

# PRODUCT GUIDE & ASSEMBLY INSTRUCTIONS



Always Comfortable.™

## Executive 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.**

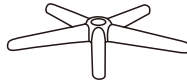
- Clear out the space for assembly and lay out all parts on Parts List, extra room will allow you to easily determine if all the pieces are present.
- Save all packing materials until assembly is complete to avoid accidentally discarding smaller parts or hardware.
- Keep small parts and pieces away from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



# Parts List



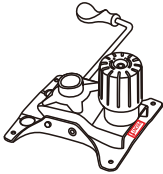
**A** Casters (5)



**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** M8 x 22  
Big Screws (4)



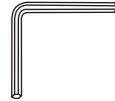
# Parts List



I M6 x 25  
Small Screws (8)



J Plastic Caps (8)

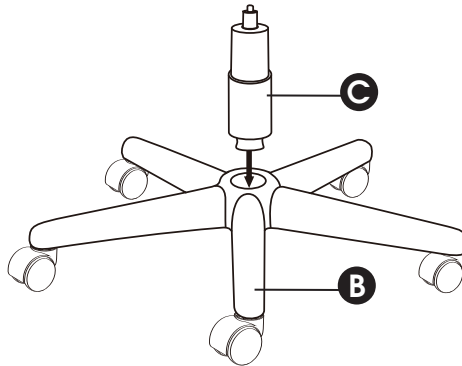
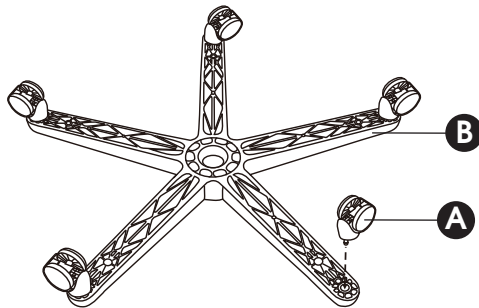


K Allen Key (1)



# Step 1

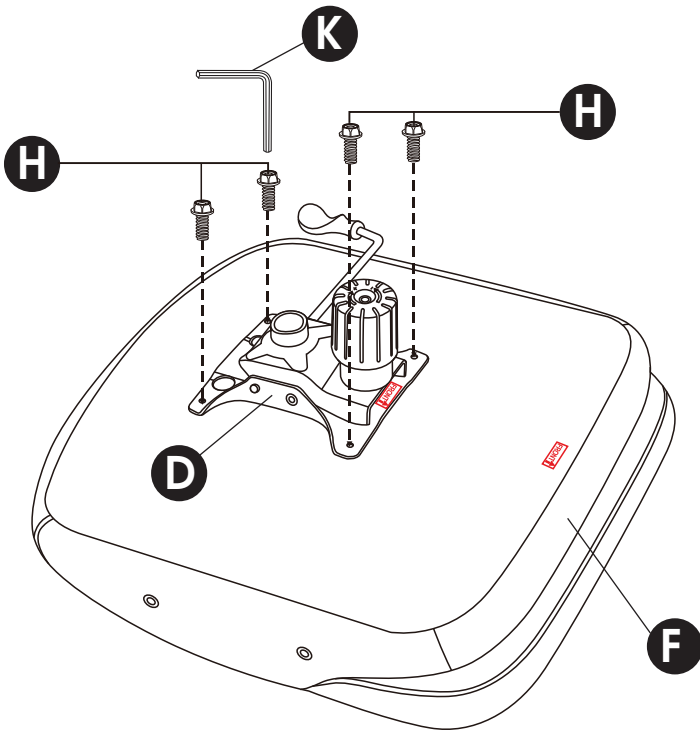
Select a smooth surface to avoid scratching the parts. Turn the Star Base (B) upside down. Press the Casters (A) into holes at the end of each leg. Turn the Star Base (B) upright and insert Gas Lift with Telescoping Cover (C) into the central hole of Star Base (B).



## Step 2

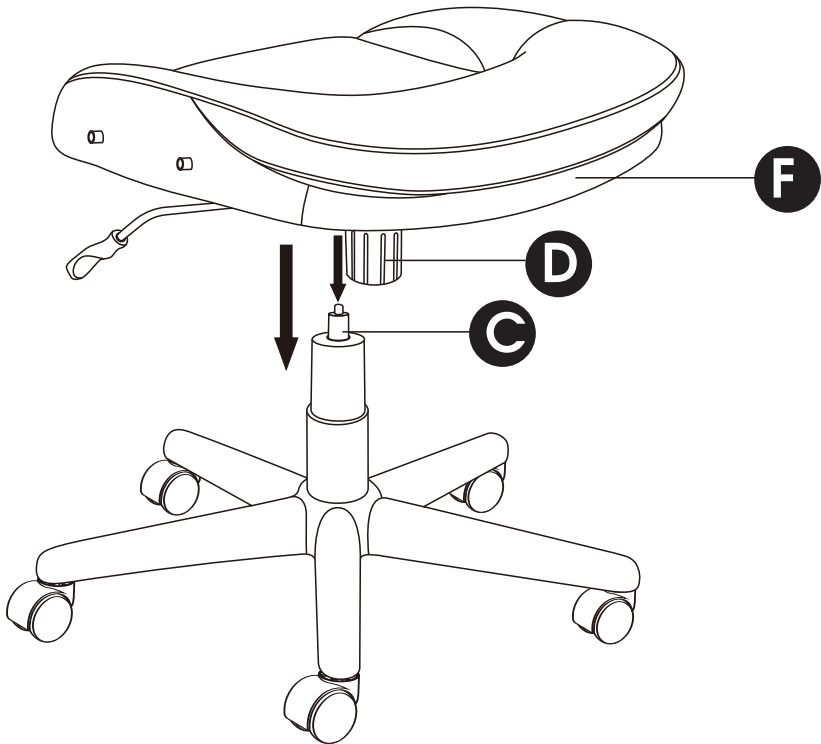
Attach Seat Plate (D) to the bottom of the Seat Cushion (F) (with the front of the seat plate facing the front of seat cushion). Attach by using M8 x 22 Big Screws (H) for the holes of the Seat Plate (D) with the Allen Key (K).

\*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 3

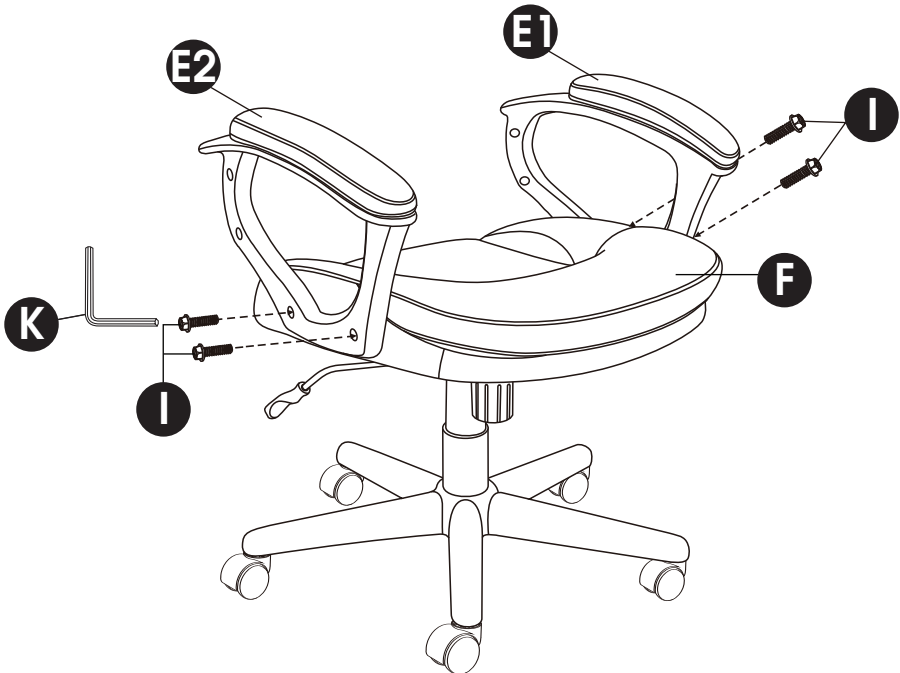
Place the assembled Seat Cushion (F) with Seat Plate (D) on top of the Gas Lift with Telescoping Cover (C) and press down until fully engaged.



## Step 4

Fasten the Arms (E1 & E2 ) onto sides of the Seat Cushion (F) by using M6 x 25 Small Screws (I) with the Allen Key (K).

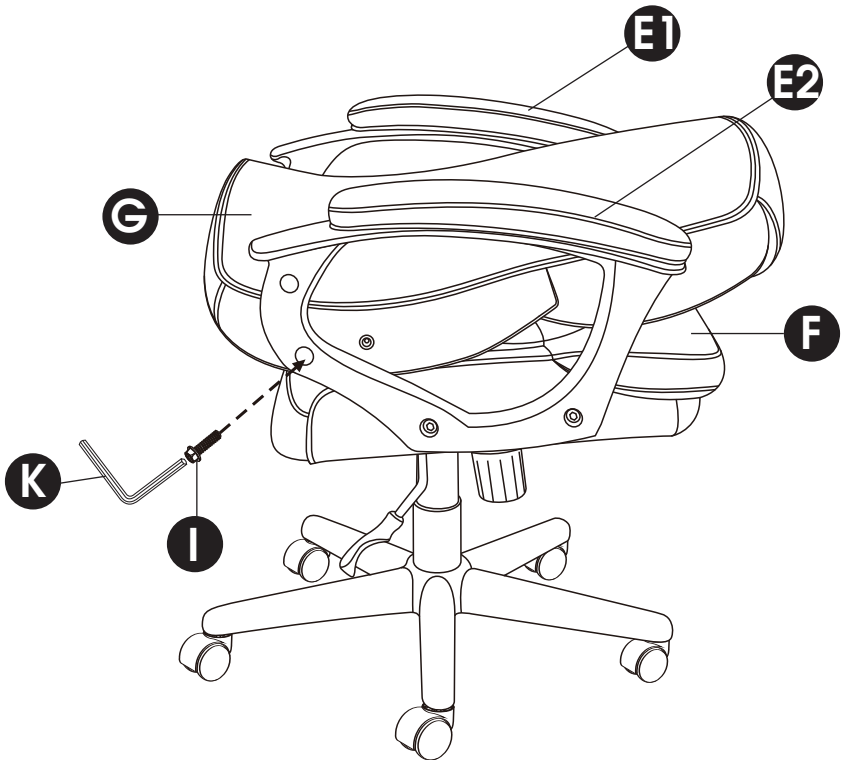
\*Note: Do not tighten the screws completely.



## Step 5

Place the Back Cushion (G) flat between Arms (E1 & E2), and use M6 x 25 Small Screws (J) to locate lower screw holes on both Arms (E1 & E2) & Back Cushion (G) with the Allen Key (N).

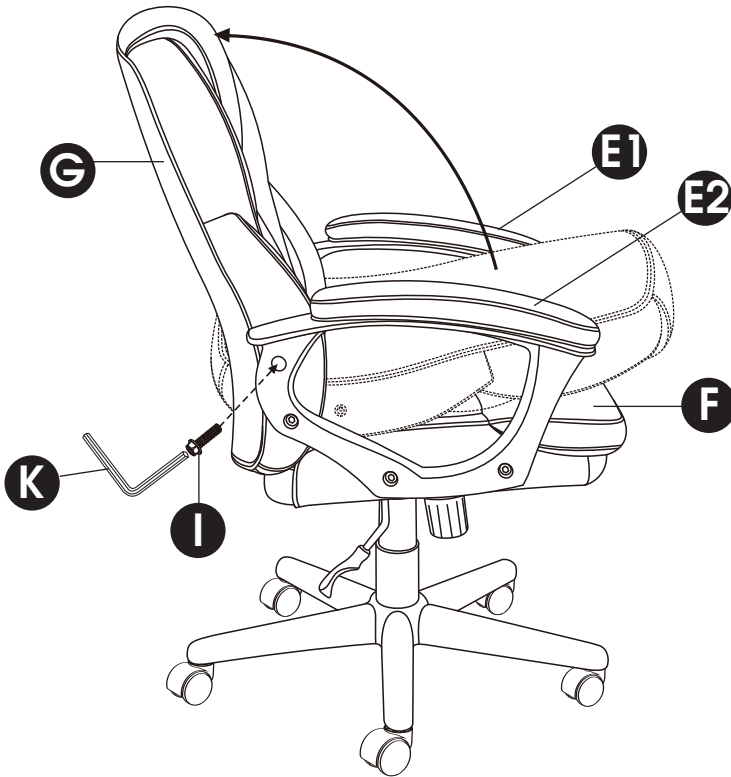
\*Note: Do not tighten the screws completely.



## Step 6

Push the Back Cushion (G) up to a vertical position and attach the Arms (E1 & E2) by using M6 x 25 Small Screws (I) with the Allen Key (K).

\*Note: Tighten all the screws completely.



## Step 7

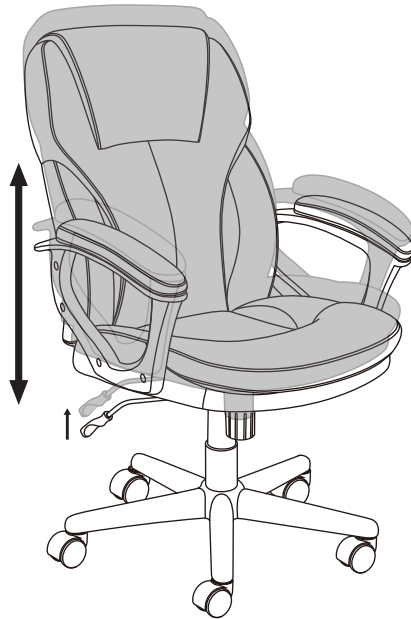
Place the Black Plastic Caps (J) into arm holes once screws have been tightened. The chair is now ready for use.



# Operating Instructions

## Function Instruction - 1 To Adjust Seat Height:

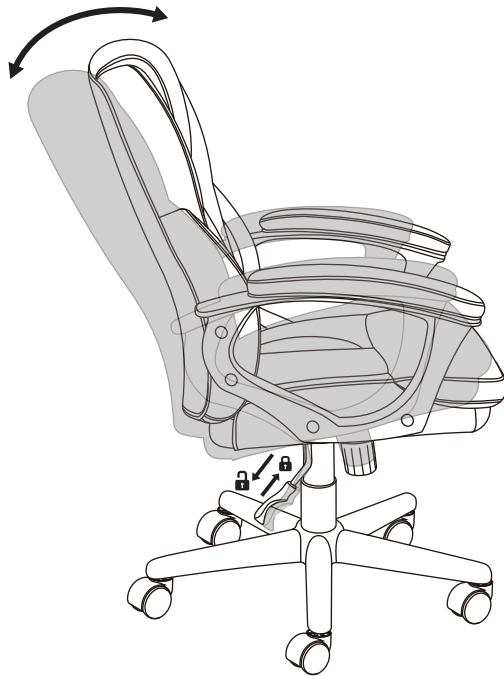
While seated, lean forward and reach under the right side of the chair to find the handle. Lift the handle and raise your body up slightly to allow the chair to rise to the desired height. Once desired height is reached, release handle to lock chair at desired height. To lower the seat, lift the handle 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 right side of the chair to find the height adjustment handle. Pull the handle all the way out (away from the seat plate) to allow the chair to tilt backwards. To lock the chair in the upright or vertical position, sit upright and push the handle in towards the seat plate.

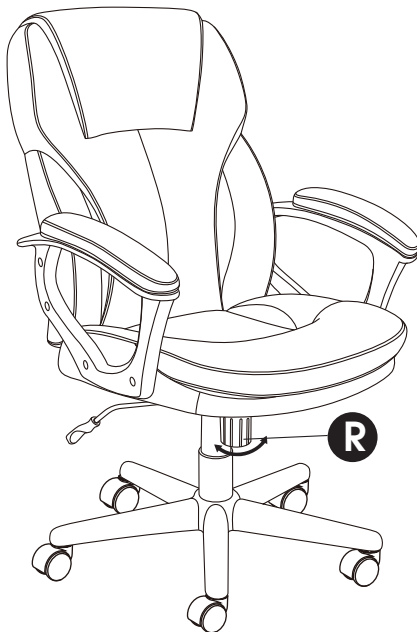


# Operating Instructions

## 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.

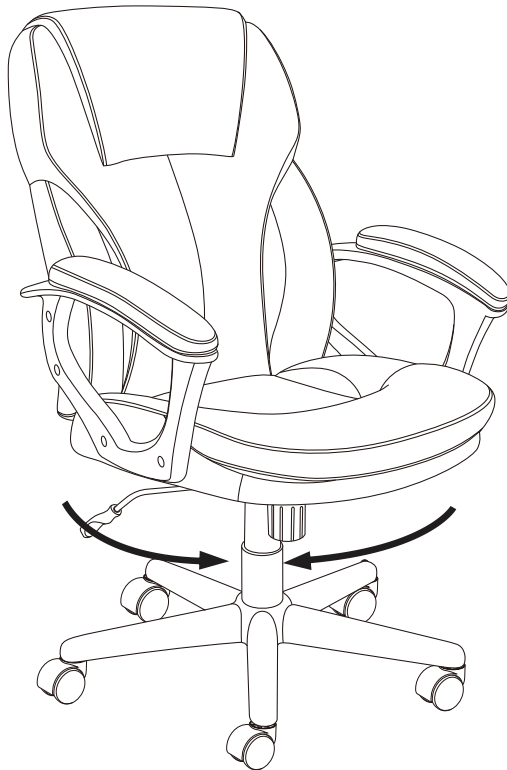


# Operating Instructions

## Function Instruction - 4

### 360° Swivel:

360° seat swivel.



# 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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