

# Troubleshooting Guide

## COMPONENTS OF A BEVCO CHAIR



\* Chair components shown for tilt models. Components may vary slightly for non-tilt models. Non-tilt models have 2 additional handwheels – 1 at the top of the VBA to adjust the back height and 1 underneath the seat to adjust the seat depth.



# Troubleshooting Guide

## SYMPTOMS, MAINTENANCE & WARRANTY

### Proper Use & Maintenance

- Use this product only for its intended purpose
- Do not stand on footring
- Check that all bolts, screws and knobs are tightly secured every three months or as needed
- Do not overtighten handwheels
- Immediately remove the chair from service if any damage or failure is found
- Use mild detergent only for cleaning

### Warranty & Customer Service 800-864-2991 x107

- To expedite your service request, please provide:
1. Chair model #
  2. Reference #  
(located on the small white label on the control mechanism underneath seat)
  3. Brief description of issue at hand

	Symptom	Potential Faulty Component Needed to be Replaced
BACK	Back wobbles side to side	Hinge Assembly
	Leaning back causes chair to lower	Control Mechanism
SEAT	Seat rocks side to side	Control Mechanism
	Seat tips forward while seated	Control Mechanism
	Seat flops back while not in use	Control Mechanism
	Seat rises while not in use	Control Mechanism
	Seat lowers while not in use	Cylinder
	Seat lowers while in use, or will not lower or raise	Cylinder
	Chair squeaks	Control Mechanism
GENERAL	Nothing happens when pulling height adjustment lever	Cylinder/Control Mechanism
	Footring slides down/will not stay in place when secured	Footring Bushing
	Entire chair unstable or leans to one side	Caster and/or Base
	Casters stiff to roll, or will not steer straight	Caster(s) (try cleaning them)