

## Ratchet Back Chairs: Back Height Adjustment Instructions

1. Stand behind your chair and hold the chair back firmly with both hands – one hand at each side of the chair back (once you know how the adjustment of your chair back works, you can adjust it while seated)
2. Pull the chair back up as far as it will go and then allow the chair back to drop to the bottom (or push it firmly to the bottom if needed) – this will re-set the ratchet mechanism
3. Slowly raise the chair back until it clicks and locks in position. You can keep raising the chair back in increments until you get the chair back to your preferred height
4. If you raise the chair back too high it will drop down to the bottom again and re-set the mechanism. If this happens, raise the back again slowly until you achieve the most comfortable position
5. **Please note:** The most common complaint we receive with chairs that have ratchet back mechanisms, is that **“the chair back will not stay up – it keeps dropping down”**. If this happens, you have simply raised the chair back too high. Re-set the mechanism (to the bottom) and raise it one less notch at the top so that it will stay as high as possible
6. Please call us on **1300 327 863**, or email us at [sales@fastofficefurniture.com.au](mailto:sales@fastofficefurniture.com.au) should you experience any difficulties with your new chair