

# PRODUCT GUIDE & ASSEMBLY INSTRUCTIONS



Always Comfortable.™

## Office Chair



So comfortable,  
you'll feel the difference  
the moment you sit down.

Should you prefer to speak with a customer service representative, you may call toll free:

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**1-855-372-2315**

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# Guidelines

## **FAILURE TO FOLLOW THESE WARNINGS WHEN IN USE COULD RESULT IN INJURY**

- Do not stand on the item or use as a step ladder
- Do not use this item unless all bolts and screws are firmly secured and fastened.
- Check all bolts and screws every 90 days. As necessary tighten if any are loose.
- Lift up then move. Pushing over or dragging this product can result in an injury or cause damage to the floor and piece.



# **WARNING:**

**DO NOT LET CHILDREN PLAY IN OR AROUND  
THE UNIT DUE TO THE POSSIBLE RISK OF INJURY.**

## **Pre-Assembly Preparation:**

Please read through this instruction booklet before beginning assembly of this item.

## **Two adults are recommended for assembly.**

- Clear out the space for assembly and lay out all parts on Parts List, extra room will allow you to easily determine if all the pieces are present.
- Save all packing materials until assembly is complete to avoid accidentally discarding smaller parts or hardware.
- Keep small parts and pieces away from children and pets until fully assembled.
- Please check for any loose screws and tighten them before you use.



# Parts List



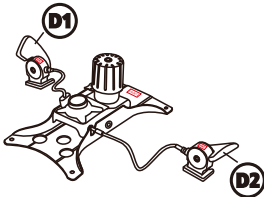
A Casters (5)



B Star Base (1)



C Gas Lift with  
Telescoping Cover (1)



D Seat Plate (1)



E1 Left Arm (1)



E2 Right Arm (1)



F Seat Cushion (1)



G Back Cushion (1)



H Big Screws (2)  
5/16" x 1-1/2"



# Parts List



(I) Big Screws (2)  
5/16" x 7/8"



(J) Small Screws (6)  
1/4" x 1-1/4"



(K) Small Screws (2)  
1/4" x 1-1/2"



(L) Black Plastic  
Caps (2)



(M) Black Plastic  
Caps (2)



(N1) Left Arm Insert (1)



(N2) Right Arm Insert (1)

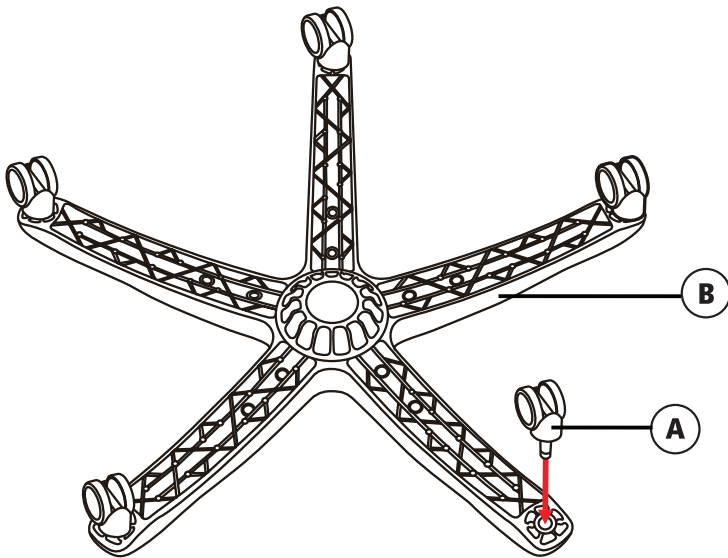


(O) Allen Key (1)



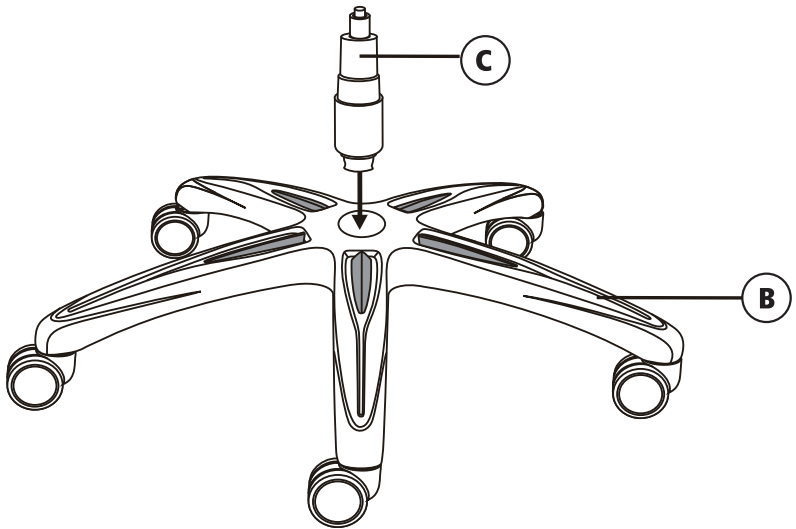
# Step 1

Place the Star Base (B) upside down and insert 5 Casters (A) into the holes on the Star Base (B).



## Step 2

Turn the Star Base (B) over and insert the Gas Lift with Telescoping Cover (C) through the center hole on top of Star Base (B).

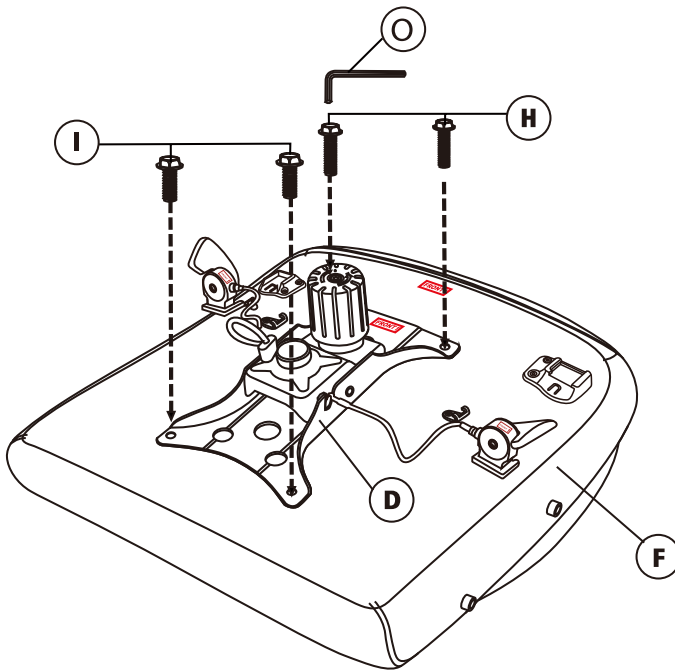




## Step 3

Attach Seat Plate (D) to the bottom of the Seat Cushion (F) (with the front of the seat plate facing the front of seat cushion). Attach by using 5/16" x 1-1/2" Big Screws (H) for the front holes of the Seat Plate (D) and 5/16" x 7/8" Big Screws (I) for the rear holes of the Seat Plate (D) with the Allen Key (O).

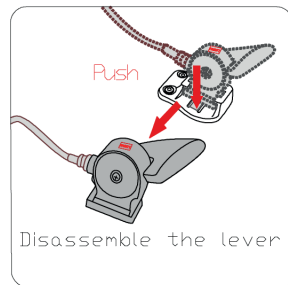
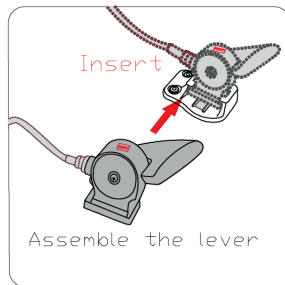
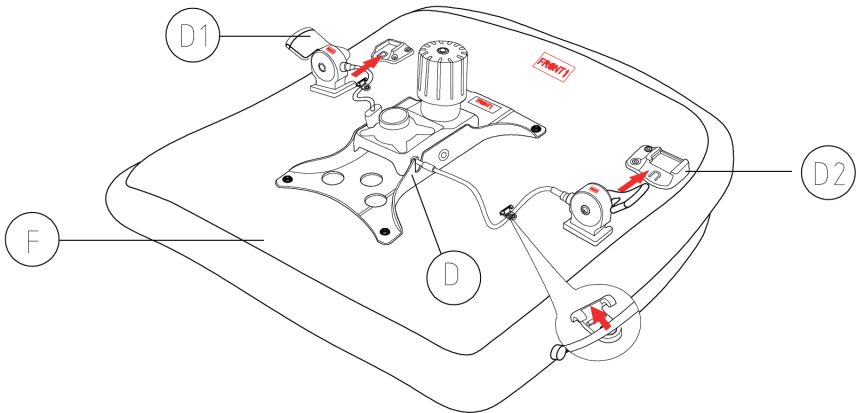
\*Note: Align the Seat Plate so the FRONT on the seat plate matches the FRONT label on the bottom of the seat cushion. Tighten the screws completely.



## Step 4

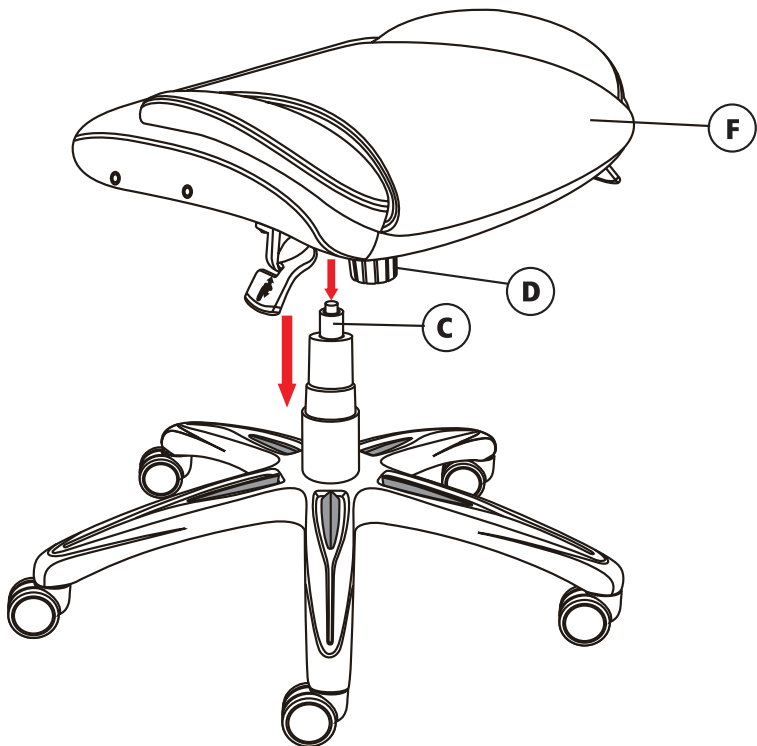
Insert Levers (D1 & D2) of Seat Plate (D) to the pre-attached cable lever receivers on the underside of Seat Cushion (F) (with the front of the levers facing the front of seat cushion). Push down the key on the receivers to pull out the levers.

\*Note: Fix the cable for the seat plate into the plastic clips attached to the bottom of the seat cushion.



## Step 5

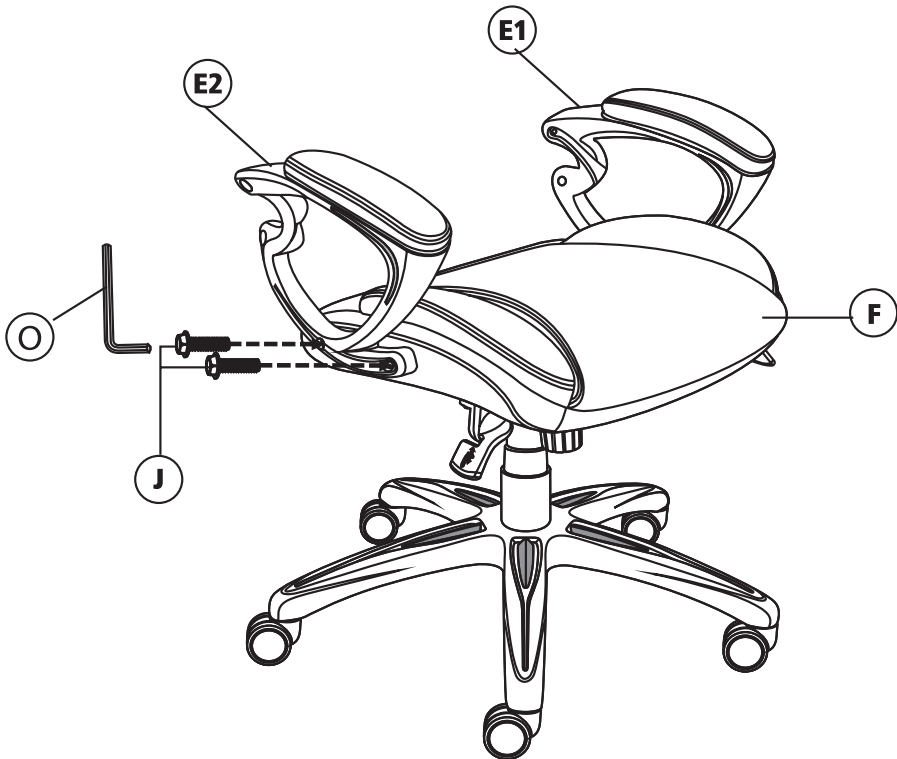
Place the assembled Seat Cushion (F) with SeatPlate (D) on top of the Gas Lift with Telescoping Cover (C) and press down until fully engaged.



## Step 6

Fasten the Arms (E1 & E2) onto sides of the Seat Cushion (F) by using 1/4" x 1-1/4" Small Screws (J) with the Allen Key (O).

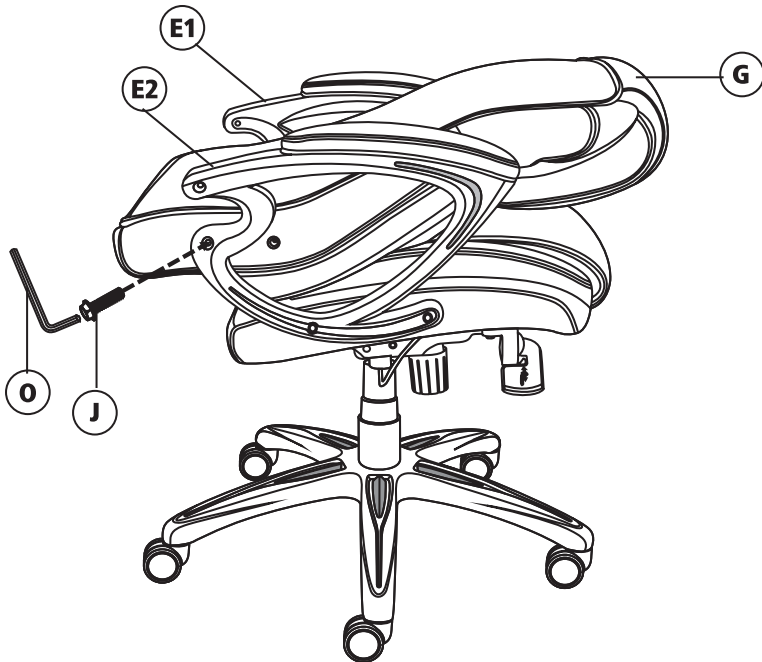
\*Note: Do not tighten the screws completely.



## Step 7

Place the Back Cushion (G) flat between Arms (E1&E2), and use 1/4" x 1-1/4" Small Screws (J) to locate lower screw holes on both Arms (E1 & E2) & Back Cushion (G) with the Allen Key (O).

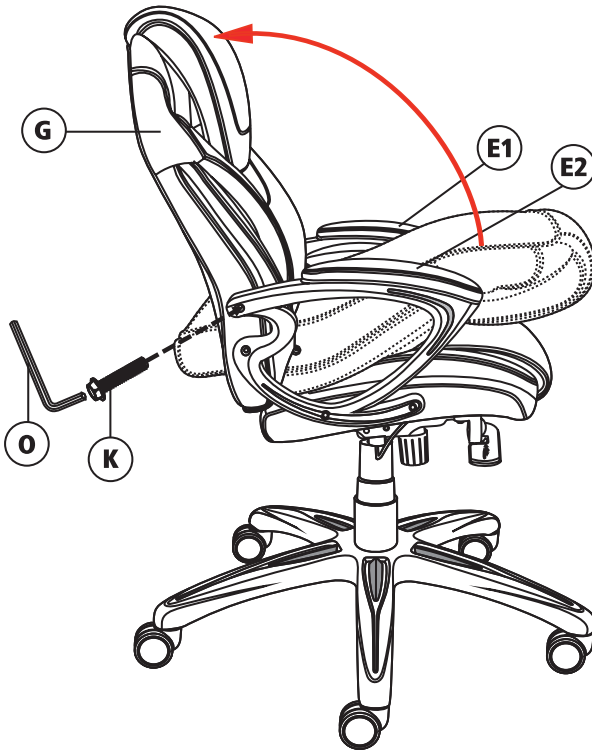
\*Note: Do not tighten the screws completely.



## Step 8

Push the Back Cushion (G) up to a vertical position and attach the Arms (E1 & E2) by using 1/4" x 1-1/2" Small Screws (K) with the Allen Key (O).

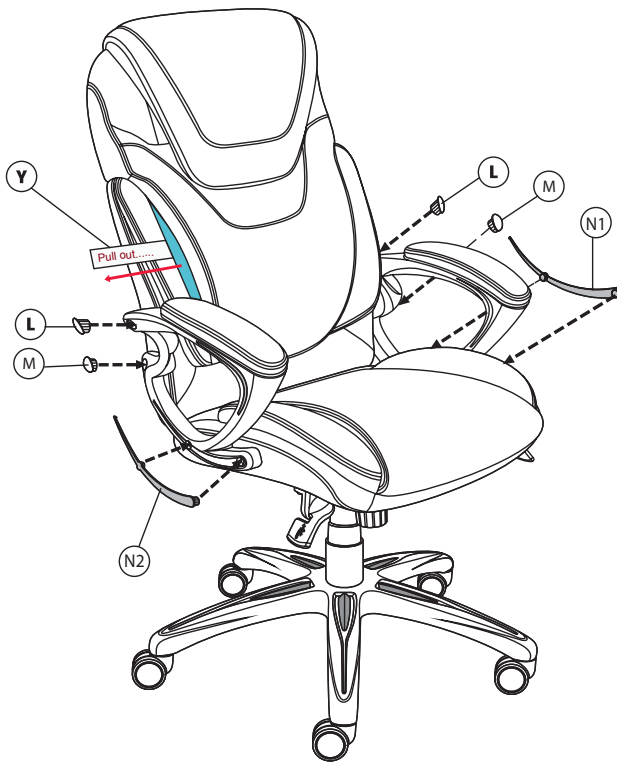
\*Note: Tighten all the screws completely.



## Step 9

Press the Black Plastic Caps (L & M) into armrest holes to cover screws and place the Arm Inserts (N1 & N2) into arm grooves once all screws have been tightened.

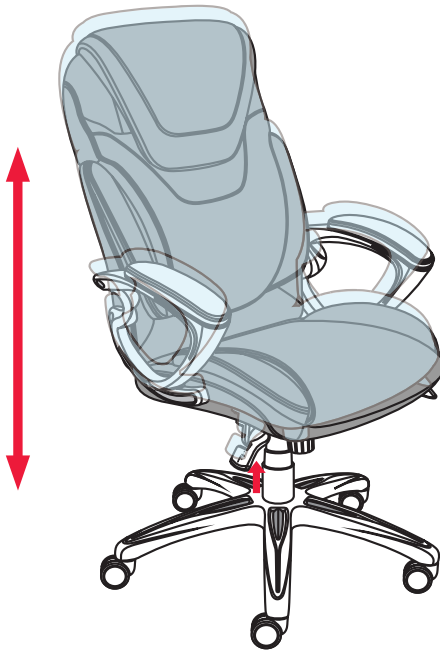
\*Note: Remove the packing material (Y) placed between the back cushion and the air frame.



# Operating Instructions

## Function Instruction - 1 To Adjust Seat Height:

While seated, lean forward and reach under the right side of the chair to find the handle. Lift the handle and raise your body up slightly to allow the chair to rise to the desired height. Once desired height is reached, release handle to lock chair at desired height. To lower the seat, lift the handle while seated. The chair will descend until the handle is released or the chair reaches the bottom position.



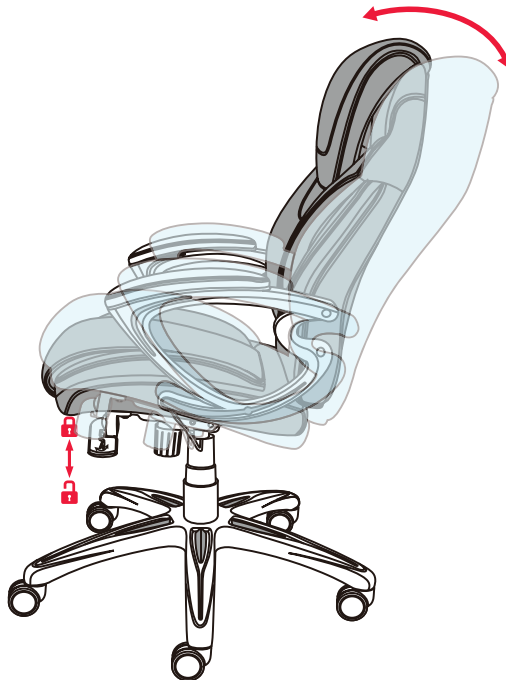


# Operating Instructions

## Function Instruction - 2

### To Operate Tilt Lockout:

While seated, reach under the left side of the chair to find the handle. Push down the handle and lean back to allow the chair to tilt backwards. To lock the chair in the upright or vertical position, sit upright and pull the handle to the up position.



# Operating Instructions

## Function Instruction - 3

### To Adjust Tension On The Tilt:

Reach under the front center of the chair, grasp the round knob (R) and turn it counter - clockwise to stiffen the tilt mechanism for a heavier user. Turn the knob (R) clockwise to loosen the tilt mechanism for a lighter user. Rotate the knob (R) until the desired resistance is reached.



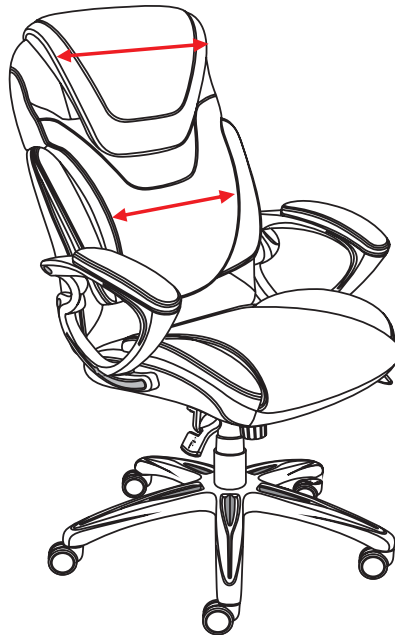
# Operating Instructions

## Function Instruction - 4

### About the breathability of the Air Lumbar Cushion:

While seated, the open-air contours of the cushions which are designed to breathe and flex, can dynamically provide continuous support by connecting with your body's natural movement. The air cushions conform to the curve of your spinal cord and are intended to relieve your back from stress.

\*Note: It is not intended to diagnose, treat, cure or prevent any disease. If pain increases, please discontinue use.



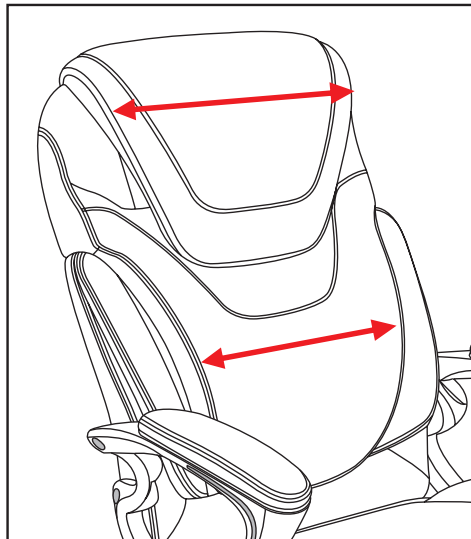
# Operating Instructions

## Function Instruction - 5

### About the Neutral Posture of the Air Lumbar Cushion:

The AirTM chair has been shown to help the user achieve Neutral Posture. Neutral Posture has been shown to reduce back strain and increase long term seated comfort.

- \*Provides constant support as you lean back and twist
- \*Flexible lumbar pivots and conforms following your movement
- \*Continuous proper lumbar support help keep the body in an optimal working position for maximum comfort



# Limited Warranty

The manufacturer's products are warranted against defects in material and workmanship while owned by the "Original Purchaser". The term "Original Purchaser" is defined as the party or entity which purchases this manufacturer's furniture from an authorized retailer as shown by the original sales receipt. This warranty does not apply to "as is" or previously owned products.

The manufacturer warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for one year from the date of purchase, except as provided below under the limited warranty.

The exceptions or exclusions to this warranty are as follows:

1. Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labor, or delivery.
2. This warranty shall not apply to the manufacturer's products which have been subjected to misuse, neglect, alteration, modification, or attachments, either caused by the Original Purchaser, shipping, storage, accident, fire, flood, or acts of God.

In the event of a defect in material or workmanship covered by this warranty, the manufacturer will repair or replace, at their discretion, without charge the warranted parts within a reasonable amount of time. We reserve the right to require damaged parts be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects.

For claims or questions concerning this warranty, please contact customer service department on the web at [www.trueinnovations.com](http://www.trueinnovations.com). Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the website where it was purchased. The manufacturer requires that the original sales receipt be submitted with all requests to confirm that you are the Original Purchaser according to our written warranty.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state (or country to country). All warranties are limited to the Original Purchaser for normal use. Should you prefer to speak with a service representative, you may call toll free: 1-855-372-2315 (U.S.) or 0-800-051-6775 (U.K.).





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