**Primy SF20251013B0F9DYW9Q3**

# Primy Criss Cross Office Chair User Manual

Model: SF20251013B0F9DYW9Q3

Brand: Primy

## 1. Important Safety Information

Please read all instructions carefully before assembly and use. Keep this manual for future reference.

- Always use the chair on a stable, flat surface.
- Do not use the chair if you have any balance or mobility issues that could lead to falls.
- Keep the chair away from direct heat sources to prevent damage to the material.
- Always follow the assembly instructions carefully to ensure stability and safety.
- Do not exceed the maximum weight recommendation of 250 pounds.

## 2. Product Components

Before assembly, ensure all components are present and undamaged. Refer to the diagram below for component identification.



*Image: Detailed product dimensions and components.*

- Seat Cushion
- Backrest
- Footrest Cushion
- Gas Lift Cylinder
- Chair Base with Casters
- Mounting Hardware (screws, washers, Allen wrench)

## 3. Assembly Instructions

Assembly is designed to be straightforward. All necessary tools are included. It is recommended to assemble the chair on a soft, clean surface to prevent scratches.

1. **Attach Casters to Base:** Insert the five swivel casters into the holes at the end of each leg of the chair base. Push firmly until they click into place.

2. **Insert Gas Lift:** Place the gas lift cylinder into the center hole of the chair base.
3. **Assemble Seat Mechanism:** Attach the seat mechanism to the underside of the main seat cushion using the provided screws. Ensure the front of the mechanism aligns with the front of the seat.
4. **Attach Backrest:** Secure the backrest support to the back of the main seat cushion using the designated screws.
5. **Attach Footrest:** Connect the footrest assembly to the underside of the main seat cushion, ensuring it can rotate freely.
6. **Connect Seat to Gas Lift:** Carefully place the assembled seat onto the gas lift cylinder, aligning the center hole of the seat mechanism with the top of the gas lift. Press down firmly to secure.

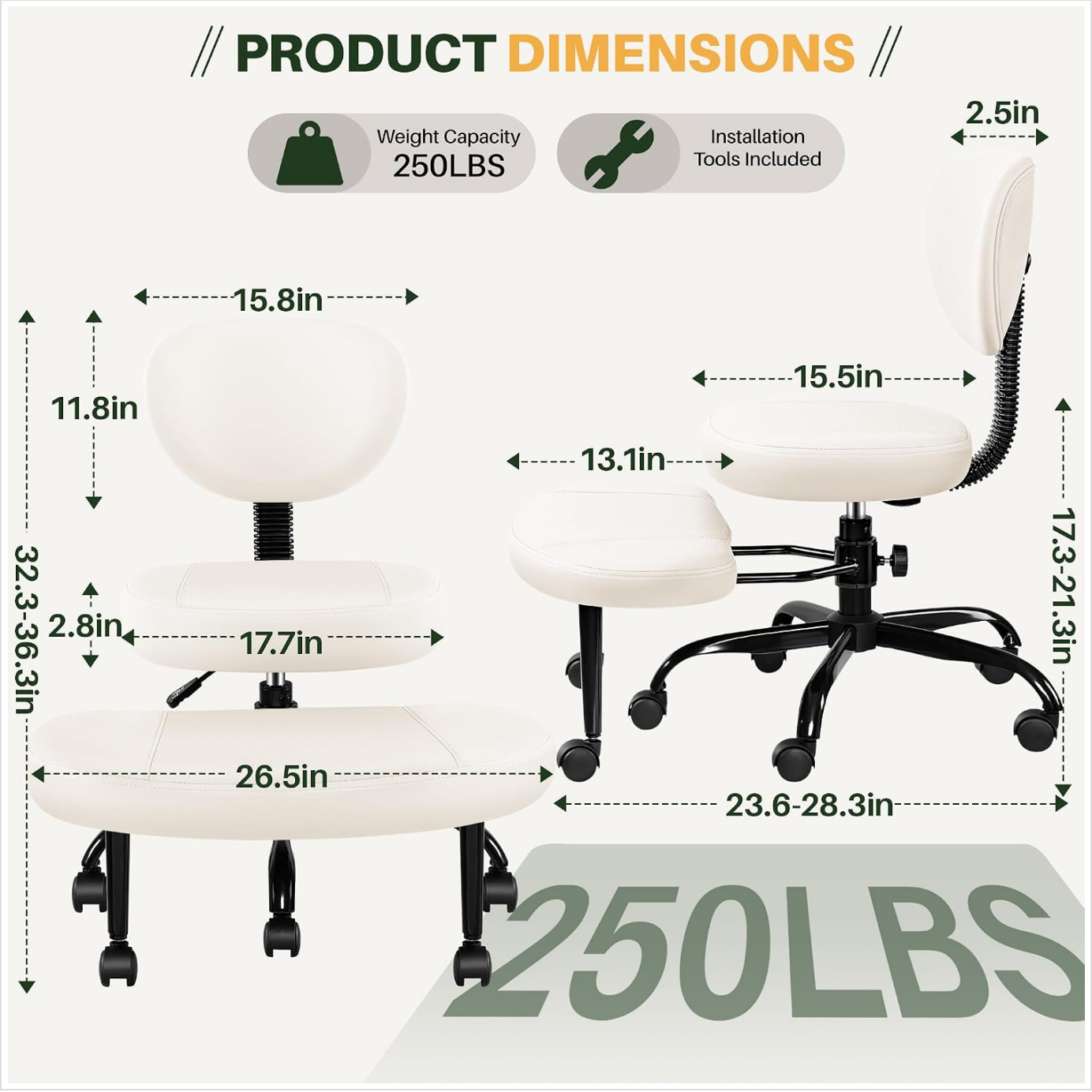



*Image: The fully assembled Primy Criss Cross Office Chair.*

## 4. Operating Instructions

The Primy Criss Cross Office Chair is designed for flexible seating positions to enhance comfort and support during various activities.

### 4.1. Height Adjustment

- To raise the chair: While standing, pull the lever located under the seat upwards. The chair will rise automatically. Release the lever at the desired height.
- To lower the chair: While seated, pull the lever located under the seat upwards. The chair will lower. Release the lever at the desired height.




*Image: Illustration of height adjustment mechanism and smooth-rolling casters.*

### 4.2. Footrest Operation

The chair features a 360° rotating and scalable footrest for versatile use.

- The footrest can be rotated 360 degrees to accommodate various sitting postures.
- Adjust the footrest position by gently pushing or pulling it to extend or retract, finding the most comfortable support for your legs and feet.




*Image: Demonstrating the innovative footrest design with 360° rotation.*

### 4.3. Versatile Sitting Positions

This chair supports various sitting styles, including cross-legged, squatting, and kneeling, promoting dynamic sitting.

- **Cross-legged:** Utilize the wide seat and rotating footrest to comfortably sit with your legs crossed.
- **Kneeling:** Position your knees on the footrest for an ergonomic kneeling posture, distributing weight and promoting an upright spine.
- **Traditional:** Sit with both feet on the floor, using the backrest for lumbar support.




*Image: Examples of different sitting positions on the chair.*

## 5. Maintenance

Proper care will extend the life and appearance of your Primy Criss Cross Office Chair.

### 5.1. Cleaning

- The chair's PU leather surface is easy to clean. Wipe with a soft, damp cloth and mild soap if necessary.
- Avoid harsh chemicals or abrasive cleaners, as these can damage the material.
- For spills, blot immediately with a clean, dry cloth.




*Image: Demonstrating the easy-to-clean nature of the PU leather.*

### 5.2. General Care

- Periodically check all screws and bolts to ensure they are tight. Retighten as needed.
- Keep casters clean from hair and debris to ensure smooth rolling.
- Avoid exposing the chair to prolonged direct sunlight to prevent fading or material degradation.

## 6. Troubleshooting

If you encounter any issues with your chair, refer to the following common problems and solutions.

### 6.1. Chair Does Not Adjust Height

- **Check Gas Lift:** Ensure the gas lift cylinder is correctly inserted into both the base and the seat mechanism.
- **Lever Engagement:** Verify that the height adjustment lever is fully engaged and not stuck.

### 6.2. Chair Feels Unstable or Wobbly

- **Tighten Screws:** Recheck all assembly screws and ensure they are securely tightened.
- **Level Surface:** Ensure the chair is on a flat, level surface.
- **Caster Installation:** Confirm all casters are fully inserted into the base.

### 6.3. Footrest Causes Discomfort

- **Adjust Position:** Experiment with the 360° rotation and scalable adjustment of the footrest to find a position that suits your body and sitting style.
- **Sitting Posture:** Adjust your sitting posture on the main seat to better align with the footrest.

### 6.4. Casters Not Rolling Smoothly

- **Clean Casters:** Remove any hair, dust, or debris that may be caught in the caster wheels.
- **Surface Type:** Ensure the chair is being used on an appropriate surface. While designed for smooth movement, very thick carpets may impede rolling.

## 7. Specifications

| Feature | Detail |
|---|---|
| Brand | Primy |
| Model Number | SF20251013B0F9DYW9Q3 |
| Color | Beige White |
| Material | PU Leather, High-Density Foam, Metal Frame |
| Product Dimensions (D x W x H) | 15.51" x 25.51" x 33" |
| Seat Height Adjustment Range | 17.3" - 21.3" |
| Weight Capacity | 250 Pounds |
| Footrest Rotation | 360 Degrees |
| Assembly Required | Yes |

## 8. Warranty and Support

Primy is committed to providing high-quality products and excellent customer service.

### 8.1. Warranty Information

This product comes with a Lifetime Best-in-Class Warranty, ensuring peace of mind regarding manufacturing defects and quality.

### 8.2. Returns and Exchanges

We offer 30-Day Free Returns and Exchanges for your convenience. Please refer to your purchase platform's return policy for detailed instructions.

### 8.3. Contact Support

For any questions, assistance, or support, please contact us:

- **Email:** cs@primyhome.com

- **Phone:** +1 (775) 320-9681
- **Support:** 24/7 Text Support available.

You can also reach us through your Amazon account:

1. Login to your Amazon Account.
2. Go to 'Your Orders'.
3. Find your order for the Primy Criss Cross Office Chair.
4. Click 'Contact Seller'.




*Image: Primy customer support contact details.*

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

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