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› NEO CHAIR High Back Mesh Office Chair Instruction Manual

## NEO CHAIR High Back Office Chair

# NEO CHAIR High Back Mesh Office Chair Instruction Manual

Model: High Back Office Chair | Brand: NEO CHAIR

## 1. INTRODUCTION

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Thank you for choosing the NEO CHAIR High Back Mesh Office Chair. This manual provides essential information for the safe and effective use of your new chair. Please read these instructions carefully before assembly and operation, and retain them for future reference.

This ergonomic office chair is designed to provide comfort and support during extended periods of sitting, featuring a breathable mesh back, adjustable lumbar support, flip-up armrests, and a stable five-star base with smooth-rolling casters.



Image 1.1: NEO CHAIR High Back Mesh Office Chair (Beige)

## 2. SAFETY INFORMATION

- **Maximum Weight Capacity:** This chair is designed to support a maximum weight of 275 pounds (125 kg). Do not exceed this limit to prevent damage or injury.
- **Proper Use:** Use the chair only for its intended purpose as an office or desk chair. Avoid standing on the chair or using it as a step stool.
- **Assembly:** Ensure all components are securely fastened before use. Periodically check and tighten all screws and bolts.
- **Children:** Keep children away from the chair during assembly. Do not allow children to play on or around the chair unsupervised.
- **Moving Parts:** Be cautious of moving parts during adjustment to avoid pinching fingers or other body parts.
- **Floor Protection:** While casters are designed for hard floors, consider using a chair mat to protect delicate flooring surfaces.

## 3. SETUP AND ASSEMBLY

Assembly of the NEO CHAIR High Back Mesh Office Chair is required and designed to be straightforward. Please follow these general steps. A detailed assembly guide with diagrams is typically included in the product packaging.

### **3.1. Components Checklist**

Before starting, ensure all parts are present and undamaged:

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

### **3.2. Assembly Steps (General)**

1. Insert the five casters into the holes at the end of each leg of the five-star base. Push firmly until they click into place.
2. Place the gas lift cylinder into the center hole of the five-star base.
3. Attach 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. Attach the armrests to the seat cushion using the designated screws. Note the orientation of the armrests.
5. Attach the backrest to the seat cushion assembly, securing it with screws.
6. Carefully place the assembled seat and backrest onto the gas lift cylinder, ensuring it is centered and stable.

After assembly, sit on the chair to engage the gas lift and ensure all connections are secure.

## **4. OPERATING INSTRUCTIONS**

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Your NEO CHAIR is equipped with several adjustable features to customize your seating experience.



Image 4.1: Essential Chair Features

#### **4.1. Height Adjustment**

To adjust the seat height, locate the lever on the right side beneath the seat cushion. While seated, pull the lever up to lower the seat. To raise the seat, stand up slightly and pull the lever up. Release the lever at your desired height to lock it in place.

#### **4.2. Tilt Function and Lock**

The chair features a tilt mechanism allowing the backrest and seat to recline together. To activate the tilt, pull the same lever (or a separate one, depending on model) outwards. To lock the chair in an upright position, push the lever inwards. Some models may have a tension knob underneath the seat to adjust the resistance of the tilt.

#### **4.3. Adjustable Lumbar Support**

The lumbar support can be adjusted to provide targeted support to your lower back. Locate the adjustment

mechanism on the back of the chair's backrest. Typically, this involves sliding a lever or knob up or down to position the lumbar support correctly for your spine.



Image 4.2: Adjustable Lumbar Support Detail

#### **4.4. Flip-up Armrests**

The armrests are designed to flip up, allowing you to tuck the chair under your desk more easily or to sit cross-legged. Simply lift the armrests upwards until they lock into their vertical position. To lower them, pull them down until they click into their horizontal position.

#### **4.5. Swivel and Glide**

The chair features a 360-degree swivel for effortless movement and smooth-rolling casters for easy gliding across various floor surfaces.

### **5. MAINTENANCE**

#### **5.1. Cleaning**

To clean your NEO CHAIR, simply wipe it with a clean, damp cloth. Avoid using harsh chemicals or abrasive cleaners, as these may damage the mesh, fabric, or plastic components.

#### **5.2. General Care**

- Periodically check all screws and bolts to ensure they are tight. Re-tighten as necessary to maintain stability and safety.
- Avoid exposing the chair to direct sunlight for prolonged periods, as this can cause fading of the fabric and mesh.
- Keep the casters clean from hair and debris to ensure smooth rolling.

## 6. TROUBLESHOOTING

If you encounter any issues with your NEO CHAIR, refer to the following common problems and solutions:

- **Chair is creaking:** This can often be resolved by re-tightening all assembly screws. Applying a small amount of silicone lubricant to moving metal parts (e.g., springs, pivot points) may also help.
- **Gas lift not adjusting height:** Ensure the height adjustment lever is fully engaged. If the issue persists, the gas lift cylinder may need replacement.
- **Chair feels unstable or wobbly:** Check that all screws are securely tightened, especially those connecting the seat to the mechanism and the backrest. Ensure the casters are fully inserted into the base.
- **Casters not rolling smoothly:** Remove any hair, dust, or debris that may be caught in the caster wheels. Lubricating the caster axles with a silicone spray can improve movement.
- **Loss of back support:** Over time, the mesh or internal support structure may show wear. Ensure the adjustable lumbar support is correctly positioned. If the internal structure is compromised, contact customer support.

## 7. SPECIFICATIONS

Detailed product specifications for the NEO CHAIR High Back Mesh Office Chair:

Feature	Detail
Brand	NEO CHAIR
Model Name	High Back Office Chair
Color	Beige
Product Dimensions	21.5"D x 24"W x 43"H
Maximum Weight Recommendation	275 Pounds
Back Style	Mesh Back
Special Features	Adjustable Height, Ergonomic, Rolling, Seat Lock, Swivel, Flip-up Armrests, Adjustable Lumbar
Fill Material	Sponge
Item Weight	12.6 pounds

Feature	Detail
Certifications	BIFMA-tested casters, SGS-certified gas lift, FSC-certified wood (support structure)

## Dimension



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Image 7.1: Chair Dimensions and Weight Capacity

## 8. WARRANTY INFORMATION

NEO CHAIR products typically come with a 1-year limited warranty from the date of purchase, covering manufacturing defects. This warranty does not cover damage resulting from misuse, accidents, or normal wear and tear. For specific warranty terms and conditions, please refer to the documentation included with your purchase or contact NEO CHAIR customer support.

## 9. CUSTOMER SUPPORT

If you have any questions, require assistance with assembly, or need to report a defective part, please contact NEO CHAIR customer support:

- **Website:** Visit the official NEO CHAIR website for FAQs and support resources.

- **Email:** Refer to your product packaging for the customer service email address.
- **Phone:** Refer to your product packaging for customer service phone numbers.

Please have your purchase receipt and model information ready when contacting support.