**Setup Guide Rev 5**  
Applies to Matt and Glass top versions  
Re-order Part #s: K1672, K1673, K1674, K1675, K1676, K1677

Please visit: [youtube.com/VisionAidTech](https://www.youtube.com/VisionAidTech)  
...for a video on how to setup and use your new Elevate 120 sit / stand desk

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**Fixings list**

<table>
<thead>
<tr>
<th>Component</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>x8 M6</td>
</tr>
<tr>
<td>B</td>
<td>x8 M8</td>
</tr>
<tr>
<td>C</td>
<td>x1</td>
</tr>
<tr>
<td>D</td>
<td>x4 Cable clamp</td>
</tr>
</tbody>
</table>

**Technical data**

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty</td>
<td>3 years</td>
</tr>
<tr>
<td>Max. Weight Capacity</td>
<td>50 kg (110 lbs)</td>
</tr>
<tr>
<td>Height Range</td>
<td>690-1170 mm (27.2 to 46.1 inches)</td>
</tr>
<tr>
<td>Drawer Stroke</td>
<td>230 mm (9.1 inches)</td>
</tr>
<tr>
<td>Charging Ports</td>
<td>2 x USB-A, 1 x USB-C 18 Watt per port</td>
</tr>
<tr>
<td>Power Supply</td>
<td>AC In: 100/240V, 50/60Hz DC Out: 29V 1.8A</td>
</tr>
<tr>
<td>Working Environment</td>
<td>0 to 40°C</td>
</tr>
</tbody>
</table>

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**Component list**

1. Tabletop x1  
2. Lifting columns x 1  
3. Feet x 2  
4. Mains lead x 1  
5. Wooden monitor arm support bar

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**STEP 1**

Install the lifting columns (2) onto the tabletop (1)

**STEP 2**

Install the feet

**STEP 3**

Connect the motor and power cable

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**Warning:** Please take care to avoid damaging the tabletop during assembly. Take extra special care when handling the glass version and ensure nothing is dropped onto it. Damage during assembly is not covered by warranty.

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**Join the lifting columns (2) to the tabletop (1) using the 8 x M8 (B) screws (4 on each side) and tighten with the Allen key (C).**

**Install the feet (3) to the lifting columns (2) with the M6 screws (A x 8) and tighten them with the Allen key (C).**

**Connect the cable from the motor (which is mounted next to the right lifting column) to the control box. Then connect the mains cable (4) into the AC / DC power brick (located in the corner next to the motor) and connect it to the mains.**

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**Please note:** The drawings below are for guidance only and may differ slightly from the product and fittings received. Please contact VisionAid’s support department should you have any queries.

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**Warning:** Please take care to avoid damaging the tabletop when placing it upside down for assembly. Take extra special care when handling the glass version and ensure nothing is dropped onto it. Damage during assembly is not covered by warranty.

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**Please note:** The included stick-on cable clamps (D) can be used to neaten the cable run.
Operating Instructions

**Mounting Monitor Arms**

1. **Warning:** The support bar must be correctly fitted before the desk will stop on release or when it has reached its minimum or maximum height.

2. **Minimum and maximum height:** When the minimum height of 690 mm is reached, “bot” will be displayed on the LED screen. When the maximum height of 1170 mm is reached, “top” will be displayed on the LED screen.

3. **Presets:** Adjust the desk to your desired height and then press and hold one of the 4 numbered preset buttons for approximately 3 seconds to store the current height. To recall a preset, quick press it.

4. **Child lock:** Press and hold the Child lock button to lock or unlock the desk. "Loc" will be displayed on the LED screen when locked.

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**LED Screen and Control Panel**

- **4 Presets – Tap to activate, press & hold to set**
- **Raise & Lower**
- **USB-A x 2 & USB-C Charging Ports** 18 Watt per port
- **Collision Detection:** Elevate 120 is equipped with a collision detection system to protect people, animals and objects from the very small possibility of being harmed by the desk as it raises or lowers. If Elevate 120 detects any abnormal resistance as it is being raised or lowered, it will automatically stop and reverse slightly.

- **Collision Detection Sensitivity:** There are 4 levels of collision detection sensitivity. A-0, A-1, A-2 and A-3. A-0 is off (no collision detection), A-1 is the default level of sensitivity and A-3 is the highest level of sensitivity. To cycle to the next sensitivity level, firstly quick press Raise or Lower so that the current sensitivity is displayed on the LED screen. Then press and hold the Raise and Lower buttons simultaneously for 3 seconds. The newly selected level will be shown. Press and hold the Raise and Lower buttons again to cycle to the next sensitivity level.

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**Troubleshooting**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED Screen displays &quot;RST&quot;</td>
<td>Press and hold the Lower button until the desk reaches its lowest height, rebounds and stops.</td>
</tr>
<tr>
<td>Adjustable height range is reduced</td>
<td>Reset the control panel. To do so, press buttons 3 and 4 simultaneously for 5 seconds until &quot;RST&quot; is shown on the LED screen. Now press and hold the Lower button until the desk reaches its lowest height, rebounds, stops and the LED display shows &quot;bot.&quot; Then release the Lower button. Reset is complete and the desk can be used normally.</td>
</tr>
<tr>
<td>LED Screen displays &quot;E01&quot; or &quot;E02&quot;</td>
<td>The motor supports a maximum of 2 minutes working with 18 minutes resting. Please wait 18 minutes for the motor to cool and reset. If after waiting 18 minutes the error is still displayed, turn off mains power to your Elevate 120, wait 10 seconds and then turn it back on again.</td>
</tr>
<tr>
<td>Desk controls are not responding</td>
<td>Please check all cables are correctly connected, the desk is connected to mains power and mains power is turned on.</td>
</tr>
<tr>
<td>Desk rises slowly when Raise pressed</td>
<td>Please ensure the desk is not overloaded. Maximum load is 50 kg (110 lbs).</td>
</tr>
<tr>
<td>The desk slowly lowers itself</td>
<td>Please ensure the desk is not overloaded. Maximum load is 50 kg (110 lbs).</td>
</tr>
</tbody>
</table>

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**Cleaning, care, users and operating environment**

1. Before cleaning, ensure power is turned off. Dust using a lightly damp cloth. Ensure no liquid comes into contact with the charging ports, control panel, power adapter or other electrical components.

2. Corrosive or abrasive materials must not be used to clean the desk.

3. The electric motor contacts electronic components, metals, plastics, wires etc. so dispose of according to your local disposal legislation.

4. Check the unit has been correctly assembled before use.

5. VisionAid are not responsible for any loss, injury or damage caused due to improper use of the desk.

6. It is recommended that this appliance not be used by children under the age of 8. Users with reduced physical, sensory or mental capabilities can use the desk providing they are given adequate training and their individual risks have been assessed.

7. If the power supply cable is damaged in any way, turn the mains socket off, disconnect the cable and contact VisionAid to source a replacement.

8. Please ensure you have a clear, safe and dry environment when operating the desk.

9. Please keep the original packaging in case the unit requires safe transportation in the future.

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**Waste disposal**

This marking indicates that this product should not be disposed of with normal household waste. To prevent possible harm to the environment, please recycle it responsibly to promote the sustainable re-use of materials.

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For 1,000s of other ergonomic, dyslexia, low vision and blindness solutions, please visit www.visionaid.co.uk or call one of our friendly advisors on +44 (0)1775 711 977 option 2

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