

# ACTIVE



# SIT-STAND DESK SYSTEM ACTIVE

## OPERATION MANUAL



Two (2) level  
column:  
667-1137 mm

Three (3) level  
column:  
586-1236 mm

## SAFETY AND WARNINGS

**Inappropriate use of this product may cause property or bodily injury.**

**Check surroundings on all sides before using the desk. Do not place any objects taller than 540 mm (3 level columns) or 620 mm (2 level columns) under the desk or frame. If the desk has additional accessories, e. g. cable tray, evaluate if it fits before placing it on the desk.**

**Ensure the length of power cords are accounted for when operating the desk. Monitors, computers, speakers, anything with a cord that is not long enough for the desk's range of motion could be pulled down or have its wires broken. Check that no cables can get jammed.**

**Desks should not be used in environments with high humidity or dampness.**

**If you need to move the desk, DO NOT lift it only by holding the desktop. Lifting this way can stress the fasteners connecting the frame to the desktop.**

**Please provide this operation manual to any users, installers, or support personnel operating the product.**

## USAGE

The desk height is adjustable so the desktop can be fixed for most suitable user's position. These desks are designed only for ergonomic sit-stand position.

Do not move around, crawl or lie under the desk frame.

Do not sit or stand on the desk frame or desktop.

Any other use is at user's risk.

## SETUP AND INSTALLATION

Choose a placement for the desk that is a safe distance from window frames, radiators, furniture etc.

Once the desk has been assembled, adjust the feet so that the desk is level and does not shift its position.

After this, connect the desk to the outlet and the desk is ready for use.

**For the first start of desk please press and hold "down" button for control box activation.**

## Limits (only with button PA):

If the software version in the handset is 4.20 or later it has an editable memory for high and low (stand and sit) position. It could also be used to avoid collision with i.e. a cabinet or pedestal. When a memory position is set the desk will stop when the memory position is reached. To drive the desk outside the memory position, press the up or down button for a minimum of 5 seconds.

How to set memory/end positions:

1. Drive your desk to the level you want to store.
2. Press both buttons 3 times (0,5-1 second between each pressing).
3. Then press "up" or "down" to set the position (0,5-1 second).
4. Do the same procedure for your second store.



## TROUBLESHOOTING

If your desk does not function properly (does not go up or down; does not move at all) please do the RESET:

Button PA:

1. Simultaneously pressing the up and down buttons for minimum of 8 seconds.
2. Press and hold the down button and the desk will slowly move the lowest point possible.
3. The desk/stand is ready for normal use

Button NA:

1. Push both buttons for minimum 7 sec.
2. Drive the columns to lowest level.
3. Ready for use

If this does not work please contact your seller.

## IMPORTANT



**Functional load of desk is 80 kg.  
Do not exceed this given load.**



**! Please keep in mind that time for continuous desk movement upwards or downwards is 1 minute.**



**After 1 minute of unstopped operation there has to be a resting period of 9 minutes.**



**Travel Speed Up to 40 mm/s.**

# TROUBLESHOOTING FOR ACTIVE, MOTION, EASY, ONE AND JAZZ SYSTEMS

Symptom	Check	Try
<b>The desk does not run</b>	Is the main connected to the control box?	Try to connect a lamp or similar to the main supply to check that the supply voltage is OK
	Are all plugs mounted correctly in the control box and to the leg? See assembly instruction	Check all connections
	Are there any visible damages on cables, controls, the control box or legs?	Damaged parts must be exchanged – contact Service
<b>The desk stops and can only run in the opposite direction</b>	Is the desk in fully extracted position?	When the desk has reached its upper position it can only run downwards
	Is there much load on the desk compared to when the desk functioned normally?	Remove some of the load and try again
<b>The desk will only run downwards even though the desk is not overloaded</b>		Perform RESET
<b>The desk does not run with full stroke length upwards. Always stops at the same position</b>		The system has set a new endstop outwards. Perform RESET to remove this stop
<b>The desk does not run at all. No movement is observed</b>	Defective handset or control box. Poor connection. Mains cable fallen out. No voltage on the mains cable.	Check all connections. Check that there is voltage in the mains plug. Connect a handset that you know is OK. If it can run the handset is defective. If this does not help the control box is defective.
<b>Not all legs run when you run the desk downwards</b>	The leg(s) that do not run are defective or the cable connection for the leg(s) are not OK	Change leg/cable, starting with the cable
<b>The desk is in lower position and will not run up. You cannot see whether all legs are moving</b>	The desk is overloaded	Remove some of the load on the desk
	One or more legs are defective or the cable connection between leg(s) and control box is not OK	Remove all motor cables from the control box. Mount one leg at a time in channel 1, perform RESET and hereafter run a bit upwards. If a leg will not run upwards after RESET it is defective. Try to exchange the motor cable before exchanging the leg.

## RESET:

A reset cycle should be made with an evenly distributed weight of approx. 45 kg (100 lbs.) applied on the desk.

Perform a reset:

Button PA:

1. Simultaneously pressing the up and down buttons for minimum of 8 seconds.
2. Press and hold the down button and the desk will slowly move the lowest point possible.
3. The desk/stand is ready for normal use

Button NA:

1. Push both buttons for minimum 7 sec.
2. Drive the columns to lowest level.
3. Ready for use.