



Maxwell Thomas®

**RECLINER, ROCKER-RECLINER,
POWER RECLINER, POWER LIFT
RECLINER, COMMON AREA
UPHOLSTERED FURNITURE &
SLEEPER CHAIR**

Owner's Manual

Please keep and refer to this Owner's Manual.

Thank you for purchasing Maxwell Thomas® Upholstered Furniture 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 upholstered furniture. Share this information with your housekeeping, nursing and maintenance staff to help ensure the recliner is used and cared for properly.

Introduction

Table of Contents

Warnings	3
Cleaning & Maintenance	4
Directions for Use	5 - 7
Power Recliner & Power Lift Recliner Setup	8 - 9
Power Recliner & Power Lift Recliner Operation.....	10 - 11
Warnings & Cautions.....	12 - 13
Troubleshooting.....	14
Limited Warranty.....	15
Customer Service.....	16

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 Recliner.

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

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

Product Description

The Maxwell Thomas recliner and upholstered common area furniture offering is intended for the Senior Living market. The seat height, seat depth, arm height and foam have been selected with nonbariatric Long Term Care residents in mind. The Maxwell Thomas recliner offering features a standard recliner and a standard rocker recliner along with a power recliner and a power lift recliner. All options are available in several different fabric choices to enhance your community. The Maxwell Thomas Galveston Sleeper Chair offers a comfortable and convenient solution for visitors.

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.

⚠ 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 levers and other moving parts before operating.

⚠ WARNING: Do not exceed 300 lbs. per cushion.

⚠ 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.

NOTE: Maxwell Thomas Power Recliner's and Power Lift Recliner's power supply units conform 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.

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 immediate action and deactivate the product by unplugging it from the outlet while exercising extreme caution. Contact Direct Supply Customer Service immediately, and DO NOT attempt to plug in the product 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. Start by removing the box and carefully pulling the plastic bubble wrap away from the unit with your hands – **DO NOT USE A CUTTING TOOL TO REMOVE THE PLASTIC – YOU RISK DAMAGING THE UPHOLSTERY.** Make sure to notice the labeled package that contains the legs – **DO NOT THROW THE LEG PACKAGE AWAY!**

Screw all four legs into the base of the unit until they are tight and the sides of the leg are parallel with the side and front of the unit. If present, remove the cushion straps holding the cushions and pillows in place.

Galveston Sleeper Chair Operation

Remove the seat cushion from the chair and set it aside. Lift upwards and outwards on the handle that is located toward the front-center of the seat deck. The sleeper mechanism will slide out toward you. Next, lift the foot-end of the sleeper mechanism upwards and make sure it hinges downward so the sleep surface is flat. Position the mattress so it is inside of the retainers and allow the cushion to return to its intended size.

Removable Seat Decking Operation

If you ordered your Maxwell Thomas common area furniture with a removable seat deck, the seat decks of the lounge chairs, loveseats and sofas can be lifted upwards on a hinge for clean-out and/or storage underneath the unit if desired.

Remove the seat cushions from the unit and set them aside. Lift the seat deck upwards by the tab located in the center-front of the unit (*Fig. 1*).

⚠ WARNING: Use extreme caution when lowering the seat deck platform and keep all body parts out of the way. When closing the seat deck, lower the seat deck slowly and keep body parts out of the way. The seat deck can cause injury if closed on a body part.

⚠ WARNING: Exposed seat deck hinges create a pinch point and can cause injury – please keep body parts away from the seat deck hinges.

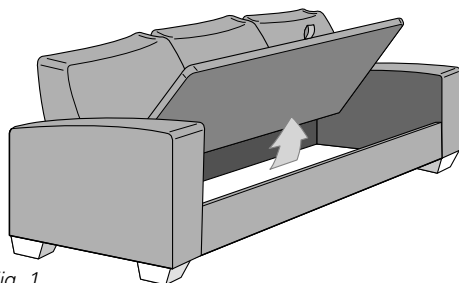


Fig. 1

Directions for Use *(cont.)*

Reclining Chair Assembly

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 and push the backrest down until a “click” is heard on both sides. After the backrest is installed, pull upwards and side to side on the backrest to ensure the backrest is locked in place (*Fig. 2*).

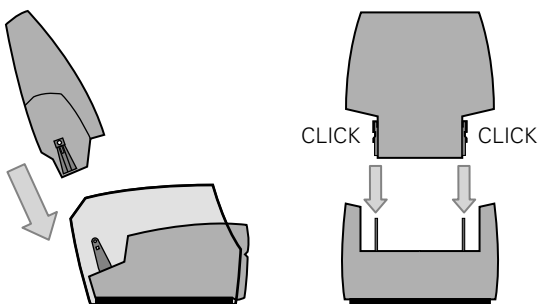


Fig. 2

To remove the backrest, release the clips on the metal sleeves connected to each side of the backrest and lift upwards (*Fig. 3*).

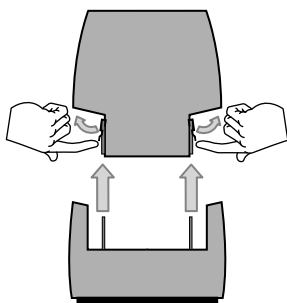


Fig. 3

Reclining the Standard Recliner & Rocker Recliner *(If Applicable)*

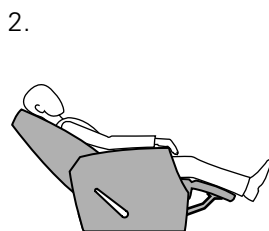
Reclining a Maxwell Thomas Standard Recliner or Rocker Recliner is as simple as sitting down and pulling the handle backwards. If residents experience any difficulty in reclining the chair, staff should offer assistance. To bring the chair back to the upright position, sit forward while pushing the handle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

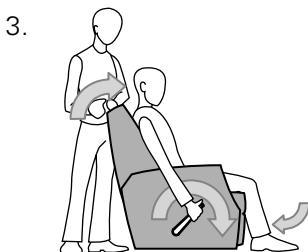
⚠ WARNING: Sit all the way back in the recliner so the resident's lower back is in contact with the fabric on the backrest. If the resident is not sitting all the way back in the recliner, it will cause the footrest to fall when reclined due to additional weight on the footrest.



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.



Relax.



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.

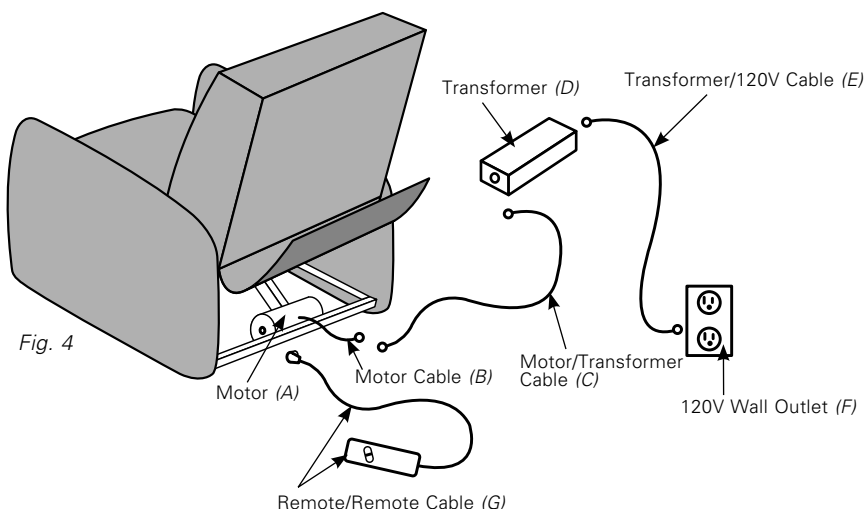


⚠ WARNING: Do not attempt to operate the reclining mechanism by the handle alone. This will cause damage to the recliner. Use your legs and torso to assist the reclining mechanism. Staff should offer assistance to residents who experience difficulty operating the chair.

Power Recliner & Power Lift Recliner Setup

Set Up

1. Plug the motor/transformer cable (C) into the motor cable (B).
2. Plug the motor/transformer cable (C) into the transformer (D).
3. Plug the transformer/120V cable (E) into the transformer (D).
4. Plug the remote/remote cable (G) into motor (A).
5. Plug the transformer/120V cable (E) into the 120V wall outlet (F).
6. Place the transformer (D) 3' away from the chair.
7. Using the remote (G), ensure the chair functions properly before allowing resident use.



⚠ WARNING: Use extreme caution when setting up the chair – the scissor mechanisms are a pinch point, and they can cause injury. Keep appendages and objects away from these points when setting up and operating the chair.

⚠ WARNINGS:

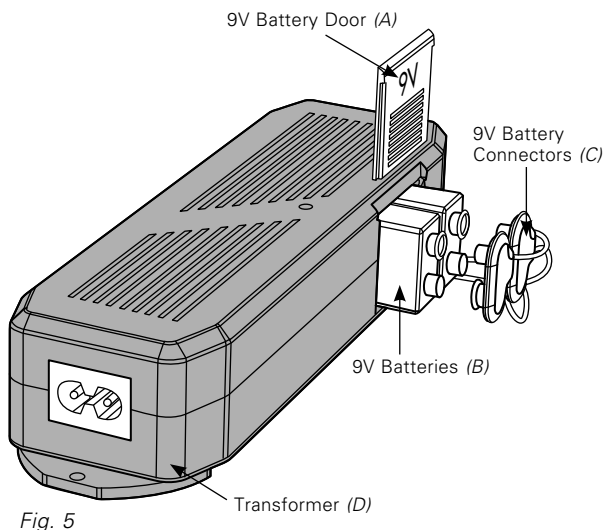
1. Always be sure the transformer (Fig. 4-D) is at least 3' away from the chair.
2. Never locate the transformer (Fig. 4-D) underneath the chair.
3. Never mount or attach the transformer (Fig. 4-D) to the chair.
4. Do not push excess cable underneath the chair – this could result in damage to the cables and potential electric shock.

Battery Backup System

The transformer (Fig. 4-D) is equipped with a battery backup system that will allow for the chair to be returned to the upright position in the event of a power failure. The backup system is powered by two 9V batteries (not included), and they need to be installed into the transformer (Fig. 4-D) upon chair setup.

Follow these steps to install the batteries:

1. Unplug the transformer/120V cable (Fig. 4-E) from the 120V wall outlet (Fig. 4-F)
2. Open the marked battery door (Fig. 5-A) on the transformer (Fig. 5-D)
3. Install the two battery connectors (Fig. 5-C) to the two 9V batteries (Fig. 5-B) and slide the 9V batteries (Fig. 5-B) into the slots
4. Replace the 9V battery door (Fig. 5-A)



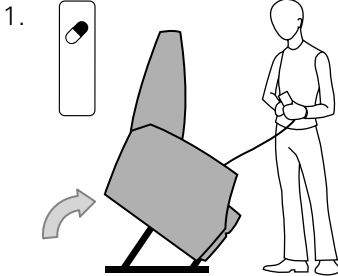
NOTE: Always make sure the transformer is equipped with fresh 9V batteries because the battery backup system is not rechargeable. Alkaline 9V batteries are suggested for the best results, and both batteries must be replaced after each time the battery backup system is activated, or once annually if the system was not activated.

NOTE: If the chair needs to be unplugged for longer than an hour, remove the two 9V batteries (Fig. 5-B) from the transformer (Fig. 5-D) because the chair will draw power from the batteries even when it is not in use.

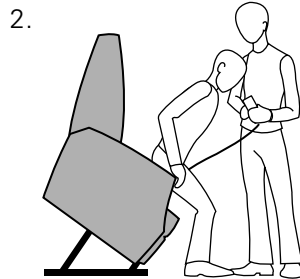
Power Recliner & Power Lift Recliner Operation

Operation

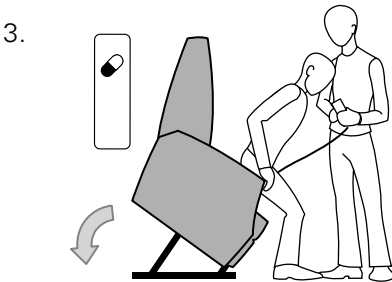
Press the buttons on the power recliner or power lift recliner remote to operate the chair.



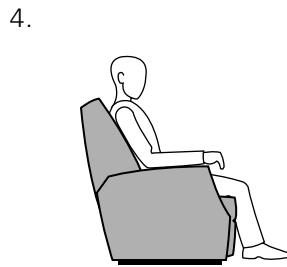
Sitting in the chair: caregiver should raise the chair to its highest position using the chair remote



Caregiver should help residents position themselves onto the chair seat



Caregiver should help resident lower the chair to the neutral upright position

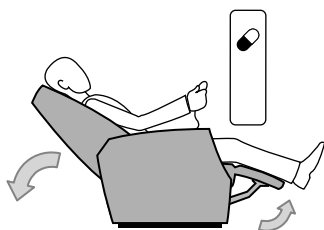


Neutral upright position

⚠ WARNING: Never place anything underneath the chair. This can harm residents and damage the chair. Always be sure objects are removed from beneath the chair before the chair is lowered to the neutral upright position.

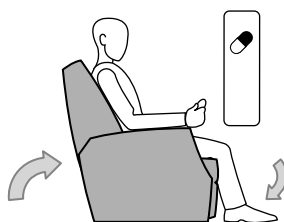
NOTE: Always make sure the chair is returned to the neutral upright position seen in steps 4 and 8 above after the resident is finished using the chair.

5.



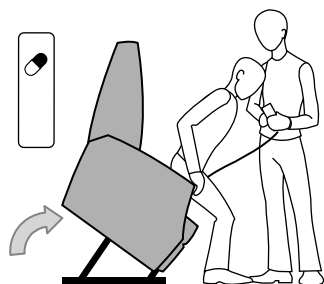
To recline the chair: press the appropriate button on the chair remote

6.



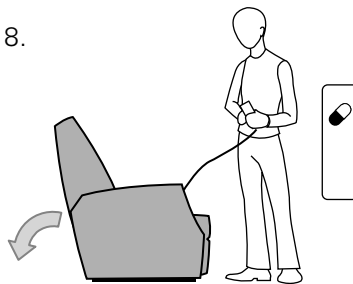
Return to the neutral upright position: press the appropriate button on the chair remote

7.



Egressing from the chair: caregiver should assist the resident when egressing from the chair. Press the appropriate button to lift the chair to the desired height

8.



Return the chair to the neutral position

NOTE: To disable the chair, remove the transformer (Page 8, Fig. 4-D) by unplugging the transformer/120V cable (Page 8, Fig. 4-E) from the 120V wall outlet (Page 6, Fig. 4-F). Remove the motor/transformer cable (Page 8, Fig. 4-C) from the motor cable (Page 8, Fig. 4-B) and then unplug the remote/remote cable (Page 8, Fig. 4-G) and store all the cables away from the residents. Failure to do so may result in injury.

NOTE: Residents under 5'6" tall will need to position themselves closer to the edge of the recliner seat before operating the lift function of the recliner to ensure their feet are in contact with the floor throughout the entire lifting motion.

Power Recliner, Power Lift Recliner & Galveston Sleeper Chair Warnings & Cautions

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

⚠ WARNING: Always unplug this chair from the electrical outlet before cleaning.

⚠ WARNING: Do not allow anything to rest on top of the transformer.

⚠ WARNING: Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.

⚠ WARNING: 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).

⚠ WARNING: Do not pull or carry this product by its electrical supply. Do not use cords as a handle.

⚠ WARNING: 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 for further assistance.

⚠ WARNING: Keep the electrical cords and remote control away from heated surfaces.

⚠ WARNING: Do not use this product outdoors.

⚠ WARNING: Do not operate where aerosol (spray) products are being used or where oxygen is being administered.

⚠ WARNING: 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.

⚠ WARNING: Do not locate the transformer underneath the product.

⚠ WARNING: Do not mount or attach the transformer to the product.

⚠ WARNING: Do not push excess motor cable underneath product.

⚠ WARNING: Do not place anything underneath the chair – this could interfere with the chair's performance and injure residents/caregivers and damage the chair.

⚠ WARNING: Do not modify, add, remove or disable any feature, part or function of your chair. Unauthorized modifications may also void your chair's warranty.

⚠ WARNING: Do not lean too far forward when the recliner is reclined. This can cause the recliner to tip forward, and could result in injury to the resident and/or caregiver.

⚠ WARNING: The scissor and lift mechanisms are pinch/crush points hazards, and extreme caution must be used during setup and use. Make sure motion of these mechanisms is unobstructed at all times.

⚠ WARNING: Do not use an extension cord to plug your chair into the wall.

⚠ WARNING: 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 neutral upright position.

⚠ WARNING: Pinching Hazard! Keep hands and feet away from mechanism when opening or closing bed. Failure to do so can result in injury.

⚠ CAUTION: Do not close bed if mattress is not positioned with the bracket rails. Ensure the mattress is nested inside the bed frame properly before closing.

⚠ CAUTION: Do not leave objects on the mattress when closing the mechanism. Added volume may interfere with the closing operation. Remove any extra pillows, blankets, clothing, etc., before closing.

⚠ CAUTION: Do not sit on the mechanism while opening or closing to help prevent damage. Keep both feet on the floor.

⚠ WARNING: Do not stand on any part of the bed.

⚠ WARNING: Do not sit on the head portion of the bed.

FAILURE TO FOLLOW THESE WARNINGS MAY RESULT IN INJURY.

Troubleshooting

Your Maxwell Thomas Power Recliner and/or Power Lift Recliner are specifically designed to assist residents in being more mobile. Occasionally, there will be times when troubleshooting will be required, and the following tips and FAQs should cover nearly everything you need to know about your chair. Please contact your Direct Supply account manager if you feel uncomfortable performing any of these tasks or the problems are not resolved with these tips.

Frequently Asked Questions

What if my lift chair does not operate at all?

- Ensure the transformer has all appropriate cords plugged into it
- Ensure the transformer is plugged into a properly wired electrical outlet
- Check the circuit breaker box connected to the electrical outlet
- Ensure the hand remote is plugged in properly

What if the chair only operates in one direction?

- Check the buttons on the hand remote – if the buttons are sticking, the hand remote may need to be replaced
- Listen for a clicking noise coming from the transformer when pressing the buttons on the hand remote – if there is not a clicking noise when pressing the buttons, the hand remote may need to be replaced

What if the chair stops during the lift cycle?

- In case of a power failure, make sure the transformer is equipped with two fresh 9V batteries – there will be enough power provided to bring the chair back to the desired position
- If there is no power failure, check the power supply cords and hand remote cord to make sure they are properly installed and not damaged. If the cords are properly installed and not damaged, check the temperature of the motor and actuator under the chair – if they are warm/hot, allow the chair to remain stationary for at least 10 minutes to allow them to cool down. Resume normal operation, and if the chair overheats frequently, contact your Direct Supply account manager
- Check the circuit breaker box providing power to the outlet

What if the chair is rocking from corner to corner after the chair has been placed in the resident's room?

- The floor may be uneven – adjust the leveling glides

Where can I place the external transformer box?

- The transformer can be placed on the floor in a well-ventilated area at least 3' from the chair
- The transformer can also be mounted to the wall

Who do I call for service?

- Contact your Direct Supply account manager

Limited Warranty

We offer to you, as the original purchaser, a warranty for the Maxwell Thomas Recliner. 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)	Base (Mechanism)	Fabric	Anticipated Usable Product Life
Maxwell Thomas Standard Recliner, Standard Rocker-Recliner, Power Recliner & Power Lift Recliner	3 Years	5 Years	3 Years	Please see fabric manufacturer's standard warranty	5 Years
Maxwell Thomas Upholstered Common Area Furniture	3 Years	5 Years	1 Year	Please see fabric manufacturer's standard warranty	5 Years
Maxwell Thomas Galveston Sleeper Chair	1 Year	5 Years	3 Years	Please see fabric manufacturer's standard warranty	5 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 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 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 a quality recliner and enjoy outrageous customer service. If you have any questions about the recliner you have purchased or would like to request warranty service, please contact: **Direct Supply Equipment & Furnishings**, 1-800-634-7328, 6767 N. Industrial Road, Milwaukee, WI 53223, SalesSupport@DirectSupply.com.



DirectSupply.com

APTURA / EQUIPMENT & FURNISHINGS / DSSI / TELS

Distributed by Direct Supply Manufacturing, Inc. 6699 N Industrial Road, Milwaukee, WI 53223.

© 2012-2018 Direct Supply Manufacturing, Inc. All Rights Reserved. Direct Supply®, Maxwell Thomas® and all associated brands and logos are the registered trademarks of Direct Supply, Inc., used under license. All other trademarks are the property of their respective owners.