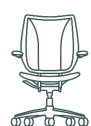


Most Commonly Asked Question : Seating

General Questions

QUESTION: WHAT IS THE MAJOR DIFFERENCE BETWEEN LIBERTY, SMART AND WORLD?



The Liberty Chair is our original mesh back chair designed for any aesthetic or space.



The Smart Chair has a linear design for modern spaces and for the ultimate sustainable option we offer the Smart Ocean.



The World One Chair is made with the least amount of parts and available in all mesh. It is the only task chair available in white.

QUESTION: WHICH CHAIR IS BEST FOR PETITE PEOPLE AND VERY TALL PEOPLE?

ANSWER: All of our task seating fits more than 95% of the office population. This means those that are 5'0" to 6'4" and 100 to 300 lbs. Weight above 300lb can be supported by the Smart Plus option. Those that are under 5'0" can be supported by selecting a low cylinder when customizing your chair (available on Smart, Smart Ocean, Liberty and World).

QUESTION: I AM OVER 6'4" TALL. WHAT CYLINDER WOULD YOU RECOMMEND?

ANSWER: You would select **T Tall 5"** cylinder.

QUESTION: I AM LOOKING FOR A CHAIR WITH A HIGH WEIGHT CAPACITY. WHAT ARE MY OPTIONS?

ANSWER: Our [Smart Plus Chair](#) provides additional weight support up to 400 lbs., while still offering the same ergonomic benefits and features of the Smart Chair.

QUESTION: IS THE FOAM OR GEL SEAT MORE DURABLE?

ANSWER: All of our task chairs come with a standard foam seat that is made up of molded polyurethane. The material is carefully sculpted to match body contours and is designed to reduce pressure points. For someone looking for additional support for long-term comfort we offer our gel seat for an additional cost. The gel is made up of a non-degradable, non-compressible Technogel that is layered on top of the foam. It provides maximum pressure distribution. Available with the Liberty Headrest, LibertyTask and Freedom chairs and on all textiles except for Leather & Lotus. {[hyperlink to all three product pages](#)}

QUESTION: WHY CAN'T GEL SEATS BE SELECTED WITH CERTAIN FABRICS?

ANSWER: Certain textiles, like leather and our Lotus fabric, do not uphold the integrity of fit with the gel seat.

QUESTION: I AM WORKING AT A 38" WORK SURFACE. WHAT HEIGHT CYLINDER SHOULD I SELECT?

ANSWER: You would select **F High 8" cylinder** - as it provides a seat height that can be adjusted from 20.5" to 28.5" and comes with a height adjustable foot ring. This option is available for all task seating, except for Summa, World One and Smart Plus.

QUESTION: WHAT IS THE DIFFERENCE BETWEEN A GEL SEAT AND A NON-GEL SEAT?

ANSWER: All of our standard chairs come with a non-gel seat, carefully sculpted to match body contours and reduces pressure points. You can always upgrade to a **Gel Seat** - Non-degradable, non-compressible layer on top of the standard foam core. It provides maximum pressure distribution for long-term comfort. The gel seat option is available on Freedom Headrest, FreedomTask and Liberty, and is available only with certain textiles.

QUESTION: CAN I REMOVE THE HEADREST PORTION OF THE FREEDOM HEADREST?

ANSWER: No, you are not able to remove the headrest. If you prefer the fit of the Freedom without the headrest, we recommend selecting the FreedomTask.

QUESTION: WHAT STORES CARRY YOUR CHAIRS?

ANSWER: We sell our chairs on [humanscale.com](https://www.humanscale.com). You can also visit one our resellers [here](#) to try out our chairs in person.

QUESTION: WHAT IS YOUR BEST-SELLING CHAIR?

ANSWER: The Freedom Headrest is one of our most popular and longest selling chairs; however, all of our key task chairs are popular sellers.

QUESTION: WHY ARE YOUR CHAIRS SO EXPENSIVE?

ANSWER: We create products of quality that will last and serve their need for years to come. We manufacture our products with premier and sustainable materials that maximize comfort without compromising design.

QUESTION: CAN YOU EXPLAIN THE FIREPROOFING OPTION?

ANSWER: Fireproofing is a requirement in certain jurisdictions—most people who select this option do so because it is a requirement of a building or space.

QUESTION: WHICH CHAIR OFFERS THE BEST LUMBAR SUPPORT?

ANSWER: Whether it is the sculpted foam on Freedom or the Tri-Panel mesh on Smart/Liberty/World, each chair feels tailored to the user and removes the need for external lumbar support.

QUESTION: WHY IS THE WORLD ONE CHAIR SIGNIFICANTLY LOWER PRICED THAN THE DIFFERENT WORLD?

ANSWER: Our goal with the World One chair was to achieve a particular price point for someone who may not need all the customization of the Diffrient World. The World One comes in one configuration and color. We were also able to eliminate some costs by shipping it partially assembled.

QUESTION: WHAT IS THE ADJUSTABILITY OF THE WORLD ONE TASK CHAIR?

ANSWER: The World One is an updated version of the Diffrient World chair. It features the same innovative tri-panel mesh backrest and weight-sensitive recline. The only difference is that it cannot be customized and comes partially assembled.

QUESTION: WHERE IS THE COUNTRY OF ORIGIN FOR THESE CHAIRS?

ANSWER: Chairs that ship within North America are assembled in the United States with foreign components.

QUESTION: WHAT IS THE POWDER-COATED ALUMINUM BASE?

ANSWER: The base is made of aluminum but coated and painted to match the frame option selected.

QUESTION: WHERE ARE THE CHAIR MEASUREMENTS?

ANSWER: They can be found on each product page as well as in our Price guide.

QUESTION: WHAT MATERIALS ARE USED TO MAKE EACH CHAIR?

ANSWER: Each chair is composed of many materials, which range from nylon, polypropylene, aluminum and recycled fish netting. [Click here to learn more about our material transparency.](#)

QUESTION: WHAT CHAIR SHOULD I SELECT IF I AM LOOKING FOR A NON-ROLLING CHAIR OPTION?

ANSWER: We recommend a multipurpose chair like ballo, trea or liberty side – all are versatile and mobile. The task chairs Liberty and World both have a non-rolling glide caster option as well as a low cylinder option for smaller users.

QUESTION: WHERE CAN I FIND THE CHAIR ASSEMBLY INSTRUCTIONS?

ANSWER: The instructions are located on the box itself when you receive the chair; however, you can visit [here](#) for more direction.

Textiles

QUESTION: WHAT IS THE DIFFERENCE BETWEEN YOUR MESH-BACKED CHAIR VERSUS FABRIC OR LEATHER-BACKED FINISH?

ANSWER: The difference is in the material used itself. The panel pieces of mesh conforms to the users back while the fabric/leather back is molded foam covered in a textile. The molded foam is contoured to provide comfort so there is no loss of comfort between the two options.

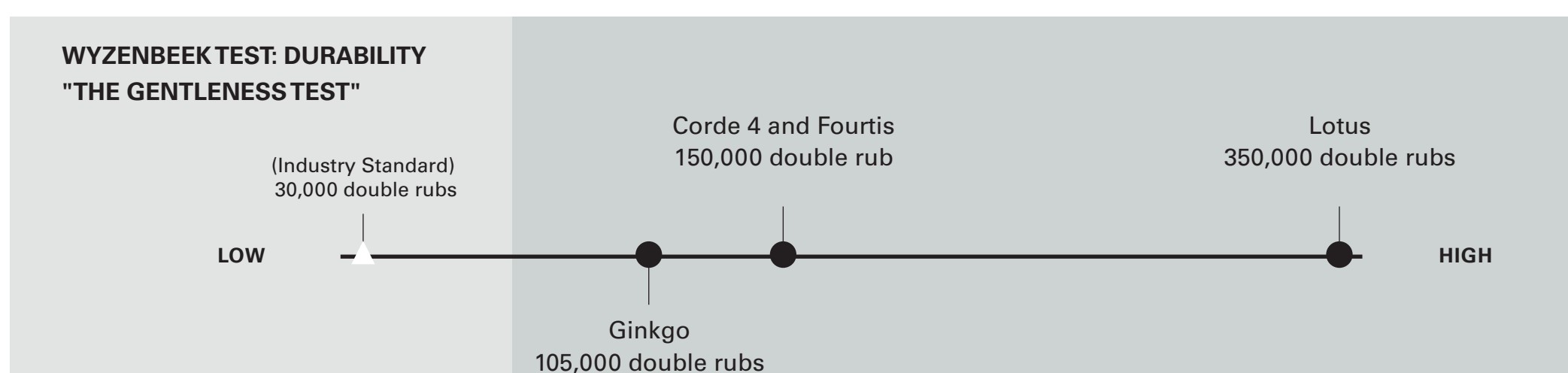
QUESTION: WHAT DOES TRI-PANEL MESH MEAN?

ANSWER: Tri-panel mesh provides custom back and lumbar support within its lightweight design. It is formed by combining three panels of non-stretch mesh material in the same way a tailor combines multiple pieces of fabric to create a shirt. Its contours are made to custom fit and support each individual sitter throughout the day.

Most Commonly Asked Questions

QUESTION: IS THERE A PERFORMANCE DIFFERENCE BETWEEN THE DIFFERENT FABRICS (GINGKO, LOTUS, CORDE 4, FORTIS)?

ANSWER: We use the Wyzenbeek test as a method to predict wearability. A fabric sample is rubbed constantly against a standard cotton fabric and tested for yarn breakage and wear. The number of cycles indicates how many rubs the test fabric withstood before starting to wear away.



QUESTION: IS THERE A FABRIC THAT IS DURABLE AND EASY TO CLEAN?

ANSWER: All of our fabrics are able to be spot cleaned; however, the Lotus is a wipeable surface. For more information on cleaning instructions, [click here](#).

QUESTION: ARE YOUR FABRICS STAIN RESISTANT?

ANSWER: Commonly used stain-resistant coatings often use Red List toxins that can eventually wear off on people's clothing as an off-gas in their homes. That is why we are proud to be the only manufacturer that does not use stain-resistant coating on any of our fabrics.

QUESTION: ARE ANY OF YOUR FABRICS WATER REPELLENT OR ANTIMICROBIAL?

ANSWER: Lotus would be the best option as it is a non-porous surface which makes it harder for liquids to penetrate - is it also naturally antimicrobial.

QUESTION: HOW DO THE LEATHER TEXTILES WEAR?

ANSWER: Leather is a natural product, therefore its surface progressively wears, especially with lighter colours. That is why we use a Surface Protection System (SPS) on our lighter colours of leather, to make them more durable, easy to clean and less sensitive to stains.

Configuration Questions: Casters

QUESTION: I HAVE HARDWOOD FLOORING WHERE MY CHAIR WILL GO. WHAT TYPE OF CASTER DO I NEED?

ANSWER: All of our chairs come with standard casters for use on carpeted floors. For use on hardwood floors select **Soft Casters (S)**.

QUESTION: WHAT ARE GLIDES AND LOCKING CASTERS?

ANSWER: Glides are used when the chair is meant to be stationary—they do not allow for the chair to roll. Locking casters allow for the chair to lock when occupied. When occupied, the chair can move and roll freely. If you do not want a chair that rolls or moves you can select **Glides (G) casters**. If you would like a chair that locks from moving when the chair is occupied, but would like it to move freely when unoccupied we recommend to select **Locking Casters (K)**.

QUESTION: IF I WANT TO CHANGE THE CASTERS ON MY EXISTING CHAIR, AM I ABLE TO GET REPLACEMENTS?

ANSWER: Yes, all of our casters are interchangeable throughout the task lines. Visit the chair's product page and select accessories to purchase your preferred replacement caster.

Configuration Questions: Cylinders

QUESTION: WHAT IS THE TALLEST CYLINDER OPTION YOU OFFER?

ANSWER: The tallest option is **X Extra - High 10"**. It provides seat height range of 18.13" - 25.63" along with a height adjustable foot ring. Available with the Liberty, World, and Saddle/Pony.

QUESTION: WHAT IS A CLEAN CYLINDER?

ANSWER: A clean cylinder is a cylinder that keeps the grease within the inside of the housing cylinder can, making it so no visible grease appears on the cylinder. Conventional cylinders used in the industry tend to have grease exposed, which can get on clothing as well as well as collect dirt and can effect the long-term functionality of the chair. That is why all of our adjustable chairs have clean cylinders.

QUESTION: WHAT IS THE RETURN TO HEIGHT CYLINDER?

ANSWER: A return to height cylinder is a cylinder that brings the chair to its tallest height after you get out of it. Available in 3" and 5"

Configuration Questions: Foot Rings

QUESTION: WHAT IS THE FOOT RING FOR?

ANSWER: The foot ring comes automatically configured when you select a cylinder that is High, Tall or Extra High. It is included both for comfort and safety. The 20" foot ring comes standard with high (8") or extra high (10") cylinders.

QUESTION: IF I CHOOSE A FOOT RING, CAN I CUSTOMIZE THE COLOR?

ANSWER: There are two color options for foot rings. If you select a black base the foot ring will be black. If you select a white base the foot ring will be polished chrome.

Configuration Questions: Armrests

QUESTION: IF I BUY A CHAIR WITH NO ARMS, CAN I BUY THEM SEPARATELY AND ATTACH THEM LATER?

ANSWER: Yes, depending on the chair selection, the configuration of the chair can be converted from armless to arms with parts that can be retrofitted on the chair. For further assistance, please contact customer@humanscale.com.

QUESTION: WHAT IS A 4D ARM OPTION?

ANSWER: 4D arm option allows for the arm pad itself to move freely—Front to Back and Side to Side in addition to moving up and down and inward and outward. (image below for reference). This arm option is only available on Diffrient Smart, Smart Ocean and Smart Plus.



QUESTION: I AM LOOKING FOR A CHAIR WITH AN ADJUSTABLE ARMREST. WHICH CHAIR WOULD YOU RECOMMEND?

ANSWER: If you are looking for a chair that has the option for the armrests to move together, we recommend the Freedom chairs. If you want the armrests to adjust separately from one another, we recommend Smart, Liberty or World chairs. All of our chairs have an armless option or fixed arms that do not move.

QUESTION: WHICH CHAIR HAS ARMRESTS THAT CAN ADJUST TO THE LOWEST POSITION?

ANSWER: Freedom Headrest and Freedom Task.

QUESTION: WHAT IS DURON?

ANSWER: We thought of the name Duron to refer to the arm pads used in our chairs. The material is made up of polyurethane.

QUESTION: WHAT IS THE DIFFERENCE BETWEEN STANDARD ADJUSTABLE DURON ARMS AND ADVANCED DURON ARMS?

ANSWER: In addition to moving up and down the advanced duron arm moves outward and inward. This feature is available only on the Freedom Headrest and Freedom Task.

Most Commonly Asked Questions

QUESTION: DO REPLACEMENT ARM PADS INCLUDE ARM SUPPORT?

ANSWER: No, replacement arm pads do not include arm supports. When purchasing the arm pad replacement, you will receive two arm pads (Standard Duron Gel or Advanced Duron Gel). To select replacements, visit the chair product page and select Accessories.

Sustainability

QUESTION: HOW ARE YOUR PRODUCTS SUSTAINABLE?

ANSWER: We've eliminated virtually all Red List chemicals from our products. We also eliminated Chrome 6, which is a hazardous material for both the user and the environment. Instead, we use natural polished aluminum and environmentally neutral Chrome 3. [Click here](#) to learn more. Additionally, a certain number of our chairs are certified net positive. [Click here](#) to learn more.

QUESTION: WHAT IS CHROME-FREE LEATHER?

ANSWER: Chrome-Free Leathers are better for the user and better for the environment. The leathers are manufactured at a carbon neutral tannery that does not utilize chromium, a harmful chemical used in traditional methods of tanning leathers.

Shipping, Returns + Warranty

QUESTION: HOW LONG DO CHAIRS TAKE TO SHIP?

ANSWER: Most Quick Ship chairs will ship in 5 business days or less, with the exception of the Smart Ocean, which ships in approximately 10 business days. Custom chairs may take up to an estimated 20 business days, due to their custom nature.

QUESTION: CAN I PAY FOR EXPEDITED SHIPPING?

ANSWER: We currently do not offer expedited shipping.

QUESTION: WHAT'S THE RETURN POLICY?

ANSWER: Please [click here](#) to review the return policy.

QUESTION: WHAT'S THE WARRANTY?

ANSWER: Please [click here](#) for additional information on our warranty.
