



Steelcase

# USER GUIDE

Important safety information included.  
Save and keep with desk.

**Steelcase® Flex Collection  
and Ology™**

Height-Adjustable Desks

# ⚠ WARNING



## Crush Hazard – Keep Clear

### RISK OF SERIOUS INJURY OR DEATH

Raising or lowering desk can trap or crush body parts.

**DO NOT OPERATE THIS EQUIPMENT UNLESS PROPERLY TRAINED.** Read this guide first.



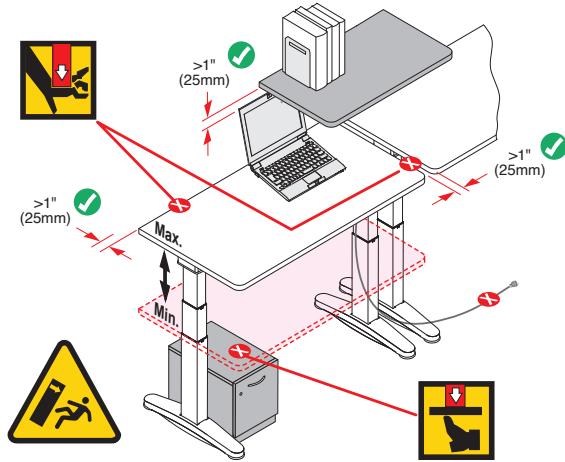
**DO NOT ALLOW USE BY CHILDREN** or people unable to understand the risks and to safely adjust desk height.

**REMOVE AND SECURE POWER CORD WHEN NOT IN USE TO PREVENT CHILDREN FROM OPERATING THE DESK UNSUPERVISED.**



**MAINTAIN >1" (25 mm) GAP ABOVE OBJECTS ON DESK AT MAX HEIGHT, AND BETWEEN DESK AND ADJACENT OBJECTS.** Locate desk, accessories and nearby objects to allow movement of desktop through full range without pulling cords, trapping body parts or colliding with anything (shelves, electrical plugs and cords, door knobs, window sills, storage cabinets, etc.).

**DO NOT PLACE FEET OR OTHER BODY PARTS ON CABINETS OR OBJECTS BELOW DESKTOP.**



# ⚠ CAUTION

**DO NOT STAND ON THIS PRODUCT. USE ONLY AS INTENDED.**

Regularly inspect for damage or broken parts and loose fasteners (screws, etc.). If any of these conditions exist, remove from service immediately. Repairs are to be made using only factory authorized parts and methods. For information on furniture maintenance, or to report furniture which requires service, call Steelcase toll-free at 1.888.783.3522.

**FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.**

# ⚠ WARNING



## To reduce the risk of burns, fire, electric shock, or injury to persons:

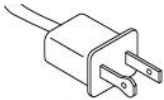
The desk or table shall be positioned near power socket and the plug shall be easily accessible.

When using an electrical furnishing, basic precautions should always be followed, including the following:

1. Read all instructions before using this furnishing.
2. Always unplug this furnishing from the electrical outlet before cleaning or servicing.
3. Use this table only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
4. Never operate this table if it has a damaged cord or plug, if it is not working properly, or if it has been dropped or damaged.
5. Keep the cord away from heated surfaces.
6. Never drop or insert any object into any opening.
7. Do not use outdoors.
8. For tables not provided with work surfaces, if the obtained work surfaces are not installed according to the assembly instructions, it could cause the product to be unstable. Table may collapse and the electrical components may fail.
9. For loading always put heavier items at the bottom and not near the top in order to help prevent the possibility of the furnishing tipping over.

### Products with Polarized Plugs


Fig. 1 Polarized Plug



#### POLARIZED PLUG INSTRUCTIONS:

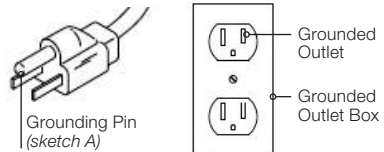
To reduce the risk of electrical shock, some furnishings have a polarized plug (one blade is wider than the other) like the plug illustrated in **Fig. 1**. This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

#### INSTRUCTIONS FOR DOUBLE INSULATED PRODUCTS:

No grounding means is provided on a double-insulated product. Nor is a means for grounding to be added to the product. The plug looks like the plug illustrated in **Fig. 1**. A double insulated product is marked with the words “double insulation”, “double insulated”, or .

### Products with Grounded Plugs

Fig. 2 Grounding Methods



#### GROUNDING INSTRUCTIONS:

Some products must be grounded. Connect these types of appliances to a properly grounded outlet in accordance with all local codes and ordinances.

For products sold in North America and other 120V regions: the product is for use on a nominal 120-V circuit. These products use a grounded plug that looks like the plug illustrated in sketch A in **Fig. 2**. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

**WARNING - RISK OF FIRE AND SHOCK, USE ONLY TYPE SJT 18 AWG CORD**

**PLUG ILLUSTRATION DISCLAIMER:** Illustrations shown here may not match your product. Depending on your region, the plug pin size and shape may change.

# HEIGHT ADJUSTMENT CONTROLLERS

For a visual demonstration, please visit [youtube.com/steelcasetv](https://www.youtube.com/steelcasetv)

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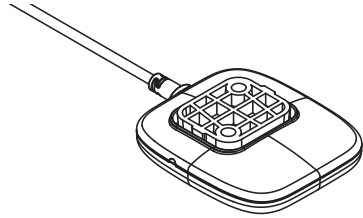
## Simple Touch Controller

### OPERATING THE CONTROLLER

The desk adjusts via the simple touch controller.

1. Lift **up** or press **down** on the controller to reach the desired desk height.
2. 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.

1. Lift **up** or press **down** on the controller to reach the desired desk height. The display will show the current height of the desk.
2. To switch to a stored height in memory, lift or press 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.




## STORE HEIGHT INTO MEMORY

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

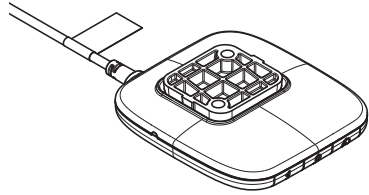
1. Lift **up** or press **down** on the controller to reach the desired desk height.
2. Press and hold the memory position button, **1** or **2**, for one second until the number 1 or 2 flashes and the light guide fills.
3. To save an additional height, repeat this sequence using the **1** or **2** button.
4. 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.

## 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.

1. 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.
2. 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 timer again.



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


## WARNING

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. Remove and secure power cord when not in use to prevent children from operating the desk unsupervised.

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## Active Touch Controller

### PAIR THE APP TO THE DESK

1. 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.
2. In your phone settings, set Bluetooth to On.
3. 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).
4. In the app, select the identification number that matches the desk you are pairing to. Your phone should read “Connected”.
5. The controller will display “✂ PAIRED” when successful.
6. To exit from the display, press any button on the controller.
7. 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.


### RESETTING THE ACTIVE TOUCH DISPLAY HEIGHT

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

### ADJUSTING THE HEIGHT DISPLAYED

1. It may be necessary to adjust the height displayed, which is set to the default setting from the factory.
2. Press and hold the **1, 2** and  buttons simultaneously for four seconds.
3. The display will flash “ADJUST HEIGHT”, and then the current desk height will flash on the display.
4. 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.

### ERROR CODES

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

## 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 a PET cable tray as an option and Ology offers a cable riser, cable brackets or a cable basket 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 Ology or Steelcase Flex Collection Height-Adjustable Desk troubleshooting guides.

### DESK WILL NOT FULLY ADJUST

1. Check that the power cable is fully plugged into the outlet.
2. Check that the power cable is fully plugged into the control box under the desk.
3. Check that the desk is not overloaded. The weight load should be evenly distributed.
4. Synchronize the lifting columns as outlined on the next page.

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## TROUBLESHOOTING

### CHECK FOR POWER

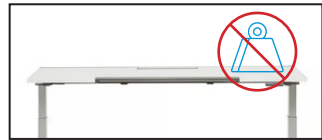
1. Verify that the power cord is fully plugged into the control box found under your desk.
2. Check that your desk is fully plugged in at the outlet on the panel, wall or power strip located under the desk.



### CHECK FOR OVERLOADED DESK

If the desk does not adjust up or down:

1. Check that your desk is not severely overloaded. The lifting capacity of the desk varies by desk size. The calculated lifting capacity amount is labeled under the desk.
2. Remove or redistribute weight from your desk. The weight needs to be evenly distributed and not concentrated over one leg.
3. Synchronize the lifting columns as outlined on next page.



### POWER-SAVING CONTROL BOX

1. The control box automatically powers down into 'standby' mode after 10 seconds of inactivity.
2. During standby mode, the control box only consumes 0.1 watt of power.
3. 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.
4. Power fluctuations and brownouts can also cause the need for re-synchronization.
5. Synchronize the lifting columns as outlined below.

**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

1. 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.
2. Reconnect power to the desk and synchronize the lifting columns as outlined on next page.




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## TROUBLESHOOTING

### 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

1. Press and hold the **1**, **2** and  buttons simultaneously for eight seconds.
2. 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.
3. Synchronize the lifting columns as outlined below.

### SYNCHRONIZING LIFTING COLUMNS

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

# STEELCASE FLEX COLLECTION


## PRODUCT SPECIFICATION

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Range of Adjustment	Basic Height: 27.6" – 46.9" (701.04 mm – 1,191.04 mm) Extended Height: 22.6" – 48.7" (574 mm – 1,237 mm)
Distributed Weight Capacity	Base supports a maximum distributed weight load of: 360 lbs (163.1 kg)*
Wire Management	Optional
Controller	Simple Touch, Active Touch
Decibel Rating	< 45 dBA
Volts	120V AC
Frequency & Phase	60 Hz, Single-Phase
Amps	2.5A
Watts	300W
Standby Power	0.1W
Adjustability Speed	1.5"/sec. (38.1 mm/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.

# LOGY PRODUCT SPECIFICATION

Range of Adjustment*	Basic Height: 27.3" – 46.4" (693 mm – 1,179 mm) Extended Height: 22.6" – 48.7" (574 mm – 1,237 mm)
Glide Adjustment	½" (14 mm)
Distributed Weight Capacity <b>Tip:</b> When calculating lifting capacity, subtract the weight of the worksurface, understructure and options (i.e. integrated rail, power and data access door or soft edge).	Base supports a maximum distributed weight load of:  Desk: 2-leg: 360 lbs (163.3 kg)** <b>Tip:</b> 2-leg desks that have an overhang or are 35"/36"D have a distributed weight capacity of 300 lbs (136.1 kg)**
Wire Management Included	Yes
Controller	Simple Touch, Active Touch
Decibel Rating	< 50 dBA
Volts	2-leg: 120V AC
Frequency & Phase	60 Hz, Single-Phase
Amps	2-leg: 2.5A
Watts	2-leg: 300W
Standby Power	0.1W
Adjustability Speed	1.5"/sec. (38.1 mm/sec.)
Duty Cycle 	10% (2 min. on, 18 min. off) <b>Rated Duty Cycle.</b> Maximum activation time (time on) followed by a minimum deactivation time (time off) necessary for the safe operation of the furniture.

\*Range of adjustment includes 1" thick worksurface.

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



This equipment has been tested and found to comply with the limits for a class B digital device pursuant to Part 15 for FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- **Caution:** changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

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