

# PREMIUM STANDING DESK FRAME PLUS

## Installation Manual

SKU:TSF3238



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VENACE INTELLIGENT TECHNOLOGY INC.  
[www.venace.com](http://www.venace.com)



## **THANK YOU FOR CHOOSING VVENACE**

At VVENACE, we are committed to being a premier creator of smart home products to enhance your workspace and living environment.

Our range of solutions is designed to cultivate a healthier and more convenient lifestyle.

We take pride in offering high-quality products that are both functional and competitively priced, ensuring greater value for our customers.

Choose VVENACE to create a healthier and more efficient work and living environment.

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# Specifications

TSF3238 

Frame Material	SPCC
Applicable Desktop Width	1100-2000mm / 43.31-78.74in
Applicable Desktop Depth	600-900mm / 23.62-35.43in
Load Capacity	264 lbs
Control Type	Electric
Lifting Speed	1-1/4" per Second
Noise Level	<45 dB
Rated Voltage	100V ~ 240V AC
Operate Temperature	30°F - 104 °F
Motor Life	20,000 Cycles
Anti-Collision	Yes
Certifications	CE, ETL, EMC, UL
Warranty	5-year

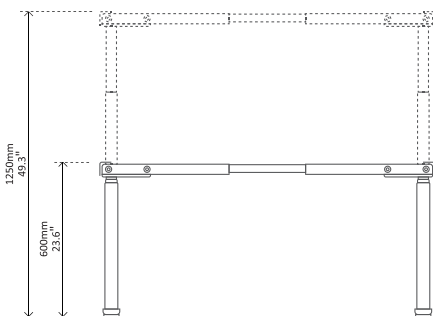


## Frame

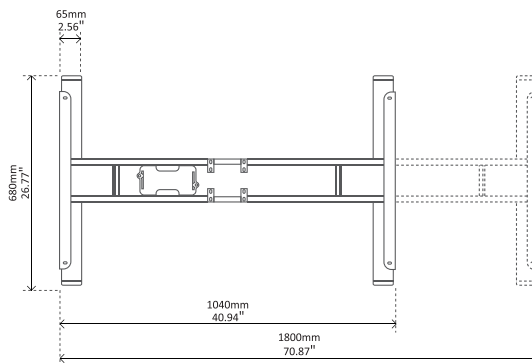
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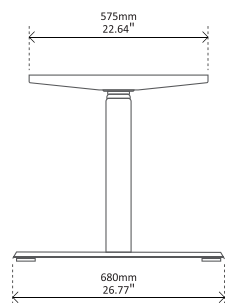
White Black



(Front view)



(Top view)



(Side view)

# Caution

TSF3238 +



Keep children and pets away from the electric height-adjustable desk during operation. Unplug the power cord during thunderstorms or prolonged inactivity.



Avoid collisions between the desktop and the wall.



Ensure there are no obstacles in the path of the desk, and that no objects taller than 20 inches are placed underneath the desk.



Working environment temperature 30°F-104°F. Keep the desk well away from corrosive gases, liquids, and dusty environments.



Unauthorized disassembly of desk components, except for installation and operation as instructed in this manual, is strictly prohibited to prevent malfunctions and potential harm to individuals from electronic components.



The desk automatically halts vertical movement upon obstacle detection. To prevent accidents, keep hands and body parts clear of moving parts during operation. Be aware that obstacle detection may be inactive during reset procedures.

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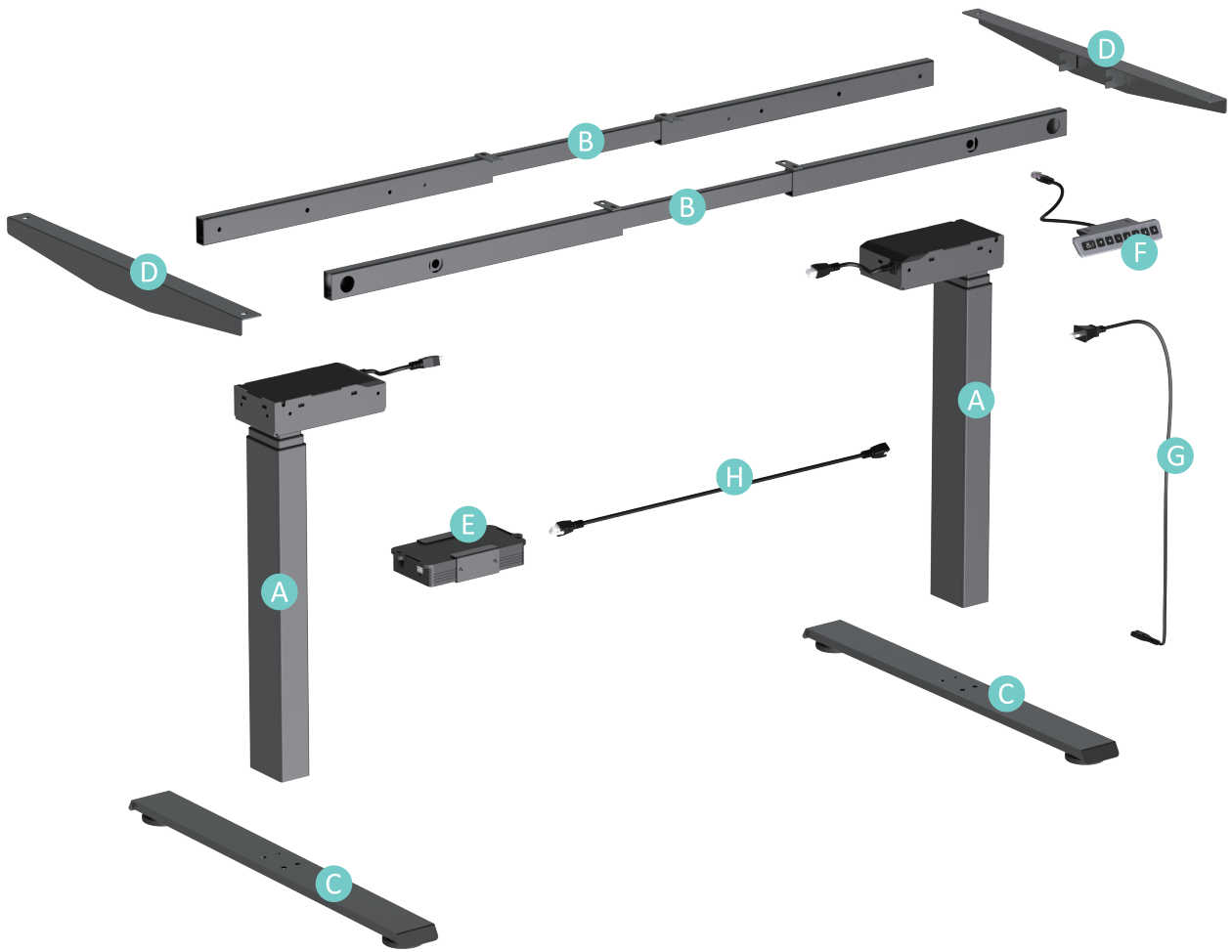
# Packing List

TSF3238 ⊕

20 min  
Inst. Time

Two People

Tools

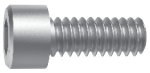


No.	Part Name	Qty(PCS)	No.	Part Name	Qty(PCS)
A	Desk Leg	2	E	Control Box	1
B	Crossbeam	2	F	Control Keypad	1
C	Foot	2	G	Power Cable	1
D	Side Bracket	2	H	Extension Cable	1

# Packing List

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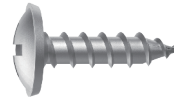
## Frame Hardware Kit



M6 x 10 Screw (x 8)



M8 x 16 Screw (x 8)



ST5.0x16 (x 8)

## Tool Kit

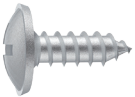


5mm Hex Key (x 1)



Cable Clip (x 3)

## Others



ST3.5 x 16 (x 2)  
(For Control Keypad)

# Before Installation

TSF3238 ⊕

## Before you Begin

1. Inspect the product packaging to ensure the exterior is in good condition.
2. To prevent scratching your floor, we recommend placing a soft blanket underneath.
3. Identify, sort, and count all parts and components.
4. Carefully read through the installation instructions and follow the steps accordingly.
5. Locate the installation holes based on the diagrams provided and proceed with installation as instructed.

## Cautions

1. Use electric drills or screwdrivers with care.
2. Pay attention to slow down when screws are almost tightened.
3. Avoid using any harsh chemicals or abrasive cleansers.
4. When pushing, pulling, or dragging the product, handle with caution to prevent damage.

## Warning

Improper use that results in product damage or personal injury is not covered by our company's liability.

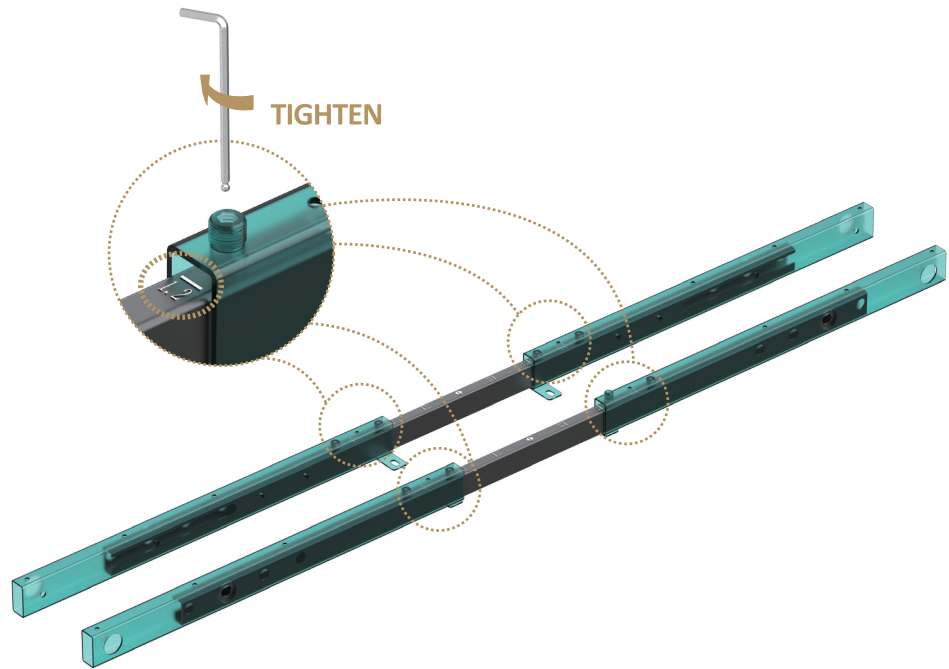
# Installation

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1

Loosen the eight screws on the two crossbeams (two screws on each side), adjust their length to **the 1.2 position**, and then tighten the screws to secure them in place.

**Tool Kit**  
5mm Hex Key



2

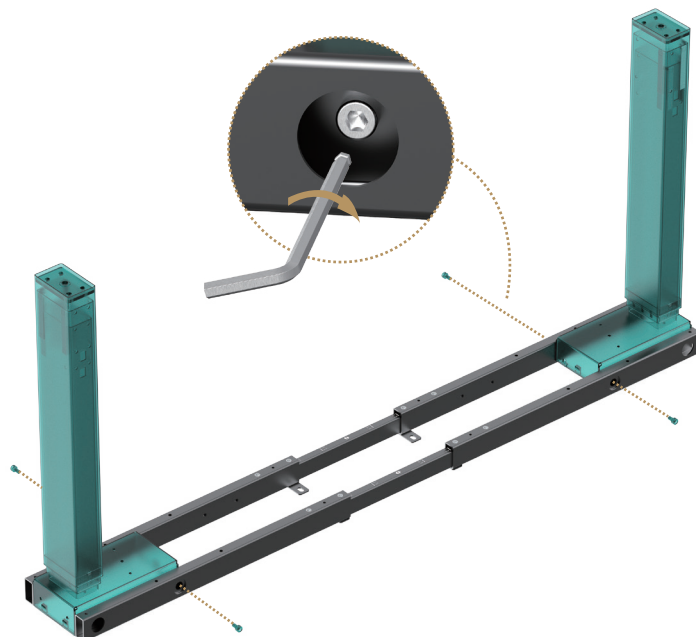
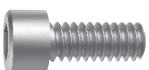
Attach the two crossbeams to the two desk legs.

**NOTE: Only secure the four screws marked in the diagram.**

**Tool Kit**  
5mm Hex Key



**Frame Hardware Kit**  
M6 x 10 Screw (x 4)



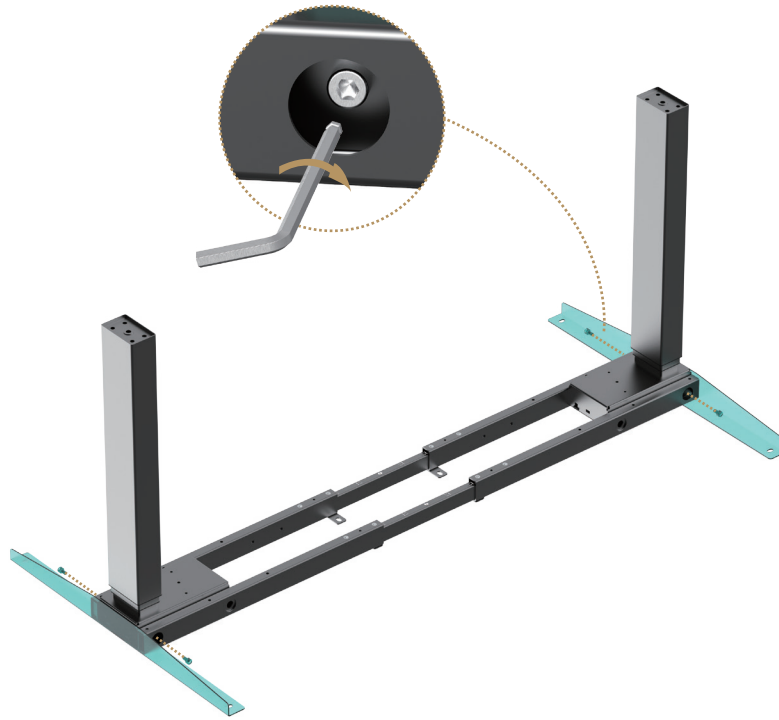
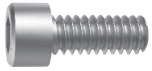
3

Insert the left and right side brackets into the crossbeams, then secure the four screws on the outside.

**Tool Kit**  
5mm Hex Key



**Frame Hardware Kit**  
M6 x 10 Screw (x 4)



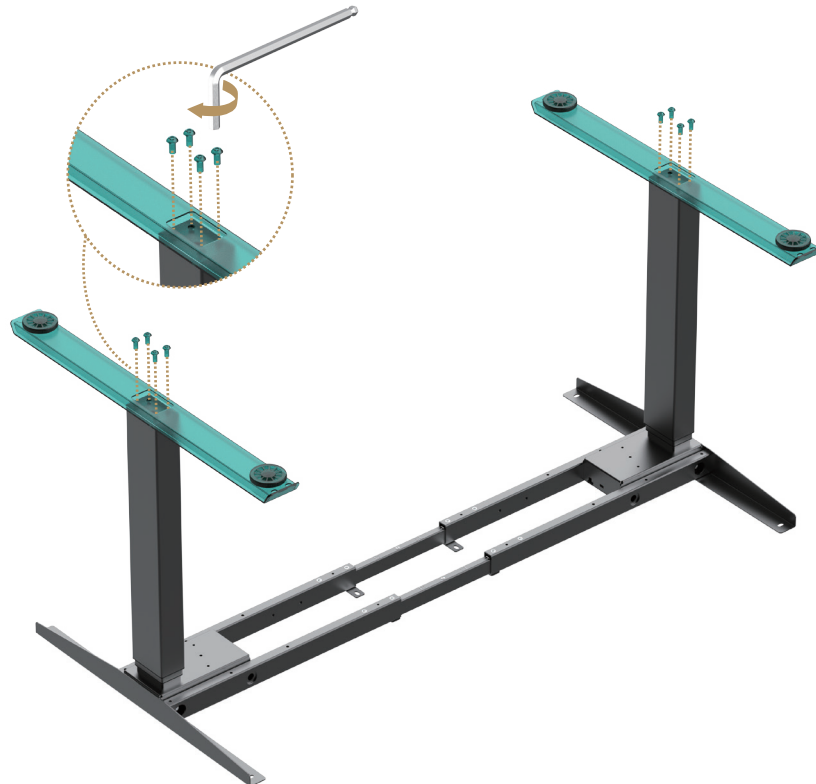
4

Securely fasten the feet to the two desk legs.

**Tool Kit**  
5mm Hex Key

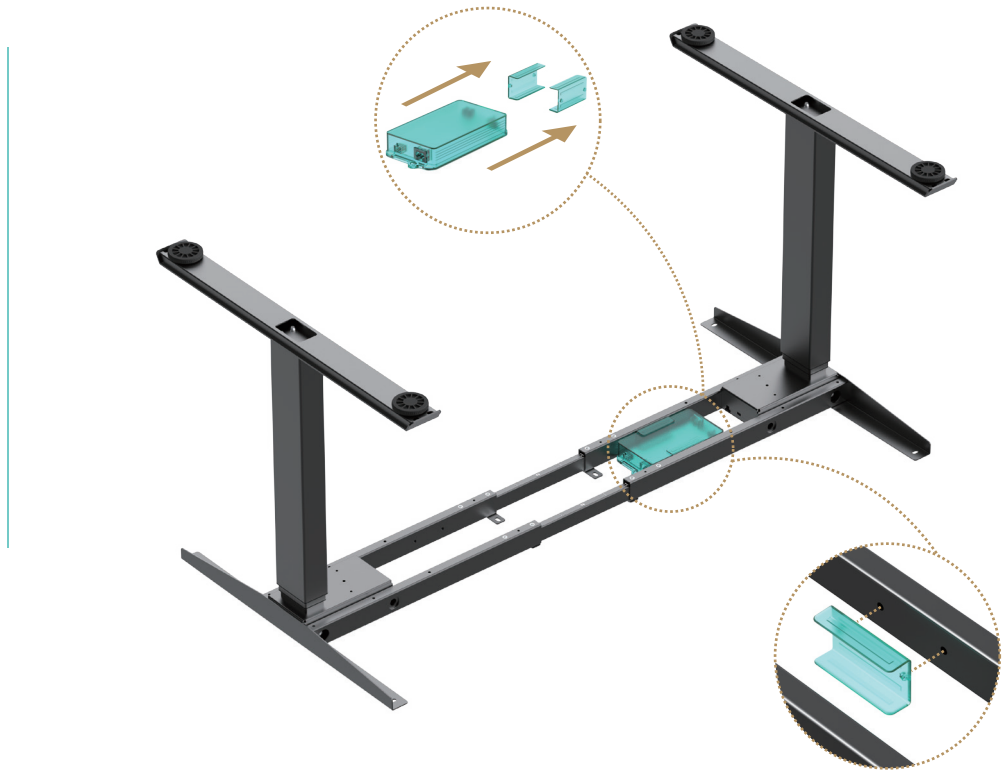


**Frame Hardware Kit**  
M8 x 16 Screw (x 8)



5

Clip the two plastic clips of the control box into the positioning holes on the crossbeam (there are holes on both sides, depending on whether you want to install the control box on the left or right side of the crossbeam). While holding the clips in place, slowly push the control box into the appropriate position.

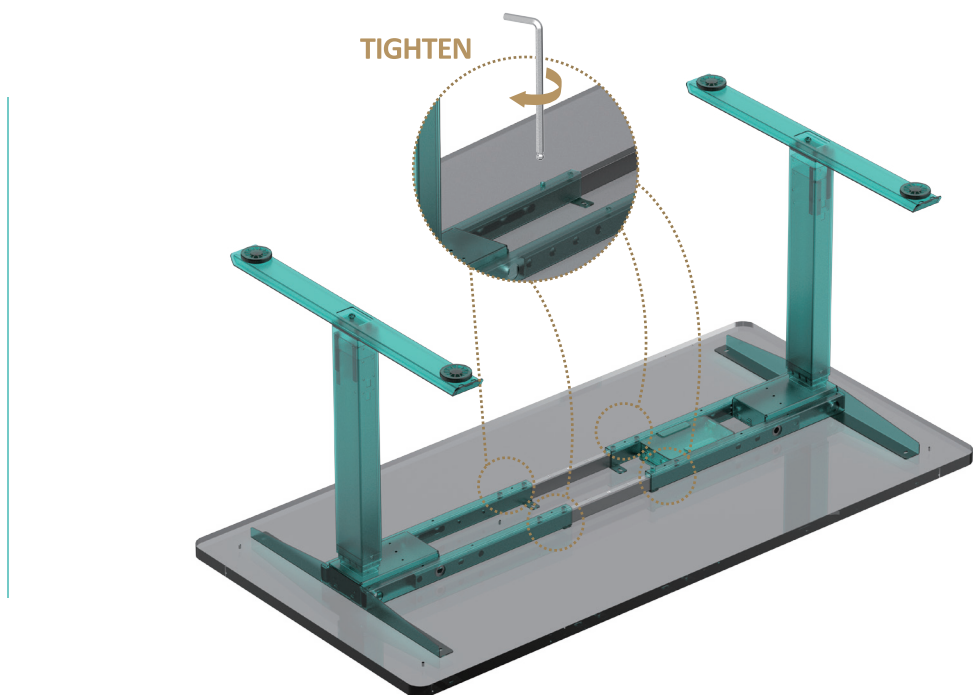


6

Repeat step 1 to adjust the length of the crossbeams to fit your desktop, then tighten the screws.

**NOTE: The desktop is not included and must be purchased separately.**

**Tool Kit**  
5mm Hex Key



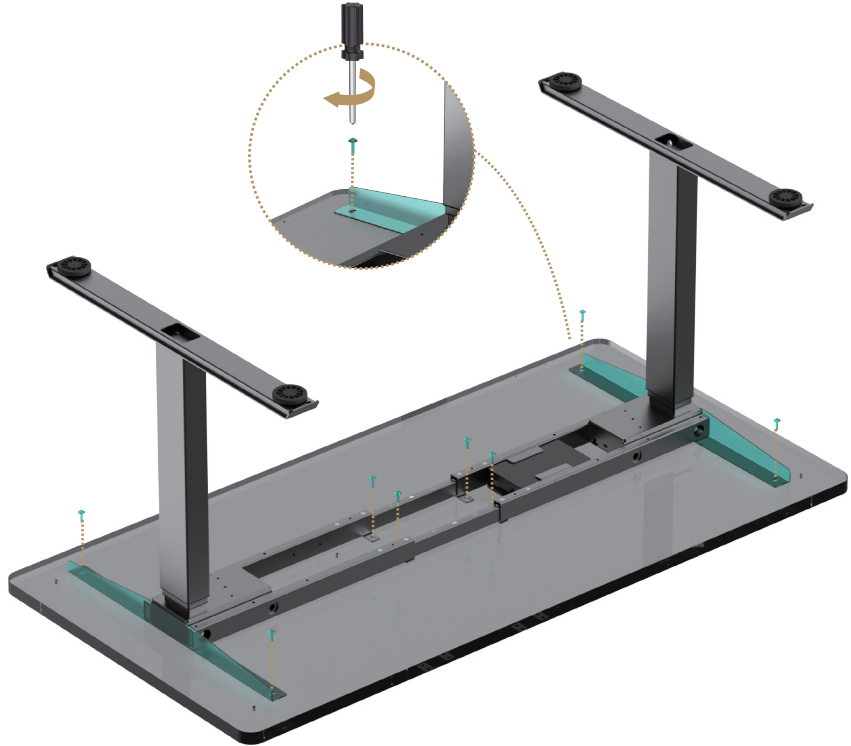
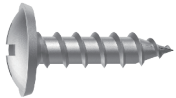
7

Attach the entire frame to the desktop by tightening the two screws on both the left and right side brackets, as well as the two screws on each crossbeam.

Screwdriver  
(Self-prepared Tool)



Frame Hardware Kit  
ST5.0x16 (x 8)



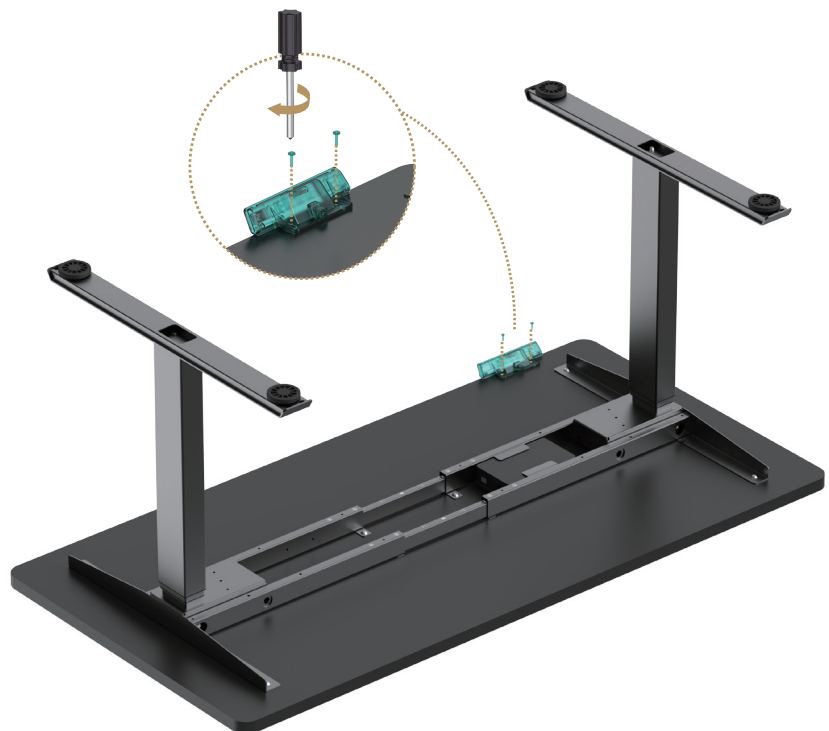
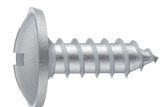
8

Install the control keypad along the edge of the desk.

Screwdriver  
(Self-prepared Tool)



Others  
ST3.5 x 16 (x 2)  
(For Control Keypad)



9

First, connect the control box to the two motors (using extension cables if needed), then connect the power cable to the control box. Finally, connect the control keypad to the control box. The standing desk will then activate. Use cable clips to organize and secure the cables.

**Tool Kit**  
Cable Clip (x 3)



# Instructions

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## Sleep Mode

The controller is a button-operated panel. If the display is inactive for 10 seconds, it will enter sleep mode, and the display will turn off. To reactivate the display, press the " ↑ " or " ↓ " button.

## Up and Down (There will be vibration during operation)



Keep pressing up the key until you reach the desired height.



Keep pressing down the key until you reach the desired height.

## Saving Position / Memory Height Setting

1. Adjust the desk to your desired height.
2. Press the "S" key. The display screen will show "S-" and "-" flashing. At this time, press "1", "2", "3" or "4" button to store the height to the selected memory.
3. To recall a stored height, short press the "1", "2", "3" or "4" button. If you wish to customize this function to long press, refer to "S-6" in "Advanced Settings".

## Initialization Settings

- 1.Initialization:** When the system is abnormal and the display shows **Err**, press and hold the "↓" button until the desk lowers to the lowest height and bounces back after you hear a "beep". Initialization is then completed. (Tip: Do not release the button during this process, or initialization will fail.)
- 2.Forced Initialization:** Press and hold the "↓" button until the desk lowers to the lowest height. Release the button, then press and hold the "↓" button again for about 5 seconds until you hear a "beep" and the desk bounces back. Initialization is then completed.
- 3.Restore Factory Settings:** When the controller has been replaced or you need to restore factory settings, press and hold both the "↓" and "↑" buttons simultaneously. You will hear the first "beep" after about 5 seconds, and the second "beep" after 10 seconds. When the display shows **Err**, press and hold the "↓" button until the desk lowers to the lowest height and bounces back after a "beep". The reset is then completed.

## Height Limits

Setting Height Limits: Press and hold both "↓" and "↑" for 5 seconds at the desired height. A "beep" indicates the limit is set.

- If the set value is  $\leq 36.5''/92\text{cm}$ , it's the lower limit.
- If the set value is  $> 36.5''/92\text{cm}$ , it's the upper limit.

Canceling Height Limits: To cancel, move to the limit height, then press and hold "↓" and "↑" for 5 seconds until you hear a "beep".

(The initial minimum height is 60cm/23.6in, and the maximum height is 125cm/49.3in.)

## Lock & Unlock

When the system is locked, all buttons on the control keypad will be disabled until the system is unlocked. This feature prevents accidental button presses while using the desk.

- 1.System Lock:** Press and hold "↑" and "S" simultaneously for 5 seconds. When the display shows "LOC", the system is locked.
- 2.System Unlock:** Press and hold "↓" and "S" simultaneously for 5 seconds. When the display shows "LOC" and then changes to a normal number, the system is unlocked.

## Anti-Collision

1. Our desk features an anti-collision mechanism that automatically stops and retracts slightly if it encounters resistance while moving up or down. This safety feature, which operates in current detection mode, ensures enhanced safety by preventing accidents.
2. If the sensitivity is set too high, the anti-collision mechanism might activate unnecessarily. To avoid frequent triggering, you can adjust the sensitivity settings. Please refer to "S-3, S-4" in Advanced Settings.

## Sedentary Reminder

1. Activate Sedentary Reminder: Press the "1" and "3" buttons simultaneously. The screen will display "0.0h".
2. Set Reminder Time: Press the "↓" or "↑" keys to set the desired reminder time.
3. Save Settings: After the screen turns off, a flashing dot will appear in the lower-right corner to indicate that the setting was successful.
4. Reminder Alert: When the set reminder time arrives, a buzzing sound will be emitted to alert you

# Advanced Settings

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Press and hold the "S" button for 5 seconds until "S-1" appears on the digital screen. Then, use the "↑" or "↓" button to adjust the settings.

S-1	Centimeter and inch exchange	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Centimeter</li> <li>↓ 1 Inch</li> </ul>
S-2	Anti-collision sensitivity	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Off</li> <li>↓ 1 Lowest sensitivity</li> <li>8 Highest sensitivity</li> </ul>
S-3	Upward anti-collision sensitivity (Current detection mode)	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Off</li> <li>↓ 1 Lowest sensitivity</li> <li>8 Highest sensitivity</li> </ul>
S-4	Downward anti-collision sensitivity (Current detection mode)	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Off</li> <li>↓ 1 Lowest sensitivity</li> <li>8 Highest sensitivity</li> </ul>
S-5	Lowest Desk Height Display Value	Press "S"	<ul style="list-style-type: none"> <li>↑ Use " ↑ " or " ↓ " to adjust the lowest position display value.</li> <li>↓</li> </ul>
S-6	Memory function	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Long press the "1", "2", "3" or "4" button for height setting, then release the button to stop it.</li> <li>↓ 1 Short press the "1", "2", "3" or "4" button, and it will automatically move to the memory position, then short press again to stop it.</li> </ul>
S-7	Overheating Protection	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Off</li> <li>↓ 1 On (If you operate it continuously for 2 minutes, "HOT" is displayed).</li> </ul>
S-8	Desktop tilt angle setting (Over the set value, error E08)	Press "S"	<ul style="list-style-type: none"> <li>↑ 0 Off</li> <li>1 0.5°</li> <li>2 1.0°</li> <li>3 1.5°</li> <li>4 2.0°</li> <li>5 2.5°</li> <li>6 3.0°</li> <li>7 3.5°</li> <li>↓ 8 4.0°</li> </ul>

Press the "S" button to go back.  
Setting successful.

# Error Code

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Error Code		
Error Code	Possible Cause	Action
E01,E06,E07	Power error	Replace power supply
E02	Nsynchronous height over 1cm	Perform initialization 1
E04	Controller connection error	Re-plug the controller cable
E05	Reverse run prompt when blocked	Bounce alert, normal
E08	Desktop tilting while running	Check the desktop (perform initialization 1)
E11, E21, E40, E41	Connection cable failure	Check the cable (perform initialization 1)
E12, E22, E42, E43	Controller failure	Replace the controller
E14~E17, E24~E27	Motor failure	Replace the motor
E18, E28	Weight overload	Remove the items on the desktop (perform initialization 1)
HOT	Running timeout	Stop using and resume automatically after 20 minutes

# Warranty

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## WARRANTY TERM

Our product adheres to the relevant regulations governing household appliance warranties, and we are committed to providing satisfactory after-sales services to our valued customers.

The warranty period for this item is 5 years. In the event of any quality-related issues with the frame, customers are required to complete the Warranty Card and attach a photo of it, which should then be sent to our customer service email at [service@venace.com](mailto:service@venace.com). Our customer service team will promptly follow up to address and resolve the issue.

Warranty service applies only to quality issues arising from normal use. Damages caused by abnormal use, including incorrect installation, usage not in accordance with the user manual, and unauthorized repairs or modifications, are not covered by the warranty. Users are responsible for any such issues.

The warranty term commences upon confirmation of receipt of goods by the customer. The warranty voucher serves as a guarantee for consumers to enjoy their warranty rights, therefore, please keep it safely. The warranty voucher must be filled out carefully, any alterations will invalidate it.

This warranty agreement outlines the terms and conditions of warranty coverage for our product, ensuring clarity and protection for both the company and customers.

WARRANTY CARD		
Product Information	Model	
	Selling Unit	
	Purchase Date	
Customer Information	Order Name	
	Order Number	
	Contact Email	
	Contact No.	
Seller Information	Warranty Period	5-year
	Service Email	service@venace.com



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