



Your Performance Partner

# Maintenance & Care Manual Fixed Audience Seating



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Please read and understand this manual before working with or maintaining Fixed Audience Seating.

If you need additional information about Fixed Audience Seating, contact Wenger Corporation using the information below.

# **WARRANTY**

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Fixed Audience Seating is guaranteed free of defects in materials and workmanship for five full years.

Our guarantee assures you of either a full refund or repair or replacement of the defective materials or workmanship without charge, at the discretion of our Customer Service Department. Just call a Customer Service Representative at 1-800-887-7145 and state the reason you are dissatisfied. If a product return is necessary, your representative will issue a return authorization. This is your sole remedy for breach of this warranty.

Should you have a question or problem with any Wenger product, don't hesitate to call, even if the product is past warranty. It's important to us that all our customers be satisfied.

This is the sole warranty made by Wenger. Wenger disclaims all other warranties, including the warranties of merchantability and fitness for a particular purpose, as well as all liability for incidental, consequential, special, and indirect damage. Wenger liability for direct damages shall be limited to the amount you paid for the product involved. Wenger reserves the right to make product changes without obligation to incorporate such changes into products previously sold.

Some states do not allow the exclusion or limitation of damages or warranties, so the above may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

## **IMPORTANT USER INFORMATION**

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### **GENERAL**

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The information in this manual is subject to change without notice and does not represent a commitment on the part of Wenger Corporation. Wenger Corporation does not assume any responsibility for any errors that may appear in this manual.

In no event will Wenger Corporation be liable for technical or editorial omissions made herein, nor for direct, indirect, special, incidental, or consequential damages resulting from the use or defect of this manual.

The information in this document is not intended to cover all possible conditions and situations that might occur. The end user must exercise caution and common sense when assembling or installing Wenger Corporation products. If any questions or problems arise, call Wenger Corporation at 1-800-733-0393.

### **MANUFACTURER**

Fixed Audience Seating is manufactured for:

Wenger Corporation  
555 Park Drive  
Owatonna, MN 55060  
1-800-4WENGER (493-6437) • 1-507-455-4100  
www.wengercorp.com

### **INTENDED USE**

- This product is intended for indoor use in normal ambient temperature and humidity conditions - it must not be exposed to prolonged outside weather conditions.
  - This product is intended to be assembled only as described in these instructions.
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# **GENERAL USER AND INSTALLATION PRACTICE**

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- Be sure chairs are anchored solidly to the floor with the appropriate anchors for the type of floor surface before using.
- Chairs should be installed in areas that are not in direct sunlight and away from moisture and high humidity to avoid surface mildew, damage to wood finishes, and possible corrosion of metal parts.
- Chairs fitted with aisle lights should have the power supply cable clamped to the chair standards, frames and/or floor at a location under the floor does not allow the cable to be dislodged or damaged by the feet of the occupant.
- Aisle chairs fitted with ADA Compliant swing-out standards should be opened and closed with care. Swing-out standards should be closed when not in use to avoid obstructing the path of passers-by.
- Chairs fitted with movable bases should be placed on flat level floors and only used when the wheels are retracted. To avoid damage, the wheels of the bases should not be deployed when the seat is occupied, or when heavy objects are placed on the seat.
- Avoid sitting in chairs with sharp objects in pockets or attached to clothing to prevent damage to the fabric and wood surfaces.

## **FIXED AUDIENCE SEATING SERIES DESCRIPTION**

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### **Series 100**

Distinguished by the cast aluminum standards and plastic laminate inserts on the standards.



### **Series 200**

Distinguished by the solid wood standards and full radius on the front edge of the standards.



### **Series 300**

Distinguished by the pedestal base with integral HVAC air circulation diffuser.



# ROUTINE MAINTENANCE

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## MAINTENANCE INSPECTION SCHEDULE

Task	As Required	Every 3 Months
Check aisle light operation.	✓	
Inspect/clean upholstery.	✓	
Inspect/clean unupholstered seat surfaces.	✓	
Check/tighten loose fasteners.		✓
Check/tighten floor anchors.		✓
Check seat rise mechanism.		✓

### GENERAL

The following tasks are to be performed on an as needed basis.

- Wipe off dust and minor stains occasionally from the back and seat cushions with a soft, dry, clean cloth. Do not use a damp cloth. Harsh cleaning chemicals and stiff brushing tools should not be used for cleaning the cushion fabric.
- Remove debris from the standard crevices and gaps between the frame and seat cushions with a vacuum cleaner. To prevent damage to the fabric weave, do not use a vacuum cleaner brush attachment.
- Wipe off dust and minor stains occasionally from the wood, veneer and metal surfaces.
- If the fixed audience chairs are not going to be used for long periods of time such as during facility shutdown months, Limit exposure to direct sunlight or window light if applicable.

### REGULAR MAINTENANCE (EVERY 3 MONTHS):

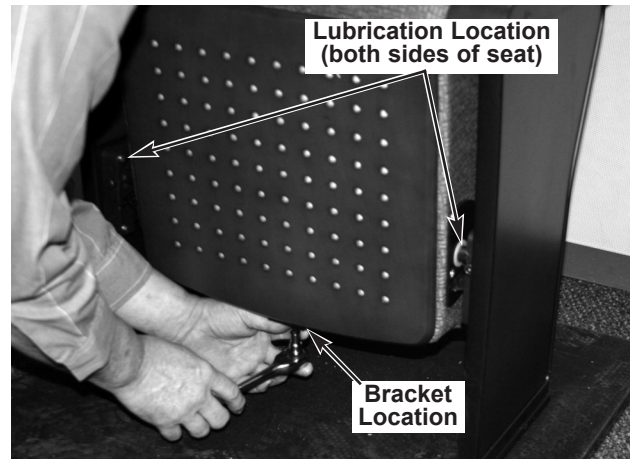
- Check and tighten all fasteners and floor anchors as necessary. This includes the cast steel seat pivot bracket screws on the standards, back attachment bracket screws, and any visible screw or bolt head that is accessible without removal of the seat and back cushion assemblies.
- Moving parts should be lightly lubricated to minimize wear and friction. Spray a thin film of aerosol dry film teflon lubricant on all pivot and contact points. Wenger recommends a dry film teflon (PTFE) lubricant such as Rem DriLube.

## SEAT RISE MECHANISM MAINTENANCE

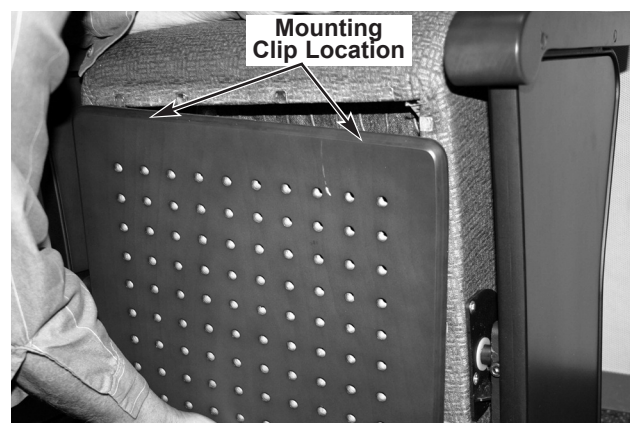
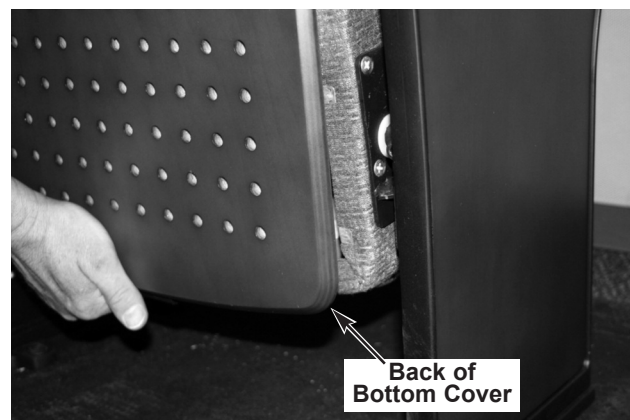
If the seat rise mechanism becomes noisy, begins to squeak, or generally becomes sluggish, spray a thin film of aerosol dry film teflon lubricant into the clearance gaps of the nylon axle bushings on both sides of the seat from the outside of the seat frame (see photo below).

If this does not remedy the situation, proceed as follows:

1. Remove the seat cushion bottom cover by loosening or removing the bracket retaining screw at the bottom of seat cushion assembly with a 3/16" (5mm) Allen or Allen socket wrench. This can be done with the seat in the upright position and still mounted to the chair.



2. Pull the back of the bottom cover away from the seat assembly and slide the front downward to disengage the two mounting clips at the front of the seat.

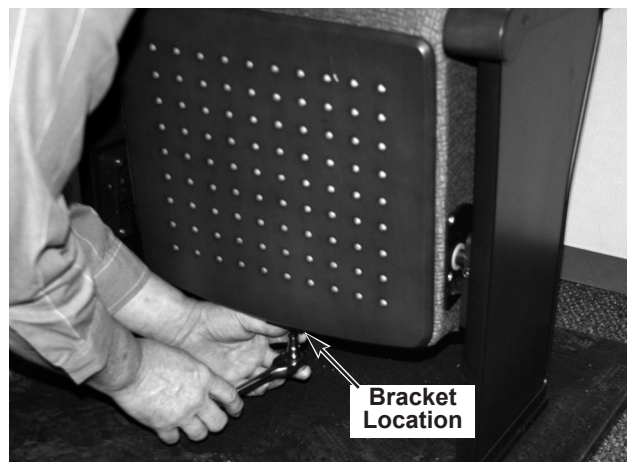
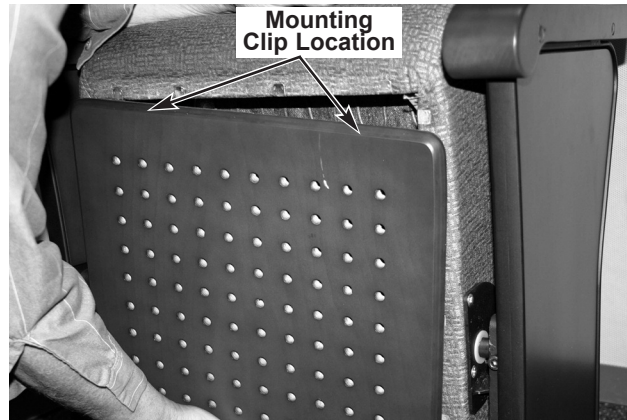
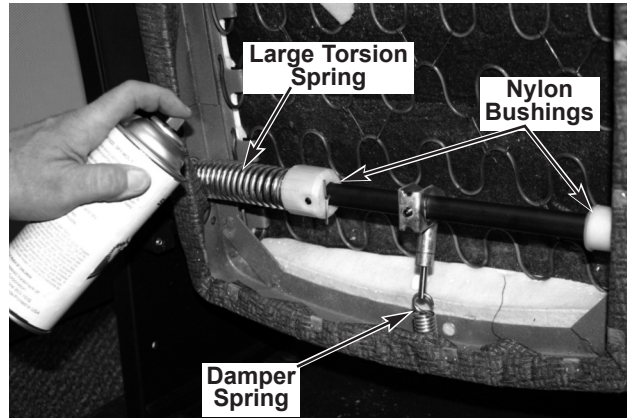




## SEAT RISE MECHANISM MAINTENANCE CONTINUED

3. Inspect the seat rise mechanism for signs of loose or missing torsion spring and damper parts.
4. Spray a thin film of aerosol dry film teflon lubricant on the large torsion spring and the damper spring components. A small amount of lubricant should also be sprayed on the nylon bushings on each end of the pivot axle. Wenger recommends a dry film teflon (PTFE) lubricant such as Rem DriLube.
5. Push the seat down into the seating position and allow the seat to return to the raised position. Repeat this ten times or more to allow the lubricant to work into the tight spaces.
6. Replace the bottom cover by positioning the mounting clips at the front of the seat and sliding the cover forward to engage them with the front of the frame. Rotate the back of the cover to align the retaining bracket with the locking screw, and tighten the screw.

**Note: Make sure the bottom cover is centered as close as possible on the seat frame before tightening the retaining screw.**

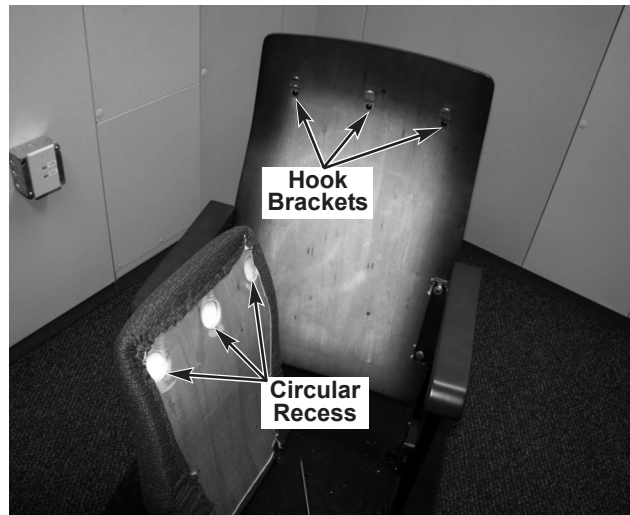
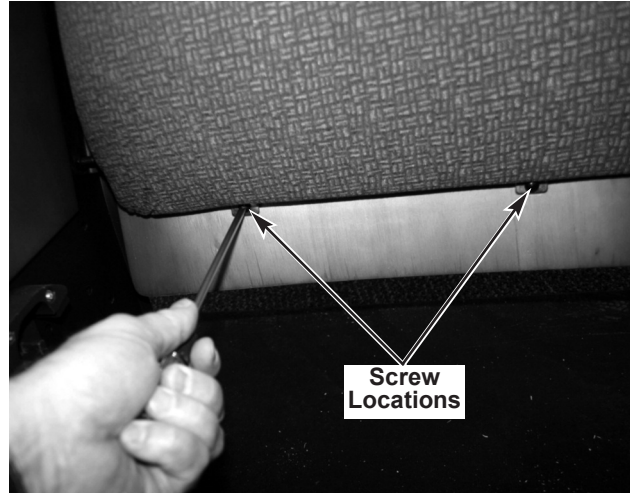


If the seat rise mechanism continues to perform unacceptably, check the seat axle preload setting as described in "Setting/Adjusting Seat Axle Preload" and adjust. If the seat rise mechanism continues to operate unacceptably after adjustment, contact Wenger directly. Do not attempt to adjust the internal spring assemblies inside of the seat frame.

# CUSHION REMOVAL/REPLACEMENT

## BACK CUSHION REPLACEMENT

1. To remove the back cushion, remove the screw from both of the hold down brackets with a Phillips head screwdriver. These screws are visible when the seat is down in the “use” position. If the seat is also being removed, it is advisable to remove the seat cushion assembly before removing the back cushion. However, it is not required to remove the seat first.
2. Slide the back cushion upward to disengage the cushion assembly from the hook brackets located at the top of the solid wood back.
3. To install the back cushion, reverse the previous steps. Engage the hook brackets with the circular recessed areas on the cushion back. Slide the cushion downward to fully engage the brackets. Install and tighten the screw in both of the hold down brackets using a Phillips head screwdriver.



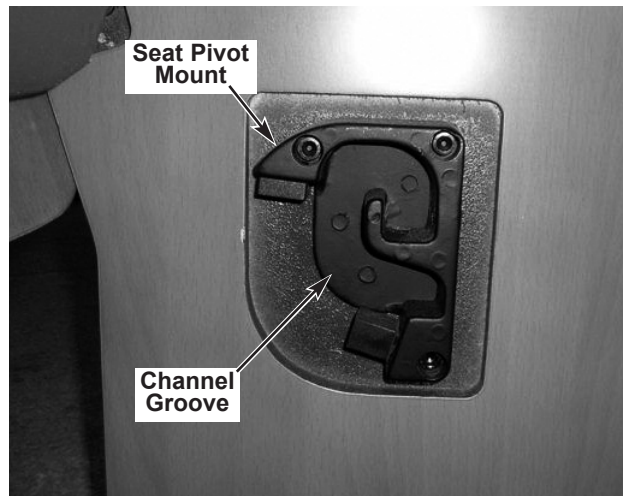
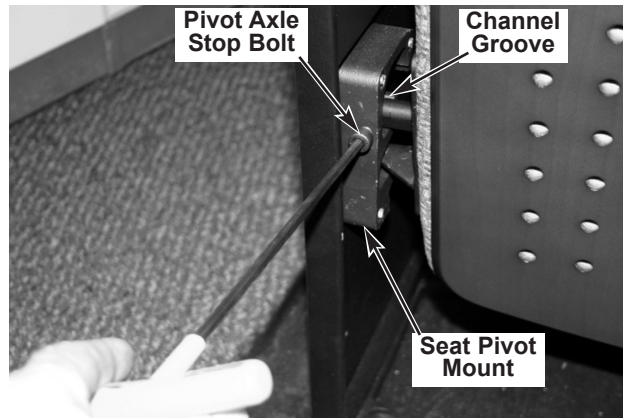
# CUSHION REMOVAL/REPLACEMENT

## SEAT CUSHION REPLACEMENT

1. Loosen the pivot axle stop bolts on both sides of the seat using a 6mm Allen or hex socket wrench.  
The bolts do not have to be removed completely but should be loosened far enough to allow the seat to be lifted out of the seat pivot mount.
2. Lift the seat assembly upward and towards the back of the seat pivot mount following the channel groove.  
Lower the seat assembly carefully to the floor and slide it out from between the standards.

**Note:** Before removing the seat cushion from a Series 200 chair it is recommended that the inside wood-veneer surface just below the seat pivot mount be masked using heavy card paper stock and masking tape. This will help prevent damage to the finish during removal and installation of the seat cushion assembly.

3. Carefully turn and slide the seat cushion assembly out from between the standards.
4. To replace the seat assembly, reverse the previous steps. Make sure the seat is in the upright position. From the back side of the seat pivot mounts, carefully lift the seat assembly until the pivot axle ends on both sides engage in both channel grooves.
5. Maneuver the seat upward forward, and then down until it is down in the “use” position.
6. Proceed to “Setting/Adjusting Seat Axle Preload” and complete the steps.

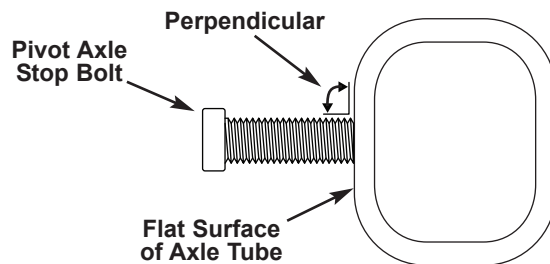
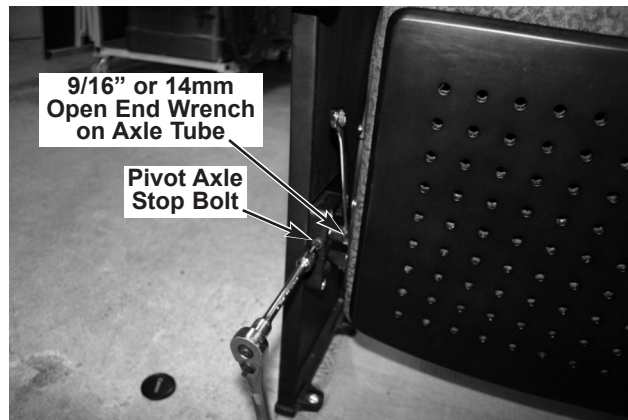




## SETTING/ADJUSTING SEAT AXLE PRELOAD

For proper operation of the seat rise mechanism, the seat axle preload must be set.

1. Be sure the pivot axle stop bolts on both sides of the seat are loose using a 6mm Allen or hex socket wrench. Do not remove the bolts.
2. Using a 9/16" (14mm) open end wrench, rotate the axle tube until the flat surface is perpendicular with the pivot axle stop bolt.
3. Hold the axle tube in place and tighten both pivot axle stop bolts using a 6mm Allen or hex socket wrench.



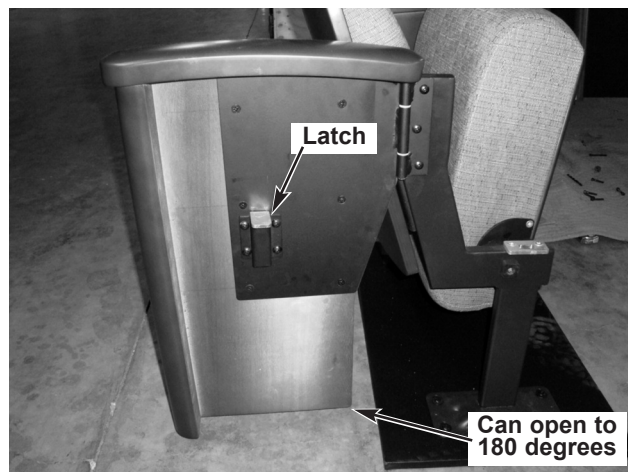
Side View Detail

## SWING-OUT STANDARD

1. To open the swing-out standard, pull up on the latch to unlock and swing the standard open.
2. The swing-out standard can swing open to 180 degrees.
3. To close, swing the standard closed. The latch automatically locks when the swing-out standard is closed.

If movement of the latch seems restricted, spray a thin film of aerosol dry film teflon lubricant on the latch assembly. Wenger recommends a dry film teflon (PTFE) lubricant such as Rem DriLube.

**NOTE:** Avoid applying additional weight to the standard when it is open, as it will only be supported by hinges on one side.



# COMPANION CHAIR BASE MOUNTING & OPERATION

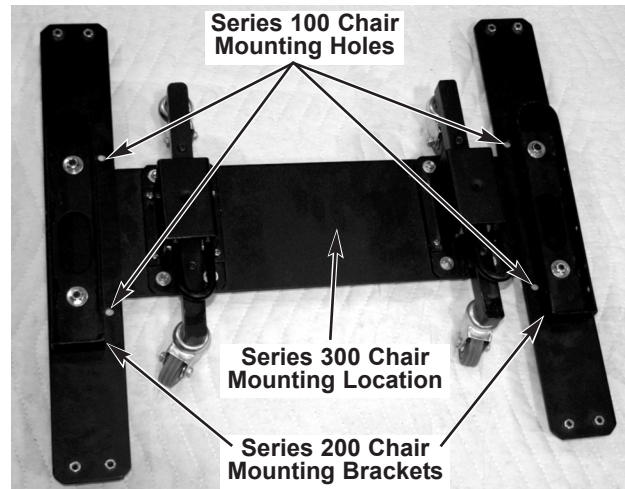
## MOUNTING

The companion chair base can be mounted to the Series 100, 200, or 300 chairs.

The companion chair base has mounting holes to accommodate the Series 100 and 200 chairs.

To attach the companion chair base to a chair that is equipped with the optional swing-out standard, additional holes must be drilled to accommodate the bracket.

To mount the chair base assembly to the Series 300 chair, holes must be drilled for the pedestal base mounting plate.

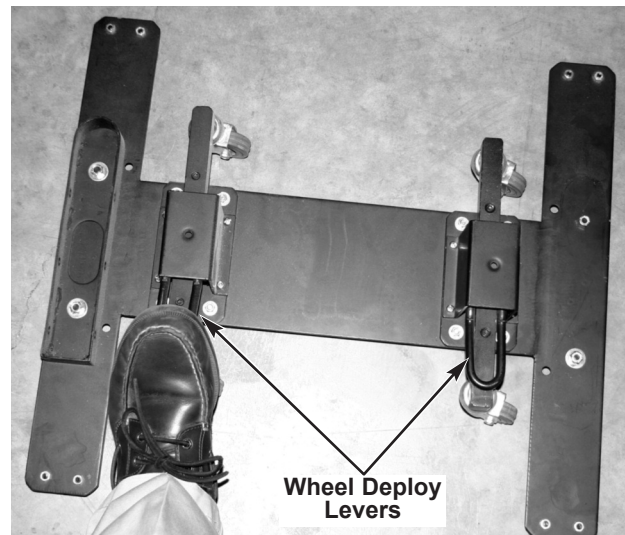


## OPERATION

1. Roll the companion chair with the attached base to the desired position.
2. Lower the chair base to the floor by stepping down on both of the wheel deploy levers to raise the wheels.
3. To raise the chair base and lower the wheels, rock the chair forward to lift the rear side of the base off the floor. This releases the back wheels.

Rock the chair backward to lift the front side of the base off the floor. This releases the front wheels.

The chair can now be rolled away.



### **CAUTION**

*Do not sit or place loads on the chair when the wheels of the chair base are deployed. Companion chair base components could be damaged.*

If movement of the wheel deploy levers seems restricted, spray them with a thin film of aerosol dry film teflon lubricant. Wenger recommends a dry film teflon (PTFE) lubricant such as Rem DriLube.

# **AISLE LIGHT ASSEMBLY REPLACEMENT**

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Only qualified electricians should replace Tivoli Aisle Light Assemblies. Refer to the Tivoli installation instructions that accompany the replacement aisle light assembly.

# **FABRIC, WOOD AND PAINT DAMAGE**

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## **FABRIC AND FOAM REPAIR**

- Minor tears or punctures should be repaired as soon as possible. Wenger recommends that an upholstery shop skilled in the process of upholstery repair should be consulted. Chair cushions with major tears and punctures that are not repairable should be replaced as soon as possible.

## **WOOD AND VENEER REPAIR**

- Minor scratches and tiny chips may be touched up with common furniture polishes or touch up sticks available in local hardware stores.
- Repairs to major scratches and chips in wood finishes and veneers should only be attempted by professional furniture finishers and repair artists. Wenger recommends the use of Mohawk Finishing Products; a Division of RPM Wood Finishes Group, Inc., Hickory, NC, USA. For best results, Mohawk repair kits and products should only be used by trained experts (see [www.mohawk-finishing.com](http://www.mohawk-finishing.com)).

<b><u>Stain Color</u></b>	<b><u>Mohawk ProMark II® Touchup Stick</u></b>	
	<b>Description</b>	<b>Mowhawk Part Number</b>
Fusion Maple	Ash Natural	M267-0003
Bannister Oak	Oak Light	M267-0004
Nepal Teak	Oak Medium	M267-0355
Windsor Mahogany	Walnut Dark Red	M267-0363
Wild Cherry	Cherry/Fruitwood	M267-0388

## **METAL PAINT TOUCHUP**

- Scratches and chips in paint may be touched up by lightly sanding the damaged area and spray painting the area with a matching aerosol paint. Make sure surfaces that are not to be painted are masked to prevent over spray.