













PT Series (Service Likelihood Description)

Component	Example Image	Comment...	Service made Simple because...
Backrest shell		Backshells are a very low-maintenance part of your chair and should, under normal commercial usage, rarely be an issue.	Our backshells have specialized mushroom-tip prongs that allow easy, snap-into-place replacement.
Backrest structure <i>(complete assembly)</i>		The structure of the backrest, and its internal components are constructed of mechanically simple and well secured parts. Therefore there is a very low likelihood of issues occurring with this area of your chair.	Replacement is as easy as removing three bolts and then replacing them with the new backrest assembly in place.
Seat structure <i>(complete assembly)</i>		The combination of High-Resilience (HR) foam cushions & multiple-layer cured plywood typically make the seat a trouble-free area. In-house fabrics also have a high durability rating and bear a 2-year commercial use warranty.	Replacement is as easy as removing four bolts from the bottom of the seat and then replacing them with the new seat in place.
Back & Seat cushions		The HR molded foams used on Office Master seats are inherently simple and worry free (and could be considered "no-maintenance" areas).	If replacement is necessary, Office Master will send a whole new easy-to-replace seat or backrest assembly (see above).
Seat slider		Office Master's seat sliders have been refined over many years and have been one of the least worrisome areas of this series. Over time, we've seen virtually no service issues with this slider.	Remove the seat and control from the slider and replace using the original 2 sets of 4 bolts.
Control mechanism		The Leggett & Platt Northfield control mechanisms used on the PT series have long histories of trouble-free use. Constructed of 3.5 mm cold roll steel, the control is another rarely replaced portion of the chair.	Remove the slider and cylinder from the control and replace using the original 4 bolts and by sitting in the chair to finish nesting the control into the cylinder.
Upright bar		The solid steel upright bar that connects your chair's seat & back is not only durable but rarely -- if ever -- an issue.	If replacement is necessary, Office Master will send a whole new easy-to-replace backrest assembly (see above).
Cylinder		The cylinder that controls the height adjustment of your chair is very rarely an issue. While heavy usage does increase the chance of an issue developing, overall the percent likelihood is still very low (less than .5%)	Cylinders can be easily replaced by removing the base from the cylinder and the cylinder from the control. Replace the detached parts by fitting the ends of the cylinder in place and letting gravity do the rest.

(Illustrated instructions available upon request)

PT Series (Service Likelihood Description)

Component	Example Image	Comment...	Service made Simple because...
Base structure		Bases are constructed of highly durable polypropylenes and are rated to withstand a great deal of static weight. On rare occasions, dropping the base carelessly can lead to damage.	Save and reuse the casters, but just remove the old base from the cylinder, and then put the new one in its place.
Casters		Casters are a consumable item, meaning that -- much like tires on a car -- over time, wear and tear will affect the casters performance. How much wear will depend on your environment & on how regularly maintenance is performed to extend the life of the casters (see OM pricer for details).	Remove the old caster(s) by hand or with a flathead screwdriver. Replace the caster(s) by pressing the new one(s) into place.
Arm Frames		Armframes are durably constructed of impact-resistant polypropylene and securely affixed with 3 to 4 bolts (depending on model) to the underside of your chair.	Remove and reuse the armpad. Then remove the 3 or 4 (depending on model) bolts holding the arm frame in place, and replace them with the new frame in place.
Arm Pads		Depending on how they are used and on environmental factors, armpads may need to be replaced over time. In particular, abrasion or impact with the underside or corners of desks can lead to varying levels of damage on these typically polurethane pads.	2 screws underneath the armpad keep it attached to the arm frame. Remove the screws and replace them after the new pad is in place.