



# ATTENTION

## ENGLISH

### IN CASE OF RECEIVING A FAULTY PRODUCT

Before returning a product, please contact Tesoro Support Team or your local reseller.

Since many parts are simply removable and can be replaced by spare parts in an easy way, most problems can be solved quickly and easily via your local resellers.

Global

If any support needed, please enquire with your local reseller or send an email to [contact@alphaeon.com.tw](mailto:contact@alphaeon.com.tw)

## FAQ – Frequently asked Questions

### ENGLISH

#### My chair is squeaking, how can I fix it?

In case your chair is squeaking, there are 2 simple solutions to fix this problem.

1. Unscrew all the screws of the chair. This loosens up the connection between the steel of the screw and the steel of the chair components.
  - 1.1 Afterwards, re-tighten the screws so the screws have a tight fit to the other steel Rcomponents. This should be done every few months to prevent damage to the chair due to loosen screws.
2. If the chair is still squeaking after retightening the screws, you can use mineral oil-based chemicals (eg. Ballistol) to smear the mechanic under your seat. Please do not use silicon oil-based chemicals, as they can damage the material.



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