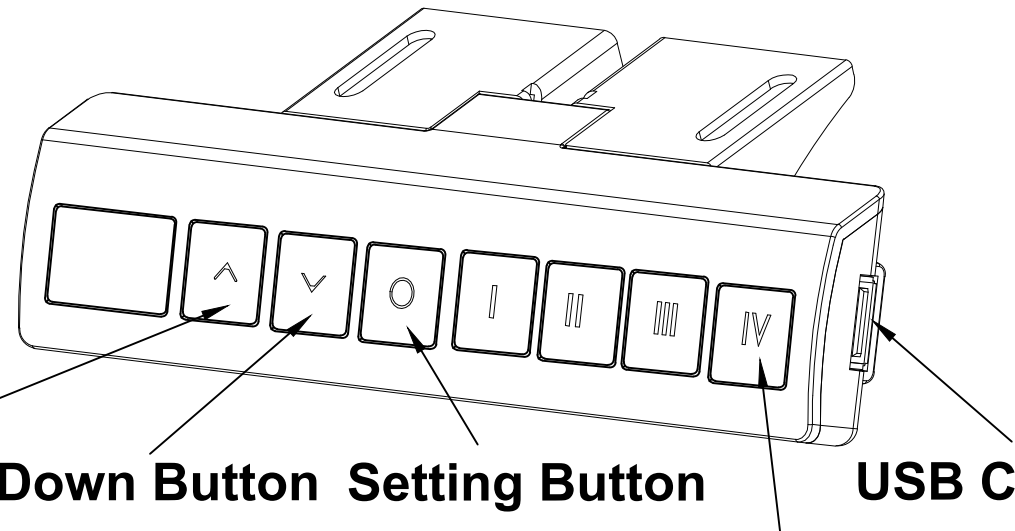


# USER MANUAL



**UP Button** **Down Button** **Setting Button** **4 Preset Position Buttons** **USB Charger**

**⚠ Make sure no obstacles are in the desk's path.**  
**⚠ Make sure the desktop is not touching any walls.**  
**Make sure all cords are appropriate length to accommodate the change in height.**

**Notes: The height display includes the top .**

**DESK MUST BE INITIALIZED BEFORE YOUR FIRST USE**, and may need to be reinitialized (reset) from time to time to work properly. Use Height Controller to initialize. If your desk has Bluetooth option, initializing and programming can also be done with your phone. Please refer the detailed APP Manual.

**INITIALIZATION:** Press and hold **Down Button** until RST appears on the display. The desk will first go to the lowest position, then rise slightly and stop. Release the **Down Button**, Your desk is now ready to use.

**RESET:** Please note that desk needs to be reset from time to time when it is not working properly in events like sudden power outage and etc. The reset process is the same as initialization and requires more than a simple power-off and power-on for most electronic devices. Unplug the power cord for 20 seconds, plug back in and follow initialization procedure.

**PROGRAM UP/DOWN:** Press the **UP Button**, the legs will move up; Press **DOWN Button**, the legs will move down; release to stop movement .

**PROGRAM HEIGHT LIMITS:** Move the desk to your desired upper height limit. Press the **Setting Button** and **Up Button** simultaneously for one second. The upper limit is set when HI is displayed. To cancel, press the same buttons again. The upper limit is cancelled when HCL is displayed. To set lower height limit, press **Setting Button** and **Down Button** simultaneously for one second. The lower limit is set when LO is displayed. To cancel, press the same buttons again. The lower limit is cancelled when LCL is displayed. If you need to program height limits, always do it before you program presets.

**PROGRAM POSITION PRESETS:** Use **Up and Down Buttons** to move desk to your desired position, press **SETTING button** and one of the four Preset Position buttons simultaneously. You can program up to four presets. The panel will display CF1, CF2 , CF3 and CF4 for each preset when it is done. When you want to use CF1/CF2/CF3/CF4 position, Press the Preset Position Button I / II / III/ IV.

**PROGRAM INCH/CM:** Press the **Setting Button** for 7 seconds until SET is display, and then press the **first Preset Button**. The LED will show the default unit of measurement, then press **Up Button** or **Down button** to change, Then press the Setting Button to confirm.

**PROGRAM SENSITIVITY OF GYROSCOPIC ANTI-COLLISION:** Press and hold the Setting Button for 7 seconds until SET is displayed on screen, and then press the "III" button to enter sensitivity setting mode. Then, press up or down buttons to switch levels among 1~8(Default is Level 2), and the higher level features higher sensitivity. Press the Setting Button to confirm selection.

**PROGRAM SENSITIVITY OF ELECTRIC CURRENT:** Press and hold "II" button & "III" buttons simultaneously for about 7 seconds to enter setting mode, and press up or down button to switch levels among 1~5(Default is Level 3),the higher level features higher sensitivity. Press the Setting Button to confirm selection.

**LOCKING:** Press and hold "I" button & "II" button simultaneously to lock (display Loc) or unlock (display the current height) the device, any operation will not work after locking.

**OVERHEAT:** To avoid overheating, don't move the desk up and down continuously for over two minutes within any 20 minute period. If the desk overheats, LED will display OH. Stop using the desk for 18 minutes and let the desk cool down.

# TROUBLESHOOTING

| Issues/Error Message  | Solution   |
|---|--|
| Desk does not go up or down. The controller illuminates when any button is pressed.         | Unplug the power cord. Wait for 20 seconds and re-plug. Reset desk. If the problem persists, switch motor cables at control box and attempt another reset.   |
| Desk does not go up or down. The controller does not illuminate when any button is pressed. | Check all connections. Make sure power cord is plugged into the control box and a power outlet. Reset desk when the controller illuminates. If the problem persists, switch motor cables at control box and attempt another reset. |
| Desk is unusually noisy   | The desk has multiple stages. It is normal that it is noisier when one stage extends into another. Apply silicon lubricant if it is unusually noisy.   |
| Columns do not go up evenly   | Unplug the power cord. Wait for 20 seconds and re-plug. Reset desk. If the problem persists, switch motor cables at control box and attempt another reset.   |

# TROUBLESHOOTING

| Issues/Error Message    | Solution   |
|-------------------------|--|
| Desk does not reset     | Perform a hard reset. Unplug one motor cable and press up button. ER1 or ER2 will be displayed. Unplug the power cord, wait for 20 seconds and re-plug. Reset the desk. If the problem persists, switch motor cables at control box and attempt another reset. |
| Overheat                | The message is displayed as OH on the controller. Stop using the desk for 10 minutes and let the desk cool down.   |
| Motor Jam               | The message is displayed on the controller as ER1 or ER2. Unplug the power cord, waiting for 20 seconds and re-plug. Reset the desk. If the problem persists, switch motor cables at control box and attempt another reset.                                    |
| Motor Speed Malfunction | Unplug the power cord. Wait for 20 seconds and re-plug. Reset desk. If the problem persists, switch motor cables at control box and attempt another reset.   |
| Motor Wire Malfunction  | The message is displayed on the controller as ER1 or ER2. Unplug the power cord, waiting for 20 seconds and re-plug. Reset the desk. If the problem persists, switch motor cables at control box and attempt another reset.                                    |