

Section 5

TROUBLE SHOOTING

Applies to All Cloud 9 Table Models

If you are experiencing technical difficulties with your Cloud 9, we ask that you perform these trouble shooting techniques prior to contacting Living Earth Crafts.

Special Note: The hand control does not function when more than one button is pushed simultaneously. Please push one button at a time.

Special Note: Be sure to inform your customers that the armrests are flexible and are not intended for support when getting on or off the chair. Excessive pressure on the armrests may cause damage to them and to the upholstery.

Table does not raise or lower:

1. Check to make sure the outlet in your room is receiving power. This can be done by plugging in a hairdryer or small appliance and turning it on.
2. If you have a dimmer in the room, make sure the dimmer switch is turned to full power, then retest your table.

If you are unable to resolve the problem with your table, please refer to Section 6, Technical Problems, and contact Living Earth Crafts.



Section 6

TECHNICAL PROBLEMS

Applies to All Cloud 9 Table Models

With proper maintenance, your Living Earth Crafts table is designed to give you years of trouble free operation. If you should have a problem with your table, do not attempt to repair the table yourself. This will void the 2-year warranty that covers your table against defects in material and workmanship. It covers repairs only if you follow these steps:

1. Call **800-358-8292** or **(760) 597-2155**

Our Customer Service Representative will ask you to provide the following information:

- a) your table's serial number (located on the underside of the head section of the table top)
 - b) a description of the problem
2. Our representative will coordinate a technician in your area if one is available. The technician will contact you to arrange for a convenient time for on-site service. This service is scheduled during normal business hours, 8.AM to 5.PM, Monday through Friday.
3. You will need to allow the technician access to your table at the scheduled time. If there is a lengthy delay, you will be charged for the delay time at the service agent's hourly rate. To cancel the appointment, notify the technician 24 hours prior to the scheduled appointment. If you fail to notify the technician, you will be charged for the service call.
4. Please remember that any unauthorized service will not be covered. Please be sure to contact us first.
5. As expressed in your warranty, damage from abuse or mishandling is not covered.

