

The logo for DXRACER, featuring the brand name in a bold, italicized, white sans-serif font. The background is a dark grey with faint white line-art illustrations of various gaming chair components, including seats, bases, casters, and armrests, scattered around the text.

DXRACER

Product Usage Guide

MASTER SERIES

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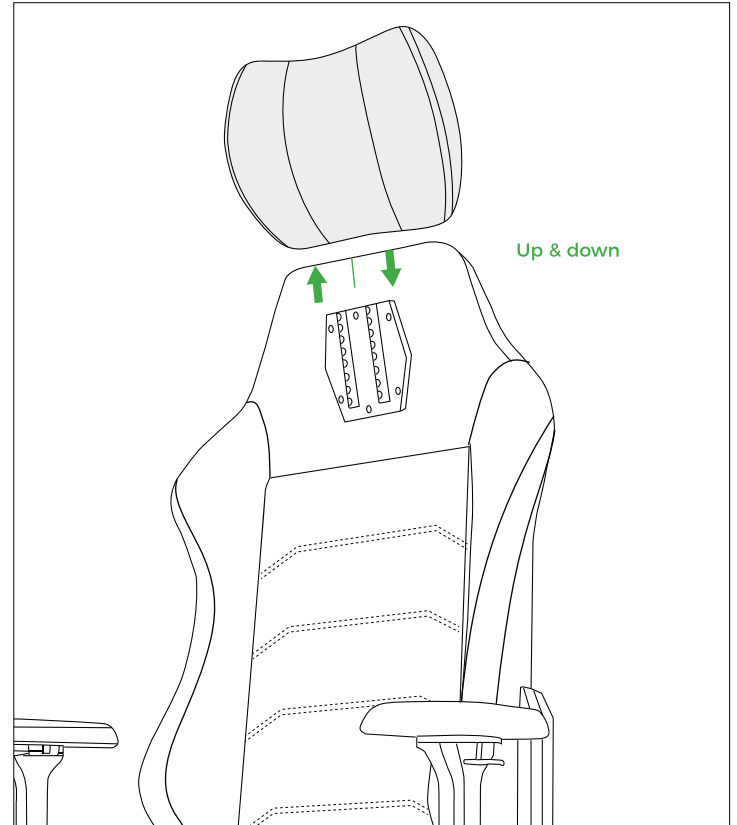
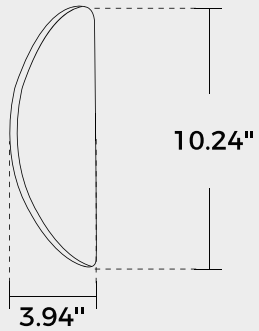
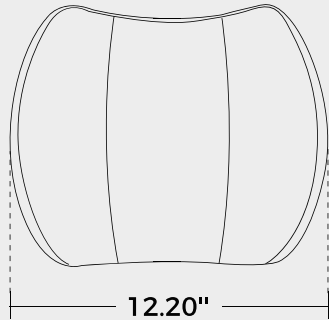
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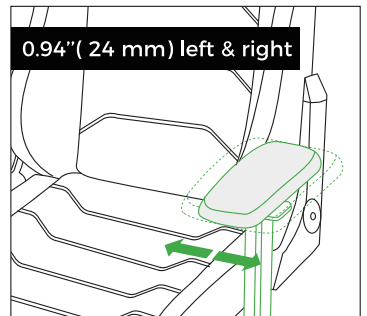
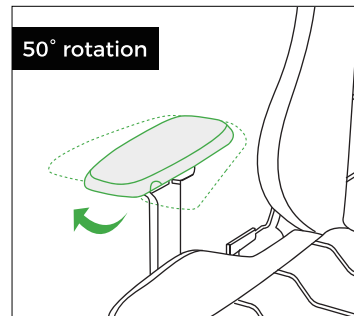
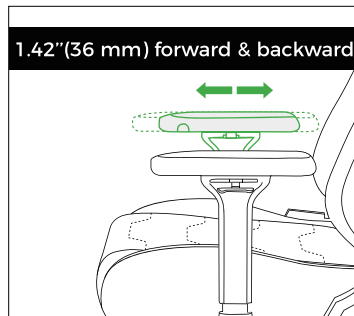
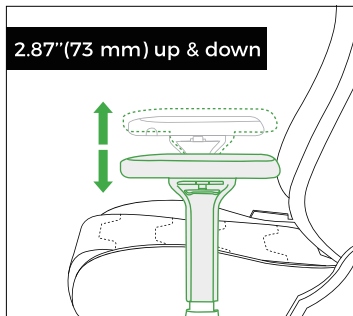
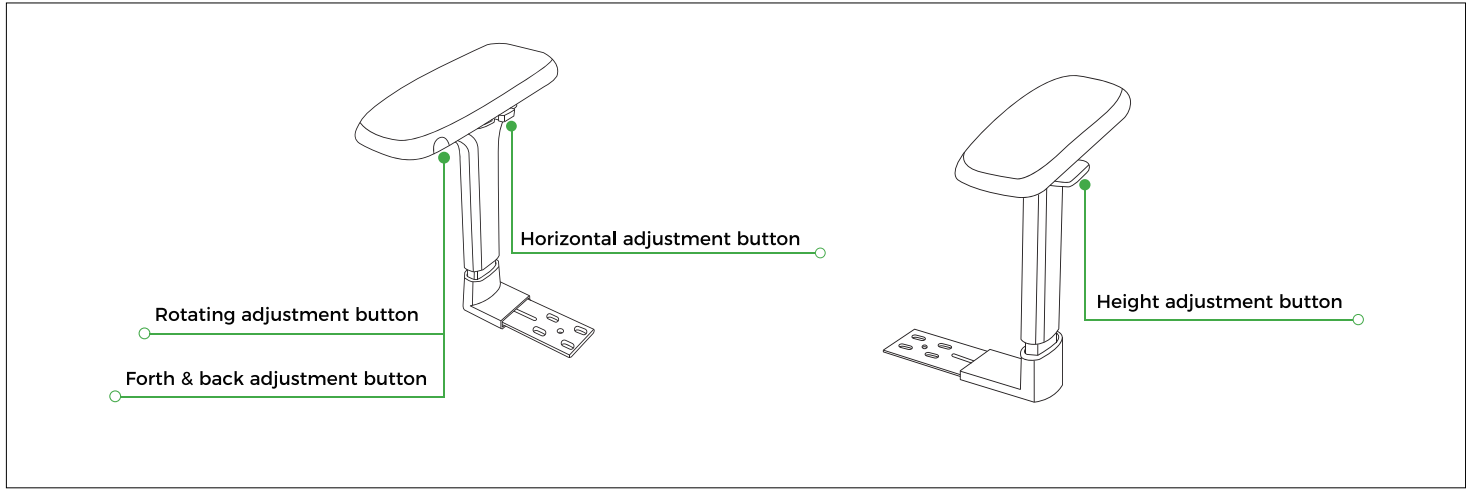
MASTER

01 / Seat Functions

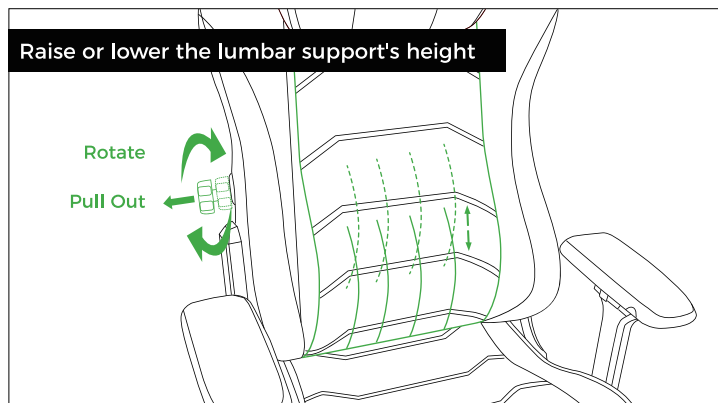
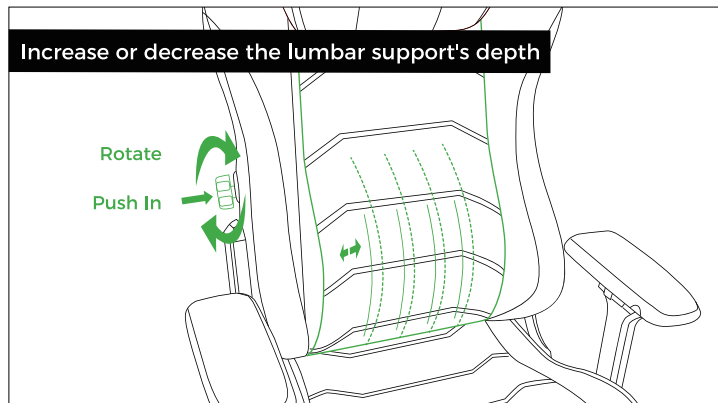
Seat Functions - Headrest adjustment



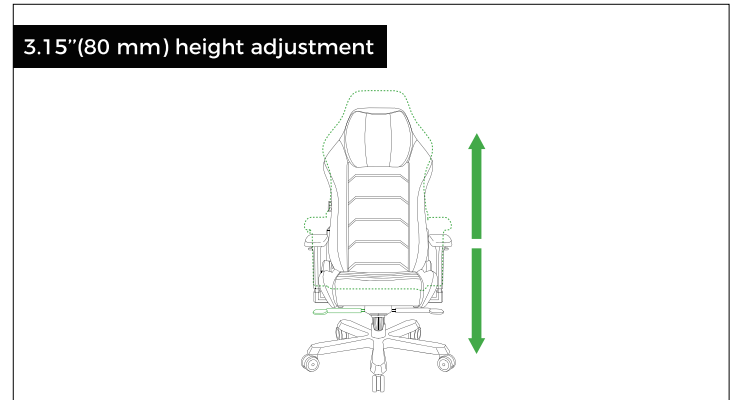
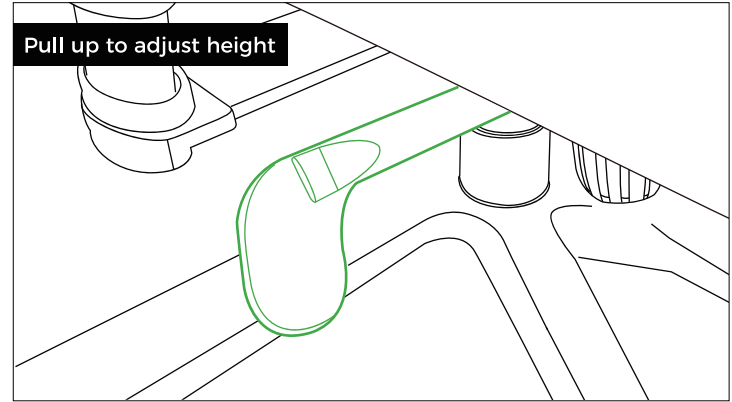
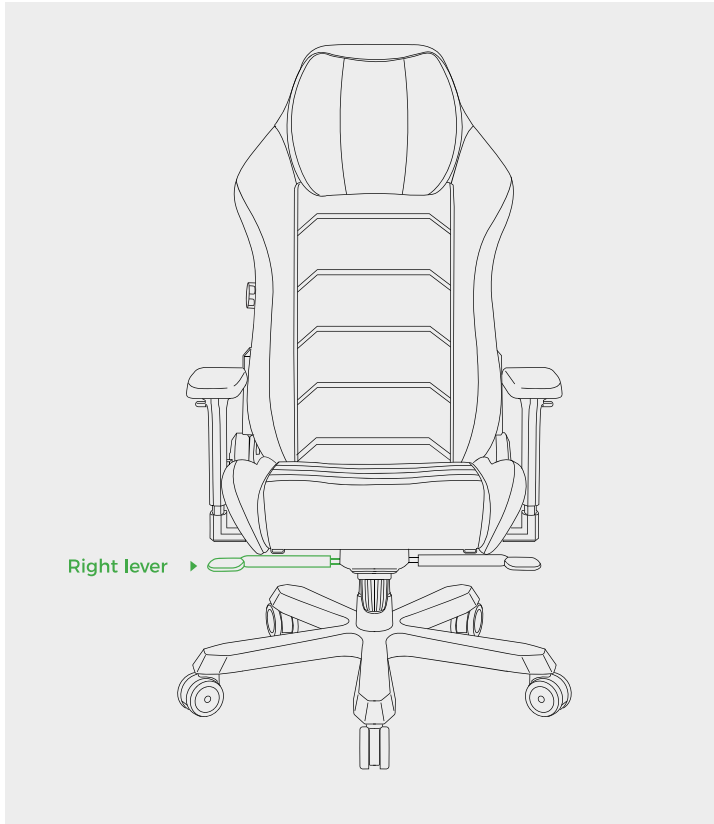
Seat Functions - **Armrest adjustment**



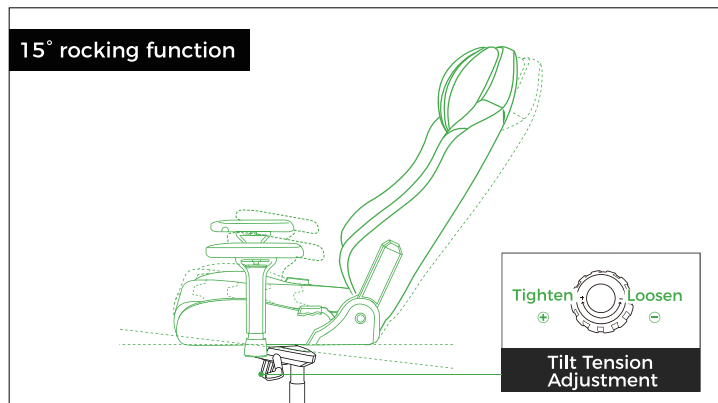
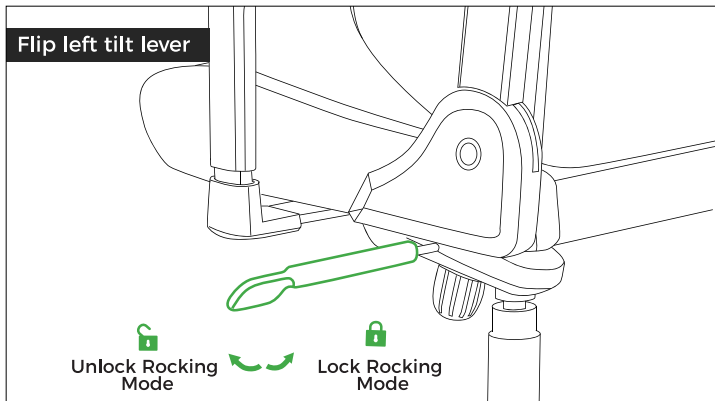
Seat Functions - Lumbar support adjustment



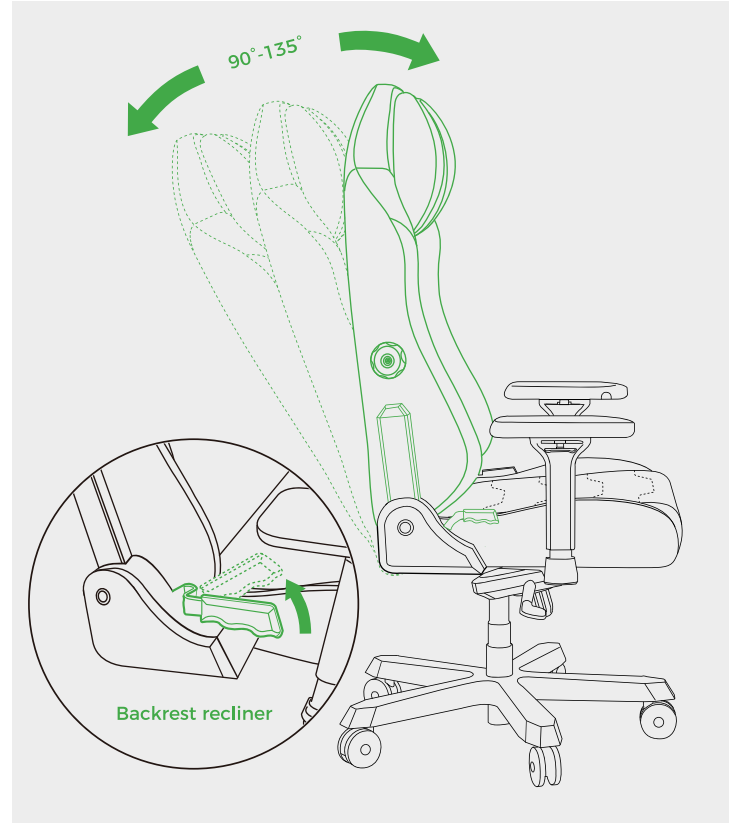
Seat Functions - **Seat height adjustment**



Seat Functions - Rocking function adjustment



Seat Functions - **Backrest adjustment**



Seat Functions - Safety instructions



Sit in the middle of the seat, leaning back against the backrest.



Do not sit at the chair's front edge.



Do not stand or kneel on the chair.



Do not sit with more than one person at the same time.



Do not move the chair when someone is sitting on it.



Do not push the chair down when someone is lying on it.



Do not put your whole weight on the backrest.



Do not put your hands near the backrest recliner.

MASTER

02 / Warranty Policy

Warranty Policy

What our warranty covers?

The Master series is covered by a three-year warranty starting from the date of the original order was shipped. If you encounter any non-human damage to the seats within this period, you can contact DXRacer at any time for excellent after-sales service. DXRacer is happy to assist you.

What our warranty does not cover?

- Wear and tear, which is to be expected over the course of ownership.
- Modifications or attachments to the product that are not approved by DXRacer.
- Products that were not installed, used, or maintained in accordance with product instructions and warnings.
- Misuse, abuse, and intentional damage to the product by humans.
- The material or upholstery fades, peels, loses its texture, etc. after a period of use.

How to get our warranty service?

1) Out Of Warranty

You can purchase your replacement parts quickly and easily in two ways:

(a). Log in to your account and go to find Parts Page. Then enter the series or model or upload a full front view photo of your chair. We'll help you find its SKU and corresponding parts. You can easily make a purchase by clicking on our link through our system's search results.

Warranty Policy

(b).If you are a big fan of DXRacer and familiar with which series your chair belongs to and its corresponding parts, then you can make a quick purchase through the product links.

2) In Warranty

If you need warranty service, you can log in to your account and click the button “After-Sales” on the lower right side of your order. Then fill out the form to tell us the details and wait. You will receive an email notification after approval.

3) Others

- (a).Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos or videos of the complication you are experiencing to allow our Warranty Department to further assist you.
- (b).If you purchased your chair through a licensed 3rd party vendor, you will need to supply a copy of your receipt. Licensed 3rd party vendors can carry their own policies which can alter the length of the warranty for the chair purchased will extend to. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.
- (c). If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished.
- (d). Warranty hours of operation are Monday-Friday 8:30 am to 5:00 pm EST, and closed on Saturday, Sunday, and legal.

Warranty Policy

How to extend our warranty for free?

- Share and post the content about DXRacer products on your social media or stream such as Facebook, YouTube, TikTok, Instagram, Twitter, Reddit, etc, with #DXRacer. Make sure your status update is visible to the public.
- Then, log in to your personal center Account, and click the button “Extended Warranty” under your order. Fill in your order information and the post URL in 1).
- You will receive an email after approval.

* The Extended Warranty Policy is currently only available for Craft and Master Series gaming chairs.

* You must apply for an extended warranty for free within two months (from the date your original order was shipped) .

Notice

- DXRacer does not offer exchanges for our products. You can simply return your chair and repurchase it. If your chair is out of warranty and its parts are damaged, you need to purchase new ones.
- To the extent allowed by law, dxracer makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. dxracer will not be liable for any consequential or incidental damages. Federal law does not permit the exclusion of certain implied warranties for consumer products. Therefore, if you are purchasing
- this product for home or personal use, the exclusion of implied warranties noted in the above paragraph does not apply to you.

Warranty Policy


Notice


- Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- This warranty applies only to products sold within the United States of America.

DXRACER

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