ELECTRIC HEIGHT-ADJUSTED SIT TO STAND DESK

ApexDesk Flex Series Electric Height Adjustable Desk Assembly Guide
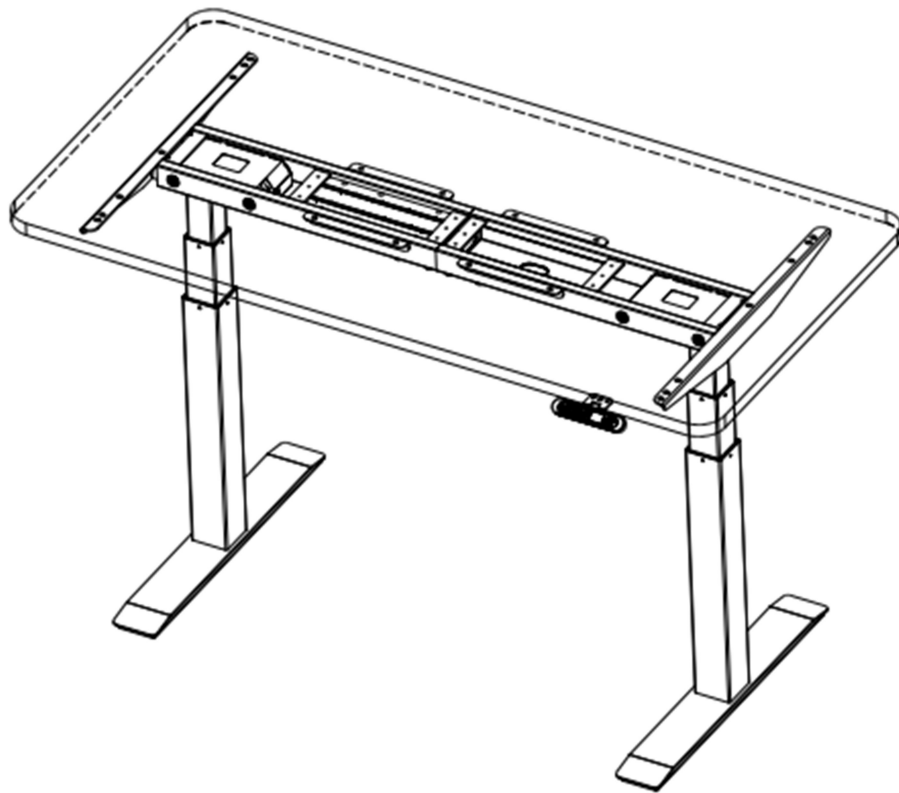
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CAUTION

Make sure no obstacles are in the desk's path. Make sure the desk top is not touching any walls. Make sure all cords are of appropriate lengths to accommodate the change in desk height.

⚠	Read and understand this manual before attempting to install or operate.

⚠	This product is not intended for use by young children or for those who require supervision

⚠	Do not sit or stand on the desk. Do not crawl or lie under the desk.

⚠	Do not place any objects taller than 20" underneath the desk.

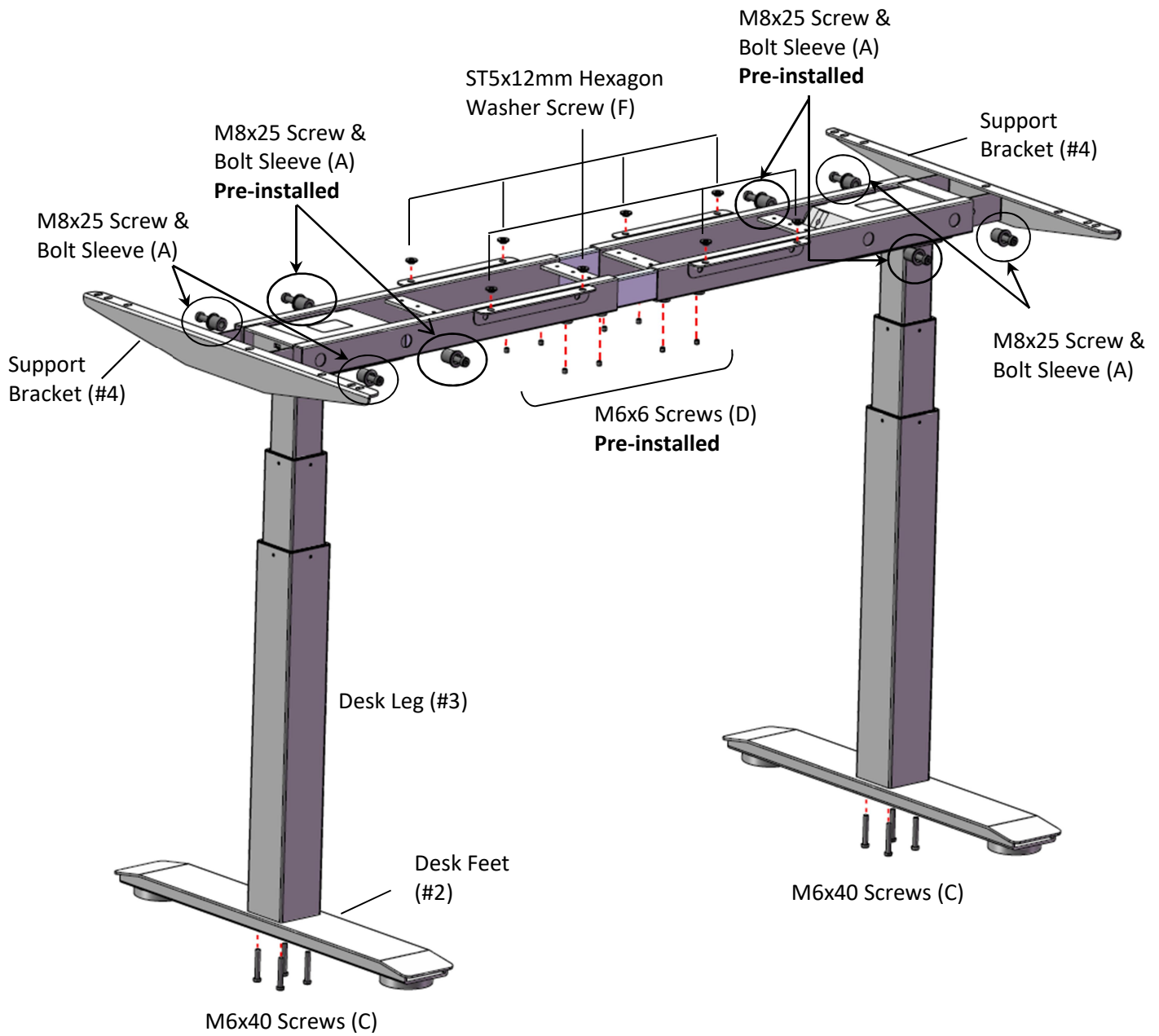|	
⚠	Do not open any of the components – lifting columns, control box, or controller. There is a risk of electric shock.

⚠	**THE DESK MUST BE INITIALIZED BEFORE USE.**

USE & LIABILITY
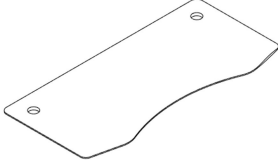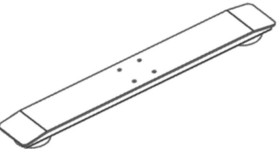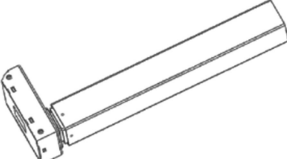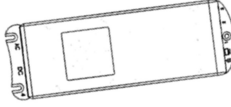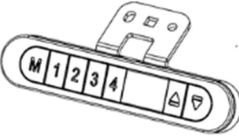
This sit-to-stand adjustable desk has electric motors and is designed for use in an indoor environment and dry work areas only. The desk height is adjustable so that it can be positioned at the most suitable height. Any other use is at user's risk. Under no circumstances does the manufacturer accept warranty claims or liability claims for damages caused from improper use or handling of the desk.

M8x25 Screw &
Bolt Sleeve (A)
Pre-installed

ST5x12mm Hexagon
Washer Screw (F)

M8x25 Screw &
Bolt Sleeve (A)
Pre-installed
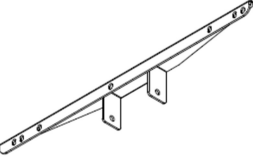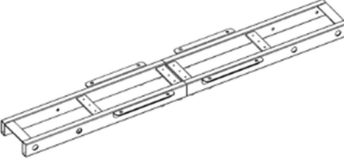
Support
Bracket (#4)

M8x25 Screw &
Bolt Sleeve (A)
Pre-installed

M8x25 Screw &
Bolt Sleeve (A)

Support
Bracket (#4)

M8x25 Screw &
Bolt Sleeve (A)

M6x6 Screws (D)
Pre-installed

Desk Leg (#3)

Desk Feet
(#2)

M6x40 Screws (C)

M6x40 Screws (C)
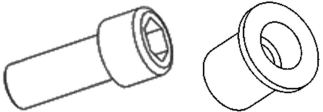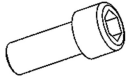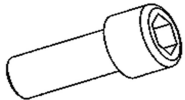
PARTS / COMPONENT LIST

NOTE: Please verify that you have all the parts on below list. If you are missing or have damaged parts, please contact customer support at support@apexdesk.com.

No.	PARTS / COMPONENT LIST	PICTURE / QTY	
1	Desk top (optional)		X 1
2	Foot		X 2
3	Desk Leg / Lifting Column (P**re-installed**)		X 2
4	Desk Support Bracket		X 2
5	Crossbeam		X 1
6	Control Box (**Pre-installed**)		X 1
7	Memory Controller		X 1

TOOLS & HARDWARE LIST

NOTE: Please verify that you have all the parts on below list. If you are missing or have damaged parts, please contact customer support at support@apexdesk.com for faster service.

No.	HARDWARE LIST	PICTURE / QTY	
A	M8x25mm Hexagon Screw & Bolt Sleeves (For securing legs to crossbeam)		4 Sets
B	M6x16 Hexagon Screw (For securing top to support brackets)		X 8
C	M6x40 Hexagon Screw (For securing feet to lifting columns)		X 8
D	M6x6 Hexagon Screw (**Pre-installed.** For securing connecting bars to lock frame width)		X 8
E	ST4.8x13mm Pan Head Screw (For securing memory controller to underside of top)		X 2
F	ST5x12mm Hexagon Head Washer Screw (For securing crossbeam to top)		X 8
G	Phillips Screwdriver		X 1
H	3mm Allen Wrench		X 1
I	5mm Allen Wrench		X 1
J	6mm Allen Wrench		X 1

BEFORE YOU BEGIN

1. Lay out all components and hardware to ensure that you have everything listed on Page 4 & 5.
2. The desk weighs over 100 lbs. Two people are needed to turn or move desktop and some components. When turning or moving the assembled desk, grab it by **SUPPORT BRACKETS** (not the desk top).
3. Assemble on soft and non-abrasive surface to avoid scratch or damage to the desk top.

1) UNFOLD FRAME & INSTALL DESK SUPPORT BRACKET

1) Unfold legs (Part #3) until the holes on the legs line up with the Crossbeam (Part #5).

| Unfold 90° to the left | Unfold 90° to the right |
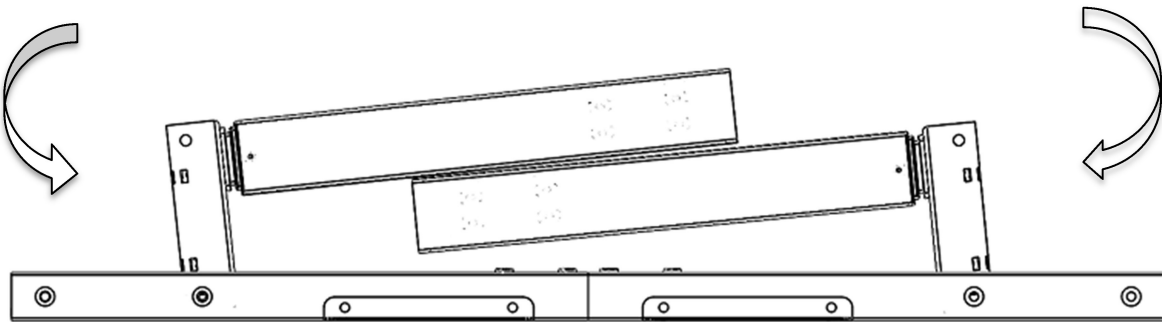
2) Slide in Support Bracket (Part #4) into Crossbeam (Part #5).
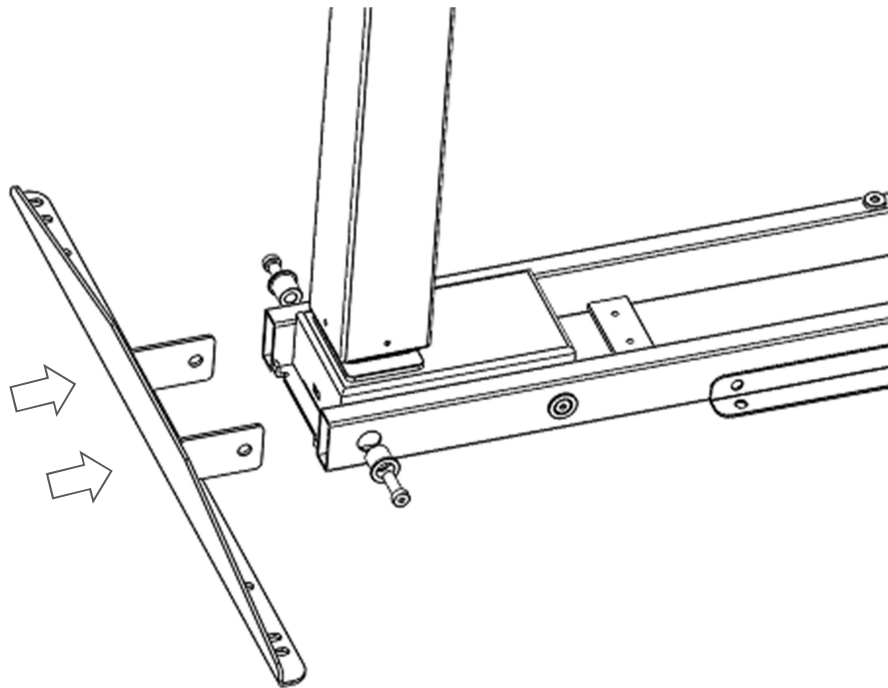
3) Insert Bolt Sleeves through holes on the Crossbeam (#5) and Leg (#3).

4) Insert M8x25 Screws (A) into sleeves and tighten with 6mm Allen Wrench (J).
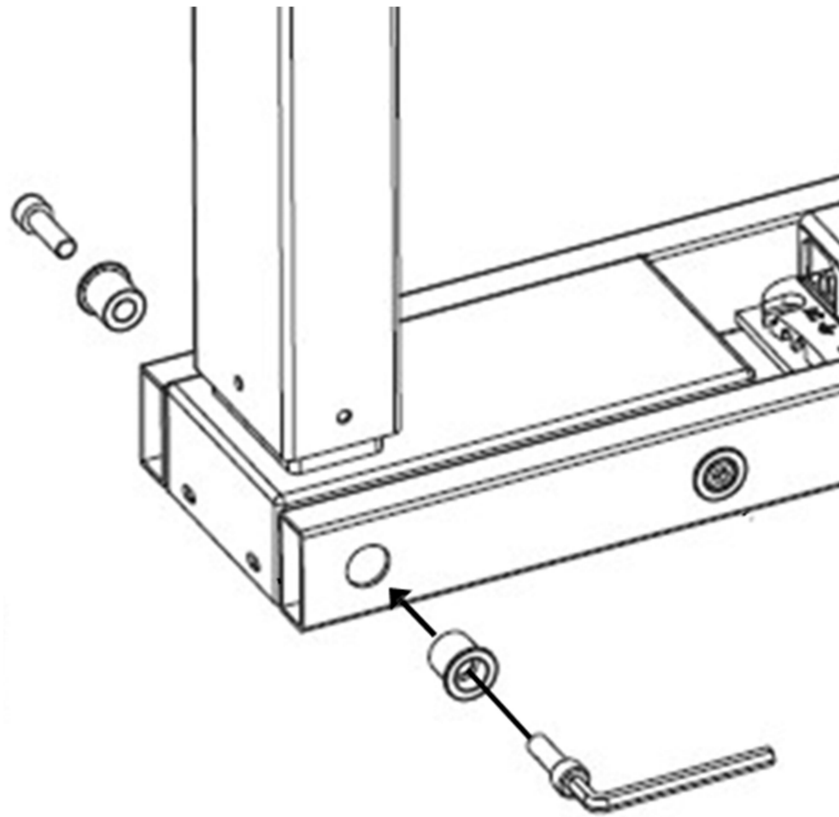
5) Tighten two pre-installed M8x25 Screws with 6mm Allen Wrench (J).

Tighten
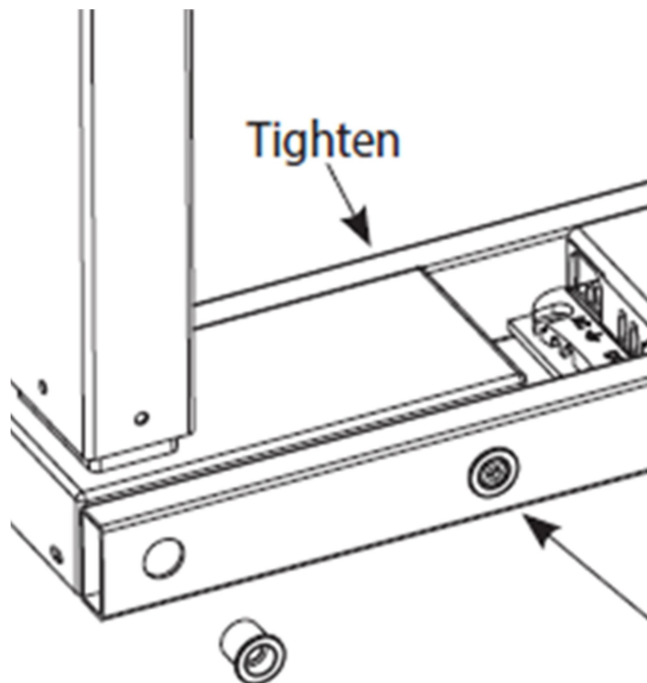
2) ALIGN/EXTEND DESK FRAME & MOUNT DESKTOP

2A) Mounting the ApexDesk Elite 60" Top

1) Place desktop on a flat and non-abrasive surface with screw holes facing up. With two people, carefully place assembled frame onto the desk top. The frame is heavy. Two people are needed to move it and to turn the desk over after it is fully assembled.
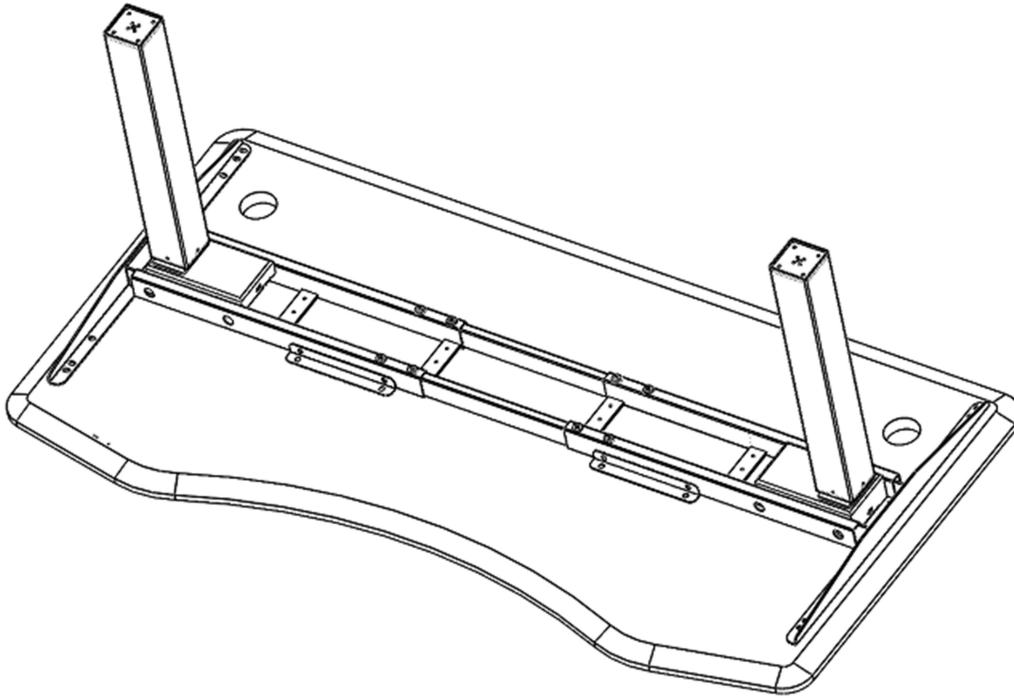
2) Align left Support Bracket (#4) with pre-installed anchors on the top and secure it half-way with 3 Screws (B). Do not tighten the screws yet.

Left Support Bracket

Right Support Bracket
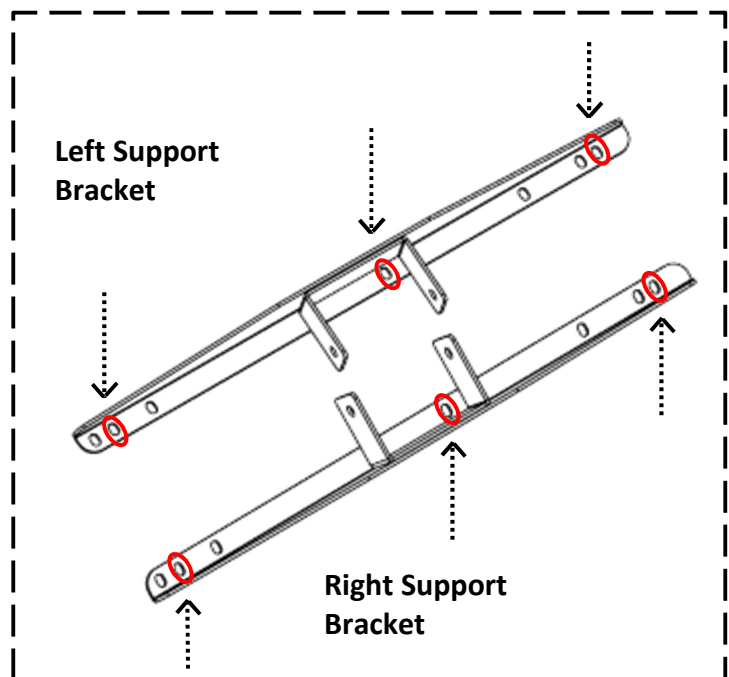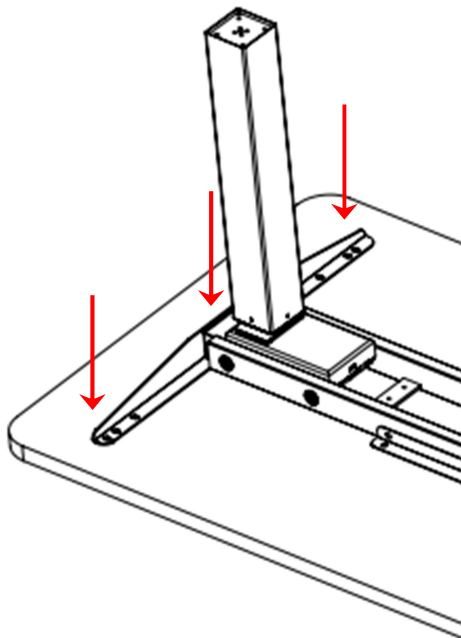
3) Loosen 8 pre-installed M6x6 Hexagon Screws (D) as shown in the diagram below with 3mm Allen Wrench (H). This unlocks connecting inner bars in the middle section of the crossbeam and allows the crossbeam to be extended or retracted to accommodate different top widths.

4) Grab the right lifting column, pull/ push to align the right Support Bracket (#4) with the pre-installed anchors on the top.

Use 3mm Allen Wrench (H) to unscrew
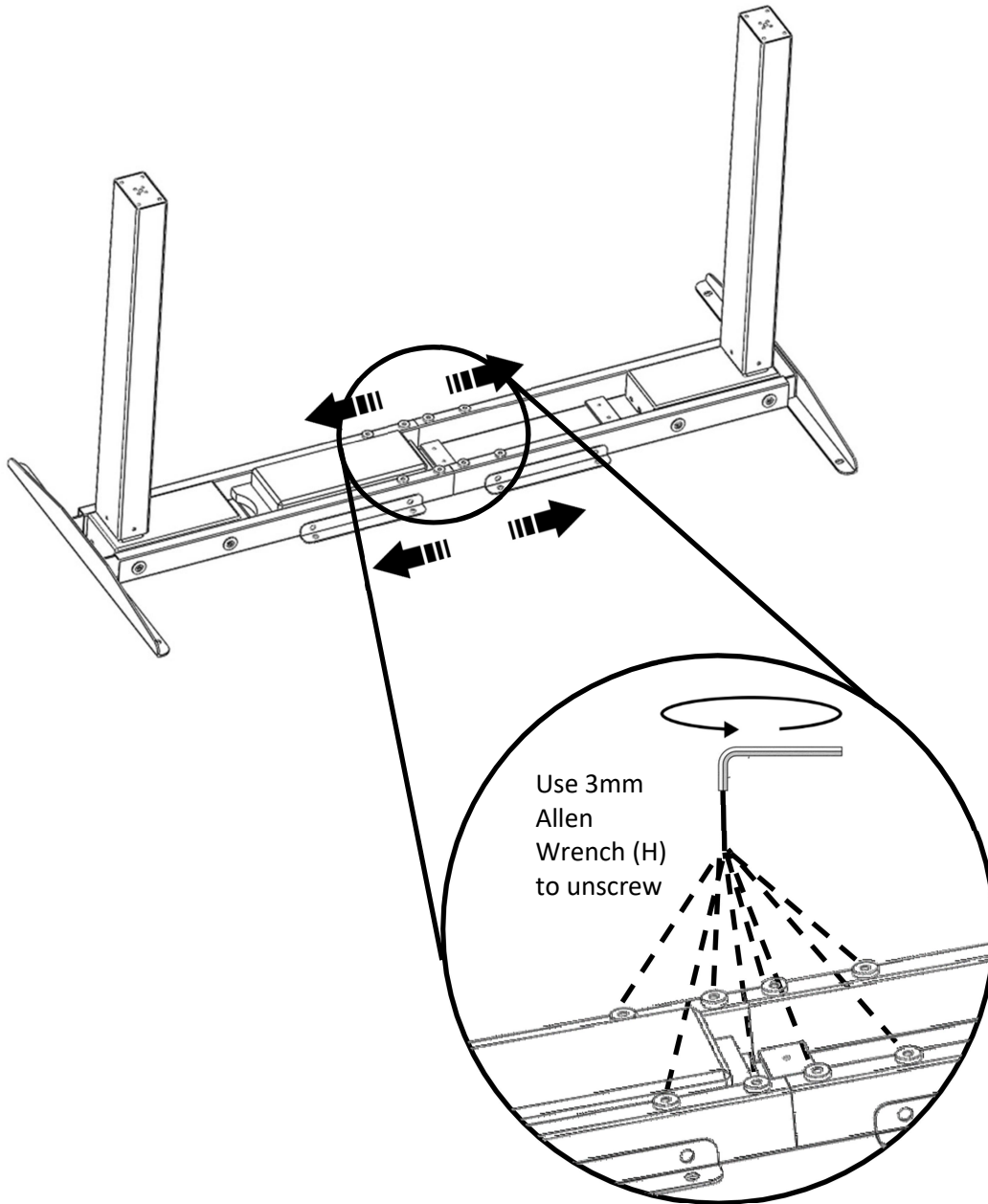
5) Tighten all screws once every part is lined up correctly. If you are unable to tighten Screw (D) or if Screw (D) falls into the crossbeam, it is because the connecting bars of the crossbeam are out of position. Correct it by sliding the bar to the left or right and make sure the bars are directly under the screw holes.

6) Optional. Eight Washer Screws (F) are included for tops larger than 72" or for extra security. However, most users don't install those screws. For those who do, they rarely use all eight screws. Please note pilot holes are not pre-drilled on the ApexDesk Elite and Vortex tops. The Washer Screws are self-drilling. Use a power tool to install.

Use M6x16
Hexagon Screw (B)
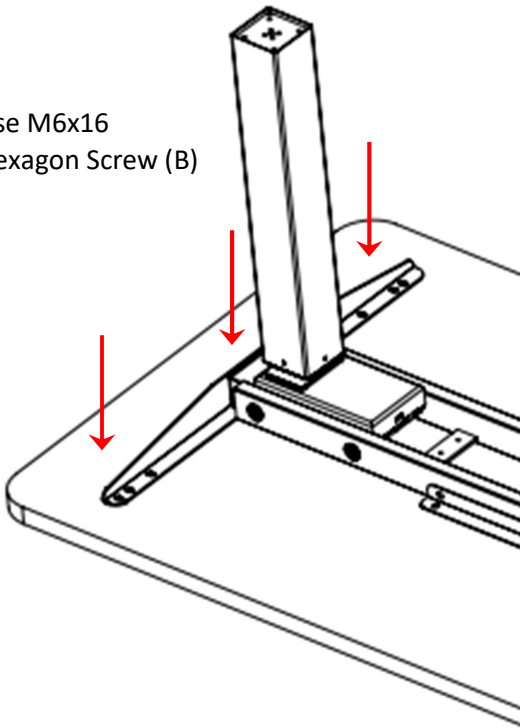
Use ST5x12 Hexagon
Washer Screw (F) to secure
Crossbeam to tabletop
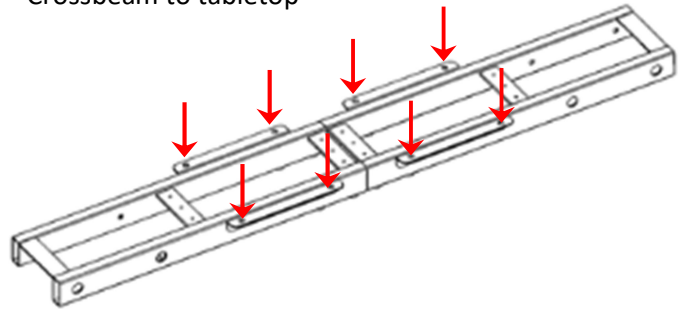
7) Use two ST4.8x13 pan head screws (E) to secure the memory controller to the desktop. Please note pre-drilled pilot holes are only available on the right side of the desk.
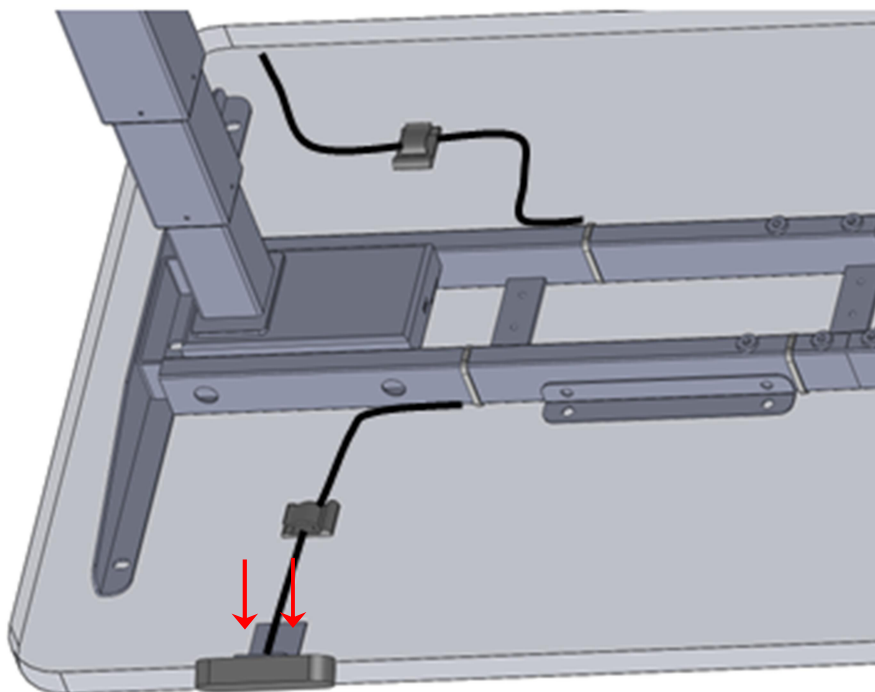
Follow the same basic steps from 2A-1 thru 2A-5. The only difference is that Vortex top requires four screws on each side.

Optional: Use 8pcs of ST5x12 Hexagon Washer Screw (F) to secure Crossbeam

Left Support Bracket

Right Support Bracket
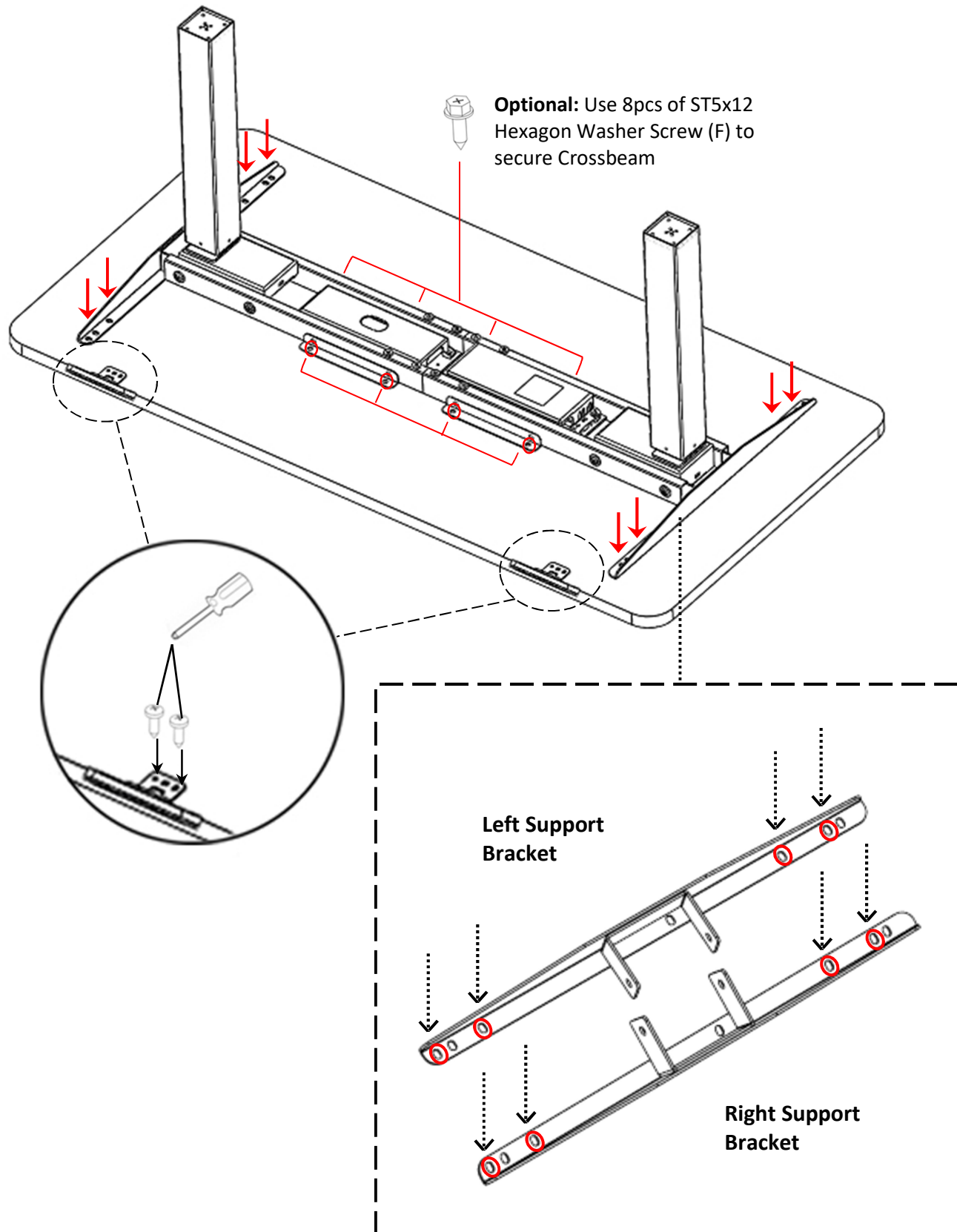
If you are using your own top, we recommend that you use a top between 48" to 78" in width and 28" to 38" in depth. Top can be installed either with anchor/screw or wood screws. Please make sure the lenth of screw does not exceed the thickness of your top when wood screws are used. For best stability, the crossbeam should be centered with support brackets about 2" to 3" from the edge.

Optional: Use 8pcs of ST5x12 Hexagon Washer Screw (F) to secure Crossbeam
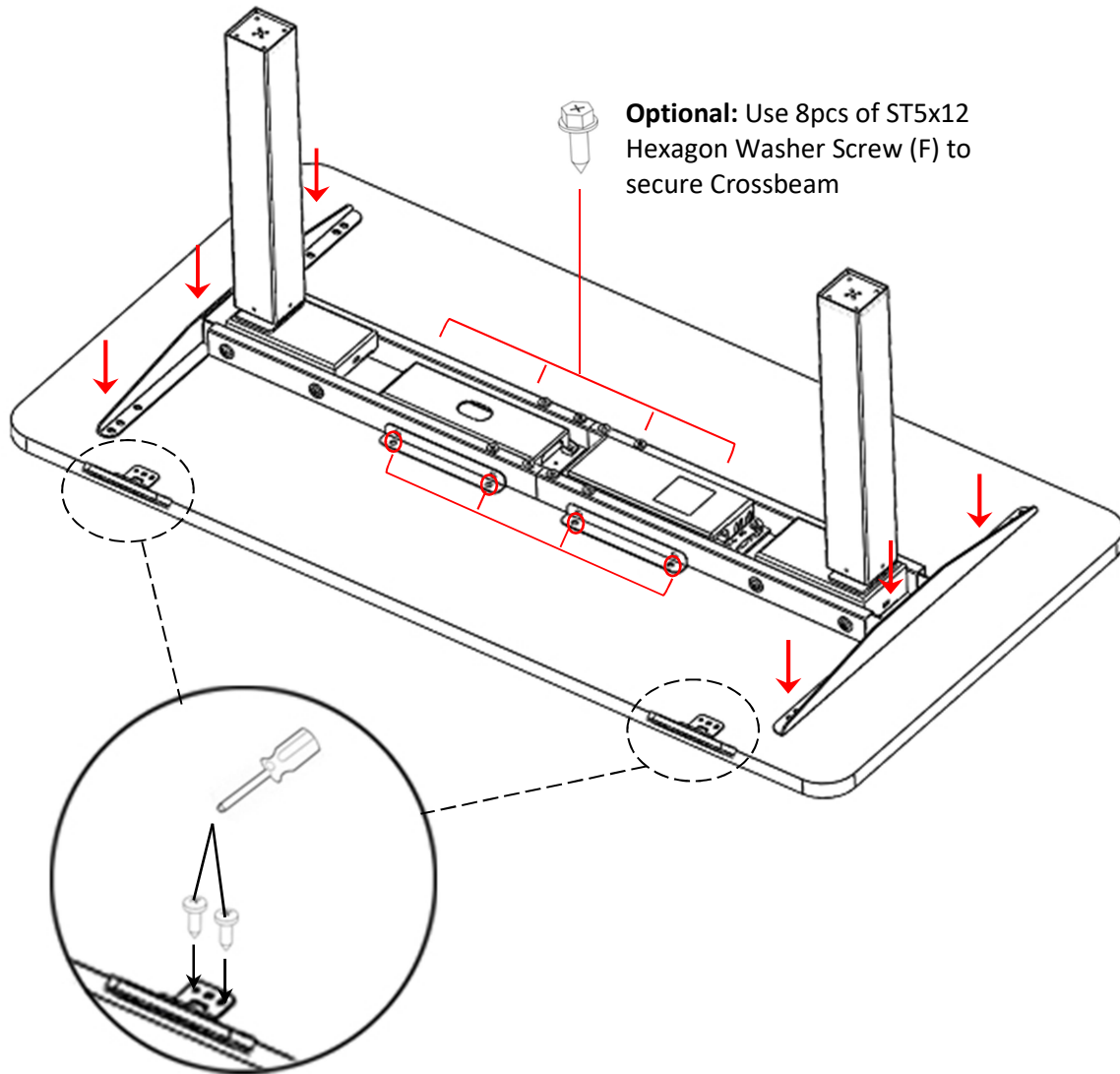
3) INSTALL DESK FEET

Attach each foot to each Desk Leg (#3) with four M6x40 screws (C). Use 5mm Allen Wrench (I) to tighten screws.

5 mm Allen Wrench (I)

M6x40
Screws (C)
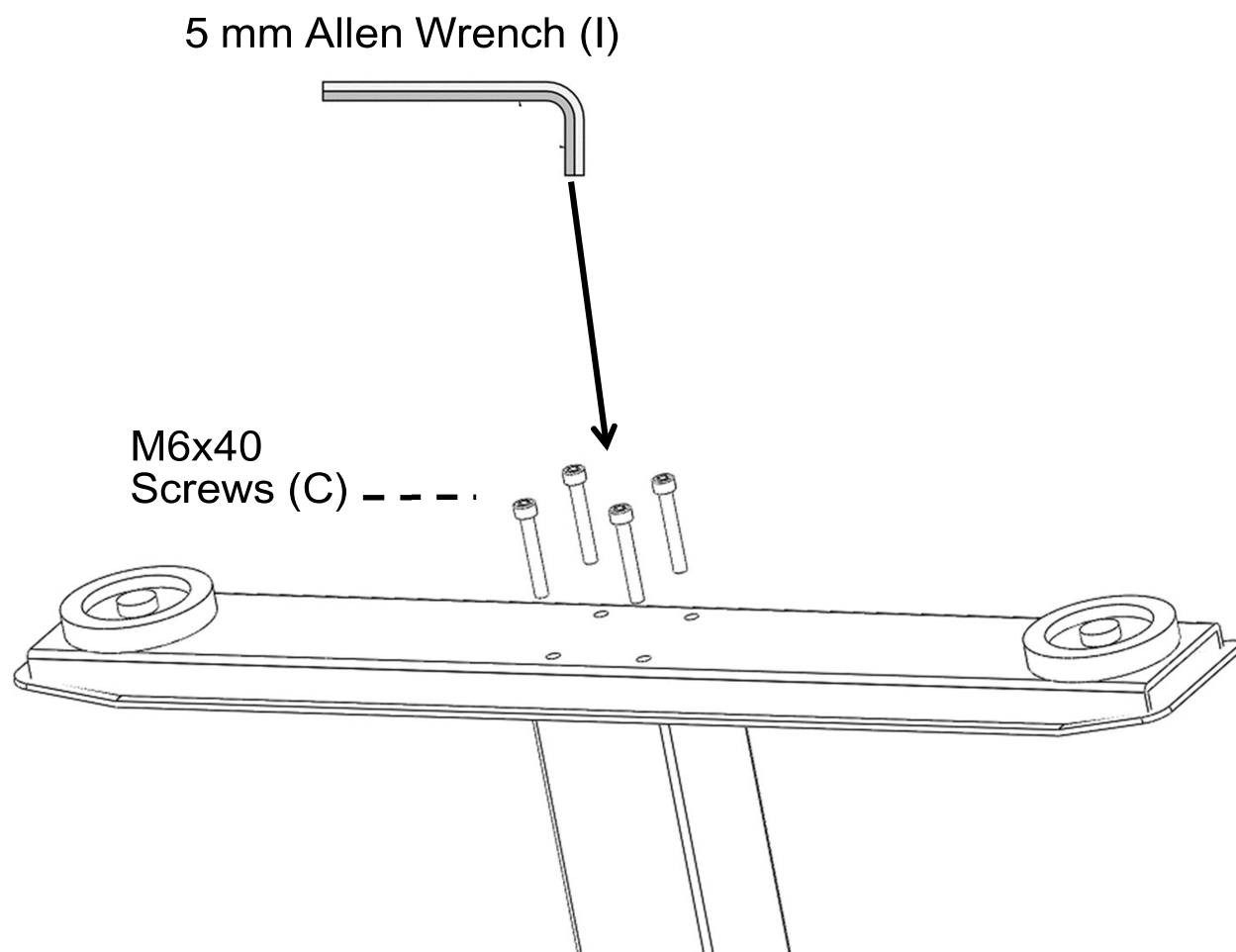
4) CONNECTING CABLES

1. Connect memory controller (#7) cable to the left plug on control box (#6).
2. Connect motor cables to control box (#6) by threading them thru the cable guards. Motor cables can be connected to either port and interchangeably. Switching cables from one port to another may be needed when troubleshooting. Please refer to trouble-shooting section for details.
3. Plug power cord to control box.
4. Plug power cord to a power outlet.
5. **Your desk is now fully assembled. Proceed with initializing (see next section) before turning desk over.**

Control Box

Cable Guard

Opposite Side Of Control Box

110-120V Power

Power Cable

Controller Cable

Motor Cable

LED DISPLAY

Preset
'M' Button

Memory Preset Options
1 / 2 / 3 / 4

UP / DOWN
Buttons
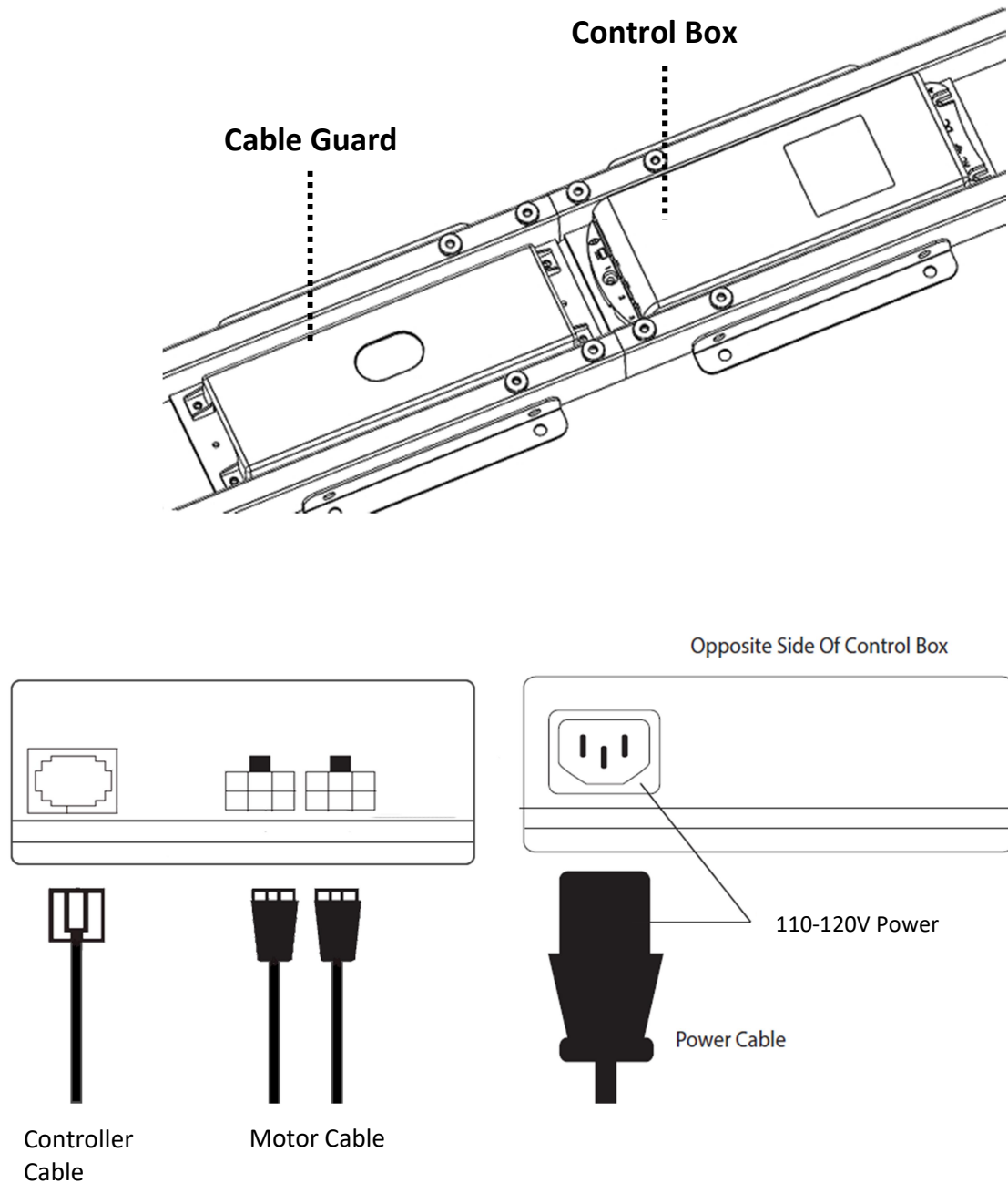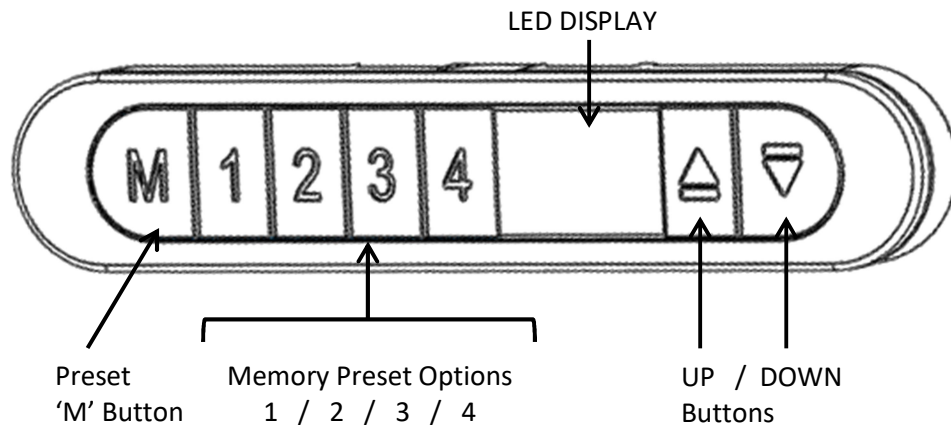
⚠️ DESK MUST BE INITIALIZED BEFORE FIRST USE ⚠️

To Initialize or Reset

Press and hold **UP** and **DOWN** arrow buttons until three blinking zeros ("000") appear on the display, then release the buttons. The desk will automatically go to the lowest position, then to the highest position and travels down again and stop at mid height. Display will show 38 (+/- 1). The desk is now initialized and is ready to use.

Tips: Your desk may need to be re-initialized (reset) from time to time to work properly.

To Preset Preferred Heights

You can preset up to four positions. Use UP and DOWN arrow buttons to move desk to your desired position. Press/hold the 'M' button AND one of the number buttons together for 1 to 3 seconds until displayed height starts blinking, and then release the buttons. To go to your preset height, simply press the number button **TWICE** or press and hold the button.

Issues	Solution
Desk does not go up or down. The memory controller does not illuminate when any button is pressed.	Check all connections. Make sure power cord is plugged into the control box and a power outlet. Press any button on the controller and make sure it illuminates. Re-initialize the desk.
Desk does not go up or down. The memory controller illuminates when any button is pressed.	Unplug the power cord and re-plug after 10 seconds. Re-initialize the desk. If the problem persists, switch motor cables from one port to another at control box and re-initialize one more time.
Columns do not go up evenly.	Unplug the power cord and re-plug after 10 seconds. Re-initialize the desk. If the problem persists, switch motor cables from one port to another at control box and re-initialize one more time.
Desk wobbles pretty excessively.	It is normal that desk wobbles slightly at standing height when in use. Make sure all the screws are tightened and adjust leveling studs if the floor is uneven.
HOT is displayed on the panel	The desk overheats. Stop using the desk for 10 minutes and let it cool down.
Desk is unusually noisy	Lift column consists of two stages. It is normal that the desk is noisier when one stage extends into the other. Apply silicon based lubricant if it is unusually noisy.

Error Code	Solution
---	Not initialized. Initialize desk. Press/hold up and down buttons at same time and release both when 000 appears on the panel.
E0	Control system malfunction. Contact dealer.
E1	Voltage irregularity. Contact dealer.
E3	Over-load protection activated. Reduce load on the desk.
E4	Over-heat or power supply failure. Let desk cool down for 10 minutes.
E5	Irregular Hall signal on Motor A. Unplug/re-plug power cord, and reset desk. If the problem persists, switch motor cables at control box and attempt another reset. Contact dealer if error code changes after switching cables.
E6	Motor A malfunction. Unplug/re-plug power cord, and reset desk. If the problem persists, switch motor cables at control box and attempt another reset. Contact dealer if error code changes after switching cables.
E7	Motor B malfunction. Unplug/re-plug power cord, and reset desk. If the problem persists, switch motor cables at control box and attempt another reset. Contact dealer if error code changes after switching cables.
E8	Loose connection or irregular Hall signal. Check all connection. Reset desk after switching motor cables at control box. Contact dealer if error code changes after switching cables.
E9	Irregular Hall signal on Motor B. Unplug/re-plug power cord, and reset desk. If the problem persists, switch motor cables at control box and attempt another reset. Contact dealer if error code changes after switching cables.
E11	Anti-collision protection activated. Reduce sensitivity or turn off anti-collision function

WARRANTY INFORMATION

SCOPE OF WARRANTY

Apex Furniture LLC ("ApexDesk") warrants to the original purchaser its new desk (except for components not warranted under "Exclusions") manufactured by ApexDesk to be free from defects in material and workmanship under normal use and service. ApexDesk's obligation under this warranty is limited to the repair or replacement, at ApexDesk's sole option, of the parts or products the defect of which are reported to ApexDesk within the applicable warranty period and which, upon examination by ApexDesk, prove to be defective.

APPLICABLE WARRANTY PERIOD

The applicable warranty period, measured from the date of delivery to the original user, shall be two (2) years on the lifting mechanism and electronic parts.

EXCLUSIONS

This limited warranty does not cover and ApexDesk shall not be liable for the following: (1)repairs and replacements because of misuse, abuse, negligence, alteration, accident, freight damage, or tampering; (2) products which are not installed, used, stored and properly cleaned as required in the ApexDesk "Assembly Guide" for this product; (3) products considered to be of a consumable nature; (4) Shipping to or from repair center; (5) accessories or parts not manufactured by ApexDesk; (6) charges by anyone for adjustments, repairs, replacement parts, installation, or other work performed upon or in connection with such products which is not expressly authorized in writing in advance by ApexDesk.

EXCLUSIVE REMEDY

ApexDesk's only obligation under this warranty is the repair or replacement of defective parts. ApexDesk shall not be liable for any direct, special, indirect, incidental, exemplary, or consequential damages or delay, including, but not limited to, damages for loss of profits or loss of use.

CUSTOMER SUPPORT

For technical assistance, please visit us at www.apexdesk.com/support. Return the affected part(s) postage prepaid to ApexDesk pursuant to our customer service representative; and Include in the package:

1. A copy of the original bill of sale, your charge or credit receipt, or other satisfactory proof of the date of the original purchase date of the product, and the price paid; and
2. A short detailed description of the problem, the name and phone number of the contact person.

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CONTACT INFORMATION
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For technical assistance, please call us or visit us at www.apexdesk.com/support.

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