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## Serta Comfort Ergo CCHR10016C

# Serta Comfort Ergo Executive Office Chair Instruction Manual

Model: CCHR10016C (Gray Velvet Fabric)

## INTRODUCTION

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Thank you for choosing the Serta Comfort Ergo Executive Office Chair. This manual provides essential information for the safe assembly, operation, and maintenance of your new chair. Please read these instructions carefully before assembly and retain them for future reference.

## SAFETY INFORMATION

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- Always assemble the chair according to the provided instructions.
- Do not exceed the maximum weight limit of **275 lbs**.
- Be cautious while moving the chair to prevent tipping or instability.
- Ensure all bolts and screws are tightened securely before use. Periodically check and re-tighten as necessary.
- Avoid standing on the chair or using it as a step stool.

## PACKAGE CONTENTS

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Before beginning assembly, ensure all components are present and undamaged. If any parts are missing or damaged, please contact customer support.

- Chair Backrest
- Chair Seat
- Armrests (2)
- Star Base
- Casters (5)
- Gas Lift Cylinder
- Mechanism Plate
- Hardware Pack (screws, washers, Allen wrench)

## ASSEMBLY INSTRUCTIONS

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Follow these step-by-step instructions for proper assembly. It is recommended to assemble the chair on a soft, non-abrasive surface to prevent damage.

### Step 1: Attach Casters to Base

Insert the five casters into the holes at the end of each leg of the star base. Push firmly until they click into place.



Image: The five-star base with casters inserted into each leg, ready for the gas lift.

### Step 2: Insert Gas Lift Cylinder

Place the gas lift cylinder into the center hole of the assembled star base. No tools are required for this step; it will rest in place.

### Step 3: Attach Mechanism Plate to Seat

Align the mechanism plate with the pre-drilled holes on the underside of the seat cushion. Ensure the front of the mechanism faces the front of the seat. Secure with screws provided in the hardware pack, tightening with the Allen wrench.

### Step 4: Attach Armrests to Seat and Backrest

Attach the armrests to the sides of the seat using the provided screws. Then, attach the backrest to the armrests and seat, aligning all holes and securing with screws. Do not fully tighten all screws until all components are

loosely attached to allow for adjustment.

### Step 5: Connect Seat Assembly to Gas Lift

Carefully place the assembled seat and backrest onto the gas lift cylinder, ensuring the center hole of the mechanism plate aligns with the top of the gas lift. Apply gentle downward pressure to secure.

## PRODUCT FEATURES

The Serta Comfort Ergo Executive Office Chair is designed with several features to enhance your comfort and productivity:

- **Ergonomic Mid-Back Design:** Features subtle contours and lumbar support to promote proper posture.
- **Semi-Plush Comfort:** Double-layer seat cushion and padded armrests are generously filled with high-density foam.
- **Durable Upholstery:** Covered in soft velvet fabric for a luxurious feel.
- **Adjustable Height:** Easily adjust the seat height to your preferred position.
- **Tilt Lock Mechanism:** Lock the chair in an upright position or allow for rocking motion.
- **360° Swivel:** Allows for easy rotation and movement around your workspace.
- **Smooth-Rolling Casters:** Dual casters designed for easy mobility on various surfaces.



Image: A visual representation of the chair highlighting its key features, including the cushioned headrest, curved back support, padded armrests, foam-filled seat cushion, adjustable comfort, and 360-degree motion.



Image: A close-up view of the chair's headrest, emphasizing the specialized curved cushions for lasting comfort throughout the day.



Image: A detailed view of the chair's foam-filled seat cushion, illustrating its high-quality foam for comfort and support.

## OPERATING INSTRUCTIONS

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### Height Adjustment

To adjust the seat height, lift the lever located on the right side of the chair (when seated) upwards. While holding the lever, either stand up to raise the seat or remain seated to lower it. Release the lever to lock the height in place.



Image: A diagram illustrating the height adjustment mechanism. Lift the lever on the side of the chair to raise or lower the seat.

## Recline Adjustment

To unlock the recline mechanism, pull the same lever (on the right side) outwards. The chair back will now allow for a rocking motion. To lock the chair in an upright position, push the lever inwards. To adjust the tension of the recline, twist the round knob located underneath the seat at the front of the mechanism. Turn clockwise to increase tension (stiffer recline) and counter-clockwise to decrease tension (looser recline).



Image: A diagram showing the recline adjustment lever and the tension adjustment knob located beneath the seat. Pull the lever to unlock recline and twist the knob to adjust tension.

### Chair Movement

The chair is equipped with 360° motion casters, allowing for easy movement and rotation around your workspace. Ensure the floor surface is clear of obstructions for smooth gliding.



Image: A close-up view of the chair's dual-wheel casters, illustrating their 360-degree motion capability for easy movement.

## MAINTENANCE AND CARE

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To maintain the appearance and longevity of your Serta Comfort Ergo Executive Office Chair, follow these care instructions:

- **Cleaning:** Wipe clean with a soft, damp cloth. Avoid harsh chemicals or abrasive cleaners, as they may damage the velvet fabric.
- **Regular Checks:** Periodically inspect all bolts and screws to ensure they are tight. Re-tighten if necessary to maintain stability and safety.
- **Avoid Direct Sunlight:** Prolonged exposure to direct sunlight may cause the fabric to fade.
- **Weight Limit:** Adhere to the maximum weight recommendation of 275 lbs to prevent structural damage.

## TROUBLESHOOTING

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If you encounter any issues with your chair, consider the following:

- **Chair feels wobbly:** Check all assembly screws and bolts. Ensure they are fully tightened.

- **Gas lift not adjusting:** Ensure the height adjustment lever is fully engaged or disengaged as required. If the issue persists, the gas lift may need replacement.
- **Casters not rolling smoothly:** Check for debris (hair, lint) caught in the caster wheels. Clean as necessary.
- **Recline not working:** Ensure the recline lock lever is disengaged. Adjust the tension knob if the recline feels too stiff or too loose.

For further assistance, please contact Serta Customer Support.

## SPECIFICATIONS

Feature	Detail
Brand	Serta
Model Name	Comfort Ergo
Item Model Number	CCHR10016C
Color	Gray Velvet Fabric
Product Dimensions	31"D x 27"W x 45"H
Seat Depth	19"
Inner Seat Width	20"
Back Height	24"
Chair Height (Min-Max)	41" - 45"
Seat Height (Min-Max)	19" - 23"
Maximum Weight Recommendation	275 Pounds
Item Weight	31.9 pounds
Material	Velvet, Foam
Product Care Instructions	Wipe Clean
Assembly Required	Yes



## Product Dimensions



Image: A detailed diagram illustrating the product dimensions, including width, depth, back height, inner seat width, chair height, and seat height, along with the 275 lb weight capacity.

### WARRANTY AND SUPPORT

Serta chairs are designed for quality and durability. For specific warranty information, please refer to the documentation included with your purchase or contact Serta customer support.

#### Customer Support

Our dedicated U.S. based team is ready to assist you with your Serta chair and any help needed with its assembly or operation.



**Customer Service**  
**(800) 379 - 9773**  
6am - 5pm PST

Our dedicated U.S. based team is ready to assist you with your Serta® chair and any help needed with its assembly!

Image: Serta Customer Service contact information, including a phone number (800) 379 - 9773 and operating hours (6am - 5pm PST).

**Phone:** (800) 379 - 9773

**Hours:** 6am - 5pm PST

## PRODUCT OVERVIEW VIDEO

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Watch this video for a general overview of Serta chairs and their design philosophy.

Your browser does not support the video tag.

Video: An official Serta video titled "Serta - We Make Better Chairs" providing an overview of Serta's chair design and features. This video is provided by True Innovations and Design (USA) LLC.