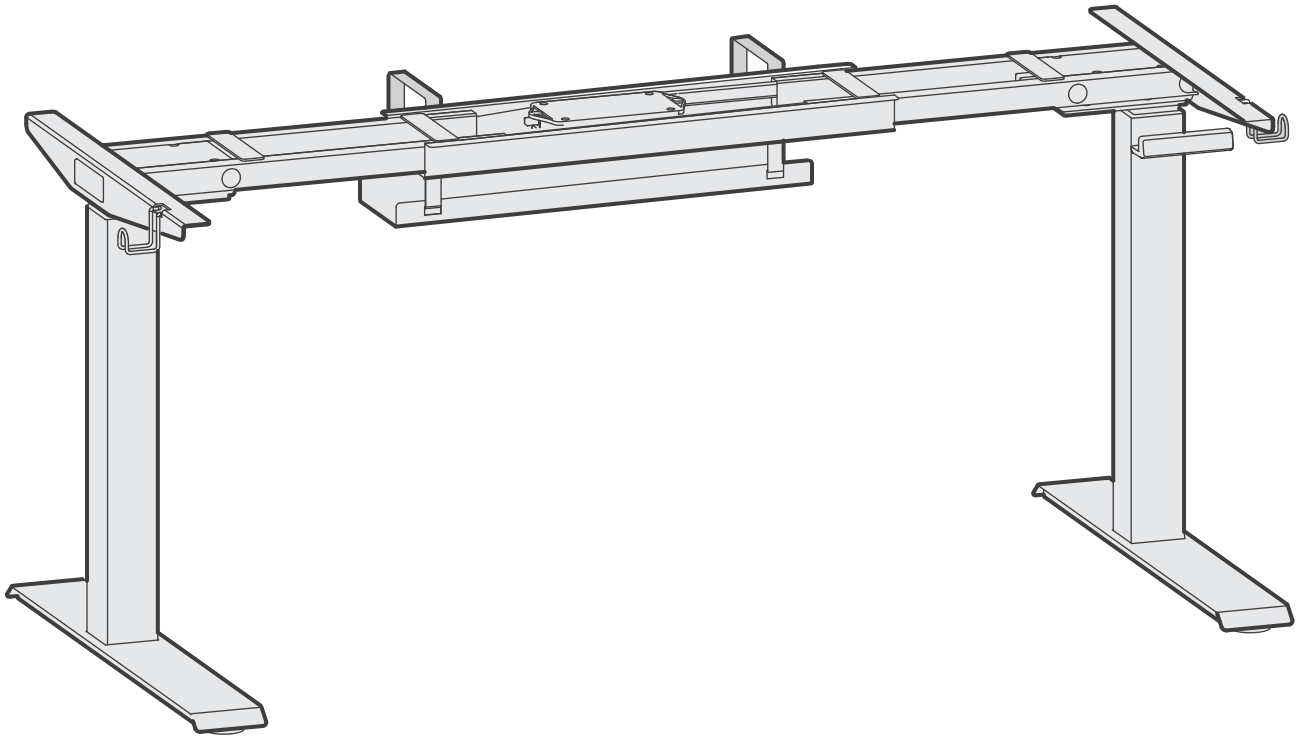
VERNAL

Standing Desk



Installation Video

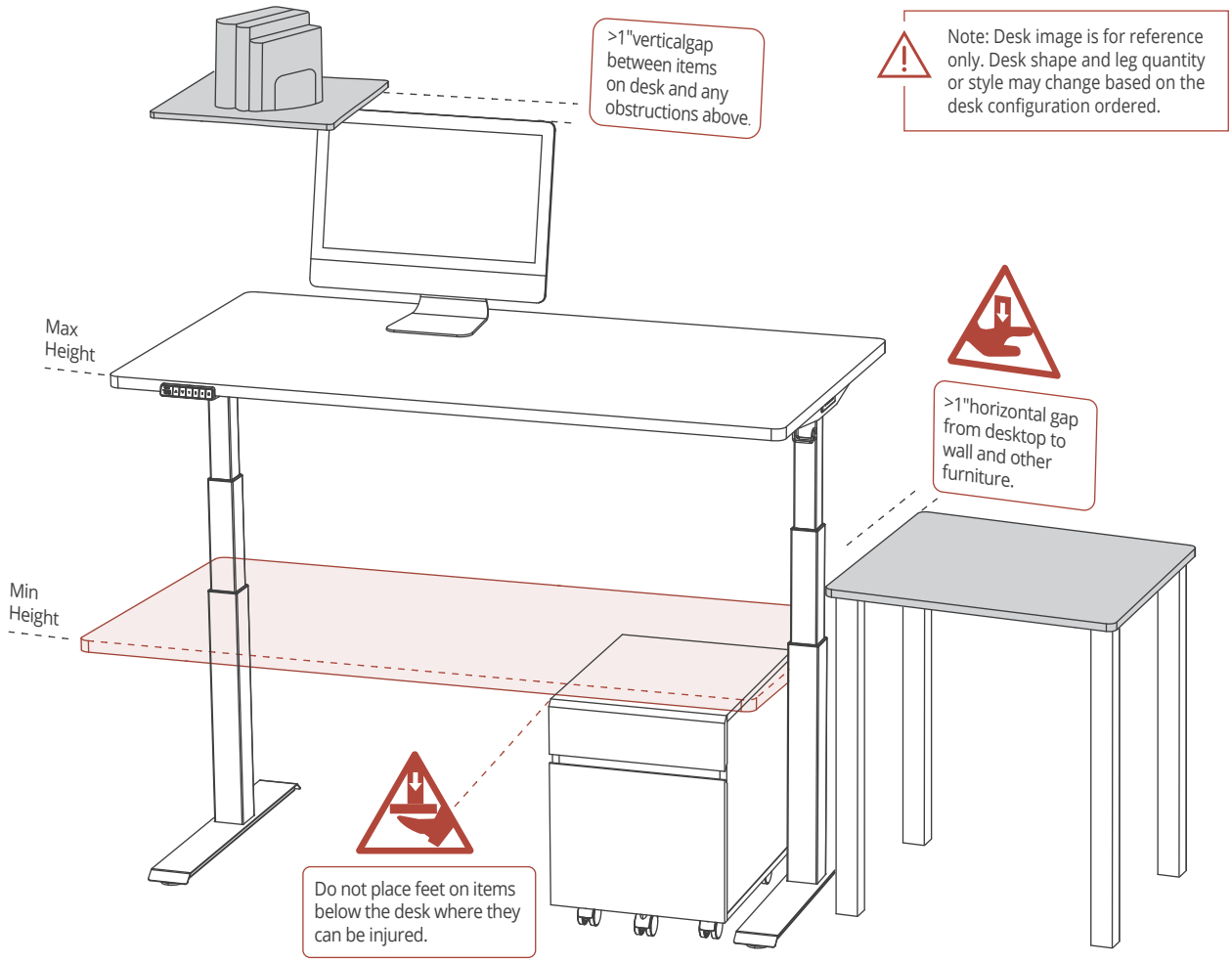
For assembly assistance,
US: E-Mail: service-us@vernalspace.com
Hotline: +1 213-429-4099
(Mon-Fri. 10am-12am;1pm-6pm CST)
UK: E-Mail: service-uk@vernalspace.com
Hotline: +44 7380 307916
(Mon.-Fri. 7am-10am; 11am-5pm UTC)

V1

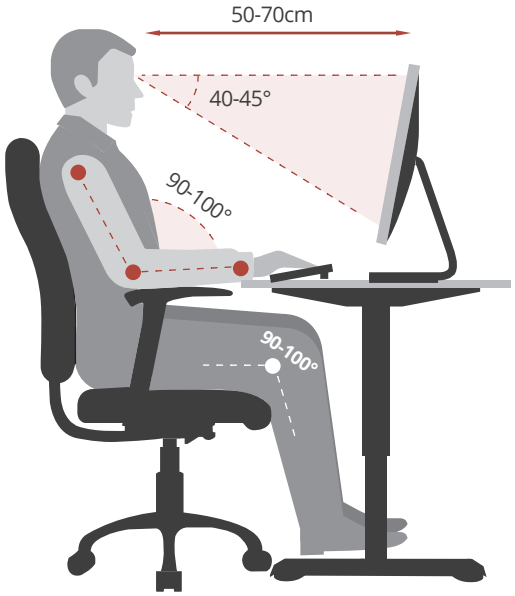
Caution

- Keep children and animals away from the desk during use. Ensure the desktop is not touching any walls.
- Remove obstacles taller than 20"/51cm from underneath the desk.
- Operate only in a working environment temperature of 32°F-104°F/0°C-40°C.
- Keep product away from corrosive gases, liquids and dusty objects.
- Keep hands, feet and other body parts in a safe position during operation. Anti-collision is not automatically enabled during all resets.
- It is necessary to perform a manual reset after the initial installation or power cycling the equipment.
- Lightly tighten each screw, but do not fully tighten it. Do not tighten the screws involved in each step until the end of that step.

Warnings for the Use Environment of the Height-Adjustable Desk



Healthy Working Habit



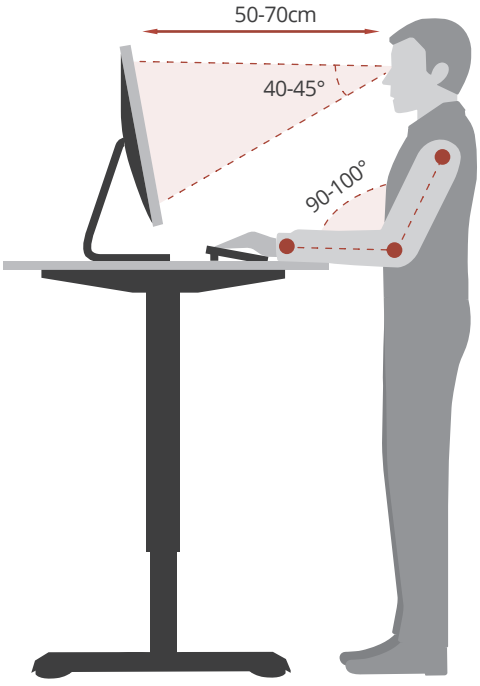
Sitting Reference

1. Desk Height:
- The desk height should match the user's height, allowing the arms to rest naturally on the desk with a 90° bend at the elbows.
- Reference height (DIN standard, Germany): Generally recommended to be 70-75cm for regular desks, with adjustable desks covering a range of 65-125cm.
- Adjustment guidance: Utilize the height memory presets of the adjustable desk to save frequently used sitting desk heights.

2. Chair Height and Sitting Posture:
- The chair height should enable the user to place both feet flat on the ground, with knees and hips forming an angle of 90° to 110°.
- The chair should have height adjustment capabilities and lumbar support, with the backrest providing adequate coverage for the lumbar region.
- German VBG guidelines: The backrest angle should be adjustable within a range of 90°-120° to promote dynamic sitting and alleviate pressure on the lower back.

3. Monitor Position:
- The top of the monitor should be at or slightly below eye level, with the screen center positioned 15°-20° below the line of sight.
- The distance between the screen and the eyes should be 50-70cm (as recommended by NIOSH, USA).

4. Posture Recommendations:
- The back should naturally align with the backrest, and the shoulders should remain relaxed.
- Wrists should be in a neutral position to avoid excessive flexion or extension.



Standing Reference

1. Desk Height:
- The desk height should be slightly above the elbows, allowing the arms to bend at a 90° angle with the wrists resting naturally.
- Reference height: While standing, the desk height should be set to 50%-60% of the user's height (e.g., for a height of 170cm, the desk height should be approximately 85-105cm).

2. Monitor Position:
- The top of the monitor should align with the user's eye level, with the screen center positioned at a 10°-15° downward viewing angle.
- Maintain a distance of 50-70cm between the screen and the eyes.

3. Standing Posture Adjustment:
- Stand with feet naturally spaced shoulder-width apart, with knees slightly bent to avoid prolonged rigid standing.
- Use an anti-fatigue mat (recommended thickness: 1.5cm-2cm) to reduce pressure on the feet.

4. Dynamic Work Recommendations:
- German Healthy Workplace Guidelines: Advocate for the "Sit-Stand-Walk" cycle during the workday: 50% sitting, 25% standing, and 25% walking.
- OSHA (USA): Alternate between sitting and standing every 30-60 minutes, ensuring regular body stretching and movement.

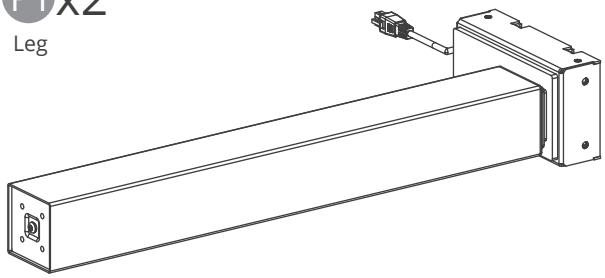
Additional Notes

Lighting and Screen Glare
- German Standard DIN 5035: Workspace lighting should be 500-1000 lux to avoid screen glare and reduce eye strain.
- NIOSH Recommendation (USA): Use monitors or accessories with blue light filtering features.

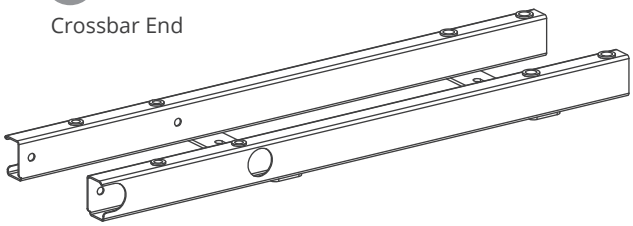
Keyboard & Mouse Setup
- Keep the keyboard tilt between 0°-15° (per HFES 100 standards in the USA).
- Position the mouse at the same height as the keyboard, with its range of motion within half your shoulder width.

Contents of the Frame Package

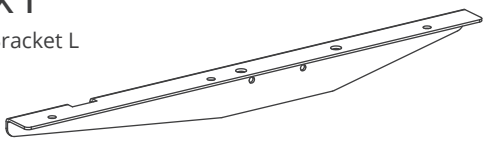
P1 x2
Leg



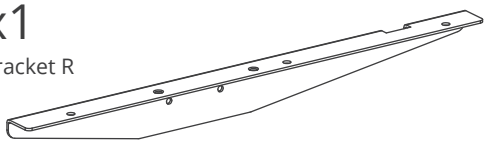
P2 x2
Crossbar End



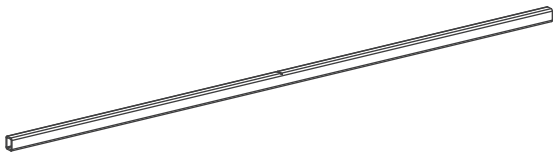
P3 x1
Side Bracket L



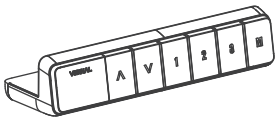
P3 x1
Side Bracket R



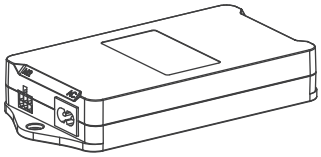
P4 x2
Crossbar Rail



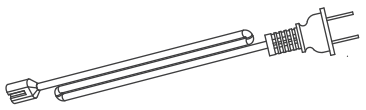
P5 x1
K13 Keypad



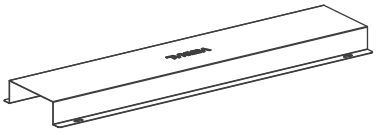
P6 x1
Control Box



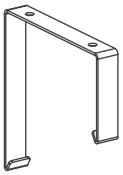
P7 x1
Control Box Power



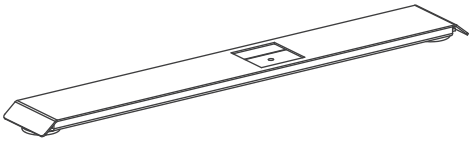
P8 x1
Control Box Cable Cover Plate



P9 x2
Wire Management
Tray Hook

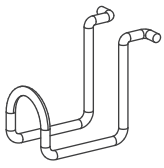


P10 x2
Foot

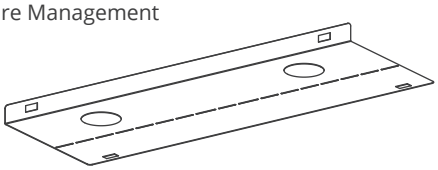


P11 x2
Logo Plate

P12 x2
Tray Hook

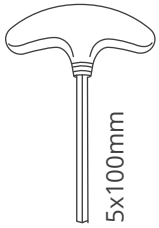


P13 x1
Wire Management

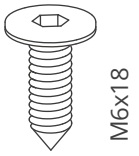


Contents of the Frame Package

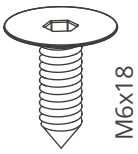
H1x1
M6 Allen Wrench



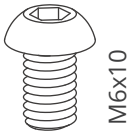
H2x20
Flat Head Screw
Used for Leg,
Crossbar End,
Foot, Side Bracket L/R



H3x4
Flat Head Screw
Used for Leg,
Crossbar End,
Side Bracket L/R

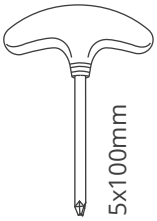


H4x22
Machine Screw
Used for Crossbar End,
Control Box Cable Cover Plate,
Wire Management Tray Hook,
Side Bracket L/R Desktop Connection



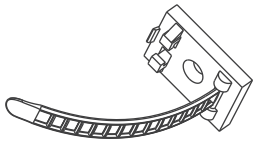
H5x8
Set Screw
Used for Crossbar Rail,
Crossbar End

H6x1
Phillips Head Screwdriver



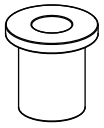
H7x4
Wood Screw
Used for Controi Box,
K13 Keypad

H8x6
Cable Mount

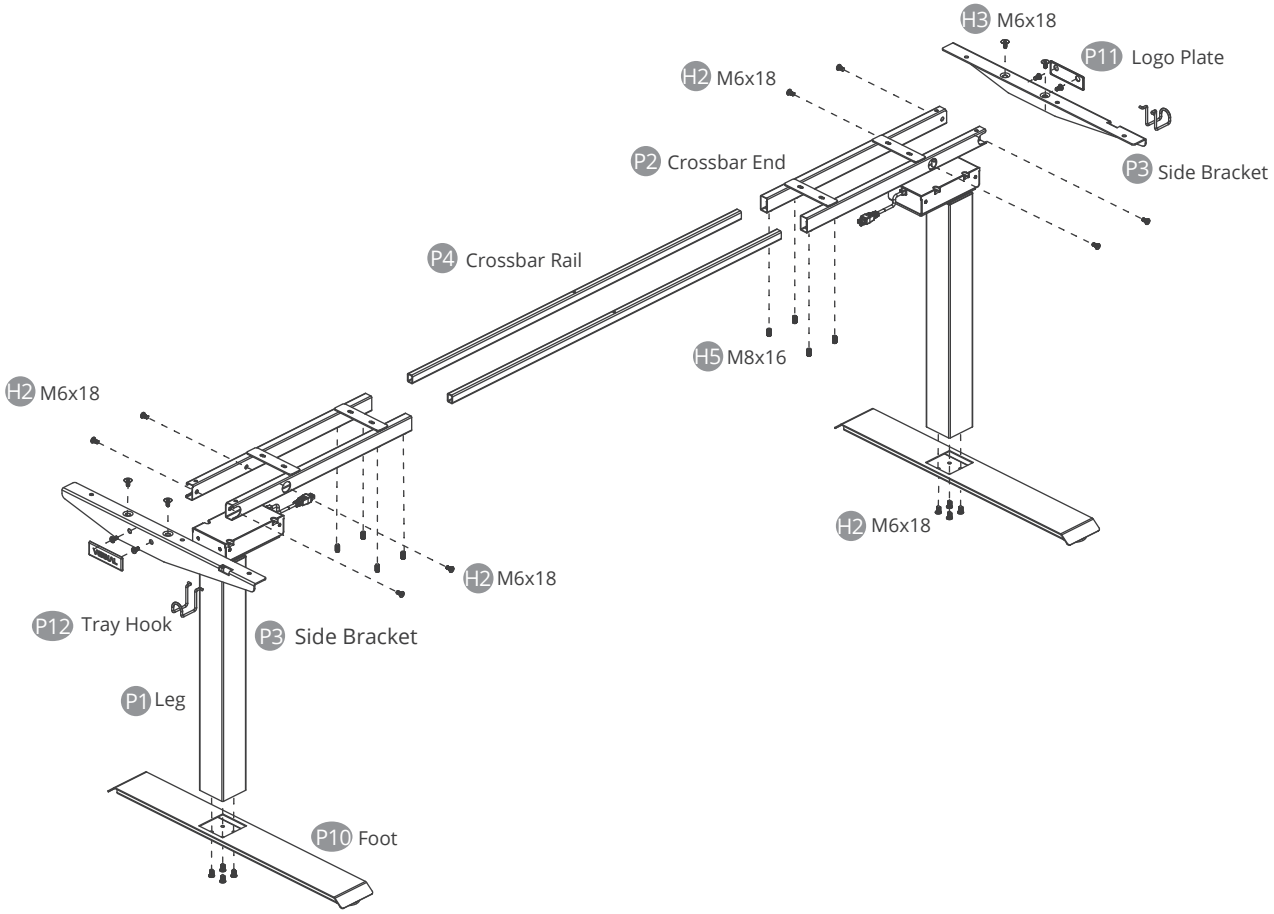


H9x22
Wood Screw
Self-tapping screws
frame and table top

H10 x1
Screw Guide Sleeve



Product Exploded View



Overview of Installation Steps

We recommend following the steps in the manual to assemble your height-adjustable desk. Since many steps involve working on the tabletop, installing the Foot (P10) too early might cause accidental damage. Therefore, we suggest leaving the Foot (P10) installation for the final steps.

A. Connect the Crossbar Ends (P2) to the Legs (P1).

B. Attach the Side Brackets (P3) to the Crossbar Ends (P2) and Legs to create the left and right frame assemblies.

C. Place the left frame assembly on the underside of the tabletop (the side with the pre-installed nuts), aligning the screw holes.

D. Use Machine Screws (H4) to attach the left frame assembly to the tabletop.

E. Slide the Crossbar Rail (P4) into the Crossbar End (P2) of the left frame assembly.

F. Place the right frame assembly on the tabletop, align it with the screw holes, and connect it to the Crossbar Rail (P4).

G. Secure the right frame assembly to the tabletop using Machine Screws (H4).

H. Use the round openings on the Crossbar Ends (P2) to locate the center position of the left and right frame assemblies. This step ensures the Set Screws (H5) provide stability.

I. Tighten the Set Screws (H5) into the Crossbar Ends (P2) to lock everything in place.

J. Attach the K13 Keypad (P5) to either side of the tabletop using Wood Screws (H7) through the pre-drilled holes.

K. Mount the Control Box (P6) in the center of the Crossbar Rail (P4) using Wood Screws (H7). Ensure the Control Box connector for the keypad faces the correct direction: left if the keypad is installed on the left, or right if it's on the right.

L. Plug the motor cables from both Legs (P1) into the Control Box (P6). Connect the Control Box Power Cable (P7) and the keypad cable to the Control Box (P6).

M. Organize all cables to ensure they are secure and tidy. Use Machine Screws (H4) to attach the Control Box Cable Cover Plate (P8) to the tabletop.

N. Install the Wire Management Tray Hook (P9) onto the tabletop using Machine Screws (H4).

O. Attach the Foot (P10) to the Legs (P1) using Machine Screws (H4). For the C-frame design, ensure the longer opening of the Foot (P10) aligns with the long side of the Side Brackets (P3).

P. Flip the desk upright and secure the Logo Plate (P11) and Tray Hook (P12) to the desk.

Q. Bend the Wire Management (P13) along the dotted line and hang it on the Wire Management Tray Hook (P9).

R. Assembly is complete! It's best to have 2-3 people move the desk to its final location. Be sure to place the desk down vertically to ensure maximum stability.

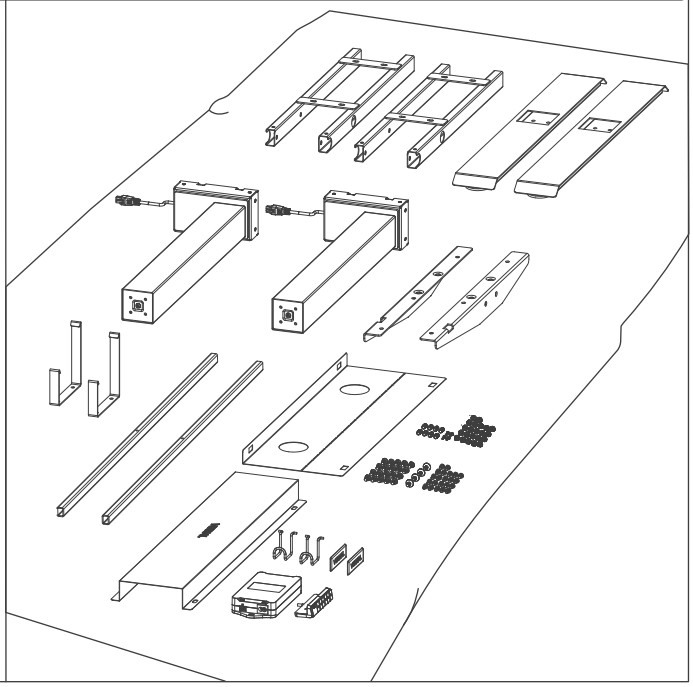
Unbox and Identify Your Parts

Step 1 - Parts Checklist

A. For convenience and safety, we recommend having two people assist with assembly. Before starting, think about where you want to place the desk. Since your new desk is height-adjustable, make sure there's enough clearance from objects like wall shelves or cabinets that could interfere with its movement. If your desk includes an advanced control panel, you can set upper and lower height limits to prevent accidental collisions.

B. To avoid damage to the floor or the desktop, we suggest assembling the desk on a clean carpet or a soft blanket.

C. Before throwing away any packaging materials, double-check that you have received all components and hardware. Lay out all the parts from the boxes and confirm they match the "Package Contents" section of this manual, both in quantity and description.

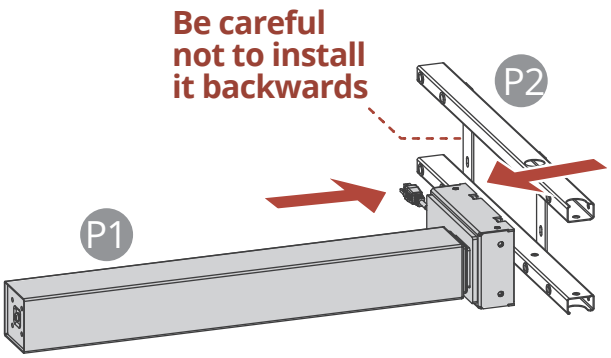


Instructions for Assembling the Frame and Legs

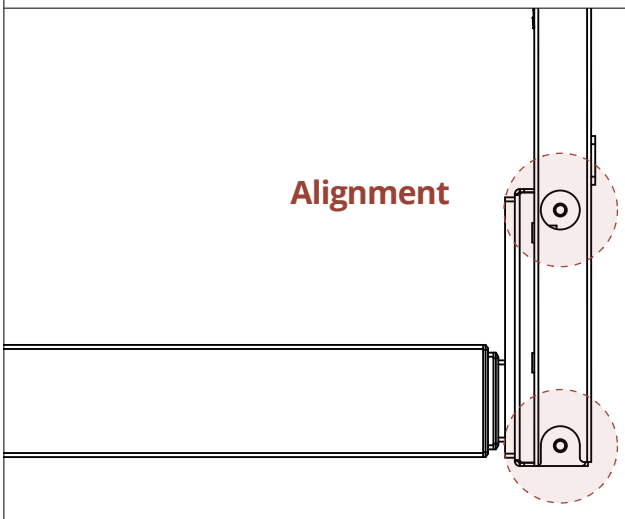
Step 2 - Install Crossbar Ends

A. Place one leg (P1) and the crossbar end (P2) on their sides as shown in the illustration.

Tips:Ensure the open side of the leg (opposite the motor wire opening) aligns with the C-shaped opening of the frame.

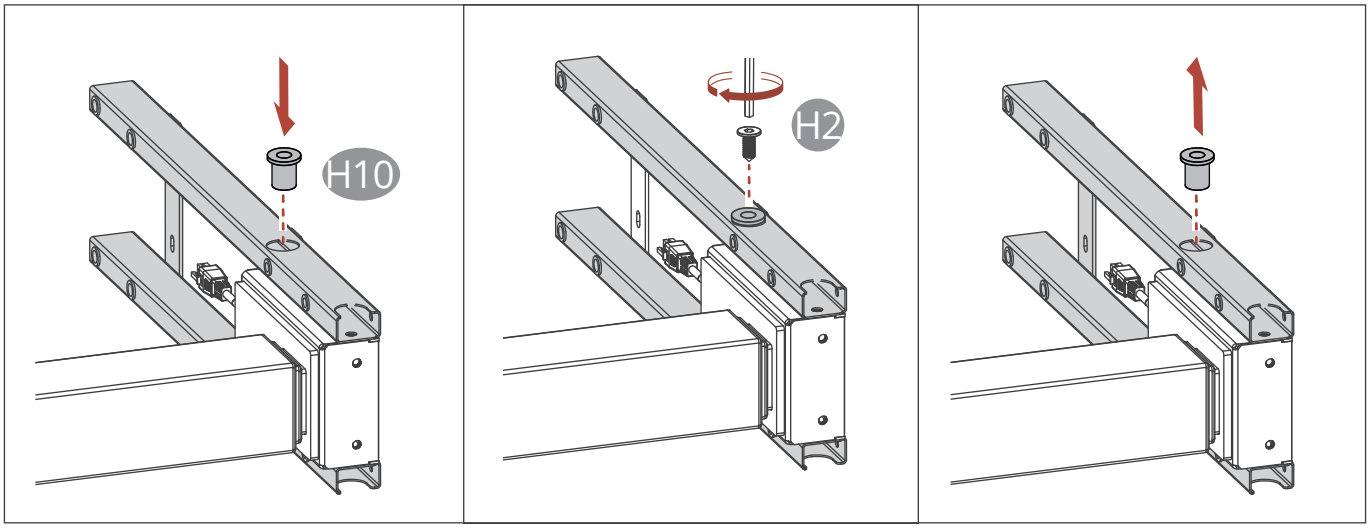


B. Align the screw holes on the motor housing of one leg (P1) with the corresponding holes on the side of the crossbar frame, ensuring the correct alignment as shown in the diagram.



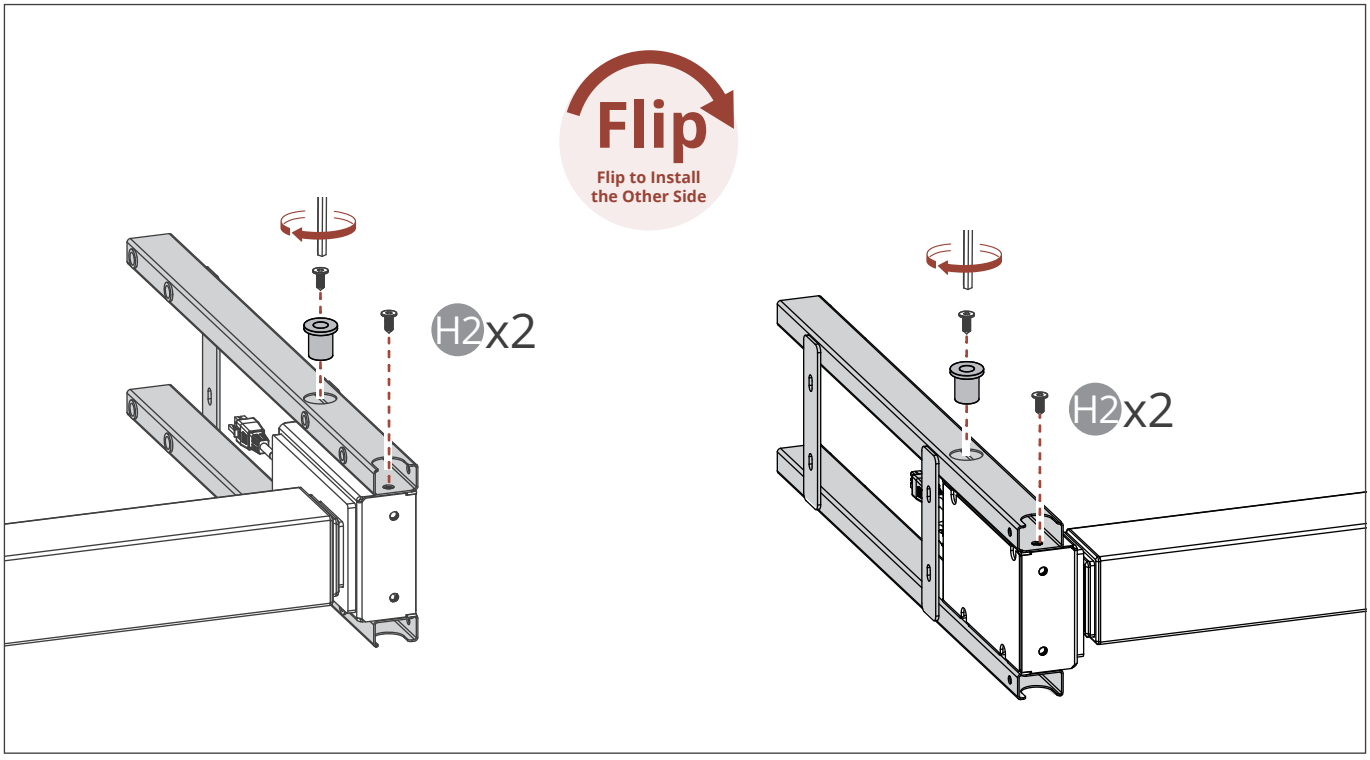
C. Using the Allen Wrench (H1), insert 4 M6x18 Flat Head Screws (H2) through the holes in the crossbar end and into the leg. Do not fully tighten the screws at this stae.

Tips:For alignment，Use the Screw Guide Sleeve (H10)to prevent screws from repeatedly falling into the crossbar tube. Insert the sleeve during installation as shown, and remove it after the screws are in place. Reuse the sleeve on the opposite circular opening.



D. Once all 4 screws are in place, tighten them securely using the Alleen Wrench (H1)

E. Repeat these steps to install the second leg.

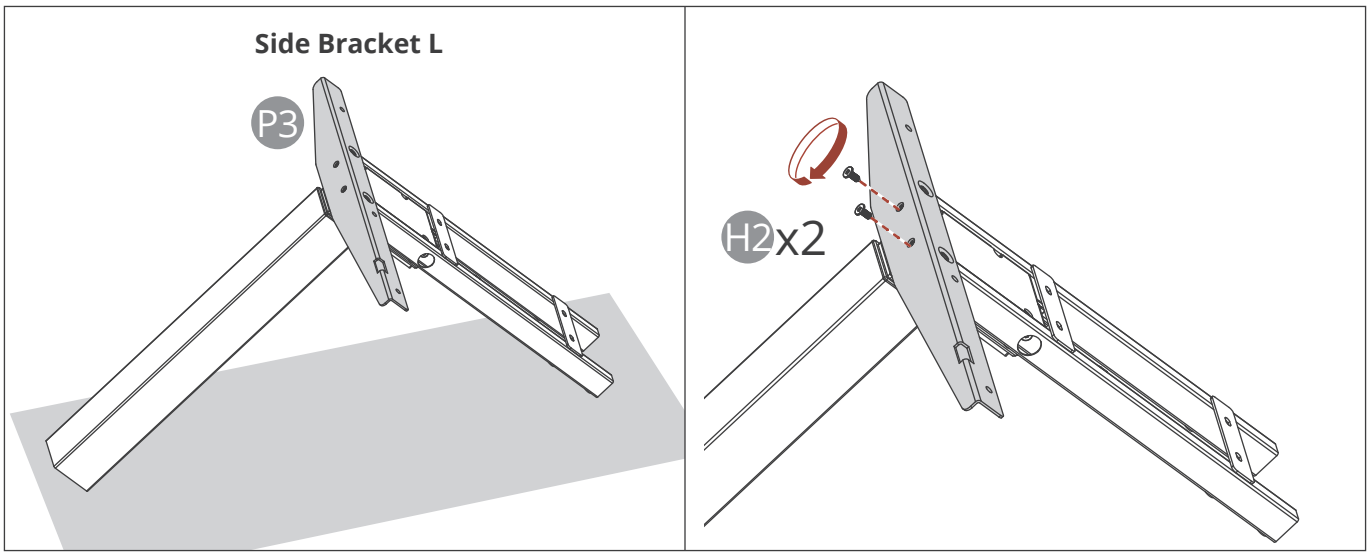


Instructions for Installing the Left and Right Frame Assemblies

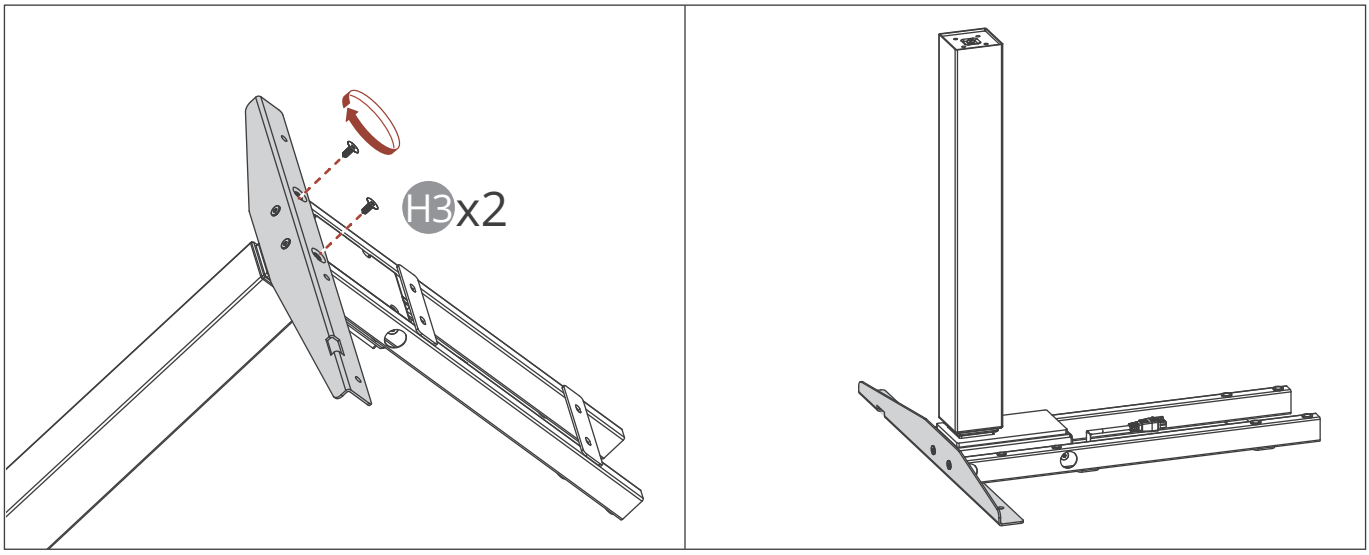
Step 3 - Install the Side Bracket (L)

When the 4 screws in Step 4 are fully inserted, use the 4mm Allen Wrench (H1) to tighten them completely.

A. Align the side screw holes of the side bracket (P3) with the holes on the side of the motor housing (P1), and insert two M6x18 Flat Head Screws (H2) as shown in the diagram.



B. Align the top screw holes of the side bracket (P3) with the holes on the top of the crossbar (P2), and insert two M6x18 Flat Head Screws (H3) as shown in the diagram

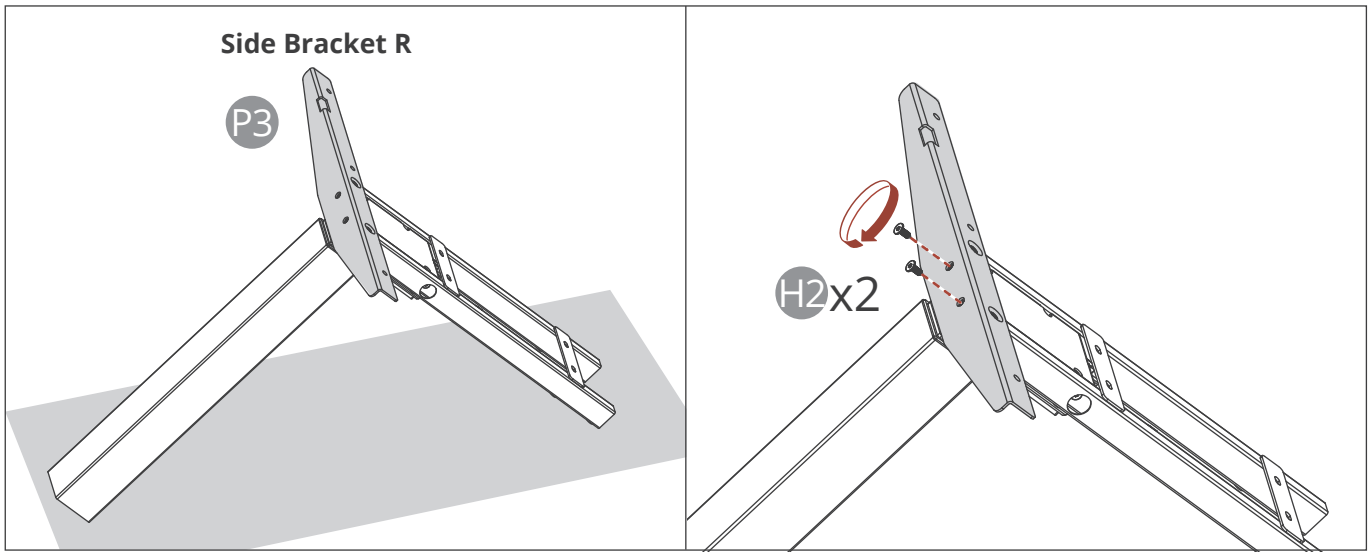


Instructions for Installing the Left and Right Frame Assemblies

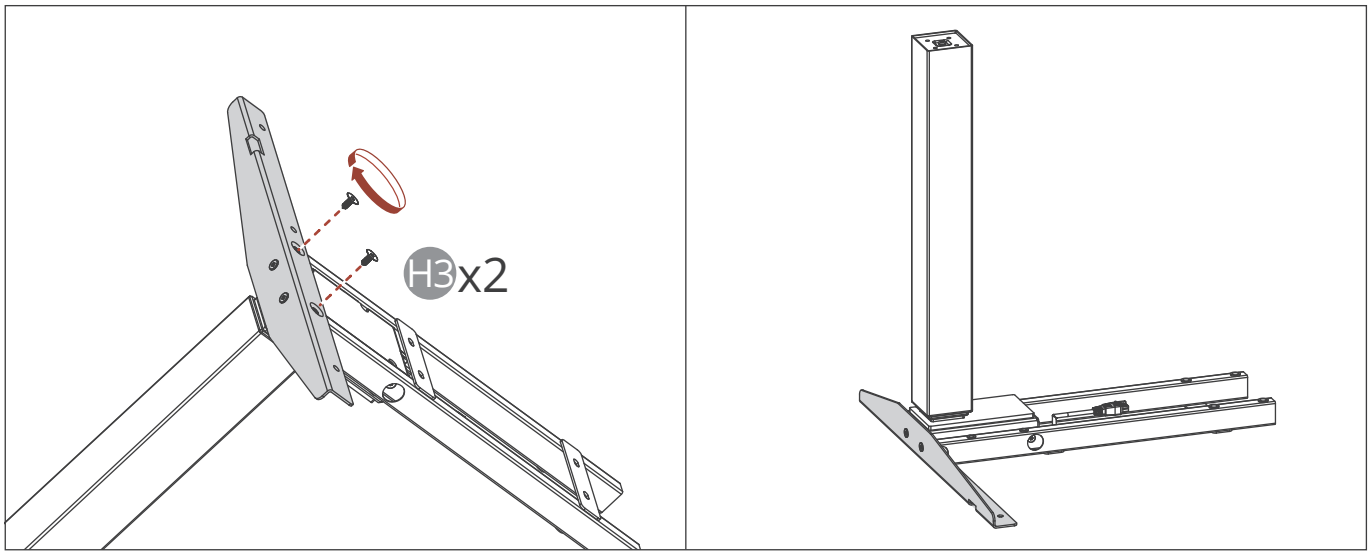
Step 4 - Install the Side Bracket (R)

When the 4 screws in Step 4 are fully inserted, use the 4mm Allen Wrench (H1) to tighten them completely.

A. Align the side screw holes of the side bracket (P3) with the holes on the side of the motor housing (P1), and tighten two M6x18 Flat Head Screws (H2) as shown in the diagram.



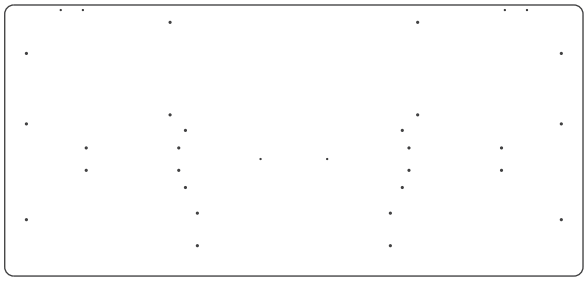
B. Align the top screw holes of the side bracket (P3) with the holes on the top of the crossbar (P2), and tighten two M6x18 Flat Head Screws (H3) as shown in the diagram.



Instructions for Connecting the Frame Assembly to the Tabletop

Step 5 - Place the Frame on the Tabletop

A. If you have chosen the Vernal brand desktop, the side with the exposed pre-installed nuts on the underside of the desktop should face upward. This side will serve as the working surface for assembling the desk.



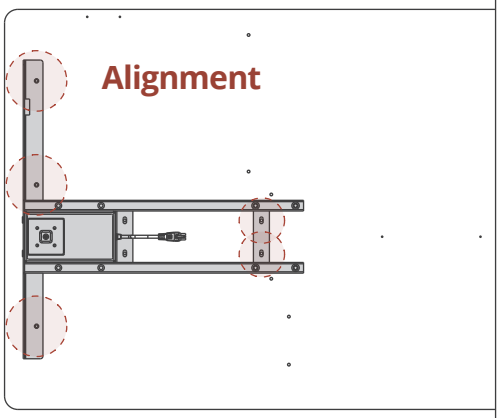
Step 6 - Secure the Left Frame

Tip: Choose the correct screws for installation based on the threaded metal inserts (embedded nuts) or pre-drilled holes on the desktop.

When using a Vernal brand desktop

A. Align the screw holes on the side brackets (P3) and the crossbar frame (P2) of the leg assembly with the pre-installed nuts on the desktop, as shown in the diagram.

B. In the following steps, use M6x10 machine screws (H4) to secure the side brackets to the desktop. However, do not fully tighten the screws at this stage. Tighten them completely only after all screws in this step have been inserted.

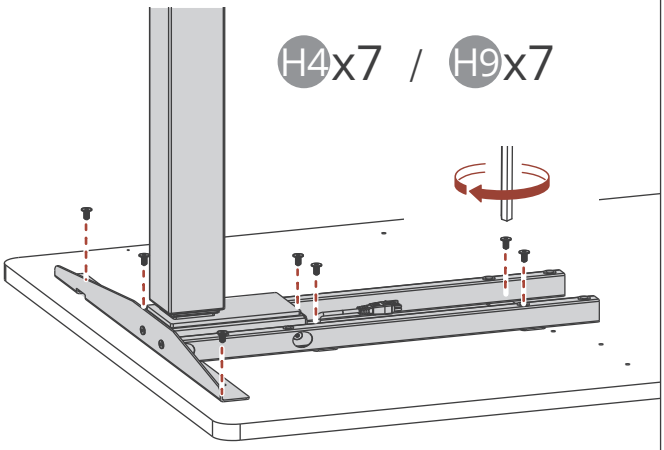


When using a non-Vernal brand desktop without pre-installed nut holes for alignment

A. Ensure the side brackets are level with the edge of the desktop and choose the desired distance between the side brackets and the desktop edge. Once positioned, use a pencil to mark the center points of the screw holes on the desktop. Move the leg assembly away, and drill pilot holes at the pencil marks using a 1/8-inch drill bit. Secure the side brackets with ST4.8 x 13.5mm wood screws (H9).

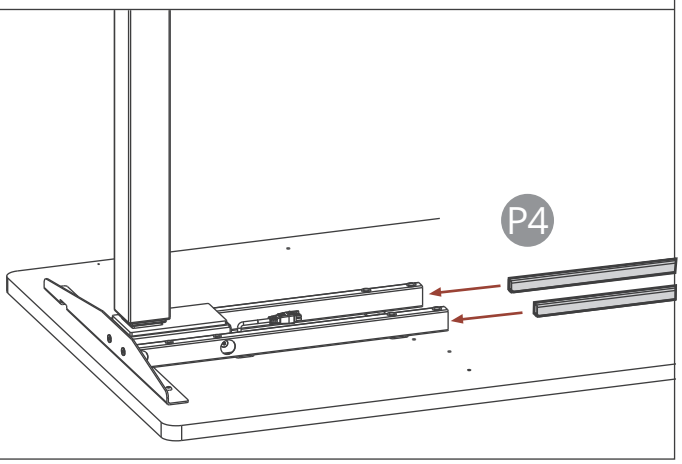
Important Tip: Do not drill through the top surface of the desktop. The drilling depth must not exceed 1/2 inch. To ensure this depth, wrap a piece of tape around the drill bit at 1/2 inch from the tip. Stop drilling as soon as the tape approaches the desktop surface.

The recommended tightening torque for the tablescrewsis 4 Nm.

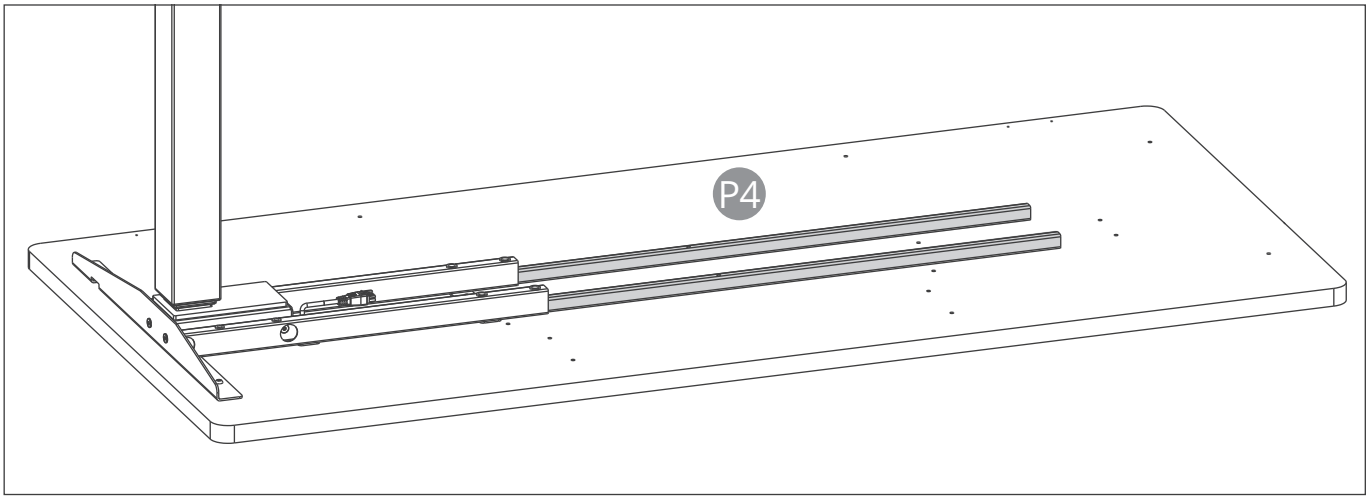


Step 7 - Insert the telescopic rod into the left frame.

A. Slide the telescopic crossbar (P4) into the crossbar ends (P2) of the leg assembly, as shown in the diagram. This leg assembly will become the left leg when the desk is flipped to its upright position.

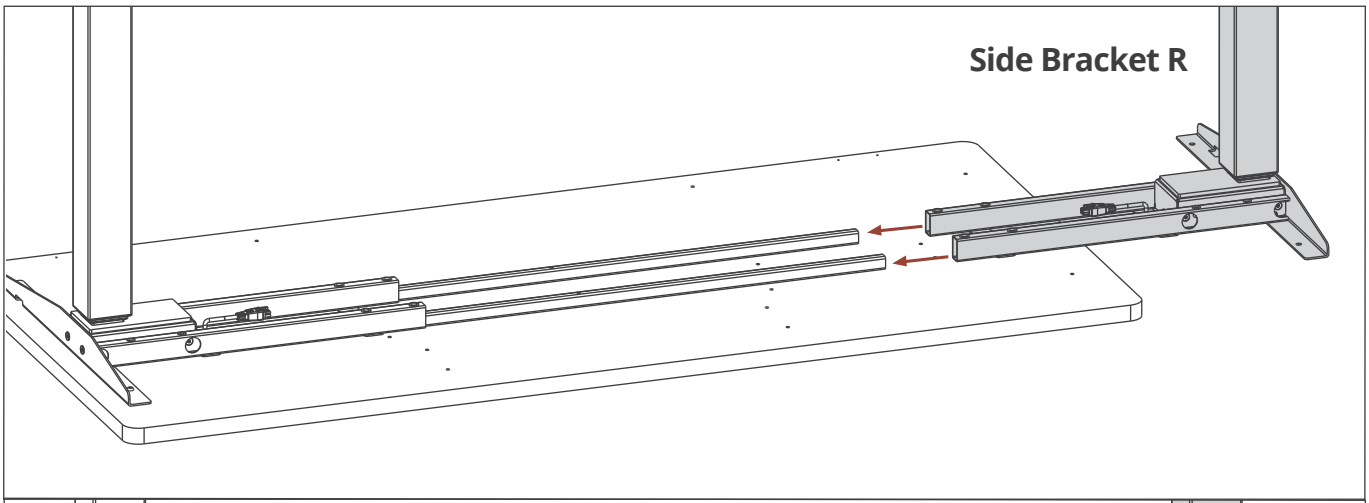


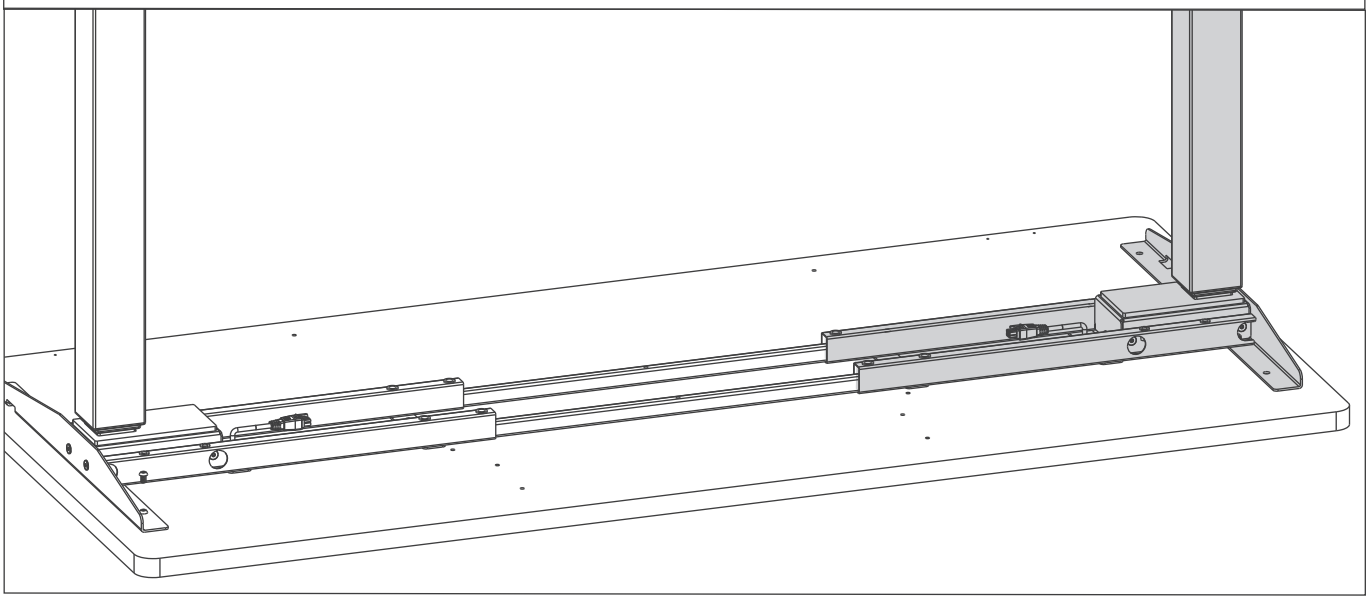
Instructions for Connecting the Frame Assembly to the Tabletop



Step 8 - Place the Right Frame on the Tabletop and Insert the Telescopic Rail

A. Slide the Crossbar End (P2) into the Telescopic Rail (P4) on the tabletop, as shown in the diagram. This assembly will become the right leg of the desk when it is flipped upright.





Instructions for Connecting the Frame Assembly to the Tabletop

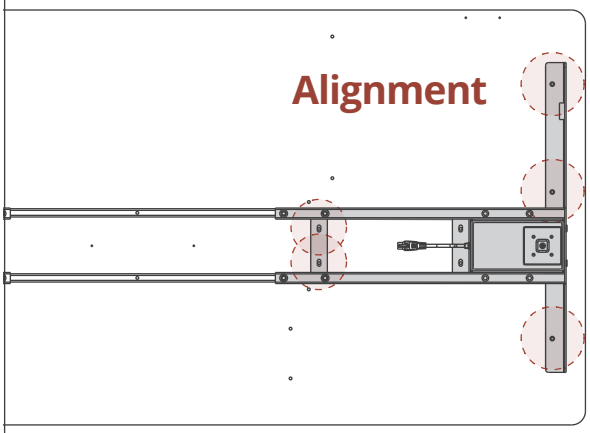
Step 9 - Secure the Right Frame

Tip: Choose the correct screws for installation based on the threaded metal inserts (embedded nuts) or pre-drilled holes on the desktop.

When using a Vernal brand desktop

A. Align the screw holes on the side brackets (P3) and the crossbar frame (P2) of the leg assembly with the pre-installed nuts on the desktop, as shown in the diagram.

B. In the following steps, use M6x10 machine screws (H4) to secure the side brackets to the desktop. However, do not fully tighten the screws at this stage. Tighten them completely only after all screws in this step have been inserted.

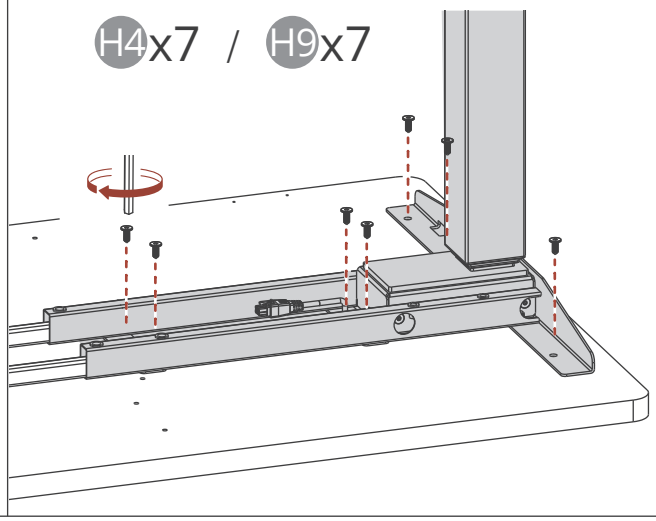


When using a non-Vernal brand desktop without pre-installed nut holes for alignment

A. Ensure the side brackets are level with the edge of the desktop and choose the desired distance between the side brackets and the desktop edge. Once positioned, use a pencil to mark the center points of the screw holes on the desktop. Move the leg assembly away, and drill pilot holes at the pencil marks using a 1/8-inch drill bit. Secure the side brackets with ST4.8 x 13.5mm wood screws (H9).

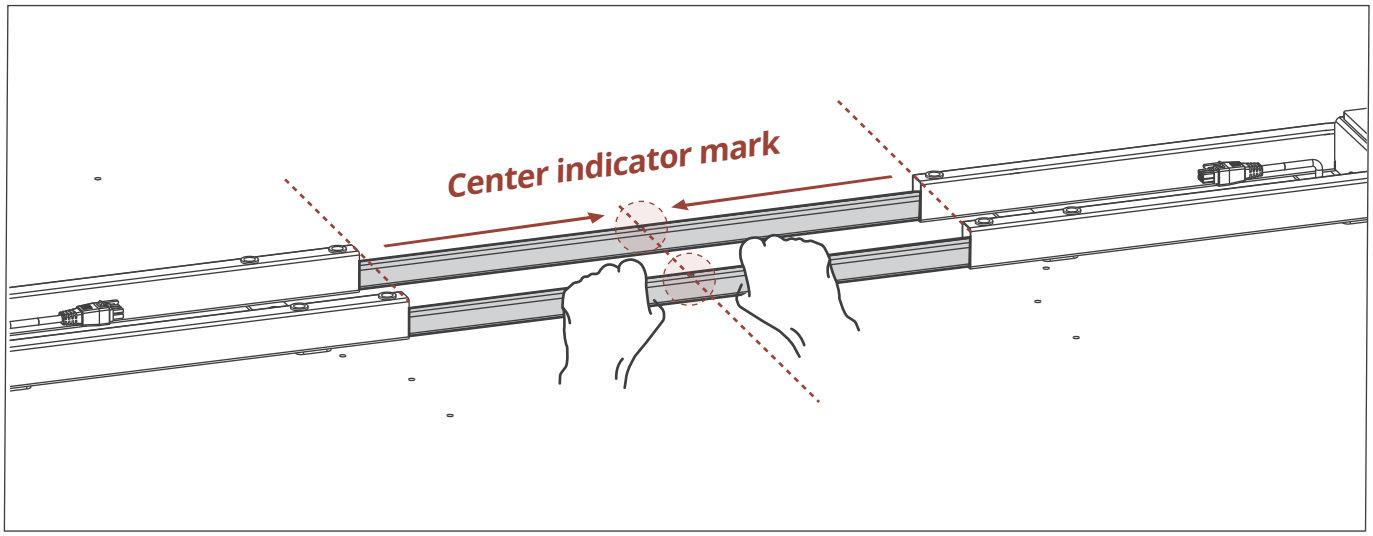
Important Tip: Do not drill through the top surface of the desktop. The drilling depth must not exceed 1/2 inch. To ensure this depth, wrap a piece of tape around the drill bit at 1/2 inch from the tip. Stop drilling as soon as the tape approaches the desktop surface.

The recommended tightening torque for the tablescrewsis 4 Nm.

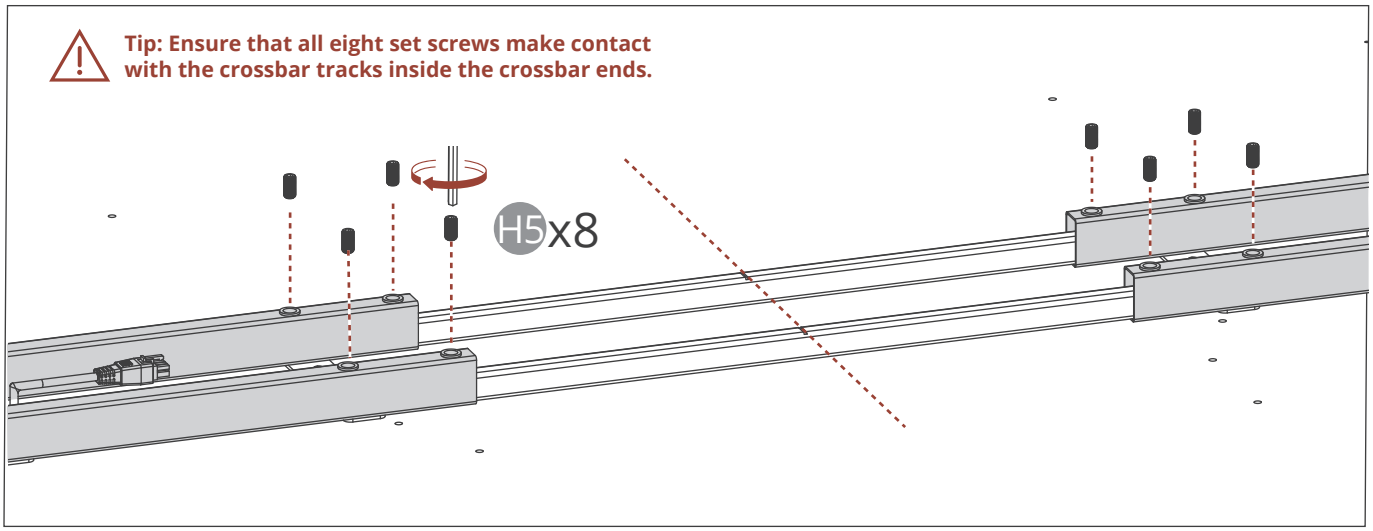


Step 10 - Position the Center Rail

A. Slide each crossbar track (P4) to the left or right until the center alignment mark is roughly positioned at the center between the two crossbar ends (P2).



B. Insert four M8 x 16 Allen Set Screws (H5) into each crossbar end and tighten them.

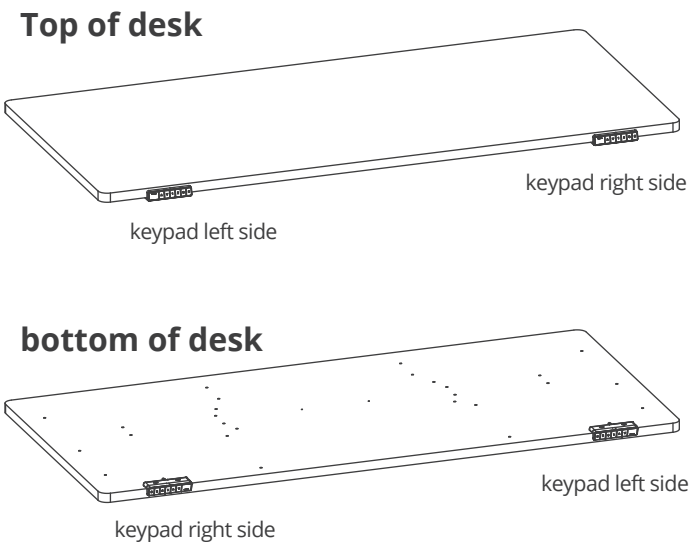


Instructions for Installing the K13 Keypad and Control Box

Step 11 - Install the Keypad

The desktop has two sets of pre-drilled holes on each side to accommodate left or right placement of the control panel.

If your desktop does not include pre-drilled holes for the K13 Control Panel (P5), position the control panel roughly as shown in the diagram. Refer to Step 5 to drill pilot holes for the control panel, but be careful not to drill through the top surface of the desktop.

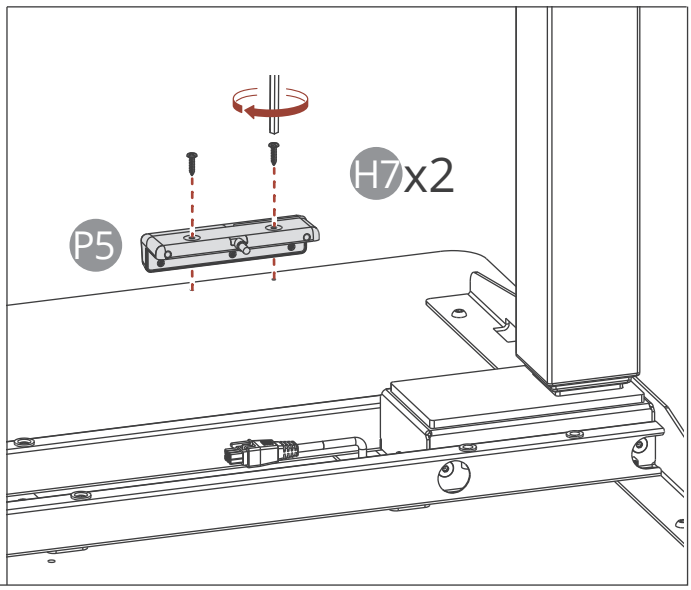


A. Select the side of the desktop where you want to install the control panel. Remember, you are assembling the desk upside down, so when the desk is flipped upright, the control panel will be on the opposite side.

B. Align the control panel with the pre-drilled holes that best match the mounting holes of the control panel.

C. Using a Phillips screwdriver, secure the control panel to the desktop with two ST3.5 x 15mm wood screws (H7).

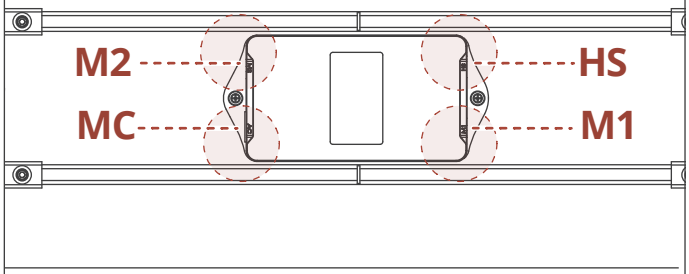
Tip: Do not overtighten the screws to avoid stripping them.



Instructions for Securing K13 Keypad and Control Box to Desktop

Step 12 - Install the Control Box

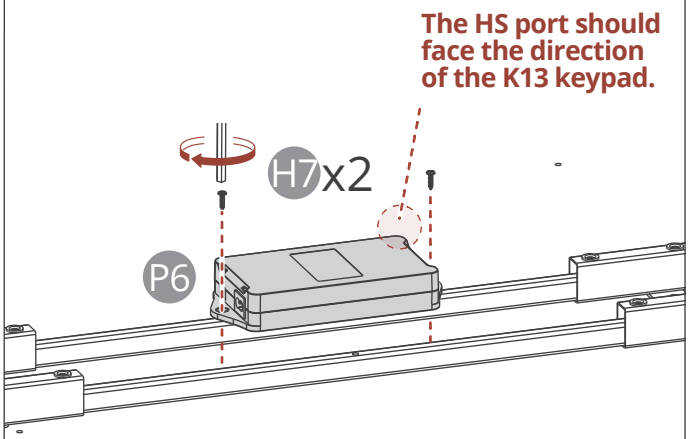
A. The desktop has pre-drilled holes at the center of the telescopic frame for installing the control box (P6). Use a Phillips screwdriver and two ST3.5 x 15mm wood screws (H7) to secure the control box to the desktop.



B. Insert the control box power cable (P7) into the port labeled “AC” on the control box (P6).

C. Connect the control box connection cable to the motor cables and the control box. (The cables should connect the left and right legs to the control box, enabling operation once powered.)

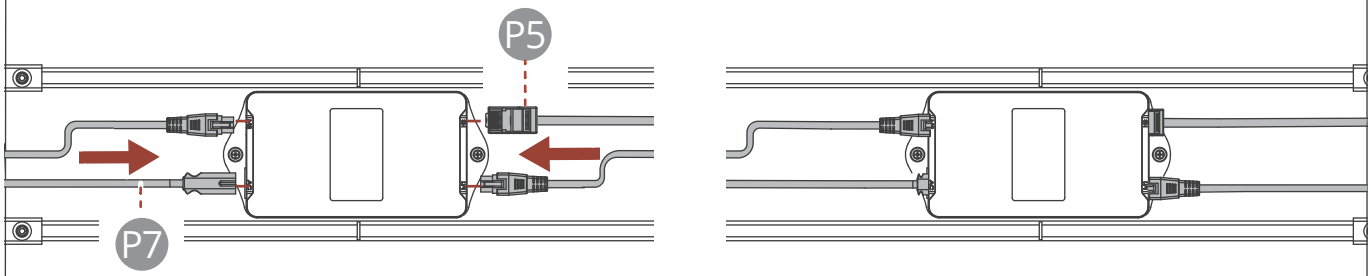
D. Insert the control panel cable into the corresponding port on the control box.



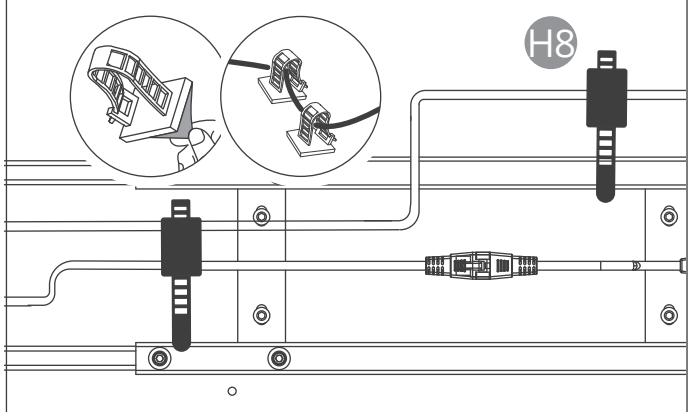
Recommendation:

The control box has a port for the control panel cable. It is recommended to position the port facing the side where the control panel is installed. (If the control panel is on the left side of the desk, the port should face left; if the control panel is on the right side, the port should face right.)

Ensure the Cables Are Securely Connected to the Control Box



Tips: Use adhesive cable clips (H8) or other methods to organize excess cables neatly.



Accessory Installation Instructions

Step 13 - Install the Control Box Cable Cover

Before you begin installation, make sure:

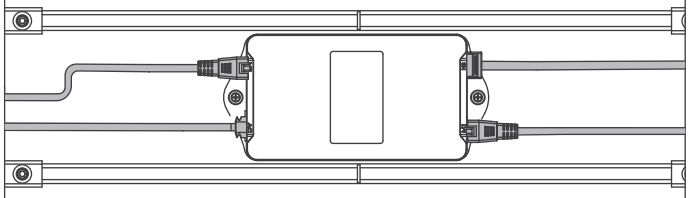
- Both motor cables are securely connected to the Control Box (P6).
- The keypad cable is firmly plugged into the Control Box (P6).
- The power cable is properly connected to the Control Box (P6).

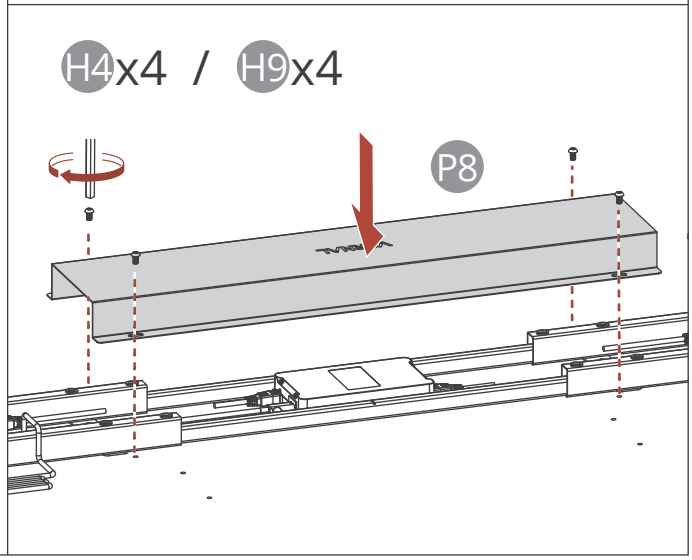
A. Align the Control Box Cable Cover Plate with the embedded nut holes on the desktop and the Control Box. Secure it using M6x10 flat head screws (H4).

When using a Vernal brand desktop: H4-M6x10

When using a non-Vernal brand desktop without pre-installed nut holes for alignment: H9-ST4.8x13.5

Ensure the Cables Are Securely Connected to the Control Box





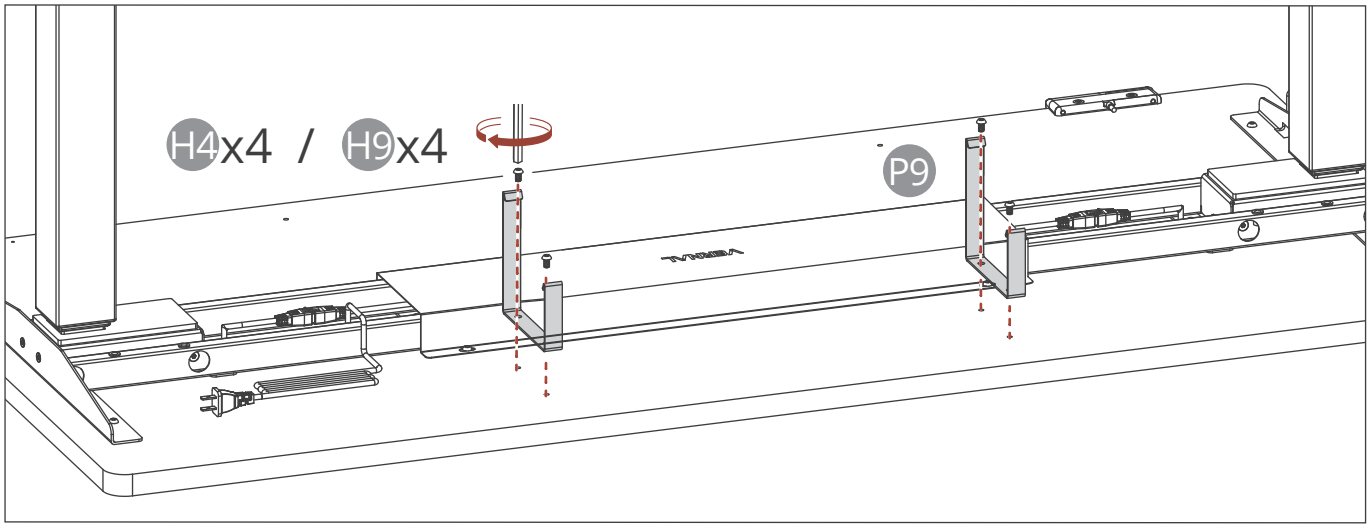
Step 14 - Install the Power Tray Hook

Most Vernal brand desktops have four pre-installed nuts near the rear of the desktop. These holes are for mounting the included Power Tray Hook (P9).

Before installation, ensure the Power Tray Hook is positioned correctly as shown in the diagram.(The longer hook side should face the control box.)

A. Align the Power Tray Hook with the pre-installed nut holes on the desktop, and secure it using M6 x 10mm machine screws (H4).

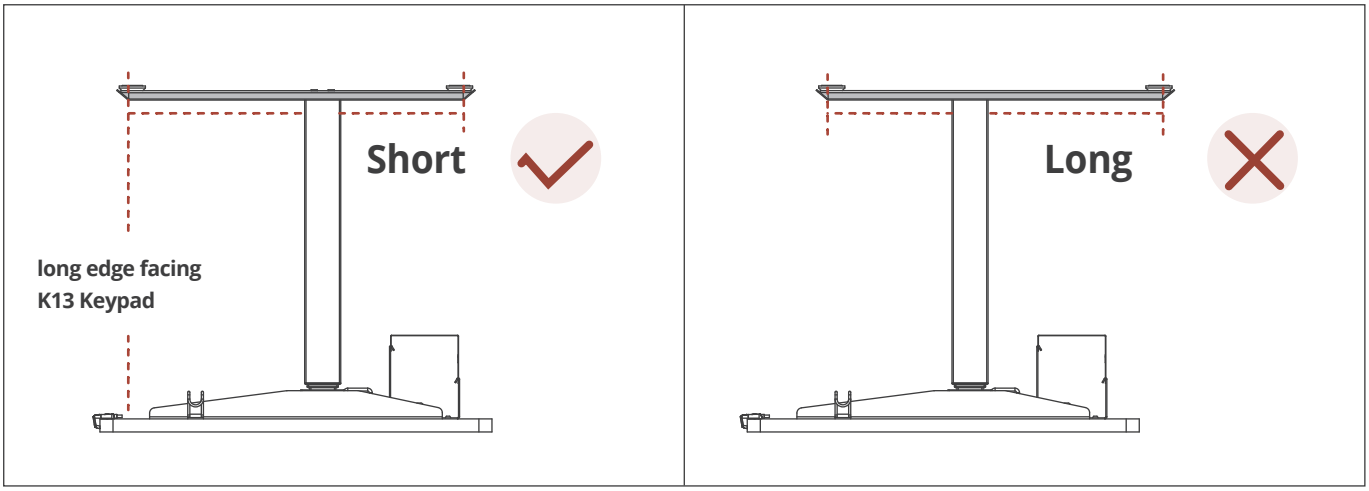
When using a Vernal brand desktop: H4-M6x10
When using a non-Vernal brand desktop without pre-installed nut holes for alignment: H9-ST4.8x13.5



Instructions for Installing the Feet

Step 15 - Install the Foot

Note: Ensure the longer side of the desk feet faces the front of the desk (the side used daily), aligning with the longer side of the Side Bracket L/R. The end of the leg should fit into the rectangular slot of the desk feet and align with the opposite side of the adjustable foot pad.



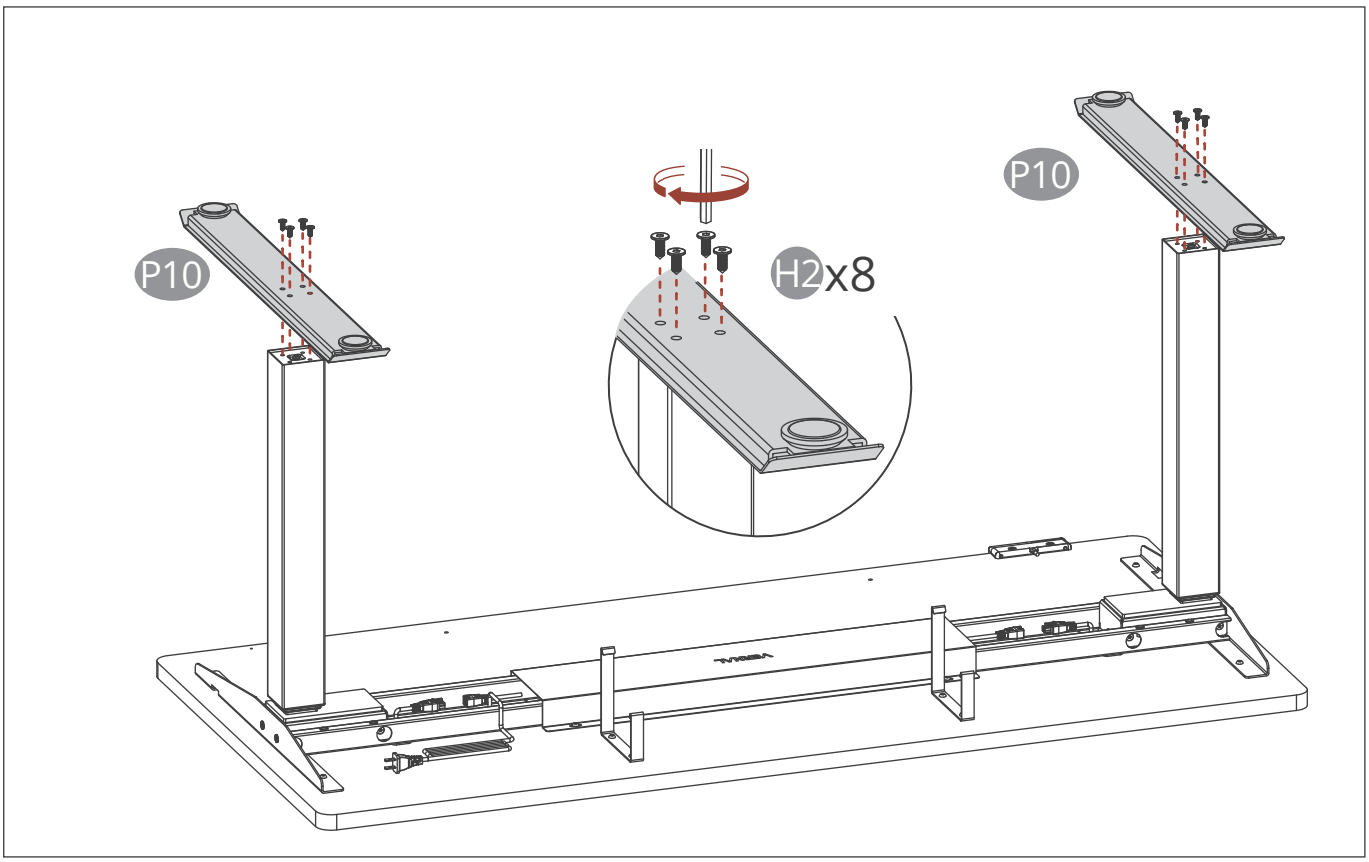
A. Place one desk foot (P10) on top of one leg (P1) as shown in the diagram.

B. Insert four M6x18 Flat Head Screws (H2) into the screw holes on the desk foot and into the end of the leg, but do not fully tighten them yet.

C. Once all four screws are inserted, use the Allen Wrench (H1) to tighten them.

D. Perform a final tightening of all desk foot screws. Properly tightened screws significantly enhance the desk's stability.

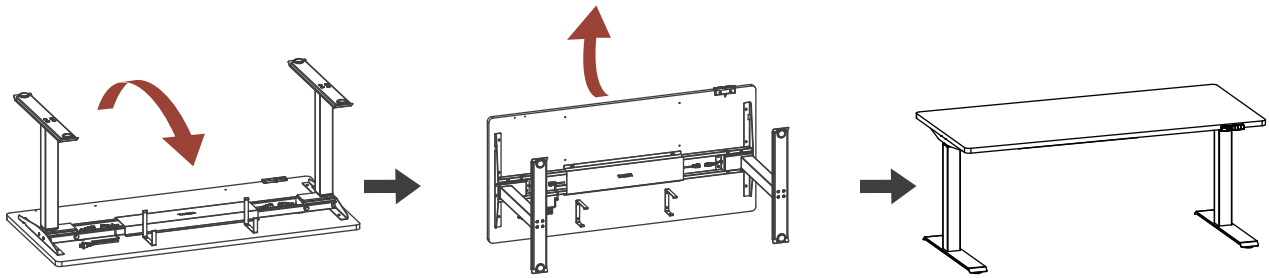
E. Repeat the above steps to install the second desk foot.



Accessory Installation Instructions

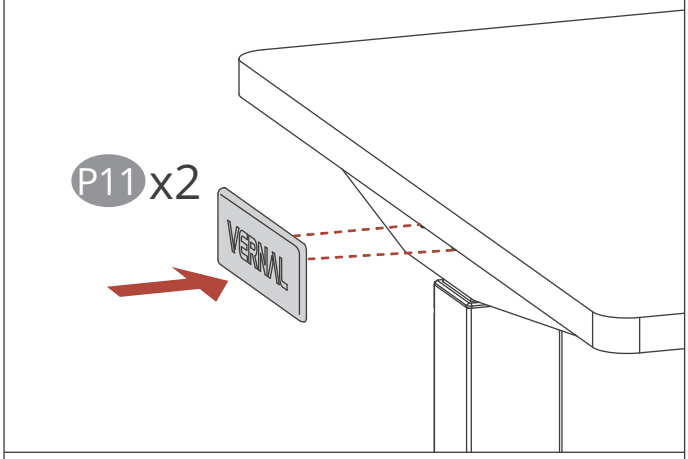
Step 16 - Turn the Desk Upright

Note: Pay attention to the flipping direction and be careful not to press down on the K13 control panel during the flipping process.



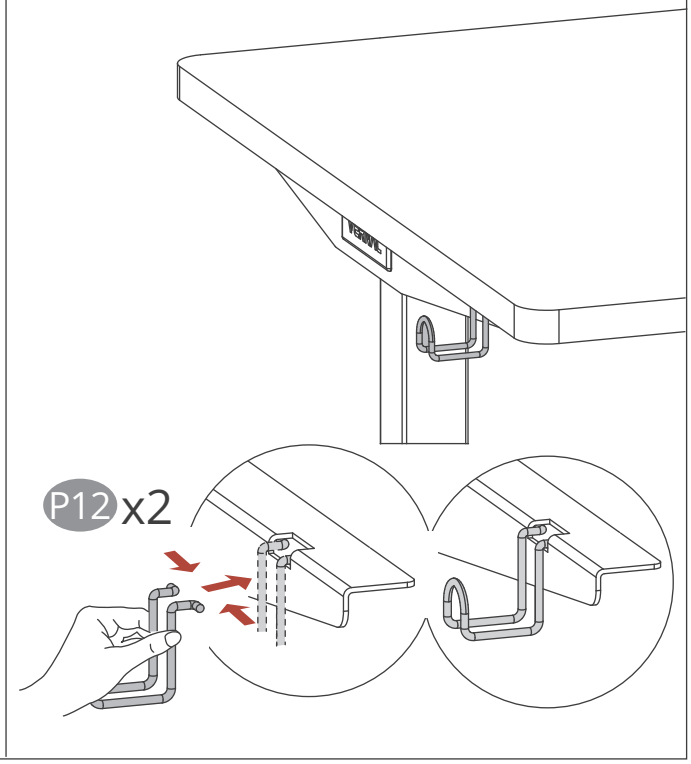
Step 17 - Install the Logo Plate and Hooks

A. The Logo Plate (P11) has two near-circular openings on the magnetic pad inside for aligning with screws. The logo plate is used to cover the two screws on the front of the side bracket.



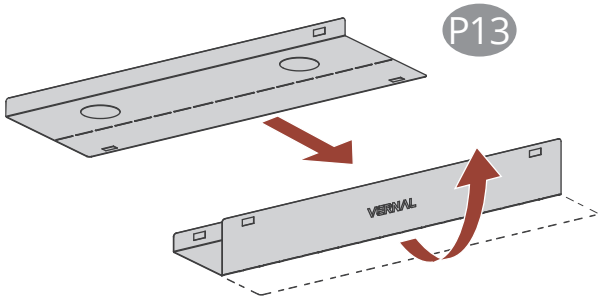
B. Pinch both sides of the Hook (P12). First, insert one side of the hook diagonally into the square opening of the side bracket, then pinch the other side tightly to create deformation and insert it into the square opening of the side bracket.

Note: Ensure the hook is installed in the direction shown in the diagram.

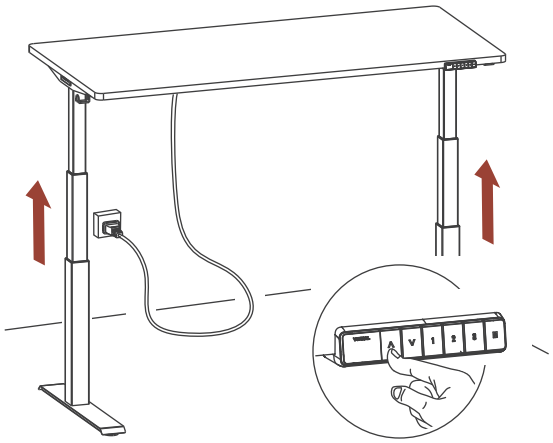


Step 18 - Bend and Install the Power Tray

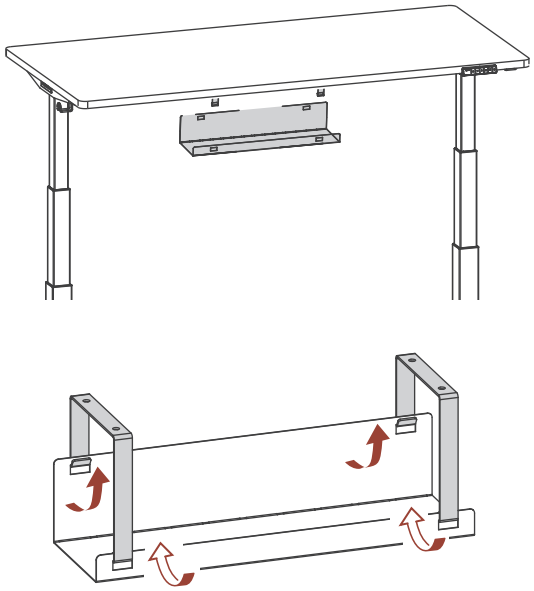
A. Bend the Power Tray Bracket (P13) along the dashed line evenly. Apply uniform force to avoid uneven deformation of the metal plate.



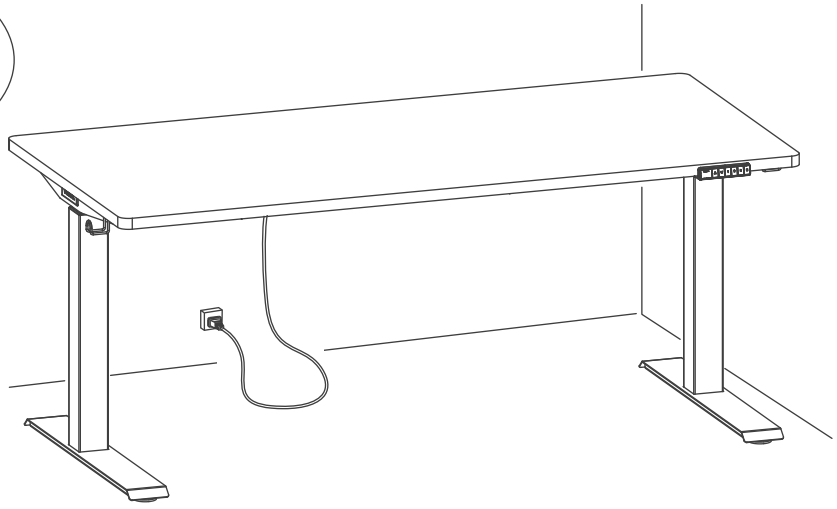
B. To install the Power Tray Bracket, you need to raise the desk. Please connect the desk to the power supply, but be mindful of whether the desk height might interfere with other items in your home.



C. Hang the bent Power Tray (P13) onto the Power Tray Hook (P9) to complete the installation.



You're amazing!
The installation is now complete.
Enjoy experiencing your Vernal Standing Desk!



(K13 Keypad) Hand Controller User Instructions

Reset Function	Press and hold the " ⌄ " button for 5 seconds to automatically enter the initialization mode. The desk will move to the lowest position at 50% speed. Press any button to stop the initialization. When the initialization is complete, the buzzer will sound, indicating a successful reset. Note: After resetting, the upper and lower limit settings will be canceled, and the memory buttons will return to the factory defaults.
Height Adjustment Function	Press and hold the " ⌃ " or " ⌄ " button to adjust the height.
Set Memory Button	Press and hold the " ⌃ " or " ⌄ " button to adjust to the desired height. Press the " M " button, and the height number on the display will flash. At this point, press the " 1 "," 2 " or " 3 " button to save the current position to the corresponding number key.
Memory Button Operation	Press memory button " 1 ", " 2 " or " 3 " ,and the desk will automatically move to the preset height. The factory default settings are: memory button " 1 " for the lowest height, memory button " 2 " for a height of 950mm, and memory button " 3 " for the highest height.
Set Upper and Lower Limits	1.When the desk's displayed height is above 98.5cm(38.8in), setting the height limit means the desk will be set to the maximum height limit. 2.When the desk's displayed height is below 98.5cm(38.8in), setting the height limit means the desk will be set to the minimum height limit. Press and hold the " ⌃ " or " ⌄ " button to adjust to the desired limit height. Then, press and hold both the " ⌃ " and " ⌄ " buttons for 5 seconds. You will hear a beep, indicating the limit position has been successfully stored. If the desk is in the upper half of its range, the upper limit is set. If the desk is in the lower half, the lower limit is set.
Cancel Height Limits	Method 1: Reset the system, and the upper and lower limits will be canceled. Method 2: Move the desk to the limit height (upper or lower), then press and hold both the " ⌃ " and " ⌄ " buttons for 5 seconds. You will hear a beep, indicating the limit position has been successfully canceled.

Child Lock	Lock: Press and hold both the " M " and " ^ " buttons for 5 seconds. When the display shows "Loc," the system is locked, and height adjustment operations are disabled. Unlock: Press and hold both the " M " and " v " buttons for 5 seconds. When the display changes from "Loc" back to normal numbers, the system is unlocked.
Set Timer	Press the " 1 " + " 3 " buttons on the hand controller. The display will show "x.xh." At this point, you can adjust the timer by pressing the " ^ " or " v " buttons, changing it in 0.5-hour increments. After setting, it will automatically exit after 2 seconds. When the hand controller turns off, a decimal point will blink to indicate that the timer is running. When the set time is reached, the buzzer will sound 5 times, and the hand controller will automatically wake up.
Set Display Unit and Sensitivity	Press and hold the " M " button on the hand controller for 5 seconds to enter the settings menu. The display will show "S-x," and "x" will flash, indicating the parameter group. At this point, press " M " to enter the parameter group and set the corresponding parameter. Press " ^ " or " v " to switch between parameter groups. After setting the parameters, press " M " to return to the operation interface. S-1: Unit display switch: 0 for metric display, 1 for imperial display. S-2: Obstacle detection sensitivity for upward movement: 0 for off, 8 for most sensitive, 1 for least sensitive. S-3: Current detection sensitivity for upward movement: 0 for off, 8 for most sensitive, 1 for least sensitive. S-4: Current detection sensitivity for downward movement: 0 for off, 8 for most sensitive, 1 for least sensitive.

FAQ(Frequently Asked Questions)	
Error Codes on Hand Controller	**Possible Causes:** 1.System malfunction. 2.Firmware or connection issues. **Solutions:** 1.Check all cables to ensure they are securely plugged in, and perform the reset procedure mentioned above. 2.Power off for 30 seconds, then power on again and perform the reset procedure mentioned above.
Desk Lifting is Not Smooth	**Possible Causes:** 1.The desktop is overloaded. 2.The connections between different parts of the desk are not tight. **Solutions:** 1. Check if the items on the desktop are too heavy, and reduce the load to restore normal lifting. 2.Check and tighten all screws and connectors to ensure the desk structure is stable.
Controller Malfunction or Unresponsive	**Possible Causes:** 1.Power is not properly connected. 2.Controller has poor contact or is faulty. 3. Power module malfunction. **Solutions:** 1.Check if the power cable is securely connected, and ensure the plug is properly inserted into the power outlet. 2.Disconnect and reconnect the controller, making sure the plug is fully inserted into the socket. If the issue persists, contact after-sales service to replace the controller.
Desk is Tilted or Unbalanced	**Possible Causes:** 1. Uneven load on one side of the desk, causing one side to drop. 2.The desk encountered an obstacle while rising or lowering. **Solutions:** 1.Remove heavy objects from the desk and perform the reset procedure mentioned above to restore the desktop to a level position. 2. Check for obstacles above and below the desk, clear them, and perform the reset procedure mentioned above to restore the desk to a level position.
Unusual Noise from Standing Desk	**Possible Causes:** 1.Loose screws or friction between components. 2.Motor malfunction. **Solutions:** 1.Check all screws and fasteners to ensure they are properly tightened. 2. If the noise persists, it may be a motor issue. Contact after-sales service for inspection and replacement.

Error Code	Description	Solution
E01	Main power voltage exceeds 45V.	Unplug and replug the power cord.
E02	The height of the two desk legs is inconsistent.	Reset the system.
E04	Hand controller connection or communication error.	Disconnect and reconnect hand controller cable.
E05	Obstacle detected.	Release the button and restart operation.
E06	Main power startup unsuccessful, voltage below 20V.	Unplug and replug the power cord. power cord or contact our custumer service team.
E07	Main power protection activated during operation, voltage below 20V.	Unplug and replug the power cord.
E08	Desk is tilted while running.	Reset the system.
HOT	Power temperature too high, or continuous operation exceeding 2 minutes within 18 minutes.	Unplug the power cord for 18 minutes, then plug it back in.
E11	Motor 1 disconnected.	Disconnect and reconnect the cables between the control box and the legs.
E12	Motor 1 current sampling channel error.	Please contact our custumer service team.
E13	Motor 1 phase missing, a phase wire is disconnected.	Please contact our custumer service team.
E14	Motor 1 Hall error, or Hall wire disconnected.	Swap the legs or swap the cables between the control box and the legs.
E15	Motor 1 internal short circuit.	Please contact our custumer service team.
E16	Motor 1 stall.	Reset the system.
E17	Motor 1 running in the wrong direction.	Please contact our custumer service team.
E18	Motor 1 load too large, overloaded.	Reduce the load and reset the system.

Error Code	Description	Solution
E21	Motor 2 disconnected.	Disconnect and reconnect the cables between the control box and the legs.
E22	Motor 2 current sampling channel error.	Please contact our custumer service team.
E23	Motor 2 phase missing, a phase wire is disconnected.	Please contact our custumer service team.
E24	Motor 2 Hall error, or Hall wire disconnected.	Swap the legs or swap the cables between the control box and the legs.
E25	Motor 2 internal short circuit.	Please contact our custumer service team.
E26	Motor 2 stall.	Reset the system.
E27	Motor 2 running in the wrong direction.	Please contact our custumer service team.
E28	Motor 2 load too large, overloaded.	Reduce the load and reset the system.
E40	Controller in series dropped connection.	Discconnect and reconnect the extension cables.
E41	Series signal error.	Discconnect and reconnect the extension cables or contact our custumer service team.
E42	Memory error.	Please contact our custumer service team.
E43	Obstacle detection sensor error.	Please contact our custumer service team.