



Always Comfortable.



**ASSEMBLY INSTRUCTIONS**  
**Comfort Big & Tall**  
**Executive Chair**

# **WARNING:**

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

- Do not stand on the chair or use as a step ladder.
- Do not use chair 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.
- Pushing over or dragging this chair can result in an injury or cause damage to some floor types and the chair itself. To move this chair lift and then move it.
- Do not let children play in or around the chair due to the possible risk of injury.

## **PRE ASSEMBLY**

- Clear a space for the assembly of the chair.
- Lay out all parts on the Parts List. A clear space will allow you to easily determine if all the pieces are available.
- 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.
- Please check the chair for any loose screws and tighten them before use.



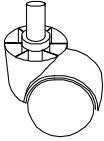


Number of people required to assemble  
**2**



Time to assemble  
**35min.**

## Parts List



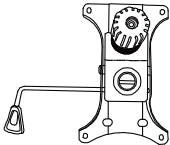
**A** Casters (5)



**B** Star Base (1)



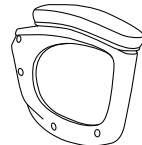
**C** Gas Lift with  
Telescopic Cover (1)



**D** Seat Plate (1)



**E1** Left Arm (1)



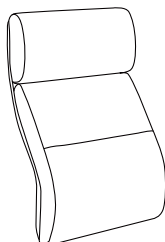
**E2** Right Arm (1)



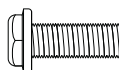
# Parts List



**F** Seat Cushion (1)



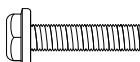
**G** Back Cushion (1)



**H** M8 x 20  
Large Screws (2)



**I** M8 x 30  
Large Long Screws (2)



**J** M6 x 25  
Small Screws (8)



**K** Black Plastic Caps (8)

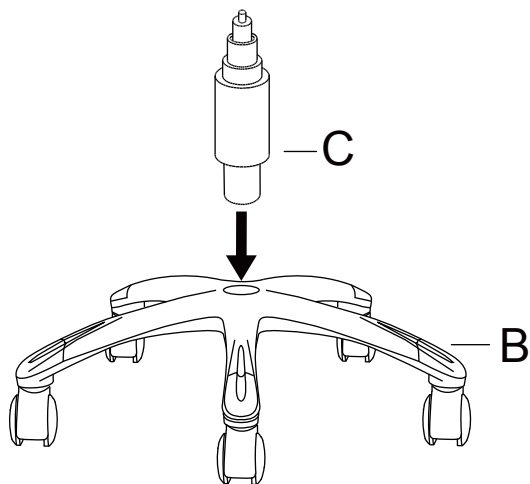
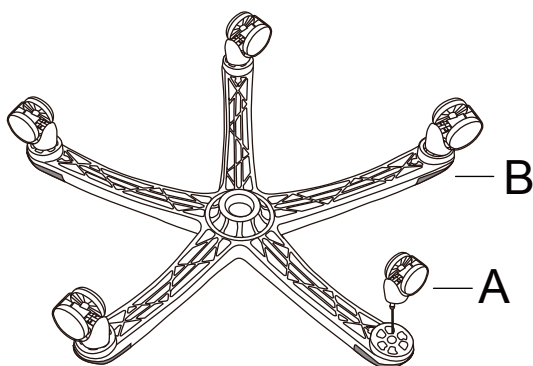


**L** Allen Key (1)



# Step 1

Select a flat and non-abrasive surface to avoid scratching the parts. Insert Casters (A) into the Star Base (B) Turn the Star Base (B) over and insert the Gas Lift with Telescopic Cover (C) through the center hole on top of Star Base (B).

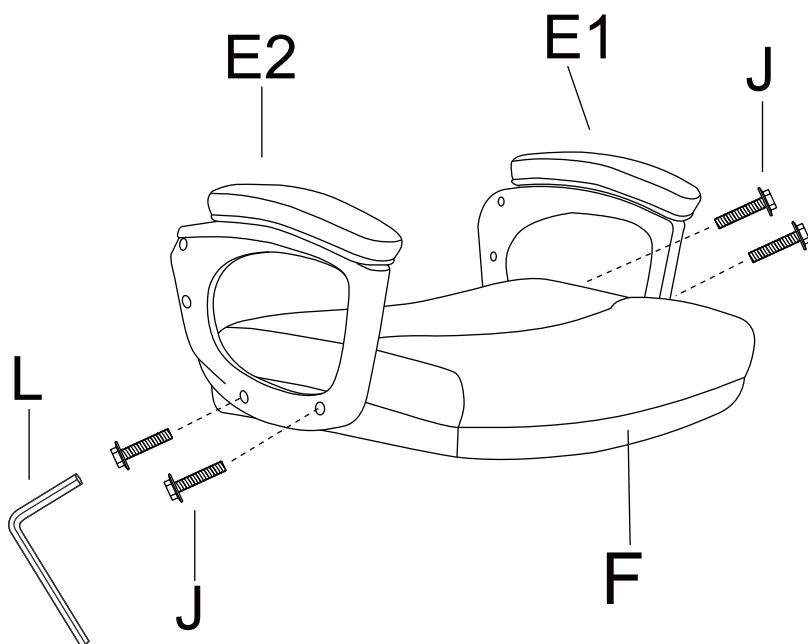


## Step 2



Fasten the Arms (E1&E2) onto sides of the Seat Cushion (F) by using Small Screws (J) with Allen Key (L).

**\*Note: Do not tighten the screws completely at this stage of the assembly.**



**\*Note: All bolts should be checked and re-tightened every 90 days.**

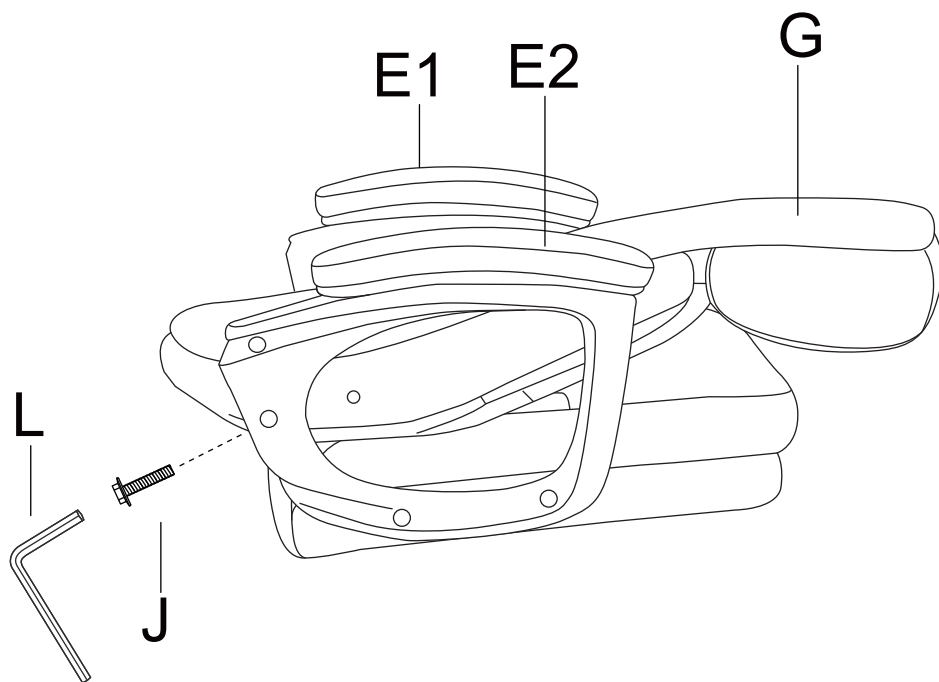


## Step 3



Place the Back Cushion (G) flat between Arms (E1&E2) and use Small Screws (J) on lower screw holes to attach both Arms (E1 &E2) and Back Cushion (G) with Allen Key (L).

**\*Note: Do not tighten the screws completely at this stage of the assembly.**



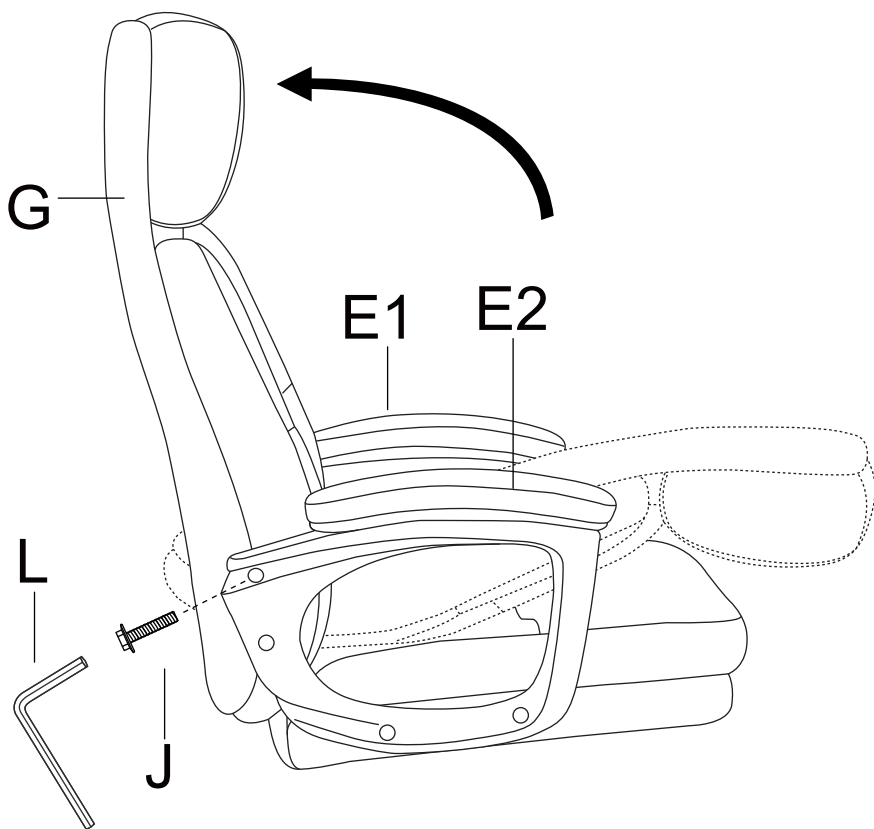
**\*Note: All bolts should be checked and re-tightened every 90 days.**



## Step 4

Push the Back Cushion (G) up to a vertical position and attach the Arms (E1&E2) by using Small Screws (J) with the Allen Key (L).

**\*Note: Align the arms and cushions and tighten all the screws completely.**



**\*Note: All bolts should be checked and re-tightened every 90 days.**



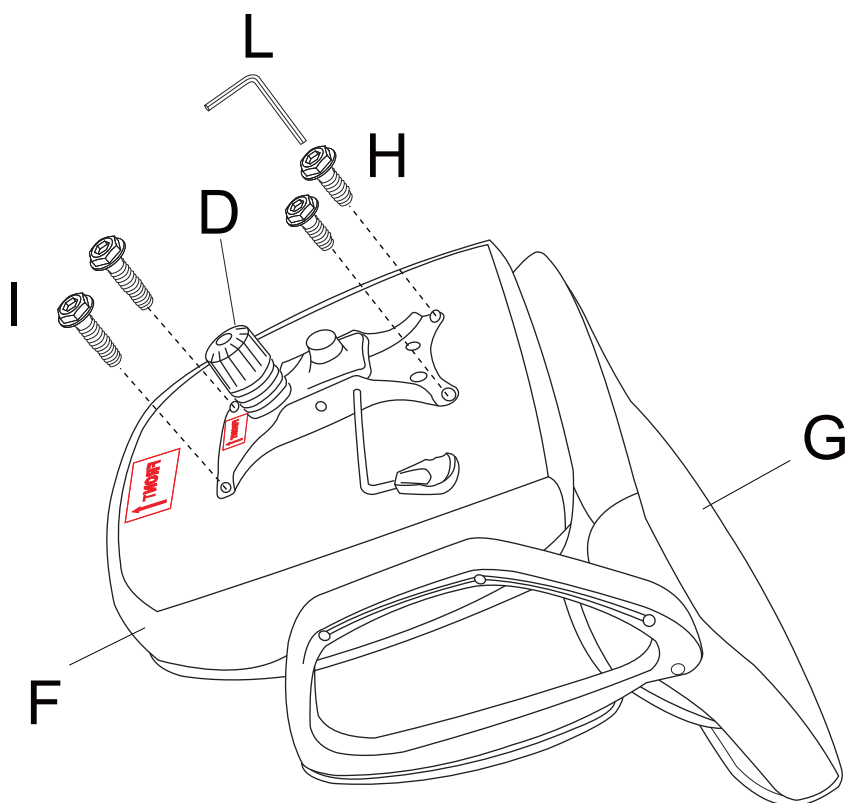


## Step 5

Attach Seat Plate (D) to the bottom of the Seat Cushion (F) by using Large Long Screws (I) for the front holes of the Seat Plate (D) and Large Screws (H) for the rear holes of the Seat Plate (D) with Allen Key (L).

**\*Note:** Align the Seat Plate so the label "FRONT" on the seat plate aligns with the label "FRONT" on the bottom of the seat cushion.

Tighten the screws completely.

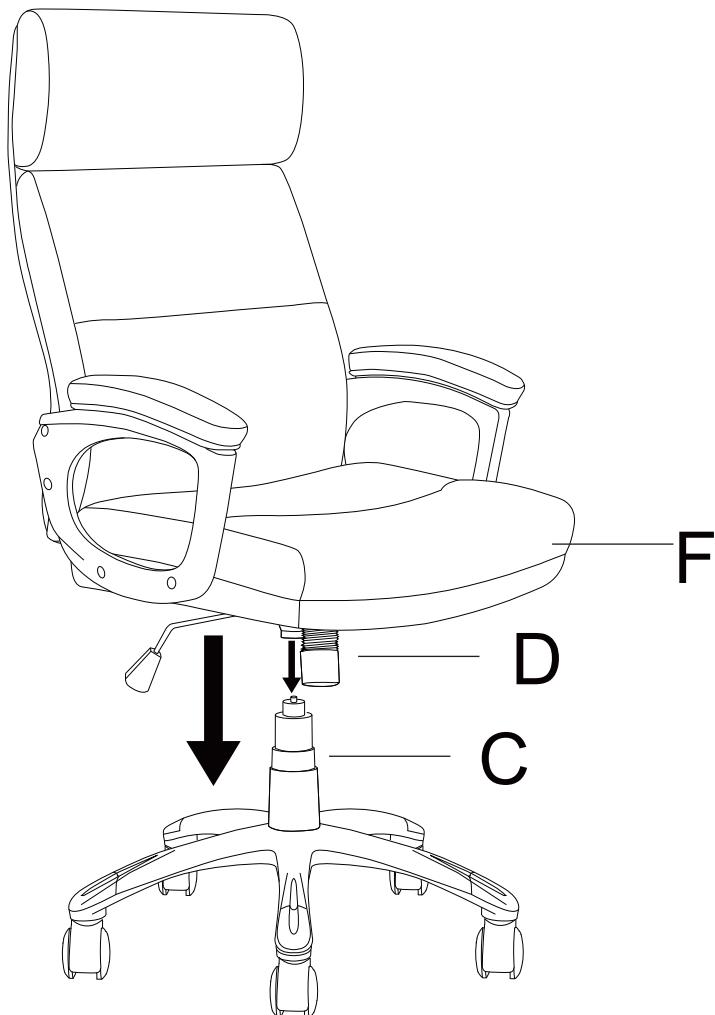


**\*Note:** All bolts should be checked and re-tightened every 90 days.



## Step 6

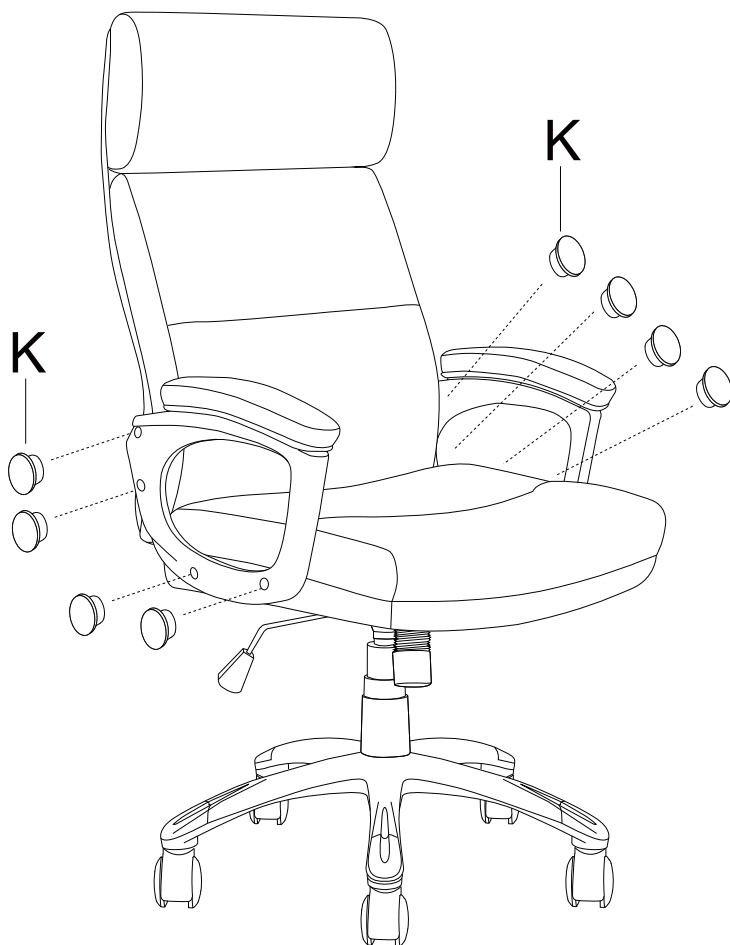
Place the assembled Seat Cushion (F) with Seat Plate (D) on top of the Gas Lift (C) and press down until fully engaged.



## Step 7



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



# Product Features & Instructions

## Seat Height Adjustment



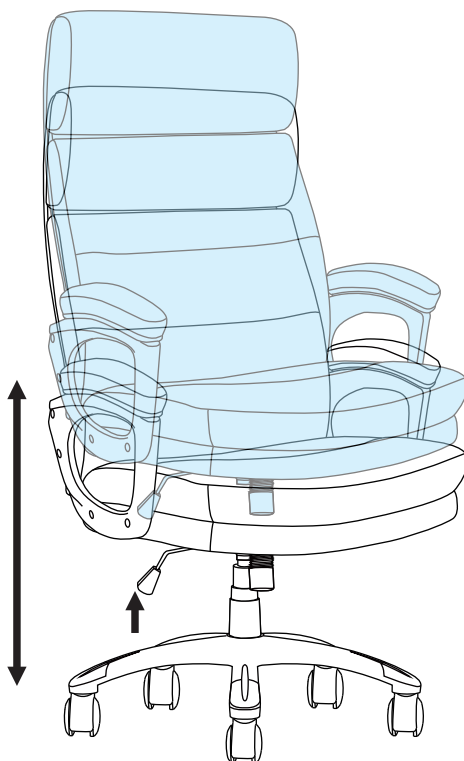
The seat height adjuster allows optimal height and posture to be achieved to relieve stresses on the lower back, legs and thighs.

- **To Raise The Seat**

Lean forward slightly to relieve pressure on the tilt mechanism. Reach under the right side of the chair to locate the height adjustment handle and lift the handle and allow the chair to rise to the desired height.

- **To Lower The Seat**

Remain fully seated, lift the handle upward, and allow the chair to descend. Descent will stop once handle is released or the chair reaches its bottom position.



# Product Features & Instructions

## Upright Seat Tilt Lock



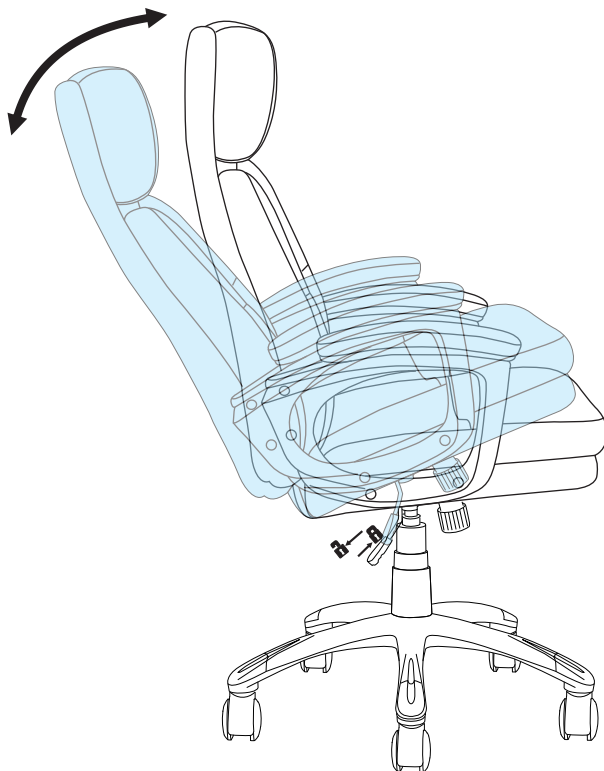
The locking mechanism fixes the Chair upright or allows the chair to rock back and forth.

- **Allow Tilt**

While seated, reach under the right side of the chair to locate the height adjustment handle. Pull the handle all the way out (away from the seat plate) to allow the chair to tilt back and forth.

- **Lock Upright**

Sit fully upright and push the handle in towards the seat plate to lock upright.



# Product Features & Instructions

## Tilt Tension



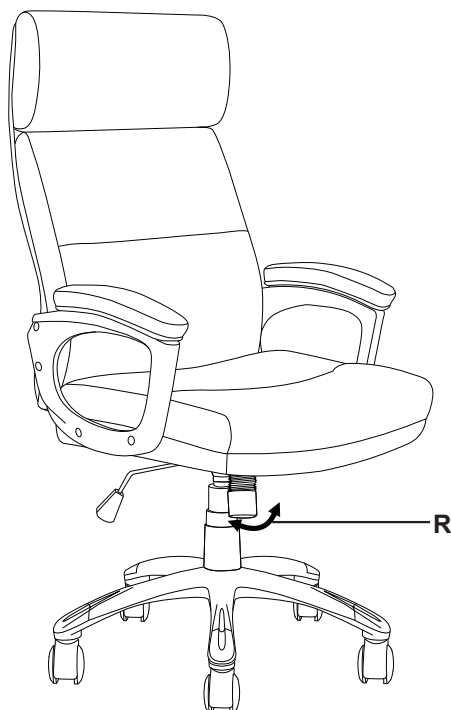
The tensioner increases or decreases the amount of force needed to recline the chair backward or to rock the chair

- **Firmer / Stiffer - Clockwise (L)**

Reach under the front center of the chair and locate the round Tensioner knob.  
Turn the knob clockwise to make the chair recline firmer / stiffer.

- **Softer / Looser - Counter Clockwise (R)**

Turn the knob counter-clockwise to make the chair recline softer / looser.



# 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. All warranties are limited to the Original Purchaser for normal use.





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