



Maxwell Thomas® **SEATING**

Owner's Manual

STOP! Read this manual thoroughly before proceeding.

Please keep and refer to this Owner's Manual.

Thank you for purchasing Maxwell Thomas® seating. 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 Maxwell Thomas furniture. Share this information with those who will be assembling, using, servicing and/or cleaning the product to help ensure it is cared for properly.

Table of Contents, Introduction & Definitions

Table of Contents

Introduction	2
Definitions	2
Warnings	3
Product Descriptions & Use	4
Care & Maintenance.....	5
Directions for Use	6 - 7
Troubleshooting	8 - 10
Limited Warranty	11
Customer Service	12

Introduction

Thank you for purchasing this Maxwell Thomas dining chair, cafe stool, resident room chair, non-powered lift occasional chair or stationary rocking chair. In this owner's manual, you'll find important information you should read before assembling or using this product. Please keep this manual available for future reference.

If at any time you do not understand how to use this product, or you suspect it may be damaged, DO NOT USE and immediately contact the distributor that sold this product to you.

This owner's manual is compiled from the latest specifications and product information available at the time of publication. Changes may be made to this manual at any time. Contact your distributor for a current copy of this owner's manual.

Definitions

Product: Maxwell Thomas dining chairs, cafe stools, counter stools, resident room chairs, non-powered lift chairs and/or stationary rocking chairs you have purchased.

The product is distributed by Direct Supply Manufacturing, Inc. ("We," "Us" or "Our").

"You" are the user, caregiver or any other individual(s) who may be using or servicing the product.

"Distributor" means the reseller or other entity from whom you purchased this product.

Medical Professional: The physician or other healthcare professional who is familiar with the user's medical history and current medical condition, and is responsible for determining if this product is medically appropriate for the user.

Caregiver: the individual(s) responsible for the care and needs of the user, such as a spouse, adult family member or home health aide. The caregiver must be available at all times to provide the user with physical and cognitive assistance and supervision as needed.

User: The individual who uses the product.

The **⚠ WARNING** symbol calls your attention to a potential danger that requires correct procedures or practices in order to prevent personal injury or death.

The **⚠ CAUTION** symbol means correct operating or maintenance procedures must be followed in order to prevent damage to or destruction of the product or other property.

Warnings

Read and follow all directions and warnings before use or assembly. Do not use or assemble if you do not understand the contents of this manual – contact your distributor for assistance. Damage, injury or even death may result from improper use of this product or not following directions and warnings. This product is intended for use in normal, indoor conditions. This product may not be appropriate for all individuals.

⚠ WARNING: Prior to use of this product, the user's medical professional should be consulted to ensure this product is appropriate for the user's specific needs based upon his or her overall medical condition and limitations.

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

⚠ WARNING: DO NOT stand on the product.

⚠ WARNING: The product is not suited for all individuals. Other products may be required.

⚠ WARNING: The product is designed for indoor use only.

⚠ WARNING: The Kensington Stationary Rocking Chair utilizes a rocking mechanism with potential pinch points. Keep hands and loose fabrics away from the rocking mechanism (located under the seat deck) while the chair is in use. Use care when moving the product as it may rock inadvertently.

⚠ WARNING: The Kensington Non-Powered Lift Occasional Chair utilizes a lift mechanism powered by a gas spring with potential pinching points. Keep hands and loose fabrics away from the lift mechanism (located under the seat deck) while the chair is in use.

⚠ WARNING: Use only the designated weight settings on the Kensington Non-Powered Lift Occasional Chair. DO NOT mix the weight settings, as this could cause the lift mechanism to not function properly and fail, prematurely voiding the warranty.

⚠ CAUTION: All products (except bariatric dining chairs) are designed to support no more than 300 lbs. (136.4 kg). DO NOT place any person or object weighing more than 300 lbs. on the product; the chair structure could be compromised and result in bodily injury, and the warranty on the product could be voided.

⚠ CAUTION: Bariatric dining chairs are designed to support no more than 500 lbs. (227.3 kg). DO NOT place any person or object weighing more than 500 lbs. on the product; the chair structure could be compromised and result in bodily injury, and the warranty on the product could be voided.

⚠ CAUTION: Make sure the seat locking knob on the Kensington Non-Powered Lift Occasional Chair is pulled away from the chair before ingress.

⚠ CAUTION: The Kensington Non-Powered Lift Occasional Chair is heavier than most occasional chairs. If you have trouble moving the chair, please find someone to assist you.

Product Description

Benefits of Maxwell Thomas Dining Chairs, Cafe Stools, Counter Stools, Resident Room Chairs, Non-Powered Lift Chairs and Stationary Rocking Chairs

The Maxwell Thomas dining chairs', cafe stools', resident room chairs', non-powered lift chairs' and stationary rocking chairs' durable, catalyzed, vinyl-based lacquer finish helps keep the products looking beautiful throughout years of daily use. Mortise-and-tenon joints and high-impact glue combine for strong frame construction. This product is designed for indoor use only within close proximity to caregivers.

All Maxwell Thomas Dining Furniture is CA#117-2013 registered and CARB II compliant. CA#133 upgrade is available upon customer's request at time of purchase.

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

Care & Maintenance

Cleaning

We recommend the following cleaning practices to help maintain the appearance of the wood surfaces and fabric of the Maxwell Thomas dining chair, cafe stool, resident room chair or stationary rocking chair.

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

If your Maxwell Thomas dining chair, cafe stool, resident room chair, non-powered lift chair or stationary rocking chair has a vinyl cushion, use a gentle mixture 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, as a stain imbedded in the grain of the vinyl, use a soft brush and, if necessary, a touch of cleaning powder. In both situations, rinse and dry the cushion's fabric with a soft cloth.

If your Maxwell Thomas dining chair, cafe stool, resident room chair or stationary rocking chair has a Crypton® cushion, first wipe off excess spills with a dry cloth. Then, use a powdered enzyme detergent, such as Cheer®, mixed with water to clean the cushion's fabric or Crypton Upholstery Cleaner kits. Contact your account manager for more details. 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.

Maintenance

Examine the product every 60 days for loose screws, joints, inline wheels, casters or missing glides and to ensure it has not been damaged. Tighten, adjust or replace screws as needed. Do not use a product that has been damaged in any way.

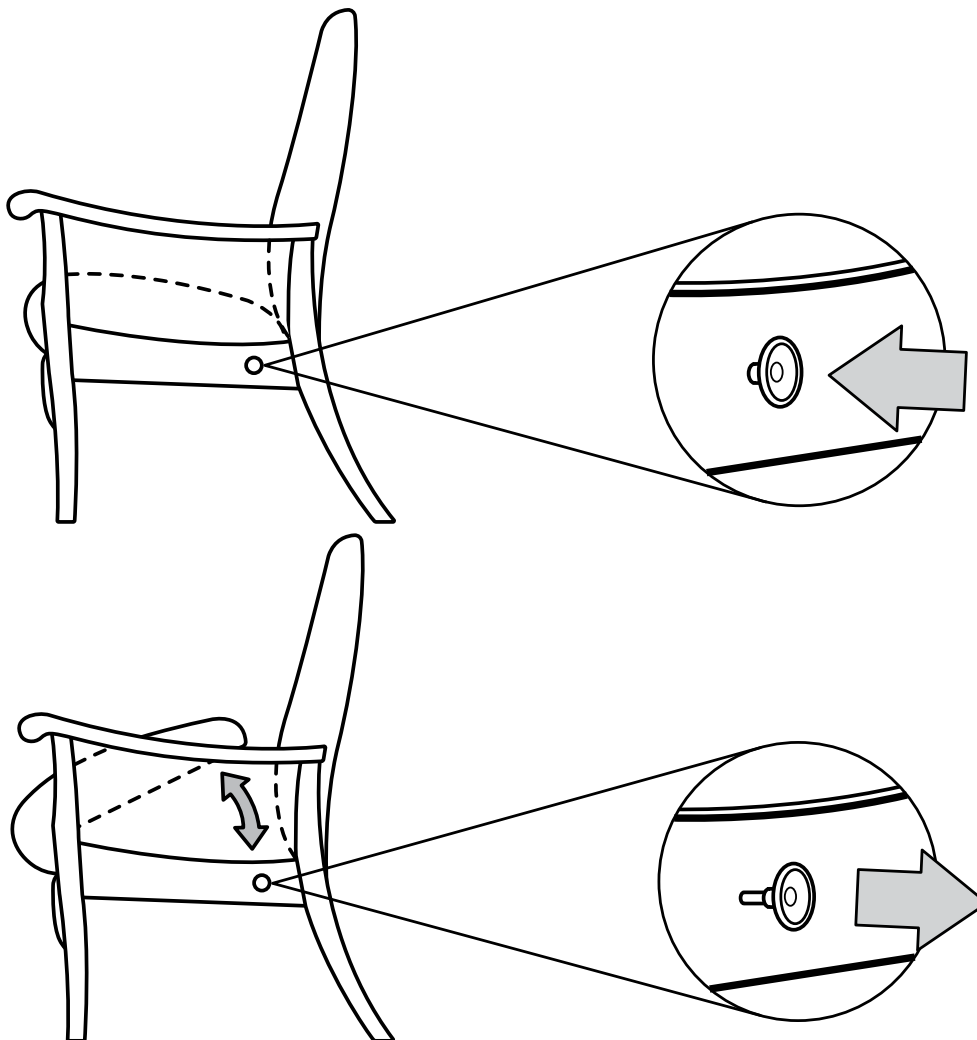
Directions for Use

WARNING: Unpack the product in an area with sufficient room to work. Do not allow children, animals or individuals with impaired cognitive or physical abilities near the product until it has been completely set up and the work area has been cleared of all debris.

Inspect the product for damage. If the product is damaged or the wrong product was accidentally sent, DO NOT USE IT and immediately contact the distributor for further instruction.

General Functionality of the Kensington Non-Powered Lift Occasional Chair

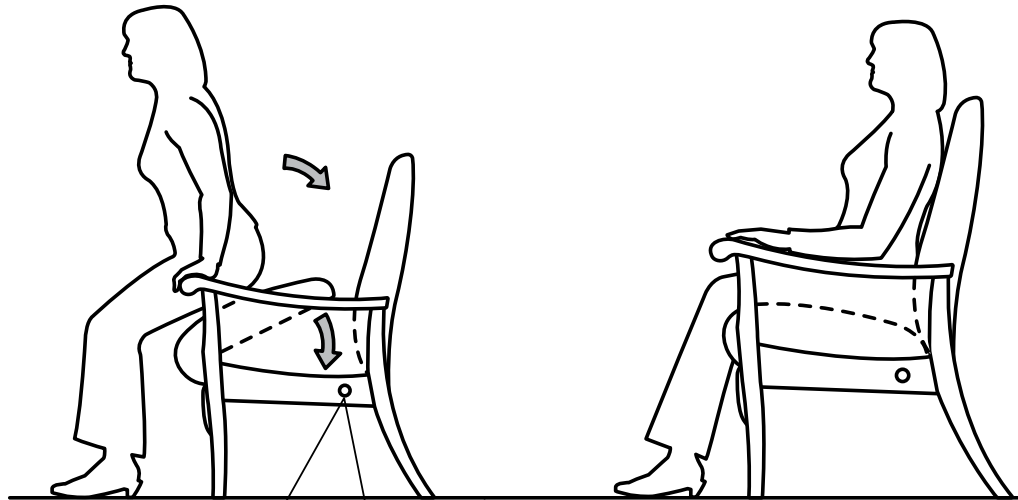
The Kensington Non-Powered Lift Occasional Chair offers a unique lifting mechanism, allowing for assistance during ingress and egress. The seat can be locked in the down position and function as a standard occasional chair, and the seat can be unlocked to activate the lifting mechanism. The seat lock is located on the seated user's left side.



⚠ CAUTION: DO NOT unlock the seat when nobody is sitting in the chair, as this could cause the seat to spring upward unexpectedly.

How to Use the Kensington Non-Powered Lift Occasional Chair

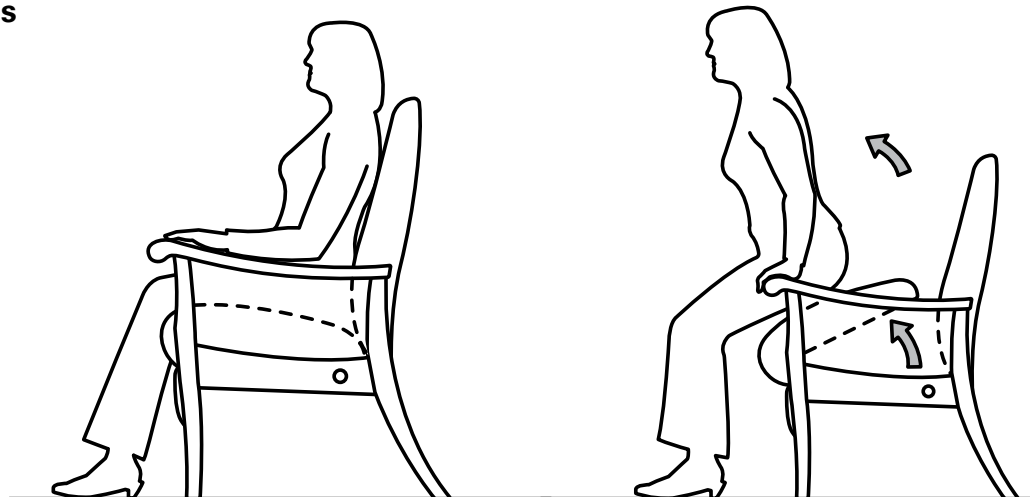
Ingress



Make sure the seat locking knob is pulled out from the side stretcher before ingress.

Once seated, push the seat locking knob inward until it stops to lock the seat in the down position.

Egress



To egress the chair, pull the seat locking knob away from the side stretcher.

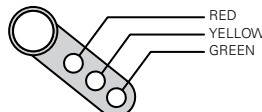
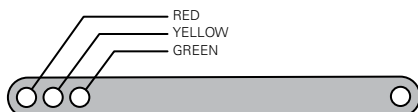
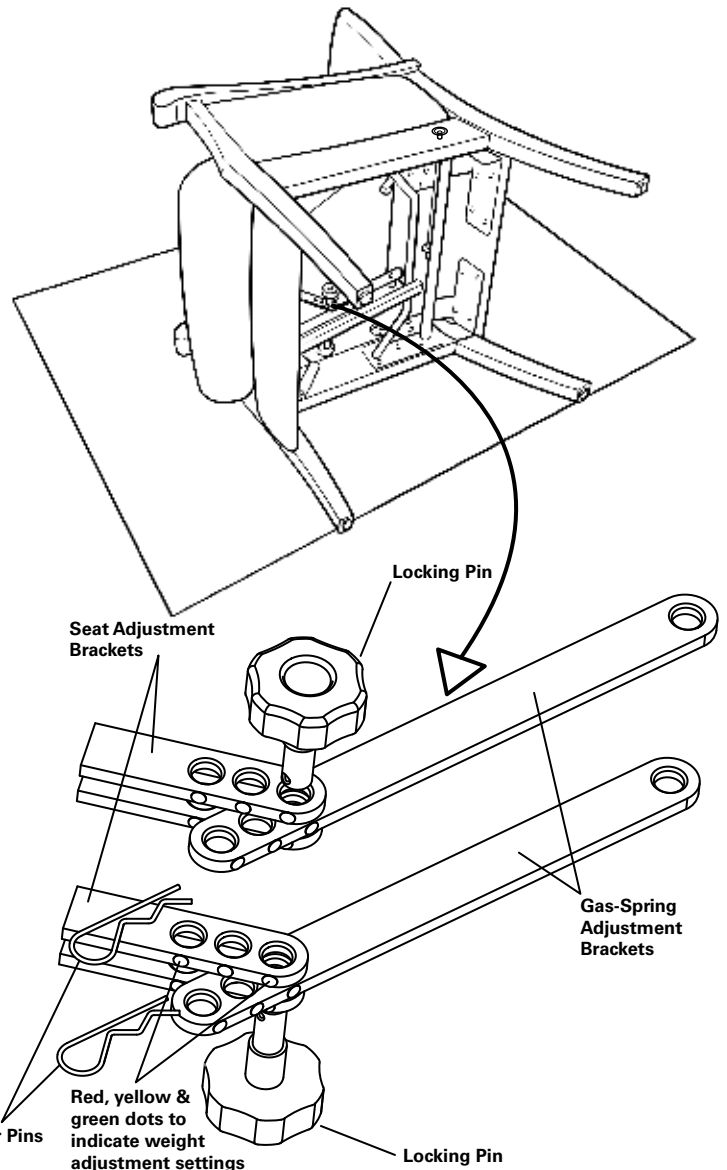
Using the front arm grips, slowly lean forward and lift with legs and arms. The seat will provide a gentle lift during egress.

Troubleshooting

Adjusting the Weight of the Lifting Mechanism on the Kensington Non-Powered Lift Occasional Chair

The Kensington Non-Powered Lift Occasional Chair is able to adjust for different-sized users. It has three settings that cover the vast majority of users.

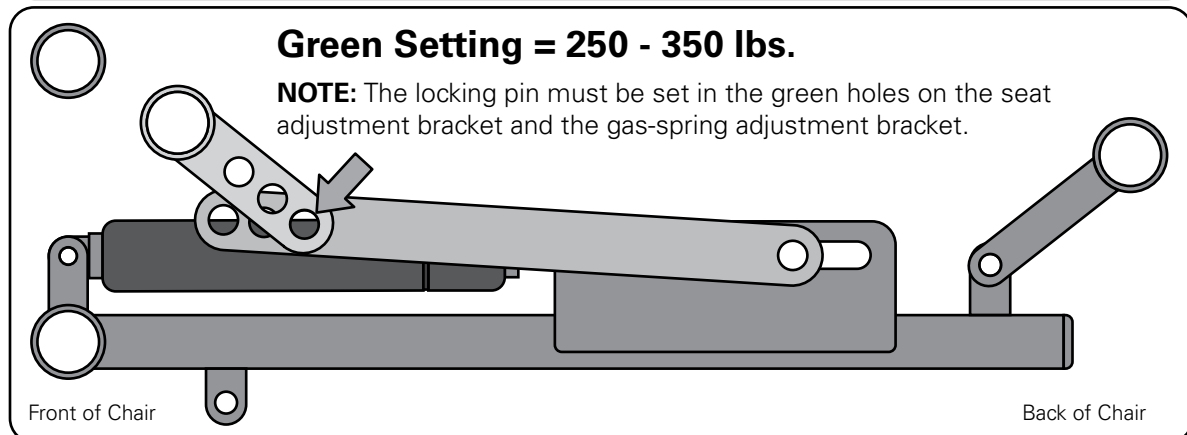
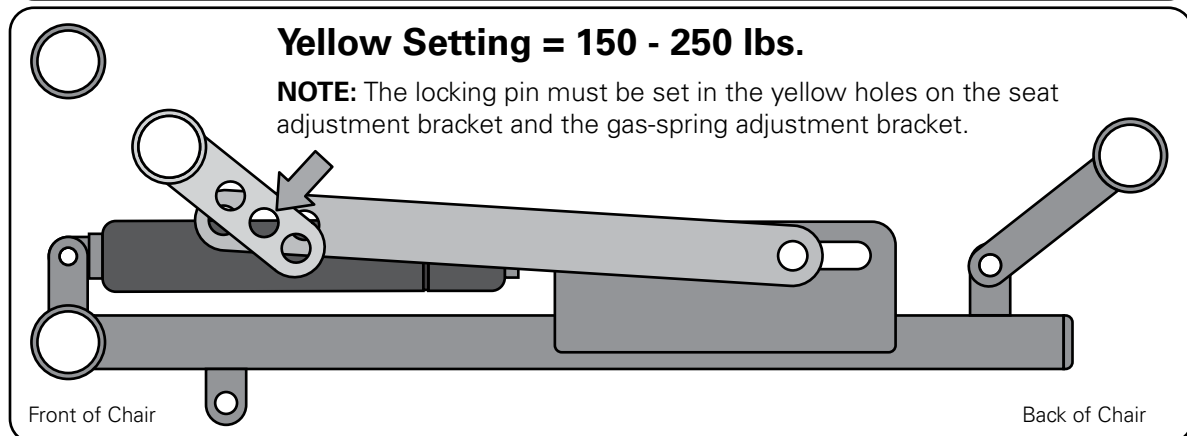
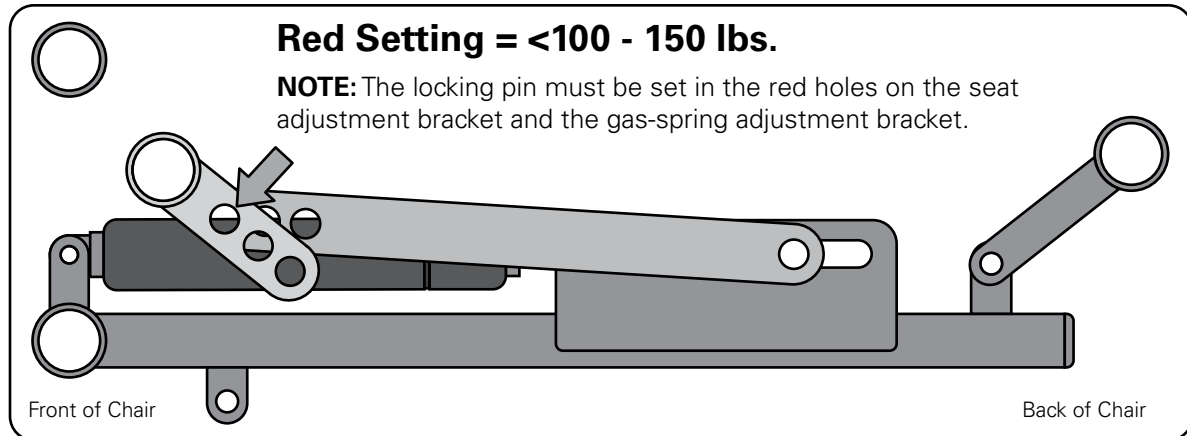
1. Start by preparing an area to work on the chair.
Place something on the floor to protect the wood finish.
2. Make sure the seat is in the UP position.
3. Place the chair on its right side so the seat locking knob is facing upwards.
4. Pull both of the cotter pins out of the locking pins.
5. Pull both of the locking pins out of the seat adjustment bracket/gas-spring adjustment bracket.
NOTE: The locking pins will be very tight because the force of the gas-spring will be pushing against them. Ask for assistance if you experience difficulty removing the locking pins.
6. Move the seat up and down to find the proper weight setting. This can be done with one person, but it is easier with assistance. **CAUTION:** Green must go to green, yellow must go to yellow, and red must go to red. **DO NOT** mix the weight setting colors, as it could cause the chair to malfunction and void the warranty.
7. Place the locking pins back into their respective holes. **NOTE:** Installation of the second locking pin could be difficult because the force of the gas-spring will be pushing against the first pin. Move the seat slightly to align the holes and ask for assistance if you have difficulty inserting the locking pins.
8. Place the cotter pins into the locking pins.
9. Place the chair back on its feet.
10. Test the functionality of the chair to make sure everything is properly adjusted.



NOTE: Illustration depicts the GREEN weight setting.

Kensington Non-Powered Lift Weight Setting Details

The weight settings are highlighted below, and it is very important that the adjustment holes on the seat adjustment bracket are properly aligned with the adjustment holes on the gas-spring adjustment bracket.



Troubleshooting *(cont.)*

The seat locking rod will not push all the way into the chair while seated

Will need to install a new one. Contact your Direct Supply account manager for further assistance. Check that the black elastic fabric behind the seat is not interfering with the locking mechanism. This can be done by observing someone else using the chair and watching to determine whether the fabric moves away from the locking rod. If the fabric is interfering with the locking rod, check that the plastic guard under the fabric is securely in place. If it is not secure or is missing, contact your distributor for further assistance.

The seat will not bottom out on the seat deck all the way

Make sure the seat locking knob is pulled OUT before sitting in the chair. The latch on the bottom of the seat may be hitting the seat locking rod. Repetitive misuse could bend the locking rod over time and void the warranty.

I can't get the seat to go down

Check the weight setting on the lift mechanism, and adjust if necessary.

It's not providing any lift

Check the weight setting on the lift mechanism, and adjust if necessary.

The locking pins will not come out

There is considerable force applied to the locking pins from the gas-spring. If you are having difficulty removing the locking pins, ask for assistance and have someone gently move the seat as you pull out the locking pins. This will take some force off the pins and allow them to come out easier.

I cannot get the second locking pin in place when adjusting the weight setting

The force of the gas-spring is pushing the holes out of alignment. The seat needs to be moved slightly to align the holes. Ask someone to assist you if you experience this situation.

The seat will not operate

Make sure the locking pin located on the seated user's left side is pulled away from the chair all the way so the seat is unlocked.

Limited Warranty

We offer you, as the original purchaser of the product, a limited warranty for the structure and cushion of the product. (This warranty does not include the casters or damage to the product resulting from the product's casters.) Our warranty applies for the limited warranty period stated below. We will repair or replace any product or product part listed below if defective in material or workmanship. 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, characteristics or natural variations in wood grain or fabric, texture, colorfastness, stains, spills, or exposure to chemicals, odors, heat or light. In certain cases, we may provide you repair or adjustment instructions and/or replacement parts and ask you to perform a 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/Part	Warranty Period & Coverage (Parts)	Usable Product Life (Parts)
Maxwell Thomas Seating (frame)	10 years	10 years
Maxwell Thomas Seating (fabric)	Please see the fabric manufacturer's standard warranty	Please see the fabric manufacturer's standard warranty
Maxwell Thomas Seating (foam)	1 year	1 year

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 as 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 DEVICE OR YOUR USE OF OR INABILITY TO USE THE DEVICE EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. OUR TOTAL LIABILITY TO YOU, IF ANY, IS LIMITED TO THE PRICE OF THE DEVICE 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

If you have any questions about the product you have purchased or would like to request warranty service, please contact your distributor.



DirectSupply.com

APTURA / EQUIPMENT & FURNISHINGS / DSSI / TELS

Distributed by Direct Supply Manufacturing, Inc. 6635 N Industrial Road, Milwaukee, WI 53223.

© 2011-2017 Direct Supply Manufacturing, Inc. All Rights Reserved. Direct Supply®, Maxwell Thomas® and all associated logos are the registered trademarks of Direct Supply®, Inc., used under license. All other trademarks are property of their respective owners.