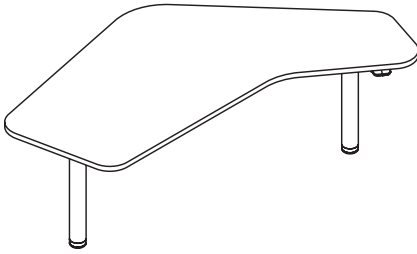
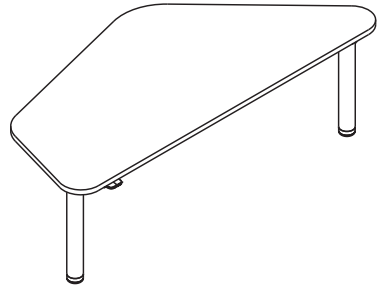




RECTANGLE



120 CORNER

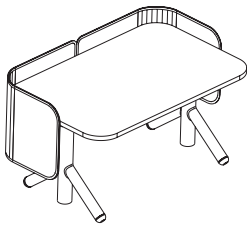
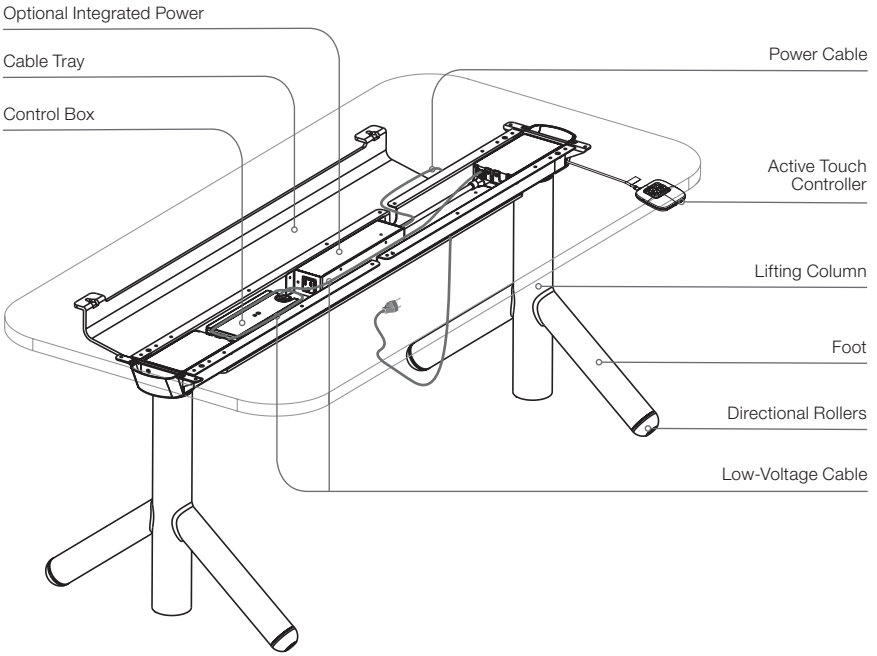


120 STRAIGHT

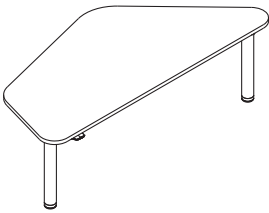
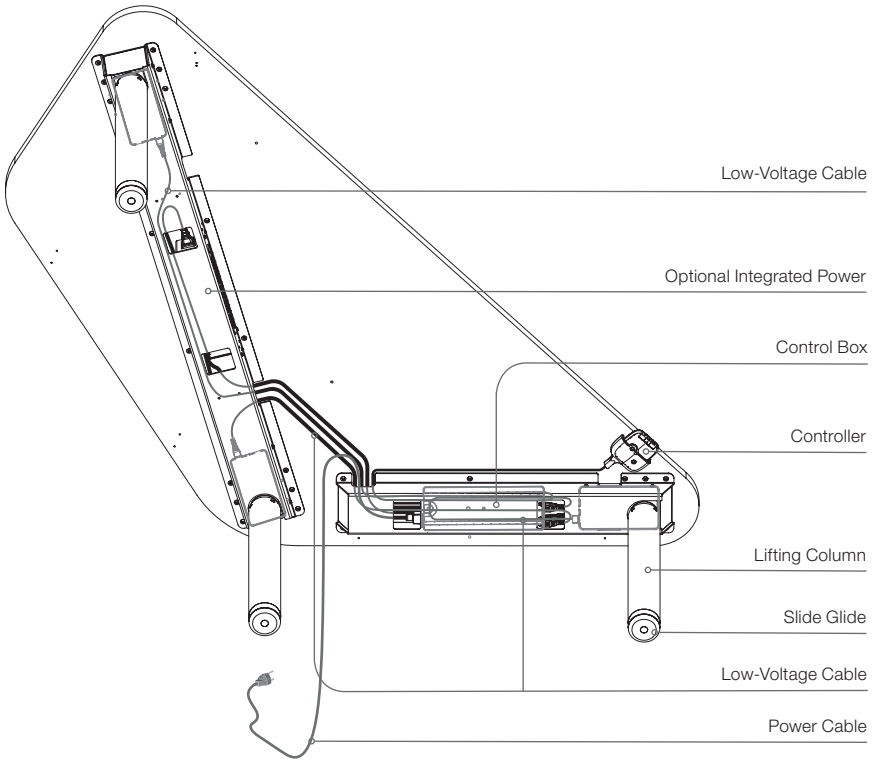
Steelcase[®] Flex Collection

height-adjustable desks

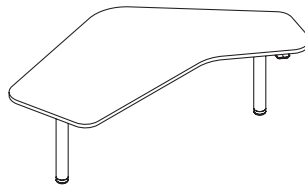
Rectangle



shown with optional
Curved Screens



120 STRAIGHT



120 CORNER

Table of Contents

p 05 Assembly Directions and User Guide Reference Links

p 06 Service Parts List

p 07 Common Procedures

p 10 Troubleshooting Problems and Solutions

p 10 No power to desk

p 11 Desk will not go up or down

p 12 Desk goes up, but does not go down (or vice versa)

p 12 Desk does not go through full range of motion

p 12 Desk movement is not smooth

p 12 Lifting Columns jerk or hop while raised or lowered

p 13 Height displayed is incorrect

p 14 Error Code displayed on digital-display Controller

p 16 How Steelcase Flex Desks Work

Read the Assembly Directions and User Guide:

Reference the Assembly Directions, also available online at steelcase.com/installers, to ensure the desk or bench is assembled correctly.

If after confirming proper assembly, and there are still problems with the Steelcase desk, reference the troubleshooting steps throughout this document.

For additional support including Assembly Directions, Troubleshooting Guides, and User Guides scan the QR code to visit the product support page:




Always maintain a complete kit of spare parts that are known to work properly, to quickly identify the root cause of problems and resolve issues.



For ease of troubleshooting a digital error code reader (e.g. Active Touch Controller) is recommended.

Service parts list:

	STYLE	PART NO.
Lifting Column	Basic Height	1471929001SR
	Extended Height	1471928001SR
ELECTRONICS:		
2-leg Control Box		841364900SR
		
3-leg Control Box		841300004SR
		
Active Touch Controller		1093247001SR
		
Simple Touch Controller		1093294001SR (Non-Antimicrobial) 1093294002SR (Antimicrobial)
		
Low-Voltage Cable		1315693001SR
		
Power Cord		22047327SR (4FT, North America) 22047301SR (10FT, North America) 22047320SR (9FT, Chicago)
		

Obtaining replacement parts:

After troubleshooting the desk, if replacement parts are required refer to the Product Reference portal for assistance or contact your local Steelcase dealer. If you need help, call 888.STEELCASE.

Common Procedures

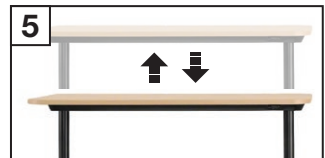
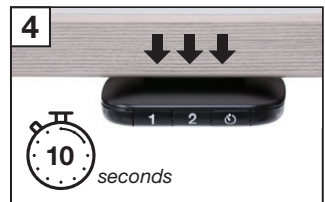
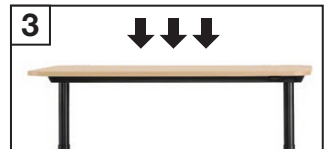
Power-saving Control Box:

- The Control Box automatically powers down into ‘Standby’ mode after approximately 10 seconds of inactivity.
- During Standby mode, the Control Box only consumes 0.1 watt of power.
- 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 re-synchronization.

How to synchronize the desk:

(Initialization)

1. Move objects from under the desk that may impede the lowest height when the desk is fully lowered (e.g. storage, chairs).
2. If items are attached to the desk (e.g. privacy screens, computer), make sure they are free from obstruction too.
3. Adjust the desk to its lowest position and release the Controller or Down button.
4. Press down on the Controller or Down button again and hold for 10 seconds. When synchronized, the desk will move up and down slightly.
5. Raise the desk all the way up to ensure cords are not disconnecting. Then lower all the way down to confirm proper function.



Every desk must be synchronized periodically for proper use.

After replacing parts, the desk must be synchronized.

How to set the Active Touch display height for the first time:

1. Upon first time install of the Active Touch controller or after a Power Cycle, the text will blink "SELECT", "HEIGHT".
2. Lift up or press down on the Controller to select the correct lowest starting height.
3. Wait for 2 seconds until the light guide fills. When all three bars are full, the height selection is saved.



How to reset the Active Touch display height:

1. On the Controller, press 1, 2, 1, 2. The display will begin blinking "SELECT", "HEIGHT".
2. Lift up or press down on the Controller to select the correct lowest starting height.
3. Wait for 2 seconds until the light guide fills. When all three bars are full, the height selection is saved.



How to power cycle (initialize) the Control Box:

In the unlikely event an error occurs, and the desk is unresponsive:

1. Unplug the desk Power Cord from the outlet.
2. Wait at least 10 seconds.
3. Reconnect power to the desk and synchronize the Lifting Columns.



How to test Lifting Columns:

Lifting Column can be operated independently, even if they are sitting on a table, not assembled into a Desk.

1. Obtain a Control Box that is known to work. Be sure the Control Box is unplugged, or plugged in but in Standby mode.
2. Connect the Low-Voltage Cable of the Lifting Column to the known-good Control Box. Connect only to Port/Channel 1 (farthest from the Power Cable).
3. Obtain a Controller that is known to work, and connect it to the Control Box. *Tip: Verify that the Control Box software is current.*
4. If the Control Box is unplugged from the wall outlet, plug the Power Cable back in.
5. Operate the Lifting Column.
 - A. Can the Lifting Column be operated through its full range of motion?
 - B. Does the Lifting Column appear to function normally?

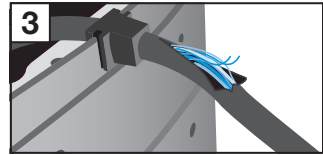
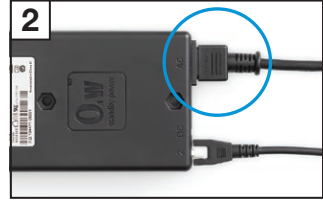


Any faulty Lifting Column must be replaced. There are no field-serviceable parts inside the Lifting Column.

Troubleshooting Problems and Solutions

No power to desk:

1. Check for power at the outlet. Refer to product ratings.
2. Check that the Power Cord is fully seated in the Control Box.
3. Inspect the Power Cord for defects; replace the defective cord.
4. Check that all cables are connected per the Assembly Directions.



Desk will not go up or down:

1. Check for power to desk.
(Refer to “No power to desk” on page 10.)

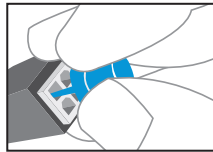
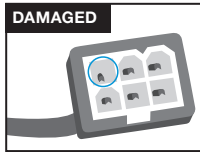
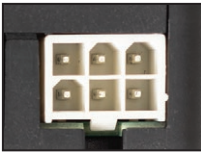
2. Check that the desk is not severely overloaded. Remove or redistribute weight on the desk; weight needs to be evenly distributed and not concentrated over one Lifting Column. Rectangle base supports a maximum distributed weight capacity of 360 lbs/163.1 kg. 120 base supports a maximum distributed weight capacity of 540 lbs/245 kg. Overloading the desk could lead to damage that would not be covered by warranty.

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

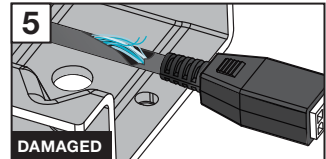


3. Power cycle the Control Box. (Refer to page 08.)

4. Ensure the Desk is in Standby mode (>10 seconds of inactivity). Inspect the Low-Voltage Cables and Control Box for damaged pins. If any appear bent, use a thumb tack to correct. (Otherwise, replace necessary components with undamaged versions.)



5. Carefully check the condition of the Low-Voltage Cable in the Lifting Column. If the Low-Voltage Cable is damaged, the entire Lifting Column must be replaced.



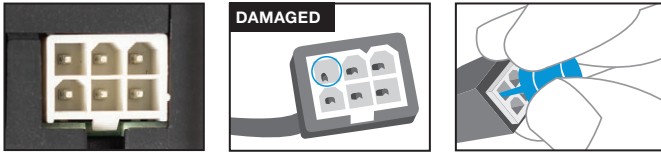
6. To prevent further damage, the Control Box will shut the whole Desk down if the Lifting Column is faulty. Test individual Lifting Columns. (Refer to page 09.)

7. Check the Low-Voltage Cable by exchanging with a Low-Voltage Cable that is known to work.

8. Check the Control Box by plugging the original Power Cord, Controller and Low-Voltage Cables into a Control Box that is known to work.

Desk goes up, but does not go down (or vice versa):

1. Unplug Power Cable from wall.
2. Unplug each Low-Voltage Cable from the Control Box.
3. Inspect the Low-Voltage Cables and Control Box for damaged pins. If any appear bent, use a thumb tack to correct. (Otherwise, replace necessary components with undamaged versions.)



Desk does not go through full range of motion; Lifting Columns not synchronized:


1. Synchronize the desk. (Refer to page 07.)
2. Test individual Lifting Columns. (Refer to page 09.)

Desk movement is not smooth; Lifting Columns jerk or hop when raised or lowered:

1. Synchronize the desk. (Refer to page 07.)
2. Check that the glides are properly adjusted, and the desk is level.
3. Test individual Lifting Columns. (Refer to page 09.)
4. Loosen (but do not remove) all the screws attaching the Lifting Columns to the worksurface.
5. Adjust the desk all the way up and all the way down, then re-tighten worksurface attachment screws.
6. If the Lifting Columns are still binding, take everything off the desk, flip it upside down and remove the worksurface screws completely.
7. Adjust the desk all the way up and all the way down.
8. The position of the Lifting Columns may shift slightly; re-install worksurface screws in the adjusted position.

Height displayed is incorrect:

A | Height is displayed in centimeters:

1. On the Controller, press and hold the **1** and  buttons simultaneously for 3 seconds.
2. The display will change from “CM” to “INCH” or “INCH” to “CM”.
3. The new selection will flash until the light guide fills. When all three bars are full, the height selection is saved.

B | Height of the desk does not match display:

1. On the Controller, press 1, 2, 1, 2. The display will begin blinking “SELECT”, “HEIGHT”.
2. Press down on the Controller to select the correct lowest starting height.
3. Wait for 2 seconds until the light guide fills. When all three bars are full, the height selection is saved.

A



B



Error code displayed on digital-display Controller:

ERROR CODE	POTENTIAL CAUSE	SOLUTION / TROUBLESHOOTING
E01 INITIALIZATION	<ul style="list-style-type: none"> Position error New Lifting Column added 	<ol style="list-style-type: none"> Initialize the Control Box. <i>(Refer to page 08.)</i>
E08	<ul style="list-style-type: none"> Program fault 	<ol style="list-style-type: none"> Unplug Power Cable for 15 seconds. Initialize the Control Box. <i>(Refer to page 08.)</i> Replace Control Box
E10	<ul style="list-style-type: none"> Power Cord pulled during desk adjusting up or down Internal fault 	<ol style="list-style-type: none"> Check that the Power Cord is not entangled and is allowed to freely travel. Plug desk into reliable 120v/240v outlet and test. Replace Power Cable or Control Box.
E11	<ul style="list-style-type: none"> Lifting Column disconnected Lifting Column added or replaced 	<ol style="list-style-type: none"> Check Low-Voltage Cable connections for damage to the cord or pins. Change Low-Voltage Cable or Lifting Column. Initialize the Control Box. <i>(Refer to page 08.)</i>
E12	<ul style="list-style-type: none"> Too much back drive occurred 	<ol style="list-style-type: none"> Move desk to lowest position. Initialize the Control Box. <i>(Refer to page 08.)</i>
E13	<ul style="list-style-type: none"> Squeezed Low-Voltage Cable Short in Lifting Column motor 	<ol style="list-style-type: none"> Check Low-Voltage Cable connections for damage to the cord or pins. Isolate and replace Low-Voltage Cable. Isolate and replace Lifting Column.
E15	<ul style="list-style-type: none"> Low-Voltage Cable pulled during adjustment Internal fault 	<ol style="list-style-type: none"> Check that the Low-Voltage Cable is not entangled, and is allowed to freely travel. If not installed already, use the strain-relief loop built into the Control Box to prevent pulling in the future.
E16	<ul style="list-style-type: none"> Hitting multiple buttons simultaneously 	<ol style="list-style-type: none"> Check Controller for full function. Does the desk adjust all the way up and down?
E17	<ul style="list-style-type: none"> Controller does not have up-to-date software 	<ol style="list-style-type: none"> Check Controller.
E23, E24, E25	<ul style="list-style-type: none"> Disconnection 	<ol style="list-style-type: none"> Check Low-Voltage Cable connections for damage to the cord or pins. Change Low-Voltage Cable or Lifting Column. Initialize the Control Box. <i>(Refer to page 08.)</i>

ERROR CODE	POTENTIAL CAUSE	SOLUTION / TROUBLESHOOTING
E29, E30, E31	<ul style="list-style-type: none"> • Change in Lifting Column type 	<ol style="list-style-type: none"> 1. Check Lifting Column type to ensure it matches other Lifting Columns. 2. Change Lifting Column to correct type. 3. Initialize the Control Box. <i>(Refer to page 08.)</i>
E35, E36, E37	<ul style="list-style-type: none"> • Loose or faulty Low-Voltage Cable • Sensor inside Lifting Column is sending errors 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connections for damage to the cord or pins. 2. Initialize the Control Box. <i>(Refer to page 08.)</i> 3. Replace Lifting Column.
E41, E42, E43 OVER-LOAD	<ul style="list-style-type: none"> • Hit obstruction • Lifting Column is overloaded • Reached end stop 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. Remove load. 3. Initialize the Control Box. <i>(Refer to page 08.)</i>
E47, E48, E49 OVER-LOAD	<ul style="list-style-type: none"> • Reached end stop • Hit obstruction 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. Initialize the Control Box. <i>(Refer to page 08.)</i>
E53, E54, E55, E59, E60, E61 COLLISION	<ul style="list-style-type: none"> • Hit obstruction 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. After too many “hit obstruction” errors, it may be necessary to initialize the Control Box. <i>(Refer to page 08.)</i>
E65, E66, E67	<ul style="list-style-type: none"> • Motor poles are crossed • Sensor cables crossed in Lifting Column 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connection(s) for damage to the cord or pins. 2. Initialize the Control Box. <i>(Refer to page 08.)</i> 3. If steps 1-2 do not work, test individual Lifting Columns and replace if necessary. <i>(Refer to page 09.)</i>
E71, E72, E73, E74, E75, E76	<ul style="list-style-type: none"> • Damage to Power Cable • Damage to cable exiting Lifting Column 	<ol style="list-style-type: none"> 1. Inspect Power Cord for damage; if found, replace Power Cord. 2. Inspect cable exiting Lifting Column for damage; if found, replace Lifting Column.

How Steelcase Flex Desks Work

- Each Lifting Column contains an individual motorized lift mechanism.
- The Control Box contains a power transformer. This converts high-voltage AC current from the wall outlet (120v or 240v) to low-voltage 18v DC current, which powers the Lifting Columns.
- Only the main power cable carries high voltage. All other cables are low voltage.
- The Control Box contains a computer processor with embedded software controllers.
- The Control Box controls all aspects of Desk motion, and synchronizes motion of the individual Lifting Columns.
- The Control Box will shut down the entire Desk if a fault is detected. For example, if one Lifting Column is binding or trapped, it will draw significantly more current than the other Lifting Column, and the Control Box will shut down the entire Desk to prevent further damage.
- The Controller is the user interface to the Desk, and directs all Desk movements by lifting or pressing down until the desired height is reached.
- Preset data is stored in the Controller itself, not the Control Box.



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