



Manuals.plus /

› HeroSet /

› HeroSet HS178 Big and Tall 500lbs Executive Office Chair Instruction Manual

HeroSet HS178

HeroSet HS178 Big and Tall 500lbs Executive Office Chair Instruction Manual

Model: HS178 | Brand: HeroSet

1. INTRODUCTION

Thank you for choosing the HeroSet HS178 Big and Tall Executive Office Chair. This chair is designed to provide robust support and comfort for users up to 500 lbs, featuring a wide seat, adjustable ergonomic lumbar support, and durable PU leather. This manual will guide you through the assembly, operation, and maintenance of your new chair to ensure a long-lasting and comfortable experience.



Image 1.1: HeroSet HS178 Executive Office Chair overview.

2. SAFETY INFORMATION

Important Safety Notice: This product has a weight capacity of 500 lbs. Ensure the chair is on a stable, level surface to prevent tipping. Improper use may result in injury. Always follow assembly instructions carefully and do not exceed the stated weight limit.

3. PACKAGE CONTENTS

Before assembly, please verify that all components are present in the package:

- PU leather chair components
- Ergonomic Lumbar Support mechanism
- Padded Armrests (2)
- Wheels (5)
- Headrest
- Large Seat Cushion
- Gas Lift Cylinder
- Chair Base
- Hardware Kit (screws, washers, Allen wrench)
- Installation Manual

4. ASSEMBLY INSTRUCTIONS

Assembly of the HeroSet HS178 chair is designed to be straightforward. An installation manual is included in your package, and an assembly video is also available for visual guidance. It is recommended to have a clear, spacious area for assembly.

1. **Attach Wheels to Base:** Insert the five wheels into the holes at the end of each leg of the chair base until they click securely into place.
2. **Install Gas Lift:** Place the gas lift cylinder into the center hole of the chair base.
3. **Attach Mechanism to Seat:** Secure the seat plate mechanism 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 Armrests:** Attach the armrests to the seat cushion and the backrest using the designated screws. Do not fully tighten until all connections are made.
5. **Attach Backrest to Seat:** Align the backrest with the seat and secure it with screws. Once all parts are aligned, tighten all screws firmly.
6. **Place Seat Assembly on Gas Lift:** Carefully place the assembled seat onto the gas lift cylinder, ensuring it is centered and stable.



Image 4.1: Illustration of the chair base and gas lift cylinder components.

5. OPERATING INSTRUCTIONS

Your HeroSet HS178 chair offers several adjustable features for personalized comfort:

- **Height Adjustment:** To adjust the chair height, pull the lever located under the right side of the seat upwards. While seated, lift the lever to lower the chair. To raise the chair, lift the lever while standing. Release the lever to lock the height.
- **Adjustable Lumbar Support:** The built-in ergonomic lumbar support can be adjusted forward or backward. Locate the adjuster knob under the seat cushion. Turn it clockwise to move the lumbar support forward and counter-clockwise to move it backward, allowing you to find your preferred spinal support point.
- **Rocking Function and Recline:** The chair features a rocking function with a tilt angle of 90°-120°. To activate the rocking function, pull the lever on the left side of the seat outwards. Push it inwards to lock the chair in an upright position. The tension of the rocking motion can be adjusted by turning the round knob located under the seat. Turn clockwise to increase tension (stiffer rock) and counter-clockwise to decrease tension (looser rock).
- **360° Swivel:** The chair is designed with a 360° free swivel for easy movement and access to your workspace.

120° ROCKING BACK & FORTH

Meet your work and rest needs



Tilt Tention Loose
and Tight



Rocking Back
and Forth



Image 5.1: Detail of the adjustable lumbar support knob.

COMFORTABLE EXECUTIVE CHAIR



Image 5.2: Illustration of the chair's rocking and recline capabilities.

6. MAINTENANCE

To maintain the appearance and longevity of your HeroSet HS178 office chair, follow these simple maintenance guidelines:

- **Cleaning:** Wipe clean with a soft, damp cloth. Avoid harsh chemicals or abrasive cleaners, as these can damage the PU leather.
- **Regular Inspection:** Periodically check all screws and bolts to ensure they are tight. Re-tighten if necessary to prevent wobbling or creaking.
- **Avoid Direct Sunlight:** Prolonged exposure to direct sunlight can cause the PU leather to fade or crack. Position the chair away from direct sunlight when possible.
- **Floor Protection:** While the wheels are designed to be smooth and not scratch floors, using a floor mat is recommended for optimal protection, especially on delicate surfaces.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Chair is wobbly or unstable.	Loose screws or improper assembly.	Ensure all screws and bolts are securely tightened. Refer to the assembly instructions.
Chair creaks during use.	Loose connections, friction between parts, or gas lift issue.	Re-tighten all assembly screws. Apply a small amount of silicone lubricant to moving parts if the creaking persists. If the noise originates from the gas lift, contact customer support.
Height adjustment not working.	Gas lift malfunction or lever mechanism issue.	Check if the lever is fully engaged. If the gas lift is faulty, it may need replacement. Contact customer support.
Rocking function is too stiff or too loose.	Tilt tension knob incorrectly adjusted.	Adjust the round tilt tension knob located under the seat. Turn clockwise for stiffer rocking, counter-clockwise for looser rocking.

8. SPECIFICATIONS

BUILT-IN ADJUSTABLE LUMBAR SUPPORT

Adjust the lumbar support forward by turning clockwise with the adjuster under the cushion. It can effectively support you at the low back and release the pressure on your back from long hours of sitting at work



— +
Backward Forward



Image 8.1: Detailed dimensions of the HeroSet HS178 chair.

Feature	Detail
Brand	HeroSet
Model Name	HS178 (Leather Executive Office Chair)
Color	Black
Product Dimensions	20.4"D x 24"W x 53"H
Maximum Weight Recommendation	500 Pounds
Material	PU Leather, Foam (Fill Material)
Special Features	Ergonomic Lumbar Support, Wide Side Seat Cushion, Rocking Function (90°-120°), 360° Swivel
Back Style	Padded Soft Back
Seat Depth	24 inches
Chair Backrest Width	23.5 Inches
Item Weight	50 pounds
UPC	679065055760

9. WARRANTY AND SUPPORT

HeroSet provides excellent service and support for your product.

- **Warranty:** Your HeroSet HS178 chair comes with a 12-month service period.
- **Customer Support:** If you have any questions, concerns, or require assistance with assembly or operation, please contact our professional team.
- **How to Contact Us:**
 1. Log in to your Amazon Account.
 2. Navigate to "Your Orders".
 3. Find your order for the HeroSet HS178 chair.
 4. Click "Contact Seller".
- Alternatively, you may reach us via email atcs@herosets.com or by phone at +1 (978) 647-3329.




How to Contact Us?

STEP01 Login Amazon Account

STEP02 Choose Your Orders

STEP03 Find the Orders

STEP04 Click Contact Seller

 cs@herosets.com


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Image 9.1: HeroSet customer support contact details.