

# APEX PROMAX/6

PRODUCT ASSEMBLY INSTRUCTIONS

DESKHAUS//



## **⚠ WARNING**

*Read all instructions and review all illustrations before installing. Failure to observe these warnings could result in a fire or electrical shock. Use two or more people when moving products or personal injury may result. Ensure there are no obstacles in unit's path and that it is clear of walls during movement. Cords must be appropriate length to accommodate change in height. Keep children away from height adjustable base. Keep electrical components away from liquids. Do not sit or stand on base or work surface. Do not open any components. Designed for a 10% duty cycle, two minutes on and eighteen minutes off. In the event of a power outage, or if the power cord is unplugged, a reset is required.*

## **NOTES**

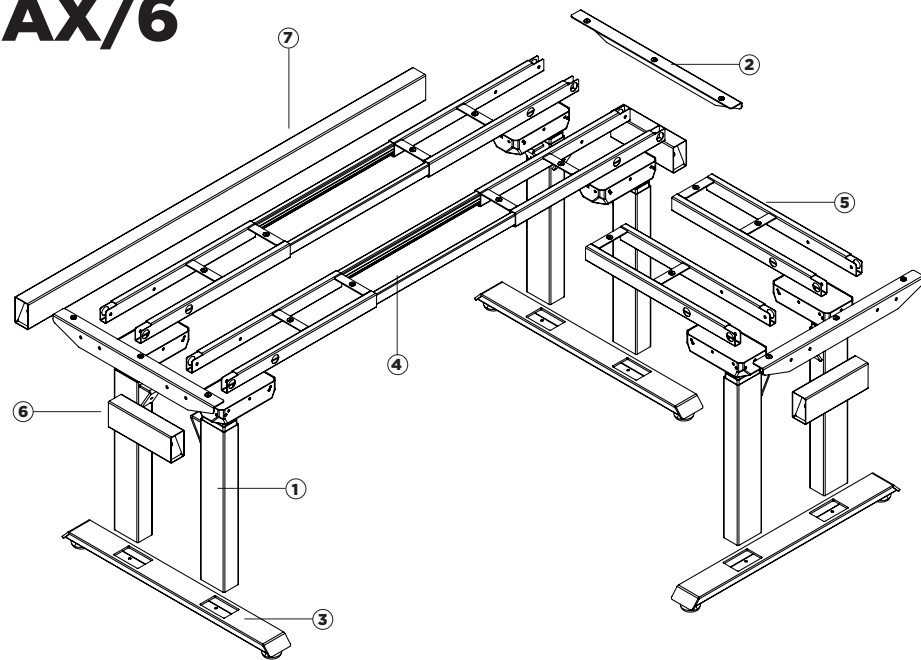
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# APEX PROMAX/6

## PARTS

1. Column	6
2. Top Supports	3
3. Foot	3
4. Collapsing Channel	2
5. Fixed Channel	2
6. Short Cross Bar	3
7. Long Cross Bar	1
Jumper	1
Control Box	2
Hand Switch	1
Power Cord	2
M6 14mm Screw	36
M6 10mm Screw	40
7/8" Wood Screw	23
16mm Wood Screw	2
Feet Pads	6
Cable Ties	20
Cable Extensions	4

## QTY



## PARTS INCLUDED:



X36

M6 14mm



X40

M6 10mm



X23

7/8" WOOD SCREW



X2

16mm WOOD SCREW



X6

M8 12mm



4mm HEX KEY



X20

CABLE TIES

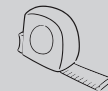
## TOOLS NEEDED:



PHILLIPS BIT



CORDLESS DRIVER



TAPE MEASURE



13mm SOCKET HEAD + EXTENSION

**IMPORTANT:** Do not tighten machine screws fully until the end of each step to allow for proper centering.

# 1

## ASSEMBLE COLUMNS TO COLLAPSING CHANNELS

Assemble using the M6 10mm length screws. These are the **shorter screws** that are included. (4 per column)

Notes

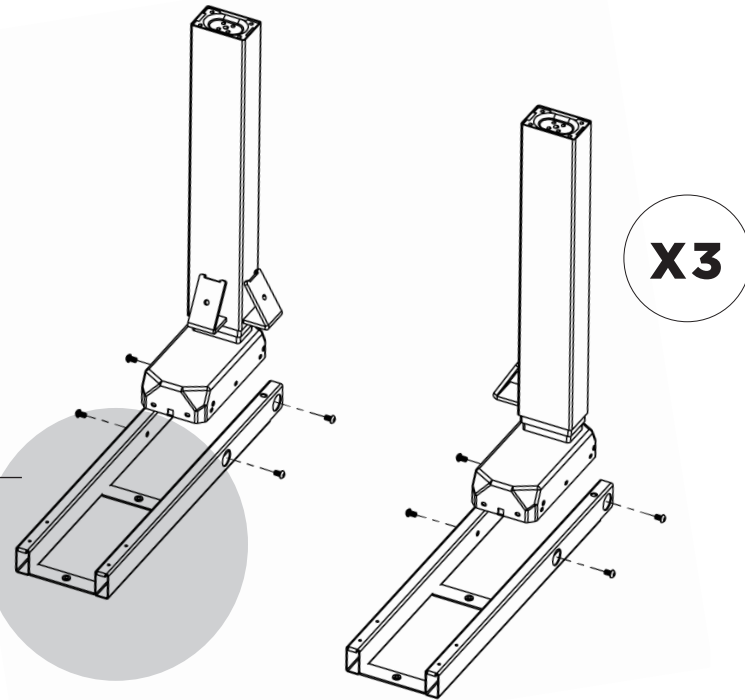
\*You need to separate the channels and attach each of the 4 columns individually

### PARTS

	QTY
Column	6
Collapsing Channel	2
Fixed Channel	2
M6 10mm Screw	24



\*Please note orientation of all screw holes making sure channels are not upside down.



**IMPORTANT:** Do not tighten machine screws fully until the end of each step to allow for proper centering.

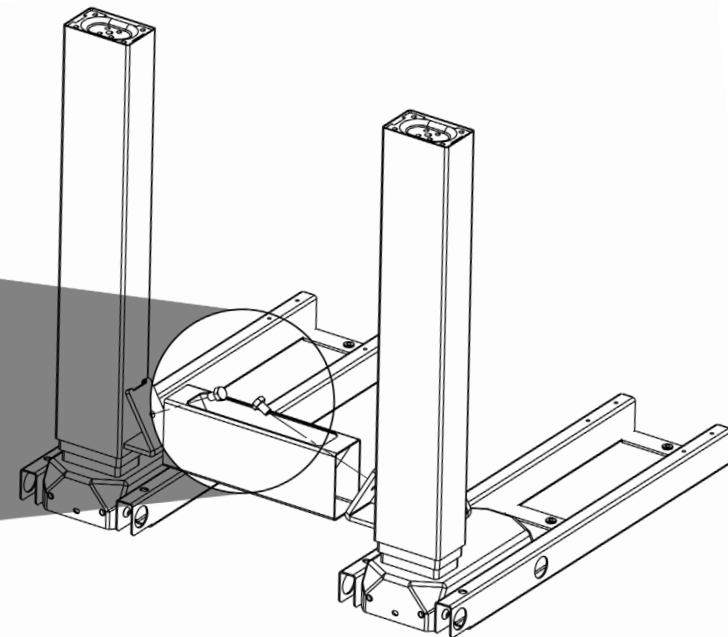
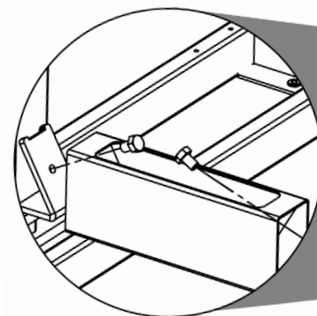
# 2

## ASSEMBLE SHORT CROSS BARS BETWEEN COLUMNS

Assemble using the M8 12mm length screws.  
(2 per side)

\*Note- You will need a socket extension to reach the bolts inside the cross bar

PARTS	QTY
Short Cross Bar	3
M8 12mm Screw	6



**IMPORTANT:** Do not tighten machine screws fully until the end of each step to allow for proper centering.

# 3

## CONNECT FEET AND TOP SUPPORTS TO COLUMNS

Secure feet to columns using M6 14mm Screws. These are the **longer screws** that are included. (8 per foot) ( 4 per top support)

### PARTS

Foot

QTY

3

Top Supports

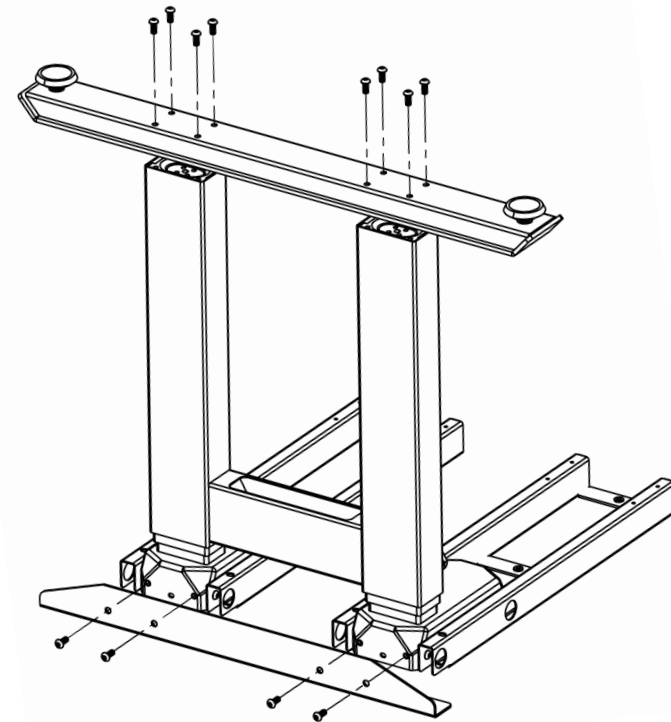
3

M6 14mm Screw

36



X36



**IMPORTANT:** Do not tighten machine screws fully until the end of each step to allow for proper centering.

# 4

## CONNECT LONG CROSS BAR TO COLUMNS

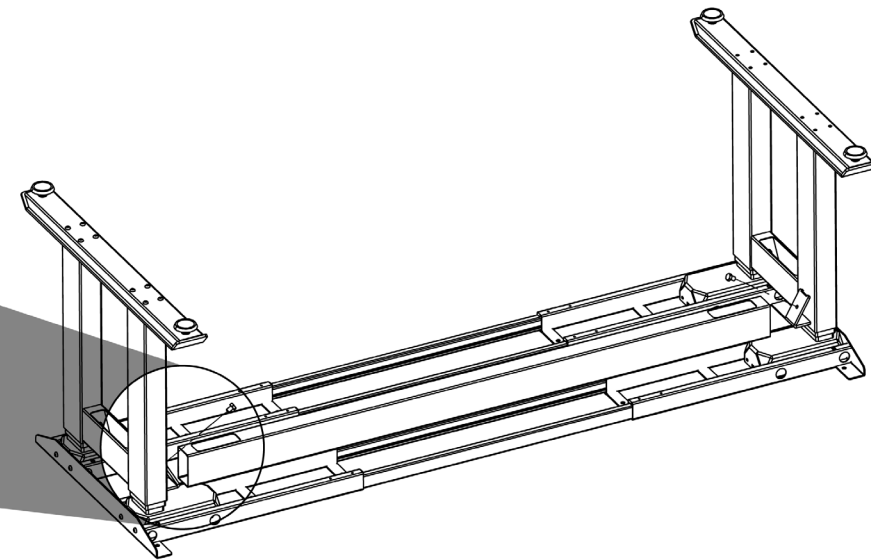
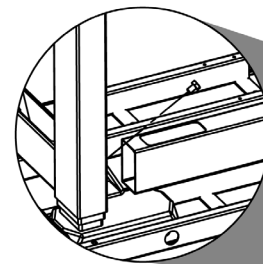
Secure long cross bar using M8 12mm Screws.

### PARTS

Connector Bar Long  
M8 12mm Screw

### QTY

1  
2



X2

# 5

## FASTEN FRAME AND CONTROL BOXES TO DESK SURFACE

Assemble using the 7/8" length wood screws.  
(23 screws total) Secure control units with 16mm wood screws (4 screws total)

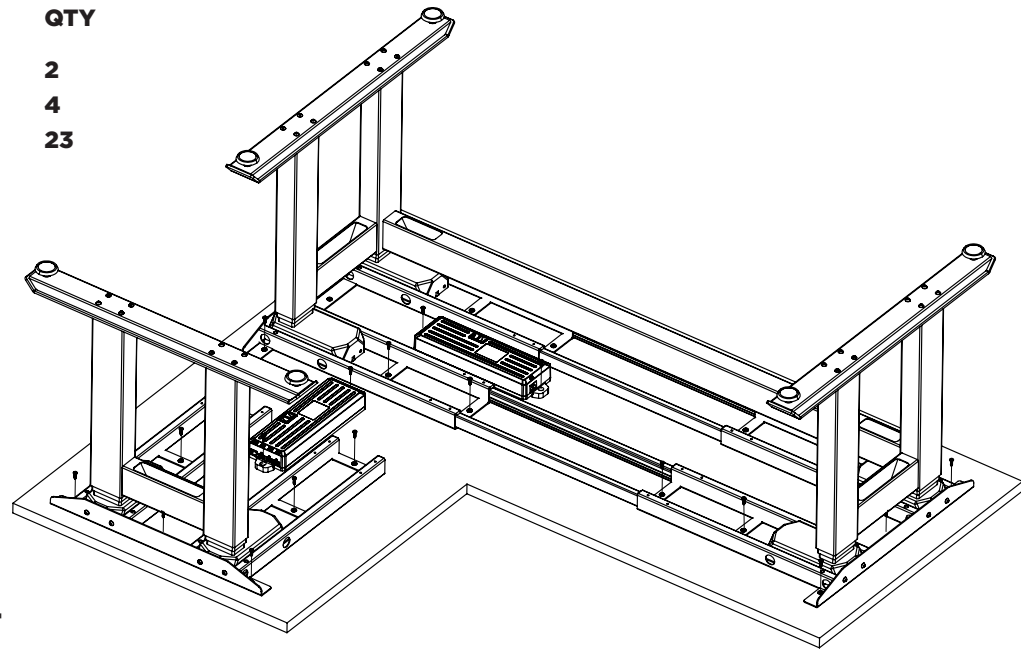
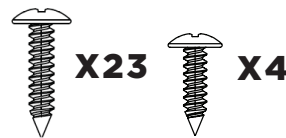
\*Notes - Center base on desk surface leaving 2" on right and left sides.  
Pre-drilling holes is required for solid wood tops and optional for HPL tops.

### PARTS

Control Box  
16mm Wood screw  
7/8" Wood screw

### QTY

2  
4  
23





# 6

## LOCK ADJUSTABLE CHANNELS

Assemble using the M6 10mm Screws. These are the **shorter screws** that are included. (8 per channel)

Make sure the control box and hand switch are fastened in a location where all the cables will connect without being in tension.

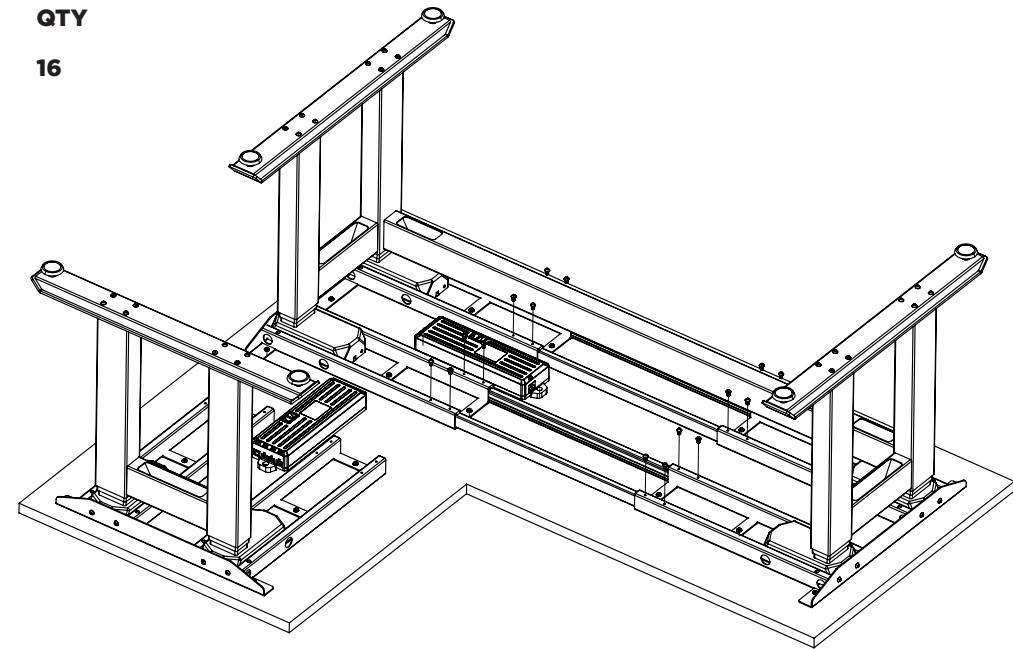
\*Note - Consider placement of control box and plan for cable management of all cables including hand switch before locking channels

### PARTS

M6 10mm Screw

### QTY

16



X16

# 7

## ATTACH HAND SWITCH

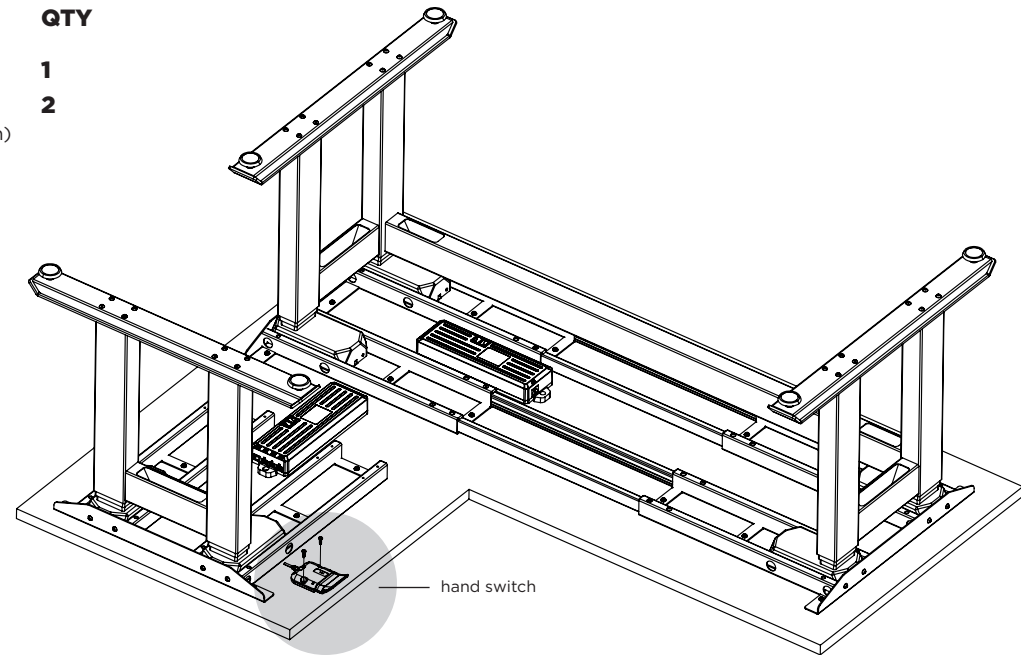
Secure with (2) wood screws. These are the screws that are included with your hand switch.

### PARTS

Hand Switch  
Wood Screw  
(Included with hand switch)

### QTY

1  
2



**X2**

(Included with hand switch)

# 8

## CONNECT POWER CORDS

Connect jumper from control box A to control box B.

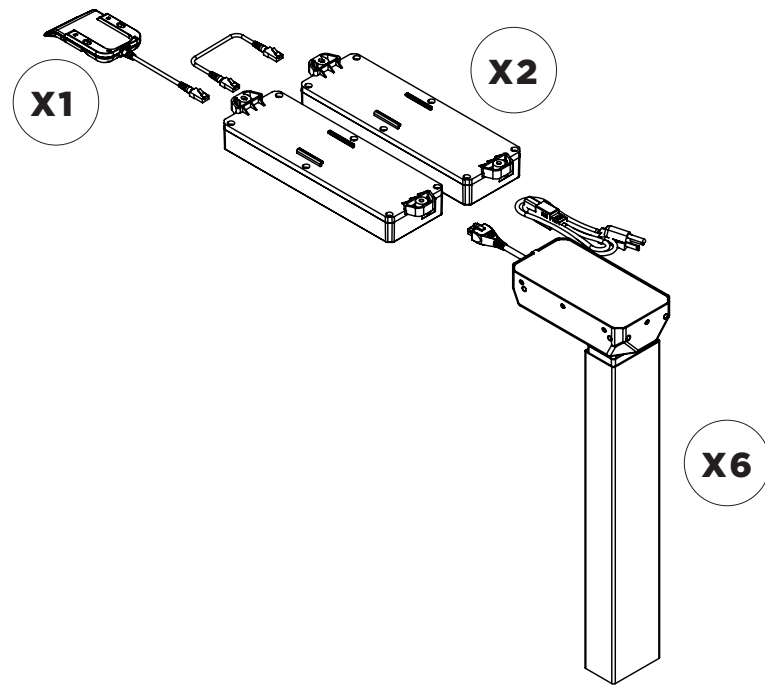
\*Note - Remove rubber plugs from control boxes to expose connection points.

Connect hand switch to control box.

Connect (6) column power cords to control box.

Connect power cord to control box A and then control box B.

\*Note - Use column cable extensions if needed.



# OPERATION INFORMATION



## HEIGHT CALIBRATION

1. Hold the down button/direction (SmartPaddle) on the handset until the desk reaches its lowest height, then release.
2. Measure the height from the floor to the top of your desktop. If the displayed height does not match your measurement, follow the next steps.
3. Hold the down button/direction (SmartPaddle) again until the LED display reads "Reset".
4. Press the "M" or side button (SmartPaddle) until the numeric display begins flashing.
5. Press Up or Down until the read out matches your measurement.
6. Wait for the display to return to "Reset", hold the down button/direction (SmartPaddle) until the desktop lowers slightly and rises slightly and the display changes back to the numeric height setting, then release.

**Note:** When using your handset for the first time, you must reset the handset if the display shows "Reset" to ensure that it is properly calibrated. To reset the handset, keep pressing the paddle down to the lowest height and release. Then press the paddle down again for 5 seconds until the display shows "Reset" and returns back to a normal digital number to finish the reset. Your handset is now ready to use.

## RAISING THE TABLE

Hold the paddle up and the height adjustable desk will rise. Release the paddle and it will stop.

## LOWERING THE TABLE

Hold the paddle down and the height adjustable desk will lower. Release the paddle and it will stop.

## USING THE MEMORY FUNCTION

### Setting the memory for seated height

Adjust the desk to your preference below 35.5 inches (seated height). Press the side button on the handset once and the ♥ will show on the display. Press the side button one more time to save the current height. The display should show ♥ -2

### Setting the memory for standing height

Adjust the desk to your preference above 35.5 inches (standing height). Press the side button on the handset once and the ♥ will show on the display. Press the side button one more time to save the current height. The display should show ♥ -1

# OPERATION INFORMATION CONTINUED

## **AUTOMATICALLY REACH THE STANDING HEIGHT**

If you have saved a standing height, then pressing the handset paddle up twice quickly will automatically adjust the desk from sitting to standing height.

## **AUTOMATICALLY REACH THE SITTING HEIGHT**

If you have saved a sitting height, then pressing the handset paddle down twice quickly will automatically adjust the desk from standing to sitting height.

## **SETTING UP ACTIVITY REMINDERS**

Press and hold the side button on the handset for 5 seconds to enter the settings. Pressing the side button again will enter the activity reminder settings. Here, you can use the paddle to adjust the duration of the timer between 30 min, 40 min, and 50 min. Press the side button to confirm. If you want to cancel the reminder, enter this menu again.

# ADDITIONAL FEATURES

## **UPPER AND LOWER LIMIT**

Enter the settings menu and navigate with the paddle to the upper and lower limit settings. Press the side button to enter the settings, and select an upper limit, or to cancel the limit.

## **LOCKING HANDSET**

If you want to lock the handset, enter the settings menu and navigate to the lock settings with the paddle. Press the side button to enter the settings, and choose to lock the handset. We don't recommend locking your handset as it should be easily adjustable.

## **VIBRATION MODE**

Enter the settings menu and navigate to the vibration settings. Press the side button to enter the settings and toggle this on or off with the paddle.

## **RESETTING THE BASE**

If the display reads an error code, hold the the down button down until display reads "Reset" then release. Hold the down button again until the base reaches its lowest height and displays the height number readout. Reset is now complete. *(For a list of Error codes see our Troubleshooting on the next two pages.)*

# TROUBLESHOOTING

ERROR CODE	PARTS AFFECTED	CONDITION	SOLUTION
<b>E01</b>	Column plugged into M1 Port	<ol style="list-style-type: none"> <li>1. Column has been modified in a way that prevents movement</li> <li>2. Column has exceeded the weight limit</li> <li>3. Control box tells column to travel beyond its mechanical limits</li> <li>4. Column has a mechanical failure</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that there is no interference, then perform base reset</li> <li>2. Check that weight limit has not been exceeded then perform base reset</li> <li>3. If column doesn't slow down before stop (makes clunk sound) control box may need to be exchanged</li> <li>4. If none of the above conditions, column needs to be replaced</li> </ol>
<b>E02</b>	Column plugged into M2 Port		
<b>E03</b>	Column plugged into M3 Port		
<b>E04</b>	Column plugged into M4 Port		
<b>E05</b>	Column plugged into M5 Port		
<b>E06</b>	Column plugged into M6 Port		
<b>E07</b>	Column plugged into M1 Port	<ol style="list-style-type: none"> <li>1. Column is not plugged into port correctly</li> <li>2. Column cord/plug is damaged</li> <li>3. Control box port is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that all plugs are seated within the control box port then perform base reset</li> <li>2. Unplug columns, turn control box around, plug columns back in, if a new port error code is displayed, then the column needs to be replaced</li> <li>3. Unplug columns, turn control box around, plug columns back in, if the same error code is displayed, then the control box needs to be replaced</li> </ol>
<b>E08</b>	Column plugged into M2 Port		
<b>E09</b>	Column plugged into M3 Port		
<b>E10</b>	Column plugged into M4 Port		
<b>E11</b>	Column plugged into M5 Port		
<b>E12</b>	Column plugged into M6 Port		

ERROR CODE	PARTS AFFECTED	CONDITION	SOLUTION
<b>E13</b>	Control box error with master / slave connection	<ol style="list-style-type: none"> <li>1. Cord not plugged in correctly</li> <li>2. Cord/plug is damaged</li> <li>3. Control box problem</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that all plugs are seated within the control box port then perform base reset</li> <li>2. Inspect cord/plug for damage, replace if needed</li> <li>3. If above is correct then control box replacement is required (note that Master/Slave system is a custom install customer service may be required)</li> </ol>
<b>H01</b>	Control box duty cycle	<ol style="list-style-type: none"> <li>1. Continuous movement of columns over 4 minutes</li> <li>2. Room temperature too high for heating elements</li> </ol>	<ol style="list-style-type: none"> <li>1. Desk must rest for 16 minutes</li> <li>2. Environment temperature may be too high for operation</li> </ol>
<b>LOC</b>	Control box / handset lock	<ol style="list-style-type: none"> <li>1. Control box program has the handset locked</li> <li>2. There is a handset circuit error</li> </ol>	<ol style="list-style-type: none"> <li>1. Perform the handset un-lock operation</li> <li>2. Replace handset if un-lock doesn't solve problem</li> </ol>

**\* MOST ERROR CODES CAN BE SOLVED BY RESETTING THE BASE**

If the display reads an error code, hold the the down button down until display reads "Reset" then release. Hold the down button again until the base reaches its lowest height and displays the height number readout. Reset is now complete.

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