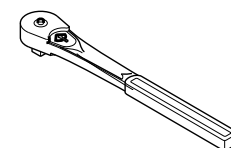
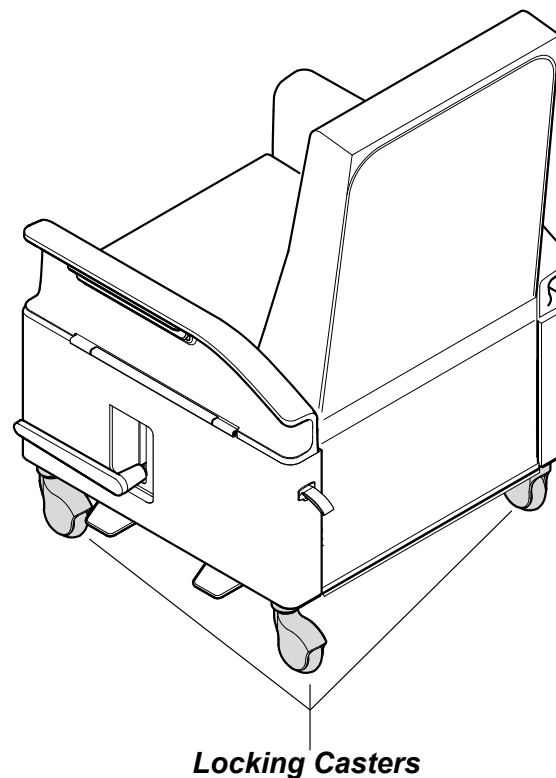
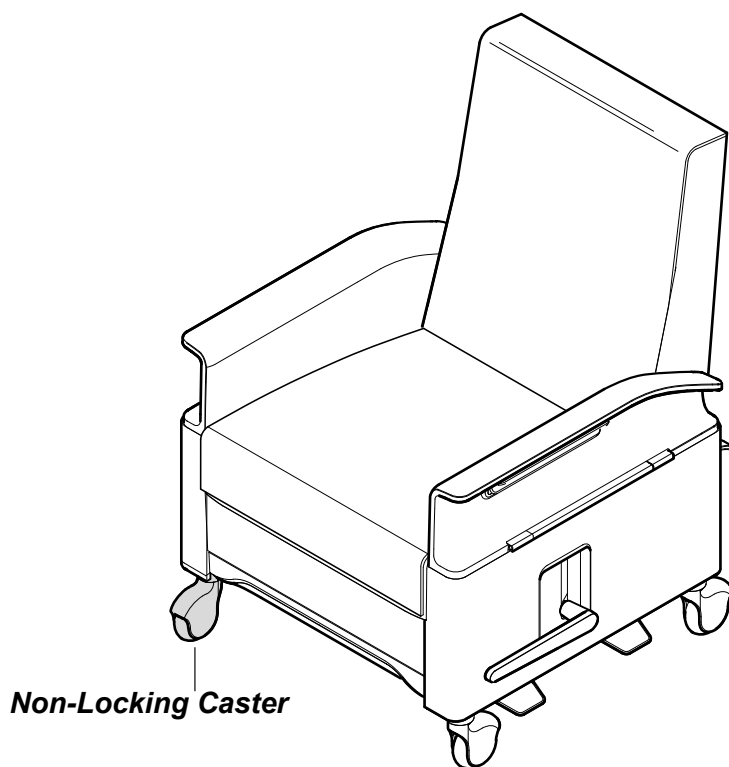
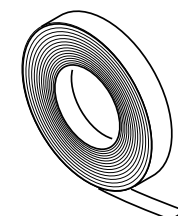


Customer Service for Caster Replacement on Empath™ Recliner



#2 PHILLIPS



MASKING
TAPE

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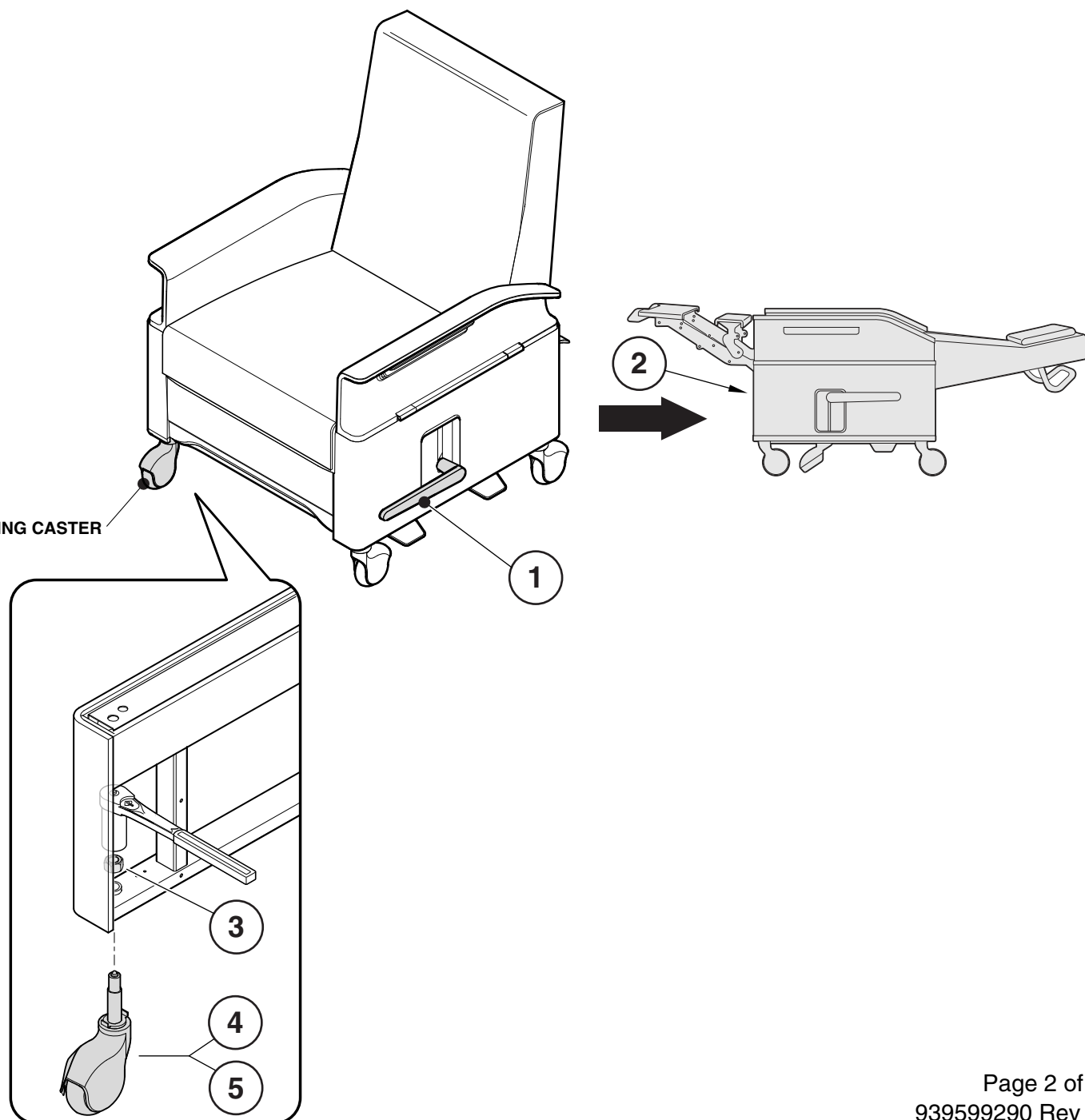
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Non-Locking Caster Replacement

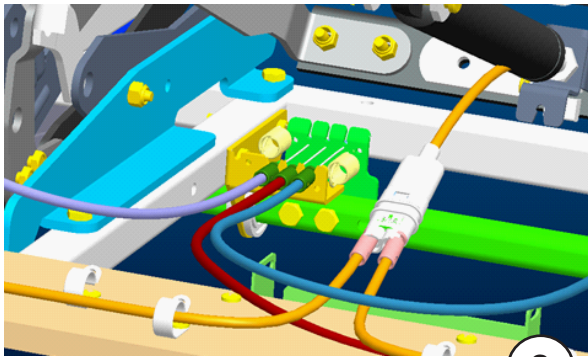
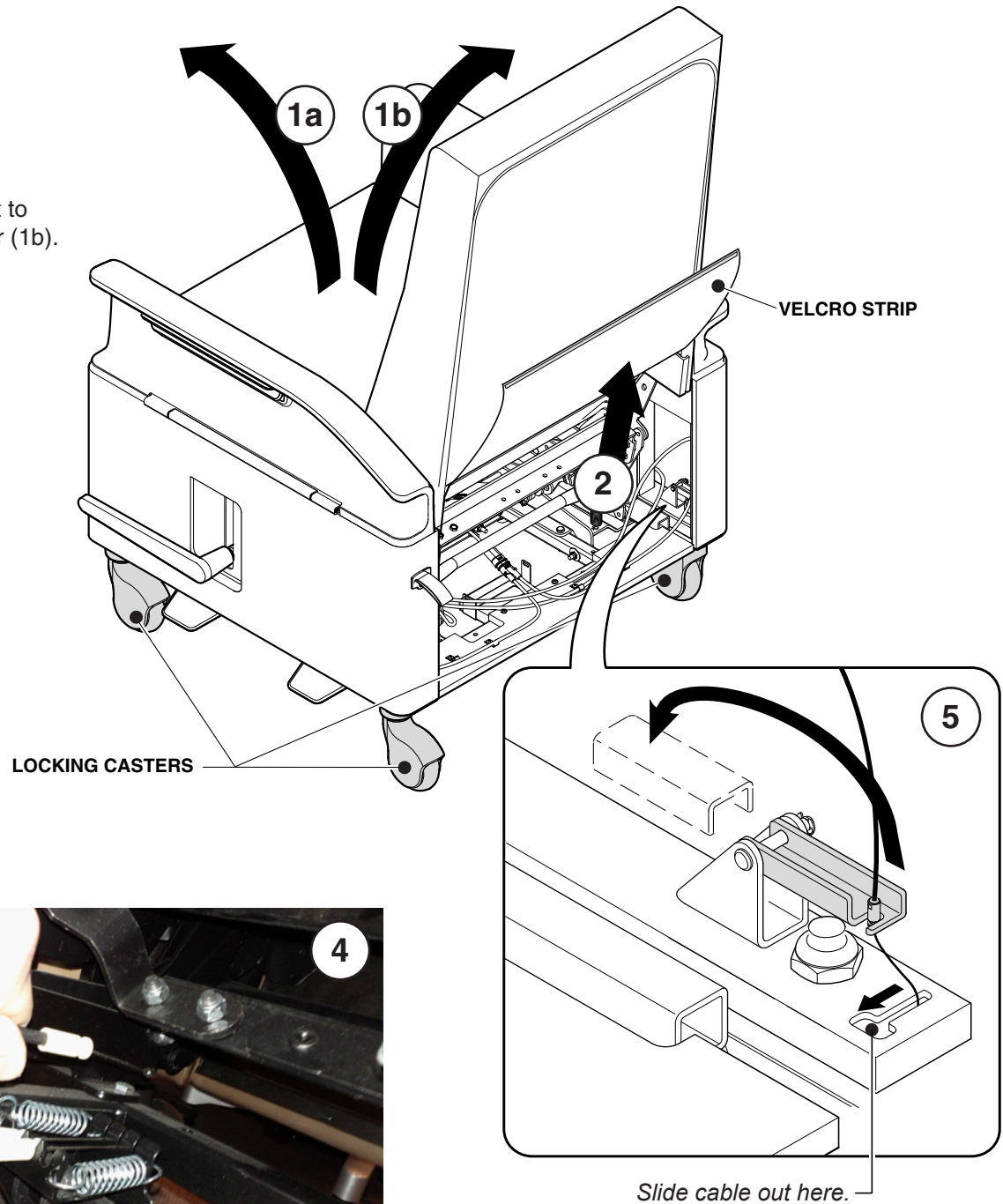
1. Pull lever to recline chair.
2. Detach velcro strip and move cover to gain access.
3. Use a 15/16" deepwell socket to remove the nut that is securing the caster.
4. Remove the caster.
5. Reverse procedure to install replacement caster.

NON-LOCKING CASTER



Locking Caster Replacement

- 1.** Flip chair on front face for rear two casters (1a). Use a blanket to protect fabric. Flip chair to non-control side for locking front caster (1b).
- 2.** Detach velcro strip and move rear cover to gain access.
- 3.** Unhook three (3) cables from the central activation point by unsnapping the white fittings from the steel bracket.
- 4.** Remove the cable ends out of the slot and set aside.
- 5.** Lift lever away from caster.



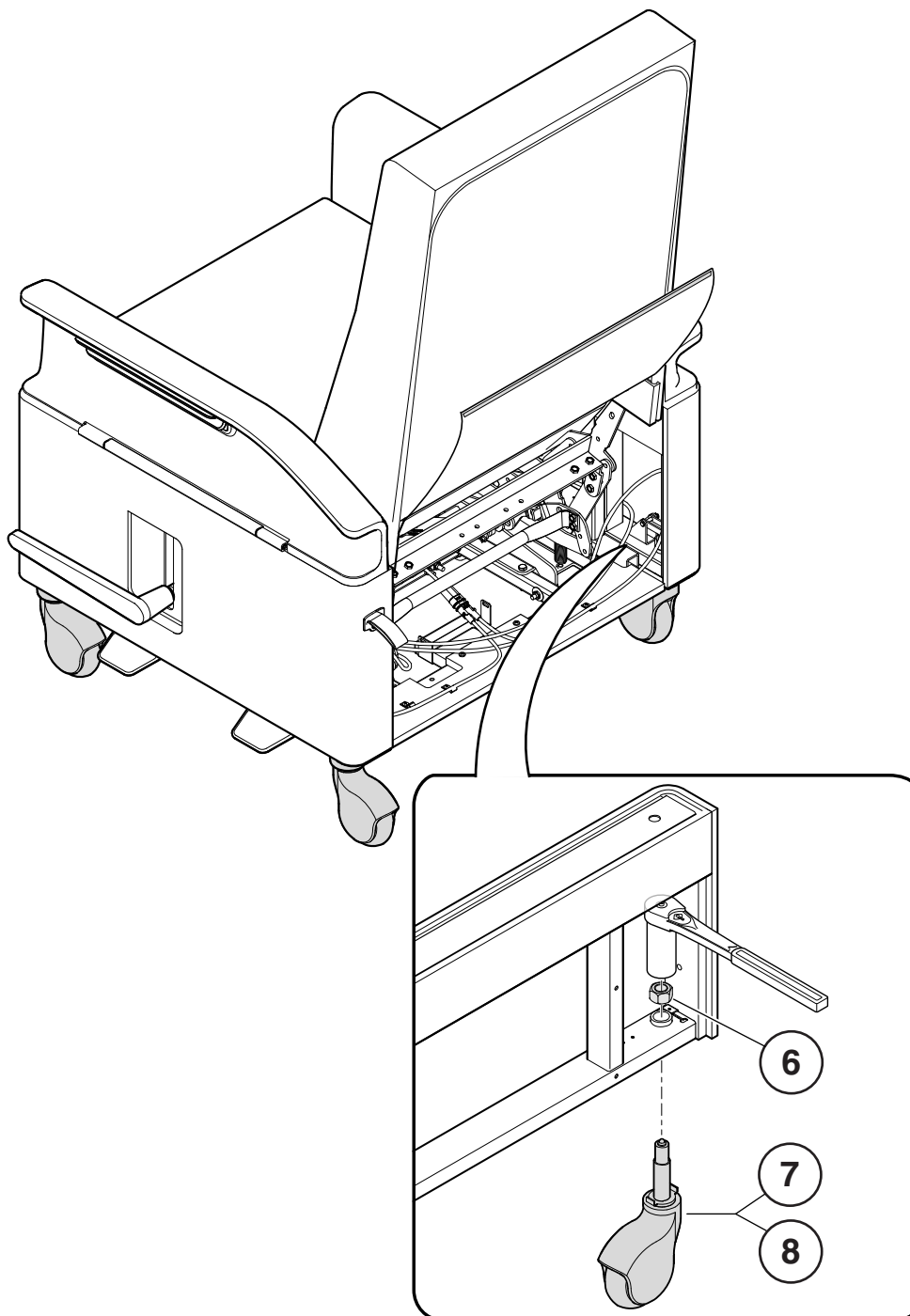
6. Use a 15/16" deepwell socket to remove the nut that is securing the caster.

7. Remove the caster.

8. Reverse procedure to install replacement caster.

9. Check casters for ratcheting after cables are reattached.

NOTE: Make sure to reattach the cables at each caster and at the center of the chair to ensure they are properly managed.



- If one or more casters appears to be partially locked even after the central locking pedal is fully disengaged, this may be remedied by adding a washer to the locking clip for that caster. One indication that a caster remains partially locked even when the chair is unlocked is a ratcheting sound as the caster attempts to swivel.
 - Locate the caster(s) that remains partially locked.
 - Make sure the central lock pedal is disengaged (in up position).
 - Locate the locking “clip” inside the arm panel that activates the locking function and presses down on the caster plunger when activated.
 - Loosen (but do not remove) the two (2) screws holding the clip to the frame.



- Insert a standard 1/4 inch washer under the edge of the clip closest to the caster stem.

TIP: Add masking tape to washer to hold in place during installation.

NOTE: A second washer may be needed if caster still ratchets.

- Tighten the two screws in the locking clip loosened above.
- Test the central lock system and casters for proper function.



Once casters are replaced:

1. Verify central lock function is working properly.
 - Ensure central lock pedal engages and stays in down position.
 - Ensure the three locking casters lock for both swivel and rotation.
 - Ensure central lock disengages – pedal returns fully to up position and casters rotate and swivel freely.
2. Re-package old/replaced casters into box.
3. Seal box using supplied packaging tape.
4. Place supplied pre-paid return shipping label on box.
5. Ship old casters back to Shepherd via UPS.