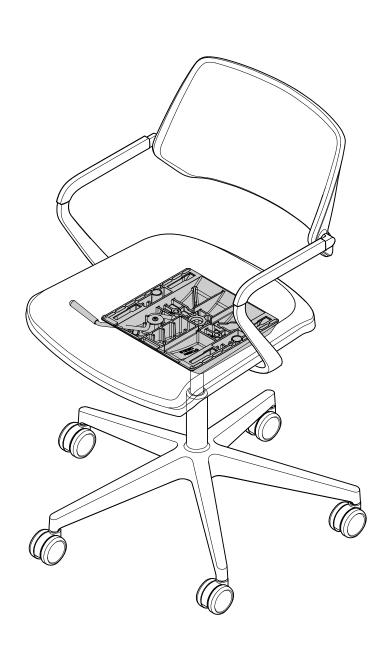
### 428 QiVi™ - Control Housing Replacement

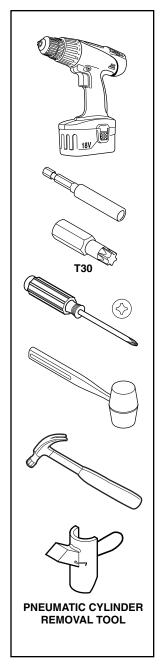


If you have a problem, question, or request, call your local dealer, or Steelcase Line 1 at **888.STEELCASE** (888.783.3522) for immediate action by people who want to help you. (Outside the U.S.A., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands, call: 1.616.247.2500)

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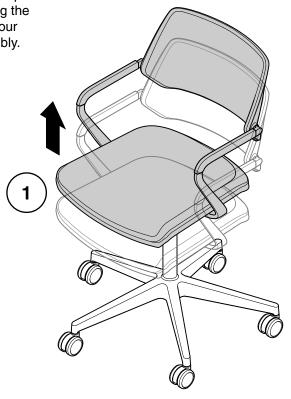
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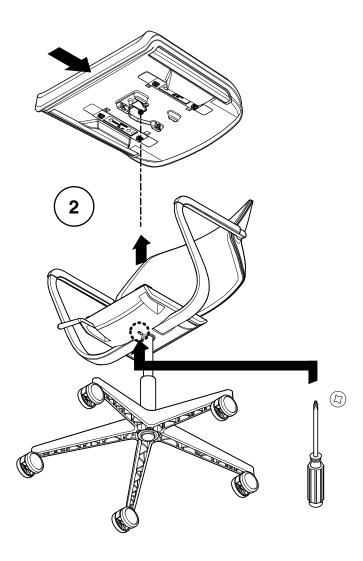


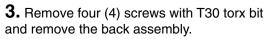
Page 1 of 5 939542803 Rev B

**1.** Raise the chair to its highest height.

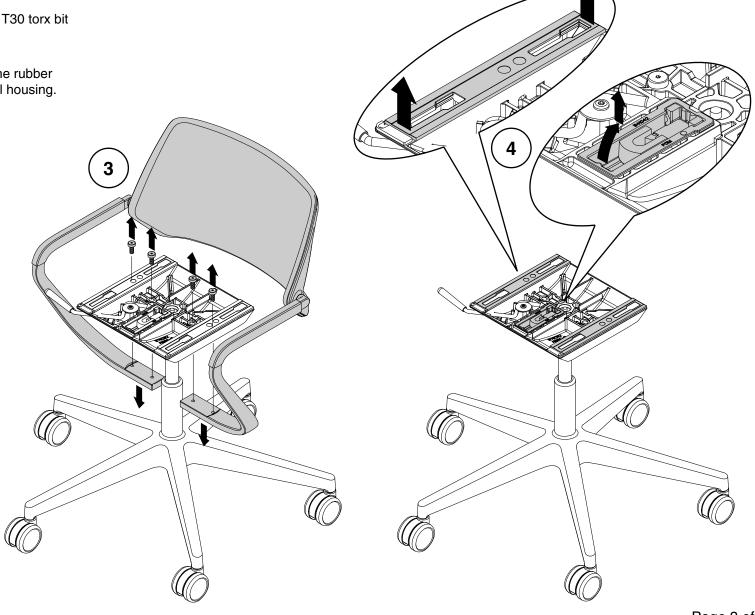
**2.** Insert a small phillips screwdriver into hole on bottom of chair. Push up with the screwdriver while pushing the front of the seat assembly, with your hand, to dislodge the seat assembly.





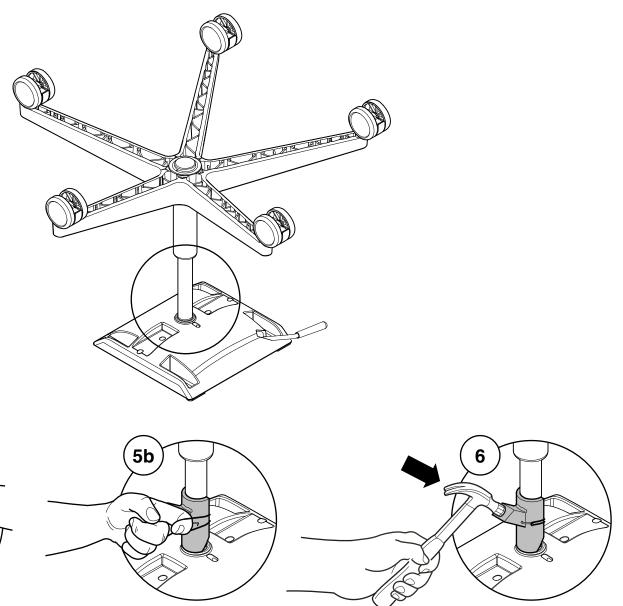


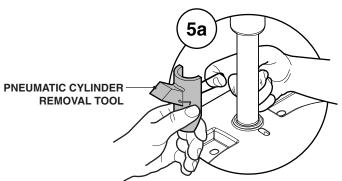
**4.** Remove the lower glides & the rubber spring assembly from the control housing.

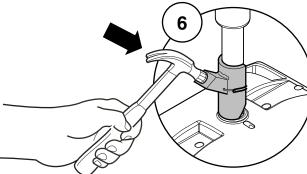


- **5.** Install the pneumatic cylinder removal tool (part number 879100100) on the top part of the column, as close as possible to the control.
- **6.** Apply lifting force to the column, with one hand. With the hammer in the other hand, give the removal tool several solid hits, on the flat part.

If pneumatic cylinder does not separate from control, apply WD-40 where lift is embedded into control. Wait approx. 20 minutes and repeat step 6.







- **7.** Place new control housing on chair cylinder and install by giving the control housing several solid hits, with a rubber mallet, to seat the control housing onto the chair cylinder.
- **8.** Confirm height adjustablity by pulling up on the lever and moving up & down on the control housing.
- **9.** Install the lower glides & rubber spring assembly onto the control housing that were removed on step 4.
- **10.** Install the back assembly onto the control housing that was removed on step 3 with four (4) screws with T30 torx bit until fully seated.
- **11.** Place seat into slots on chair and slide forward to engage onto chair.

