

MAINSTAYS™

Lot Number :
Date of purchase :

Ergonomic Office Arm Chair Assembly Instructions



Model:
MS53100081252BK
MS26000052075GR

Manufactured by: Living Style (Singapore) Pte. Limited
3 Kallang Junction, #05-02, Singapore 339265

THIS INSTRUCTION BOOKLET CONTAINS **IMPORTANT** SAFETY INFORMATION.
PLEASE READ AND KEEP FOR FUTURE REFERENCE.

Customer Service Support: 1-800-379-9773

Before you begin 

**FOR QUICK &
EASY ASSEMBLY
FIND 3D INSTRUCTIONS
FOR THIS PRODUCT IN**

BILT.[®] 

Intelligent Instructions

**DOWNLOAD
THE FREE APP**



Thank you for selecting one of True Innovations seating solutions.

It's True...Fast, Friendly Customer Service

At True Innovations, we are committed to excellence. Our primary objective is to provide fast, friendly customer service to all of our customers.

NOTES:

- Please read the instruction sheets completely before assembly.
- Remove all parts from carton and ensure all parts are included prior to assembly.
- Assemble the chair on the carton or carpet to prevent scratching the chair.
- Be careful not to cross-thread screws.
- Do not stand on the seat cushion.
- Do not allow children to play on or near this product.
- For indoor use only. Please do not expose to direct sunlight, sources of excessive heat, or use in wet or damp environments.
- Only a damp cloth should be used to clean the upholstery surface. For persistent stains and overall cleaning, contact a professional upholstery cleaning company.
- The casters sold with this chair are intended for use on carpet and not recommended for use on tile or hardwood floors. Using these casters on tile or wood flooring may cause floor surface damage, so please consider purchasing a chair mat to protect your floor surfaces.
- Do not use power tools. Only use the Allen Key provided. Check and re-tighten screws and knobs every 90 days.

Call us first!!

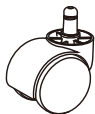
DO NOT RETURN TO STORE

For immediate help with assembly or product information call our toll-free number:

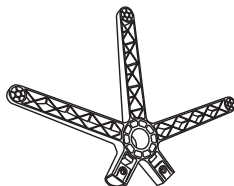
1-800-379-9773

Mon-Fri 6:00 am to 5:00 pm Pacific Time

Included Parts



1 Casters (5)



2 Base (1)



3 Legs (2)



4 Gas Lift (1)



5 Seat Plate (1)



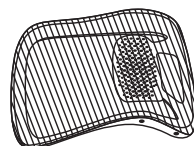
6A Left Arm (1)



6B Right Arm (1)

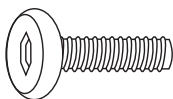


7 Seat Cushion (1)

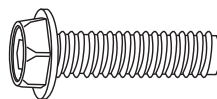


8 Back Cushion (1)

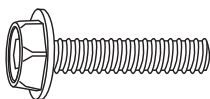
Hardware Kit Includes



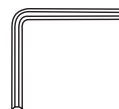
A1 Small Bolts (15mm) (2)



A2 Big Bolts (20mm) (4)



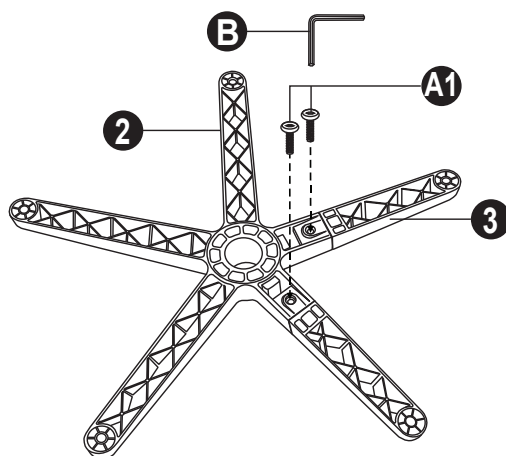
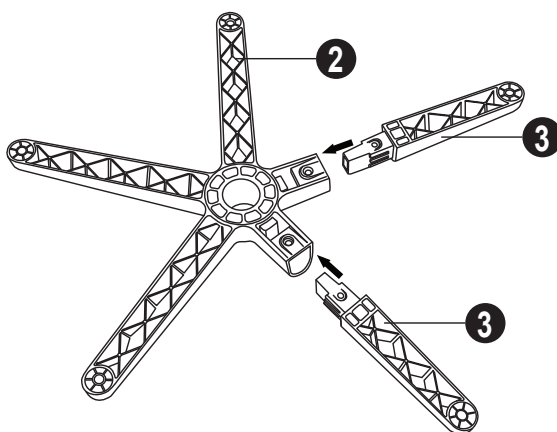
A3 Small Bolts (3/4") (8)



B Allen Key (1)

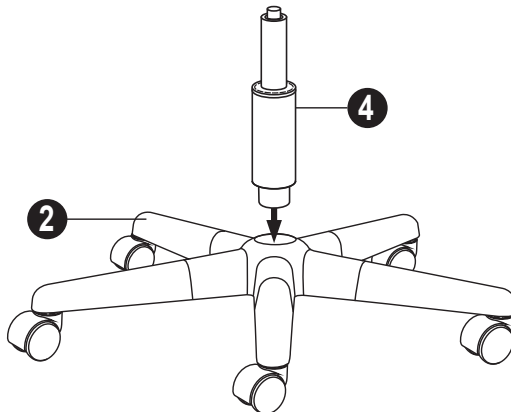
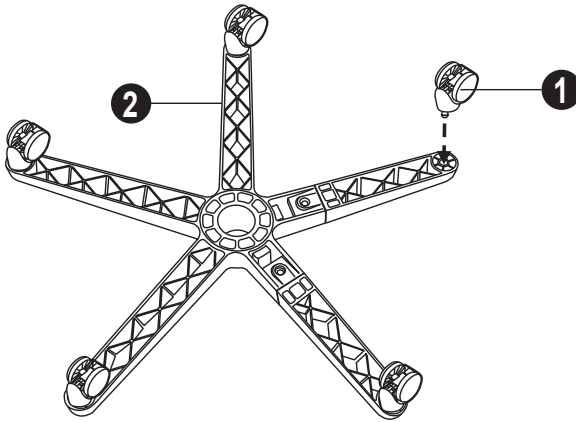
Step 1

Insert Legs (3) into the Base (2) and secure by 2 Bolts (A1). Tighten the bolts. **Warning:** Fully hand-tighten 2 bolts at each leg/hub connection. Be careful not to overtighten or strip bolts. Do not use power tools. If you experience a problem with the leg attachment or are unable to fully tighten any of the bolts, stop. Do not use the base. Contact Customer Service for assistance. All bolts should be checked and re-tightened every 90 days.

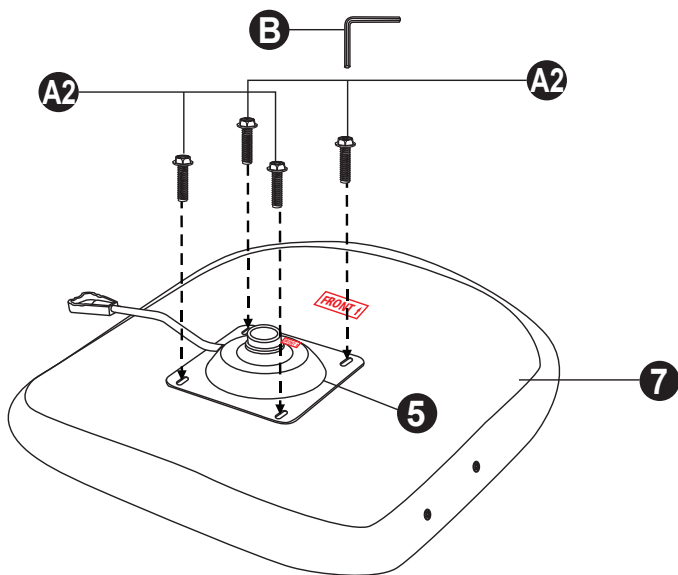




Step 2 Press the Casters (1) into holes at the end of each leg. Turn the Base (2) upright and insert Gas Lift (4) into the center hole of Base (2).

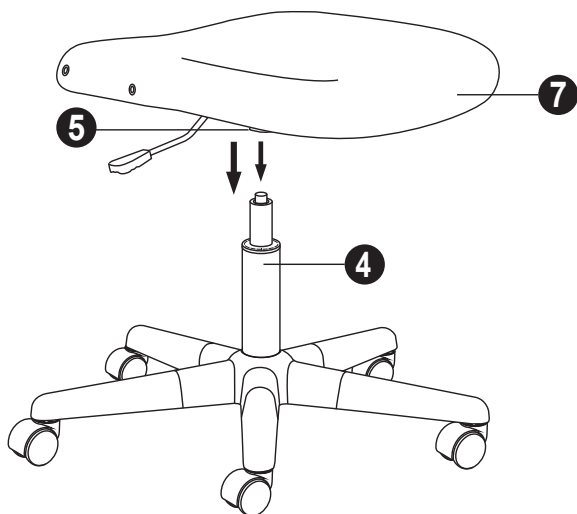


Step 3 Align Seat Plate (5) over pre-drilled holes on the underside of the Seat Cushion (7) with front of seat plate facing the front of the seat cushion. Attach the Seat Plate (5) to Seat Cushion (7) using 4 Bolts (A2) as shown. Tighten all the bolts with the enclosed Allen Key (B).

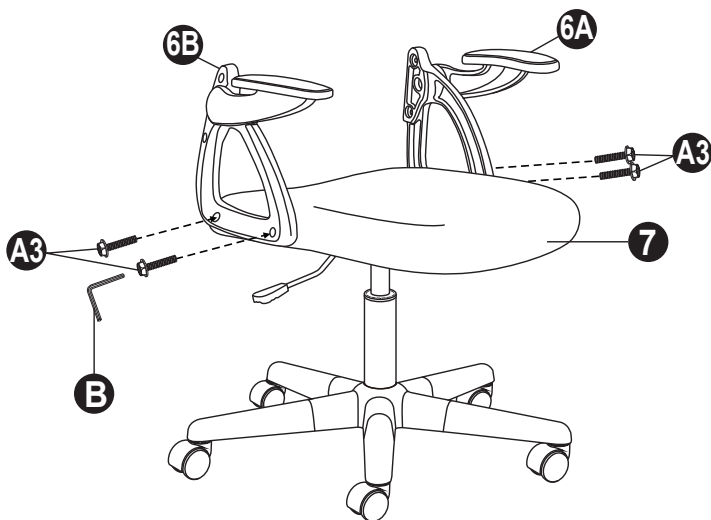




Step 4 Turn assembled seat upright and locate central hole of Seat Plate (5) over Gas Lift (4). Push down firmly until connection is secure.

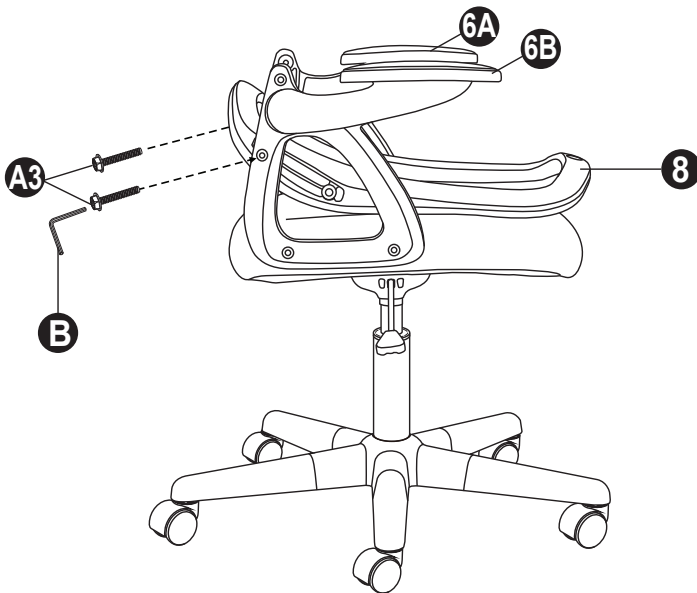


Step 5 Attach Armrests (6A & 6B) to the assembled Seat Cushion (7) using 4 Bolts (A3), securing the lower two holes on the bottom of Armrests (6A & 6B) to each side. **Do not tighten bolts fully until the chair is completely assembled, with all arm bolts attached.**





- Step 6** Attach the Back Cushion (8) to the Armrests (6A & 6B) by securing 2 Bolts (A3) to the lower holes of the Back Cushion (8) with Allen Key (B) as shown. **Do not tighten bolts fully until the chair is completely assembled, with all arm bolts attached.**

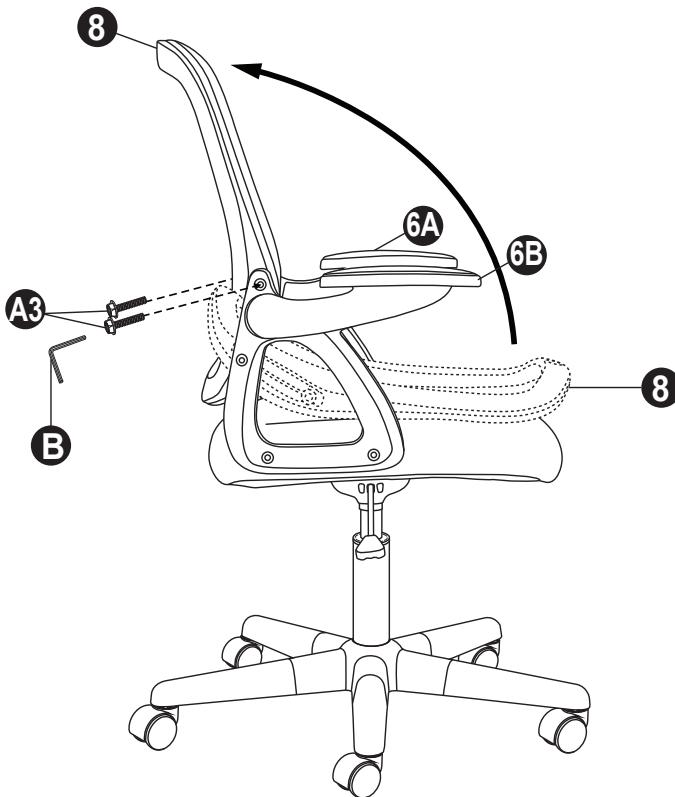


Step 7

Gently pivot the Back Cushion (8) to an upright position. Secure the remaining Bolts (A3) to the Armrests (6A & 6B) and tighten all the bolts fully with Allen Key (B).

NOTE 1: Before using your new chair, ensure that all the bolts are tightened fully for safety reasons.

NOTE 2: Please keep the enclosed allen key and check all bolts periodically to ensure these remain tightly fastened.

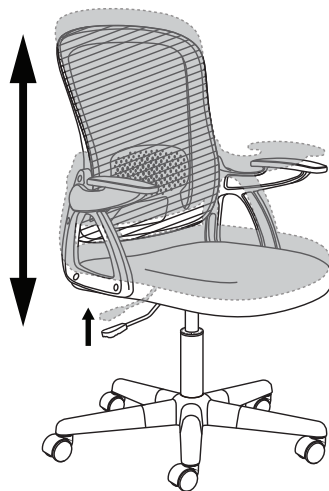




Function Instruction

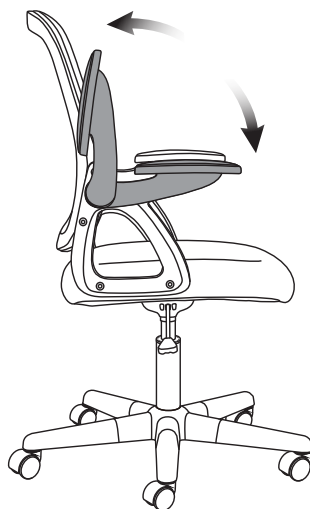
TO ADJUST SEAT HEIGHT

While seated, lean forward, lifting your body weight from the seat. Reach underneath the right side of chair and locate the flat-surfaced handle. Lift the handle up slowly to allow the chair to rise to the desired height. To lower seat height, lift the handle slowly while seated.



TO ADJUST ARMS

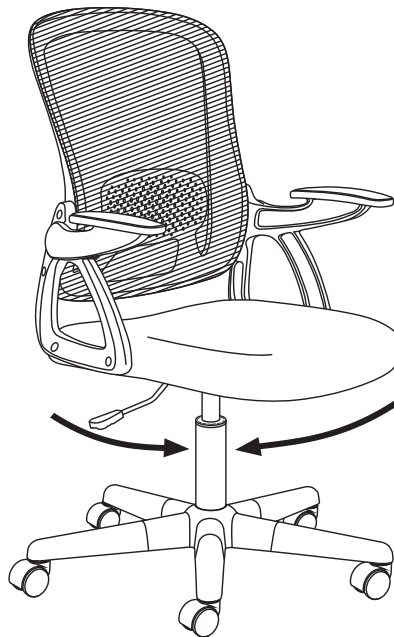
This chair has an adjustable arm function so the arms can be pushed up or pulled down. The arms can be pushed up next to the back cushion so the chair can easily roll under a desk.



Function Instruction

360° SWIVEL

360° seat swivel.





Care and Maintenance

Fabric Upholstery: Pay immediate attention to spills and vacuum regularly to maintain appearance. Cleaning products may cause discoloration and should be tested in an inconspicuous location prior to use on the chair.

This chair should not be used for other than its intended purpose. Please regularly inspect this chair for loose or missing screws, metal fatigue, cracks, broken welds, missing attachments and general instability. If this chair is damaged or appears to be unstable or unsafe, immediately remove from service and replace or repair the item. Failure to follow these warning could result in serious injury. This chair is not recommended for outdoor use.

LIMITED WARRANTY

True Innovations seating products are warranted against defects in material and workmanship while owned by the "Original Purchaser" throughout the warranty period as it is specified below. The term "Original Purchaser" is defined as the party or entity which purchases True Innovations furniture from an authorized True Innovations retailer as shown by the **original sales receipt**. This warranty does not apply to "as is" or previously owned seating products.

True Innovations warrants its products to be free from defects in materials and workmanship (normal wear and tear, fading and stretching excepted), for **one year** from the date of purchase, except as provided below under the limited warranty.

The exceptions or exclusions to this warranty are as follows:

1. Upholstery material and foam cushion material is warranted against defects in material and workmanship for a period of **one year**, beginning on the date of purchase as shown on the original sales receipt.
2. Any warranty claim that is submitted after the limited warranty period, or without proper proof of purchase will not include the cost of parts, labor, or delivery.
3. This warranty shall not apply to the True Innovations products which have been subjected to misuse, neglect, alteration, modification, or attachments, either caused by the original purchaser, shipping, storage, accident, fire, flood, or acts of God.

In the event of a defect in material or workmanship covered by this warranty, True Innovations will repair or replace, at their discretion, without charge the warranted furniture within a reasonable amount of time. We reserve the right to require damaged parts to be returned to us upon request. Natural markings such as scars, brands, grain variations, wrinkles, color variations, etc. will be considered normal characteristics and not construed as defects. We cannot warrant leather against scratching or scuffing, as all leather is subject to blemishes with use.

For claims or questions concerning this warranty, please contact True Innovations Customer Service department on the web at **www.trueinnovations.com**. Be prepared to provide your name, address, daytime phone number, the model and purchase order number of the product, date of purchase, and the store where it was purchased. True Innovations requires that the original sales receipt be submitted with all requests to confirm that you are the original purchaser according to our written warranty.

This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

All warranties are limited to the original purchaser for normal use which is defined as a standard work week of forty hours by a person weighing less than 275 lbs.

Should you prefer to speak with a service representative, you may call toll free: 1-800-379-9773.