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EXPRESS SPARES SERVICE: Dynamic has a policy of supplying spare parts when faults are notified to us. This is a quicker solution for end-users and keeps our responsibility to the planet by reducing the environmental impact

of transporting entire new items to a minimum. The model also ensures we can maintain our low-cost model that delivers best value and service to our customers and their end-users.

Below are some examples of the types of spares we stock and send out.

Seating:

- Gas lifts*
- Arm pads
- Bases
- Castors & glides
- Arms sets
- Frame plugs (to finish off raw ends of metal work)
- Headrests (when these can be fitted separately to the main chair build))
- Fixing screws
- Mechanism paddles and handles n(plastic profiles that finish off the control levers)
- Gas lift shrouds (plastic covers)
- Back stem gaiters (plastic covers)
- Backs (where easy to fit)
- Seats (where easy to fit)
- Mechanisms (where easy to fit). These are units under a chair that control adjustments and movement in a chair.
- Seat pans & plastic back (plastic profiles that fit under a seat or on a back to improve appearance and sometime add to ability to resist damage).

Furniture:

- Desk legs
- Desk tops
- Desk modesty panels
- Leg frame plugs
- Brackets
- Handles (for pedestals and filing cabinets)
- Locks and cams (for jointing desk tops to legs for instance)
- Cable management ports
- Floor levellers
- Drawer and cupboard handles
- Fixing screws and brackets
- Filing cabinet locking mechanism
- Locks and keys (on a lockable storage item like a ped and filing cabinet). We can supply replacements. Lost keys are the responsibility of the owner.

Faults and issues we cannot usually solve with a spare:

- Damaged upholstery
- Non-operating mechanism/chassis
- Furniture that does not assemble (fit together). This is a very rare occurrence and prior to replacement worth discussing with our technical team.
- Damaged one-piece furniture such as a pedestal and filing cabinet

*Gas lifts are manufactured to international safety and quality standards. Ours are made by some of the largest manufacturers in the world. No matter what the source there is a recognised failure rate due to the inherent nature of the products. Our manufacturers are in the highest percentile of operating reliability but there will be gas struts that fail. Safe removal is something now commonly undertaken in the field. Dynamic is producing a video to demonstrate how this can be done.

Items we typically replace with spares are shown below...



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