



Service Solution (SS-0347)

Product: RGP Assistant Stool - Packaging for return shipment

Object: Proper packaging and preparation for shipment.

Tools: Flathead Screwdriver, Packaging Tape

The Customer is responsible for the integrity and condition of the returned product.. The refund amount may be affected by material received at RGP in damaged condition. Following the steps below will help facilitate damage free shipping. If you have any questions please call 800-522-9695 option #4 for help.

Procedures:

1. Lower the chair to its lowest possible height by utilizing the forward lever on right side of chair.
2. Tilt the seat back as far back as it will go, again using the rearmost lever on right side of chair. Place the paddle to the horizontal position.
3. Remove the back rest by following Service Solution SS-0341. Remove the assistant arm from the J-Bar bar loosening the adjustment knob and lifting upwards. Wrap both components in bubble wrap.
4. Wrap the seat in bubble wrap.
5. Place the chair in the box with the back rest on one of the solid sides of the box (sides without hand holds). J-Bar should be located on right side of chair as reviewed from front
6. Ensure that the backrest support is aligned with one of the wheel supports of the base.
7. There will be three cardboard inserts. Locate the one with the long vertical slot. This will go between the back of the box and the chair. The chair backrest will fit into the slot.
8. Place the second foldable insert between the front of the box and the front of the stool. The notch on the top of the insert will face toward the front of the chair.
9. Place the seatback (with the bracket in the up-wards position) in between the front of the box and the insert. Ensure that there is bubble wrap around the slide lock mechanism.
10. Place the flat insert on top of the seat. Align the long vertical slot with the vertical portion of the J-Bar. Other cutouts will align with mechanism back support upright and backrest vertical support.
11. Close the box and securely tape shut.