



Service Solution (SS-0348)

Product: Assistant's Stool

Process Sheet for Changing the Assistant Arm from a right to a left handed stool.

Tools needed, Philips Screwdriver or screw gun with a # 1 and # 2 bit, and a flat head screwdriver.

1. Locate the triangular knob on the “J” bar, loosen slightly and remove the upholstered portion of the armrest by pulling it upward.
2. Place the armrest on a table so the upholstered portion is facing downward. Locate the ratchet mechanism, with the #2 Philips head in the screwdriver or screw gun, loosen all 3 screws in a counter clockwise fashion, and leave this on the armrest until the new ratchet is in place.
3. On the opposite end of the armrest, there is a rectangular plate. Using the flat head screwdriver, *gently* pry either the left or right end of the plate upward to release the plastic tab.
4. Remove the plastic cover, and place it on the table.
5. Insert the NEW ratchet mechanism onto the armrest, and tighten all 3 screws in a clockwise fashion. You may have to cut or remove some vinyl that may cover some of the screw ports.
6. Remove the old ratchet mechanism and place the plastic cover onto the armrest, snapping it into place.
7. Replace the armrest onto the Assistant Stool. Slide the “J” bar to the opposite side of the stool. Locate the triangular knob; slide the armrest into the “J” bar making sure the flat track that has been milled into the round steel stock is aligned with the tightening knob. This is very important; the armrest will not function properly unless this track is aligned with the tightening knob.
8. Tighten the knob; press the armrest towards the backrest of the stool. Once installed, the armrest should click rapidly as the armrest moves towards the backrest, it should click only while being pressed towards the user, not away from the user. If it does not click, check the alignment of the tightening knob, readjusting as needed.
9. Once the stool is operational, gather up the original equipment and package it up to return to RGP. Inside of the shipping container, there will be a plastic sleeve with a UPS label inside. Seal the carton and place the label over the existing label on the package. UPS will return the package back to us.