



Service Solution (SS-0307)

Product: SSS-301 – 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. Raise the chair to its highest possible height by utilizing the control paddle on right side of chair.
2. Tilt the seat back as far back as it will go, again using the control paddle on right side of chair. Place the paddle to the horizontal position.
3. Remove the back rest by following Service Solution SS-0301.
4. Individually wrap the seat and backrest 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)
6. Ensure that the backrest support is aligned with one of the wheel supports of the base.
7. There will be two 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 other 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. If optional arm rests are included with this shipment pack as follows:
11. Place each arm and its T-bar in its appropriate box.
12. Place these boxes in the slots provided. These are located at the back of the box on either side of the seatback upright support bracket.
13. Close the box and securely tape shut.