

troubleshooting guide

Perfect Chair® Laptop Desk

Version **2**

Improved Performance

- More tilt
- More height
- Easy stow

©2012 Human Touch, LLC. All rights reserved.

November 30, 2012

Please forward any questions or comments regarding this Troubleshooting Guide to documentation@humantouch.com.

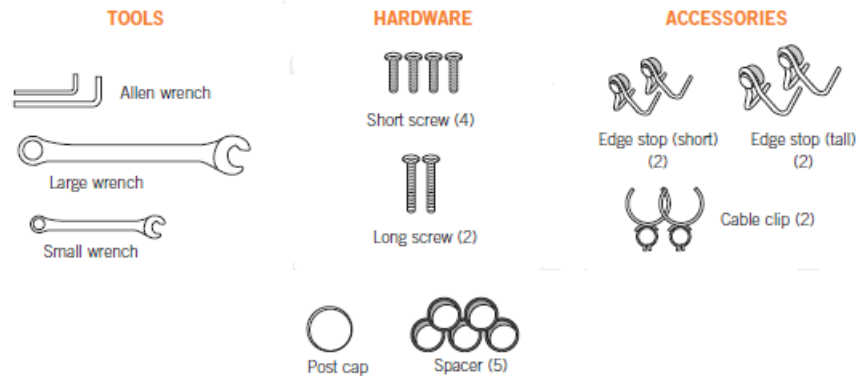
Laptop Desk Troubleshooting

Choose from the following issues:

Issue:	Do the following:
I am missing a part.	Confirm that the part is contained in the "Complete Laptop Desk Spare Part Kit Contents" then send the kit (part number HT0711).
My desk won't stay level - the leveling screw won't stay tight in the hole.	Replace Laptop Desk Collar (part number HT0712).
My desk gets harder and harder to push away from/toward the chair over time, even though I have not tightened the screw.	This is caused by pushing the Laptop Desk away from or toward the chair with the tension screw in a very tight position. Replace the Laptop Desk Collar (part number HT0712) and Post (part number HT0713).
I can't get the screws to secure the metal plates to the wood arm into the holes.	There are detailed installation steps in the Use & Care manual section entitled "Install the Mounting Bracket." It is imperative that these instructions are followed to ensure that all of the holes are properly aligned.

Issue:	Do the following:
<p>I can't get the screws to secure the armrest cap back in.</p>	<ol style="list-style-type: none"> 1. Make sure you have followed the instructions in the Use & Care manual section entitled "Install the Mounting Bracket" to ensure that all holes are aligned properly. 2. Make sure you have inserted the screws straight into the holes—if there is significant tension on the screw when turning it STOP, remove the screw, and reinsert it straight. Installing screws at an angle may strip the screw holes, rendering the armrest cap unusable. 3. Press downward on the armrest cap while turning the screw, to relieve tension on the screw.
<p>I can't get the edge stops into the holes on the front of the laptop desk.</p>	<p>You must squeeze the ends of the edge stops while inserting them into the holes and continue squeezing them until you can feel them slide easily into the holes. Failure to do this will eventually enlarge the holes so the edge stops no longer work.</p>

Complete Laptop Desk Spare Part Kit Contents



Human Touch, LLC
3030 Walnut Ave.
Long Beach, CA 90807
humantouch.com