

## Encore Lifetime Warranty

Encore warrants all products to be free from defects in material and workmanship as described below. The company will repair or replace, at its option, without charge to the original purchaser only, defective products or parts that fail during normal use (normal use is defined as eight (8) hour days, five (5) days per week, 250 lb. user maximum). Field labor and service(s) are not covered under this warranty.

Lifetime warranty covers the following chair components: pneumatic cylinder, chair mechanism, foam, base, casters, frame and all other structural components, excluding stool footings and upholstery materials, for as long as the chair is owned by the original purchaser.

Stool footings are warranted from defects in material and workmanship for two (2) years from the original purchase date.

Encore upholstery fabrics, vinyls and leathers are also warranted from defects in material and workmanship for two (2) years from the original purchase date. COM, COV and COL are not covered by this warranty. Normal wear and tear is the responsibility of the specifier. Please consult with upholstery material suppliers for performance criteria of individual materials.

If product fails under normal use within the warranty period, please send description of the pertinent part, together with proof of purchase of the product to:

Encore Seating, Inc.  
Attn: Customer Service  
13747 Midway Street  
Cerritos, CA 90703  
Fax: 562.926.1963  
Email: sales@encoreseating.com

The foregoing warranty excludes any damages or defects caused by abuse of this product or its use for a purpose other than what the chair was intended. Encore Seating does not assume responsibility for unauthorized repairs to chairs that sustain damages resulting from user modification, improper assembly, attachments to product, misuse, alteration or negligent use of the product.

TO THE EXTENT ALLOWED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS ENCORE SEATING PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE EXPRESSED WRITTEN WARRANTY.

LIMITATION ON LIABILITY: IN NO EVENT SHALL ENCORE SEATING BE LIABLE TO THE PURCHASER FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES OR LOST PROFITS, EVEN IF ENCORE SEATING HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, hence the above restrictions or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

# Intensive Use Warranty

## 24-Hour Intensive Use Limited Warranty

When chair usage requirement exceeds the standard single shift eight (8) hour day, five (5) days per week, 250 lb. user maximum, Encore Seating offers a **24-Hour Intensive Use** upgrade on selected models as listed below. 24-Hour Intensive Use is defined as: three eight (8) hour shifts, five (5) days per week, 350 lb. user maximum.

### 24-Hour Intensive Use upgrade features:

- Heavy-duty metal base to extend chair life
- Black base finish (Polished Aluminum not available)
- Heavy-duty gas lift to accommodate repeated operation by multiple users
- Heavy-duty tilt springs for increased mechanism durability
- Reinforced plywood seatboards to withstand impact and prolonged usage

### Limited 5 Year Warranty

Encore Seating warrants the 24-Hour Intensive Use upgrade when applied to the appropriate models for a period of five (5) years. Select fabrics (listed below) and foam cushioning are covered for two (2) years (please refer to standard product warranty policy for processing information).

The following models are available with the 24-Hour Intensive Use upgrade:

- Cerra - Task, Mid and High Back (T, M, H)
  - Model #831, Multi-Lever Task, Armless
  - Model #833, Multi-Lever Task, Adjustable T-Arm
  - Model #834, Multi-Lever Task, Fixed Cantilever Arm
  - Model #841, Task Intensive Management, Armless
  - Model #843, Task Intensive Management, Adjustable T-Arm
  - Model #844, Task Intensive Management, Fixed Cantilever Arm
- Saga - Task and Mid-Back (T, M)
  - Model #931, Multi-Lever Task, Armless
  - Model #933, Multi-Lever Task, Adjustable T-Arm
  - Model #934, Multi-Lever Task, Fixed Cantilever Arm
  - Model #941, Task Intensive Management, Armless
  - Model #943, Task Intensive Management, Adjustable T-Arm
  - Model #944, Task Intensive Management, Fixed Cantilever Arm
- Realm - Mid-Back (M)
  - Model #4141, Task Intensive Management, Armless
  - Model #4143, Task Intensive Management, Adjustable T-Arm
  - Model #4144, Task Intensive Management, Fixed Cantilever Arm

The following fabrics are warranted for two (2) years against defects in material and workmanship as applied to the 24-Hour Intensive Use upgrade guidelines:

- Allante Vinyl
- Insight
- Moda
- Origin
- Perk
- Stance

All other Encore Seating fabrics comply to the general upholstery warranty (refer to standard product policy on previous page).

### Ordering Information

Specify model number followed by IU

Specify fabric selection

Add \$125 to List Price

### Ordering Example

