

FAQ 970012000101 Height-adjustable desk 120 x 60 cm White Electrical

- It is not possible to raise or lower the desk.

First check that the desk is assembled correctly and that all the cables are connected correctly. In case of uncertainty, ask the customer to watch the assembly video on the [website](#). If all the cables are in place, a reset is required. The customer will need to be patient when resetting the system.

Hold the “down” button until it “self-adjusts” a few millimeters up and down.

If this does not work, the customer will need to leave the power cable disconnected from the wall socket plug for a while, about 5-10 minutes.

Plug it back in again and hold down the “down” button for a while until it “self-adjusts” as described above. If it still does not work, the customer will need to check if there is power in the system.

NOTE! This is a low-voltage system, so the customer does not need to worry about connecting or disconnecting it. However, it is a good idea to follow good electrical practice, which means that everything that is connected should be connected when the power is disconnected.

If the table makes a noise as if there is power to the motor, then it is most likely that the drive is not connected correctly and is not driving the two legs.

See the photo below of the drive, which may be connected, but not properly.

It must be properly positioned relative to the motor and the shaft itself must be fully inserted on the left side of the desk to ensure that the shaft is inserted all the way in and “pulls” the leg in the selected direction.



The transmission shaft must be secured to the fixed washer at the bottom of the post/leg. (It is not properly attached in this picture.)

The picture shows that the transmission shaft is all the way in. That is how it should be in order to drive the post/leg.



The transmission shaft must first be attached to the motor. Once attached, tighten the small hexagonal screw.

This is the normal process to apply and the desk is now ready for use.

-Can you adjust the distance between the legs? What is the maximum distance?

Yes. 135 cm is the maximum.

-The customer feels that the gap on the strip around the table is too large.

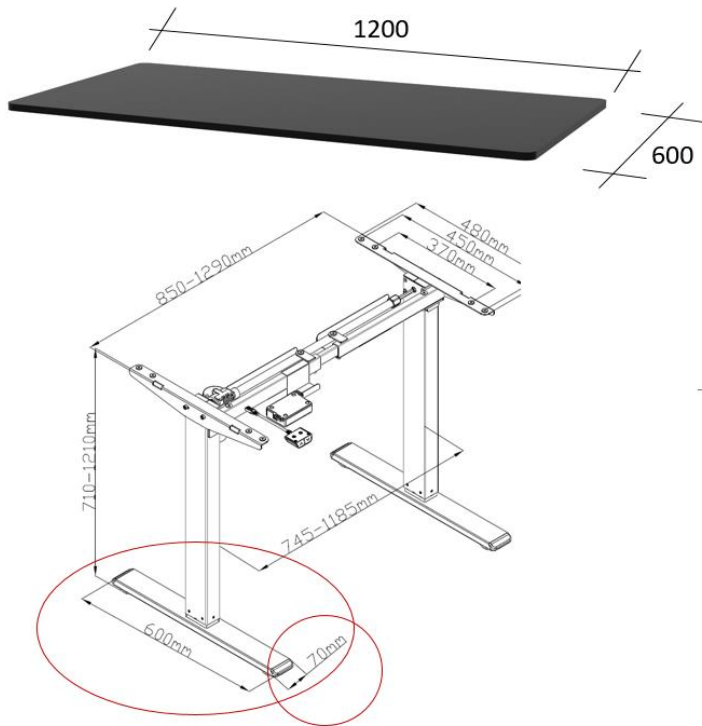
It can be up to 1.0-1.2 mm so that is perfectly normal.

How wide are the legs/feet on the desk?

The desktop is 120x60 cm and 16 mm thick.

The frame is telescopic, which means that the length is adjustable. However, there are pre-drilled holes under the desktop, known as pilot holes. The customer makes these and uses them as a guide for assembly. Then the frame will be slightly “inside” the top, so it looks a bit like the pictures you have.

The depth, i.e. 60 cm, is the same idea. The depth of the feet is a little less lengthwise than the top.



- There's a two-year warranty for normal use.

It covers normal use in terms of electricity and mechanics.

What is the desk made of?

Frame: powder-coated steel.

Material on/in the desktop: white laminated chipboard that is FSC approved (and migration-free from all chemical materials found, among other things, in glue).

So-called E0 certified material that has a 0 value for formaldehyde. (The normal EU standard is E1).

The desktop can be loaded with 70 kg.

- Problems with assembly.

Ask the customer to watch the assembly video on the [website](#).

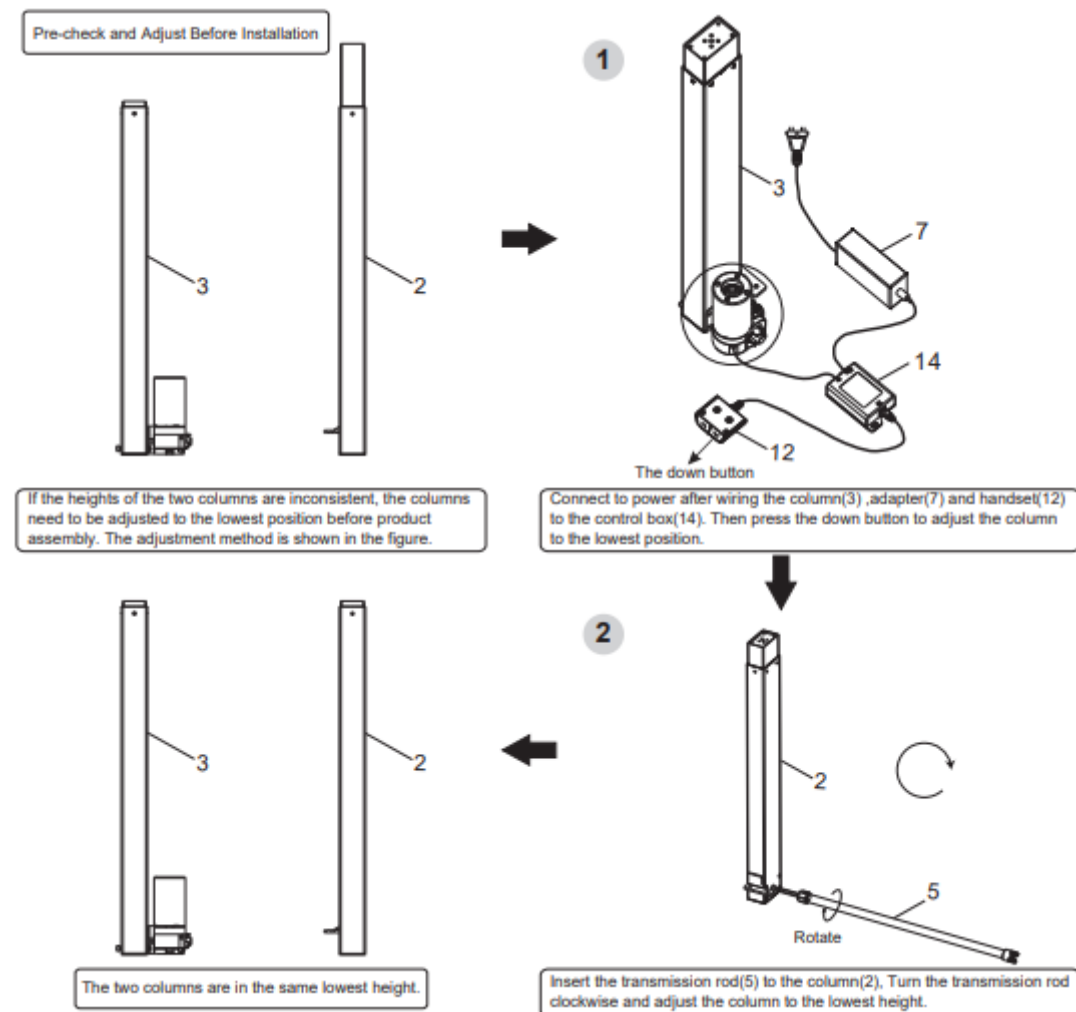
-The legs are at different heights and a normal reset does not relieve the problem.

Ask the customer to try this. Extract from the manual available on the website, page 4.

-The desk is unstable sideways after assembly.

In that case something has been assembled incorrectly. The desk is constructed to be stable to cope with public use, i.e. office environments. Ask the customer to watch the assembly video on the [website](#).

You disconnect the “drive” and adjust the leg that is higher or lower than the other. This is done manually by the customer.



Each desk is functionally tested before being packaged, so it is uncommon for them to fail when assembled as instructed. What can happen after a period of use may be that the soldering in the circuit board for some reason does not last over time, but this is extremely rare as robot production is used with testing at each station.

The desk is CE marked.