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## Steelcase HardFloor Casters

# Steelcase Genuine OEM Hard Floor Soft Casters User Manual

Model: HardFloor Casters

## INTRODUCTION

This manual provides essential information for the installation, use, and maintenance of your Steelcase Genuine OEM Hard Floor Soft Casters. These casters are specifically designed to provide smooth movement and protect hard flooring surfaces such as hardwood, tile, and laminate. Please read these instructions carefully before proceeding with installation.

## SAFETY INFORMATION

- Ensure the chair is stable and cannot roll or tip during caster replacement.
- Use appropriate personal protective equipment, such as gloves, to prevent injury.
- Be aware of pinch points when removing and installing casters.
- Do not exceed the recommended load capacity of the casters (50 lbs per caster).

## PACKAGE CONTENTS

- 5 x Steelcase Genuine OEM Hard Floor Soft Casters

## SETUP AND INSTALLATION

Follow these steps to replace your existing chair casters with the new Steelcase Hard Floor Soft Casters.

### Step 1: Preparation

1. Turn your office chair upside down or lay it on its side to access the caster wheels.
2. Ensure the chair is stable and will not move during the process.

## Step 2: Removing Old Casters

1. Grasp an existing caster firmly by the wheel housing.
2. Pull the caster straight out from the chair base. It may require significant force. If difficult, gently rock the caster while pulling.
3. Repeat for all five casters.

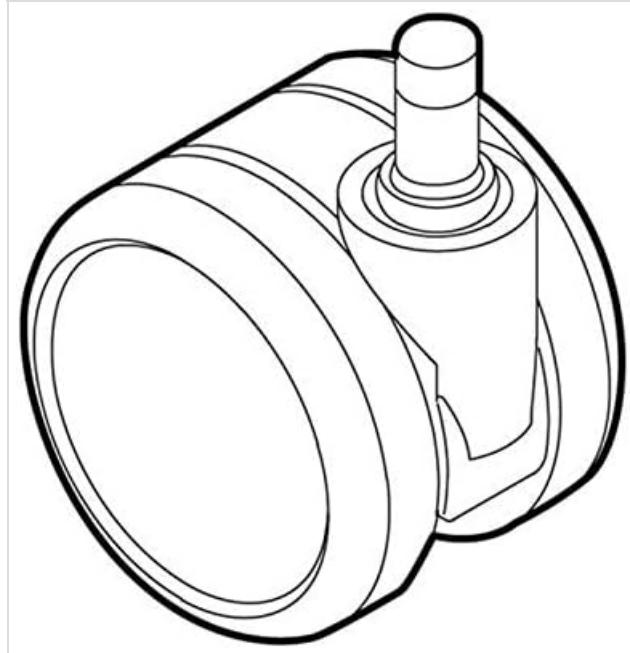


Figure 1: Illustration of a Steelcase caster, showing the stem design for insertion into the chair base.

## Step 3: Installing New Casters

1. Align the stem of a new Steelcase Hard Floor Soft Caster with the hole in the chair base.
2. Push the caster stem firmly into the hole until it clicks into place or feels securely seated. You may need to apply pressure or gently tap with a rubber mallet.
3. Repeat for all five new casters.
4. Once all casters are installed, return the chair to its upright position and test its stability and movement.



Figure 2: Visual comparison highlighting the thicker wheel of a soft caster (left) designed for hard floors, versus a thinner wheel of a hard caster

## OPERATING YOUR CASTERS

These Steelcase Soft Casters are engineered with an extra layer of polyurethane gel, providing several benefits for hard flooring surfaces:

- **Smooth Movement:** Experience quieter and smoother gliding across hard floors.
- **Floor Protection:** The softer material minimizes the risk of scratching, scuffing, or damaging delicate hard surfaces.
- **Reduced Noise:** The softer material helps to dampen noise compared to standard hard casters.

## MAINTENANCE

To ensure the longevity and optimal performance of your casters, follow these maintenance guidelines:

- **Cleaning:** Periodically clean the wheels to remove dust, hair, and debris that can accumulate and hinder smooth rolling. Use a damp cloth and mild soap if necessary.
- **Inspection:** Regularly inspect the casters for any signs of wear, damage, or loose components. Replace any damaged casters promptly.
- **Avoid Harsh Chemicals:** Do not use abrasive cleaners or harsh chemicals on the casters, as this may damage the polyurethane material.

## TROUBLESHOOTING

### Casters Not Rolling Smoothly

- **Check for Debris:** Inspect the wheels for accumulated hair, dust, or other debris. Clean thoroughly.
- **Floor Surface:** Ensure the floor surface is clean and free of obstructions.
- **Damage:** Check if any caster is damaged or worn out. Replace if necessary.

### Difficulty Installing Casters

- **Proper Alignment:** Ensure the caster stem is perfectly aligned with the hole in the chair base.
- **Firm Pressure:** Apply firm, steady pressure. A rubber mallet can be used for gentle tapping if needed.
- **Stem Type:** Confirm that the caster stem type is compatible with your chair base. These casters are designed for Steelcase chairs.

## SPECIFICATIONS

Feature	Specification
Brand	Steelcase
Model Number	HardFloor Casters
Caster Type	Stem

Surface Recommendation	Multi-Surface (Optimized for Hard Floors)
Wheel Width	2 Inches
Material	Metal, Polyurethane
Load Capacity	50 lbs (22.7 kg) per caster
Color	Black

## **WARRANTY INFORMATION**

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Steelcase products are typically covered by a manufacturer's warranty. For specific details regarding the warranty period and terms for your Hard Floor Soft Casters, please refer to the official Steelcase website or contact Steelcase customer service directly. Keep your proof of purchase for warranty claims.

## **CUSTOMER SUPPORT**

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If you have any questions, require assistance with installation, or need to report an issue, please contact Steelcase customer support through their official website or the contact information provided with your original purchase. Provide your product model number and purchase details for efficient service.