

Troubleshooting Tips: My Wobble Stool Won't Adjust Properly ☹️

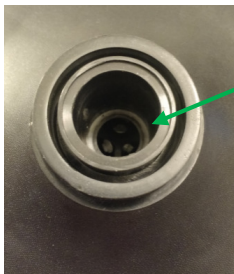
ISSUE #1: The plastic protective cap was not removed from the tip of the gas spring (the metal pole) before assembly
OVERVIEW: The tip of the metal gas spring is shipped with a plastic protective cover to prevent expansion during transit. This protective cap must be **removed** and **discarded** before assembly.

If the protective cap is **not removed** and you try to assemble the Wobble Stool with this plastic cap covering the tip of the gas spring, Wobble Stool will not adjust and the seat will not sit securely on the gas spring. Commonly, this protective cap can become shoved in the seat bottom.

Don't worry ... all you have to do is remove this plastic cap & reassemble the Wobble Stool. Here are pictures & descriptions to better explain the issue:



CORRECT! Tip of Gas Spring Should Look Like This:
 After inserting the bottom of the gas spring into the base of the Wobble Stool, the tip of the Wobble Stool **should look like this** ... You should see an exposed white nipple or button on the tip of the gas spring. **Do not pull this white cap off!!!**



CORRECT! The Hole In The Seat Bottom Should Look Like This:

- ✓ The hole in the seat bottom looks clean, smooth, unbroken
- ✓ Look inside ... you see 3 small "dots"
- ✓ Nothing is shoved inside this hole.



INCORRECT! The Plastic Cap Wasn't Removed & Is Stuck In The Seat Bottom

- ✗ A thin black cap is shoved inside the hole on the seat bottom
- ✗ The hole in the seat bottom looks unhealthy and broken. Why? Because the plastic protective cap is shoved inside it.
- ✓ **WHAT TO DO?!** Remove the thin plastic cap from the hole in the seat bottom using your hands or pliers.



CORRECT! You removed the plastic cap from being stuck in the seat bottom:

- ✓ The hole in the seat bottom looks clean, smooth, unbroken
- ✓ Look inside ... you see 3 small "dots"
- ✓ Nothing is shoved inside this hole.
- ✓ That pesky protective cap (circled in blue) can be tossed in the trash!
- ✓ Go ahead and reassemble the Wobble Stool (without the plastic cap!)

ISSUE #2: The Seat Requires More Pressure to Work

OVERVIEW: Wobble Stool has 3 main structural parts (listed below). All 3 parts are held together with friction and hence **require a tight connection to function** properly:

1. Base
2. Metal Pole (Gas Spring)
3. Seat

Before Proceeding: Check w/ Issue #1 above ... did you remove the plastic protective cap from the tip of the gas spring before assembly? Please be 100% certain that this plastic cap was removed and discarded (i.e. is not still on the tip of the gas spring and is not shoved in the seat bottom) before proceeding.

Ok, so you successfully removed and discarded the plastic cap (right? Check again, please) and you've assembled the Wobble Stool correctly per the instructions ... let's double check:

- (1) Is the thicker bottom of the metal pole in Wobble Stool's base?
- (2) Was the plastic cap removed from the thinner tip of the gas spring and discarded?
- (3) Did you see a small white button on the tip of the gas spring before you put the seat on?
- (4) Was the seat aligned properly with the tip of the gas spring?
- (5) When you pushed the seat down, did you feel it "sink" in place?

If you answered "yes" to all 5 questions above, the primary **reason why** your Wobble Stool doesn't adjust easily is because the connection between the Seat + Metal Pole + Base isn't snug enough.

How to Fix This?

If and only if you've assembled the Wobble Stool correctly & the seat is aligned properly and is safe to sit on, then:

1. Sit on the seat
2. **Gently** bounce up and down on the seat (bouncing adds pressure that will tighten the connections)

Does Wobble Stool Work?

Test it out! Press any 1 of the 3 underseat buttons ... Wobble Stool should automatically raise up (just like a normal office stool).

To **lower** Wobble Stool: press any 1 of the 3 underseat buttons and add downward pressure to the top of the seat by sitting on it or pushing down.

Whew!

Wait ... **need more HELP?**! Hit us up on the email (info@UncagedErgonomics.com) or telephone ([240-583-0517](tel:240-583-0517)):