



SCI FURNITURE

CREATING HAPPY WORKPLACES®

A Division of MMR Enterprises Inc.

FREQUENTLY ASKED QUESTIONS

Updated April 12, 2023

What is included in your services?

We pride ourselves on providing 360-degree custom project experience, from picking out finishes to installing the furniture! We do not provide data or electrician work, so please make sure you have all your bases covered prior to our arrival.

My product is ordered. What's next?

After confirming your order, we will reach out once we have an expected ship date from the manufacturer(s). Ship dates are approximate, so we will make sure to keep you in the loop about any changes! Once your furniture arrives in our warehouse, we'll reach out to schedule installation.

My installation is scheduled! What's next?

We created an [Installation Tip Sheet](#) as a checklist to prepare for your upcoming furniture installation. If you have any questions that are not answered on this form, please do not hesitate to reach out!

Do I need an electrician?

The short answer: it depends on the project! We do require an electrician and IT professional on-site whenever installing workstations, as data and power are typically supplied through the panels. We recommend looking over our [Installation Tip Sheet](#) to prepare for any upcoming installs.

How do I adjust my new chair?

Still getting to know all the bells and whistles on your new chair? Please see links below for instructions on how to adjust and operate a few of our most popular task chairs. If your chair is not listed, [click here to get in touch with us](#).

SITONIT

[Hexy Task Chair](#)
[Focus 2.0 Task Chair](#)
[Wit Task Chair](#)
[Vectra Task Chair](#)
[Novo Task Chair](#)

HAWORTH

[Fern Task Chair](#)
[Very Task Chair](#)
[Zody Task Chair](#)
[Soji Task Chair](#)

EUROTECH SEATING

[Apollo Task Chair](#)

LACASSE

[United Chair - Upswing](#)



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How do I operate my height-adjustable desk?

Please see the video links under the next question for Lacasse, Humanscale & Haworth instructions.
For all other manufacturers, [click here to get in touch with us](#).

My height-adjustable desk is displaying an error code. What can I do?

Most height-adjustable bases have a “reset” feature. Performing a reset can help resolve error codes, reset height presets, and is typically required whenever power loss occurs. Not to worry! Below are some links to instructional videos for each of our most common bases, however most bases can be reset by simply hold the “down” button for 5-15 seconds. If a reset does not work, please [reach out to our team](#) for further troubleshooting.

Do you have a Lacasse base?

[CLICK HERE](#)

Do you have a Haworth base?

For Upside Tables, [CLICK HERE](#)

For Planes Tables [CLICK HERE](#)

Do you have a Humanscale base?

[CLICK HERE!](#)

Do you have a SitOnIt Switchback table?

[CLICK HERE](#)

I'm having an issue with furniture I have purchased previously from SCI. How can I get this repaired or replaced?

The good news: most of our manufacturers have generous warranty terms and SCI will handle the claims for you! Please submit a warranty request [through our website](#) (under our “Get In Touch” tab), and provide a description of the issue along with pictures/videos. We will then submit a claim with the manufacturer and tell you if your item is covered.

My key and/or lock is missing or broken. How can I get new ones?

Additional locks and keys are fairly simple to replace, and can be ordered through [easykeys.com](#).
[Please view our Easy Keys Guide here for more information.](#)