



Maxwell Thomas®  
**SEATING**

Owner's Manual

*Please keep and refer to this Owner's Manual.*

Thank you for purchasing Maxwell Thomas® seating distributed by Direct Supply Manufacturing, Inc. Please read this entire guide carefully and keep it for future reference. This guide will provide you with instructions, warnings, warranty information and other important information about your furniture. Share this information with your housekeeping, nursing and maintenance staff to help ensure the recliner is used and cared for properly.

# Table of Contents

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Definitions & Symbols.....	2
Product Description .....	2
Warnings .....	3
Cleaning.....	4
Maintenance.....	4
Directions for Use .....	5 - 8
Power Recliner Warnings.....	9
Limited Warranty.....	10
Customer Service.....	11

## Definitions & Symbols

**NOTE:** Indicates a tip.

**CAUTION:** Indicates correct operating or maintenance procedures in order to prevent damage to or destruction of the equipment or other property.

**WARNING:** Calls attention to a potential danger that requires correct procedures or practices in order to prevent personal injury.

**⚠:** Attention: Read the instructions.

**PRODUCT:** Your Maxwell Thomas Plymouth Recliner, Ridgeland and/or Ashville Theater Chairs, Silverthorne Occasional Chair/Stationary Rocking Chair, and/or Williamsburg Common Area Furniture Collection.

**YOU and YOUR:** The facility, community or other entity that has purchased the product.

**WE, US and OUR:** Direct Supply Manufacturing, Inc.

## Product Description

Maxwell Thomas seating is intended for the specific needs of the Senior Living market. The seat height, seat depth, arm height and foam have been selected with non-bariatric Long Term Care residents in mind.

# Warnings

**⚠ WARNING:** Failure to comply with all instructions, warnings and precautions, or using the product for a purpose other than its intended use, could result in bodily injury.

**⚠ WARNING:** Do not stand on this product.

**⚠ WARNING:** Do not leave reclining seats in the reclining position when not in use.

**⚠ WARNING:** This product may not be appropriate for all individuals. Do not allow children or individuals with diminished cognitive abilities to use or operate mechanisms without proper supervision.

**⚠ WARNING:** Do not sit on product armrests or back. Always sit appropriately in this product, and do not lean out of the product while it is in use.

**⚠ WARNING:** Use extreme caution when operating the moving mechanisms and components, making sure limbs or other obstructions are clear of legrests and other moving parts before operating.

**⚠ WARNING:** Do not exceed 350 lbs.

**⚠ WARNING:** Do not exceed 10 lbs. on the theater chair tray or cup holder.

**⚠ WARNING:** Do not use the theater chair tray or cup holder for balance during ingress and egress. These could break, causing harm to the resident or caregiver.

**⚠ CAUTION:** Do not move furniture on bare hardwood floors. At all times, place the furniture on a protective area rug or protective hardwood felt pads. This will help protect your hardwood floors from potential scratches.

**⚠ CAUTION:** Do not move furniture in your facility without carefully wrapping the furniture, including corners and feet or the bottom of the furniture, with a protective covering. This will help avoid damage to floors and/or wall surfaces, as well as help prevent damage to the furniture itself.

**⚠ CAUTION:** Do not remove the seat cushion covers for dry-cleaning or separate washing.

**⚠ CAUTION:** Do not expose fabric to sun or extreme light sources, as this will cause fading and potential damage.

**⚠ CAUTION:** Do not expose fabric to ink, bleach, oily substances, strong detergents (including laundry detergents), chemicals and sharp objects, as these may cause potential damage.

**⚠ CAUTION:** Do not expose wood finishes to prolonged moisture.

**⚠ CAUTION:** Always check with your local authorities to ensure this product meets all applicable regulations and fire standards.

**NOTE:** All Maxwell Thomas Upholstered Furniture meets CA#117-2013 standards and is CARB II compliant. CA#133 upgrade is available upon customer's request at the time of purchase.

**NOTE:** Maxwell Thomas Plymouth Power Recliner's power supply unit conforms to UL1310 regulations, and the motor actuator is UL recognized.

# Cleaning & Maintenance

## Cleaning

We recommend the following cleaning practices to help maintain the appearance of the wood surfaces and fabric of your Maxwell Thomas Upholstered Furniture.

Wood surfaces should be cleaned with a furniture polish, following the manufacturer's instructions.

**⚠ CAUTION:** DO NOT use water or water-based cleaning solutions, 100% bleach, abrasive cleaners, or similar cleaners or chemicals on the wood surfaces of this product, as such use may void the warranty of this product.

**⚠ CAUTION:** DO NOT use 100% bleach, abrasive cleaners, or similar cleaners or chemicals on the fabric of this product, as such use may void the warranty of this product.

If your Maxwell Thomas Upholstered Furniture features vinyl fabric, use a gentle mix of any mild soap and warm water to dissipate most common soil from the surface of the cushion's fabric. Using a soft cloth, wash the cushion's fabric area to be cleaned and rinsed. If stubborn dirt remains, such as a stain imbedded in the grain of the vinyl, use the soft brush and, if necessary, a touch of cleaning powder. In both situations, wipe the cushion's fabric dry with a soft cloth.

If your Maxwell Thomas Upholstered Furniture features Crypton® fabric, first wipe off excess spills with a dry cloth. Then, use a powdered enzyme detergent mixed with water to clean the cushion's fabric. If necessary, use a soft brush to treat stubborn dirt. Wash off the soapy cleaner with water.

**⚠ CAUTION:** Solvent cleaners are NOT recommended for use with Crypton® fabric.

**NOTE:** Fabric manufacturers recommend regular dusting and vacuuming, and removable cushions should be fluffed regularly.

**⚠ WARNING:** If electrical components come in contact with moisture, take extreme caution and deactivate the product by unplugging it from the outlet. Contact Direct Supply Customer Service immediately and DO NOT attempt to plug the product in again. This could result in electric shock. Be sure to completely dry everything underneath the recliner and allow qualified maintenance staff to evaluate the damage.

## Maintenance

Examine the product at least every 60 days, or more often as needed, for loose screws, joints and other miscellaneous damage. Do not use the product if it has been damaged in any way. If there is damage, evaluate the extent and tighten, adjust or replace screws as needed. Use furniture touch-up markers and furniture polish for minor wood finish scratches and scuffs. If electrical components are damaged or not working, unplug the product and contact Direct Supply Customer Service for further assistance.

# Directions for Use

**⚠ WARNING:** Unpack the product in an area with sufficient room to work. Do not allow residents near the product until it has been completely unpacked, cleared of all debris and placed in its desired location. Inspect the product for damage. If the product is damaged or the wrong product was accidentally sent, DO NOT USE IT and immediately contact Direct Supply for further instruction.

## Williamsburg Collection

The Williamsburg Collection features a removable seat deck, allowing thorough cleaning of the upholstery and frame. Lift the seat cushion up and outward to remove. Place the seat cushion back in place and make sure the black plastic tabs underneath the cushion are nested behind the wooden frame of the furniture.

## Ridgeland & Ashville Theater Chairs

Theater chairs include a cup holder or tray, which are installed by placing the metal rod on the bottom of the cup holder or tray into the receiver on the chair's arm. Note that the weight capacity for the cup holder and tray is 10 lbs. Do not lean on or otherwise use the tray for maneuvering into or out of the chair.

These theater chairs also feature a UL Listed 120/USB plug in on the side of the chair. Always ensure the plug in is kept clean and dry. Do not use the plug in if it has gotten wet or you suspect it is not functioning properly.

## Reclining Chair Assembly (If Applicable)

To assemble the recliner, slide the metal sleeves attached to each side of the backrest onto the metal posts attached to the back of the recliner base (Fig. A) and push the backrest down until a "click" is heard on both sides.

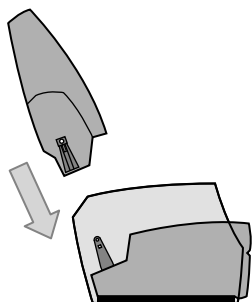
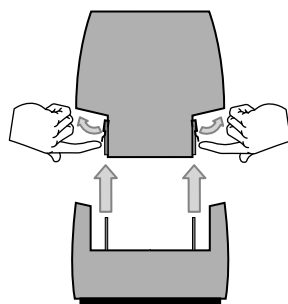
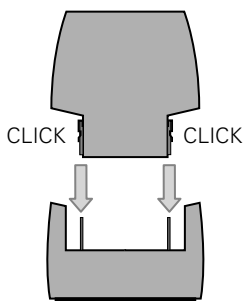


Fig. A



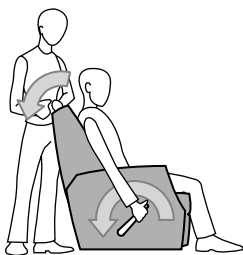
To remove the backrest, release the clips on the metal sleeves connected to each side of the backrest and lift upwards.

# Directions for Use *(cont.)*

## Reclining the Standard Recliner *(If Applicable)*

Reclining a Maxwell Thomas Recliner is as simple as sitting down and pulling the handle backwards. If residents experience any difficulty in reclining the chair, staff should offer assistance. To bring the chair back to the upright position, sit forward while pushing the handle forward and pushing your legs downward. If residents experience any difficulty in bringing the chair back to the upright position, staff should offer assistance.

**⚠ CAUTION:** Using the handle by itself to operate the reclining mechanism will cause damage.



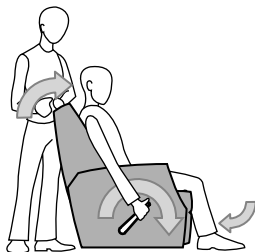
Step One:

*Pull back on the handle and push back on the backrest to recline the chair and raise the footrest. Staff should offer assistance to residents who experience difficulty reclining the chair.*



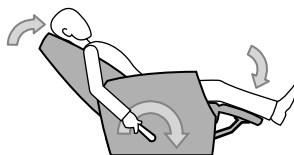
Step Two:

*Relax.*

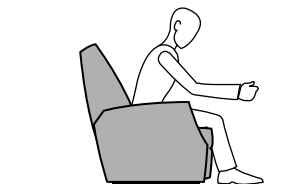


Step Three:

*To bring the recliner back to the upright position, push forward on the handle while leaning forward and pushing down on the footrest with lower legs. Staff should offer assistance to residents who experience difficulty bringing the chair back to the upright position.*



**⚠ WARNING:** Do not attempt to operate the reclining mechanism by the handle alone. This will cause damage to the recliner. Use your legs and torso to assist the reclining mechanism. Staff should offer assistance to residents who experience difficulty operating the chair.



**⚠ WARNING:** *Leaning too far forward in the recliner when it is reclined will result in the recliner tipping forward, resulting in possible injury to the resident and/or caregiver. Please use extreme caution while the recliner is in the reclined position, and bring the recliner back to the upright normal position before reaching for objects in front of the recliner.*

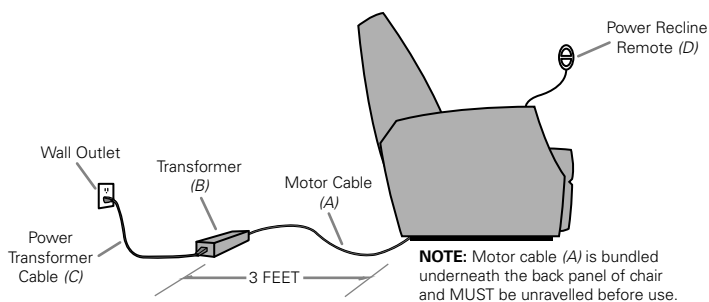
# Directions for Use *(cont.)*

## Power Recliner Setup and Operation

**NOTE:** Motor cable (A) is bundled underneath the back of the chair and must be removed from the bundle prior to use. To easily access motor cable (A), tip the chair forward to expose the underside of the chair. Once motor cable (A) is removed from the bundle, slowly tip the chair back to its normal upright position.

### SETUP:

1. Plug motor cable (A) into transformer (B)
2. Plug power transformer cable (C) into transformer (B)
3. Plug power transformer cable (C) into standard 120V wall outlet

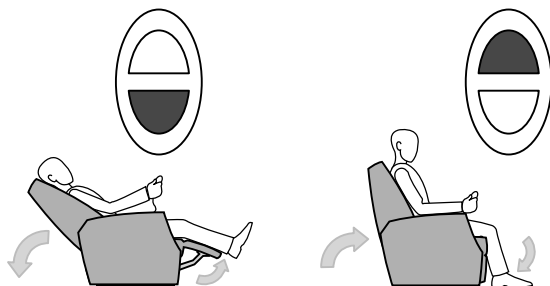


### ⚠ WARNINGS

- Be sure to keep transformer (B) a minimum of 3' away from the chair at all times.
- Do not locate transformer (B) underneath the product.
- Do not mount or attach the transformer (B) to the product.
- Do not push excess cable underneath product.

### OPERATION:

Press the buttons on the power recliner remote to operate the recliner (D). To disable the recliner, remove the transformer (B) by first unplugging the power transformer cable (C) from the wall outlet, then unplug the motor cable (A) from the transformer (B). Finally, remove transformer (B) and power cable (C) and store out of reach of residents. Failure to do so may result in injury.





# Power Recliner Warnings

## Power Recliner Warnings

To reduce the risk of burns, fire, electric shock or injury to person:

1. Always unplug this chair from the electrical outlet before cleaning.
2. Do not allow anything to rest on top of the transformer.
3. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
4. Close supervision is necessary when this product is used by, or near, children or disabled persons. Keep children away from extended foot support (or other moving parts).
5. Do not pull or carry this product by its electrical supply. Do not use cords as a handle.
6. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or come into contact with water. Contact Direct Supply Equipment & Furnishings for further assistance.
7. Keep the electrical cords away from heated surfaces.
8. Do not use this product outdoors.
9. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
10. To reduce the risk of electric shock, this product has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit, contact a qualified electrician to install the proper outlet. Do not change the product power cord plug in any way.
11. Do not locate transformer (*B*) underneath the product.
12. Do not mount or attach the transformer (*B*) to the product.
13. Do not push excess motor cable (*A*) underneath product.
14. Do not lean too far forward while the chair is reclined. This can cause the chair to tip forward and potentially harm the user. If the user needs to reach for something in front of him or her, the chair must be brought back to the upright position.

**FAILURE TO FOLLOW THESE WARNINGS MAY RESULT IN INJURY.**

# Limited Warranty

We offer to you, as the original purchaser, a warranty for Maxwell Thomas seating. Our warranty applies for the limited warranty period stated below. If any product or product part listed below is defective in material or workmanship during the applicable limited warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a product or product part will be at our discretion. Our warranty applies only if the product is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the product, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published product limitations or the combination of any product with another product. In addition, our warranty does not cover fading, spills or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment or replace a defective part. Our warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Please note that our limited warranty period begins when we ship the product to you. The limited warranty period and our obligations under the warranty end once you transfer the product to someone else or at the end of the applicable limited warranty period identified below, whichever is earlier.

Product	Foam (Parts)	Frame (Parts)	Mechanism (Parts)	Fabric	Anticipated Usable Product Life
Maxwell Thomas® Plymouth Recliner & Power Recliner	1 year	1 year	1 year	Please see fabric manufacturer's standard warranty	1 year
Maxwell Thomas® Williamsburg Common Area Furniture Collection	1 year	5 years	NA	Please see fabric manufacturer's standard warranty	5 years
Maxwell Thomas® Ridgeland & Ashville Theater Chairs	1 year	5 years	NA	Please see fabric manufacturer's standard warranty	5 years
Maxwell Thomas® Silverthorne Occasional Chair & Stationary Rocking Chair	1 year	1 year	NA	Please see fabric manufacturer's standard warranty	10 years

Anticipated Usable Product Life is based on normal use with proper maintenance, cleaning and storage. You should still inspect, monitor and care for the product described in this guide, as the product may need to be replaced sooner than anticipated in particular situations.

DIRECT SUPPLY MANUFACTURING, INC. MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; THESE AND ALL OTHER IMPLIED WARRANTIES ARE SPECIFICALLY DISCLAIMED. TO THE FULLEST EXTENT ALLOWED BY LAW, DIRECT SUPPLY MANUFACTURING, INC. WILL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, OR LOST PROFITS THAT MAY RESULT FROM THE PRODUCT OR YOUR USE OF OR INABILITY TO USE THE PRODUCT EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY TO YOU, IF ANY, IS LIMITED TO THE PRICE OF THE PRODUCT OR SERVICE GIVING RISE TO YOUR CLAIM.

Some states do not allow an exclusion or limitation of incidental or consequential damages, or how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. If implied warranties are not excluded, and to the extent allowed by law, we limit any and all implied warranties to the applicable warranty period identified above. Except for rights under any applicable state law, the remedies provided under this warranty are your sole and exclusive remedy for any breach of our warranty and state the entire limit of our responsibilities.

# Customer Service

Our promise to you is that you will have a convenient and easy ordering experience, receive quality seating and enjoy outrageous customer service. If you have any questions about the seating you have purchased or would like to request warranty service, please contact us at: **Direct Supply Equipment & Furnishings**, 1-800-634-7328, 6767 N. Industrial Road, Milwaukee, WI 53223, [SalesSupport@DirectSupply.com](mailto:SalesSupport@DirectSupply.com).



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