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HeroSet HS5199H

HeroSet Ergonomic Big and Tall Office Chair Model HS5199H Instruction Manual

Model: HS5199H | Brand: HeroSet

1. Introduction

Thank you for choosing the HeroSet Ergonomic Big and Tall Office Chair Model HS5199H. This manual provides detailed instructions for assembly, operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your chair. Please read this manual thoroughly before assembly and use.



Figure 1.1: HeroSet Ergonomic Big and Tall Office Chair Model HS5199H.

2. Product Overview and Features

The HeroSet HS5199H office chair is designed for comfort and support, especially for extended periods of use. It incorporates several adjustable features and durable materials to enhance your sitting experience.

2.1 Key Features

- **Ergonomic Design:** Features 7 support points for the head, neck, shoulders, back, waist, hips, and hands, promoting an optimal sitting posture.
- **Adjustable Height:** Easily adjust the seat height to suit your desk and personal preference.
- **90-120° Rocking Function:** Allows for tilt adjustment between 90 and 120 degrees, suitable for working, reading, or relaxing.
- **Flip-up Armrests:** Space-saving armrests that can be flipped up by 90 degrees, providing flexibility and relieving

hand pressure.

- **Durable PU Leather:** Breathable, wear-resistant, waterproof, and easy-to-clean upholstery.
- **Five-Layer Cushion Structure:** Prevents collapses and provides comfort with PP cotton, high-density sponge padding, and 20 silent spring packs for elasticity.
- **Silent PU Casters:** Designed for smooth mobility and floor protection.
- **SGS-Certified 3-Stage Air Rod:** Ensures enhanced safety, stability, and durability, supporting up to 500 pounds.

2.2 Ergonomic Support

The chair's design focuses on providing comprehensive support to maintain a healthy spine position.



Figure 2.1: Illustration of ergonomic support points.

2.3 Material Quality

The chair features high-quality PU leather and a robust cushion structure for lasting comfort and durability.



Figure 2.2: Properties of the durable PU leather upholstery.

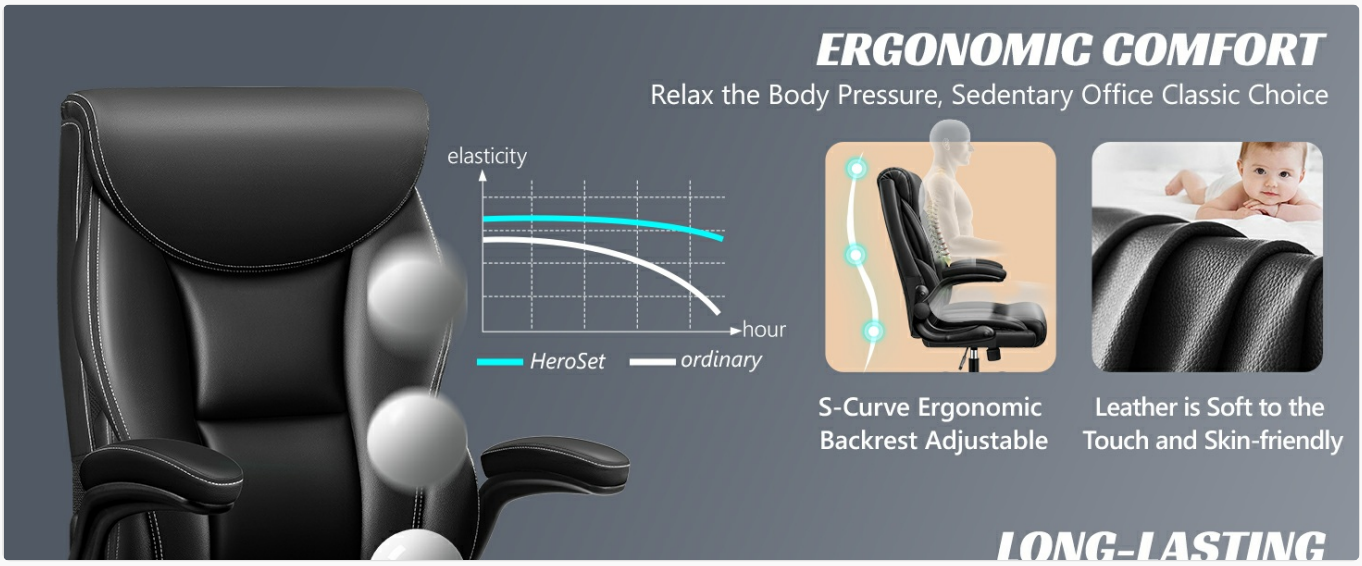

Figure 2.3: Cross-section of the five-layer cushion structure.

3. Assembly Instructions

The assembly process for the HeroSet HS5199H office chair is designed to be straightforward and typically takes about 20 minutes. All necessary tools and detailed instructions are provided in the packaging.

3.1 Before You Begin

- Unpack all components and verify against the parts list provided in the box.
- Ensure you have enough clear space for assembly.
- Keep all small parts out of reach of children.

3.2 General Assembly Steps

1. Attach the casters to the chair base.
2. Insert the gas lift cylinder into the center hole of the base.
3. Attach the seat plate mechanism to the bottom of the seat cushion.
4. Connect the backrest to the seat cushion using the provided screws.
5. Place the assembled seat and backrest onto the gas lift cylinder.
6. Attach the armrests to the chair.

Important: Always follow the specific assembly instructions included in your product packaging for detailed, step-by-step guidance.

4. Operating Instructions

Familiarize yourself with the chair's adjustable features to customize your seating experience.

4.1 Adjusting Seat Height

- To raise the seat: While seated, lift the lever located under the right side of the seat. The seat will rise. Release the lever at the desired height.
- To lower the seat: While seated, lift the lever located under the right side of the seat. The seat will lower. Release the lever at the desired height.

4.2 Using the Rocking Function and Tilt Lock

The chair features a rocking function and a tilt lock mechanism.



Figure 4.1: Rocking function and tilt controls.

- **To enable rocking:** Pull out the lever located under the left side of the seat. The chair back will now recline and rock between 90 and 120 degrees.
- **To lock the tilt:** Push in the lever located under the left side of the seat. The chair will lock in its upright position (90 degrees).
- **Adjusting Tilt Tension:** Rotate the round knob located under the front of the seat to increase or decrease the tension required to recline. Turn clockwise to increase tension, counter-clockwise to decrease.

4.3 Adjusting Flip-up Armrests

The armrests can be flipped up to save space or for different activities.

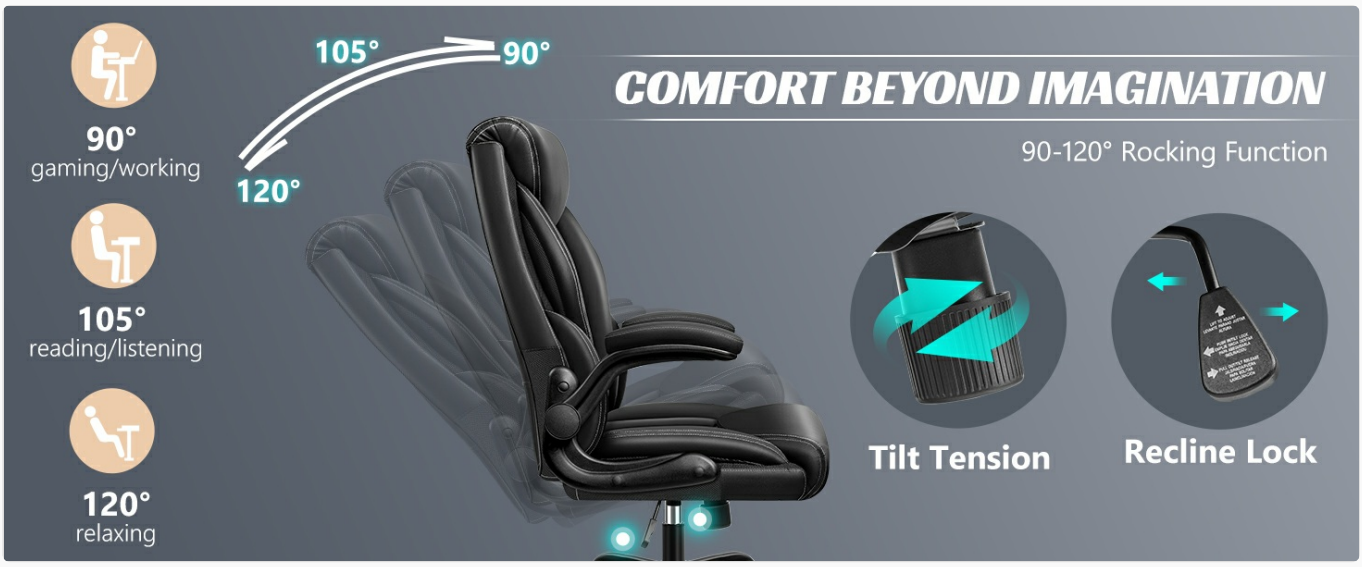

Figure 4.2: Flip-up armrest functionality.

- To flip up the armrests: Gently lift each armrest upwards until it locks into the 90-degree vertical position.
- To lower the armrests: Gently pull each armrest downwards until it returns to the horizontal position.

5. Maintenance

Proper maintenance will extend the life and appearance of your HeroSet office chair.

5.1 Cleaning

- **Upholstery:** Wipe clean with a damp cloth. For tougher stains, use a mild soap solution and wipe dry immediately. Avoid harsh chemicals or abrasive cleaners.
- **Base and Casters:** Wipe with a damp cloth. Periodically check casters for accumulated debris (hair, dust) and clean as needed to ensure smooth rolling.



Figure 5.1: High-quality PU leather for easy maintenance.

5.2 Regular Checks

- Periodically check all screws and bolts to ensure they are tight. Retighten if necessary.
- Ensure the gas lift operates smoothly. If it becomes stiff or inconsistent, contact customer support.

6. Troubleshooting

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

6.1 Chair Does Not Adjust Height

- Ensure the height adjustment lever is fully engaged when attempting to raise or lower the seat.
- Check if the gas lift cylinder is properly installed and not damaged.

6.2 Chair Squeaks or Makes Noise

- Tighten all assembly screws and bolts. Loose connections are a common cause of noise.
- Apply a small amount of silicone lubricant to moving parts, such as the tilt mechanism or caster stems, if the noise persists.

6.3 Casters Do Not Roll Smoothly

- Inspect casters for hair, dust, or other debris that may be obstructing movement. Clean thoroughly.
- Ensure casters are securely inserted into the chair base.



Figure 6.1: Illustration of smooth and sturdy casters.

6.4 Chair Feels Unstable

- Verify that all components are correctly assembled and tightened according to the instructions.
- Ensure the chair is used on a flat, even surface.
- Do not exceed the maximum weight recommendation of 500 pounds.



Figure 6.2: Illustration of the robust 3-stage air rod.

7. Specifications

Detailed specifications for the HeroSet Ergonomic Big and Tall Office Chair Model HS5199H.

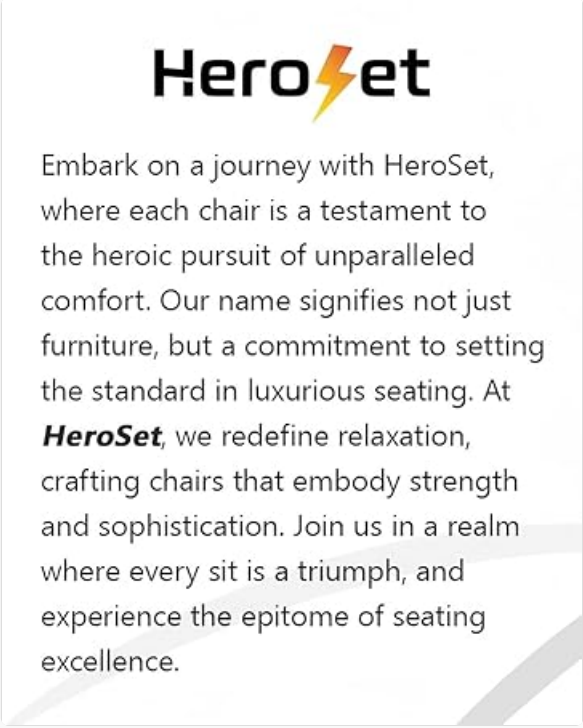

Figure 7.1: Product dimensions.

Feature	Detail
Brand	HeroSet
Model Name	HS5199H
Color	Matte Black
Product Dimensions	15.83"D x 11.42"W x 20.08"H (Overall)

Feature	Detail
Seat Height	Adjustable, 22 Inches (approx. max)
Seat Depth	24 inches
Back Style	Breathable Lumbar Support Back
Special Features	Adjustable Height, Adjustable Lumbar, Flip-up Armrests, Ergonomic, Swivel, Rocking Function
Upholstery Material	PU Leather
Fill Material	Sponge, PP Cotton, Spring Packs
Maximum Weight Recommendation	500 Pounds
Item Weight	20 pounds
UPC	679065055203

8. Warranty and Support

HeroSet is committed to providing quality products and customer satisfaction.

8.1 Warranty Information

The HeroSet HS5199H office chair comes with a**3-year warranty service**. This warranty covers manufacturing defects and significant malfunctions under normal use. Please retain your proof of purchase for warranty claims.

8.2 Customer Support

For any issues, questions, or warranty claims, please contact our after-sales service team. We are dedicated to resolving your concerns promptly.

- **Email:** cs@herosets.com
- **Phone:** +1 (978) 647-3329
- **Online:** You can also contact us through your Amazon account by navigating to 'Your Orders', finding your purchase, and clicking 'Contact Seller'.

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