

# ENGINEERED NOW >

**INSTALLATION & ADJUSTMENT MANUAL**

H3 & H4





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## ASSEMBLY

Assembly is completed in two easy steps: Positioning and Locking.

### POSITIONING & LOCKING

**YOU WILL NEED:**  
Allen Key (Included)

**SIZE A CHAIR ONLY:**  
Replace assembly bolt with the extra (shorter) bolt provided in accessory bag.

#### STEP ONE: POSITIONING

Begin by placing the headrest at the narrowest point either to the left or right of the center of the top of the chair's back (A). Gently slide the headrest to the center of the chair (B).



#### STEP TWO: LOCKING

Using the included Allen Key, tighten the bolt at the headrest's base (C and D).



## ADJUSTING POSITION

The headrest can be adjusted in 3 different ways: **UP & DOWN**, **FORWARD & BACKWARD**, **TILT UP & DOWN**.

### UP & DOWN

Place your thumbs on the upper joint for leverage and slide the head unit up or down with your fingers (A and B).



### FORWARD & BACKWARD

Pull the release lever into a horizontal position and adjust the neck to your desired angle (C).

After you've made adjustments, push the lever back into a vertical position to lock the unit (D).



### TILT UP & DOWN

While seated in the chair, freely move the angle of the headrest up or down (E and F).



## ADJUSTING TENSION

Your headrest will arrive factory tightened, however if you need to make adjustments, there are two resistance joints where you can calibrate the tension for either the upper unit's angle (page 5) or the headrest's neck (page 6).

### UPPER UNIT

#### YOU WILL NEED:

Flat-Head Screwdriver  
Phillips-Head Screwdriver

**Free Flowing Motion:** Our headrests are designed to always be free-flowing, move with you, and allow for easy adjustments from a seated position. The upper tension joints do not "lock" into place and adjustments to the tension screws should be made with care. If you find that the upper unit of your headrest is falling forward, you simply need to slightly tighten the tension screws located in the side caps. The correct tension should fully support its own weight while allowing for adjustments in the tilt angle. This is important for getting the best experience from the headrest.

To adjust the tension of the upper unit, locate the top circular cover caps on either side of the unit (A).

Pop out the cover caps by first using a fingernail (or similar) to create a gap, then using a flat-head screwdriver to fully remove (B).



After exposing the tension screw, use a Phillips-head screwdriver to tighten or loosen the screw, 1/4 turn at a time until you reach your desired resistance (C). **DO NOT OVERTIGHTEN!** Push the circular cover caps back into place when you are finished (D).



## ADJUSTING TENSION (CONTINUED)

Your headrest will arrive factory tightened, however if you need to make adjustments, there are two resistance joints where you can calibrate the tension for the upper unit's angle (page 5) or the headrest's neck (page 6).

### LOWER UNIT

#### YOU WILL NEED:

Flat-Head Screwdriver  
Allen Key

**Free Flowing Motion:** Our headrests are designed to always be free-flowing, move with you, and allow for easy adjustments. The lower tension bolt is the headrest's primary support and the correct tension supports your weight while resting on unit, but still allows for adjustments by hand, if needed. This is important for getting the best experience from the headrest.

To adjust the tension of the lower unit, locate the lower circular cover cap on the **right side** of the unit (A).

Pop out the cover cap by first using a fingernail (or similar) to create a gap, then using a flat-head screwdriver to fully remove (B).



Use the provided Allen key to tighten the bolt to the desired tension. (C)

Push the circular cover cap back into place when you are finished (D).



## TROUBLESHOOTING

### > I can't get my attachment bolt to tighten all the way.

If your bolt won't tighten completely, you likely have a Size A chair. In this case, simply swap out the current bolt with the replacement bolt included in the assembly bag that came with your headrest. This bolt is slightly shorter and will allow you to tighten your headrest completely.

### > How do I know which size Aeron I have?

The Aeron chair comes in three sizes: A, B and C (smallest to largest). You can easily determine which size you have by feeling for one, two or three bumps located under the flange on the top/back of the chair, right at the center. Place your hand up and between the flange and the mesh to locate the bumps. One bump = Size A, two bumps = Size B and three bumps = Size C.

### > My headrest is falling forward. How do I fix it?

If your headrest is falling forward, you'll need to slightly tighten the tension screw located inside the side cover caps on the neck of the headrest. Special attention is needed for this process, as you don't want to overtighten. The tension joints are meant to be free flowing and do not lock into place. You want to have it just tight enough to take your weight but still adjustable by hand while seated. Please see pages 5 for detailed instructions or visit our website for instructional videos.

### > My headrest doesn't lock into place. Is there something wrong with it?

No, this is by design. Engineered Now knows that no one stays in one position all day. Our headrests are designed to be free flowing and move with you, allowing adjustments to be made easily from a seated position. If your headrest is falling forward, you'll need to slightly tighten the tension screw located inside the side cover caps on the upper and/or lower units of the headrest. Special attention is needed for this process, as you don't want to overtighten. Please see pages 5 and 6 for detailed instructions or visit our website for instructional videos.

### > I damaged the cap on the side of my headrest when tightening the bolt. Can I get a new one?

Absolutely! Your headrest arrives with extras, but Engineered Now will always provide you with replacement caps, if needed. Simply contact us and we'll send them to you at no charge.

## **WARRANTY**

### **TRIED, TESTED, PROVEN, AND BACKED BY GUARANTEES!**

Engineered Now headrests are backed by our 30-Day Guarantee and 2-Year Manufacturer's Warranty.

#### **30-Day Guarantee**

Engineered Now will accept your return for any reason, within the 30-day return period, starting from the date your item was delivered.

#### **How to activate the Comfort Guarantee**

Try an Engineered Now headrest on your Herman Miller Aeron chair for up to 30 days and if doesn't provide you with more comfort using your chair, you can return it to us, along with your emailed receipt for a full refund.

#### **2-Year Manufacturer's Warranty**

We take great care in the manufacture of our products. This enables us to guarantee our products against manufacturing fault, which would render it as unable to be used for its intended purpose. However, if the product does fail due to a manufacturing fault at any time, up to two years after your purchase, we will replace it or repair it at our expense.

This guarantee is void if you use the product in a way which causes damage beyond normal wear and tear. This includes exposing the product to caustic materials that may cause the materials in it to break down. If you believe that your product contains a manufacturing fault, please return it for assessment. If you are unable to do that, please contact Engineered Now directly and we will be happy to help you.

#### **Warranty Claim**

If you would like to make a warranty claim, please complete and submit the form found on our website's Warranty Claim Page at [www.engineerednow.com](http://www.engineerednow.com).