UpDown
DESK

PRO Series
Install Manual

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.
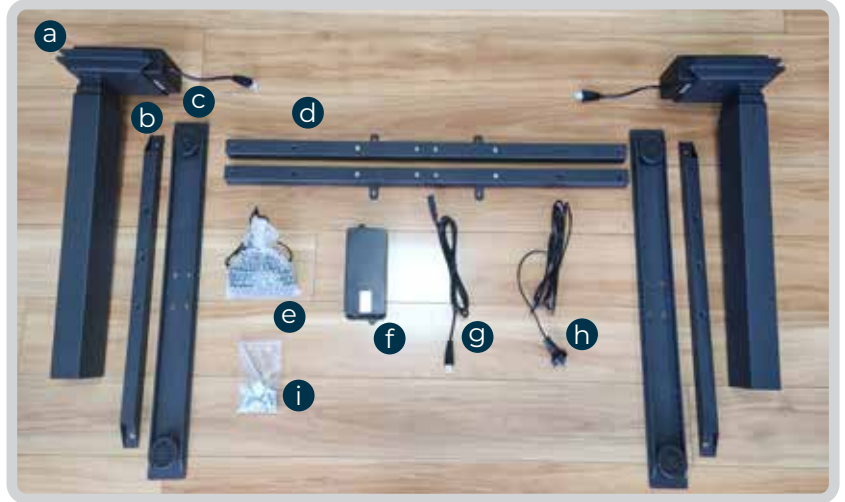
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INTRODUCTION

01   Confirm all the items you received are correct in regards to colour, size, etc.

02   Put the desktop aside.

03   Unpack Frame Box 1 and Box 2. These boxes contain all the parts needed to put your frame together. We suggest laying all parts out in an open area, preferably close to where the desk is going to stay.

- **a**   2 x Legs
- **b**   2 x Wings
- **c**   2 x Feet
- **d**   2 x Sliding Rails
- **e**   1 x Control Panel
- **f**   1 x Control Box
- **g**   1 x Connection Motor Cable
- **h**   1 x Power Cable
- **i**   1 x Bag of Screws with Allen Key

04   The bag of screws consists of everything that you require for the installation, except for a Phillips head screwdriver or power drill with PH2 driver bit if you prefer.

⚠ **IF YOU HAVE PURCHASED A HARDWOOD DESKTOP – YOU MAY NEED TO USE A POWER DRILL WHEN FIXING THE CONTROL PANEL, CONTROL BOX AND ACCESSORIES TO THE DESKTOP**

- M8 x 10mm - 12 pieces in total - Allen Key required (supplied) - Used to attach the legs to the wings and sliding rails

- M8 x 20mm - 8 pieces in total - Allen Key required (supplied) - Used to attach feet to the legs

- Self Tapping - 16mm - 14 pieces in total – Phillips head screwdriver required (not supplied) - Used to attach the control box and control panel to the desktop, along with any optional accessories purchased.
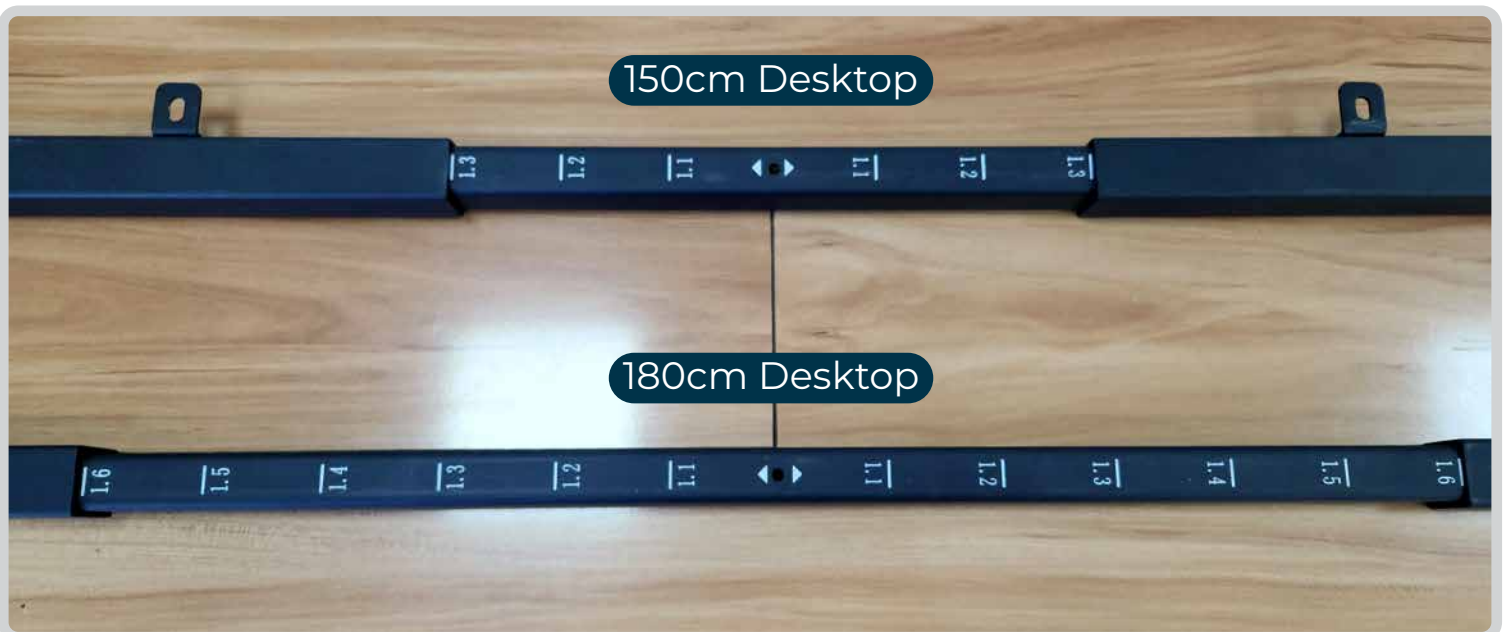
- Allen Key

05 Take the 2x Sliding Rails (d), loosen the four grub screws using the Allen Key so that you can extend the Sliding Rails. Using the guide on the back of the Sliding Rails, align the outer tube with the correct mark (per below guide) and then re-tighten grub screws.

- 120cm Desktop - Do not adjust sliding rails.

- 150cm Desktop - Align edge of outer tube with 1.3 mark.

- 180cm Desktop - Align edge of outer tube with 1.6 mark.

- If you have a custom desktop, we recommend deducting 20cm from the total length of the desktop and aligning the outer tube to that mark - For example, if your desktop is 140cm, once you take the 20cms from the overall length you are left with 120cm, therefore you would align the outer tube with the 1.2 mark.

⚠ **PLEASE NOTE: OUR FRAMES SUPPORT DESKTOPS UP TO 240CM, HOWEVER WE DO ADVISE AGAINST EXTENDING THE SLIDING RAILS PAST THE 1.6 MARK - THE EXCEPTION TO THIS IS IF IT IS A MELAMINE DESKTOP, YOU SHOULD NOT HAVE AN OVERHANG OF MORE THAN 20CM FROM THE OUTER EDGE OF THE WING (C) TO THE EDGE OF THE DESKTOP.**

150cm Desktop

180cm Desktop

06 We will now assemble the Legs (a) onto the Sliding Rails (d) and Wings (b).

● Lay the Sliding Rails parallel, ensuring that the anchor points are facing the outer edges of the desk.

● Align each of the two Wings (b) at either end of the Sliding Rails and line the centre two holes up.

● Place one of the Legs (a) on top of the Wing and Sliding Rail and align all of the screws. The motor cable attached to the Leg should face the middle of the desk.

● Using 6 of the M8 x 10mm screws and Allen Key, fasten the Leg to the Wing and Sliding Rails - we recommend screwing all screws in approximately half way, before tightening them all fully.

● If you find that there is a slight misalignment, you can loosen the grub screws and move the Sliding Rail a little, to ensure the screws align.

M8 x 10mm

07 Go ahead and repeat the above for the other side of the frame.

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08 We will now attach the Feet (c) to the ends of the legs. Using 4 of the M8 x 20mm screws, install the Feet by loosely tightening the screws and once all 4 screws are in, then tighten them off with the Allen Key.

Repeat for the other foot.

M8 x 20mm

DESKTOP INSTALLATION

09 Unwrap the desktop and please inspect both sides to decide which way you want your desktop positioned on your frame. Place a piece of protective cloth or towel on the ground and then place the desktop face onto the ground.

10 PLEASE NOTE: IF YOUR DESKTOP HAS COME WITH SUPPORT RAILS (SEE IMAGE), KEEP THEM ATTACHED TO YOUR DESKTOP, BUT YOU MAY JUST NEED TO LOOSEN THE GRUB SCREWS AND ADJUST THE FRAME A LITTLE, SO YOU CAN SCREW THE FRAME INTO SOLID TIMBER OF THE DESKTOP. (PLEASE REMEMBER TO RE-TIGHTEN THE GRUB SCREWS ONCE THE DESKTOP IS ATTACHED TO THE FRAME.) IF YOUR DESKTOP DOES NOT HAVE SUPPORT RAILS PLEASE IGNORE THIS NOTE.

Support Rails

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11 Position the constructed frame onto the desktop - you need to ensure that the frame is central to the desktop.
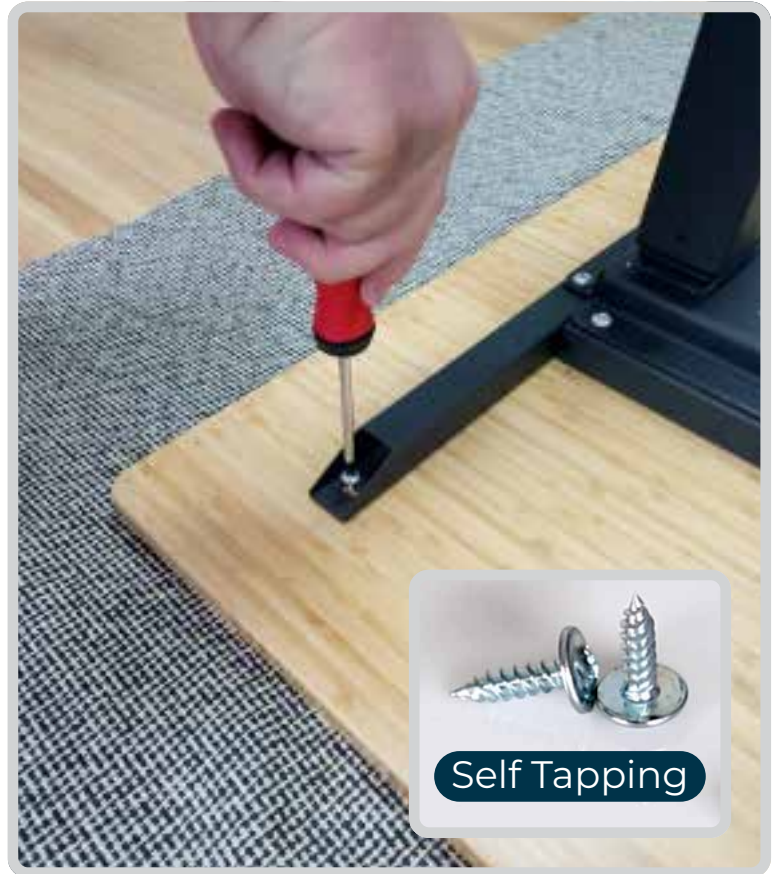
- This can be done by ensuring the distance between the outer edge of the wing and the edge of the desktop is the same for both sides; this has been shown by the red arrows on the image below.

- The same applies for the vertical distance as well, you will need to measure the distance between the edge of the desktop and the end of the wing; this has been shown by the blue arrows on the image below.

- With this step we advise to double check both sets of measurements, just because it is quite easy to knock it out of position.

12 Now we attach the frame to the desktop. Using 8 Self Tapping screws go ahead and screw them into the tabs of the frame.

Depending on your tools, take **one** of the following approaches:

- OPTION 1. Using a Phillips head hand screwdriver, fasten the self tapping screws through the anchor points into the desktop.

- OPTION 2. Using a power drill and a PH2 bit, drill the screws through the anchor point and into the desktop.

- OPTION 3. Using a power drill and a 2.5mm drill bit, drill pilot holes into the center area of the anchor points, from there using a hand screwdriver, you can fastener the screws into those drilled holes.

Self Tapping

ELECTRICAL COMPONENTS INSTALLATION

13 Once the frame has been installed you can grab the Control Box (f). The control box features the following plugs
- Connection Motor Cable Port
- Connection Motor Cable Port
- Control Panel Port
- Power Cable Port

Connection Motor Cable Port

Control Panel Port

Connection Motor Cable Port
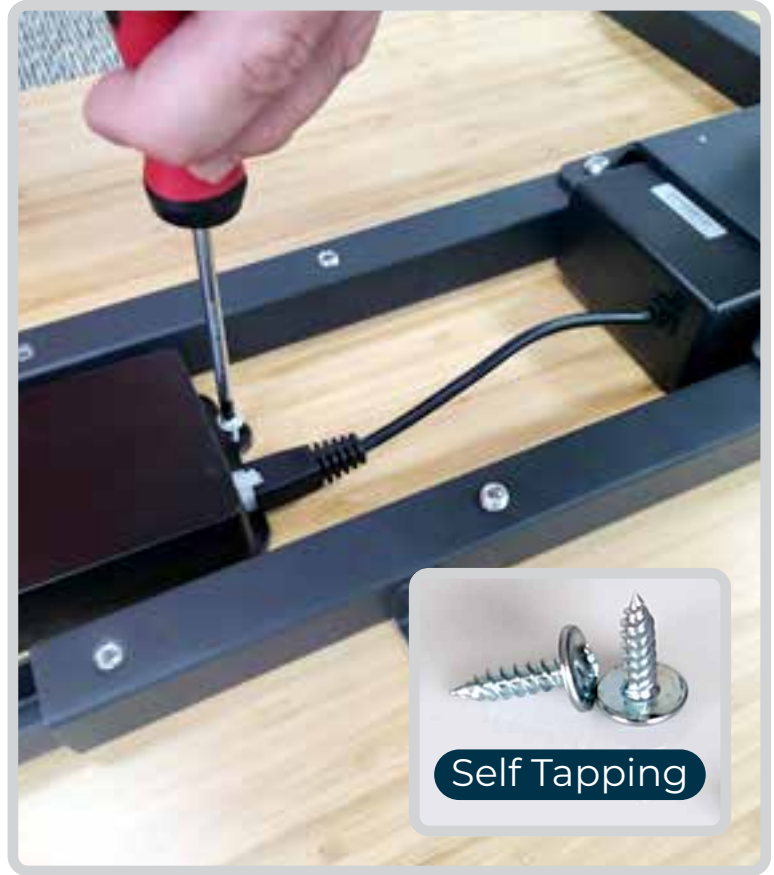
Power Cable Port

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14 You will now install the Control Box (f) and Control Panel (e).

Installing the Control Box (f), it is advised that you plug it into the leg that is on the same side as you are wanting the Control Panel (e) to be. Please ensure that the Control Panel Port is facing that same Leg.

Once you have that plugged into the leg, you can go ahead and use two Self Tapping screws to fix the Control Box (f) onto the desk, using either the Phillips head screwdriver or the power drill.

NOTE: WE RECOMMEND THAT THERE IS SOME SLACK IN THE CABLE, AS IF IT IS PULLED TOO TIGHT, THIS MAY CAUSE DAMAGE OR INCONVENIENCE WHEN IT COMES TO UNPLUGGING THE LEG AT ANY STAGE.
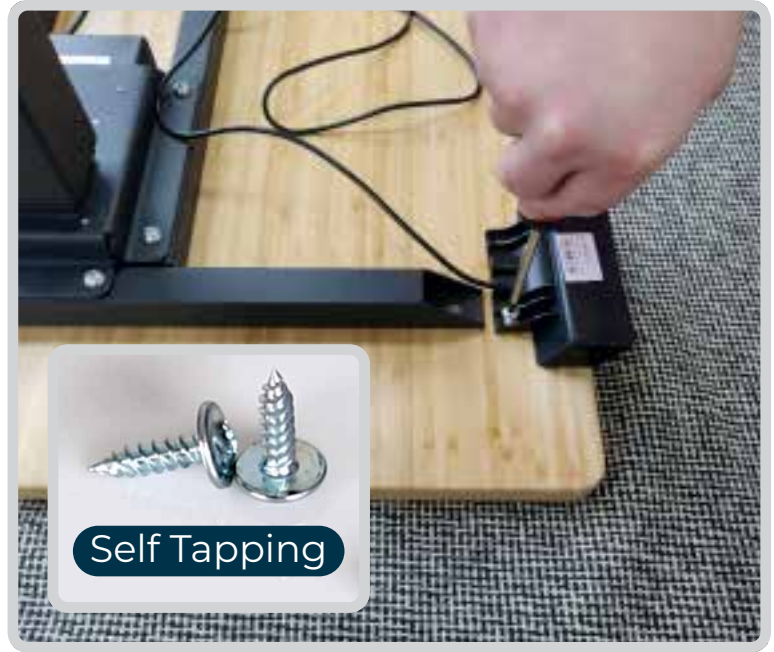

Self Tapping

15 Once the Control Box (f) has been fixed you can plug in the other Connection Motor Cable (g) between the opposite Leg and Control Box

16 Choosing which side you want your Control Panel (e), plug it into the Control Box (f) and align the Control Panel with the edge of the desk.

⚠ **This step may be easier if you screw the control panel to the point you can still slide enough so it will stay in place, but loose enough that you can move it back and forth - we recommend this because it is easier to align the control panel with the edge of the desk once it has been flipped over.**

Self Tapping

17 After completing these two steps, using the 3M cable clips provided, you can gather and pin back the excess cables to tidy the underside of the desk.

18 ⚠ **AT THIS POINT WE RECOMMEND INSTALLING ANY OF THE FOLLOWING ACCESSORIES YOU PURCHASED: CABLE TRAY, CASTOR WHEELS, METAL DRAWER.**

3M cable clip

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19 This step may require the assistance of someone else. You need to flip the desk over, so please ask someone else for help if required. The easiest way to do this is as follows:

⚠ **PLEASE NOTE THAT YOU CANNOT LIFT/CARRY THE DESK BY THE DESKTOP, AS THE WEIGHT OF THE FRAME CAN RIP THE SCREWS OUT OF THE DESKTOP AND CAUSE DAMAGE TO YOUR DESKTOP. SIMPLY FEEL FOR THE WINGS AND LIFT/CARRY THE DESK BY THE FRAME.**

- Pushing the desk over so that it is standing on the long edge of the desktop that doesn't have the control panel on it.

- Grab the opposite sides of the feet and pull back - you want to be careful to do this slowly as the desk will end up on the edge of the desk and the ends of the metal feet - we recommend putting something on the ground that you are flipping it on especially if you have floorboards.

- Once in the the following position - walk around to the other side, so you are standing in the middle of the desktop from here grab the edges and lift up - this step can be broken into two - the first part being to lift it slightly and sliding something underneath that desk edge the second part, bending from your knees get your fingers underneath the edge that is closest to the ground and lift it up, again be mindful that once you get it past a point that it will start to fall so please take your time in these step.
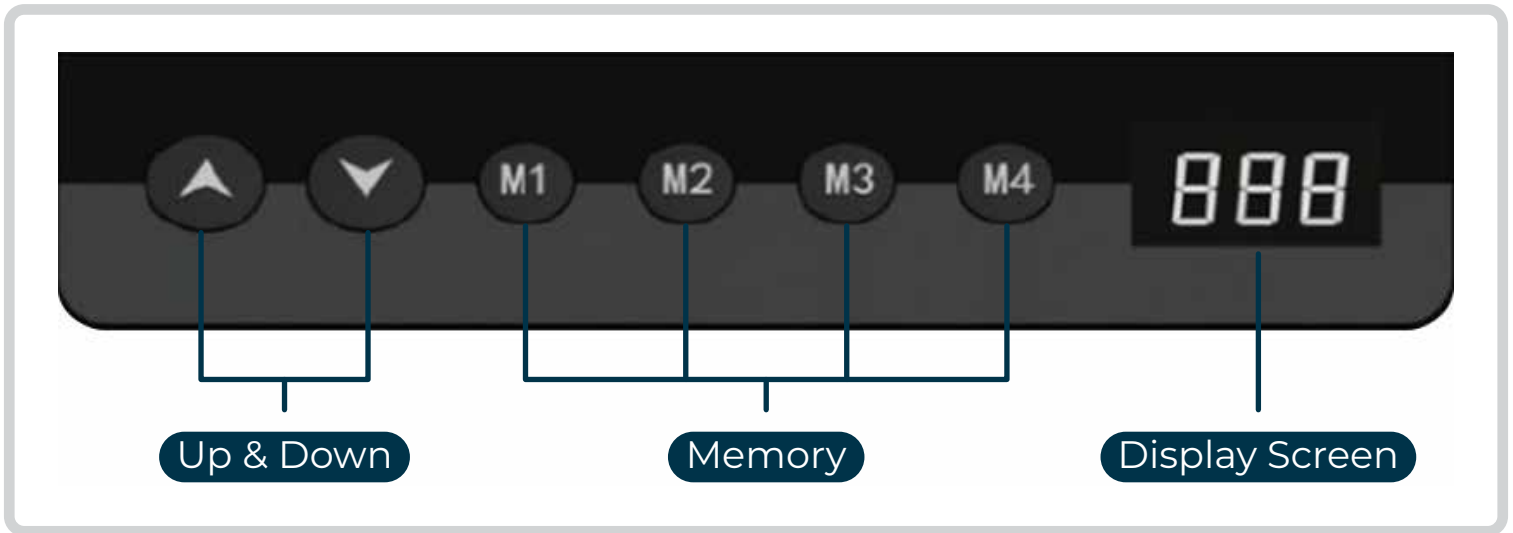

20 Once the desk is upright - you can go ahead and finish tightening the screws for the Control Panel, so that it is aligned with the edge of the desk.

21 You can now take the Power Cable (h) and plug this into the Control Box (f) and then to the most convenient power point in relation to where you would like your desk to sit. We advise to not bundle and tie up the excess of the power cord, as this excess cord is required when raising and lowering your desk.

The most important step of all – ENJOY YOUR PREMIUM UPDOWN DESK!

CONTROL PANEL OPERATIONS

Up & Down
Memory
Display Screen

- 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 a beep.

- The display screen will show your current height. It is pre-set from the 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.

- If you notice the desk has gone to sleep - no numbers are being displayed on the control panel - you can wake it up with either the arrow buttons or any one of the 'M' Buttons.

ADVANCED FUNCTION SETTINGS

This control panel has a number of function setting capabilities to customize the display and operation of the desk:

- **Setting a Min/Max Height** - If you have an obstruction in the area that you are looking to place your desk, such as drawers or CPU underneath, or a window or shelf above the desk.
  Min Height - This can be done for any height below 96cms
  Max Height - This can be done for any height above 96 cms.
  - Using the arrow button - get the desk to the desired height.
  - Press and hold both arrow buttons for 5 seconds until you hear a beep.
  - This indicates that the desired hight has been set.

- **Remove Max Height**
  - Using the arrow button - take height to set height
  - Press and hold both arrow buttons for 5 seconds until you hear a beep.
  - This indicates that the Max Height has been removed.

- **Locking the Control Panel** - preventing the use of any button function until unlocked
  - Lock - Press 'Up' arrow and 'M4' button for 5 seconds
    - Screen will display - 'LOC'
  - Unlock - Press "Down' arrow and 'M4' button for 5 seconds
    - Screen will display height - function is returned.

Furthermore you can access a menu of functions that you can change. To access this list

- Press and hold the 'M4' button, you will need to hold it past the first beep and until the second beep happens (approx 10 seconds)

- The screen will display S-1

- Using the Arrow buttons, you can cycle through the following functions

  - **S-1** - Unit displayed change - Cms / Inches
  - **S-2** - This is a blank function for future updates.
  - **S-3** - Up Anticollison Sensitivity
  - **S-4** - Down Anticollison Sensitivity
  - **S-5** - Basement Height

  ⚠ There are a number of other functions that you might see. We recommend not changing these, as they are factory set.

S-1 - Unit Displayed Change - Changes the number display from 'cm' to 'inch'.

- When S-1 is showing on screen
- Click 'M4'
- From there you can use the arrows to select either of the following
  - 0 - Cm
  - 1 - Inch
- Clicking 'M4' will return you to the height display screen.

S-2 - Blank Function

S-3 - Up Anticollision sensitivity - This will adjust the sensitivity of the anticollision when the desk is in 'Up' motion.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-3'
- Click 'M4'
- Use the 'Up' and 'Down' arrows to increase or decrease sensitivity
- Note: 1 = Most Insensitive 8 = Most Sensitive
- Once adjusted, Click 'M4' to return to the height display screen.

S-4 - Down Anticollision sensitivity - This will adjust the sensitivity of the anticollision when the desk is in 'Down' motion.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-4'
- Click 'M4'
- Use the 'Up' and 'Down' arrows to increase or decrease sensitivity
- Note: 1 = Most Insensitive 8 = Most Sensitive
- Once adjusted, Click 'M4' to return to the height display screen.

S-5 - Setting Low Display Height - This functionality allows the user to adjust the height displayed on the screen - this would be utilised when the user has put a thicker desktop onto the frame than the standard 25mm.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-5'
- Click 'M4'
- Use the 'Up' and 'Down' arrows to change the height that you would like to set.
- Once adjusted, Click 'M4' to return to the height display screen.

TROUBLESHOOTING

Error Code	Fault Cause	Solution
E01, E06, E07	Power Fault	1. Turn power off at power point, 2. Unplug Power Cable from power point. 3. Plug Power Cable back into power point. 4. Turn power back on.
E04	Handset Fault	1. Turn power off at power point. 2. Unplug Control Panel from Control Box. 3. Ensure no damage to either ports. 4. Plug Control Panel back into Control Box. 5. Turn power back on
E05	Anti Collision Alert	Rebound Reminder, normal condition
E08	Connection Cable Failure	1. Turn power off at power point. 2. Ensure there is nothing that is causing the desk to become uneven. 3. Remove items if the desk is obstructed. 4. Turn power back on. 5. If legs are uneven - hold DOWN arrow until the lowest height to reset.
E11, E21, E40, E41	Connection Cable Failure	1. Turn power off at power point. 2. Check all connection motor cables. 3. Ensure they are plugged in correctly. 4. Turn power back on.
E12, E22, E42, E43	Controller Fault	1. Turn power off at power point. 2. Unplug Control Panel from Control Box. 3. Replug Control Panel into Control Box. 4. Turn power back on. 5. If no changes - Please contact us for a replacement.
E13–E17, E24–E27	Motor Fault	1. Turn power off at power point. 2. Unplug Power Cord from Control Box. 3. Replug Power Cord into Control Box. 4. Turn power back on. 5. If no changes - Please contact us for a replacement.
E18, E28	Overloading	1. Turn power off at power point. 2. Remove items from the top of the desk.We suggest the easy items to begin with. 3. Turn power back on. 4. If a problem persists please contact us for assistance.
HOT	Continuous Over Usage (Approx 1 min continuous usage every 10 mins)	1. Reduce load on desk. 2. Turn power off at the powerpoint. 3. Wait 5 minutes. 4. Turn power back on, lower
ASt, RST	Reset Reminder	Press the 'DOWN' Arrow until the desk reaches the lowest point and you hear an audible Beep.

⚠ **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 (nontoxic) of various shapes/sizes. The cardboard is 100% recyclable and can be placed (with foam removed) into your local Council recycle bins or any cardboard 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 centers will often graciously accept cardboard and EPE foam for kids' art and craft projects.

- As a last resort, EPE foam can legally be placed into your normal waste bins.