LIFEFORM®

THE WORLD'S MOST CUSTOMIZABLE CHAIRS

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LIMITED WARRANTY OVERVIEW

LIFEFORM® proudly extends a warranty to the original customer, affirming that every chair we craft is free from defects in workmanship and materials. This warranty is applicable from the date of purchase and remains valid during the stipulated warranty period outlined below, under conditions of normal use.

The Original Owner's Bill of Sale/Receipt *is required for all warranty claims, we urge you to keep your receipt with this Guide and/or scan the QR Code on this cover to link to our Warranty Registration page, where this receipt may be uploaded for our records and your future convenience.*

We define "normal use" as the wear and tear experienced in a traditional or home office environment during a standard single-shift workday, equating to 8 hours per day, 5 days per week. Rest assured, each LIFEFORM® chair is meticulously engineered to withstand this level of use.

However, it's essential to note that "normal use" excludes any damage resulting from misuse, negligence, or abuse of the chair. LIFEFORM® chairs are built for durability and comfort, but like any premium product, they require proper care to ensure optimal performance and longevity. This Guide explains these terms and provides information on how to care for and maintain your chair for years of comfortable sitting.

In scenarios where any LIFEFORM® chair models are utilized in an environment exceeding the standard 8 hours per day, 5 days per week, we confidently assure that our products will be free from defects in workmanship and materials for a period of two (2) years.

We are committed to upholding the highest standards of quality and excellence in every chair we create. Should you encounter any issues, we are ready to address them, ensuring that your LIFEFORM® experience is nothing short of exceptional.

LIMITED WARRANTY COVERAGE DETAILS

Term

LIFEFORM® Limited Warranty

LIFEFORM® guarantees the construction of all our products to be free from defects in materials and workmanship for a period of ten (10) years from the date of purchase.

LIFEFORM®'s Maximum Weight Limit Warranty Coverage is determined by Mechanism Type:

Heavy Duty Knee Tilt (KTSS+FTS) = Maximum Weight Limit: 350 Lbs.
Knee Tilt (KTSS FTS) = Maximum Weight Limit: 300 Lbs.
Multi-Function (MFSS) = Maximum Weight Limit: 250 Lbs.
Synchro-Tilt (LP11) = Maximum Weight Limit: 250 Lbs.
Synchro-Knee Tilt (YSKT) = Maximum Weight Limit: 250 Lbs.
Stool Mechanisms (MSL) = Maximum Weight Limit: 250 Lbs.
FLEX Weight Activated (M30) = Maximum Weight Limit: 250lbs.

Mesh Backrests are protected by a ten (10) year limited warranty against premature wear under normal conditions and non-commercial use. Mesh backrest on chairs - Maximum weight limit: 250 Lbs. regardless of Mechanism Type.

Upholstery Coverings Limited Warranty:

- LIFEFORM®'s Grade 3 Fabric upholstery coverings are protected by a five (5) year limited warranty.
- LIFEFORM®'s Grade 4 Fabrics (DreamWeave™, Intuition, Staccato, Naugasoft), Grade 5 Upgrade Fabrics (Brisa®, Ultraleather® and Ultraleather Pro®), Grade 6 Standard/Regular Leather (Odyssey), Grade 7 Premium Fabrics & Leather (Hudson, Tribeca, UltraSuede®) and Grade 8 Premium Leather (Contarni, Harness, Mont Blanc) and Grade 9 Premium Embossed/Hair on Hide Leather upholstery coverings are protected by a ten (10) year limited warranty.
- COM (Customer's Own Material)/COL (Customer's Own Leather) is not covered under LIFEFORM's Limited warranty.

Please refer to the LIFEFORM® does not warrant section (pg11) in this Guide for exclusion details.

Foam Limited Warranty:

What Is Covered

Our Limited Warranty covers both Non-Memory and Memory Foam (may be referred to as LIFE-Foam), primarily covering defects in materials and workmanship of the foam used in your LIFEFORM® chair for a period of five (5) years from the date of purchase. Here are some specific issues that would fall under this coverage:

1. Structural Defects: If the foam develops issues like cracking, splitting, or disintegration under normal usage conditions, those would be considered defects covered by the warranty.
2. Abnormal Deterioration: Although it's normal for foam to soften over time, if you experience an accelerated or abnormal loss of support or resilience that is not consistent with regular use, this could be considered a defect.
3. Manufacturing Flaws: Any imperfections or inconsistencies in the foam that can be traced back to the manufacturing process, resulting in compromised comfort or support, are covered.

What Is Not Covered

1. Natural Wear: The gradual softening and loss of bounce or firmness in the foam as a result of regular use is a natural occurrence and not considered a defect.
2. Environmental Factors: The warranty does not cover damage or deterioration caused by various environmental factors. These factors could adversely impact the LIFE-Foam material, leading to its reduced performance or aesthetic appeal. Examples could include but are not limited to:
    - Chemical Exposure: Damage from spills or contact with harsh chemicals.
    - Liquid Spills: Discoloration, warping, or other damage due to the spilling of liquids.
    - Extreme Temperatures: Degradation caused by exposure to excessive heat or cold.
    - High Humidity or Moisture: Issues like swelling or mold growth resulting from exposure to wet or highly humid environments.
    - Salt and Air Pollution: Accelerated corrosion and degradation from exposure to salt air or polluted environments.

- Improper Storage Conditions: Damage incurred when stored in attics, basements, or other extreme conditions.

In addition to the aforementioned examples, other environmental conditions and factors such as exposure to ultraviolet (UV) light, ozone, or biological factors like insects or rodents could also impact the structural integrity and appearance of the LIFE-Foam. LIFEFORM® emphasizes the importance of utilizing and storing the chairs in appropriate environments to ensure their longevity and sustained performance. Any damage resulting from adverse environmental conditions is expressly excluded from coverage under our limited warranty.

Headrest Limited Warranty:

LIFEFORM®'s Latitude Headrest is protected by a ten (10) year limited warranty.

Core-flex® Limited Warranty:

Core-flex® Mechanism is protected by a five (5) year limited warranty.

Extension 360 Arms Limited Warranty:

LIFEFORM®'s Extension 360 Arms are protected by a two (2) year limited warranty.

Accessories (ex. Neck Roll Pillow):

LIFEFORM®'s Accessories are protected by a two (2) year limited warranty.

24 Hour Use Warranty:

In a setting where the chair is being used around the clock, whether it's in a high-demand work environment, such as a 24/7 call center, or a home office where multiple members of a household use the chair throughout the day and night, our products are designed to withstand continuous use without compromising on quality or integrity.

In such cases LIFEFORM® guarantees the construction to be free from defects in materials and workmanship for a period of two (2) years from the date of purchase. This two (2) year warranty is inclusive of aforementioned items such as, but not limited to; Components, Coverings, Structural, Foam, Headrest, Core-flex® and Extension 360 Arms.

Posture Supports:

Executive Seat Cushion (Regular Seat and Wedge Style), Executive Back Cushion, LIFE-Seat Wedge Cushion and Executive and Wide Executive Upholstered Footrests are protected by a two (2) year warranty against manufacturer defects.

Replacement Parts Warranty Coverage:

Only For Chairs Within Their Warranty Period

Duration: 2 Years or Remaining Warranty Period, Whichever Is Longer

- For chairs still under warranty, any replacement parts LIFEFORM® provides come with a 2-year warranty. This is applicable when these parts are replacing original parts that were under warranty. If the original warranty has more time left than 2 years, the warranty on the new parts extends to match the remaining original warranty period.
- Shipping from LIFEFORM® to Canadian Provinces and Contiguous USA (lower 48 and Washington DC) only will be covered for replacement parts/repairs for a period of 1 year from date of purchase.

Purchased Parts Warranty Coverage:

For Chairs Outside Their Warranty Period

Duration: 30 Days

- If your chair's warranty has expired or is no longer valid, any parts you buy and add to the chair, or use to replace existing parts, will come with a 30-day warranty.
- Examples include chairs whose warranty has run out, warranties that have been voided, or chairs bought second-hand.

For Chairs Within Their Warranty Period

Duration: 2 Years or Remaining Warranty Period, Whichever Is Longer

- For chairs still under warranty, any add-on part (example: Latitude headrest) you purchase comes with a minimum 2-year warranty. If the chair's original warranty has more time left than 2 years, the warranty on the new parts extends to match the remaining original warranty period for the part.
- This also applies when upgrading parts, like switching to a different type of caster. The new parts will have a 2-year warranty or will be covered for the remainder of the chair's original warranty period, whichever duration is longer.

LIMITED WARRANTY CONDITIONS, EXCEPTIONS & EXCLUSIONS:

The limited warranty provided by LIFEFORM® Chairs comes with a set of conditions and exclusions which is applicable to products sold within Canada and the United States. The warranty is designated for the original purchaser who acquires the chairs directly from LIFEFORM® or our authorized Dealers. It's important to note that this warranty is **non-transferable** and solely for the benefit of the original owner. Products sold in the secondary market or purchased from an unauthorized third party will not have any conditions of the warranty honored.

Product Replacement

This Limited Warranty provides coverage for defects in workmanship and materials of your chair. However, consistent with our commitment to sustainability and the minimization of waste, the following exceptions and exclusions apply:

1. Replacement Parts Over Entire Product Replacement: Wherever feasible and in accordance with the terms of this Limited Warranty, LIFEFORM® will provide replacement parts to rectify any defects or issues with the product, instead of replacing the entire chair. This approach is a part of our eco-friendly and sustainable business practices to reduce waste and the overall environmental impact.

   This means that if a component of your chair is defective or malfunctioning and we have a suitable replacement part available, we will send you the part with installation instructions instead of replacing the entire chair. Our warranty service will guide you through the replacement process and provide necessary technical support. In some cases, professional services may be requested for installation of certain parts, which will be determined on a case-by-case basis and may be available for a fee (availability determined by location).

2. If it is determined that replacement parts cannot reasonably rectify the defect or issue, at our sole discretion, we may opt for the replacement of the entire chair.

Please note that this Limited Warranty does not cover normal wear and tear, or damage resulting from misuse, abuse, or neglect. Detailed terms and conditions regarding what constitutes misuse, abuse, and neglect are described in the relevant sections of the Limited Warranty documentation.

We appreciate your understanding and your commitment to sustainability. Together, we can make a difference for our environment.

Misuse, Abuse, Neglect

Use of the chair beyond the stated maximum weight capacity will void this limited warranty. To verify the applicability of the warranty, we may require proof of the user's weight. Moreover, a claim under the warranty necessitates the provision of the original bill of sale/receipt and the chair's serial number by the customer.

This warranty fundamentally covers the cost of replacement parts only. However, freight costs on parts are included for the first year (from date of purchase) of this limited warranty only. Professional services to assist in repairs may be available for a fee. Availability of services is determined by location.

Here are some important terms to understand

1. Misuse: Misuse for the purpose of this warranty refers to using the chair in ways that it was not designed or intended to be used. For instance, exceeding the weight limit of the chair or using it in an inappropriate environment would be considered misuse, which would void the warranty.

2. Abuse: Abuse is identified as intentional or reckless actions causing damage to the chair. This could include purposeful physical damage or any modification and tampering with the chair's original structure or components. Any visible signs of abuse will result in the warranty becoming void.

3. Neglect: Neglect involves the failure to correctly care for and maintain the chair. This could include failing to perform regular yearly maintenance like checking, inspecting, and tightening bolts on the mechanism, upright, arms, as well as ensuring smooth movement of paddles and correct tension.

Importantly, non-compliance with installation, assembly and maintenance instructions or neglecting regular yearly maintenance can void the warranty. LIFEFORM® does not assume responsibility for any damage inflicted due to shipping/transport, storage, improper assembly or installation, maintenance negligence, or any damage that happens due to extreme weather conditions (hot, cold, dry, or humid) post-shipment.

Finally, the warranty coverage period begins from the purchase date (as verified by the Original Owner's Bill of Sale/Receipt).

Discontinued Parts

This Limited Warranty does not guarantee replacement or repair of any covered product or part thereof which has been discontinued or is no longer being manufactured by LIFEFORM® or its suppliers at the time of the claim.

In the event that a covered product or part becomes obsolete or discontinued, we will attempt to provide a functionally equivalent replacement or offer repair where possible and applicable, but cannot guarantee the availability of exact matches in color, design, material, or brand.

IMPORTANT TO NOTE: The following applies to products still within a valid warranty period only and does not apply to products with an expired or void warranty: If a suitable replacement or repair is not possible due to the discontinuation or unavailability of the part or product, we may, at our sole discretion, offer a partial reimbursement based on the original purchase price and current market value, factoring in the product's age and condition.

This exclusion is in addition to and does not in any way restrict or limit other exclusions and limitations set forth in this Limited Warranty. We recommend regular maintenance and timely replacement of parts and products in accordance with our recommendations to avoid any inconveniences that may arise due to the discontinuation of parts or products.

Premature Wear Stipulations:

Premature Wear refers to unexpected and abnormal deterioration of the chair's condition that occurs before the expiration of the warranty, provided the chair has been used under normal conditions. It does not cover damages caused by accidents, misuse, abuse, or neglect.

Decisions on Premature Wear:

LIFEFORM® has appointed representatives who are authorized to evaluate and decide if a reported issue qualifies as Premature Wear. These representatives utilize LIFEFORM®'s extensive experience and detailed records of the performance and longevity of our chairs to make this determination.

We compare the condition of the reported chair with other LIFEFORM® chairs of a similar age and usage to distinguish between "Normal Wear and Tear" and "Premature Wear."

Examples of Premature Wear

1. Upholstery Issues: If the chair's fabric or leather shows excessive fading, tearing, or thinning not attributed to accidents, misuse, abuse or neglect but is a result of regular office use.
2. Structural Problems: If components of the chair become loose or broken due to manufacturing defects, not accidents, misuse, abuse, neglect or intentional damage.
3. Cushioning Defects: If the cushion loses its original shape, comfort, or structural integrity prematurely, despite being used and maintained as instructed.
4. Base and Wheel Issues: If the base or wheels exhibit unexpected instability or failure, occurring earlier than expected during normal operation.
5. Functional Problems: If the mechanisms for adjustments or other functional elements fail to perform correctly well before the warranty period ends.

Important Clarifications:

Normal Wear and Tear:
All products experience a degree of wear over time. However, premature wear is identified when this deterioration is excessive and occurs unusually early within the warranty period, not attributed to normal aging of the product.

Usage Conditions:
The warranty coverage is valid under specified conditions, such as adhering to weight limits, usage time, and maintenance requirements. If these conditions are met and premature wear still occurs, the warranty coverage will be applicable.

Customer Responsibility:
It is the responsibility of the customer to use and maintain the chair as per the guidelines provided. The warranty does not cover issues arising from misuse, abuse, neglect or failure to follow the usage instructions.

Claim Process:
IIn the event of a claim, customers are required to provide detailed information and, if necessary, images and/or video of the issue. LIFEFORM® representatives will then evaluate the claim based on the criteria outlined for premature wear.

We are committed to ensuring that our customers have a clear understanding of our warranty terms and are satisfied with the quality and performance of LIFEFORM® chairs. For any further clarifications, feel free to reach out to our customer service team.

LIFEFORM® DOES NOT WARRANT

LIFEFORM® ensures the highest quality of craftsmanship in all our products. However, there are certain circumstances and conditions under which the warranty does not apply:

1. Normal Wear and Tear: The warranty does not cover normal wear and tear, or fading, or damage occurring over the lifespan of the upholstery. This includes any acts or omissions by parties other than LIFEFORM®, including modifications, improper use, or incorrect installation of products.

2. Natural Material Characteristics: Natural occurrences such as marks, scars, wrinkles, color differences between or within hides, or stretching that may occur in natural leather or inherently stretchy materials like Leather, Ultrafabrics®, or DreamWeave™ are not covered. These are inherent traits of these materials and not considered defects. Visit **lifeformchairs.com/upholstery-coverings/#natural-and-waxed-leathers** to learn more.

3. Color and Material Variances: LIFEFORM® is not liable for issues related to colorfastness, color matching, puddling, or wearing qualities of any material. All leather and certain materials (as stated above) will pull with use and puddling and stretching can occur due to repeated use; these are natural characteristics of these products and not deemed defects. Additionally, LIFEFORM® is not responsible for slight differences in fabric color due to supplier dye lot differences on large orders or on repeat orders placed at later dates from the original order. The warranty also does not guarantee exact color matching to cuttings, samples, swatch cards, or online/printed images. Variations in natural leather due to the material's inherent properties that may affect color matching are also not covered. Visit **https://lifeformchairs.com/upholstery-coverings/#understanding-upholstery-variances** to learn more.

4. Unauthorized Modifications or Attachments: The warranty does not cover any modifications or attachments to the product not approved by LIFEFORM®. Any product failures resulting from such unauthorized modifications or substitutions of any non-LIFEFORM® components are also not covered and depending on the situation may void the balance of the existing warranty.

5. Damage occurring from Hair or Skin Products, Perspiration or Incontinence: The warranty does not extend to damage caused by hair or skin products, excessive perspiration or incontinence. The fabrics and materials used in our chairs are of high quality but can be affected by chemicals and acids. For instance, hair and skin products can cause discoloration and degradation of the material over time. Similarly, damage, odor and discoloration resulting from excessive perspiration or incontinence is also not covered.

6. Damage from Sharp Objects and Animals: The warranty does not cover damage caused by sharp objects such as writing or food utensils, heeled shoes, scissors, jewelry, keys, or damage resulting from animals, such as but not limited to scratching by cats or dogs.

7. Chemical Damage and Dye Transfers: The warranty does not cover damage caused by cleaning chemicals or dye transfers caused by external contaminants, including clothing and accessory dyes, such as those used on denim jeans.

8. "As-is" Purchases: On occasion for clearance or liquidation promotions, products may be specifically marked and sold "As-Is". Such items are sold without any implied or explicit warranty. LIFEFORM® makes no guarantees regarding the quality, condition or functionality. As a result the buyer assumes full responsibility for any defects or issues that may arise after the purchase.

Duration of Implied Warranties

We limit the duration and remedies of all implied warranties, including, without limitation, the warranties of merchantability and fitness for a particular purpose, to the duration of this express limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of Liability

LIFEFORM® will not be liable for, tort or otherwise, under any circumstances for any damage or injuries occurring from the use of our products. LIFEFORM® shall not be liable for any incidental or consequential damages, loss of time, commercial loss, claims, or injuries based on the use of our products.

For full information on our Warranty, Warranty Registration and How to make a warranty claim and more, please visit **lifeformchairs.com/warranty**.

MAKING A WARRANTY CLAIM

Please submit your warranty service claims promptly. For your warranty claims to be effective, you must submit your claims within 30 days of noticing the defect.

You must provide a valid serial number and Bill of Sale/Receipt to verify your warranty. Submit your claims through the Warranty Claim Form to ensure proper handling. For claims which require visual or audio confirmation, you must provide us with a clear picture and/or video of the claim. If you refuse to send us the picture/video that we need to process your claim, we may assume that you cannot substantiate your claim or have abandoned your claim.

LIFEFORM®'s warranty service enables you to service your own Product. For defects in faulty parts, we will send the replacement parts to you free of charge for a period as outlined in our warranty and provide you with the necessary replacement instructions. You may replace the parts by yourself or consider our Service & Labor program (additional fee and availability subject to location).

The warranty start date is determined by the date shown on the Original Bill of Sale/Customer Receipt. The shipping fee for replacement products and parts covered under warranty will be covered for Canadian Provinces and the forty-eight (48) contiguous states and the District of Columbia with the method of shipping at LIFEFORM®'s discretion for the first year of ownership.

Replacements may vary slightly in looks from what you bought because some of our parts are finished by hand and could be the result of differences in materials which range from dye lot differences or natural leather variations. Replacement parts will be warranted until the end of the warranty period for the original parts which they replaced or two (2) years from the date you receive the replacement items, whichever is later.

It may be necessary to ship back faulty parts to LIFEFORM® to have them repaired. If so, we will collect the defective parts from you at our own cost within the warranty period (area limited to Canadian Provinces and the forty-eight (48) contiguous states and the District of Columbia with the method of shipping at LIFEFORM® 's discretion).

Should you require us to repair and/or replace an item that is out of warranty, you will pay for all the costs of repair and/or replacement. Examples of these costs are transportation expenses both to and from LIFEFORM®, including but not limited to, packaging, shipping, customs brokerage and taxes. As well as the applicable fee to repair/replace the out of warranty part.



For any Warranty Claims you may have, you must complete the form through this QR link or go to our website: **lifeformchairs.com/warranty-claim-form**

For questions or clarification about our warranty or claims process please call our Customer Service Department at **800.661.8568** or email **service@lifeformchairs.com**.

USAGE & SAFETY INSTRUCTIONS

We appreciate your purchase of LIFEFORM® Chairs, which are meticulously designed to support optimal posture and comfort for your body. However, incorrect usage of any chair, even ergonomic ones, can lead to strain on your legs and spine, potentially causing discomfort or pain. To get the most out of your ergonomic chair, it's crucial to understand its functions and use it correctly. Neglecting to do so can minimize the chair's effectiveness and may even cause injury. By following these safety tips, you can ensure lasting, safe comfort from your chair:

1. Correct Seating Position: Always ensure to sit completely in the chair, with your back firmly against the backrest (not applicable to stool style chairs) and your feet on the floor or footrest. Excessive leaning to one side in a chair places uneven stress on its components, leading to premature wear or damage, not to mention potential spine misalignment and other posture related issues. Misuse of this nature can compromise the chair's structural integrity and might void warranty protections, as chairs are designed for balanced weight distribution.

2. Avoid Risky Positions: Never sit on the edge of the seat, cross-legged, or with your legs propped up on a desk or other high surface. Leaning too far in any direction, causing the chair's casters to lift off the floor due to a shift in body weight, can increase the risk of the chair tipping over. For safety, always ensure all casters are fully on the floor at all times. Failure to do so might result in damage to yourself, your chair, surrounding property, others, and potentially void your warranty.

3. No Standing or Arm Sitting: Refrain from standing on your chair or sitting on the arms of your chair.

4. Proper Usage of Armrests: The arms of the chair are not designed to support full body weight; avoid using them to lift yourself out of the chair. Likewise do not use the arm rests to lift or relocate the chair.

5. Safe usage: Using the chair with more than one person at a time is dangerous. Never push down on the backrest when a person is reclined in a chair, placing all of your weight on the backrest or move the chair around with someone sitting in it. Do not place your hand or fingers near the arm swivel mechanics, control mechanism or any other moving parts. Keep children and pets away from the control mechanism, moving parts and rolling casters of the chair.

6. Moving Carefully: Be cautious when moving your chair between different floor surfaces. It's safer to push the chair while standing than attempting to do so while seated.

7. Proper Adjustment of Controls: Utilize the chair's tension control mechanism to accommodate different body weights. Always ensure the control is correctly adjusted for a smooth, controlled tilt motion.

8. Regular Maintenance: To maintain the optimal condition of your chair, it's recommended to check all the parts every 6-12 months to ensure they are tight and in good condition.

CHAIR ADJUSTMENTS

Understanding your chair's functions is crucial to optimizing comfort, ergonomics, and longevity. By familiarizing yourself with its features, you ensure that you're using the chair to its full potential and maintaining proper posture.



LIFEFORM® strongly recommends watching our Features and Adjustments videos available at **lifeformchairs.com/video-resources**. These videos provide clear demonstrations on how to best utilize your chair, ensuring a superior seating experience.



Alternatively, the step-by-step written adjustment guide is available to view or download, please visit **lifeformchairs.com/adjustment-instructions.**

UNDERSTANDING THE INTERACTION BETWEEN CHAIR ADJUSTMENTS AND TENSION FEEL

It's essential to recognize the relationship between different adjustable features of your chair and the perceived tension. Specifically, the angle of the Independent Back Angle Adjustment and the engagement of the Forward Tilt Features can influence the chair's tension sensation significantly.

The Leverage Effect

When you open up the angle using the Independent Back Angle Adjustment or activate the Forward Tilt Features, a leverage effect occurs. This effect is characterized by a decrease in the perceived tension of the chair. In other words, the chair may feel looser or more flexible, offering a more relaxed seating experience.

Adjusting for Stronger Tension

If your preference leans towards a chair with stronger tension for enhanced support, particularly in the lumbar region, adjustments need to be made. By ensuring that the Back Angle is in a more upright position, the tension of the chair is intensified. This position aligns the spine and provides substantial support, minimizing the leverage effect.

Additionally, it's advisable to disengage the Forward Tilt Feature to maintain a level seat. A level seat position aids in optimizing the tension feel, providing a firm and supportive seating experience that many users find beneficial for extended periods of sitting.

Balancing Comfort and Support

Balancing these features to your preference ensures personalized comfort while maximizing the ergonomic benefits of the chair. Every user has unique needs and preferences, and understanding the interplay between these adjustable features allows for a customized seating experience.

Experiment for Optimal Comfort

Feel free to experiment with various combinations of back angles and tilt features. Pay attention to the body's response to each setting. Optimal comfort and support are achieved when the chair's settings align with your body's natural posture, reducing strain and promoting overall well-being.

Conclusion

Being aware of how these adjustments affect the chair's tension is crucial for tailoring it to meet individual comfort and support needs. By optimizing these settings, users can enjoy a personalized, ergonomic seating experience that fosters productivity, comfort, and health.



It's always worthwhile to familiarize yourself with the functions of your chair to get the most out of it. LIFEFORM® provides videos for both Features and Adjustments, visit **lifeformchairs.com/video-resources.**

UNDERSTANDING UPHOLSTERY VARIANCES

LIFEFORM®'s furniture is manufactured to the highest standards. The unique nature of upholstery and the other materials that are used in production mean that no two pieces will be exactly alike. Materials will upholster differently based on the composition and construction of each chair. LIFEFORM® makes every effort to ensure that each item is produced to our exacting standards, but cannot be held responsible for slight variations in upholstery, color and general appearance.

Our artisans are skilled in creating consistent finishes across all products and materials. However, the individual nature of the materials used in the construction of our furniture means that no two pieces of furniture are exactly alike.

Similarly, due to the printing process, the photographed images in our print publications may not accurately reflect a material's color, just as online images are only as accurate as your monitor is calibrated. Customers are reminded that colors and finishes may also vary according to the unique nature of each item of furniture. Be aware that some images may be computer generated. Overall, images should only be considered as a general representation of the product.

A variance in upholstery means there can be slight differences in the material's appearance and texture due to the nature of the fabric or the manufacturing process. Here are common types of variances:

1. Color: The shade might slightly differ from one piece to another or compared to sample swatches or images.
2. Texture and Grain: Particularly in natural materials like leather, variations in texture or grain patterns are common.
3. Material Stretch and Fit: The way fabric or leather stretches and fits can vary, affecting the overall look and feel.
4. Wear and Aging: Upholstery might age or wear differently, affecting color and texture over time.
5. Pattern Alignment: For patterned fabrics, the alignment and repetition of patterns might not be identical on every piece.

These variances are normal and contribute to the uniqueness of each upholstered piece.

LIFEFORM® will not be responsible for variances in the sit and performance of a chair due to the fact that certain materials such as knits will perform differently than

milled fabrics or leathers. Generally, knitted fabrics will create a softer sit and milled fabrics or leathers will provide a firmer sit.

For specific color matching requirements please contact Customer Service at 1.800.661.8568 or email **info@lifeformchairs.com**.



For more information please scan this QR code or visit **lifeformchairs.com/upholstery-coverings/#understanding-upholstery-variances.**

UPHOLSTERY CARE

All materials can naturally accumulate dirt and debris over time, and this warranty doesn't negate regular upkeep. Regular cleaning, preventative care, shielding from direct sunlight, guarding against extended exposure to heat sources and vents, and adhering to LIFEFORM's usage recommendations fall under YOUR obligations.



For detailed instructions please scan this QR code or visit **lifeformchairs.com/how-to-clean-your-chair**.

Note: The following are recommended or suggested methods of cleaning. Always try any cleaning method in a hidden area to convince yourself of the results. LIFEFORM® is not responsible for damage incurred while cleaning.

Premium Full Grain Natural Leather (Grade 8) Care:

LIFEFORM® chairs upholstered in our Premium Full Grain Natural leathers will age gracefully as they provide a lifetime of beauty and comfort. Simply massaging the affected area easily eliminates minor nicks and scratches. Natural leather should simply be vacuumed with a soft brush or wiped with a very lightly dampened cloth. Excess water or spills will stain/darken and may irreversibly damage the leather. Use only recommended cleaners and conditioners or you may RUIN your Premium Full Grain Natural leather chair and void your warranty.

Premium Full Grain Enhanced Aniline+ Leather (Grade 7) Care:

This leather is easily cared for with regular vacuuming and cleans well with a soft damp cloth and water and/or a water and mild detergent solution. Excess water or spills may irreversibly damage the leather. Wipe dry with a clean white cloth.

Ultrasuede® Care:

A quick once-over with a lint brush will restore the sensuous nap and soft luster of Ultrasuede®. Periodically, it's also recommended to vacuum the fabric and then dust it gently but thoroughly with a well-wrung damp cloth or sponge. Take care not to get the fabric too wet. Re-dampen your cloth or sponge in clean water, wipe again and let dry overnight. Once completely dry, rejuvenate the fabric with a gentle brushing by hand or with a soft bristled brush or lint brush. When using a bristle brush, take care not to damage the surface of the material, always test in an inconspicuous area to be sure of results.

Odyssey Standard Top Grain Leather Care:

This leather easily cleans with a soft damp cloth and water or mild detergent. Wipe dry with a clean white cloth.

Brisa® & UltraLeather Pro® UltraFabrics® Care:

This fabric may be cleaned using mild soap and water. For tougher spills try an alcohol based cleaner like Fantastik or even a bleach/water 1:1 solution. Refer to our website for detailed instructions.

Fabric Care:

Fabric requires regular vacuuming. Take care not to cut or puncture the fabric, as this will cause fraying and may damage the fabric beyond repair. We recommend professional upholstery cleaning for deeper cleaning.

Vinyl Care:

Vinyl can be cleaned with warm water, mild soap and a clean, damp cloth. For tougher spills try an alcohol based cleaner like Fantastik or even a bleach/water solution. Refer to our website for detailed instructions.

GENERAL CARE AND CLEANING

Cleaning and maintaining your LIFEFORM® chair is quick and easy. If you take good care of it, your chair will continue to look great while keeping you comfortable for many years to come.



Adhere to the usage guidelines:

Misusing the chair could lead to damage or, even more severely, result in injuries. Ensure safe operation at all times.



Minimize contact with sweat:

Perspiration is acidic and ongoing exposure can deteriorate the materials of your chair over time if not properly cleaned. Maintain the integrity of Fabrics, UltraFabrics® and Ultrasuede® by consistently wiping the chair with a mildly damp cloth to remove sweat and dirt.

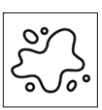


For leather chairs, exercise caution and refer to the specific cleaning guidelines provided in your Owner's Manual/Reference Guide, scan this QR Code or visit **lifeformchairs.com/how-to-clean-your-chair for detailed instructions**.



Minimize skin-to-material contact:

Direct exposure to body oils and the friction from skin can alter the pH levels of the materials, potentially damaging its protective finish over time. It's advisable to prevent continuous bare skin contact, particularly in hot and moist conditions.



Avoid exposure to liquids:

Materials can be adversely affected by moisture. Quickly address any spills by cleaning and drying the area immediately. Ensure you are also fully dry before sitting on your LIFEFORM® chair, for example even after showering. Be aware that discoloration caused by liquids or cleaners is not covered.



Handle with care:

Even the most durable chairs are not immune to damage from rough handling. Protect your chair from impacts, falls, and sharp objects to ensure its longevity.



Avoid exposing to intense heat:

Direct heat sources, like a hair dryer, space heater or heating vents, can harm the material's finish, impacting its strength, luster, or hue. Store your chair in a location that is both cool and dry, and shield it from direct sunlight.



Protect from pets:

Pet claws, teeth, and beaks have the potential to harm the materials and softer components of your chair. Exercise caution when your chair is near animals.

MAINTENANCE INSTRUCTIONS



For detailed instructions please scan this QR code or visit **lifeformchairs.com/maintenance-instructions.**

Casters:

- Cleaning: Regularly wipe away dust and debris with a damp cloth. Ensure the wheels are free from elements that could hinder their movement.
- Lubrication: Apply lubricant occasionally for smooth wheel operation. We recommend a Graphite lubricant which is dry and ideal for situations where a wet lubricant might attract dirt and dust. Ensure you protect your area by laying down a plastic sheet when applying any lubricant as dripping or spillage may occur. Wipe away any excess lubricant.
- Replacement: Periodically inspect for wear and tear, replacing when necessary.
- Why It's Necessary: Clean and well-maintained casters ensure that the chair rolls smoothly, preventing floor damage and ensuring easy movement.

Important to note: If you notice excessive wear check to make sure you are using the correct Caster type. LIFEFORM's standard caster type is made for Carpet. If you are using your chair on a plastic or glass chair mat, tile, hardwood, laminate, concrete or other hard surface, you should be using a Soft Wheeled caster. Soft Wheel casters will provide the proper friction to roll smoothly and evenly on hard surfaces while ensuring you do not experience excessive wear, often appearing as small black flakes under or around the chair.

Bases, Arm Brackets, and Metal Components:

- Cleaning: Use mild soap and warm water for plastic parts; for metal components like bases, armrest supports, casters, and adjustment levers, wipe with a slightly damp cloth, avoiding excessive water to prevent rust.
- Drying: Dry metal parts immediately with a lint-free towel.
- Polishing: Use specific products for plastics and nylon; for metal, apply suitable polishes for extra shine.

- Inspection: Address loose fittings or any damage promptly.
- Why It's Necessary: Regular maintenance of these components ensures the chair's structural integrity, aesthetics, and comfort. Clean and polished parts prevent wear and tear, corrosion, and rust, ensuring the chair's durability and premium appearance.

Mechanisms and Moving Parts:

- Inspection: Check the tilt/recline mechanism, height adjustment, and other moving parts.
- Lubrication: Apply lubricant for quiet and smooth operations. We recommend White Lithium Grease which is a thick, long-lasting lubricant that is excellent for metal-to-metal contact and heavy-duty applications. *(Take note not to use products like the original formula WD40 which is primarily a solvent and rust dissolver, not a long-term lubricant for office chairs. Its use can attract dirt, leave residues, and potentially harm some chair materials.)* Ensure you protect your area by laying down a plastic sheet when applying any lubricant as dripping or spillage may occur. Take care to only lubricate springs and rivets attaching the inner and outer control structure and any other parts making contact EXCEPT THE CLUTCH PLATES (series of metal plates lined up in a row). Wipe away any excess lubricant. For detailed information visit our website.
- Tightening: Address any loose bolts and screws by hand with a screwdriver. *Using a power drill is not advised as you will not be able to feel if a bolt is becoming cross threaded - the drill will push through and likely cause irreparable damage.*
- Why It's Necessary: Maintaining moving parts ensures the chair functions properly, offering optimal comfort and flexibility. Regular attention prevents unexpected breakdowns, ensuring the chair's reliability and longevity.

General Care:

- Environment: Keep the chair away from direct sunlight or heat sources.
- Usage: Use the chair as intended, avoiding unsuitable practices.
- Weight Limit: Adhere to the specified weight limit.
- Why It's Necessary: Proper usage and environmental care prolong the chair's lifespan, maintaining its appearance and functionality. It also ensures safety, preventing accidents resulting from misuse or overloading.

Safety Precautions:

- Follow Instructions: Adhere to LIFEFORM's guidelines and warnings as described in this Guide.
- Avoid Harsh Cleaners: Prevent material damage by avoiding unsuitable cleaning agents.
- Professional Help: Seek expert assistance for component repairs or replacements.
- Why It's Necessary: Following safety precautions ensures that the chair is not only clean but also safe and functional. It helps in maintaining the chair's quality and preventing accidents.

Routine Inspection:

- Regular Checks: Set inspection reminders every 6-12 months so you may assess and maintain the chair's overall condition.
- Address Issues: Immediately attend to any wear and tear or mechanical problems.
- Why It's Necessary: Routine inspections help in early identification of potential issues which avoids unnecessary strain on other parts. Also allowing for timely maintenance or repairs. This proactive approach extends the chair's lifespan, ensures safety, and offers an uninterrupted comfortable experience.

By understanding and performing these maintenance tasks, owners can enjoy a consistently comfortable, safe, and efficient experience with their LIFEFORM® chairs, while preserving the chair's aesthetics and functionality over the years.

Additionally, general maintenance is integral to the optimal performance and longevity of your LIFEFORM® chair. It's not just about preserving the aesthetic and functional aspects of the chair but is also a requisite for maintaining the validity of the warranty.

Manufacturers provide warranties with the expectation that users will take appropriate measures to care for the product. Regular maintenance ensures that the chair's performance and structural integrity are upheld, reducing the risk of damage due to negligence or improper care.

WHY MAINTENANCE IS A REQUIREMENT FOR WARRANTY VALIDITY

Performing the outlined maintenance tasks helps in preventing issues that arise from neglect or improper use, which are not covered under warranty. Proper maintenance demonstrates responsible ownership and use, ensuring that any faults or damages that occur are genuinely due to manufacturing defects or other issues covered by the warranty.

Here are key points to remember:

1. Prevention of Unnecessary Damages: Regular maintenance aids in avoiding damages that result from neglect, thus ensuring that claims made under the warranty are legitimate and fair.
2. Proof of Care: Adhering to the maintenance guidelines serves as evidence that any arising issues are not due to neglect, making the warranty claim process smoother.
3. Optimal Performance: Maintenance ensures that the chair is always in optimal condition, reducing the need for frequent repairs or replacements, and thus minimizing warranty claims.

By investing time in regular maintenance, you not only ensure the optimal performance and longevity of your LIFEFORM® chair but also keep the warranty intact. This diligence ensures that you are covered in the event of unforeseen issues, offering peace of mind and security in your purchase.

TROUBLESHOOTING



For detailed instructions please scan this QR code or visit **lifeformchairs.com/trouble-shooting-tips.**

Eliminating Noise:

If a chair control has not been adjusted or maintained for a long period of time, it can lead to the occurrence of noise for several reasons. Below are some detailed explanations.

1. Stiffness:

   Description: Over time, chair controls that aren't adjusted can become stiff. This stiffness can create a creaking or groaning noise when finally moved.

   Reason: The lubrication on the moving parts might dry up or become less effective, leading to increased friction.

2. Dirt and Debris Accumulation:

   Description: Without regular cleaning or movement, dust, dirt, and debris can accumulate in the joints and mechanisms of the chair control. When the control is finally adjusted, these particles can cause grinding or squeaking noises.

   Reason: The debris interacts with the moving parts, increasing friction and causing noise.

3. Rust and Corrosion:

   Description: Metal components within the chair control can develop rust or corrosion if the chair remains in a fixed position for an extended period, especially in humid environments. This can result in a rasping noise upon movement.

   Reason: The corrosion alters the smooth surfaces of the metal parts, leading to noise when they move against each other.

4. Component Misalignment:

   Description: A long period of inactivity can sometimes lead to the minor misalignment of components. This misalignment can create noise during the subsequent adjustments.

   Reason: The misalignment causes the parts to grind against each other or move irregularly, generating noise.

5. Material Settling:

   Description: The materials of the chair, including plastics, metals, and others, can settle or change shape slightly over time, especially under the constant pressure of seated weight. This can lead to noises when adjustments are made after a long period.

   Reason: The slight deformations or changes in material characteristics impact the smooth operation of controls.

Preventative Measures and Solutions:

Regular Adjustments:

1. Make it a habit to adjust the chair controls periodically to keep the mechanisms in motion and prevent stiffness.
2. Systematically move through each moving part and repeatedly adjust it. For example, unlock the tilt lock paddle and rock in the chair for several minutes - this will help move the lubrication along the spring and prevent/stop loud squeaks.
3. Gas Lifts will squeak if left idle for extended periods of time. Lifting and lowering your chair and rotating completely in your chair several times should eliminate these squeaks.

Maintenance:

1. Clean and lubricate the chair controls every 6-12 months to minimize the accumulation of dirt and prevent rust.
2. Tighten bolts attaching the seat and the backrest to the mechanism.
3. Check casters and remove any carpet lint, dust or grime. Check the bottom of the casters for flat spots. This can occur on chairs that are rarely moved. Replace casters if necessary.

Inspection:

1. Periodically inspect the chair for any signs of wear, rust, or debris accumulation and address issues promptly to maintain optimal performance and noise reduction.
2. Using carpet casters on a plastic chair mat will generate noise and may cause the plastic of the carpet casters to shred. Tell tale signs are very

   small pieces of plastic all around the wheel base. This can be easily corrected by using soft wheel casters instead.

By understanding these aspects, users can take preventative measures to mitigate the occurrence of noise, ensuring that the chair's controls operate smoothly and quietly, enhancing the overall user experience.

Ratchet Back Height Adjustment:

If you are experiencing difficulty in adjusting your Ratchet Back, ensure you are following all of the steps carefully. Oftentimes with the larger, heavier Executive models it can take a little more effort to ensure the internal mechanism is resetting.

- First, to reset the cycle FIRMLY lift the backrest until the maximum height is reached. The internal mechanism will reset and the back will drop down.
- FIRMLY press the backrest downwards until you hear a click and the cycle will start over. Lift the backrest upwards to reach the desired height.
- If you don't hear a click when the backrest is pressed downward at the bottom of the cycle - ensure the seat is not impeding the backrest (if the chair a has Seat Slider) you may need to pull the seat forward away from the back until the backrest is set to the desired location. Return the seat to its desired position.

Tightening Tilt Tension :

(Specific to models with KTSS+FTS (Knee Tilt), MFSS or MFR (Center Tilt) Mechanisms. You may need to contact LIFEFORM® with your serial number so we can confirm which Mechanism you have on your chair.)

When tightening the Tilt Tension for your chair, the Tilt Lock Paddle must be in the up or unlocked position. Otherwise the tension of the spring will not adjust.

Tilt Lock and Back Angle Paddles Slipping:

If your Tilt Lock or Back Angle Paddle is not holding then the Paddles themselves may need to be replaced. The KTSS+FTS, MFSS and MFR mechanism paddles also feature a "switch" which is located between the mechanism and the paddle itself. The paddle and/or the switch may need replacing, this is evident - generally - when the paddle is removed and you are able to see some wear on the knuckle (the part of the paddle that meets the mechanism). Sometimes this wear is not visible and only when the switch is replaced does it rectify the problem. You may also need to follow the Tilt Lock and Back Angle Paddle Tension Adjustments as noted below.

Tilt Lock and Back Angle Paddle Tension Adjustment:

(Specific to models with KTSS+FTS (Knee Tilt), MFSS or MFR (Center Tilt) Mechanisms. You may need to contact LIFEFORM® with your serial number so we can confirm which Mechanism you have on your chair.)

If Tilt Lock and Back Angle paddles seem to stop working it is likely because after years of use, these paddles may loosen and start to slip. The internal clutch plate which should hold the paddles tight may need to be tightened.

The paddles should have between ¼" to ½" of play. To test the play, unlock the paddle and jiggle the end of the paddle. If the paddle has no play or too much play, the clutch plates will slip causing the paddle to snap out of place or fail to lock into place.

To ADD or REMOVE play in the paddle (tighten the clutch), locate the nut securing the paddle bar on the opposite side of the mechanism from the paddle.

- Use a ⅝" socket wrench to turn CLOCKWISE in **¼ turn increments.** This will INCREASE the play in the paddle and stop the clutch from slipping. Be sure to test the paddle's play after EACH adjustment. Over tightening has the same effect as an under tightened paddle - causing the paddle's lock to fail and the clutch plates to slip.
- To REDUCE play in the paddle (loosen the clutch), locate the nut securing the paddle bar on the opposite side of the mechanism. Use a ⅝" socket wrench to turn COUNTER-CLOCKWISE in **¼ turn increments.** This will decrease the play in the lever and loosen the clutch plates. Be sure to test the paddle's play after each adjustment. An under tightened paddle has the same effect as an over tightened paddle - causing the paddle's lock to fail and the clutch to slip.

Hydraulic Piston (aka Pneumatic Lift, Gas Lift):

LIFEFORM® chairs' hydraulic pistons are designed for durability but require occasional lubricant redistribution to maintain smooth operation. Over time, the lubricant may settle, and the following steps can effectively redistribute it:

1. While seated, elevate the chair to its highest and then to its lowest position.
2. Repeat this cycle at least 10 times to help disperse the lubricant.
3. With the chair at its lowest height, rotate it clockwise for 5 complete turns and then counter-clockwise for another 5 turns while seated.
4. This simple maintenance ensures the continuous smooth and efficient operation of your LIFEFORM® chair's hydraulic system.

Casters/Wheels:

Dirt and debris can become lodged in the caster's wheel or bearings, impeding its smooth rotation. When a caster doesn't roll properly, instead of moving linearly, the wheel base might start to rotate around a non-moving caster, causing the base to turn in a manner similar to a propeller. This not only disrupts movement but can also put undue stress on the chair's structure.

1. Safety First: Turn the chair on its side, laying it down on a soft surface like a carpet or towel to prevent any damage to the upholstery.
2. Visual Inspection: Examine each caster for visible signs of debris, hair, or any foreign objects tangled around the wheel axle or wedged in the wheel gap.
3. Removal: Since your chair's casters are removable, it might be easier to take them off for a thorough cleaning. Gently pry them away from the base by pulling or using the claw end of a hammer.
4. Cleaning:
   a) For tangled hair or threads, you can use a pair of tweezers or needle-nose pliers to gently pull them out.
   b) Dislodge any dirt or debris using a soft brush. If needed, use a damp cloth (not wet) to wipe away stubborn grime. Make sure to dry it thoroughly afterward.

5. Lubrication: Once cleaned, apply a small amount of graphite lubricant to the wheel axle, ensuring you don't overapply.
6. Reattachment: If you remove the casters, push them back into place firmly, ensuring they are securely fastened.
7. Test: After cleaning and reassembling, turn the chair upright and roll it around to test the smoothness of the casters. It should glide easily without any hindrance.
8. Maintenance: Regularly check and clean the casters to prevent buildup of debris. A monthly or bimonthly routine can be helpful, depending on the environment.

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