

# **Steelcase® Flex Collection**

## **Height-Adjustable Desk**

User Guide



## PRODUCT SPECIFICATION

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Range of Adjustment	Extended Height: 22.6"–48.7" (575mm–1237mm)
Glide Adjustment	6mm
Distributed Weight Capacity Tip: When calculating lifting capacity, subtract the weight of the worksurface, understructure and options (i.e. power and data access door).	Base supports a maximum distributed weight load of: 2-Leg: 277lbs (126kg)*
Wire Management Included	Yes
Controller	Simple Touch, Active Touch
Decibel Rating	< 55 dBA
Volts	2-Leg: 100–240V AC
Frequency & Phase	50–60Hz, Single-Phase
Amps	2-Leg: 4.5A max
Watts	2-Leg: 450W
Standby Power	0.1W
Adjustability Speed	1.5"/sec (38.1mm/sec)
Duty Cycle	10% (2 min. on, 18 min. off)

\*See spec guide for weight of each feature or refer to label on the underside of the worksurface for weight limits on the desk.

# HEIGHT ADJUSTMENT CONTROLLERS

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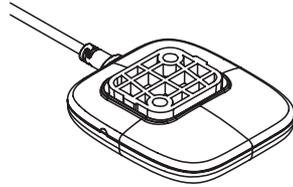
## Simple Touch Controller

### OPERATING THE CONTROLLER

The desk adjusts via the simple touch controller.

- Lift **up** or press **down** on the controller to reach the desired desk height.
- The desk will continue to move up or down until the controller is released or the minimum or maximum height is reached.

**Note:** The user must continuously lift up or press down the controller in order for the desk to move.



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## Active Touch Controller

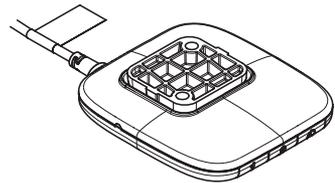
### OPERATING THE CONTROLLER

The desk adjusts via the active touch controller.

- Lift **up** or press **down** on the controller to reach the desired desk height. The display will show the current height of the desk
- To switch to a stored height in memory, tap twice on the controller in quick succession in the direction you want the desk to move. The desk will move up or down until it has reached the stored height.
- Or when lifting or pressing down on the controller, the desk will pause at the stored preset. Release the controller to stop at the stored height.

**Note:** To bypass stored heights, continue to lift or press down. The desk will pause briefly before continuing until the minimum or maximum height is reached.

**Note:** To stop the desk from traveling to the stored height, lift or press down on the controller.



**Note:** For a visual demonstration, please visit [youtube.com/steeltcase/v](https://www.youtube.com/steeltcase/v)

## WARNING

This controller allows the desk to move to a saved height without continuously touching the controller. Be sure no people or objects are in the path of the desk. Never allow children to operate this desk as injury or property damage could occur.

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## Active Touch Controller

### STORE HEIGHT INTO MEMORY

To set into memory the desired height for either seated or standing work, use the two memory position buttons.

- Lift **up** or press **down** on the controller to reach the desired desk height.
- Press and hold the memory position button, **1** or **2**, for one second until the number 1 or 2 flashes and the light guide fills.
- To save an additional height, repeat this sequence using the **1** or **2** button.
- To clear all stored memory positions, press and hold the **1** and **2** buttons simultaneously, for one second, until the display flashes “PRESET CLEAR” and the light guide fills.
- With the control box in standby mode, the desk can lose power without affecting the Synchronization of the lifting columns. However, if the control box is still active and not in standby mode, a power loss will require that the lifting columns be re-synchronized.
- Power fluctuations and brownouts can also cause the need for resynchronization.

**Note:** The control box does not reset (initialize) by being unplugged and plugged back in. Refer to the power cycle procedure below.

### POWER CYCLE THE CONTROL BOX:

- In the unlikely event an error occurs, and the desk is unresponsive, disconnect power to the desk for at least 10 seconds to reset the control box.
- Reconnect power to the desk and synchronize the lifting columns as outlined below.

### MEMORY RESET OF CONTROLLER

In the unlikely event that an error occurs, the controller may need to be reset to the factory settings.

#### If using the Active Touch Controller

- Press hold the **1**, **2** and  buttons simultaneously for eight seconds.
- Continue to press and hold as the display cycles past “ADJUST HEIGHT” and the actual desk height until the display flashes “MEMORY RESET” and the light guide fills.
- Synchronize the lifting columns as outlined below.

#### If using the 4 Preset Programmable Controller

- Press and hold the **up-down** buttons simultaneously for five seconds to reset the control box.
- Synchronize the lifting columns as outlined below.

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## Active Touch Controller

### SYNCHRONIZING LIFTING COLUMNS

- Operate the desk all the way down to the lowest position, and release.
- Press down on the controller or down button, and hold.
- After two seconds, the desk will move up and down, settling to its correct 'button' position.
- The lifting columns are now synchronized via the software in the control box.
- Operate the desk all the way up and down to confirm proper function.position.

## CABLE MANAGEMENT

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When installing equipment, either on the worksurface or below, be sure that the connecting cables are free from obstruction. Flex offers cable brackets and a PET cable tray as option to help manage excess cables/wires on the underside of the worksurface.

## WORKSTATION DESIGN TIPS

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- Ensure that power cords for all accessory items – computer, lights, monitors, etc. – are of sufficient length to reach outlets throughout the range of worksurface height adjustment. Do not subject the cords to any strain while height adjustment is taking place.
- Always check for proper operating clearance before placing any item on, above or below the worksurface.

## MAINTENANCE AND CLEANING

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Regularly clean dust and dirt from lifting columns. To ensure all surfaces are thoroughly cleaned, make sure the lifting columns are fully extended to their maximum height. Also, be sure to inspect cables and lifting columns for damage. Check all connections for both correct function and secure mounting.

**Caution:** A damp cloth is recommended. To protect the painted surfaces, use a cleanser that is not highly alkaline or acidic. A pH-neutral product is ideal.

**Note:** Please do not move the desk without help. Refer to the guidelines at the end of the assembly instructions, or contact your facilities group for assistance.

## TROUBLESHOOTING

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If you are having trouble with your desk, try the simple steps outlined below. If problems persist, please refer to the Steelcase Flex Collection Height-Adjustable Desk troubleshooting guide.

### POWER-SAVING CONTROL BOX:

- The control box automatically powers down into ‘standby’ mode after 10 seconds of inactivity.
- During standby mode, the control box only consumes 0.1 watt of power.

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## Troubleshooting

### SET CHANGE OF POSTURE TIMER

The desk is equipped with Active Motion, which delivers a subtle up/down motion signaling when it is time to move. The timer is set in 15 minute increments, from 15-90 minutes.

- Press and hold the button  for one second and cycle through until your preferred time is shown. Release the  button to select. The light guide fills to save the selection.
- The  icon will appear in the bottom right of the height display to indicate that a timer is active. **TIP:** To wake the controller from sleep mode to view the icon, press any button on the controller.

**Note:** If you do not change postures within five (5) minutes of the Active Motion reminder, the timer will reset to OFF. You will need to set the posture reminder time again.

### PAIR THE APP TO THE DESK

- To download the free Steelcase Rise app, visit [steelcase.com/rise](https://steelcase.com/rise). The app is compatible with both iOS and Android devices and allows you to connect to the desk via Bluetooth in order to track sitting and standing activity.
- In your phone settings, set Bluetooth to On.
- On the controller, press and hold the **2** and  buttons simultaneously for 2 seconds, until the desk identification number appears (e.g.  ID DESK - 1234).
- In the app, select the identification number that matches the desk you are pairing to. Your phone should read “Connected”.
- The controller will display “ PAIRED” when successful.
- To exit from display, press any button on the controller.
- The  will appear in the upper right corner of the height display to indicate the desk is paired. **TIP:** To wake the controller from sleep mode to view the icon, press any button on the controller.

### ADJUSTING THE HEIGHT DISPLAYED

- It may be necessary to adjust the height displayed, which is set to the default setting from the factory.
- Press hold the **1**, **2** and  buttons simultaneously for four seconds.
- The display will flash “ADJUST HEIGHT”, and then the current desk height will flash on the display.
- Lift **up** or press **down** on the controller to change the height displayed. The new desk height will flash until the light guide fills.  
**TIP:** The desk should not move during this step.

### SWITCH DISPLAY FROM INCHES TO CENTIMETERS

- Press and hold the **1** and  buttons simultaneously for three seconds, to change the display from “INCH” to “CM”. The new selection will flash until the light guide fills.

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## Troubleshooting

### RESETTING THE ACTIVE TOUCH DISPLAY HEIGHT

- Press **1, 2, 1, 2**. The text will begin blinking "SELECT", "HEIGHT".
- Lift **up** or press **down** on the controller to scroll through the starting height options.
- Once the correct height has been chosen, pause for 2 seconds.
- The light guide will fill. When all three bars are full, the starting height is saved.

### ERROR CODES

- In the event of a fault, the display may show an error code number and brief description. Refer to Steelcase Flex Collection Height-Adjustable Desk troubleshooting guide for further instruction.

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