

Encore provides a lifetime warranty for all seating products to be free from defects in material and workmanship on structural frame components. All other materials fall under the applicable warranty periods listed in the table 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) throughout the applicable warranty period. Field labor and service(s) are not covered under this warranty.

Lifetime Warranty	Frame Components Adjustable Arms and Arm Pads Mechanisms Gas Cylinders Casters
10 Year Warranty	Foam Exposed Wood Components Tables Tablets
5 Year Warranty	Mesh and Knit Materials
2 Year Warranty	Stool Footrings
1 Year Warranty	Fabric/Vinyl (excluding COM, COV and COL) Electrical Units

COM, COV and COL are also 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.

Due to the inherent stretch properties of certain woven and/or vinyl upholstery materials, Encore cannot be held responsible for wrinkles or "puddling" that can occur in some 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

Email: [customerservice@encoreseating.com](mailto:customerservice@encoreseating.com)  
Fax: 562.926.1963

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.

**24-Hour Intensive Use Limited Warranty**

When chair usage requirements exceed the standard single shift eight (8) hour day, five (5) days per week, Encore offers a **24-Hour Intensive Use** structural upgrade on select 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 base to extend chair life (base finish available in black only).
- Heavy-duty gas lift to accommodate repeated operation by multiple users.
- 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 are covered for one (1) year (please refer to standard product warranty policy for processing information).

The following models are available with the 24-Hour Intensive Use upgrade (all available arm options apply):

Cerra (Mid and High Back)
Multi-Lever
Task Intensive
Synchro Knee-Tilt
Synchro-Tilt
Kamio
All Models
Memento Executive
Synchro Knee-Tilt
Synchro-Tilt
Memento Task
Task Intensive
Synchro-Tilt

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:

- Origin
- Millennium
- Cover Cloth
- Manner
- Solace
- Lariat

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 IU01
- Specify fabric selection
- Add \$130 to List Price

**Ordering Example**

