

ALFORDSON®

RACING OFFICE CHAIR




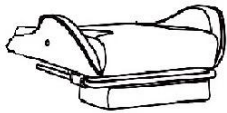
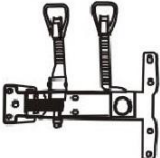
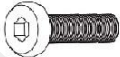



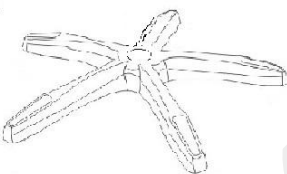



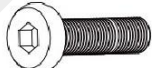

MODEL:OCH-EL



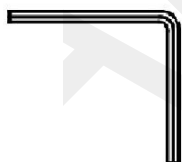
Dear Customers:

- We warmly welcome you to contact us at any time.
- Kindly keep all the packaging until you believe that return is not needed.
- If anything goes wrong, kindly let us know before lodging Return Request.
Such as damaged parts, missing parts, change of mind etc; Our team will do our utmost to resolve the case to your ultimate satisfaction.
- Our customer service email: cs_ecom@hotmail.com
- 100% Customer Satisfaction Guaranteed

Part List

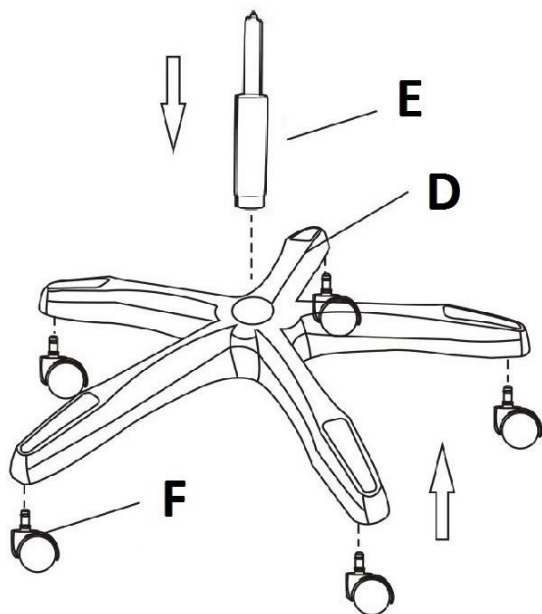
Ax1 	Fx5 	Kx3 M8X20 
Bx1 	Gx1 	Lx 4 M6X20 
C (One pair) 	Hx1 	Mx4 
Dx1 	Ix4 M8X35 	NX1 
Ex1 	Jx 4 M8X25 	OX1 

*Allen key is included.

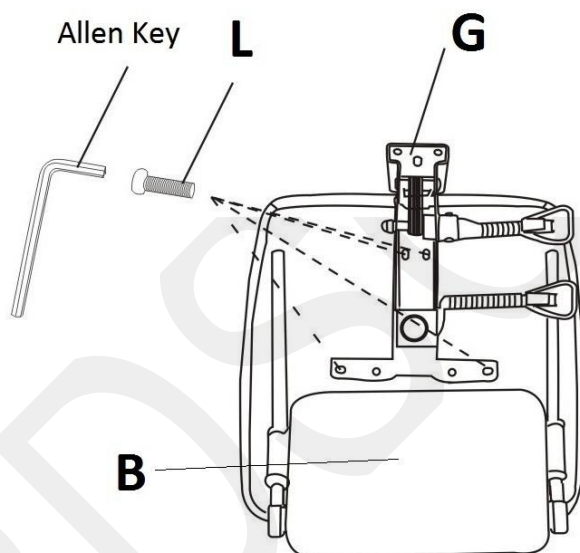


Installation Step

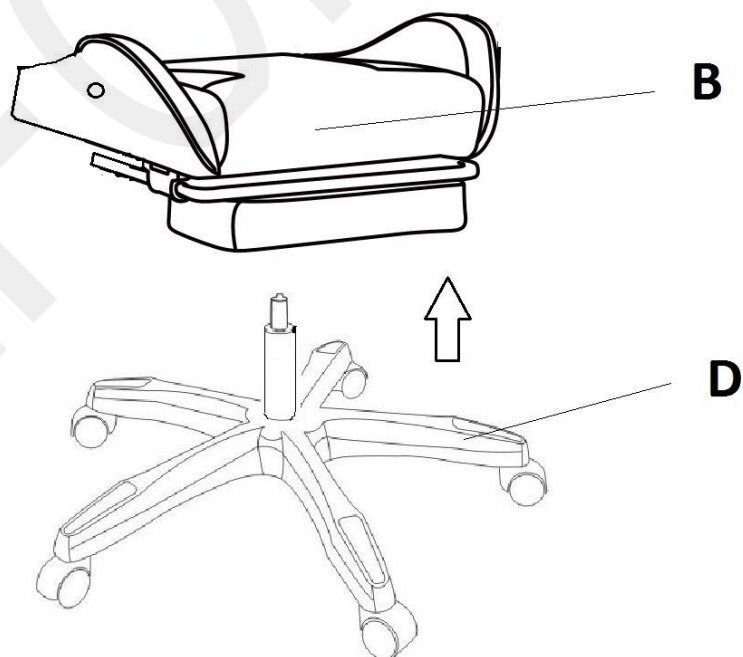
①



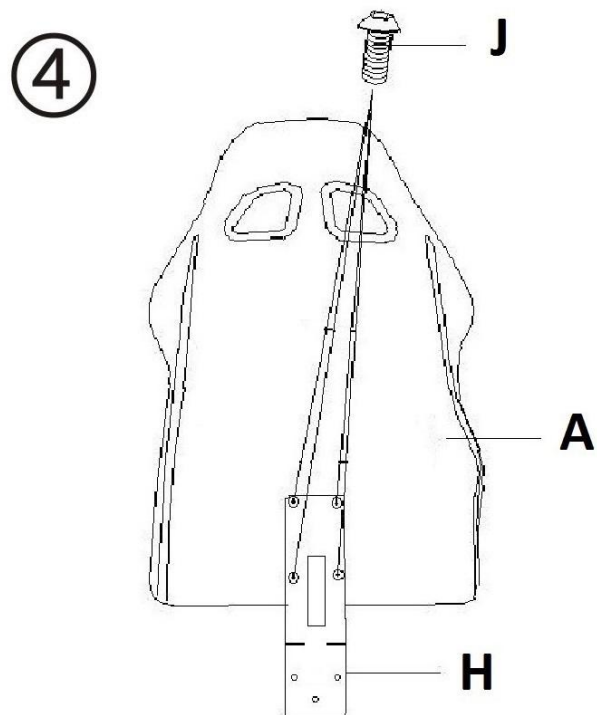
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③

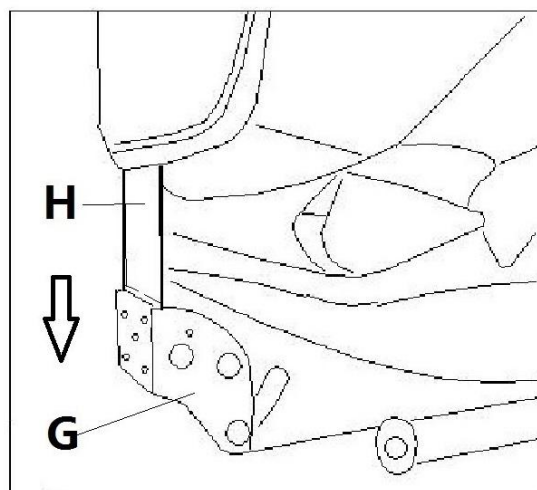
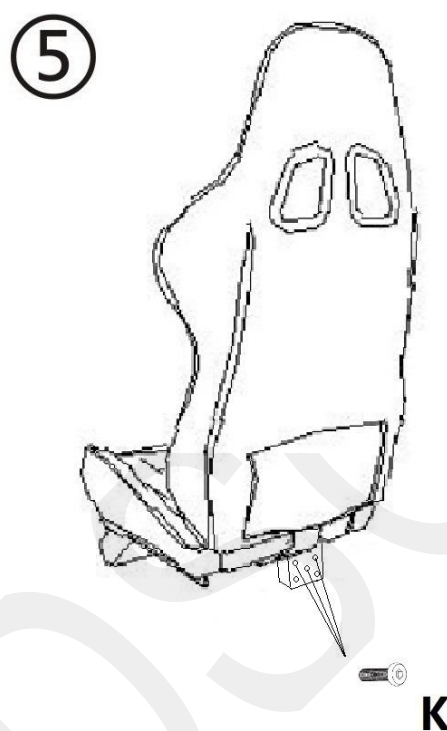


Installation Step



Place part H on the backrest ,
mind the direction of part H.

Align the 4 screw holes, install
the bolts(J) and take a few turns
first, then tighten the bolts
gradually.



Inset part H into the socket of
part G, keep the backrest straight
and align the three screw holes,
then use bolt (K) to tighten the
parts.

Installation Step

⑥

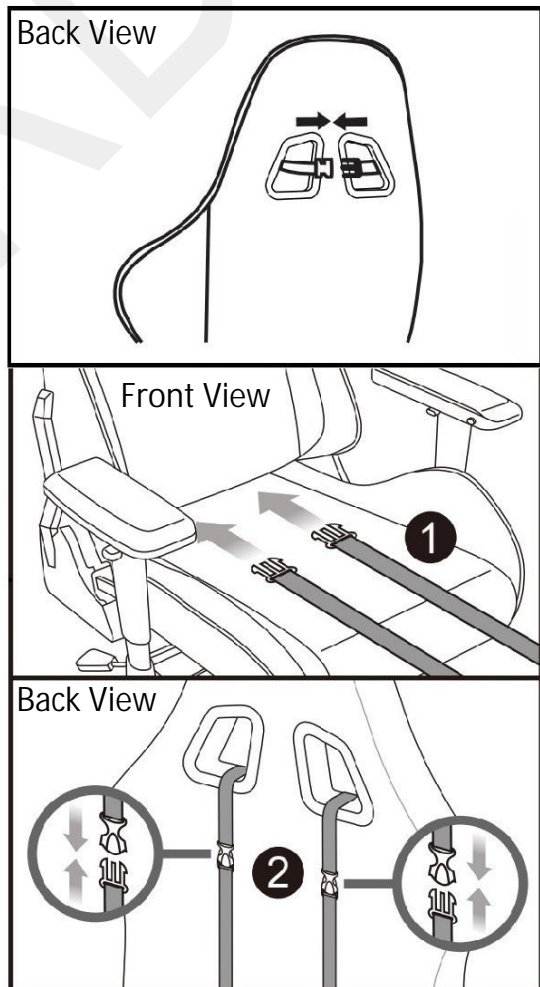
Attach the armrests on the chair, align the screw holes on the backrest and seat, then use bolt(I) to tighten the armrests.

Put on the the black caps(M) to cover the screw holes.



⑦

Install the head pillow(N) and lumbar pillow(O) as shown in the figure.



Trouble Shooting for Office Chair ✓ Gaming Chair

When you encounter problems of the chair, no need to panic or feel lost, Follow the instruction below and contact our customer service team. We are sure to offer you a satisfied solution for your claim ✓ request.

Our email address is: **cs_ecom@hotmail.com**

Content

- 1.Missing Part
- 2.Damaged Part (e.g.: irremovable marks, scratches, torn areas, other damages)
- 3.Does not tilt
- 4.Does not recline
- 5.Does not massage
- 6.Strange noise when sitting in
- 7.Wrong hole position
- 8.Loose wheel
- 9.Loose armrests
- 10.Same armrests
- 11.Height cannot be adjusted
- 12.Backrest does not sit vertical
- 13.Chair leans to left ✓ right
- 14.Screws do not tighten
- 15.Wrong item received
- 16.Change of mind

1. Missing Part

When you find that some parts are missing, please check the following:

✓ Is the carton intact or not? In good condition?

✓ All packaging inside the carton has been unpacked and rechecked?

✓ What parts are missing? What are their part numbers as per the manual? How many do you need for each part?

Please take **clear photos** showing all the parts you got, as well as the carton condition. Contact our customer service team with photos and answers to the above questions.

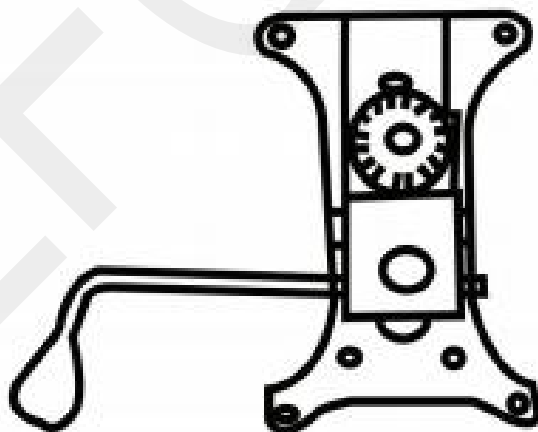
2. Damaged Part (e.g.: irremovable marks, scratches, torn areas, other damages)

When sending the email, please include the following information for the claim:

- ✓ Clear photos showing the damages, as well as the carton condition
- ✓ Confirm the **part number** of the damaged part according to the manual
- ✓ Confirm the Quantity of each part that you need for replacing
- ✓ Detailed description of the issue if needed

3. Does not tilt

For tilt function, normally the chair comes with the following mechanism:



How does tilt function work?

- Loosen the knob — Chair can tilt at a bigger angle
- Tighten the knob — The tilt angle becomes smaller

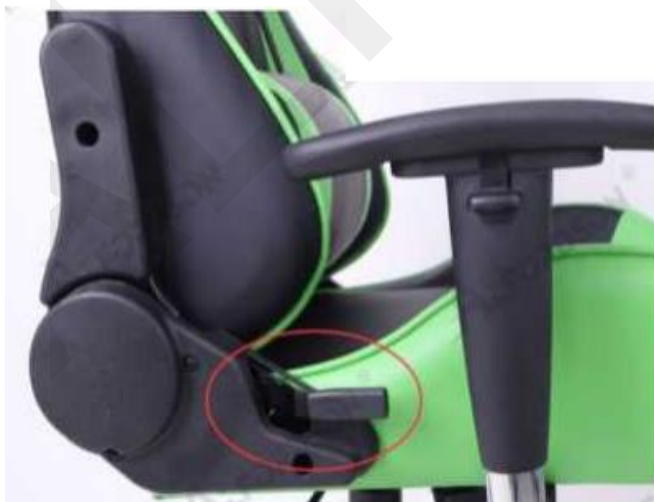
- Pull the handle outward - The chair can tilt
- Push the handle inward - The chair cannot tilt

If you cannot make the chair tilt, please loosen the knob and make sure that the handle has been pulled outward. After checking the above and the chair still cannot tilt, contact our customer service team along with the following details:

- ✓ A short video clip (if possible) showing how you try to make the chair tilt and it does not tilt
- ✓ A detailed description of the claim

4. Does not recline

For recline function, the chair usually comes with the following mechanism:



How does recline function work?

For **RACE**, **GM**, **BULL**, **MESH** and **MASG** models:

- Find the related handle located under the seat.



- Lift the handle up. Adjust the backrest to the angle you want.
- After that, press the handle down, and the backrest will be locked at certain angle.
- If you want the backrest to return to its upright position, just lift the handle up again and the backrest will return to its upright position automatically. You may then press the handle down again to lock the position.

For **REGAN** and **OX** models:

- Find the handle located at one side of the backrest



- Lift the handle up and hold it. Adjust the backrest to the angle you want at the same time.
- After that, release the handle, and the backrest will be locked at certain angle.

- If you want the backrest to return to its upright position, just lift the handle up again and release it. The backrest will then return to its upright position automatically.

When the recline function does not work, please kindly check the following: .

- Have you followed the steps mentioned above?
- Is the circled-out part out of shape?



- Contact our customer service team and send the details below:
 - ✓ Photos of the mechanism condition
 - ✓ Video of how you try to recline the chair and it does not recline
 - ✓ Detailed description of the claim if needed

5. Does not massage

Please note that the massage function is achieved by **vibration of the motor inside**.

When it does not work, please check the things below:

- ✓ **All connections are intact and secure?**
- ✓ The power supply is working fine? You can try different power supplies for checking.
- ✓ Have you turned on the function? (For **OCH • MASG • FT** model **ONLY**: there is an on / off button at the side of the backrest)



✓ Do you have other USB cable for exchange and testing? (For **OCH • MASG • FT** model **ONLY**)



✓ Any sound from the massage points?

After checking, contact our customer service team with the answers to the above questions, as well as a small video clip displaying how the massage function does not work. In the video, you can show how you connect th. power and how there is no sound from the massage points.

6. Strange noise when sitting in

When there is noise from the chair, it may be normal or abnormal. It would be hard

for us to tell when you only provide a description in word. Therefore, it is better for you to provide a small video clip showing what the sound is and where it comes from. This will help us to resolve your claim in a much quicker way.

7. Wrong hole position

Contact our customer service team directly with clear photos showing the following information:

- ✓ Overall of the problem parts
- ✓ How the holes do not match
- ✓ Distance between holes on each problem part if needed

8. Loose wheel

Please check the below when the wheel comes out easily or is loose:

- ✓ Any damages to the wheel?
- ✓ Any damages to the wheel base?
- ✓ Is there a metal ring around the connection rod of the wheel?
- ✓ Have you inserted the wheel to the wheel base thoroughly?

After confirming all the above and you still cannot make the wheel secure, please contact our customer service team and provide a small video clip showing the issue with a detailed description.

9. Loose armrests

It is normal that the armrests will become loose for the chairs:

- whose arm rests are connected with backrest
- with recline function as well

For this kind of chairs, the armrests will move together with the backrest when recline function is used. In such situation, the screws of the armrests will become loose as using time goes by. What you need to do is to re-tighten the screws regularly.

If your issue does not belong to the above situation, please contact our customer service team with the following information:

- ✓ Is the threading of the screws damaged?
- ✓ Is the threading of the screw holes ✓ nut damaged?
- ✓ A small video clip showing how you re-tighten the screws and the armrests are still loose

10. Same armrests

Some models do have 2 same armrests (e.g.: OCH-REGAN or OCH-OX). Please double check if the model you purchase belongs to one of these 2 models. If not, take clear photos showing both armrests you got and confirm which armrest you are missing.

11. Height cannot be adjusted

When adjusting the height of the chair; please:

- Sit at the very back of the chair while lowering the height of the chair.
- DO NOT sit in the chair while raising the height of the chair.
- Lift up the handle and hold it until the height is to the level you want, before releasing the handle.

If the height of the chair cannot be adjusted, please contact our customer service team with a small video clip showing how you adjust the height of the chair and the function does not work.

12. Backrest does not sit vertical

Actually the backrest of the chair would not sit absolutely vertical, but nearly vertical. If the backrest is at a strange angle, please ensure that:

- the bracket between the backrest and the seat part is assembled in correct direction
- the backrest is not locked to certain angle due to the use of recline function (**ONLY** for chairs with recline function)

After checking the above and the issue is not solved, please contact our customer service team with clear photos showing the following information:

- ✓ Side of the chair showing how the backrest sits at a strange angle
- ✓ The back of the chair clearly displaying the connection part with the seat

13. Chair leans to left ✓ right

You will need to confirm the following information and provide clear photos of issue when contacting our customer service team for the issue:

- ✓ If the armrests are connecting with the backrest, will the chair still lean to left/right after you disassemble the armrests from the chair?
- ✓ Is the bracket connecting between the backrest and seat part vertical to these 2 parts?

14. Screws do not tighten

There are many reasons for the issue that screws do not tighten. The reason may be:

- ✓ the threading of the screws is damaged, or
- ✓ the threading of the screw holes is damaged, or
- ✓ the screws are not long enough, or
- ✓ the nut in the screw hole is too deep inside, or
- ✓ other possible reason

Contact our customer service team with answers to the above question. Please also include a small video clip showing how they do not tighten for the claim.

15. Wrong item received

We are very sorry that you have got a wrong item. This may be caused by:

- a misunderstanding of the item or the packaging, or
- the warehouse staff who dispatch the wrong carton, or
- the manufacturer who pack the wrong item in the carton

To help us identify the issue, please take clear photos showing the following information, as well as reasons for why you think that a wrong item is received:

- ✓ Shipping label pasted on the carton
- ✓ Barcode label with SKU information pasted on the carton
- ✓ Product information showing the SKU, which is printed on the carton
- ✓ Item inside the carton

16. Change of mind

If you want to return the item due to the following reasons, it may be taken as a

change-of-mind case:

- Do not like the item
- Order a wrong item (e.g.: wrong color; wrong size)
- Cancel an order while the package is in transit
- No longer need it

- Found a better price

For such cases, we can accept return when the item hasn't been assembled and is in original packaging. Besides, applicable freight fees and a 10% re-stocking fee will be deducted from your refund. Furthermore, you will need to provide clear photos showing the item condition including:

- ✓ Parts are not assembled and packed well in the carton
- ✓ Carton outer condition

Please **DO NOT** return or post the item on your own before obtaining instructions from us. Or there is a risk that your returned item may not be identified or accepted.