

# Grommet Accessories

## Powered Grommet Accessories

Requires Powered Grommet / Grommet Accessories Ordered Separately

Available on: UC472 / UC566 / UC677



**LED Reading Light \$75.25**



**Cooling Fan \$34.40**



**Bluetooth Speaker \$113.95**



**Tablet / Phone Holder  
With Charger \$68**



**Essential Oils Diffuser \$105.35**



**Illuminated Bowl \$66.65**



**Flex Light \$68.80**

## Non Powered Grommet Accessories

Available on: UC472, UC478, UC566, UC677,



**Tablet / Phone Holder  
Non-Charging \$68.80**



**Swivel Tray Table \$51.60**



**Stem Glass Holder \$43**

| Part Number      | Description            |          |
|------------------|------------------------|----------|
| MSCC-WPH-R       | Ipad Holder/Charger    | \$68.80  |
| MSCC-FAN-R       | Cooling Fan            | \$34.40  |
| MSCC-GHL-R       | Stem Glass Holder      | \$43.00  |
| MSCC-BTS-R       | Bluetooth Speaker      | \$113.95 |
| MSCC-LGT2-R      | Flex Light             | \$68.80  |
| MSCC-PCB-R       | Illuminated Bowl       | \$66.65  |
| MSCC-SDF-R       | Essential Oil Diffuser | \$105.35 |
| MSCC-ASMB-WGT-2R | Swivel Tray Table      | \$51.60  |
| MSCC-LGT1-R      | LED Light              | \$75.25  |

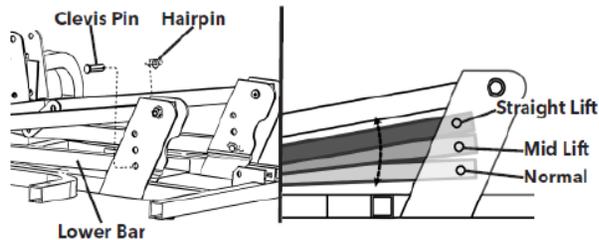
## UltraComfort Lift Options

The ability to choose how your chair lifts is a feature completely unique to UltraComfort chairs. If your consumer is uncomfortable with the standard angled lift. (As shipped by the factory) They can choose from two other lift options on our 1, 2 & 4 Zone chairs, or the straight option on 5 Zone Chairs.

**Full Lift:** Our patented lift mechanism ships with this position set. It is a more typical lift (but is designed not to "dump" the customer forward)

**Mid Lift:** Still features an angled lift, but with a gentler design that offers smooth and easy lift assistance. **Not available on 5 Zone Chairs**

**Straight Lift:** Lifts the chair straight upward. Helpful to consumers who may be uncomfortable with any angled lift. Also helpful on Vinyl chairs



1. Unplug the transformer from the wall outlet & unplug battery back up from chair.
2. Gently push the chair over onto the footrest, turn it upside down, or gently push it over onto its side, opposite of the hand control.
3. Remove Clevis Pin & Hairpin that retain lower bar on rearward sides of the lift frame (*scan QR Code for a closer look*).
4. Move bar up and align holes. Middle hole is for Mid Lift and top hole is for Straight Lift.
5. Insert removed Clevis Pin into the new location & reinstall hairpin.
6. Repeat steps 3-5 for the opposite side.

Note: While the change is fairly simple and found in the chair manual, we strongly recommend only a qualified service person perform the operation.

## **Cancellation Policy**

### **Cancelling an order after it has shipped**

If you wish to cancel an order that has shipped but not yet delivered:

- 1) Notify tech service to obtain a return authorization
- 2) Refuse the shipment and note "order cancelled" on the delivery receipt

**The retailer is responsible for all freight charges as well as a minimum restock fee of 15%**

### **Cancelling a stock order**

Any In-Stock item may be cancelled anytime prior to shipment without a penalty.

### **Cancelling a custom order (any chair that is not stocked)**

The retailer has 48 hours to cancel a custom order without a penalty. After 48 hours, a retailer may cancel the custom order anytime prior to shipment but a **15% restock fee will apply.**

### **Reconsignment of an order after it has shipped**

If an order ships to the wrong address, refuse the shipment, noting "wrong address" on the delivery receipt and contact the Freight Department to request reconsignment. If the original address was entered incorrectly through no fault of UltraComfort, the retailer will be responsible for all additional freight charges.

# WARRANTY INFORMATION



## 2-Zone, 4-Zone, 5-Zone & UltraCozy Models

UC520, UC556, UC559, UC562, UC566, UC571, UC576, UC793, / UC671, UC676, UC677

### Lifetime Warranty

Lift Frame  
Wood Chair Frame  
Recline Bar  
Scissor Mechanism

### One Year Warranty

Fabric  
Leather  
Foam/ Pocketed Coils  
Padding  
Labor

### Seven Year Warranty (3 yr 100% / 4-7 Yr Pro Rated)\*

Electrical Components

## Import Models - UC114, UC342, UC472, UC476, UC477, UC478

### Lifetime Warranty

Lift Frame  
Wood Chair Frame  
Recline Bar  
Scissor Mechanism

### One Year Warranty

Fabric  
Foam  
Padding  
Labor

### Three Year Warranty

Electrical Components

### **Two Year Warranty**

Nirvana Massage System With Far Infrared Heat  
HeatWave System

Shipping: Warranty Parts ship at no charge for the first year. Anything after the first year the customer is responsible for freight charges.

\*Year 4 earns a 35% discount off suggested retail price. Year 5 earns a 25% discount. Year 6 earns a 15% discount and year 7 a 5% discount

# WARRANTY INFORMATION



## **Terms Applicable To Warranties**

UltraComfort will, at its option, repair and/or replace the defective parts and/or components provided that the warranty parts have not been subjected to misuse, abuse or improper service by the consumer; have not been damaged in transit or handling, and/or have not been altered or repaired by unauthorized representatives. This warranty does not include costs for unnecessary service calls, i.e., service calls solely for the purpose of educating the consumer about the product, or finding an unsatisfactory power connection, etc. Exceeding the weight capacity of the chair (published in each owner's manual) will void all warranties.

Fabric Warranty does not cover discoloration or delamination due to interaction with medications.

UltraComfort will pay standard shipping rates on all warranted parts for the first year. The consumer will be responsible to pay cost for transportation, handling and packaging of the parts or components beyond the first year. UltraComfort shall not be responsible or obligated to pay for any costs or expenses for examination/inspection of any warranted parts. Travel expenses are not covered under the warranty. All repairs and labor rates must be approved by Ultra Comfort before service is provided. Any repairs by unapproved or unauthorized representatives will void all warranties.

Models UC114, UC342, UC472, UC476, UC477, UC478, UC480, UC520, UC556

UC566, UC571 UC576, UC793, UC671, UC676, UC677

Model UC556-MXW, UC566-MXW

400 lbs

600 lbs

**Shipping and Handling is charged on warranty parts after the first year.**

## **Labor Rates**

### **Electrical:**

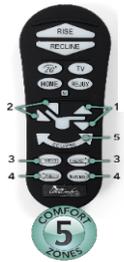
Hand Controls \$25  
Transformer \$25  
Lift Motor \$50  
Recline Motor \$35  
Control Box \$50

### **Mechanical:**

Lift Mechanism \$60  
Recline Bar \$75  
Scissor Mechs \$75

### **Wooden Frames:**

Back \$35  
Seat \$75  
Arm Assembly \$75  
Shell \$75



Adjustable upper body, lower body, headrest, lumbar & tilt



# Comfort Zone™

by ULTRACOMFORT

For a more relateable story at retail, UltraComfort uses the word ZONE in place of MOTOR. A recliner with five ZONES is more appealing than a recliner with five MOTORS. We suggest you use the same terminology with the retail consumer, as it speaks to what they are looking for in a recliner . . . Comfort.



Adjustable upper body, lower body, headrest & lumbar



Adjustable upper body & lower body

## Comfort Zone™ by ULTRACOMFORT



Upper body & lower body move together



## Custom Ordering UltraComfort Chairs

UltraComfort wants to give both you and the consumer an opportunity to purchase our chairs in the configuration that best fits their needs. We offer various comfort enhancing accessories as well as the ability to order both standard and custom cut covers on most of our chairs. This page is designed to give a quick guide as to how to special order an UltraComfort chair.

### Accessories:

For various reasons, not all accessories we offer can be used on all chairs. Whether or not an accessory can be added to a chair can be found in two places: the line sheet poster and in this price list next to the individual chairs. Please refer to these documents to determine availability for your particular order.

### Fabric:

Unlike most of the industry, we do not price our fabrics by grading them by number or letter for each cover. Instead we use the classification below to determine both price, and ship times.

#### Standard Covers

Standard Price

Generally 3 covers/frame. They can be found on the waterfall swatches attached to each chair, and they are listed on the UltraComfort line sheet poster. These are generally quick ship chair/fabric combinations.

#### Custom Cut Fabrics:

Plus \$50

These are non-standard covers that are available to order on the chair at an upcharge for special handling. They are found in our 6x9 swatch handle and will generally take 6-8 weeks longer to be built.

#### Brisa Fabrics

Plus \$360

Brisa is an extreme high performance fabric. It passes 300k double fabric rubs; it is very soft to the touch; it is a temperature stable cover; It can be cleaned with a mixture of 5 parts water to 1 part bleach. Brisa is also an environmentally friendly cover and has often been called a "Vegan Leather" product.