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Serta Conway 43506C

Serta Conway Big & Tall Executive Office Chair

MODEL: CONWAY 43506C

Introduction

This manual provides essential information for the assembly, operation, maintenance, and care of your Serta Conway Big & Tall Executive Office Chair. Please read these instructions thoroughly before assembly and use to ensure proper function and longevity of your product.



Image: The Serta Conway Big & Tall Executive Office Chair, showcasing its ergonomic design, padded armrests, and wooden swivel base.

Safety Information

- **Weight Capacity:** This chair is designed to support a maximum weight of 350 pounds. Do not exceed

this limit to prevent damage or injury.

- **Assembly:** Two people are recommended for assembly to ensure stability and ease of construction.
- **Casters:** The provided casters are suitable for most floor types. For wood floors or delicate surfaces, it is recommended to purchase soft tread casters separately to prevent scratches.
- **Maintenance:** Regularly inspect all bolts and screws to ensure they are tight. Retighten as necessary.
- **Usage:** Avoid standing on the chair or using it as a step stool. Do not use the chair if any parts are damaged or missing.

Package Contents

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

- Chair Backrest
- Seat Cushion with Armrests
- Mechanism Plate
- Gas Lift Cylinder
- Wooden Swivel Base
- Casters (5 pieces)
- Assembly Hardware (screws, washers, Allen wrench)

Assembly Instructions

Follow the step-by-step instructions provided in the included assembly guide. Two individuals are recommended for easier and safer assembly. Ensure all connections are secure before use.

1. **Attach Casters to Base:** Insert the five casters into the holes at the end of each leg of the wooden swivel base. Push firmly until they click into place.
2. **Insert Gas Lift:** Place the gas lift cylinder into the center hole of the assembled base.
3. **Attach Mechanism Plate:** Secure the mechanism plate to the underside of the seat cushion using the provided screws. Ensure the front of the mechanism faces the front of the seat.
4. **Connect Seat to Gas Lift:** Carefully place the assembled seat onto the gas lift cylinder.
5. **Attach Backrest:** Align the backrest with the seat and secure it using the remaining screws. Some persuasion may be needed to align holes properly.

After assembly, test all functions to ensure proper operation.

Operating Instructions

Your Serta Conway chair offers several adjustments for personalized comfort:

- **Seat Height Adjustment:** Locate the multi-purpose lever on the right side beneath the seat. To raise the seat, lift the lever while taking your weight off the chair. To lower the seat, lift the lever while seated.
- **Tilt and Tilt Lock:** Pull the same multi-purpose lever outwards to enable the chair's tilt function, allowing the backrest and seat to recline together. Push the lever inwards to lock the chair in an upright position.
- **Adjustable Lumbar Support:** A dial located on the side of the backrest allows you to fine-tune the lumbar support to your preference. Rotate the dial to increase or decrease the support in your lower

back.

- **Swivel Function:** The chair features a 360-degree swivel base for easy movement and access within your workspace.



Image: Close-up of the multi-purpose adjustment lever, illustrating its functions for height adjustment and tilt lock.



Image: The Serta Conway chair demonstrating its recline capability, showing an angle range from 100 to 122 degrees.

Maintenance and Care

- **Cleaning:** For general cleaning, spot clean the bonded leather upholstery with a damp cloth and mild soap. Avoid harsh chemicals or abrasive cleaners.
- **Wood Care:** Wipe wooden components with a soft, dry cloth. Avoid excessive moisture.
- **Hardware:** Periodically check and tighten all screws and bolts to maintain the chair's stability and structural integrity.
- **Casters:** Keep casters free of debris to ensure smooth rolling.

Troubleshooting

If you encounter any issues with your chair, refer to the following common solutions:

- **Chair Sinks or Does Not Hold Height:** This may indicate an issue with the gas lift cylinder. Ensure the height adjustment lever is fully engaged. If the problem persists, the gas lift may need replacement.
- **Creaking Noises:** Check all assembly bolts and screws and tighten them securely. Lubrication of moving parts may also help.

- **Difficulty Rolling Casters:** Ensure casters are free of hair or debris. For optimal performance on specific floor types, consider replacing the standard casters with appropriate alternatives (e.g., soft tread for hard floors).
- **Backrest Mechanism Not Holding:** Verify that the tilt lock lever is fully engaged. If the mechanism continues to fail, contact customer support.

Specifications

Feature	Detail
Model Name	Conway
Model Number	43506C
Color	Grey
Product Dimensions (Overall)	30.5"D x 27.25"W x 43.5"H
Maximum Chair Height	47"
Minimum Chair Height	43.5"
Maximum Seat Height	23.25"
Minimum Seat Height	19.5"
Seat Depth	19"
Back Height	24.75"
Inside Seat Width	21.5"
Maximum Arm Height	30.25"
Minimum Arm Height	26.75"
Maximum Weight Recommendation	350 Pounds
Materials	Wood, Metal, Foam, Upholstered Material, Plastic
Upholstery	Bonded Leather
Special Features	Adjustable Height, Adjustable Lumbar, Tilting, Swivel Base
Item Weight	58 pounds

Product Dimensions



Always Comfortable.



Image: Diagram illustrating the detailed dimensions of the Serta Conway Executive Office Chair, including width, depth, and height measurements for various components.



Image: Close-up of the chair's wooden and metal base, highlighting its robust construction and 350-pound weight capacity.

Built to Last

Serta chairs use only parts that pass 3rd party SGS testing and meets the requirements of **ANSI / BIFMA X5.1** (industry standard for quality and durability)



Heavy Duty
Class IV Gas Lift
Rated to 350 lbs



AMERICAN
CHIROPRACTIC
ASSOCIATION

Image: Illustration showing an SGS test report and a heavy-duty Class IV gas lift, indicating the chair's adherence to quality and durability standards.







Warranty and Support

Your Serta Conway Executive Office Chair is covered by a **1-year limited manufacturer's warranty**. This warranty covers defects in materials and workmanship under normal use.

For warranty claims, replacement parts, or any product-related inquiries, please contact Serta Customer Support. USA Customer Support is available to assist you.

Please retain your proof of purchase for warranty validation.

Related Documents - Conway 43506C

	<p>Serta Executive Chair Assembly Guide and Operating Instructions</p> <p>Comprehensive guide for assembling and operating your Serta Executive Chair, including parts list, step-by-step instructions, usage tips, and limited warranty information.</p>
	<p>Serta Works Office Chair Assembly Instructions and User Guide</p> <p>Comprehensive assembly instructions and user guide for the Serta Works Office Chair (Model CHR10021AB_AI). Learn how to assemble, adjust seat height, tilt, arm height, and more for your ergonomic, breathable mesh back office chair.</p>
	<p>Serta Executive Chair Assembly and Operating Guide</p> <p>This guide provides detailed instructions for assembling and operating your Serta Executive Chair, including a parts list, step-by-step assembly, functional usage, and warranty information.</p>
	<p>Serta Executive Chair: Product Guide & Assembly Instructions</p> <p>Comprehensive product guide and assembly instructions for the Serta Executive Chair, including parts list, step-by-step assembly, operating instructions, and limited warranty information.</p>
	<p>Serta Smart Layers Executive Chair Assembly Instructions</p> <p>Detailed assembly instructions for the Serta Smart Layers Executive Chair (Model 44942), including parts list, step-by-step guidance, operating instructions, and limited warranty information.</p>
	<p>Serta Office Chair Assembly and Operating Instructions</p> <p>Comprehensive guide for assembling and operating your Serta office chair, including parts lists, step-by-step assembly instructions, and operating guidelines for height adjustment, tilt lockout, and tension control. Features information on the AIR Lumbar Technology and a limited warranty.</p>