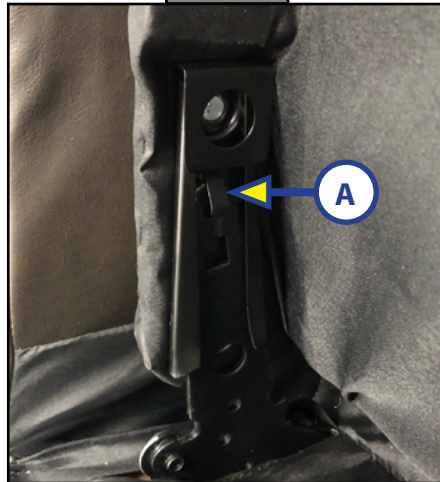
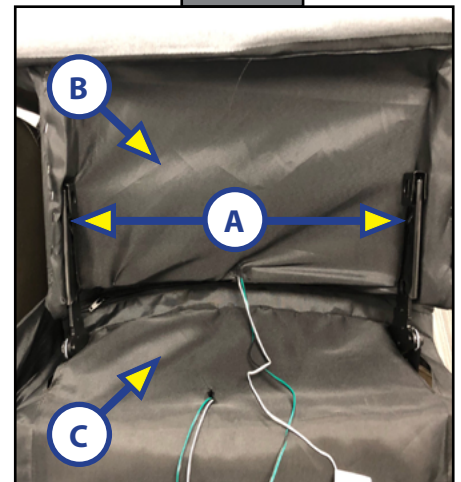
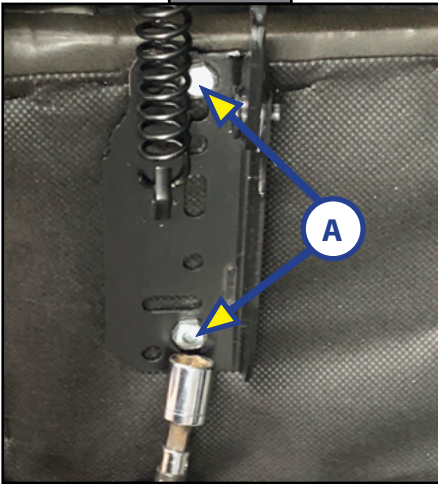


Fig. 22

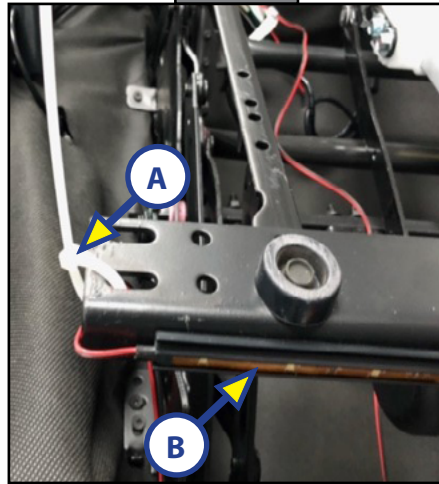


8. Remove the four bolts holding the mechanism base to the footrest kick plate — two on each side (Fig. 23A).
9. To remove the LED light (Fig. 24B), cut the zip ties (Fig. 24A) holding the wire to the mechanism base.
10. Slide the LED light (Fig. 25A) down and off the mechanism base.

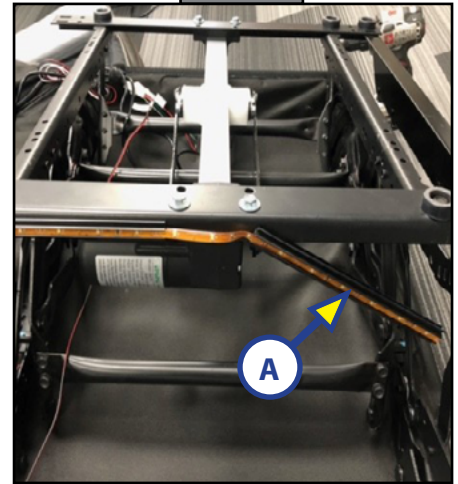
**Fig. 23**



**Fig. 24**

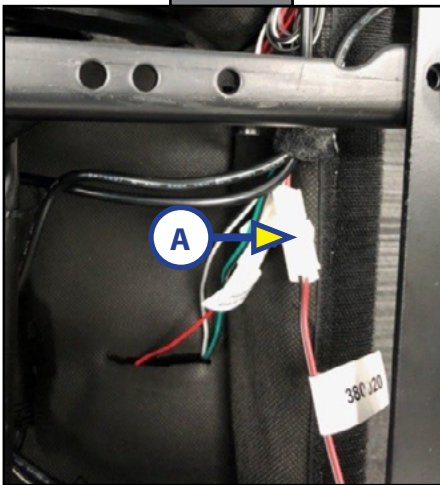


**Fig. 25**

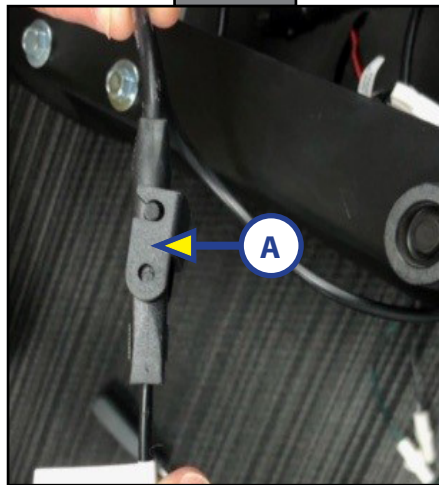


11. Disconnect the LED wire (Fig. 26A) from the power harness.
12. Disconnect the AC/DC power adapter wire (Fig. 27A).
13. Disconnect the motor wire (Fig. 28A) and remove from the zip ties holding it in place to the mechanism base.

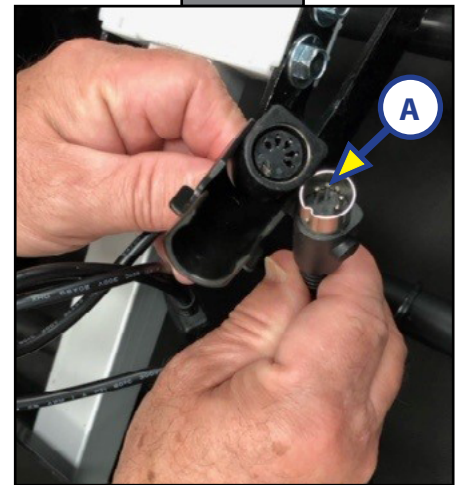
**Fig. 26**



**Fig. 27**

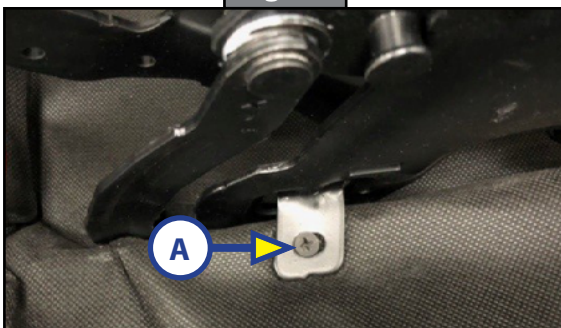


**Fig. 28**

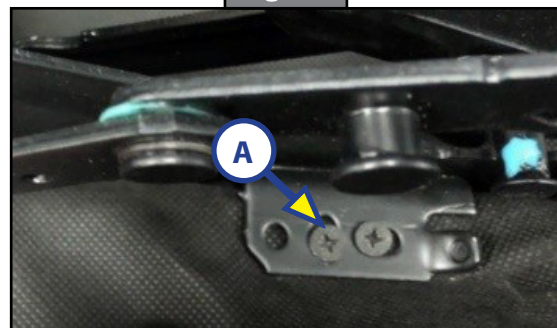


14. Remove the screws (Fig. 29A), two on the side of the theater seat without the arm, holding the base mechanism to the theater seat. Set the screws aside for installation of the new mechanism base.
15. Remove the screws (Fig. 30A), three on the side of the theater seat with the arm, holding the base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

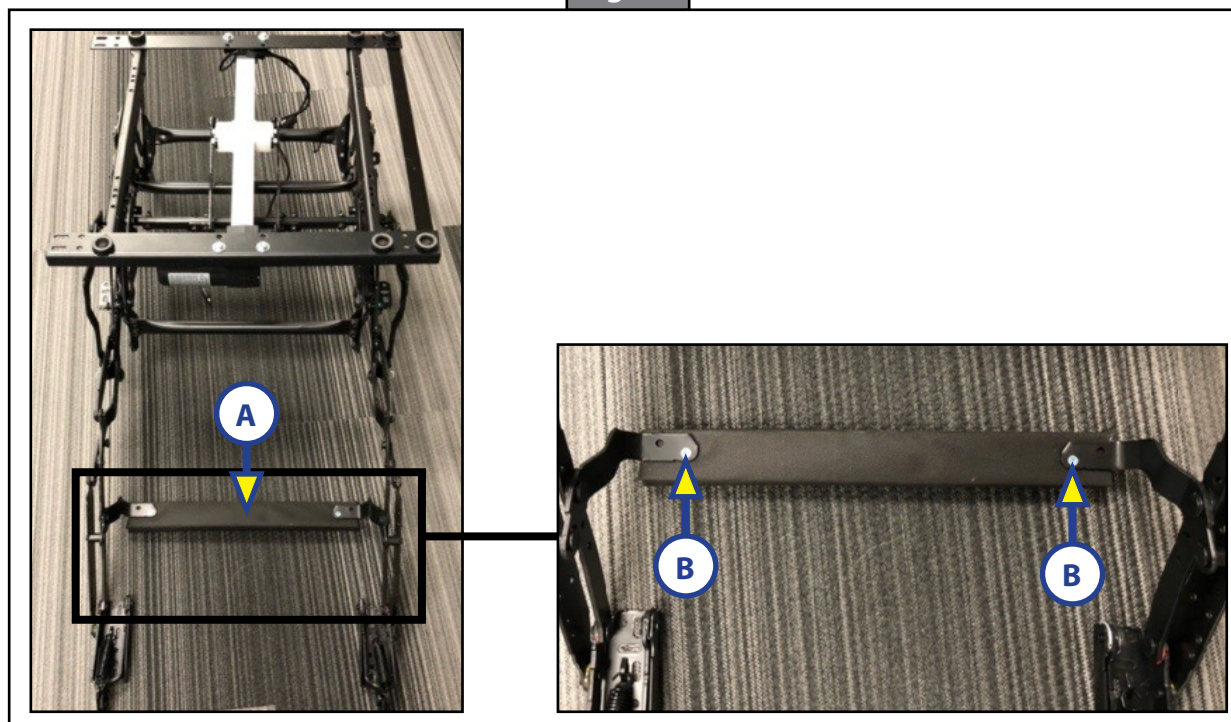


**Fig. 30**



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

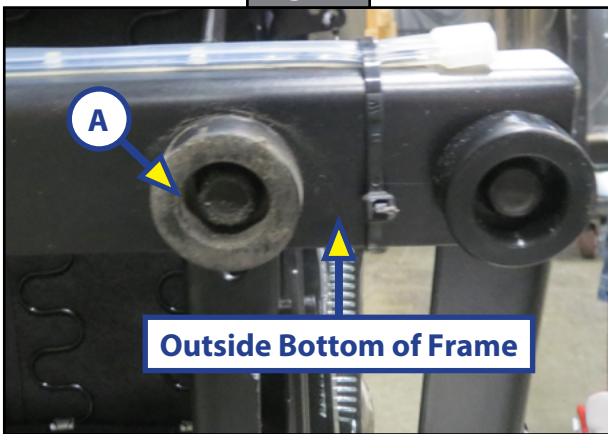
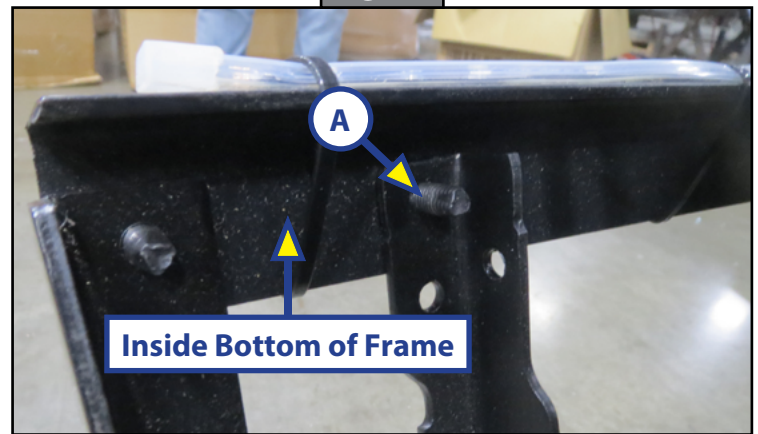


Fig. 33



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

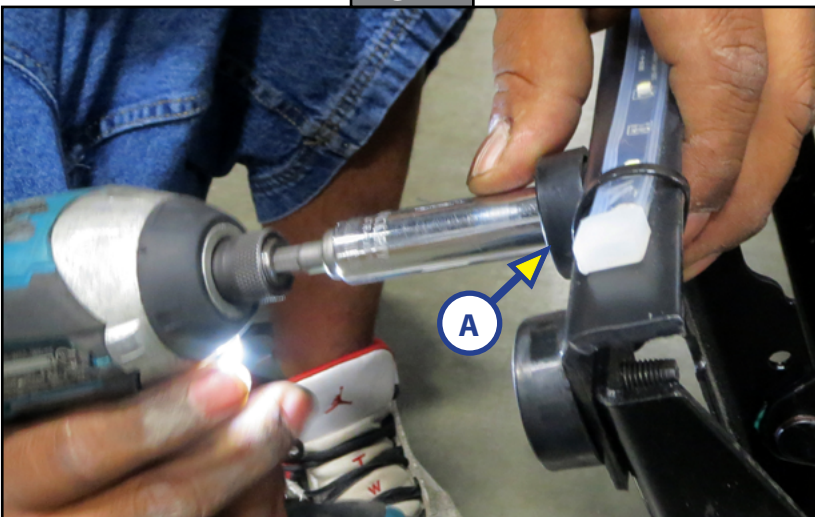
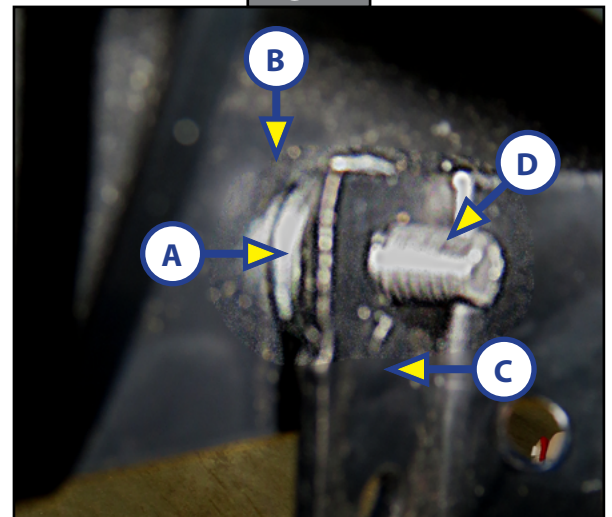


Fig. 35



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.

## Notes

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