UpDown Desk

PRO-Series Complete Guide to Simple Setup and Operation

Table of Contents

Contents

Introduction

Congratulations on the purchase of your Pro-Series UpDown Desk! You've made a significant investment into your health and wellbeing and your body will thank you for it.

This instructional manual will guide you smoothly through the process of assembling the frame, attaching the optional cable tray and installing the desktop with the control panel. Most people should have the entire desk set up and operating in around 20-25 minutes (even if you are not a handyperson!).

Required tools:

- Philips head screwdriver
- Measuring tape

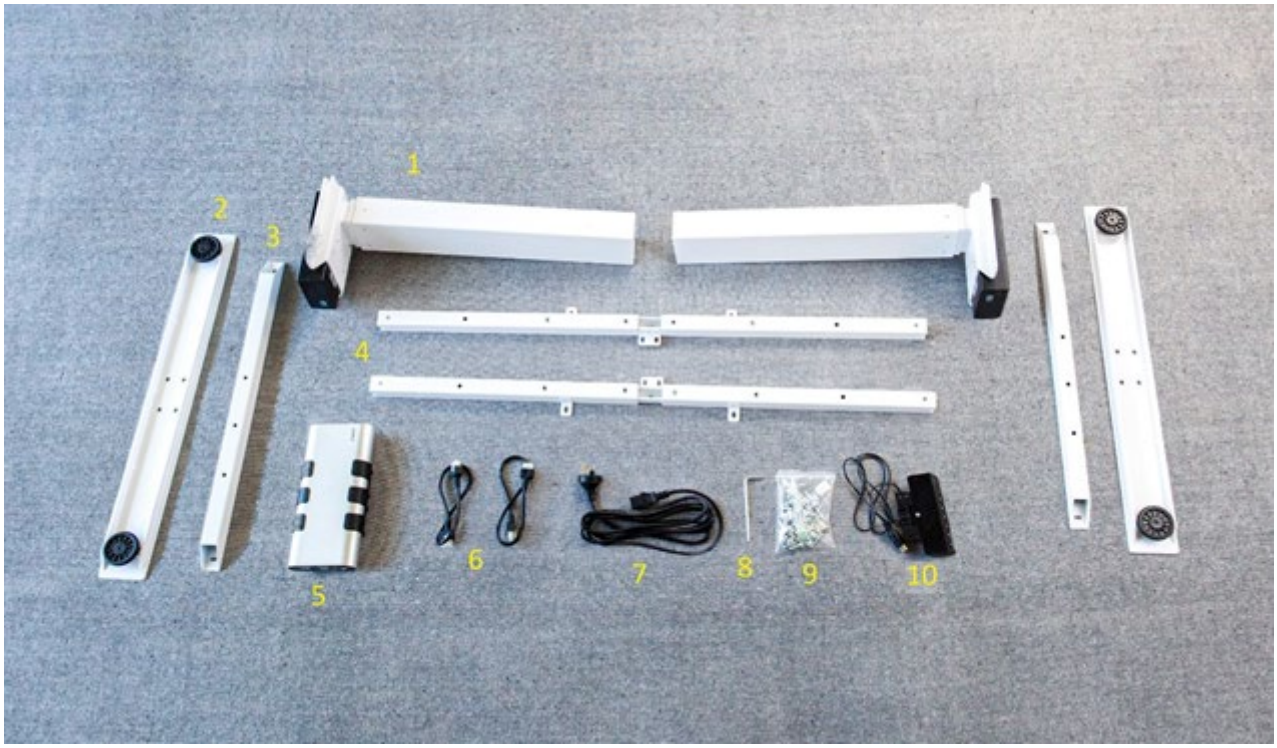
Optional tools (to simplify desktop installations):

- Power drill
- 2.5mm drill bit

Pro-Series Desk Frame Assembly

2.1. Contents

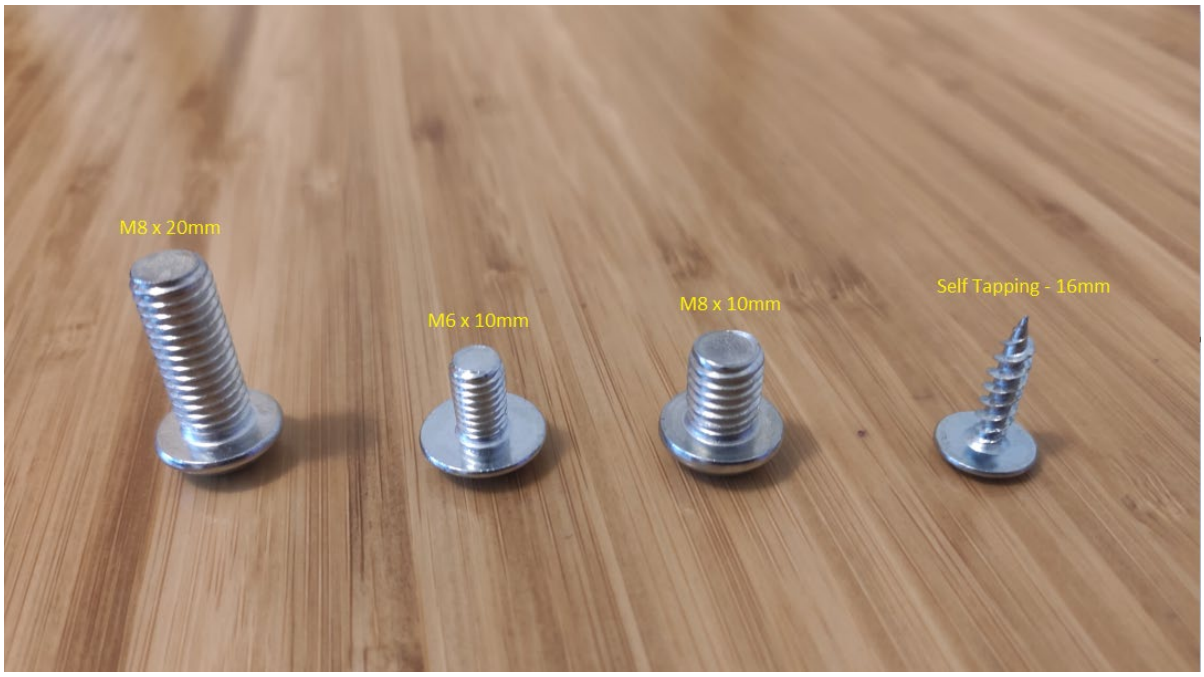
1. 2 x Legs
2. 2 x Feet
3. 2 x Wings
4. 2 x Adjustable tubes
5. 1 x Control box
6. 2 x Motor cables
7. 1 x Power cable
8. 1 x Allen key
9. 1 x Bag of bolts/screws
10. 1 x Control panel



2.2 A note about screws/bolts

The bag of bolts/screws (#9) is a generic package covering several desk models. Therefore, there may be some unused bolts/screws once assembly/installation is complete.

Below we describe each bolt and what it's used for. The are only 4 styles of bolts/screws required to assemble the Pro-Series frame and desktop.



M8 x 20mm

- 8 pieces in total
- Allen key required (supplied)
- Used to attach feet to the legs

M6 x 10mm

- 4 pieces in total
- Philips head screwdriver required (not supplied)
- Used to attach the control box to the adjustable tubes

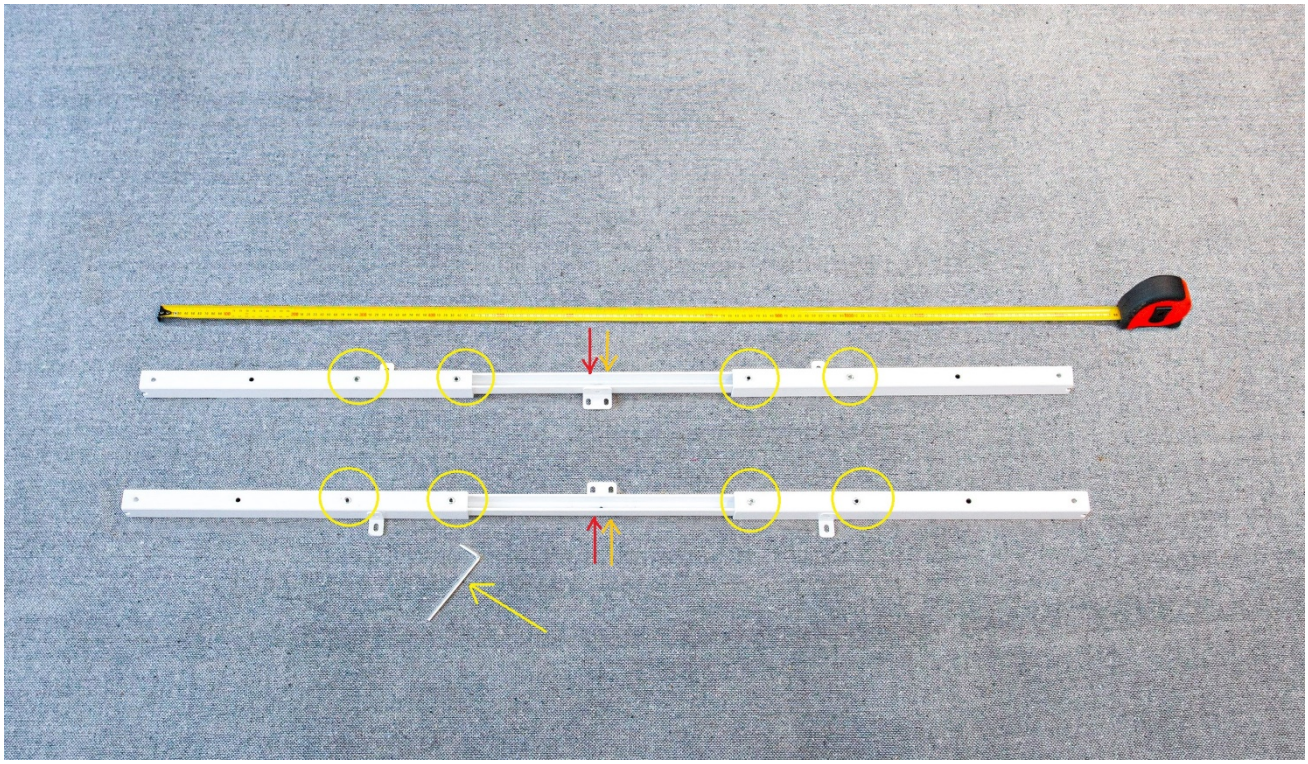
M8 x 10mm

- 12 pieces in total
- Allen key required (supplied)
- Used to attach the legs to the wings and adjustable tubes

Self Tapping – 16mm

- 14 pieces in total
- Philips head screwdriver required (not supplied)
- Used to attach the frame, control panel and optional cable tray to the desktop

2.3 Step 1



Note: The frame is being assembled upside-down at first as this is the simplest method.

Using the Allen key (#8) provided, loosen (don't remove) the 8 pre-installed screws as indicated above by the yellow circles.

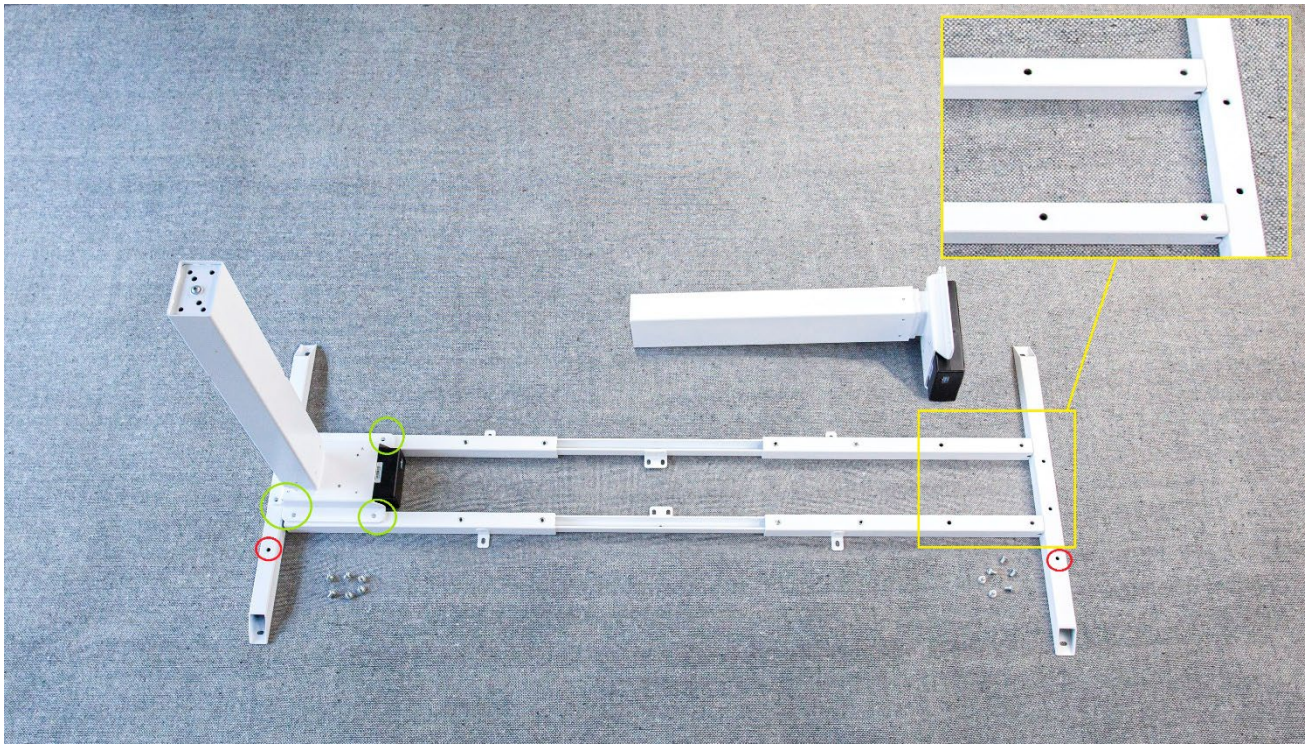
Extend the adjustable tubes (#4) the appropriate length to suit your desktop.

- 120cm desktops require the tubes to be adjusted inwards, as close to the tabs (with red/orange arrows) as possible.
- 150cm desktops require the tubes to be extended out to 130cm.
- 180cm desktops require a 155cm length. *

The adjusted tubes should be *exactly* the same length as one another, so that the centre tabs with holes are directly opposite each other (red/orange arrows indicated in the image above) for control box (#5) installation in Step 4. Tighten the 8 bolts using the Allen key (#8) firmly.

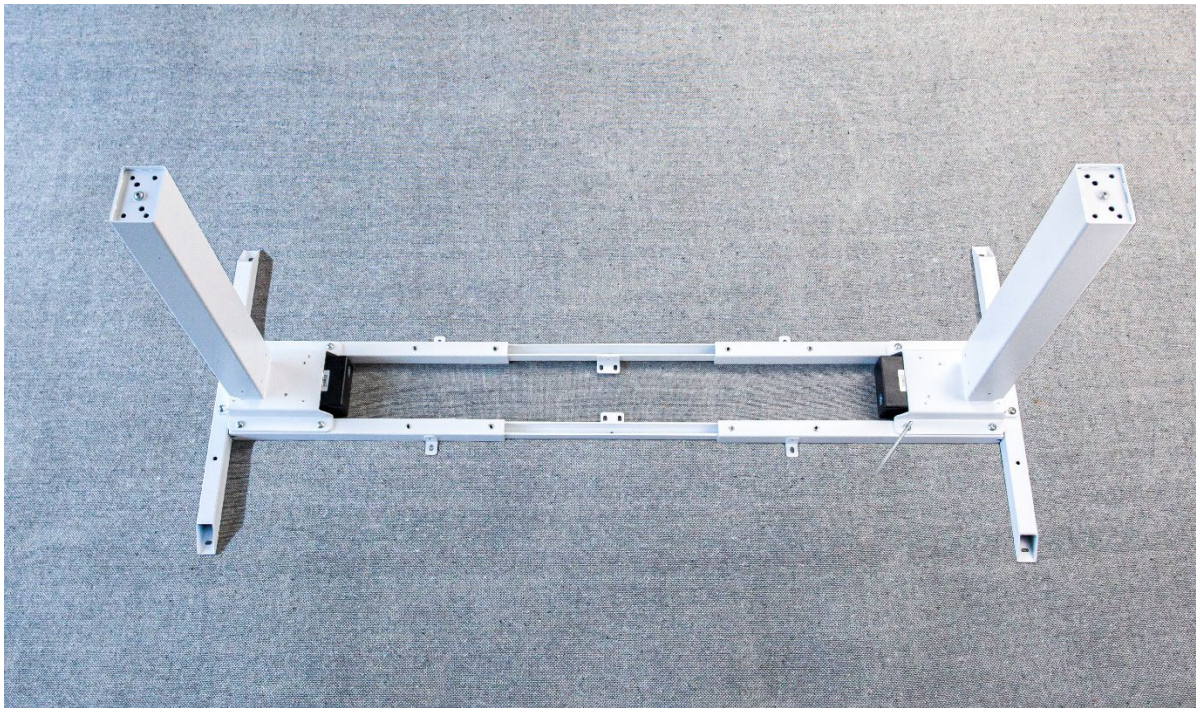
*Important: For desktops 180cm and greater in length, it's crucial that you do not extend the adjustable tubes longer than 155cm (or 160cm measured to the outside of the wings). Doing so can reduce the frames structural rigidity.

2.4 Step 2

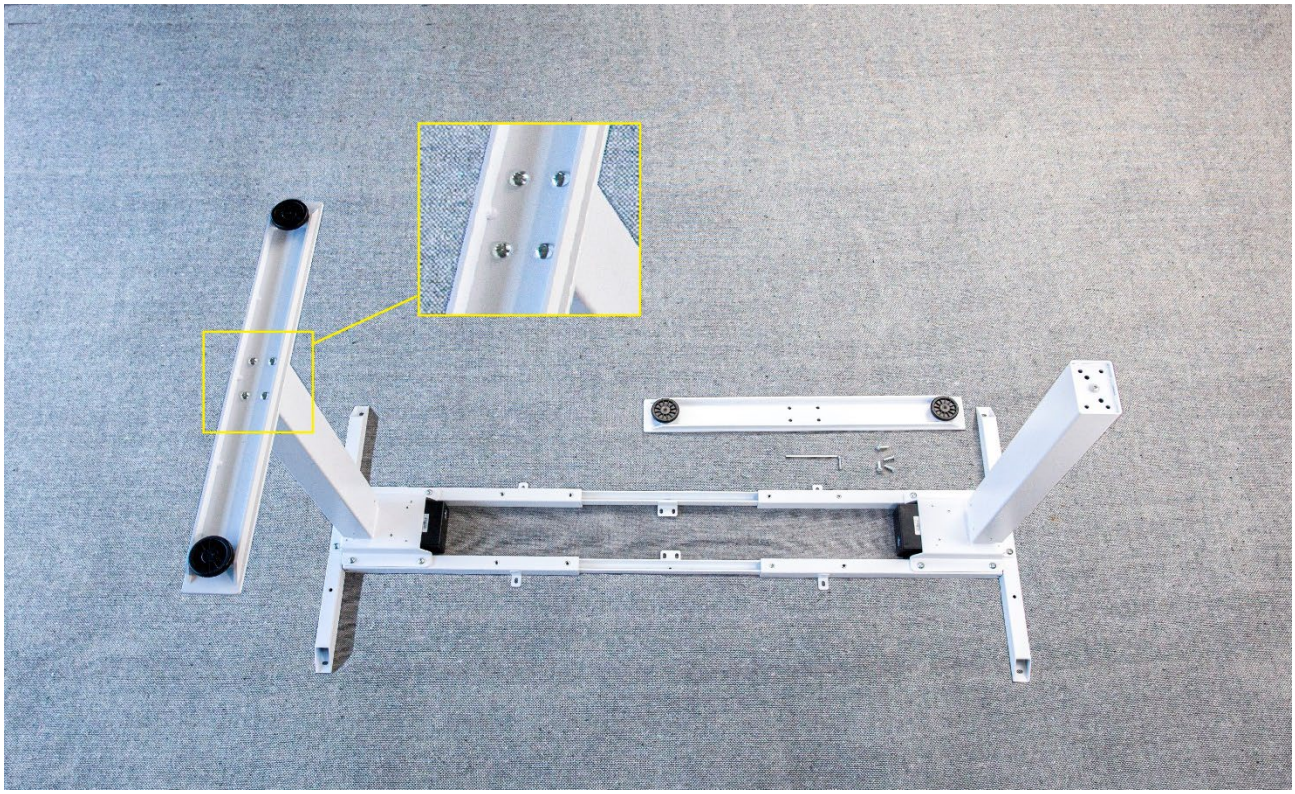


Position the wings (#3) alongside the adjustable tubes (#4), ensuring they are roughly centred as shown above (ignore the additional offset hole circled in red, which was just used for manufacture).

Place a leg (#1) on top of the adjustable tubes (#4) and wing (#3). You will notice that the holes line up (as demonstrated by the green circles). Screw in 'M8 x 10mm' bolts (#9) in all 6 (six) holes in the leg base using the Allen key (#8) and tighten firmly. Do the same for the other leg (#1).

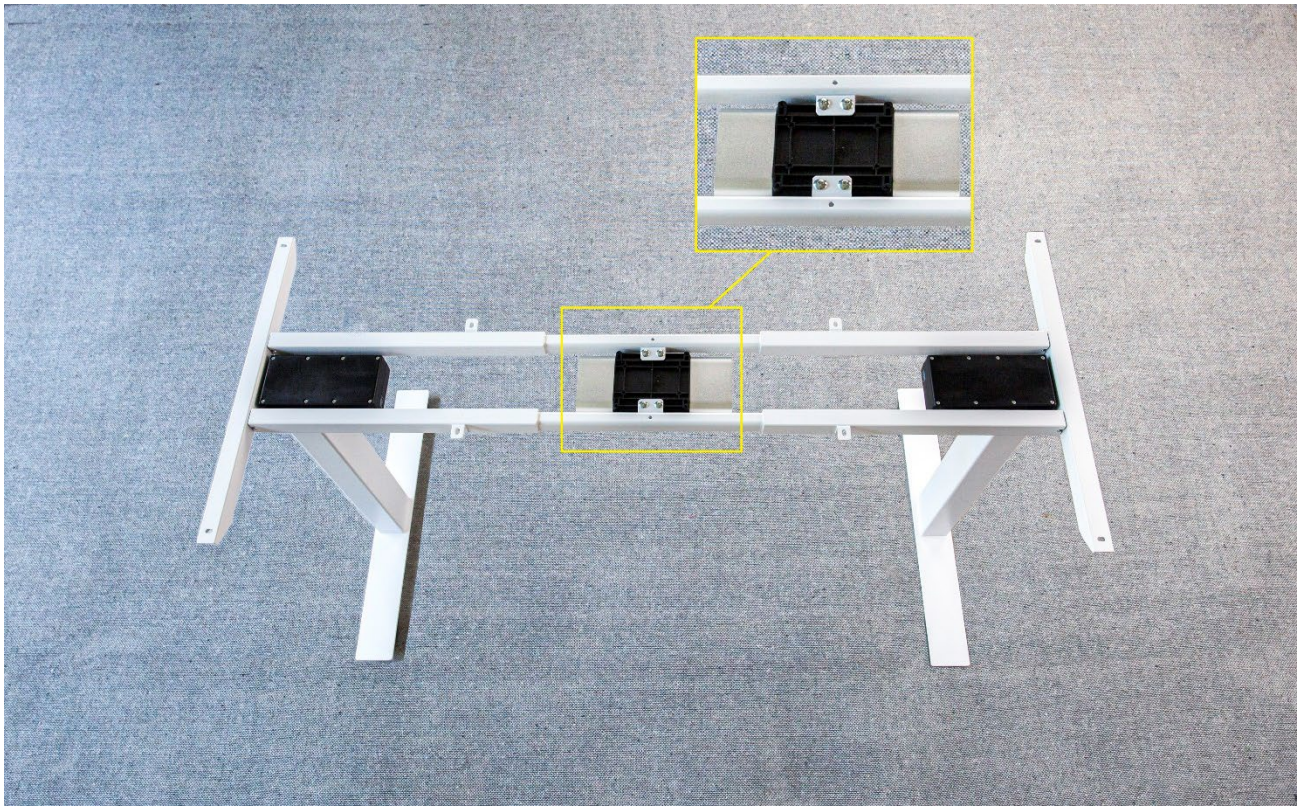


2.5 Step 3



Install the feet (#2), keeping the black pads facing upwards as shown. Screw in four ‘M8 x 20mm’ bolts for the first foot using the Allen key (#8) and tighten firmly. Repeat on the other side.

2.6 Step 4



Flip the desk frame onto its feet. Install the control box (#5) as shown. Using a Philips head screwdriver (not the Allen key), install the four ‘M6 x 10mm’ screws. Tighten the screws until they are full seated on the steel bracket. DO NOT overtighten these screws or use excessive force once they are seated.

It does not matter which direction you install the control box.

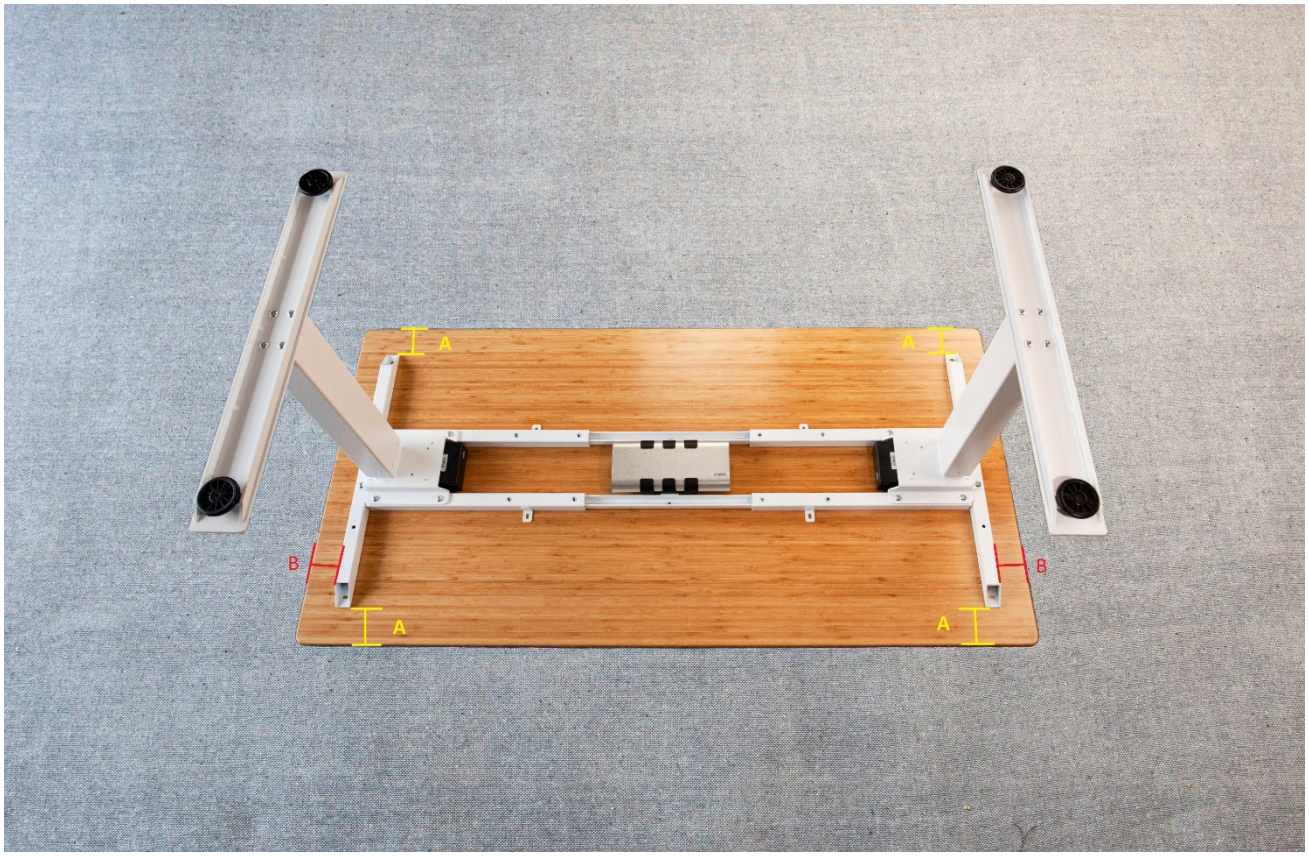
Desktop Installation

Installation of the desktop and control panel (#10) uses the same principles no matter what size desktop you have. Predrilling the desktop and the use of an electric screwdriver is only optional, however it does simplify the process particularly for hardwood desktops. Read on for the specifics of drill usage.

If installed, unplug all cables from the control box and set aside. Do this to ensure cables are not pinched in the process of the desktop installation.

Laying a soft cloth or carpet on the ground, put your preferred desktop side facing *down*. Some models of desktop come with the UpDown Desk logo. It's personal taste as to whether you have the logo facing upwards for everyone to see or underneath.

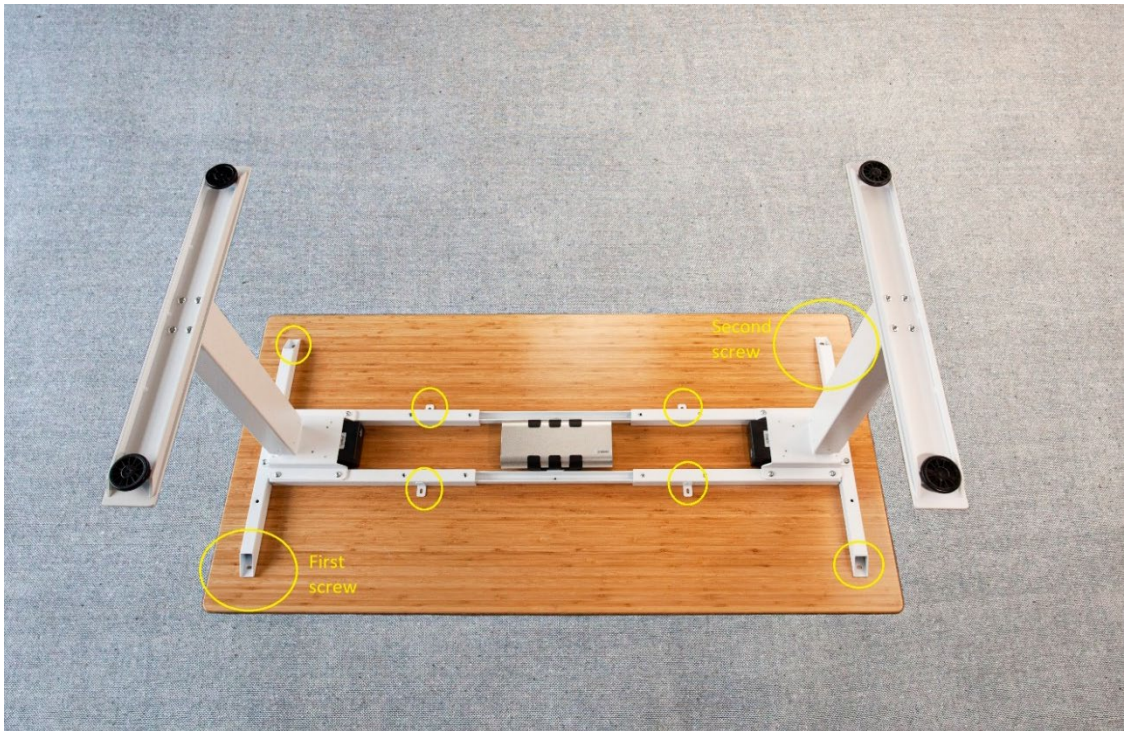
Position the constructed frame in the centre of the desktop as shown. To ensure it's square, the distance from the wings to the edges of the desk must be identical (Items 'A' must all be equal and items 'B' must all be equal). It's best to double check each distance *twice* using a measuring tape.

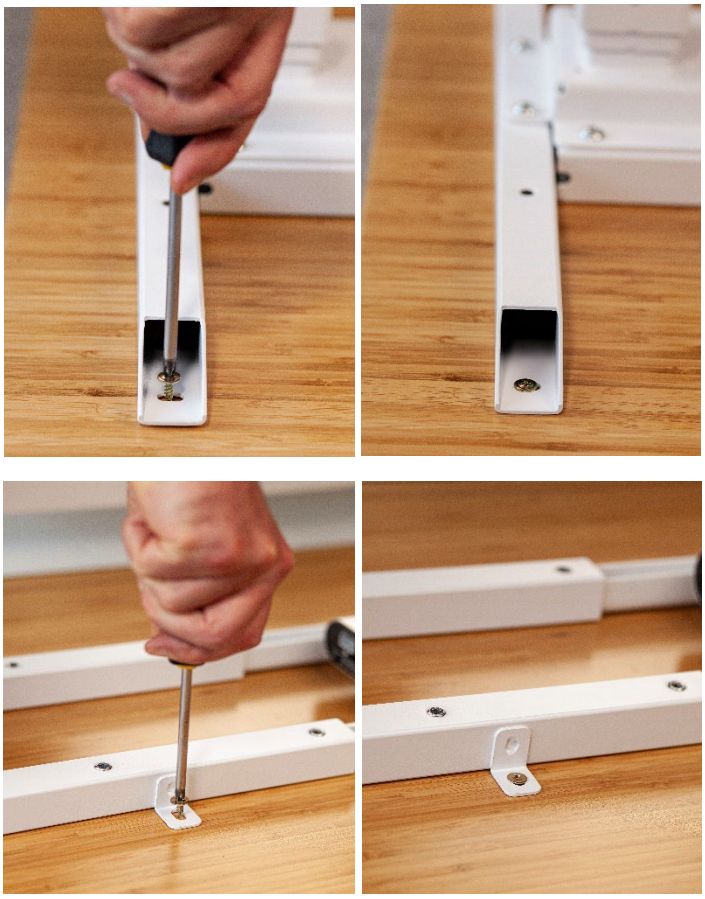


Using a screwdriver and the provided 16mm long self-tapping screws, affix the frame in 8 (eight) places. Start by screwing in one of the wings (#3) as indicated below. Re-measure, adjust if necessary and then screw a second screw in the diagonally opposite corner wing to ensure the frame is locked in position. All other screws can then be screwed in, in any order thereafter.

Predrilling desktops can simplify the desktop installation process. It is not recommended to pre-drill Melamine desktops. Installation of predrilled desktops is certainly far easier on Hardwood desktops such as Messmate, Vic Ash, Jarrah and Acacia. Whilst not necessarily, some customers report pre-drilling of Bamboo desktops also useful.

To predrill holes, once the frame is perfectly centred per the steps above, using a pen/marker, place a dot in the middle of each affixing point. Remove the frame in preparation for drilling. Using a power drill and a 2.5mm drill bit, drill a hole between 10-12mm deep. **IMPORTANT***: Be extremely careful not to drill further as you may run the risk of drilling all the way through the desktop!* The frame can then be attached using the self-tapping screws either with a manual or electric screwdriver.





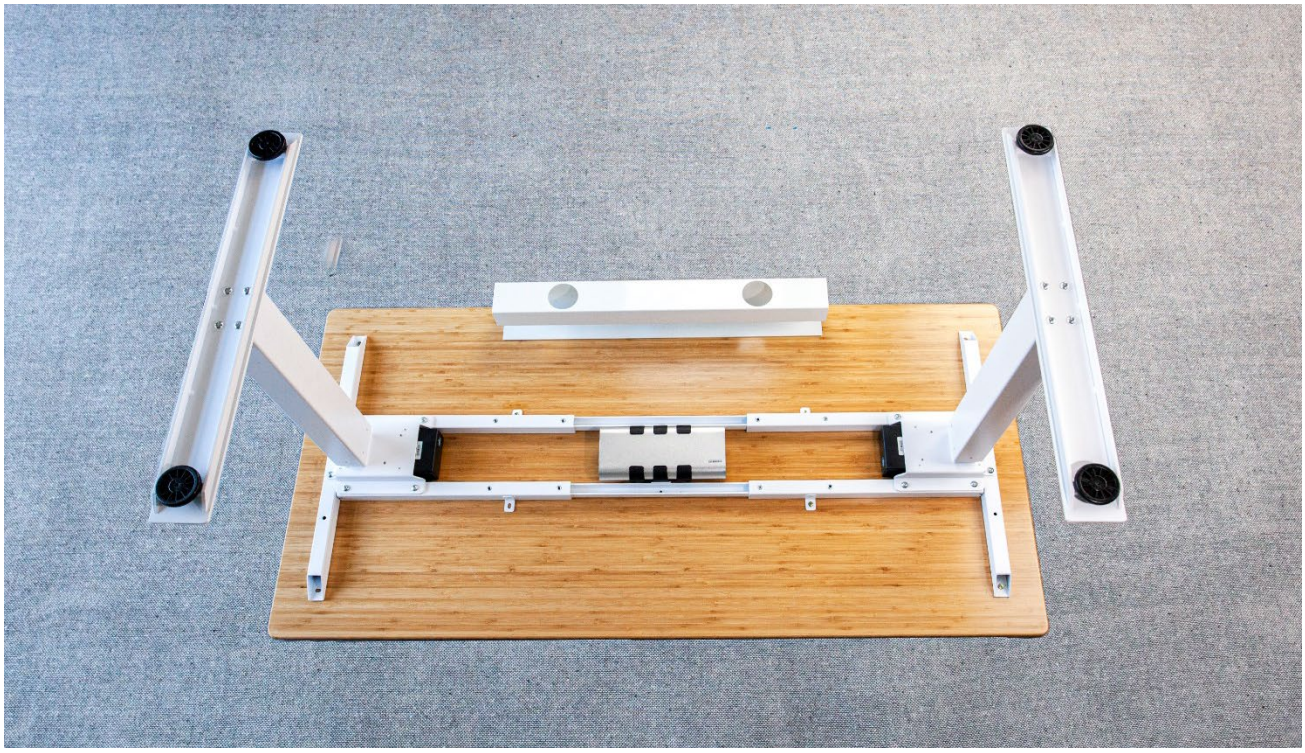
Control Panel Installation

One of the benefits of the electric Pro-Series desk is that it's possible to locate the control panel (#10) wherever you wish. Most people situate it on the leading edge to the far right or left depending on their hand preference.

With the desk still upside down, simply align the top edge of the control panel (#10) with the edge of the desk. Using 2 (two) self-tapping screws and a Philips head screwdriver, screw the control panel to the timber.

Cable Tray Installation (Optional Extra)

The cable tray can go wherever is practicable, depending on the location of your power points, your screen cables, your computer cables etc. It's entirely up to you, however most people locate it underneath the desk, to the rear and in the middle.



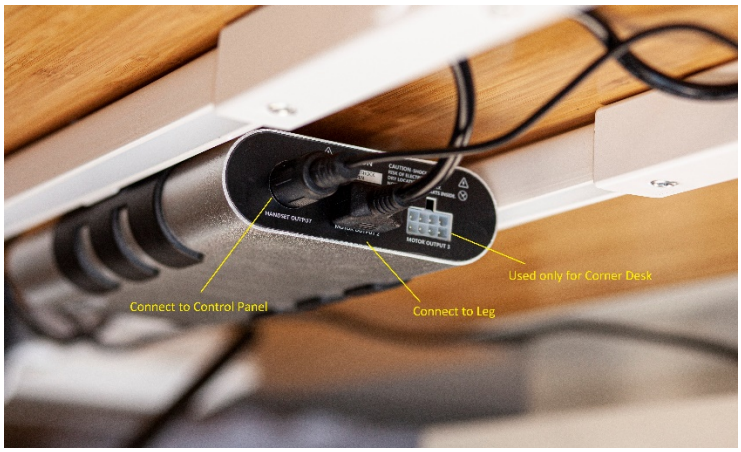
On one side of the cable tray, you will notice a thin, soft padding. This side always goes against the desk. It's to protect the desk from being scratched and prevent squeaking.

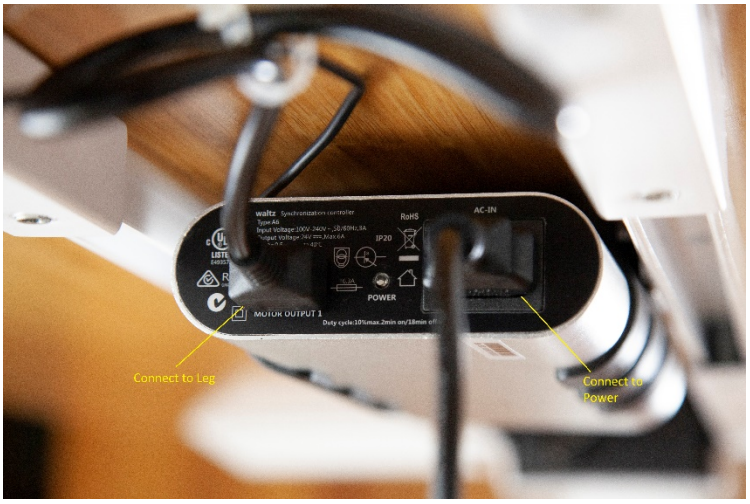
If you peer through each of the large holes of the cable tray, you will notice a small hole on the other side. Using a screwdriver and a self-tapping screw, screw all the way through the soft padding and into the timber. Screw both screws in firmly until they sit tight against the cable tray.

IMPORTANT: Before securing any part of the power cable to the cable tray, ensure you leave enough cable for the desk to be raised to the standing position.

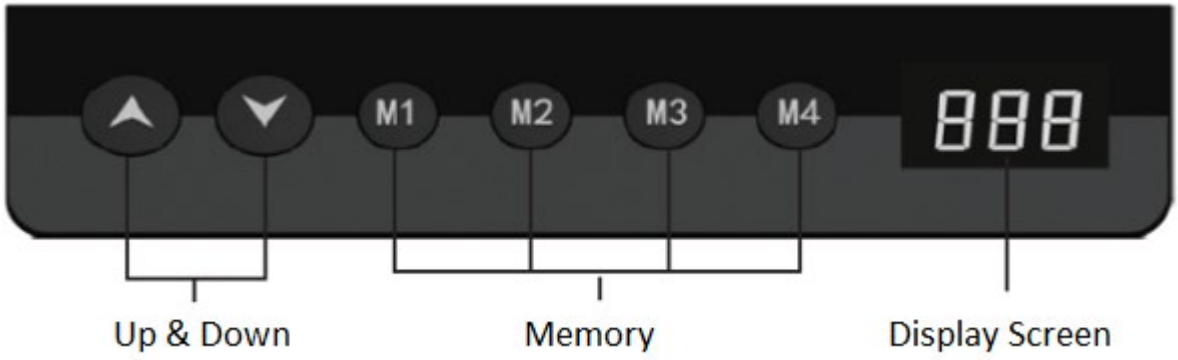
Cable Installation

Connecting cables from the installed control box (#5) to the legs and control panel (#10) is straight forward and self-explanatory; only the correct plugs will fit. The same goes for the power cable. Below are some images for reference. On the PRO-Series 2 legged desk, there will be 1 spare unused port as indicated below on the control box; it is used only for 3 legged corner desks.





Control Panel Operation



The Pro Series desk can be raised manually by pressing the Up/Down buttons or alternatively by pressing pre-set heights using the M1 – M4 buttons.

To set a height on any given 'M' button, use the Up/Down buttons to achieve your desired position. To store this height, press and hold an M button for 5-6 seconds until you hear an audible beep.

The display screen will show your current height. It is pre-set from factory to show the lowest height at 64cm, which is measured to the top of a standard 2.5cm thick desktop. This can be adjusted in the event you install a thicker desktop or castor wheels to your frame.

The desk has a built in 'anti-collision' safety feature whereby any interference or severe resistance experienced automatically stops the up/down movement of the desk and rebounds it a small amount. The sensitivity for this can be adjusted.

The Control Panel display will switch off after 30 seconds of no use. To reactivate, press the Up or Down button once.

Control Panel Function Settings

- **A.** 'Down' anti-collision sensitivity
- **B.** Units – cm or inches
- **C.** Height correction adjustment (when adding thicker desktop or castor wheels)
- **D.** Minimum height setting (should you be placing an obstruction under the desk such as pedestal drawers)
- **E.** Maximum height setting (should you be placing an obstruction above the desk such as a windowsill or printer tray)
- **F.** 'Up' anti-collision sensitivity

A - 'Down' anti-collision sensitivity

If you feel your desk's *downward* anti-collision feature is being activated too soon or not soon enough, you can adjust its sensitivity.

1. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter 'A' will be displayed.
2. Press 'M4' once
3. Use the 'Up' and 'Down' buttons to scroll through 1-4. 1 being the most sensitive, 3 being the least sensitive and 4 turns off the anti-collision.
4. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

B - Units – cm or inch

1. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter 'A' will be displayed.
2. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'B'
3. Press 'M4' once
4. Use the 'Up' and 'Down' buttons to scroll through 1-2. 1 indicates cm units, 2 indicates inch units.
5. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

C - Height correction adjustment

If you're adding a thicker or thinner desktop than 2.5cm or adding castor wheels, the display height shown is going to be inaccurate. It should be adjusted.

1. Using the 'Down' button, lower your desk to the lowest possible height.
2. Take a tape measure and measure the distance from the ground to the top of your desktop. Take note of this measurement.
3. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter 'A' will be displayed.
4. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'C'
5. Press 'M4' once

6. Use the ‘Up’ and ‘Down’ buttons to scroll through the heights until you reach your desired minimum height.
7. Press ‘M3’ twice to exit

If you make any errors or need to start the above instructions again, simply press the ‘M3’ button twice.

D - Minimum height setting

If you have placed an obstruction under the desk such as pedestal drawers, you should set a minimum height. This will ensure that an interference does not occur, and damage is not inflicted to either the obstruction or your desk.

1. Using a tape measure, measure the height of the obstruction from the ground.
2. Press and hold the ‘M4’ button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter ‘A’ will be displayed.
3. Use the ‘Up’ and ‘Down’ buttons to toggle through the menu until you reach ‘D’
4. Press ‘M4’ once
5. Use the ‘Up’ and ‘Down’ buttons to adjust the height shown on the display. Add 2cm to the distance you just measured of the obstruction.
6. Press ‘M3’ twice to exit. Your desk will not go below this height.

If you make any errors or need to start the above instructions again, simply press the ‘M3’ button twice.

E - Maximum height setting

If you have an obstruction above the desk or above your monitors such as a windowsill or printer tray, you should set a maximum height. This will ensure that an interference does not occur, and damage is not inflicted to either the obstruction or your desk.

1. Using a tape measure, measure the height of the obstruction from the ground.
2. Press and hold the ‘M4’ button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter ‘A’ will be displayed.
3. Use the ‘Up’ and ‘Down’ buttons to toggle through the menu until you reach ‘E’
4. Press ‘M4’ once
5. Use the ‘Up’ and ‘Down’ buttons to adjust the height shown on the display. Subtract 2cm from the distance you just measured of the obstruction.
6. Press ‘M3’ twice to exit. Your desk will not go above this height.

If you make any errors or need to start the above instructions again, simply press the ‘M3’ button twice.

F - ‘Up’ anti-collision sensitivity

If you feel your desk’s *upward* anti-collision feature is being activated too soon or not soon enough, you can adjust its sensitivity.

1. Press and hold the ‘M4’ button for approximately 10 seconds until you hear the **2nd** audible beep. Release your finger from the button. The letter ‘A’ will be displayed.
2. Use the ‘Up’ and ‘Down’ buttons to toggle through the menu until you reach ‘F’
3. Press ‘M4’ once
4. Use the ‘Up’ and ‘Down’ buttons to scroll through 1-4. 1 being the most sensitive, 3 being the least sensitive and 4 turns off the anti-collision.
5. Press ‘M3’ twice to exit

If you make any errors or need to start the above instructions again, simply press the ‘M3’ button twice.

Troubleshooting

Error Code	Cause	Solution
ER1	Motor stoppage	(1) Turn power off at the power point. (2) Wait 60 seconds. (3) Check cable connections. (4) Turn power back on.
ER2	Legs not synchronised	(1) Turn power off at the power point. (2) Wait 60 seconds. (3) Check cable connections. (4) Turn power back on. (5) Using the down arrow, lower the desk to the minimum height to reset.
ER3	Cable connection fault	(1) Turn power off at the power point. (2) Wait 60 seconds. (3) Disconnect all cables and reconnect. (4) Turn power back on.
ER4	Communication fault	(1) Turn power off at the power point. (2) Wait 60 seconds. (3) Check connection between control panel cable and the control box. (4) Turn power back on.
ER5	Overload protection	(1) Reduce load on desk. (2) Turn power off at the power point. (3) Wait 60 seconds. (4) Turn power back on and lower the desk to the minimum height to reset.
Hot	Continuous over usage (approx. 1min continuous usage every 10min)	(1) Reduce load on desk. (2) Turn power off at the power point. (3) Wait 5 minutes. (4) Turn power back on and lower the desk to the minimum height to reset.
	Desk stuck at a certain height	Follow the instructions above for *minimum height setting* or *maximum height setting*. Set the minimum height to 64, and the maximum height to 129. Please note that these heights have been calculated using a standard 2.5cm thick desktop. If your desktop is thicker or thinner, follow instructions mentioned in the previous section*: Height correction adjustment*
ASR	Anti-collision triggered, obstruction encountered	(1) Turn desk off at wall. (2) Wait 60 seconds. (3) Turn desk back on and as soon as the ASR code appears - BEFORE YOU HEAR A BEEP - hold the down arrow until the desk has reached its lowest height. This will clear the ASR notification.

For any other troubleshooting issues, please visit the Support section of our website at updowndesk.com.au.

Packaging recycling and disposal

Your UpDown Desk products come packaged in cardboard boxes and lined with *EPE foam* (non-toxic) of various shapes/sizes. The cardboard is 100% recyclable and can be placed (with foam removed) into your local Council recycle bins or any carboard recycling station. At this time, there are currently no official recycling stations accepting EPE foam and it is not accepted in local Council recycle bins.

Based on our own experience and customers suggestions, here are some ideas to help you upcycle, recycle, reuse, or dispose of the packaging:

- Retain the boxes containing frame components in the event you need to move locations; it's the best way to transport your frame – unassembled.
- The boxes with EPE foam attached make great play equipment for kids; makeshift doll houses, matchbox car parks etc.
- Any cardboard can be recycled *without* the EPE foam attached in the appropriate recycling containers.
- Local kindergartens and childcare centres will often graciously accept carboard and EPE foam for kids' art and craft projects.
- As a last resort, EPE foam can legally be placed into your normal waste bins.