

# Thank you

for choosing OM.

The “chair geeks” at OM have been focused on meeting your seating needs since 1986, and we take our work very seriously.

We spend a lot of time designing our products to be responsive to your unique working style & environment, so that hopefully you can simply sit back and enjoy your OM in comfort.

So, thank you again for trusting OM. We invite you to interact further with us at [omseating.com](http://omseating.com) if you would like to learn more about your chair, or our chair company.

Yours sincerely,

President  
OM

#### LIMITED WARRANTY

OM (formerly Office Master, Inc.) warrants to the original purchaser that its products are free from defects in materials and workmanship for the applicable warranty period, as indicated below.

Should any item fail, OM will – at its sole discretion – repair or replace, with a comparable product or part, any item found to be defective as a result of normal commercial use (i.e., a single 8-hour shift, 5 days per week).

This warranty does not apply to items subjected to abuse, misuse, neglect, alteration, or damage caused by shipment, storage, accident, fire, flood, or act of God.

#### LIFETIME LIMITED WARRANTY

The OM5 Series® (including the OM5 Active sub-series) and Truly.™ are covered by a lifetime limited warranty on all structural components as defined below.

#### 12-YEAR LIMITED WARRANTY

Unless otherwise specified, all models not classified as budget or 24/7 or heavy-duty are covered under a 12-year limited warranty on all structural components as defined below.

#### 7-YEAR LIMITED WARRANTY

Unless otherwise specified, all models classified as budget or 24/7 or heavy-duty are covered under a 7-year limited warranty on all structural components as defined below.

#### WARRANTY TERMS

Within a given model's applicable warranty period, all structural components, including gas cylinders, wood, metal and plastic parts (i.e., chair frames, bases and control handles) are guaranteed against structural failure when under normal commercial use. All OM seating comes with a default 250 lbs. weight capacity limit unless otherwise specified by OM.

For all models, consumable items (i.e., casters, glides, etc.) are covered by a 5-year normal commercial use warranty.

#### FABRICS & FOAM

OM in-stock upholstery & foam cushions are covered by a 5-year normal commercial use warranty. Normal wear and tear on fabrics such as wrinkling, dirt accumulation or gathering is not covered. Natural, minor variations may exist in color, surface, grain or texture of upholstery materials. As a result, any such variations are not warranted. COM/OOL and graded-in fabrics are not covered.

#### CLAIMS PROCEDURE

Should any item fail, contact the Dealer from whom it was purchased. If it is determined that a return is necessary, return that item and its product proof of purchase to the Dealer, whereupon that Dealer will send both to OM, freight prepaid. OM will repair or replace the defective part at its sole discretion and return it to the Dealer, freight prepaid.

#### RETURNS

Written authorization from OM is required prior to a Dealer returning any failed or defective parts to OM. Any returned defective part(s) will NOT be accepted without this prior written authorization, or a “Returned Materials Authorization” (RMA) # assigned to it.

#### WARRANTY LABOR

This warranty exclusively covers the repair or replacement of OM parts and does NOT cover any portion of labor or service.

february 2017

How to  
care for  
your  
chair

Adjust  
your chair to  
take care  
of you

# what you need to know.

Adjustment Information Online:  
[omseating.com/adjust](http://omseating.com/adjust)



toll free 877 776 5678  
voice 909 392 5678  
fax 909 392 4567



What is this doohickey?

# Keep It Together

**OM chairs thrive when treated well. To maintain their good looks and great attitudes, observe these guidelines:**

If any parts are missing, broken, damaged or worn, stop using the product until repairs are made using factory-authorized parts.

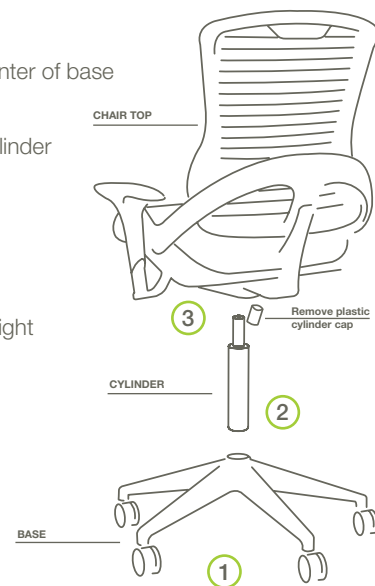
- Occasionally check all bolts, screws and knobs to be sure they are tight.
- Lubricate the gas cylinder every 6 months.
- Avoid prolonged exposure to direct sunlight, or the fabric color may fade.
- For cleaning use water or mild detergent solution only.
- If you have any questions or difficulties, please contact your original OM Authorized Dealer for further assistance and services.

## Put It Together

- 1 Place base on level surface
- 2 Insert wider end of cylinder into hole at center of base
- 3 Lower chair top snugly onto top end of cylinder (remove plastic cylinder cap first)
- 4 Activate cylinder to its lowest point
- 5 Sit fully into seat and adjust for desired height

**That's it!**

Your body's weight will do the rest.



## Chair Care

**The thingumabob is connected to the whachamacallit . . .**

- Be sure the gas cylinder is inserted into the mechanism firmly. Improper connection may cause wobbling.
- Choose correct casters for different floor surfaces. We have specialized casters, but generally suggest choosing Soft or Rubber casters for hard or concrete surfaces, and hard casters for use on carpet.
- Do not stand on foot ring.
- Do not sit on any part of the chair except the seat.
- Do not sit on arms or backrest.
- Improper sitting may cause imbalances resulting in bodily injury.
- Do not use chair as a stepladder.
- Use this chair only for seating one person at a time.
- Use this chair for its intended purpose only.
- Be sure to sit squarely on chair.
- To avoid chair collapse, do not remove knobs or screws.
- Properly dispose of packing materials. Do not use plastic as head covering. It may cause suffocation.
- Do not use chair unless all bolts, screws and knobs are tightly in place.
- Do not use chair on uneven floor surfaces. Always use the chair on flat surfaces to prevent injuries.
- OM chairs are designed for normal commercial use by persons 250 lbs. or less unless weight capacity is otherwise stated. Commercial use is defined as a single shift of 40 hours or less in a week.

This was not a good idea!

