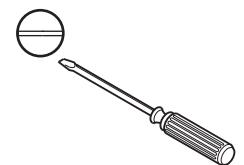
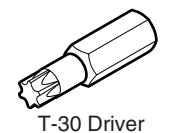
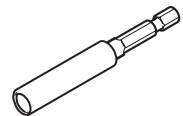
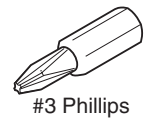
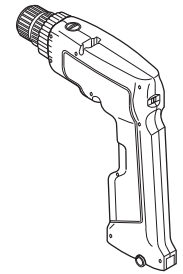


464 Leap® WorkLounge Ribbon Replacement (Customer Service)



If you have a problem, question, or request, call your local dealer, or Steelcase Line 1 at **888.STEELCASE** (888.783.3522) for immediate action by people who want to help you. (Outside the U.S.A., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands, call: 1.616.247.2500) Or visit our website: www.steelcase.com

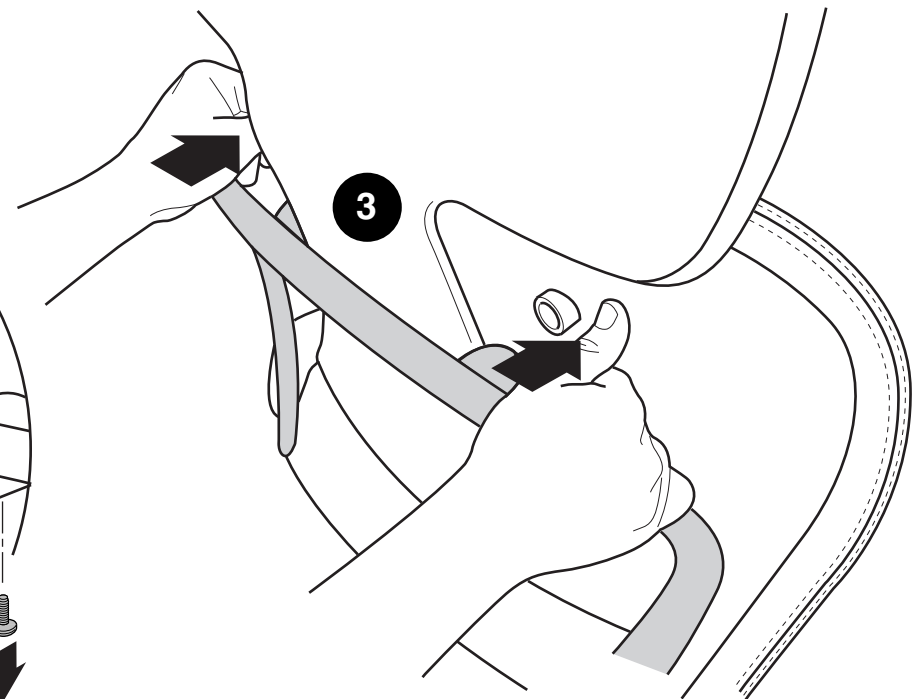
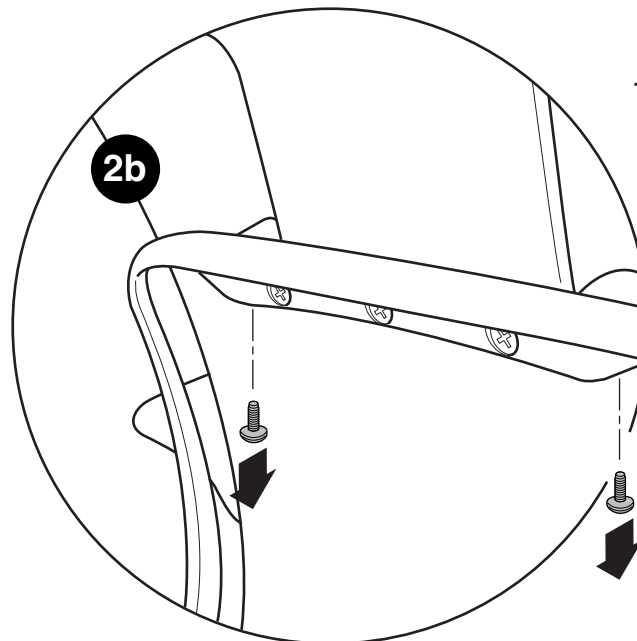
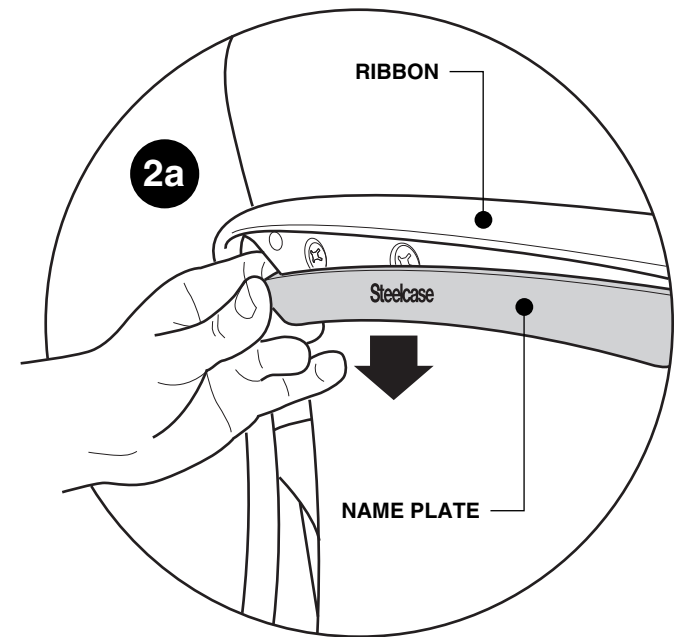
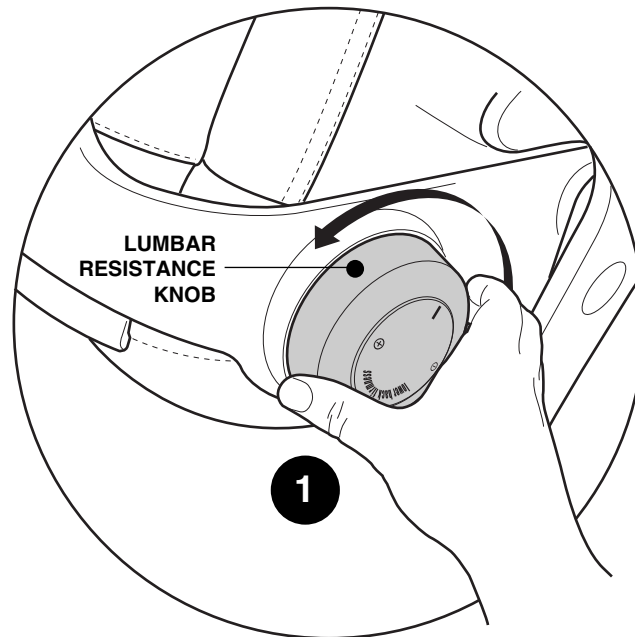
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1. Set the lumbar resistance knob to **MINIMUM** tension by rotating it counterclockwise.

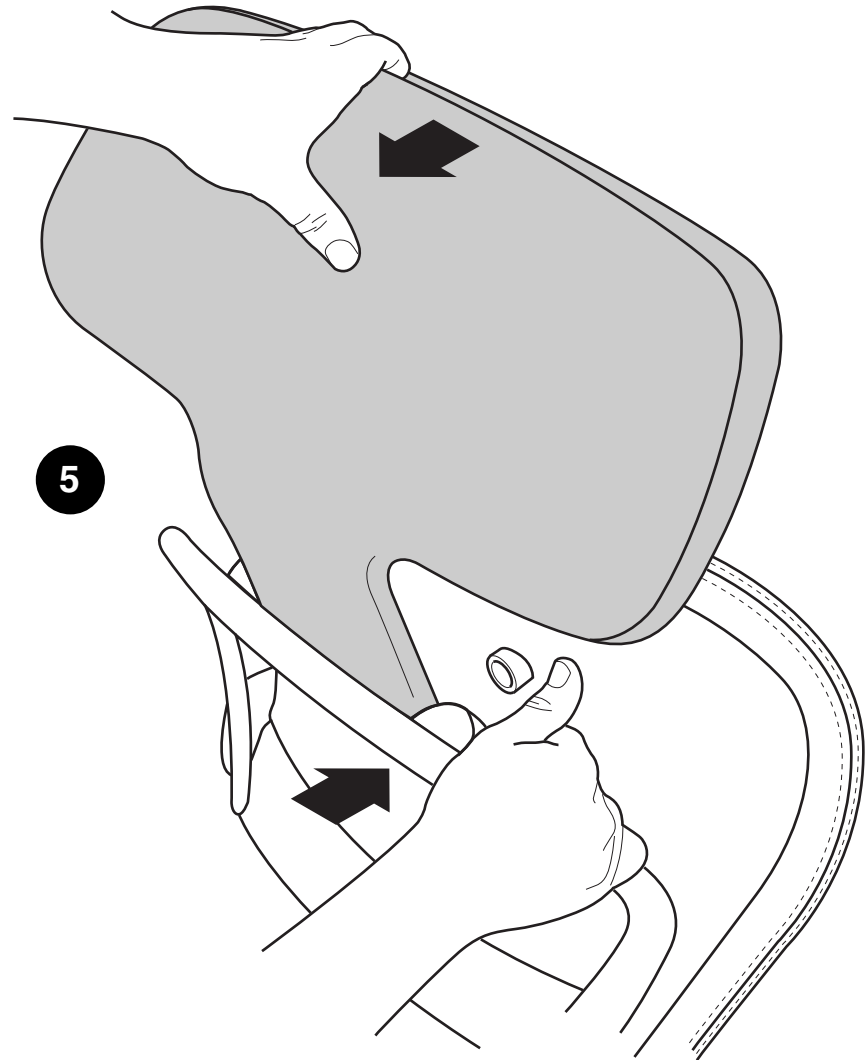
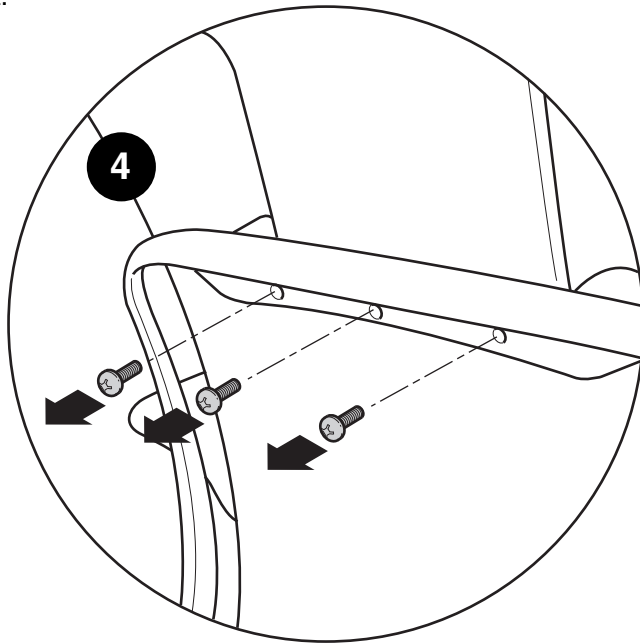
2. Remove nameplate by pulling down (2a). Remove the two (2) small screws from the back of pivots (2b).

3. Grab the ribbon on either side of the nameplate and push the back forward with the soft pads of the thumb. (This will unclip the top section of the back).



4. Remove the three (3) headrest attachment screws with a #3 phillips screwdriver.

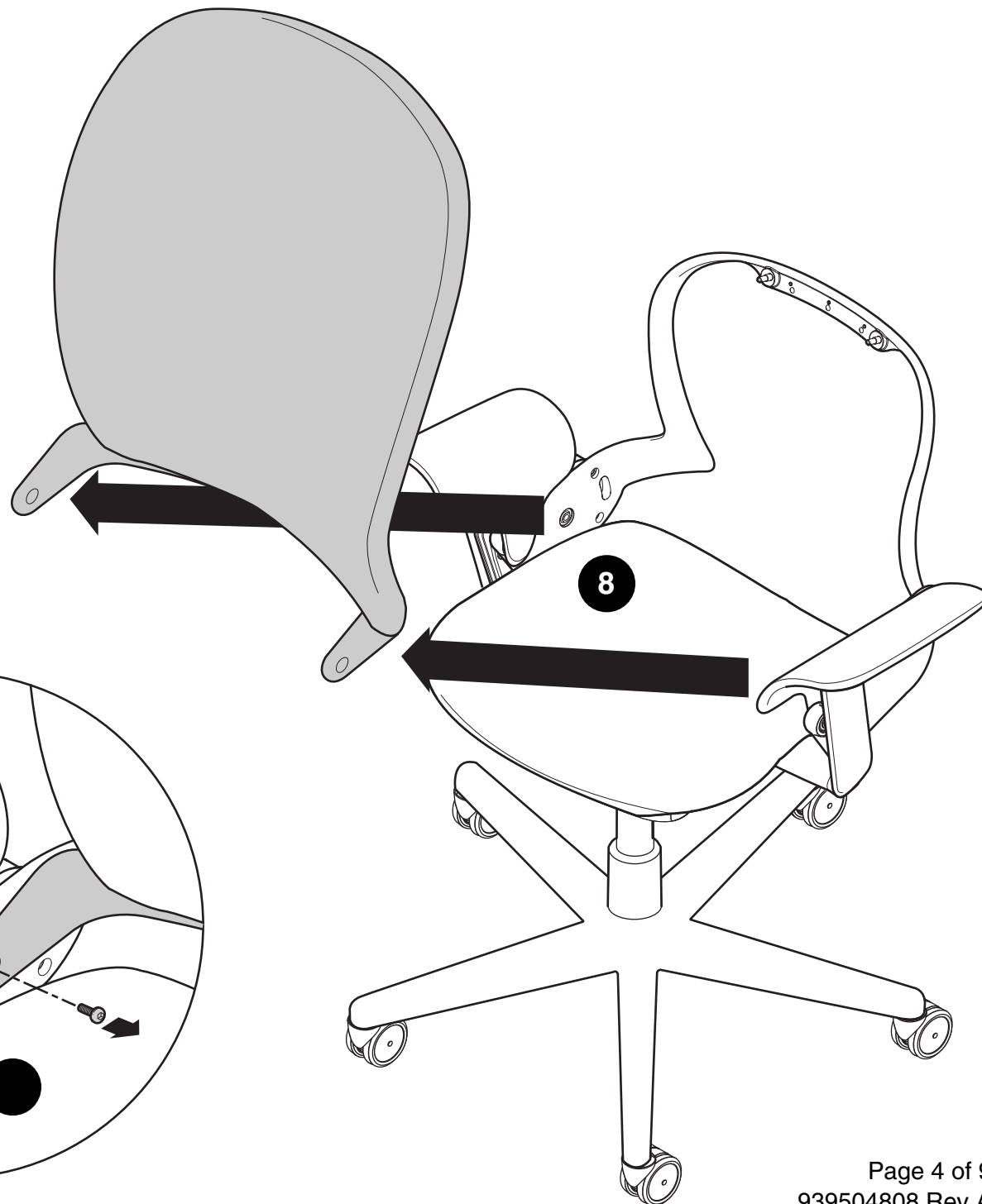
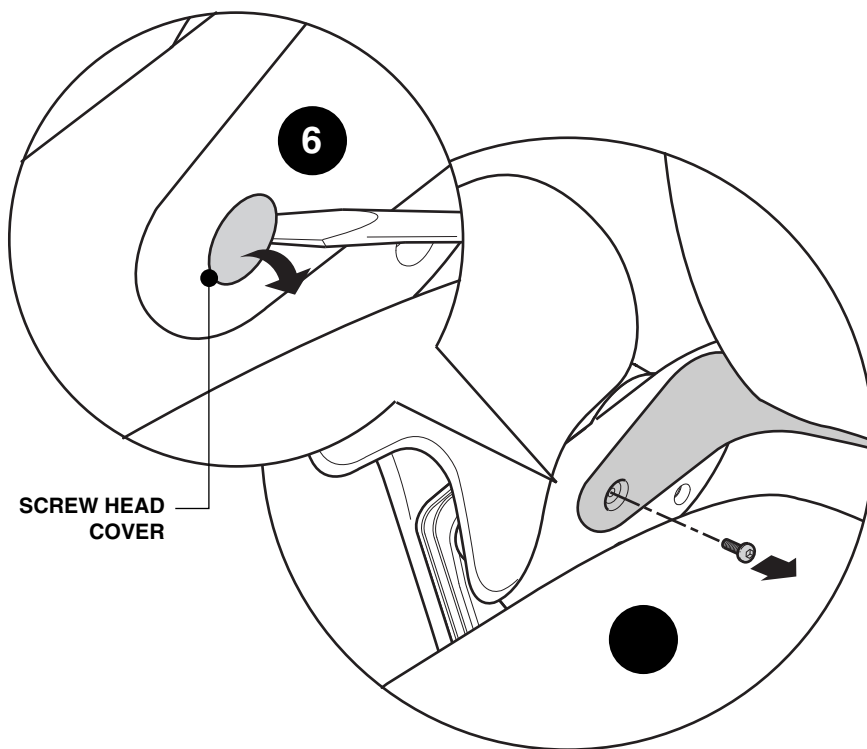
5. Push the backrest forward while tipping the headrest rearward to remove it.



6. Using the flat head screwdriver, remove the screw head covers from both sides of the lower seat area.

7. Using the T-30 driver, remove both the screws.

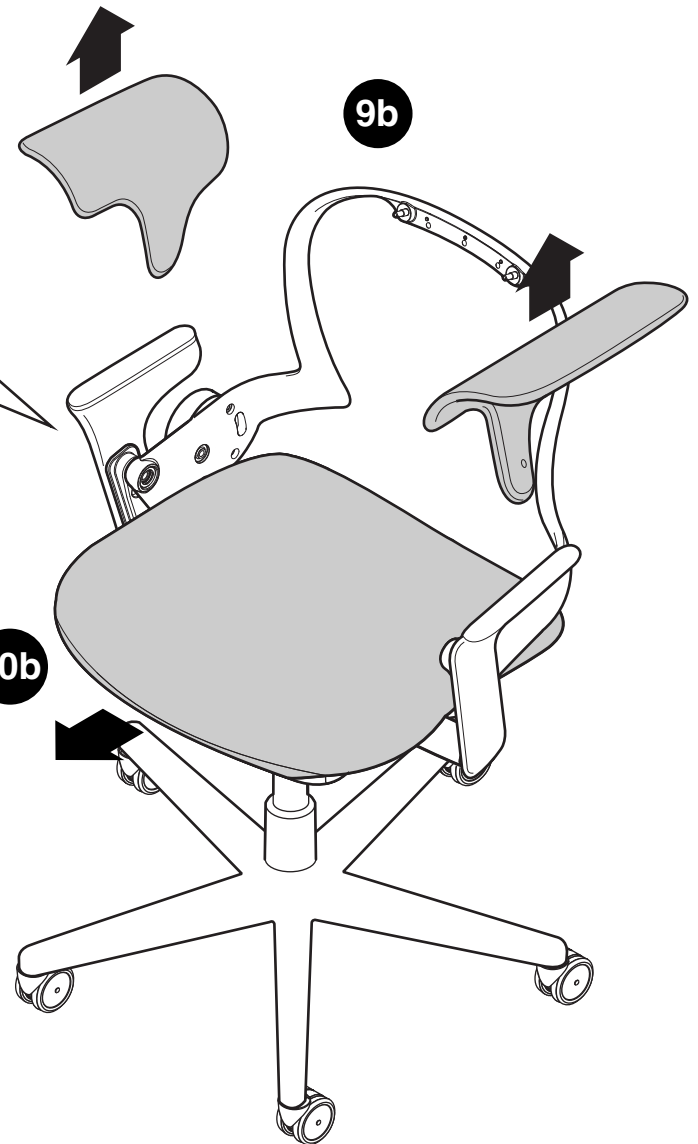
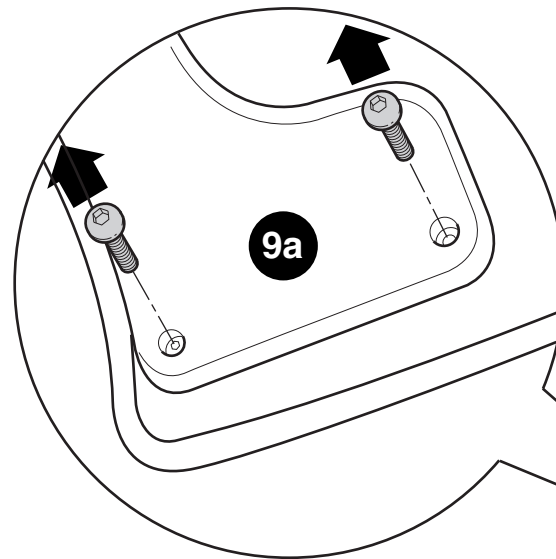
8. Remove chair cushion back.



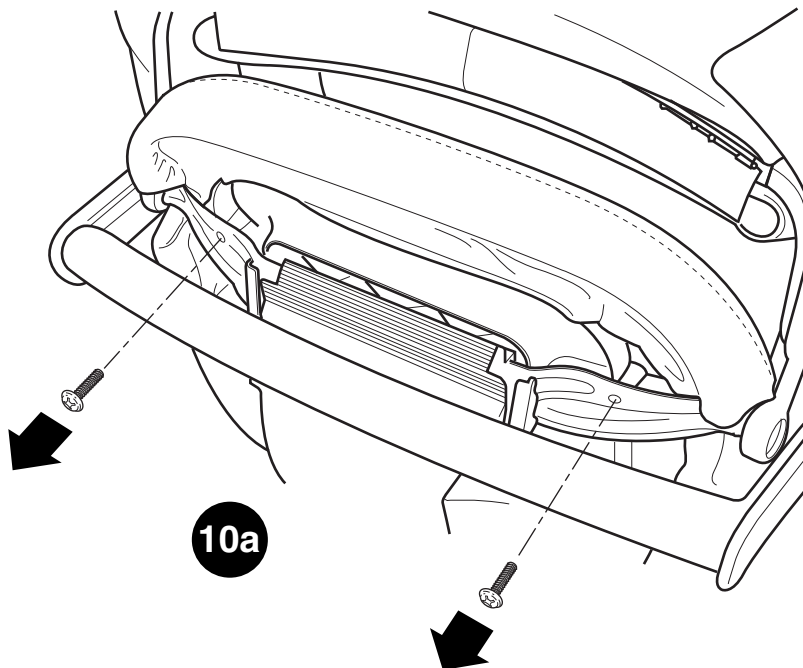
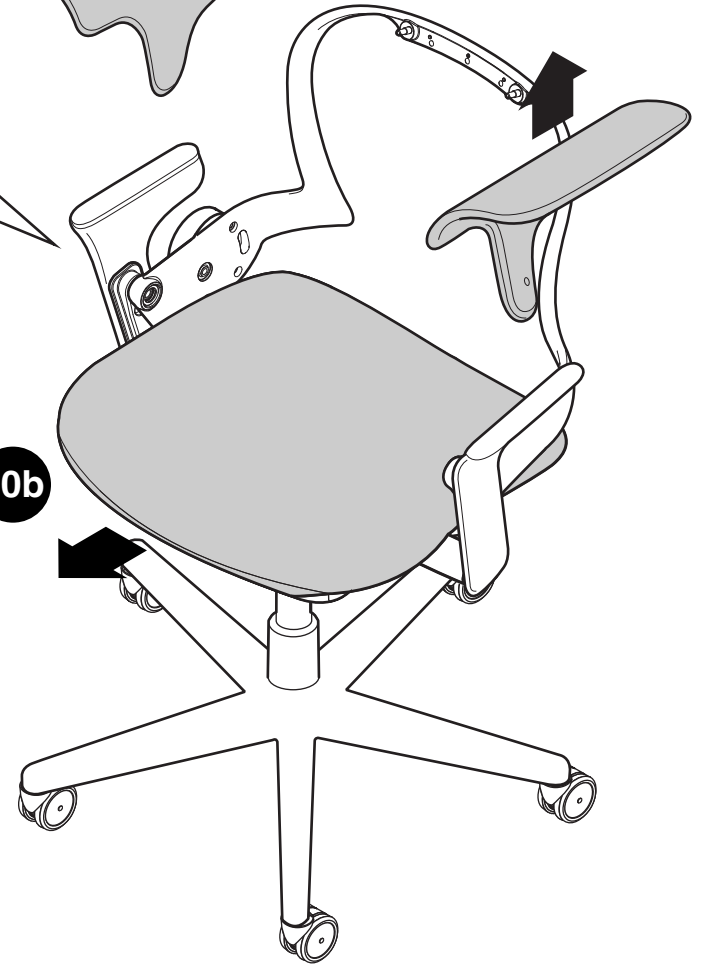
Underside of Arm

9. Remove arm cap screws from underside of aluminum armrest structure (9a) and remove both arm caps (9b).

10. Flip chair over. Remove rear seat screws with a #3 phillips (10a) and remove seat by sliding seat forward and lifting (10b).



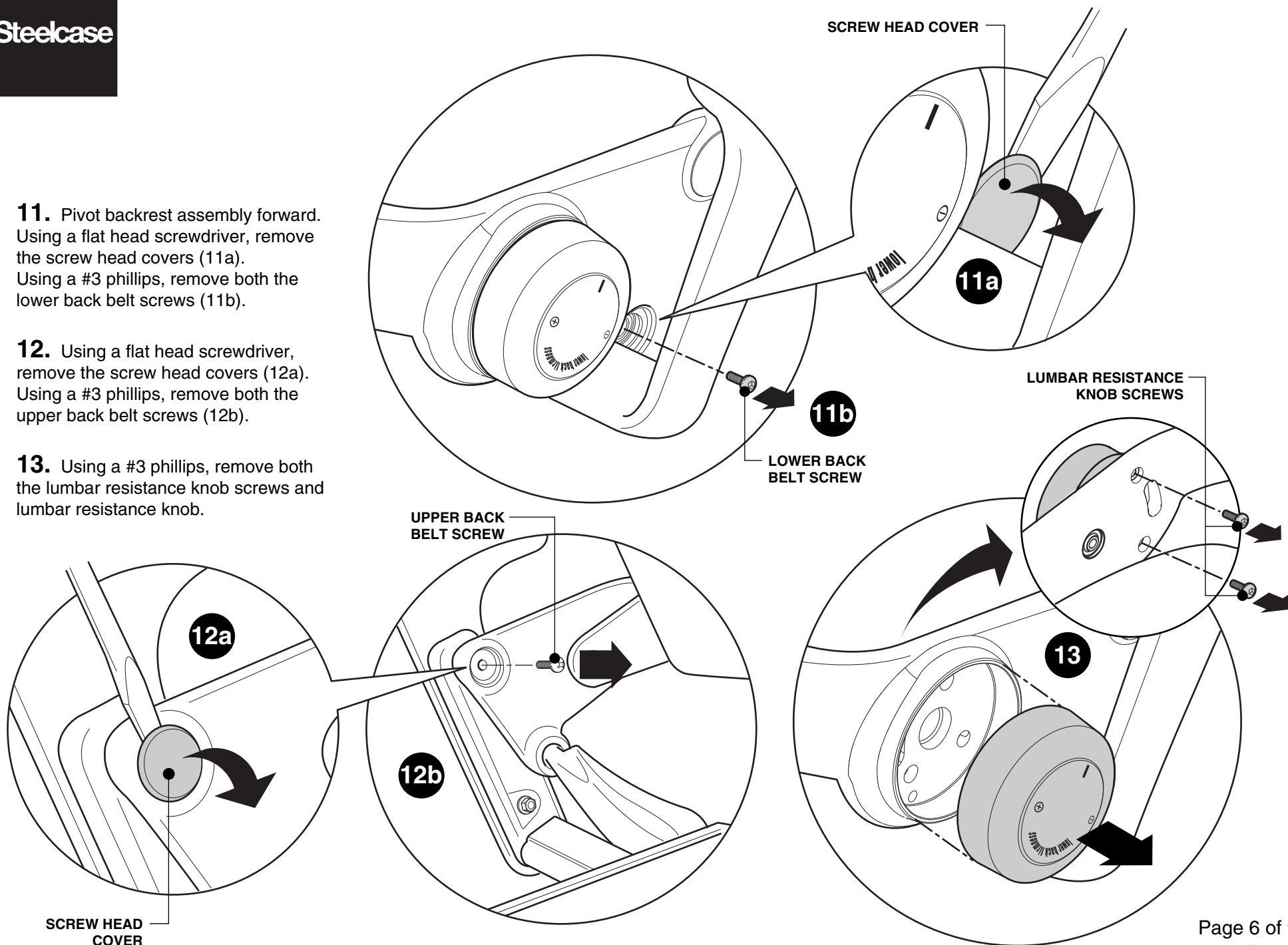
Underside Rear of Chair

**10b**

11. Pivot backrest assembly forward. Using a flat head screwdriver, remove the screw head covers (11a). Using a #3 phillips, remove both the lower back belt screws (11b).

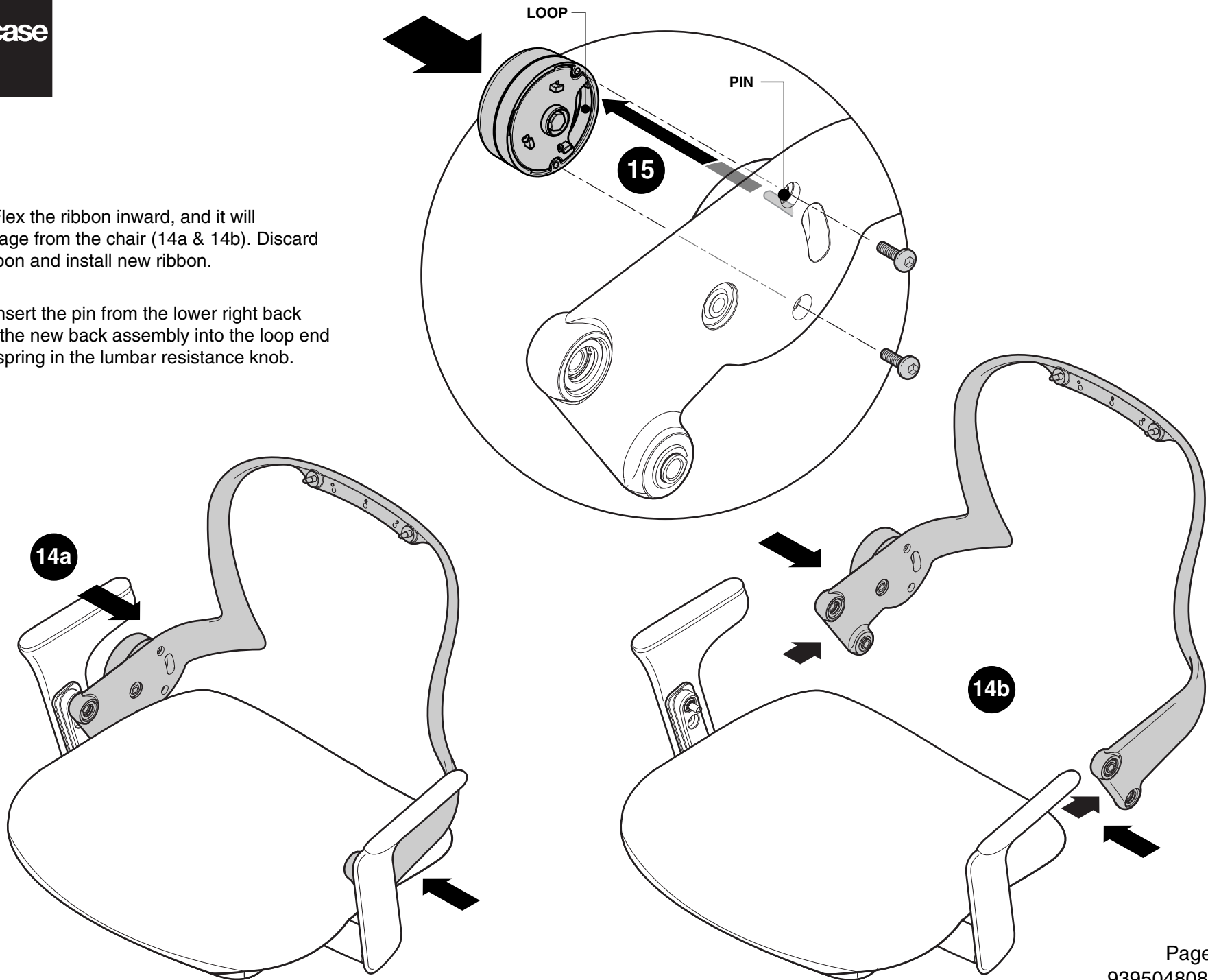
12. Using a flat head screwdriver, remove the screw head covers (12a). Using a #3 phillips, remove both the upper back belt screws (12b).

13. Using a #3 phillips, remove both the lumbar resistance knob screws and lumbar resistance knob.



14. Flex the ribbon inward, and it will disengage from the chair (14a & 14b). Discard old ribbon and install new ribbon.

15. Insert the pin from the lower right back belt of the new back assembly into the loop end of the spring in the lumbar resistance knob.



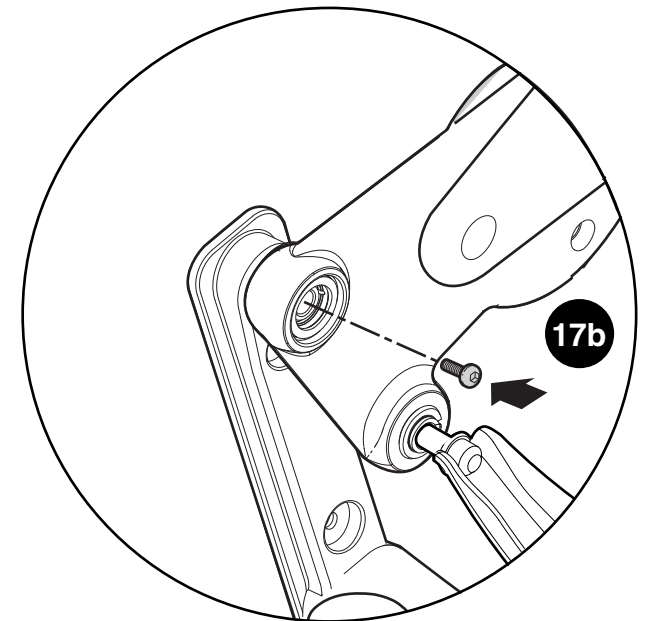
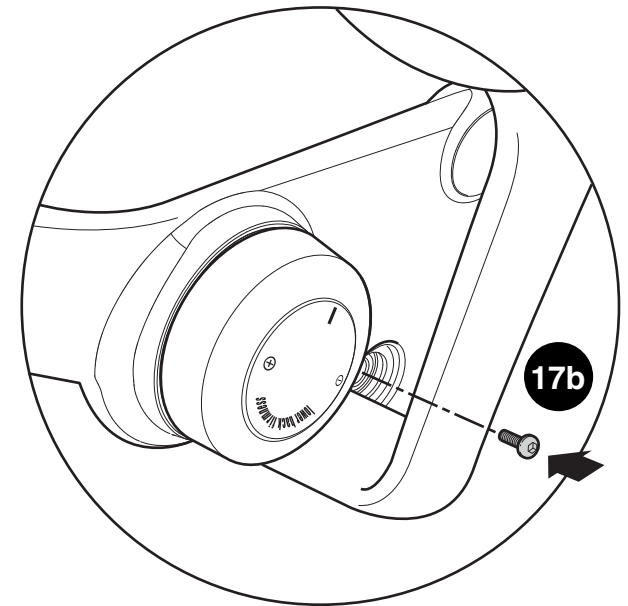
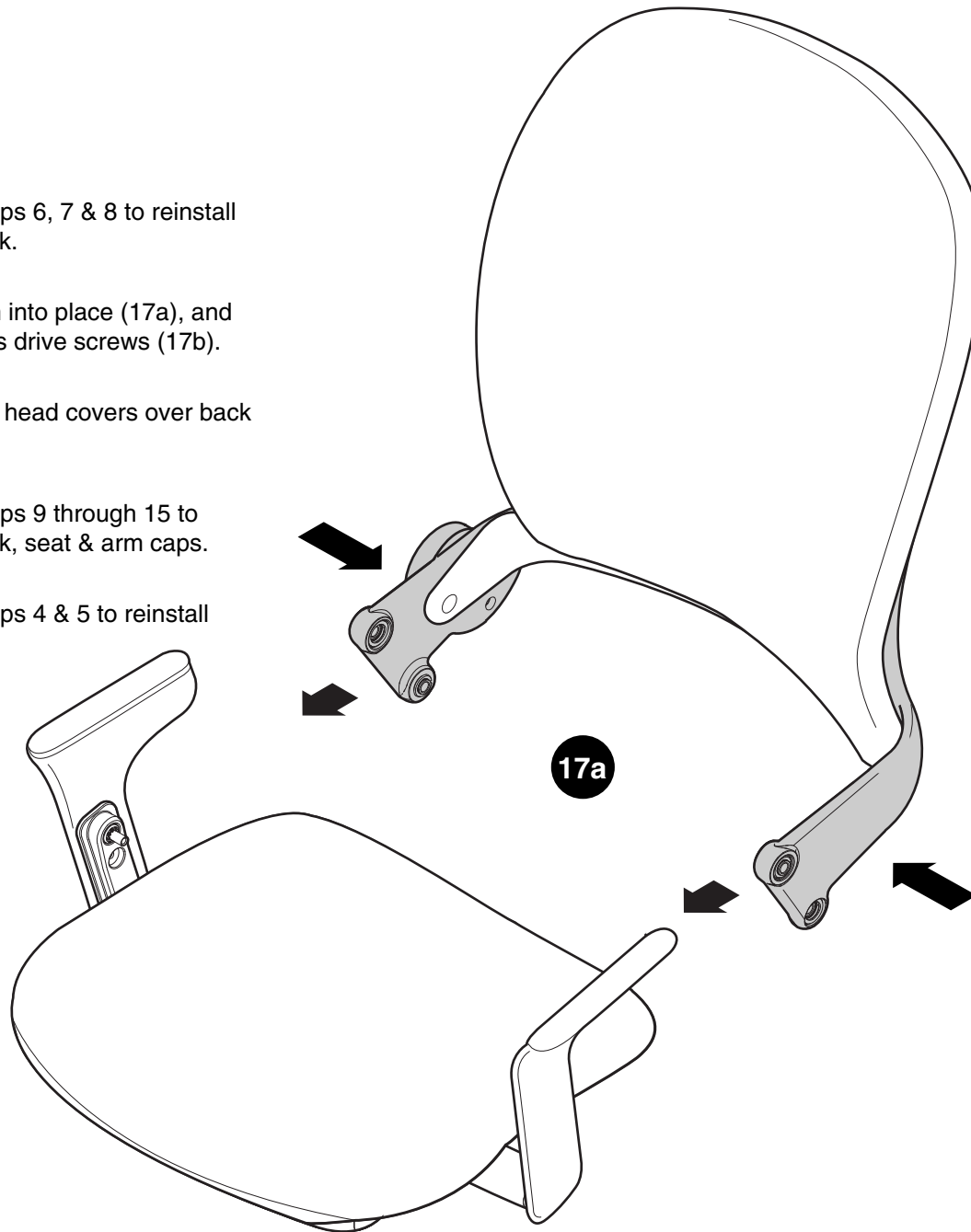
16. Reverse steps 6, 7 & 8 to reinstall chair cushion back.

17. Snap ribbon into place (17a), and attach with phillips drive screws (17b).

18. Snap screw head covers over back belt screws.

19. Reverse steps 9 through 15 to reinstall chair back, seat & arm caps.

20. Reverse steps 4 & 5 to reinstall headrest.



21. Snap the back shell sockets into the rear pivot cups (21a) (by slapping the back cushion with the palm of your hand (21b), so that the screw holes are aimed at the floor.

22. Hold back in place and reinstall the two (2) small pivot screws.

23. Reinstall nameplate per step 2.

