

# Arm Replacement

(NP Series)

No tools required

1 Person: ~3 to 5 minutes



1. Loosen and remove the handwheel which secures the arm in the bracket under the seat. Keep washers in same order for reinstallation.



2. Slide the arm out of the bracket.

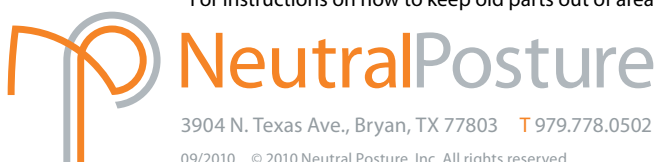


3. Install the replacement arm in the bracket. The right arm will have the pullout adjustment guide in the arm pad.



4. Reinstall the hand wheel with washers in place (lock-washer on first, then beveled washer with concave side down) and tighten at your desired width setting.

For instructions on how to keep old parts out of area landfills, please visit [www.NeutralPosture.com/environment](http://www.NeutralPosture.com/environment)



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# Armpad Replacement

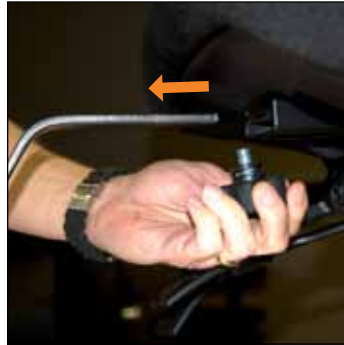
## Standard pads & OES pads (NP Series)

Tools: Phillips (cross-tip) screwdriver or 3/16" Allen-wrench

1 Person: ~5 to 10 minutes



1. Loosen and remove the handwheel which secures the arm in the bracket under the seat. Keep washers in same order for reinstallation.



2. Slide the arm out of the bracket.



3. Turn the arm upside down and remove the 2 Phillips head screws (standard pads) or 3/16" Allen head (OES pads). NOTE: Arm pad must be rotated 90° to allow access to the rear screw.



4. Remove pad, keeping the screws handy for reinstallation.



5. Install new pad, aligning its mounting tabs (on underside) with the screw holes in the pad base.



6. Secure the new pad to the arm assembly using the same screws you removed earlier, in Step 3.

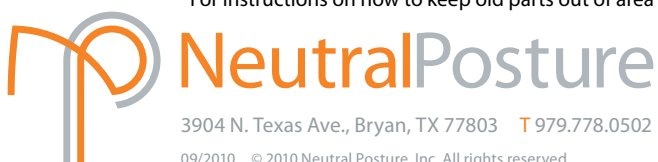


7. Slide arm assembly back into the bracket.



8. Reinstall the hand wheel with washers in place (lock-washer on first, then beveled washer with concave side down) and tighten at desired width setting.

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# Back Outer Replacement

## Screw-On Outer (6000/7000 and Big & Tall Models)

Tools: 3/16" and 5/32" Allen-wrenches

1 Person: ~10 to 15 minutes



1. Remove the 3 screws (3/16" Allen wrench) that secure backrest post to the mechanism. Once detached, place on a clean work surface with the outer shell up and accessible.



2. Using a 5/32" Allen wrench, remove the screws securing the outer shell to be replaced from the



3. Remove the outer shell from the back assembly by pulling up and out from bottom of the back where the back post enters. Gloves are recommended



4. Pull the air hose from the nipple of the air bulb. Remove the bulb from the outer shell and reinstall into the replacement outer shell.



5. Attach the lumbar pillow air hose to the nipple of the bulb reinstalled in step 4.



6. Fit the replacement outer into the back and press into place.



7. Avoid cross threading the screws by starting them by hand. You may need to locate the screw holes with a thin screwdriver to align them.

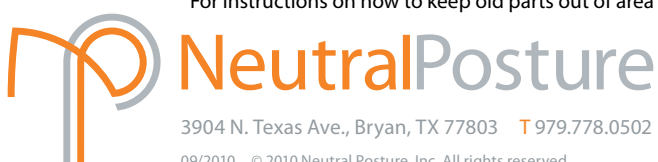


8. Tighten the screws using the 5/32" Allen wrench, being care to NOT overtighten.



9. Secure back onto chair using the same 3/16" Allen screws from Step 1.

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# Back Outer Replacement

## Internal Fastener Outer (5000/8000 Models)

Tools: Gloves, 3/16" Allen wrench

1 Person: ~10 to 15 minutes



1. Remove the 3 screws (3/16" Allen-head) that secure backrest post to the mechanism. Once detached, place on a clean work surface with the outer shell up and accessible.



2. Pull the back bar down to the halfway point to allow insertion of the hand (recommended with glove on) into the space between the bar and the outer shell.



3. While lifting on the shell, apply a downward force with the other hand on the outer edge of the shell to release internal tabs.



4. Repeat the previous step on the opposite side of the shell. If tabs break, remove the broken pieces from the back.



5. Once the lower tabs have been disengaged continue to pull up on the shell to remove completely.



6. Position and install the new back shell by aligning the tabs with receiving bosses.

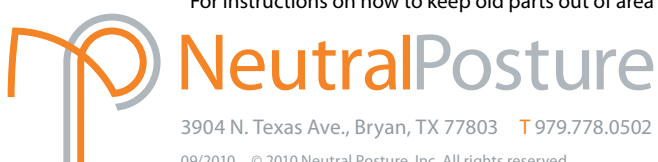


7. Apply pressure over the individual tabs until they snap into place.



8. With new back shell attached, reattach the back assembly with 3/16" Allen-head screws in reverse steps from Step 1 above.

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# Base Replacement

(All Models)

Tools: Hammer and flat screwdriver (safety glasses and gloves recommended)

1 Person: ~5 minutes



1. Tip chair forward until the seat edge is on the floor and the base is in the air.



2. Wearing safety glasses, hold one leg of the base (gloved hand recommend) and strike the cylinder protruding through the base, using a plastic or rubber hammer in your other hand. The force will dislodge the base.\*



3. Remove the base completely from the cylinder.



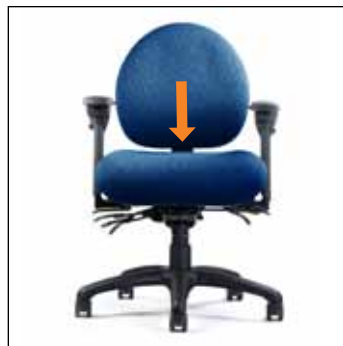
4. Grasp base with one hand (gloves suggested) and pull caster out with the other. Repeat on each leg. If any are stuck, you can pry it out using a flat screwdriver.



5. Install casters into new base with downward pressure until each is snapped securely in position.



6. Place the new base onto the end of the cylinder.



7. Turn the chair upright making sure cylinder stays in base and casters are secure. Once secure, turn the chair chair to firmly set cylinder.

\* A base removal tool is available for purchase through Neutral Posture, part number 190289, \$50 net.

For instructions on how to keep old parts out of area landfills, please visit [www.NeutralPosture.com/environment](http://www.NeutralPosture.com/environment)



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# Caster/Glide Installation

(New Base - All Models)

Tools: Gloves recommended

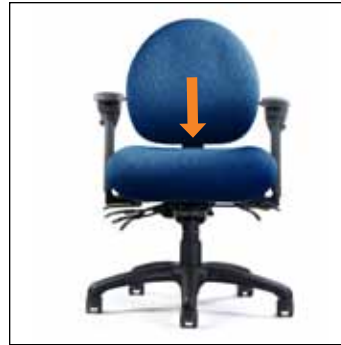
1 Person: ~ 5 minutes



1. Invert the base to allow free access to the receiving holes at the end of each leg of the base.



2. Insert each caster stem into the hole on its base leg, applying enough pressure to snap it securely in place. Do not hammer the casters.



3. Fit the base onto the end of the chair cylinder, and then making sure cylinder stays in base and casters are secure. Once secure, turn the chair upright. Sit in chair to firmly set cylinder in base.

# Removing and Reinstalling Casters/Glides In New Base

(All Models)

Tools: Usually no tool, but a flat screwdriver may be needed

1 Person: ~ 5 minutes



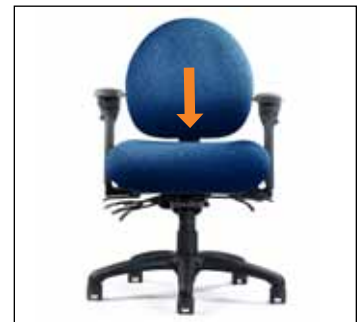
1. Tip chair forward until the seat edge is on the floor and the base is in the air.



2. Holding base, grasp and pull the caster or glide straight up and out of the base. If any are stuck, you can pry it out using a flat screwdriver.

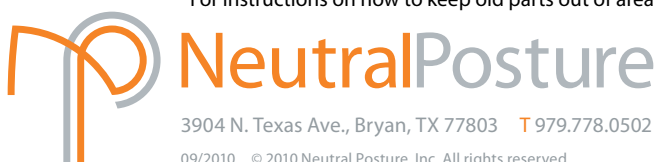


3. Insert each caster stem into the hole on its base leg, applying enough pressure to snap it securely in place.



4. Make sure base and casters are secure, and then, turn the chair upright. Sit in chair to firmly set cylinder in base.

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# Cylinder/Cover Can/Telescoping Cover Replacement

(All Models)

Tools: Hammer and flat screwdriver (safety glasses and gloves recommended)

1 Person: ~3 minutes



1. Lay chair on its side.



2. Using a plastic hammer, strike the bottom of the cylinder while firmly holding one leg of the base to dislodge the base from the cylinder.\*



3. Extend cylinder to full length using seat height lever. Slide cylinder cover fully away from the chair so its out of the way.



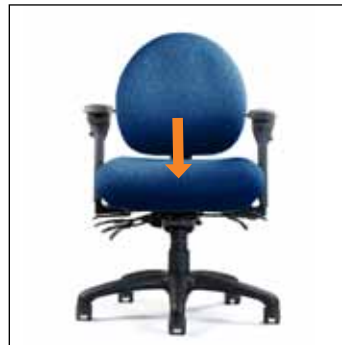
4. Firmly holding the cylinder with one hand, use hammer to strike the mechanism around the cylinder entry point.\*\* Several strong blows may be required to dislodge the cylinder from the mechanism.



5. With cylinder out of the mechanism, slide the cover off. You may reinstall the old cover on new cylinder, or use new cover (Step 6).



6. Slip cover over the top of new cylinder and then insert into the mechanism.

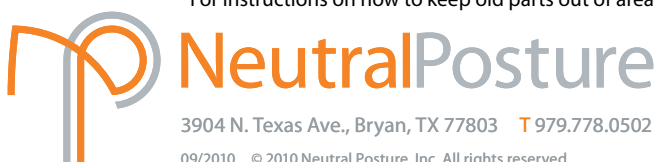


7. Fit the base onto the end of the chair cylinder, and then making sure cylinder stays in base and casters are secure. Once secure, turn the chair upright. Sit in chair to firmly set cylinder in base.

\* A base removal tool is available for purchase through Neutral Posture, part number 190289, \$50 net.

\*\* A cylinder removal tool is available for purchase through Neutral Posture, part number 'LIFTOFF', \$30 net.

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# Friction Tracker Arm Adjustment

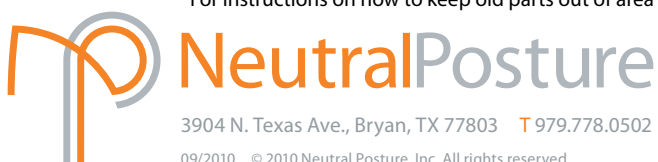
Tools: Phillips head (cross-tip) Screwdriver

1 Person: ~ 3 minutes



1. To tighten the resistance/friction of the tracker piece, tighten the 6 Phillips-head screws located along the bottom of the tracker piece. You may need to slide the tracker to gain access to the middle screws.
2. To reduce resistance/friction, loosen the 6 Phillips-head screws located along the bottom of the tracker piece.

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# Headrest Depth Adjustment

## NP Series and BTC Series

NOTE: "H1" Headrest ships in its most forward position

Tools: 5/32" Allen-wrench

1 Person: ~ 10 minutes



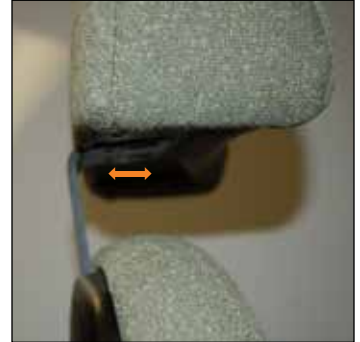
1. Locate the 5/32" Allen wrench provided with the chair (may be stapled underneath headrest). You may find tipping the chair forward to rest at a 45° angle against a surface gives you better access.



2. Raise the headrest to highest position.



3. Loosen, but do not remove, 2 Allen head screws under headrest.

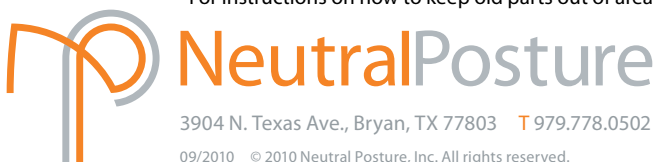


4. Slide the headrest forward or backward as needed.



5. Tighten screws.

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# Headrest Replacement

## NP Series and BTC Series

Tools: 5/32" Allen-wrench

1 Person: ~ 10 minutes

Reference "Back Outer Replacement" sheet



1. Remove the back shell from the backrest portion of the chair. If a 6000/7000 or Big & Tall back, be careful not to disconnect the air hose from the air bulb and valve. (Refer to "Back Outer Replacement" sheets for guidance.)



2. Remove the four 5/32" Allen-head screws that secure the headrest bar to the internal height adjuster. Remove the old headrest and place the replacement headrest in the same position for attachment.

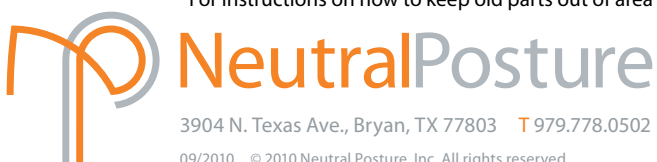


3. Start the four 5/32" Allen-head screws and tighten to secure the new headrest bar to the internal height adjuster.



4. Replace the back shell on the backrest, making sure that the air lumbar hose is still connected.

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# Back Height Adjuster/JBU Replacement

(NP Series)

Tools: 3/8" socket, 3/16" Allen-wrench

1 Person: ~ 15-20 minutes

Reference *Extension Spring Replacement/Height Adjuster* sheet and *Back Outer Replacement* sheet



1. Remove the 3 screws (3/16" Allen-head) that secure backrest post to the mechanism.



2. Remove the back from the chair. (Refer to *Back Outer Replacement* sheet.)



3. Remove the outer shell from the back per the instructions for the model of chair you have.



4. Lift the back to the highest position on the back bar to eliminate tension from the spring.



5. Remove the spring per instructions. (Refer to *Extension Spring Replacement/Height Adjuster* sheet.)



6. Remove four 3/8" Allen heads bolts securing the aluminum sleeve to the pressure plate.



7. Replace with new assembly and install with the 4 screws previously removed.



8. Reinstall spring per instructions. (Refer to *Extension Spring Replacement/Height Adjuster* sheet.)

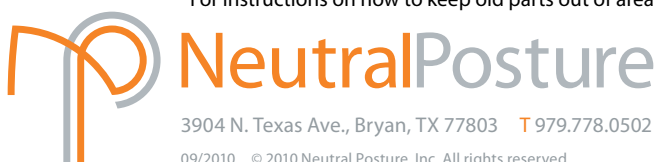


9. Reinstall back shell per instructions. (Refer to *Back Outer Replacement* sheet.)



10. Reinstall back on chair, using the same three 3/16" Allen-head screws you removed in Step #1.

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# Mechanism Replacement

## (NP Series)

Tools: 3/8" socket, 3/16" Allen-wrench, hammer

1 Person: ~ 20-25 minutes

Reference *Arm Replacement* sheet, *Base Replacement* sheet and *Cylinder/ Telescoping Cover Replacement* sheet



1. Remove the arms and back from the chair. (Refer to *Arm Replacement* sheet.)



2. Turn the chair upside down onto a flat surface.



3. Remove the base according to instructions (Refer to *Base Replacement* sheet.)



4. Remove the cylinder according to instructions (Refer to *Cylinder/Telescoping Cover Replacement* sheet.)



5. Remove the four 3/16" hex-head bolts (or nuts depending on the model) that secure the seat to the mech. **IMPORTANT:** Take note of any spacers that are positioned between seat and mechanism, as they must be in place on new mech installation.



6. Lift the mechanism off the seat pan from the rear.



7. Replace with the new mechanism and attach to the seat by inserting screws previously removed.



8. Replace the cylinder and base assembly by placing the cylinder into the mechanism and pressing firmly.



9. Turn the chair over onto the base and reinstall back and arms.

\* A cylinder removal tool is available for purchase through Neutral Posture, part number 'LIFTOFF', \$30 net.

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# Seat Replacement

## NP Series

Tools: 3/8" socket, 3/16" Allen-wrench, hammer

1 Person: ~ 20-25 minutes

Reference *Arm Replacement* sheet, *Base Replacement* sheet and *Cylinder/ Telescoping Cover Replacement* sheet



1. Remove the back and arms from the chair.



2. Turn the chair upside down onto a flat surface.



3. Remove the base from the cylinder by firmly holding onto one of the legs of the base and tapping on the bottom of the cylinder with a plastic or rubber hammer with a plastic or rubber hammer.\* (Refer to *Base Replacement*)



4. Remove the cylinder from the mechanism by firmly grasping in one hand and using a hammer to tap on the flat surface of the mechanism close to where the cylinder is joined to the mechanism until it comes apart.\*\* This may take several blows.



5. Remove the mechanism from the seat pan by removing the 4 screws (or bolts depending on the model). Use a screw driver if the seat is a 4, 5 or 7 which was manufactured after Sept. 1998 or a 6 manufactured after Apr. 2000. If your chair has been manufactured before Sept. 1998, the seat is held in place with nuts and washers and will require a 7/16" deep socket and ratchet. If not, use a 3/8 socket.



6. Lift the mechanism off the seat from the rear.

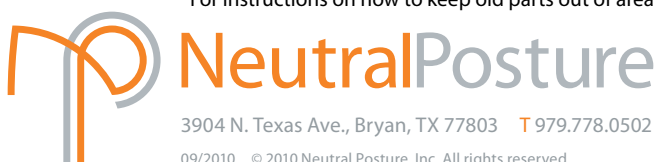


7. Replace the mechanism and reinstall hardware by reversing Steps 1-5.

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\*\* A cylinder removal tool is available for purchase through Neutral Posture, part number 'LIFTOFF', \$30 net.

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# Extension Spring Replacement/Height Adjuster

## (NP Series)

Tools: 3/16" Allen-wrench, Phillips (cross-tip) Screwdriver

1 Person: ~ 15-20 minutes

Reference *Back Outer Replacement* sheet



1. Remove the back from the chair and back outer. (Refer to *Back Outer Replacement* sheet.)



2. Lift the back to the highest setting to remove tension from the spring.



3. Slip the lower spring from the retainer on the JBU (i.e. back post).



4. Using a Phillips screwdriver, remove the screw and washer holding the opposite end of the spring.



5. Insert the screw with washer into keeper ring of the new spring and reattach to the back in the same hole.



6. Stretch spring to reach keeper on the JBU and slide over head.



7. Reattach outer and back per instructions. (Refer to *Back Outer Replacement* sheet).

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