



Ergonomic Comfort Design, Inc.

Our Warranty

Ergonomic Comfort Design makes every effort to improve the manufacturing process of its product by implementing the latest technology and method of production available with the highest standard of quality. We also take pride and pay special attention to inspect the quality of each individual unit before it is approved for shipment. Should any item fail in the unlikely event, and service is deemed necessary under the warranty, Ergonomic Comfort Design warrants its product to the original retail dealer as follows:

Standard 8 Hour Use Warranty

- Life-time warranty for pneumatic cylinders
- Life-time warranty for all frame parts, ratchets, bases and casters
- 5-year warranty for controls, arm mechanisms, armpads, foam and adjustable lumbar option
- 3 year warranty on upholstery materials such as fabric, vinyl and leathers, under normal commercial use not to exceed forty hours work week (COM/COL fabrics not covered.)

Intensive Use (24/7) Models (multi-shift applications) Warranty

- 5 year warranty for all frame parts, casters and bases
- 3 year warranty for controls, pneumatic cylinders and arm mechanisms

Model 509JSXTXLS

- 1 year warranty for all components

All above warranty coverage is for parts only (labor not included.)

Normal wear and tear or damages from neglect, accidental or intentional are not covered under this warranty. To place a clear understanding of the warranty, contact the dealer from whom the product was purchased with proof of date of purchase. Repair or replacement of different part(s) will be made through the dealer. The cost of packaging and shipping of chair or parts to and from the dealer or factory is not covered through warranty.