



Service Solution (SS-0301)

**Product:** SSS-301 – Removal of Backrest

**Object:** Removing the back of the chair from the chair assembly for parts replacement or return shipment.

**Tools:** Small flat head screwdriver/ ball point pen.

**Procedures:**

1. Sit on the chair in the normal seated position.
2. Using your right hand reach around and locate the slide lock mechanism that controls the seatback height. Squeeze this mechanism from right to left while at the same time raising the seatback to its utmost height. Release the mechanism leaving the backrest in the highest achievable position.
3. Locate the control paddle on the right hand side of the bottom of the chair.
4. Turn this paddle forward very slightly and carefully lean backwards. Upon reaching the maximum recline position, release the control paddle. This will provide maximum access to the backrest support bracket.
5. Exit the chair, kneel in front of it, and face the back support bracket. In the back support bracket there will be a vertical slot approximately 4 inches long and 1/8 inch wide. At the bottom of this slot is a metal tang/tab.
6. Using a small screwdriver, or ballpoint pen tip in your right hand depress the tang/tab. With you left hand depress the slide lock mechanism from right to left and simultaneously lift upwards. The seatback will now be free of the retaining tang/tab and in a position to be removed from the chair support mechanism.
7. Carefully lift the seatback bracket off of the chair support mechanism.
8. You have successfully removed the backrest.
9. **For return shipment, please wrap backrest assembly in bubble wrap for protection during shipping.**