

## General Information

### Receiving Instructions:

**If shipment is received damaged, note damage on freight bill at time of acceptance and file claim for appropriate damages from the carrier.** Be certain to also inspect for proper quantity of pallets/cartons and visible damage to cartons that may be evidence of concealed damage -- be certain all notations are made on original freight bill prior to signing. Concealed damage must be reported to the transportation company, in writing, within 15 days from the date of delivery. **Therefore, open all cartons and inspect product immediately upon receipt.** All damaged merchandise claims must be filed directly with the delivering carrier.

**Terms of Sale:** Net 30 days to firms who have established satisfactory credit; otherwise, payment in advance will be required. Past due accounts are subject to a finance charge of 1 1/2 % per month or 18% per annum.

### Shipping Information: F. O. B. FACTORY

TITLE OF GOODS passes to purchaser and our responsibility ceases when shipment is accepted for transportation by any carrier from our factory. Carrier routing will be established by our Traffic Department if not indicated on purchaser's order. All shipments will be on a COLLECT basis unless otherwise instructed on order. If shipment is received damaged, note damage on carrier freight bill at time of acceptance and file claim for appropriate damages from the carrier. Concealed damage must be reported to the transportation company within 15 days from the date of delivery. All damaged merchandise claims must be filed directly with the delivering carrier.

**Returned Goods:** Returned merchandise will not be accepted unless authorized in writing prior to return; ship freight prepaid, in original carton, and if applicable, will be subject to a restocking charge of 20%.

**C.O.M. FABRIC:** Customers own material. Cost: "B" grade pricing. Fabric shipped pre-paid to Office Star® Products. Customers own material is not warranted. C.O.M. Form must accompany fabric or order.

Note: COM orders are custom, and therefore, not subject to return.

**Order Changes and Cancellations:** Due to expedited shipping schedules, Office Star® Products must limit customer changes and cancellations. A restocking charge of 20% will be invoiced for any product cancelled or changed after production has begun. Production normally begins 72 hours after receipt of order.

**SPECIFICATIONS ARE SUBJECT TO CHANGE DUE TO MANUFACTURING IMPROVEMENTS. ALL MODELS SHIP RTA (READY-TO-ASSEMBLE) UNLESS OTHERWISE NOTED. ALL MEASUREMENTS AND WEIGHTS ARE NOMINAL UPS WEIGHT IS THE DIMENSIONAL BILLING WEIGHT FOR UPS SHIPPING**

## TO MAKE A WARRANTY CLAIM

Contact Parts Department via E-mail [parts@officestar.net](mailto:parts@officestar.net), by Fax 1-909-930-5629, or toll free parts number 1-800-950-7262, Monday through Friday 8:00 a.m. - 3:30 p.m. Pacific Time. Provide model number and description of the problem and obtain confirmation number. At its option, Office Star® Products will:

- a. Supply compatible components of current manufacture.
- b. Repair the customer's component.

**It is the customer's responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star® Products.**

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## Care and Cleaning:

- Vacuum or brush fabrics at least once a week.
- Protect from glaring sunlight.
- Use a damp cloth to clean other surface areas.
- Check screws for tightness, clean and lubricate moving parts such as chair controls and casters every three months.

## Please Note:

Due to differences in dye batches and variations in printing as well as viewing environments and uneven color fading, there will be slight variations in color. Exact matching may not be possible.

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OSP® Furniture veneer casegoods are to be cleaned with a solution of 9 parts water and 1 part rubbing alcohol. Laminate casegoods can be cleaned with the same solution of 9 parts water and 1 part rubbing alcohol or a non-abrasive cleaner, such as Windex. Always use a clean, non-abrasive, soft cloth.

Natural Wood is made up of millions of cells relying on absorption of pigments and dyes. The absorption rate and capacity of absorption is affected by numerous factors. While each manufacturer has its own processes and wood types and although they may call their finishes by the same name, all natural wood products are subject to variations in shade and product from different manufacturer's and may not exactly match with each other (i.e. Cherry, Mahogany, etc.).

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## Care and Cleaning of Leather and Vinyl Surfaces:

Many of our products feature leather and vinyl materials that may require some maintenance. For cleaning, we recommend cleaners and conditioners that are made for leather and vinyl surfaces. Begin with a spot test on a small, discreet area to ensure the cleaner will not damage or discolor the upholstery. Once proven safe, apply the cleaner and gently rub in circular motion the surface with a microfiber cloth. You may choose to apply a conditioner and use the cloth to buff and rehydrate the coat for a pristine appearance.



# Limited Product Warranty

## Systems

**SIS** systems furniture is warranted from the date of purchase, against failure due to material and workmanship as follows:

- Lifetime on metal, plastic and wood component parts
- 5 years on electrical, lighting, laminate worksurfaces and moving parts
- 3 years on fabric

## Casegoods

- 10 years against failure due to materials and workmanship
- Laminate finishes = 5 years
- Veneer finishes = 3 years
- Ascend II Electric Height Adjustable = 5 years
- Ascend II Single-Motor Base = 3 years
- Ascend II Monitor Arms = 3 years
- PHAT Tables Pneumatic Height Adjustable = 3 years
- Desk Risers warranted 1 year
- Electrical/USB Power Stations (EXPPOW1, TUXPOW1) are warranted for a period of 1 year

## DesignLab

- Gaming desks and chairs = 3 years
- Upholstery is not warranted against routine scratching and scuffing

## Grain, color and finishes

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood furnishings. Therefore, OSP® Furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for color-fastness.

## Warranty Exclusions

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons in an office environment. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, assembly, installation, attachments, accident, vandalism, acts of nature or any other event beyond the control of Office Star Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty applies to all parts, except fabric and glass, which remain three year warranty.

This warranty applies only to products purchased through authorized OSP Furniture dealers and products sold within the United States of America and the Commonwealth of Canada. This warranty does not apply to products used for rental purposes. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**It is the customer's responsibility to prepay freight on any components returned to the factory.**  
**Return freight on components covered by warranty will be paid by Office Star® Products.**

## \*\*\*\*\* CUSTOMERS RECEIVING INSTRUCTIONS \*\*\*\*\*

**INSPECT ON ARRIVAL** This product has been inspected and packaged with durable internal packing and external corrugated. Responsibility for safe delivery was assumed by the carrier at time of shipment. CLAIMS FOR LOSS OR DAMAGE TO THE CONTENTS SHOULD THEREFORE BE MADE UPON THE CARRIER AS BELOW.

**QUANTITY OF PIECES** Check quantity of pallets/cartons received versus freight bill. Sign only for items received. NOTE ANY DISCREPANCIES ON THE FREIGHT BILL AND REQUEST A CLAIM FORM FROM THE CARRIER IMMEDIATELY.

**VISIBLE DAMAGE** Any external evidence of damage MUST BE NOTED ON THE FREIGHT BILL OF LADING AND SIGNED BY THE TRUCK DRIVER. Failure to adequately describe external damage may result in carrier's refusal to honor a damage claim. The form to submit a claim for the damage will be supplied by the carrier.

**CONCEALED DAMAGE OR LOSS** Concealed damage or loss is that which becomes apparent only after unpacking the merchandise. The merchandise may be damaged in transit due to rough and/or excessive handling even though carton may not show external damage. OPEN ALL CARTONS ALL MERCHANDISE IMMEDIATELY. If damage is discovered upon unpacking, REPORT THE DAMAGE, IN WRITING, TO THE CARRIER WITHIN 14 DAYS OF THE DELIVERY DATE AND REQUEST AN INSPECTION REPORT. Cartons and all packing must be held for inspection by carrier. Then, file a claim with the carrier as this damage or loss is the responsibility of the carrier.

## Metal Filing/Pedestals/Storage

- Limited lifetime warranty against failure due to materials and workmanship

## Office Seating

- Lifetime on component Parts including pneumatic cylinder, control mechanism, base and casters.
- 3 years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

## Reception/Lounge Seating, Wood Guest & Active Seating

- 5 yrs structural integrity of frame • 3 yrs on seating wood finishes
- 3 years on upholstery fabric and Foam against wear and deterioration (except leather)
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore, are not covered by this warranty.
- C.O.M. Fabrics are not warranted by Office Star® Products

## SPACE<sup>®</sup> LIMITED WARRANTY

Space chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

Lifetime on component Parts  
Including pneumatic cylinder, control  
mechanism, base and casters.

3 Years on upholstery fabric, arm  
pads and foam against wear  
and deterioration

Leather is not warranted against routine  
scratching and scuffing, as leather is subject to  
minor blemishes in use

24/7 Elite chairs (55247SM and 63247SM) are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on component parts including pneumatic cylinder, control mechanism, base and casters.
- 2 Years on upholstery fabric and foam against wear and deterioration.

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The 63-11A653R, 63-11A653RHM, 63-37A773HM, 63-E37A773HL, 75-7A773, 75-37A773, 75-47A773 and 75-77A753 are for persons weighing 400 lbs. or less, the 818 & select 829's with self-adjusting mechanism are 300 lbs. or less and the 15-37A720D is 325 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star<sup>®</sup> Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**All Space chairs meet or exceed ANSI BIFMA standards.**

**It is the customer's responsibility to prepay freight on any components returned to the factory.  
Return freight on components covered by warranty will be paid by Office Star Products.**

## pro·line II<sup>®</sup> Warranty

### PRO-LINE II<sup>®</sup> LIMITED WARRANTY

Pro-Line II<sup>®</sup> chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- Lifetime on component parts including pneumatic cylinder, control mechanism, base and casters.
- 3 Years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

24/7 Elite chairs (54666) are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on component parts including pneumatic cylinder, control mechanism, base and casters.
- 2 Years on upholstery fabric and foam against wear and deterioration.

Pro-Line II<sup>®</sup> Desks are warranted from the date of purchase against failure due to material and workmanship as follows:

- Prado Collection = 5 years
- Prado Power/USB Stations (PRDPOW1) = 1 year
- Horizon Desking = 3 years
- Height Adjustable Tables (HAT) and PHT Tables = 3 years
- Height Adjustable Manual Desk Riser (PRD3529) = 1 year

### Grain, color and finishes

Variation of grain and color are natural, inherent characteristics of wood, a living material. This variation is part of the beauty of real wood and anticipated in wood veneer furnishings. Therefore, Pro-Line II<sup>®</sup> furniture is not warranted to match in grain or color or texture. It is a natural phenomenon for wood grain to change in color as it ages, and wood finishes are not warranted for colorfastness.

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The 54666 is for persons weighing 300 lbs. or less. The 39200, 39202, 81308, 81608, 69220C, 69226-EC3 and 69227-3M are for persons weighing 400 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star<sup>®</sup> Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a five year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**All Pro-Line II<sup>®</sup> chairs meet or exceed ANSI BIFMA standards.**



#### WORK SMART® LIMITED WARRANTY

Work Smart® chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- 15 Years on all non-moving metal parts.
- 5 Years on component parts including control mechanisms, pneumatic cylinders, wood, plastic parts, base and casters.
- 3 Years on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against routine scratching and scuffing, as leather is subject to minor blemishes in use.

Office Star® Reception Tables are warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on structural integrity.
- 3 Years on wood finishes.

Office Star® Reception Seating is warranted from the date of purchase against failure due to material and workmanship as follows:

- 5 Years on Structural integrity of frame.
- 3 Years on wood finishes.
- 1 Year on upholstery fabric and foam against wear and deterioration.
- Leather is not warranted against scratching and scuffing, as leather is subject to minor blemishes in use. Minor variations in color, texture and grain are a natural part of leather hides, and therefore are not covered by this warranty.

Breakroom Collection:

- 15 Years on all non-moving metal parts.
- Designed for indoor use only

All warranties are limited to the original purchaser for normal commercial usage defined as a standard forty hour work week by persons weighing 275 lbs. or less. The BC9601 is for persons weighing 300 lbs. or less. The BC9602 is for persons weighing 400 lbs. or less. The BC9603 is for persons weighing 500 lbs. or less. EX1098, EC1283C & ECH12801 are for persons weighing 350 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. When usage is more than 40 hours per week, a two year warranty on all parts applies. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**All Work Smart® chairs are built to meet or exceed ANSI BIFMA standards.**

#### ◆ GENERAL CHAIR WARRANTY

Office Star General chairs are warranted from the date of purchase against failure due to material and workmanship as follows:

- 2 Years on all non-moving metal parts.
- 1 Year on component parts including control mechanisms, pneumatic cylinders, wood, plastic parts, base and casters.
- 1 Year on upholstery fabric and foam against wear and deterioration.
- We cannot warrant leather against routine scratching and scuffing, as all leather is subject to minor blemishes in use.

All warranties are limited to the original purchaser for normal residential usage by persons weighing 200 lbs. or less. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. The warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Office Seating under “◆ General Warranty” are not intended for commercial use (40-hour work week).

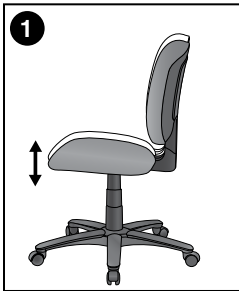
**It is the customer’s responsibility to prepay freight on any components returned to the factory. Return freight on components covered by warranty will be paid by Office Star® Products.**

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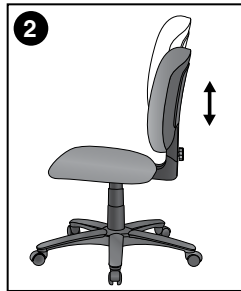
#### MULTI PURPOSE TABLE AND CHAIR LIMITED WARRANTY

Office Star® Products Warrants, to the original purchaser, all “Work Smart® Series Multi Purpose Tables and Chairs” to be free from defects in material and workmanship for a period of ten years. This warranty will not cover labor, freight or damage from misuse, abuse, negligence, alteration, accident, vandalism, rusting, acts of nature or any other event beyond the control of Office Star® Products. This warranty does not cover cosmetic damage that may result from normal use. Liability for incidental or consequential damages is excluded. The user assumes all risk of injury resulting from use of this product. All Table Warranties are limited to 350 lbs. of distributed weight over the entire table top surface. All chair warranties are limited to normal usage by persons weighing 200 lbs. or less. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

There are many features to consider when selecting the perfect chair to suit your needs. The following symbols will help you choose the product enhancements that are right for you. These symbols are referenced throughout this catalog to help you quickly identify each chair's features. The descriptions of the features shown are meant to be general explanations. The actual functions of the features may vary slightly.



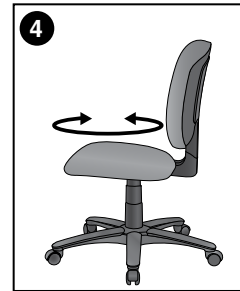
**1**  
**Pneumatic Seat Height Adjustment**  
Allows quick and easy adjustment regulates height of chair relative to floor.



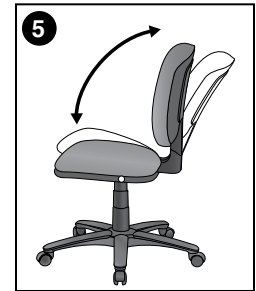
**2**  
**Back Height Adjustment**  
Allows positioning of lumbar support within a fixed range to alleviate back stress.



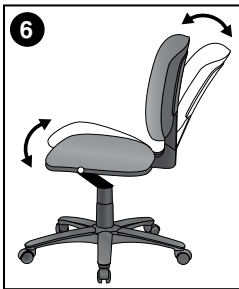
**3**  
**Seat Depth Adjustment**  
Positions chair back relative to seat to reduce pressure on the buttocks and thighs for both taller and shorter users.



**4**  
**360° Swivel**  
Chair rotates a full 360° in either direction for ease of motion. Standard on every executive and task chair.



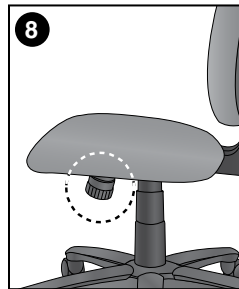
**5**  
**Tilt**  
Pivot point located directly above center of chair base (white dot indicates pivot point).



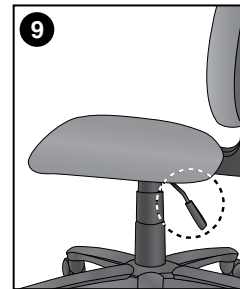
**6**  
**Mid-Pivot Knee Tilt**  
Pivot point located slightly ahead of center of gravity (white dot indicates pivot point). Allows user to recline at a slightly more relaxed angle than conventional center tilt.



**7**  
**2-to-1 Synchro Tilt**  
Back reclines at 2-to-1 ratio to seat angle. Allows user to recline while keeping seat cushion relatively level to floor.



**8**  
**Tilt Tension**  
Controls rate and ease with which chair reclines for different weights and strengths of users.



**9**  
**Tilt Lock**  
Locks out tilt function when chair is in upright position.



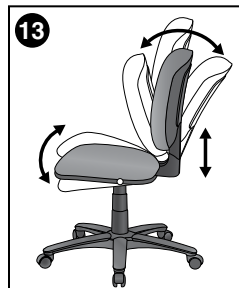
**10**  
**Multi-Task Control**  
Adjusts seat and back angles with a single lever (infinite locking within a fixed range), reducing fatigue in back and thighs.



**11**  
**Dual Function**  
Two levers modify:  
• Angle of back relative to seat  
• Forward tilt (for keyboard-intensive applications).



**12**  
**Flex Back**  
Back tilts with pressure. Allows user to recline while keeping seat cushion level to floor. Includes Flex tension Adjustment



**13**  
**Multi-Function**  
Three levers to modify angle of back relative to the seat, control tilt and forward tilt for keyboard intensive activities. Tilt is free float or locking within a fixed range. This control may also have ratchet back height adjustments.



**14**  
**Auto Adjusting Synchro Tilt**  
This self adjusting control uses your weight to balance the force needed to recline the back. Back tilt is controlled by a single lever which will lock in 5 positions. When tilting the seat tilts at a 4-to-1 ratio to the back.



**15**  
**Seat Slider**  
Allows adjustment of seat to move forward and back to its original position.