burotic

Installation guide
Aspire Frame

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Caution

Follow each of the steps in this guide to ensure that the desk is properly installed and supported.

Please use only the pre-drilled holes. Drilling additional holes in the wood (in abnormal quantities) will void the warranty.

Please read the instructions before starting the installation.

Using the illustrations below, verify that all components required for installation have been supplied with the order.
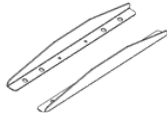
Do not discard the packaging until the product has performed satisfactorily.

For assembly assistance,
contact us at burotic.ca/chat,
call 1-844-287-6842
or email support@burotic.com   Page 3

Parts and materials
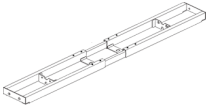
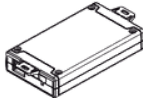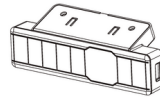|			
Frame	Brackets	4mm Allen Key	Adhesive cable ties
Power cord	Control box	Controller	Cable tray
Legs with motor	Rubber cushions	Plastic pads	M6x12
M6x14	ST4.8x25	ST4.8x19	ST3.5x19
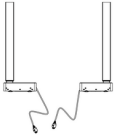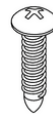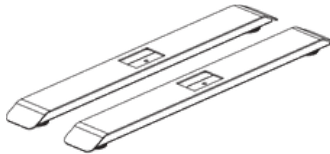
Feet

Additional tools required

- Electric drill (optional, but recommended)
- Screwdriver
- 7/64" drill bit (if installing a non-burotic surface)
- 9/64" drill bit (if installing a non-burotic surface)

Step 1

Loosen the frame

- Slightly loosen the eight (8) M6X10 screws using the supplied Allen key.
- Extend the frame a few inches to make sure the screws have been loosened enough.

4mm Allen key

Screw M6x10 (X8)
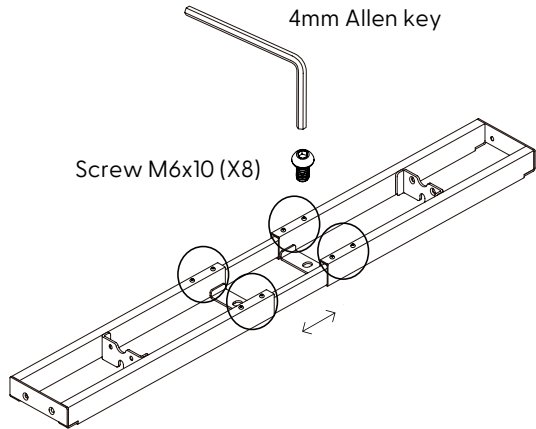
Step 2

Fix the legs

- Secure the legs to the frame using four (4) M6X12 screws per leg as shown.

Screw M6x12 (X4)

4mm Allen key
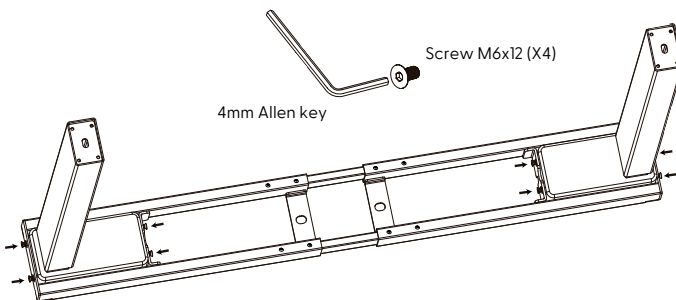
Step 3

Attach the feet to the legs

- Place a foot on each of the legs and screw them in place using four (4) M6X14 screws per foot.

4mm Allen key

Screw M6x14 (X4)
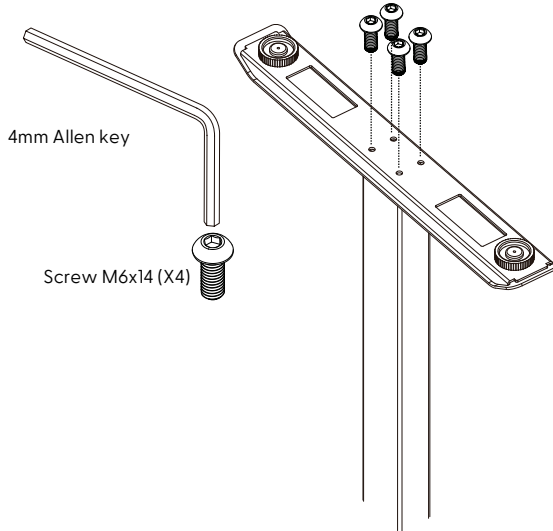
Step 4

Fix the brackets

- Flip the Aspire frame on its feet.
- Place a bracket at each end of the frame and screw them in place using two (2) M6X12 screws per bracket.

Bracket

4mm Allen key

Screw M6x12 (X4)
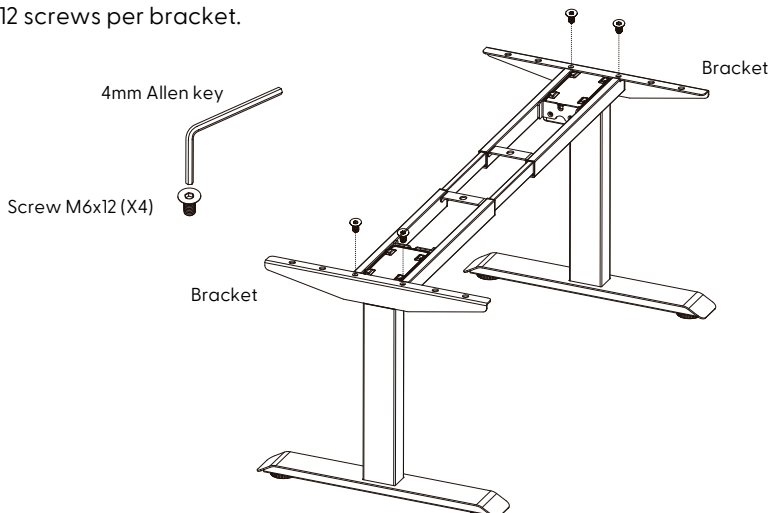
Bracket

Step 5

Install cushions and pads

- Insert a rubber cushion inside each of the holes on the brackets as well as in the center of the two crosspieces. When properly inserted, the cushions will be centred vertically.
- Insert a plastic pad from below into each of the installed cushions.

Rubber cushion (X10)

Plastic pad (X10)

Step 6

Screw the Aspire frame to the solid wood surface

- Turn over and affix the Aspire frame so that it is centred over the pre-drilled holes on the surface.
- Rest assured that it is perfectly aligned with all the holes and that these are visible at the centers of the cushions installed in step 5.
- Do the reverse of step 1 (tighten the eight (8) M6X10 screws using the supplied Allen key).
- Using a screwdriver or an electric drill, screw the 10 ST4.8X25 screws inside the cushions installed in step 5.

Screw the Aspire frame to the solid wood surface (not a surface from burotic)

- Turn over and affix the Aspire frame so that it is centred on the surface.
- Leave between 2 and 4 inches of space between the brackets, as well as the edge of the surface.
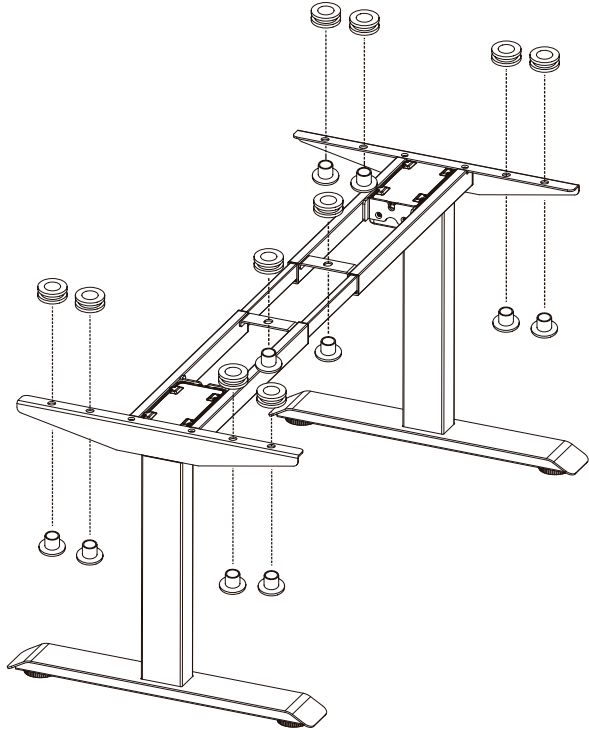- Make sure the Aspire Frame is perfectly aligned and centered on the surface.
- Do the reverse of step 1 (tighten the eight (8) M6X10 screws using the supplied Allen key).
- Using an electric drill and a 9/64" bit, pre-drill 0.75" deep where the screws will be.
- Using a screwdriver or an electric drill, screw the 10 ST4.8X25 screws inside the cushions installed in step 5.

Screw ST4.8X25 (X10)
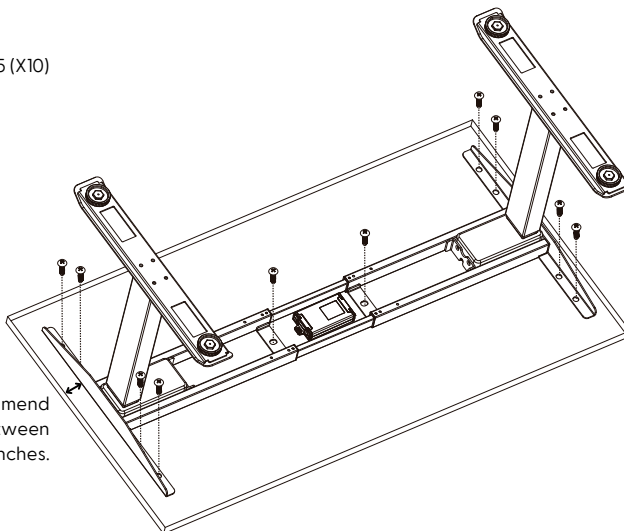
We recommend spacing between 2 and 4 inches.

Step 7

Screw the control box to the solid wood surface
- Position the control box on the surface where there are two (2) remaining pre-drilled holes.
- Fix the control box to the surface using two (2) ST4.8X19 screws.

Screw the control box to your own surface (not a surface from burotic)
- Position the control box centred on the cross members of the frame in a place where its ports are accessible by the cables of the legs with motors, the controller, and the power cable.
- Using an electric drill and a 9/64" bit, pre-drill 0.75" deep where there will be the two (2) screws.
- Using a screwdriver or electric drill, tighten the two (2) ST4.8X19 screws.

Screw ST4.8X19 (X2)

Control box
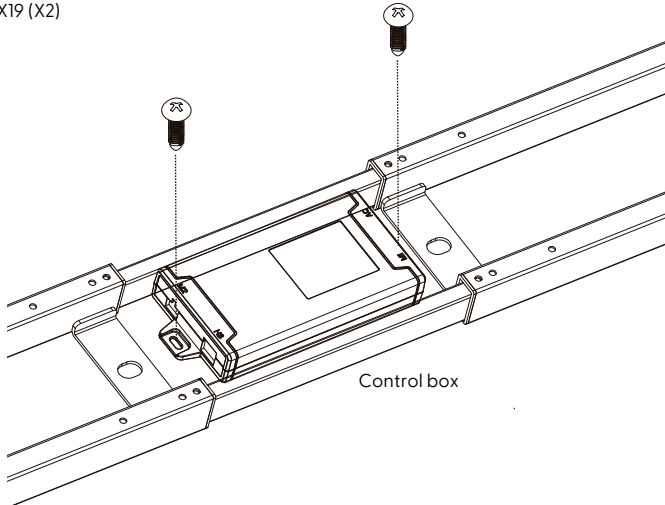
Step 8

Screw the controller to the solid wood surface

- Position the controller on one of the two sides of the work surface, containing two (2) pre-drilled holes.
- Fix the controller to the surface using two (2) ST3.5x19 screws.
- Use an adhesive cable tie to hold the controller cable.

Screw the controller to your own surface (not a surface from burotic)

- Position the controller flush with the front edge of the work surface, on the left or right side, depending on your preference. Make sure the cable can reach its port on the control box.
- Using an electric drill and a 7/64" drill bit, pre-drill 0.75" deep where there will be the two (2) screws.
- Using a screwdriver or electric drill (not recommended), screw the two (2) ST3.5x19 screws to the work surface.
- Use an adhesive cable tie to hold the controller cable.

Screw ST3.5x19 (X2)
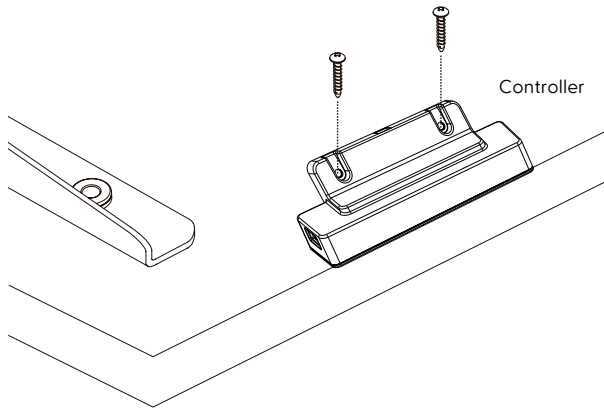
Controller

Step 9

Connect the cables to the control box

- Connect the cables from the controller as well as the leg motors to their respective ports on the control box.
- Connect the power cable to the control box.
- Place adhesive cable ties in strategic places (in your opinion) on the work surface to minimize messy cables.

Caution

The various cables should not hang below the work surface where they may present a hazard to the user or be accidentally pulled out of their connections.

Leg motor cable

Control box

Controller cable

Power cable

Leg motor cable
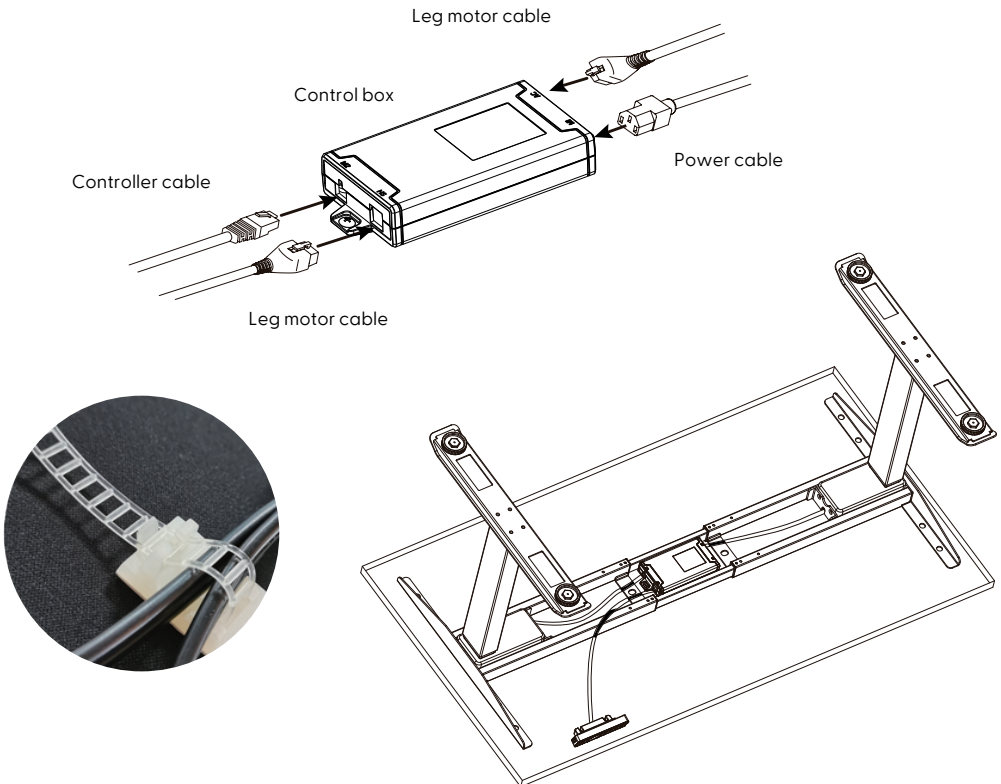
Step 10

Connect the cable tray to the frame

- Pinch the cable tray at each end of the width so that it can fit under the eight (8) M6X10 screws.

Cable tray

M6X10 screw
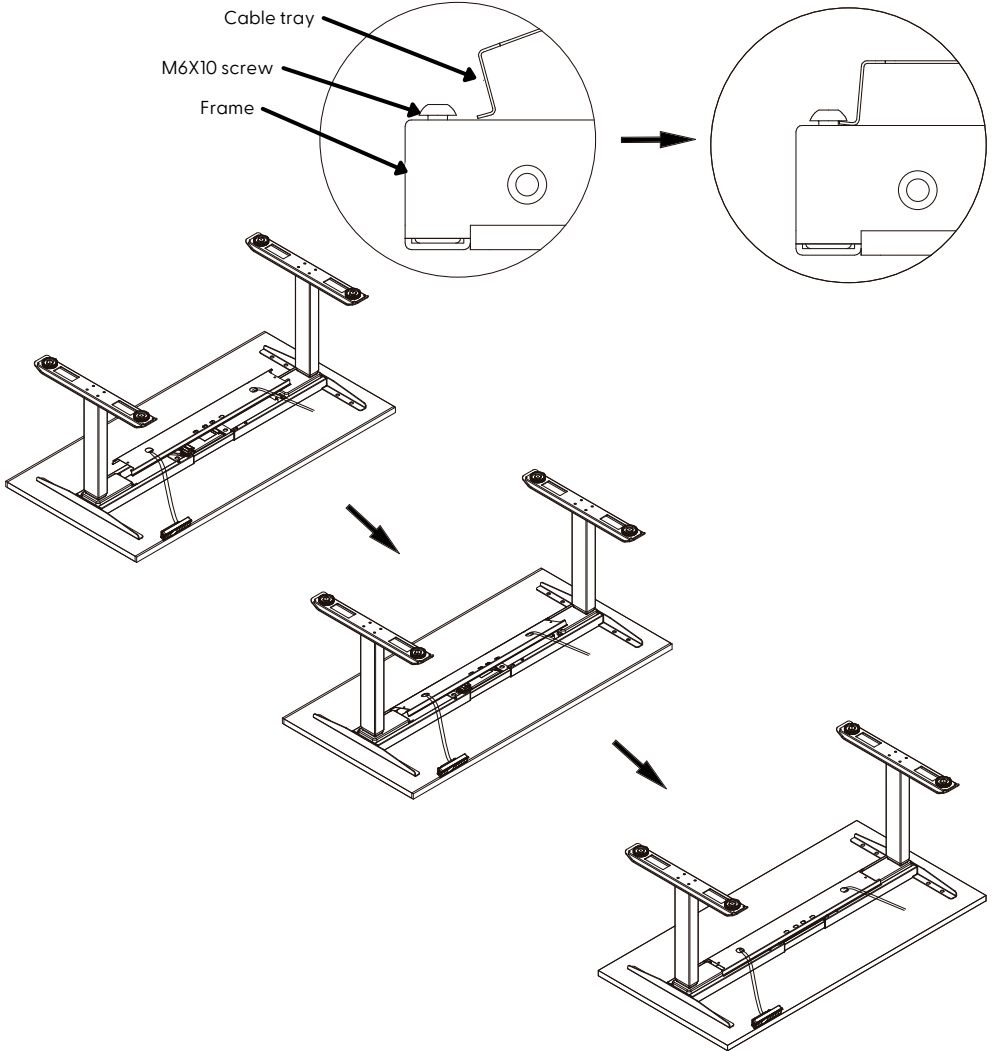
Frame

Activate the motors and test their operation

The process of activating your controller can also be used to reset your desk and most issues:

- Press and hold the « $\wedge$ » and « $\vee$ » buttons at the same time.
- Hold the buttons until the Aspire Frame lowers completely. This will then display « E00 » followed by « 22.4 ». A slight noise ("beep") will also be heard.
- Press the « $\wedge$ » button once to engage the motors.
- The desk is now functional.

Attention

If the manipulation is interrupted (ex: the buttons are released), the controller will display « E00 ». Also, if the desk doesn't move or make noise during handling, check if step 8 has been correctly completed.

The anti-collision system ensures safety during the ascent or descent of the desk. If it encounters an obstacle, it will activate and run in the opposite direction of the obstacle.

Press and hold both buttons at the same time.

Save a height

Once at the desired position:
- Press and hold the « M » button until the display begins to flash.
- Press one of the four (4) buttons containing a number to save the height.

Your controller will keep the saved heights even in the event of a power outage.

Changing height units

Inches to centimeters
- Simultaneously press buttons « 1 », « 2 » and « M » for 5 seconds.
- The display should say « C-1 ».
- Press button "1" so that the unit of measurement changes to centimeters.
- The display should say « C ».

Centimeters to inches
- Simultaneously press buttons « 1 », « 2 » and « M » for 5 seconds.
- The display should say « C-1 ».
- Press button "1" so that the unit of measurement changes to centimeters.
- The display should say « I ».

Troubleshooting and error codes

Cause

Incomplete reset.

Solution

- Press and hold the « $\wedge$ » and « $\vee$ » buttons at the same time.
- Hold the buttons until the Aspire Frame lowers completely. This will then display « E00 » followed by « 22.4 ». A slight noise ("beep") will also be heard.
- Press the « $\wedge$ » button once to engage the motors.
- The desk is now functional.

Attention

If the manipulation is interrupted (ex: the buttons are released), the controller will display « E00 ». Also, if the desk doesn't move or make noise during handling, check if step 8 has been correctly completed.

The anti-collision system ensures safety during the ascent or descent of the desk. If it encounters an obstacle, it will activate and run in the opposite direction of the obstacle.

Troubleshooting and error codes

Cause

Overuse (exceeds standard operating frequency).

Solution

The control box is equipped with a protection program.

When excessive frame usage is detected, the error code will be displayed.

Stop using the frame for 20 minutes to ensure the normal use of the product.

If you cannot wait 20 minutes, unplug the power cord for
three (3) minutes, and then plug it back in.

The appearance of this error indicates that the database has been over-exploited.

Troubleshooting and error codes E02

Cause

Imbalance of the legs (the difference exceeds 10 mm).

Solution

Please reset the desktop by following the step for error code « E00 ».

Reminder of the steps:

- Press and hold the « ∧ » and « ∨ » buttons at the same time.
- Hold the buttons until the Aspire Frame lowers completely. This will then display « E00 » followed by « 22.4 ». A slight noise ("beep") will also be heard.
- Press the « ∧ » button once to engage the motors.
- The desk is now functional.

Attention

If the manipulation is interrupted (ex: the buttons are released), the controller will display « E00 ». Also, if the desk doesn't move or make noise during handling, check if step 8 has been correctly completed.

The anti-collision system ensures safety during the ascent or descent of the desk. If it encounters an obstacle, it will activate and run in the opposite direction of the obstacle.

Troubleshooting and error codes E03

Cause

Intelligent overcurrent protection.

Solution

Check whether there is interference from objects in the lifting range of the desk — remove the obstacle.

Troubleshooting and error codes   E04

Cause

T-Touch Protection.

Solution

Check the steps below:

- Check that the control box is fixed horizontally below the desk.
- Check that step 7 has been carried out correctly to prevent the control box from shaking during the operation of the desk.
- Remove obstacles that interfered with what is mentioned above.

Troubleshooting and error codes   E11 & E12

Cause

M1* and/or M2* high current.

*M1 and M2 are the sockets connecting the legs with motors to the control box.

Solution

Please follow the steps below:

- Check for poor weight distribution on the desk (very heavy objects only on one side of the desk). If so, please remove heavy objects or spread the items on the work surface before reuse.
- Reset the Aspire frame (see error code E00).

Attention

If the desk load is normal, please unplug the power of the control box first until the control box turns off completely (press any key randomly to check that it is turned off - the screen will remain black). Reconnect the power cable to use the desktop again.

Troubleshooting and error codes

Cause

M1* and/or M2*, no signal (there is electric power, but no signal output).

*M1 and M2 are the sockets connecting the legs with motors to the control box.

Solution 1

No legs go up or down — please check the steps below:

- Check if the connection between the motor wire and the control box is good.
- Check if the motor wire is damaged or indented.
- After troubleshooting, reset the Aspire frame (see error code E00) and observe the movement of the feet.

Solution 2

The legs are not at the same height. Interchange M1 & M2 and observe if the error code displayed on the controller changes. If the error code « E21 » changes to « E22 », it means that the motor signal M2 seems to be faulty.

Cause

M1* and/or M2* no electric power.

*M1 and M2 are the sockets connecting the legs with motors to the control box.

Solution

Please follow the steps below:

- Check if the power cord is working properly.
- Check if all the wires of the legs with motors are reliably connected to the junction of the control box.
- Check if the wires of the legs with motors have obvious damage or indentation.
- Unplug the power supply from the control box until it turns off completely (press a random key to check that it is off – the screen will remain black). Reconnect the power cable to use the desk again.
- Reset the Aspire frame (see error code E00).

Need help?

For assembly assistance, you can contact us by:

- *Live Chat: burotic.com/chat*
- *Phone: 1-844-287-6842*
- *Email: support@burotic.com*
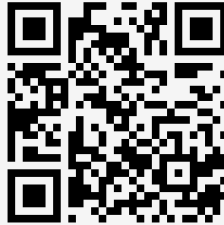
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