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› Serta Chloe Modern Office Chair (Model CCHR10012C) Instruction Manual

Serta CCHR10012C

Serta Chloe Modern Office Chair Instruction Manual

Model: CCHR10012C

1. SETUP AND ASSEMBLY

This section provides instructions for the initial setup and assembly of your Serta Chloe Modern Office Chair. Please follow these steps carefully to ensure proper and safe use.

1.1 Unpacking and Component Check

- Carefully remove all components from the packaging.
- Verify that all parts listed in the hardware kit are present. Refer to the included assembly diagram for a complete list of parts.

1.2 Assembly Instructions

Assembly is simple and quick, estimated to take approximately 15 minutes. A hardware kit is included with all necessary tools.

1. Attach the casters to the base. Ensure they are securely inserted.
2. Insert the gas lift cylinder into the center hole of the base.
3. Attach the seat mechanism to the underside of the seat cushion using the provided screws.
4. Place the assembled seat onto the gas lift cylinder.

1.3 Safety Guidelines

- Always ensure the chair is assembled correctly before use.
- Do not exceed the maximum weight limit of **275 lbs (125 kg)**.
- Regularly check all screws and connections to ensure they remain tight.



Image: Product dimensions and weight capacity for the Serta Chloe Office Chair. The image displays the chair's width (27"), depth (28"), back height (18.5"), inner seat width (19"), seat depth (19"), maximum chair height (39.5"), minimum chair height (35.5"), maximum seat height (22.5"), minimum seat height (18.5"), and a weight capacity of 275 lbs.

2. OPERATING INSTRUCTIONS

Your Serta Chloe Modern Office Chair is designed with adjustable features to enhance your comfort and support.

2.1 Height Adjustment

To adjust the chair's height, locate the lever on the side of the seat. Lift the lever up while seated to lower the chair, or lift the lever up while standing to allow the chair to rise. Release the lever at your desired height.



Image: Diagram illustrating the height adjustment mechanism. A lever on the right side of the chair's seat is shown, with arrows indicating upward and downward movement for height adjustment.

2.2 Recline Adjustment and Tilt Lock

The chair features a tilt lock mechanism and adjustable recline tension. Pull the same side lever out to unlock the recline function, allowing the chair to tilt. Push the lever in to lock the chair in an upright position.

To adjust the recline tension, turn the round knob located underneath the seat, at the front of the mechanism. Turn clockwise to increase tension (making it harder to recline) and counter-clockwise to decrease tension (making it easier to recline).



Image: Diagram showing the recline adjustment. The side lever is pulled out to unlock recline, and a knob underneath the seat is twisted to adjust tension.

2.3 360° Swivel and Casters

The chair is equipped with smooth-gliding ball casters and a 360° swivel function, allowing for easy movement and rotation. The versatile casters are designed to glide across most carpeted surfaces.



Image: Close-up of the chair's 360° motion casters. The image highlights the wheels and their ability to rotate freely, enabling easy movement.

3. MAINTENANCE

Proper maintenance will extend the life and appearance of your Serta Chloe Modern Office Chair.

3.1 Cleaning Instructions

- For general cleaning, wipe the chair with a clean, damp cloth.
- For velvet upholstery, use a soft brush or vacuum with an upholstery attachment to remove dust and debris.
- For spills, blot immediately with a clean, dry cloth. Avoid rubbing, which can spread the stain.
- Do not use harsh chemicals, abrasive cleaners, or solvents, as these can damage the velvet fabric or chrome finish.

3.2 Regular Checks

- Periodically inspect all bolts and screws to ensure they are tight. Retighten if necessary.
- Check casters for any accumulated debris (hair, lint) and clean as needed to ensure smooth rolling.

4. TROUBLESHOOTING

This section addresses common issues you might encounter with your office chair.

4.1 Chair Does Not Adjust Height

- **Check the lever:** Ensure the height adjustment lever is fully engaged when attempting to raise or lower the chair.
- **Gas lift:** If the gas lift cylinder is not responding, it may be faulty. Contact customer support for assistance.

4.2 Chair Squeaks or Wobbles

- **Tighten fasteners:** Most squeaks and wobbles are caused by loose screws or bolts. Carefully inspect and tighten all fasteners on the seat mechanism, arms, and base.
- **Lubrication:** A small amount of silicone-based lubricant can be applied to moving parts if tightening does not resolve squeaking. Avoid oil-based lubricants on plastic components.

4.3 Casters Not Rolling Smoothly

- **Clean casters:** Remove any hair, lint, or debris that may be wrapped around the caster wheels.
- **Surface compatibility:** While designed for most carpeted surfaces, extremely thick carpets may impede smooth rolling.

5. SPECIFICATIONS

Detailed specifications for the Serta Chloe Modern Office Chair.

Feature	Specification
Brand	Serta
Model Name	Chloe
Item Model Number	CCHR10012C
Color	Ash Blue Velvet/Swivel Chrome Metal Base
Product Dimensions (D x W x H)	28"D x 27"W x 39.5"H
Item Weight	26.8 pounds
Maximum Weight Recommendation	275 Pounds
Material	Velvet, Foam
Back Style	Mid, Continuous
Special Feature	Ergonomic
Included Components	Caster
UPC	887909222548

Recline Adjustment

Pull the lever on the side of the chair out to unlock the recline mechanism, and twist the knob to adjust the tension

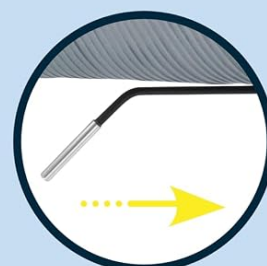


Image: Close-up of the chair's base, highlighting its superior construction and BIFMA certification, indicating adherence to rigorous safety and durability standards. The 275 lb. weight capacity is also visible.

6. WARRANTY INFORMATION

For specific warranty details regarding your Serta Chloe Modern Office Chair, please refer to the warranty card included with your purchase or contact the retailer or manufacturer directly. Warranty terms typically cover manufacturing defects and material flaws for a specified period from the date of purchase.

7. CUSTOMER SUPPORT

Should you require assistance with assembly, parts, or have any questions about your Serta Chloe Modern Office Chair, please contact our dedicated customer service team.



Image: Serta Customer Service contact information. Phone number: (800) 379 - 9773. Operating hours: 6am - 5pm PST. The image states that the U.S. based team is ready to assist with chair-related inquiries and assembly help.

Phone: (800) 379 - 9773

Hours: 6:00 AM - 5:00 PM PST

Please have your model number (CCHR10012C) and purchase information ready when contacting support.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

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