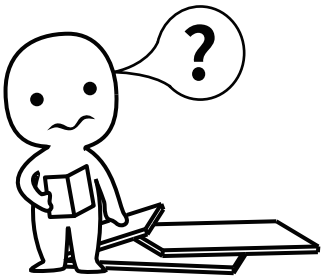
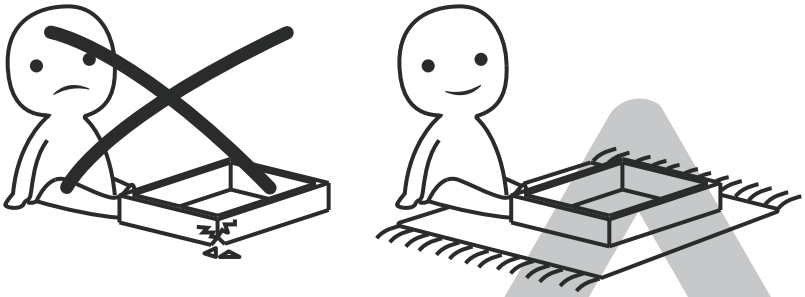
INSTALLATION
Product Manual

Version: 150337US-01-26A-PF



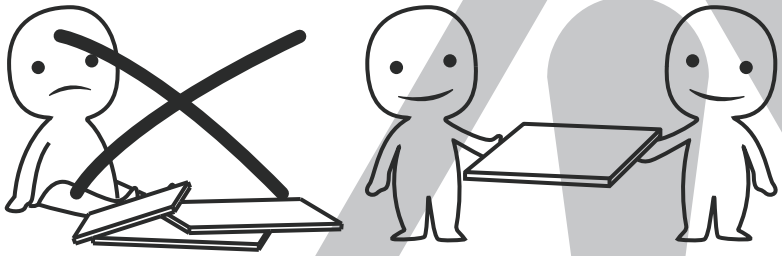
IMPORTANT INFORMATION!

please read the entire manual before starting to assemble and/or using this product.follow the manual thoroughly and keep it for further reference.



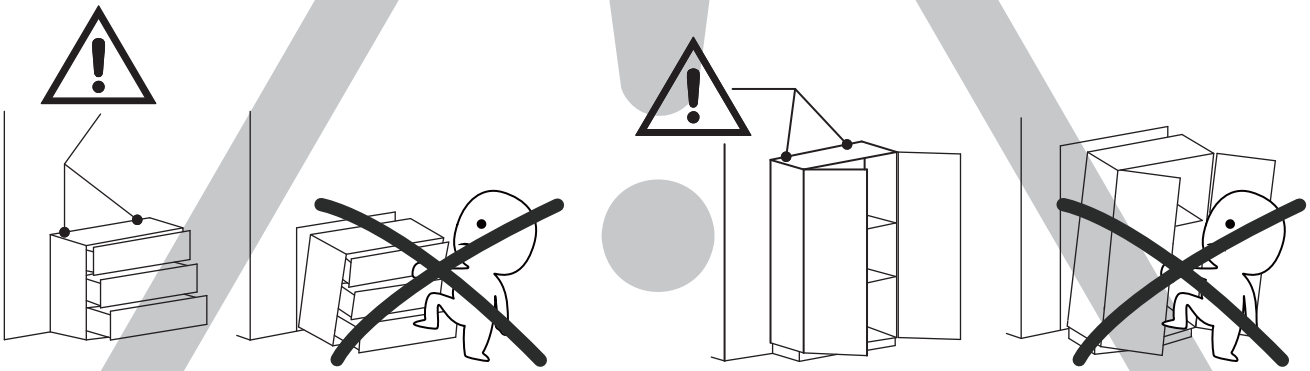
AVOID SCRATCHES!

In order to avoid scratching this furnuture should be assembled on a soft layer-could be a rug.



IMPROVE EFFICIENCY !

Try to find a partner to install with you, which can speed up the installation efficiency and shorten the time.



ANTI-TOPPLE WARNING !

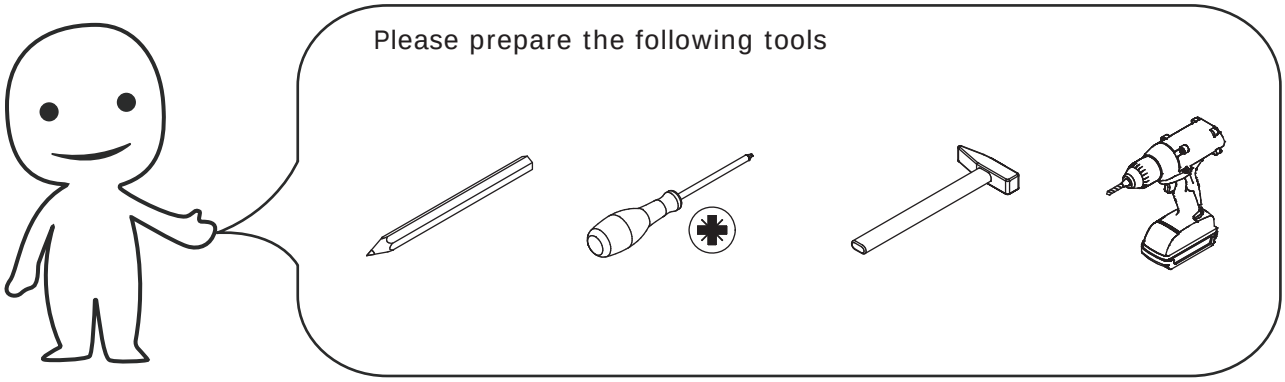
Overturned furniture can cause serious or fatal crush injuries. To prevent tipping over, be sure to use the wall attachment, if not included with this product. Please purchase the wall attachment that fit your wall. If unsure, seek professional advice. Please read and follow each step of the instructions carefully.

IMPORTANT !

It is important that any product which is assembled using any kind of screw is re-tightened 2 weeks after assembly,and once every 3 months - in order to assure stability through-out the lifespan of the product.

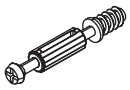
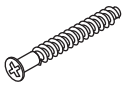
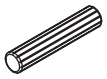
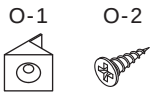
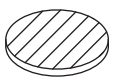
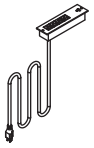
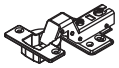
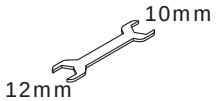
For regular maintenance and cleaning of the product, for the frame, please use a rag dipped in neutral detergent to fully wipe it, and then dry it with a clean rag.For glass materials, wipe with a rag dampened with water glass cleaner, and then dry with a dry rag.

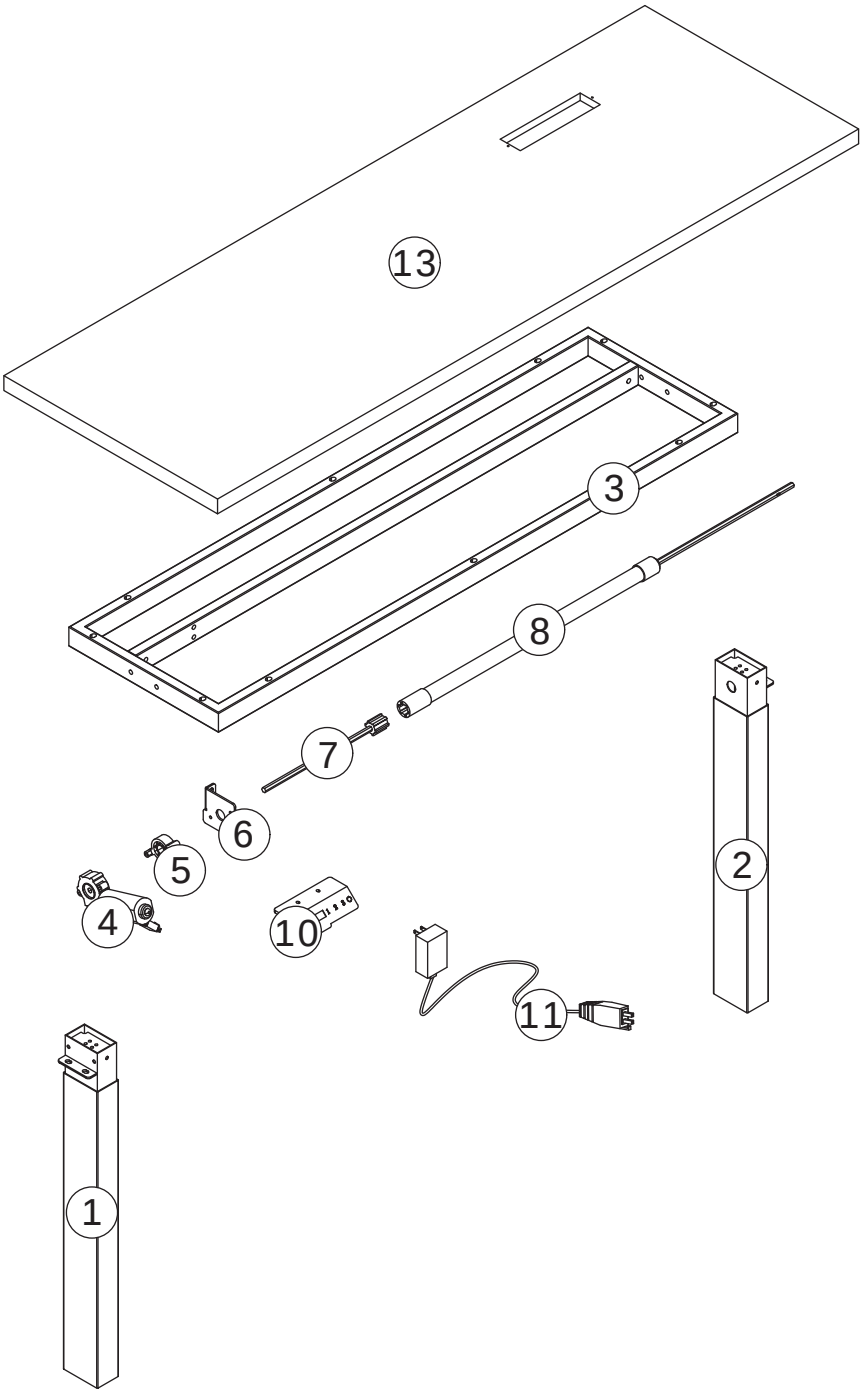
Do not use an electric screwdriver, and do not use too much force when installing, because the board is easy to break.

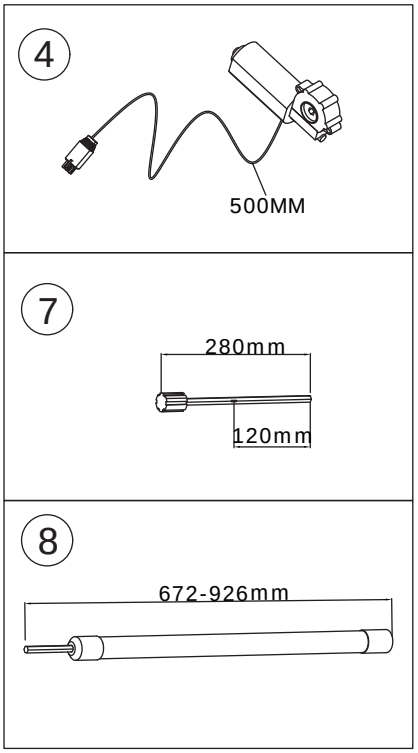




When installing, please carefully confirm whether each screw corresponds to the manual, accessories with similar shapes can be distinguished by size

A x 84	B x 84	C x 44	D x 64	E x 33
 M5 x 35 mm	 ∅15 x 10 mm	 M5 x 40 mm	 M3.5 x 12 mm	 ∅6 x 40 mm
F x 10	G x 2	H x 4	J x 8	K x 10
 M4 x 20 mm	 M5 x 12 mm	 M6 x 10 mm	 M6 x 28 mm	 M6 x 50 mm
L x 5	M x 2	N x 2	O x 16	P x 8
 8347-96	 M6	 N-1 N-2 N-3 M4 M4x45 mm ∅12 x M4 x 1.0	 O-1 O-2 M3.5 x 14 mm	 M8 x 40 mm
R x 2	S x 16	T x 8	U x 1	W x 2
	 ∅21	 M6 x 22 mm		 15-DW
X x 1	x 1	x 1	x 1	x 1
 X-1 X-2 X-3 63 X2 M3 x 14 mm	 M4	 #5	 #4	 10mm 12mm





⚠WARNING

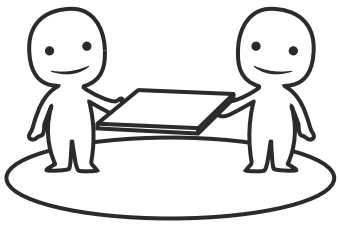




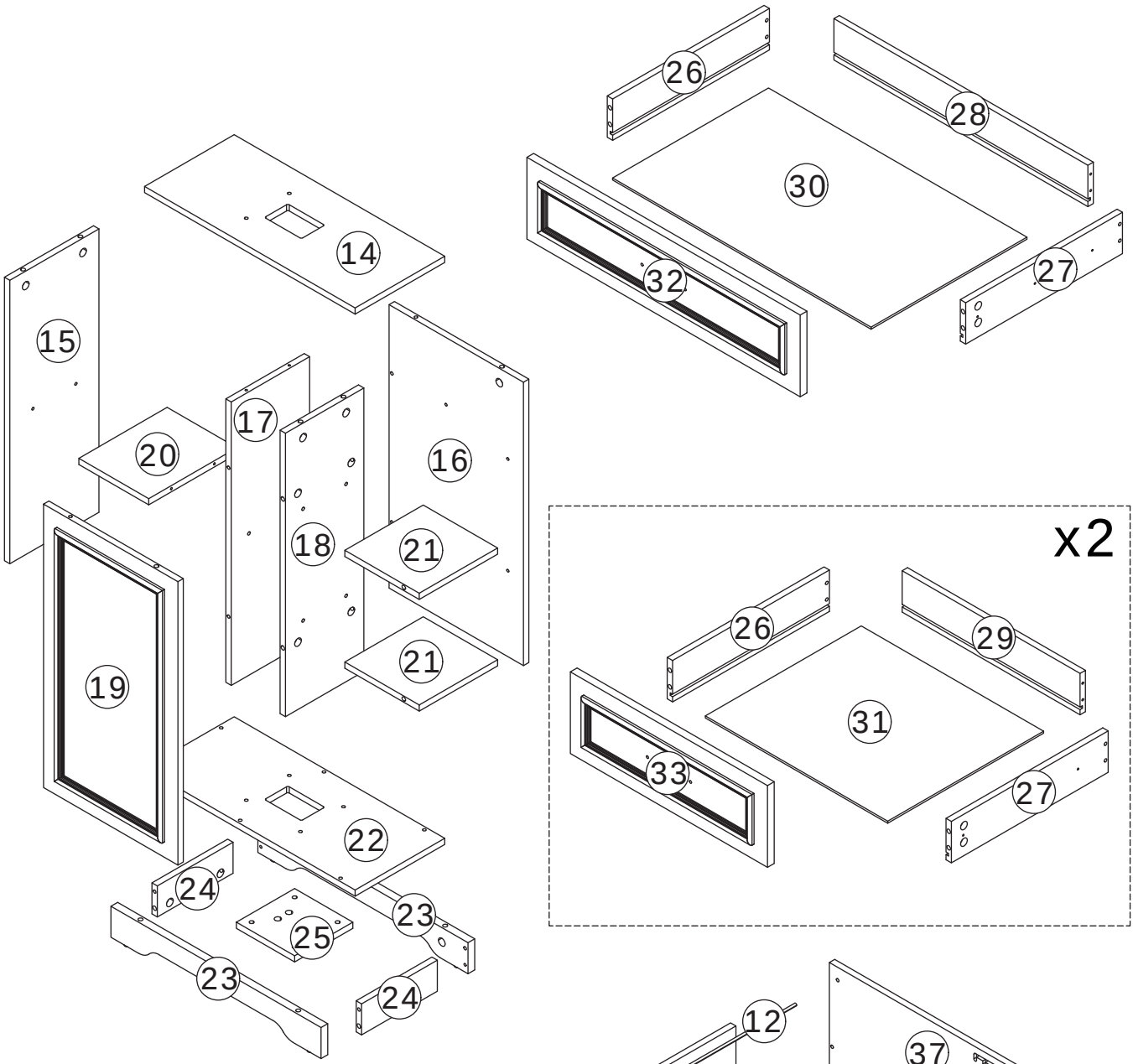
Children have died from furniture tipover.To reduce the risk of furniture tipover:

- ALWAYS install Anti-tip device provided.
- NEVER put a TV on this product.
- NEVER allow children to stand,climb or hang on drawers,doors,or shelves.
- NEVER open more than one drawer at a time.
- Place heaviest items in the lowest drawers.

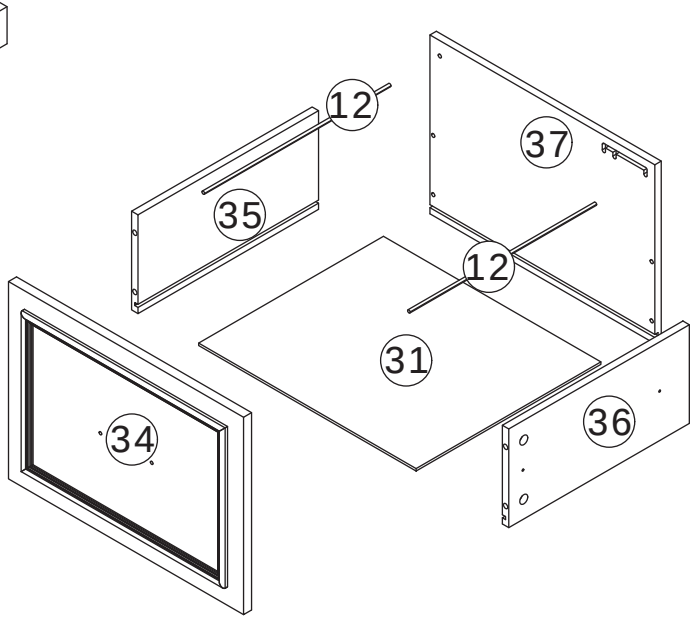
This is a permanent label.
Do not remove!



ASSEMBLED BY 2 ADULTS

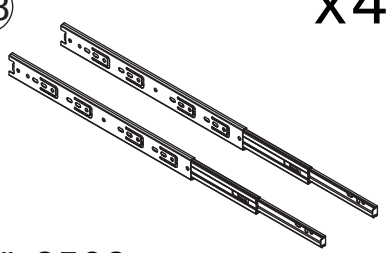


x2

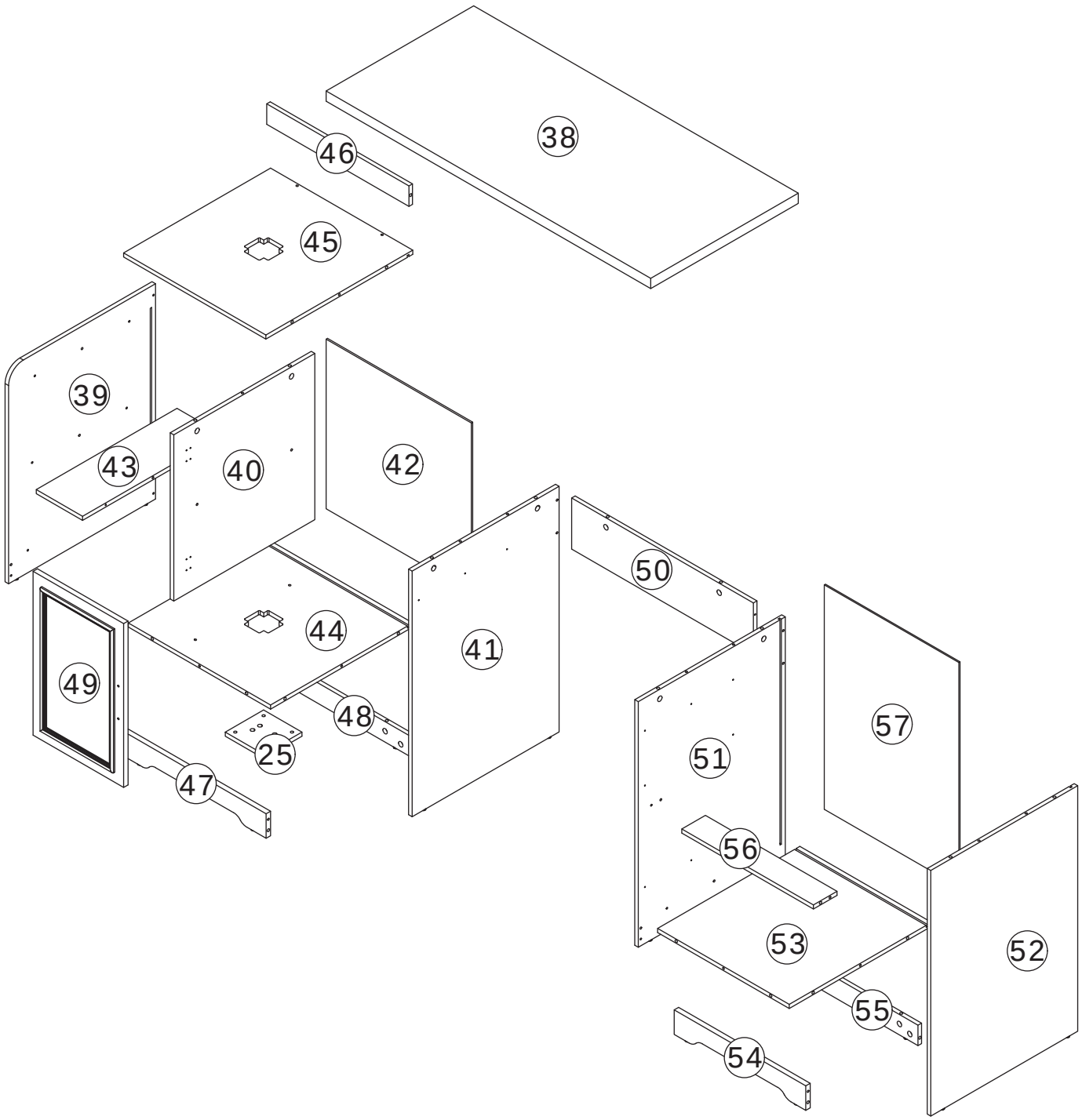


58

x4



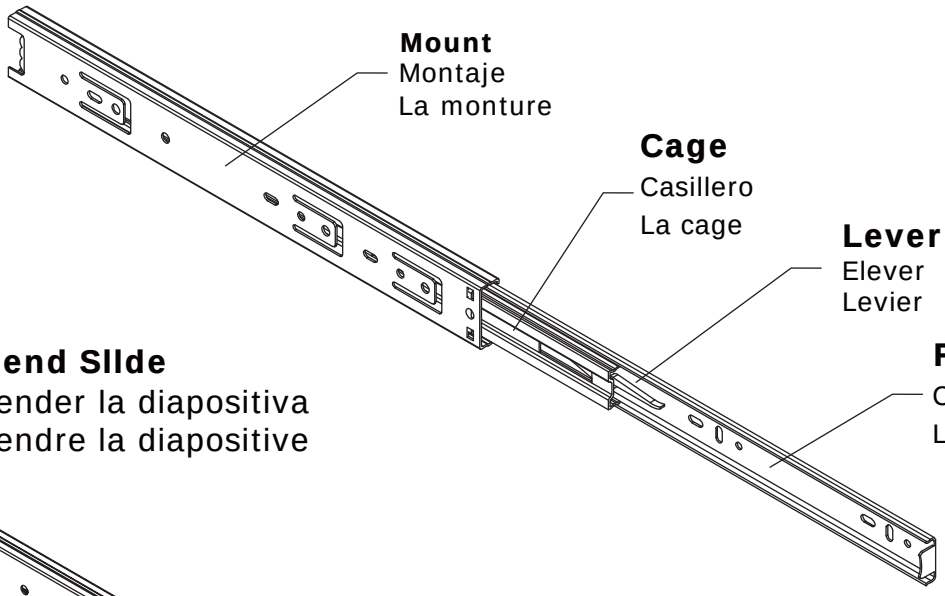
14"-3508


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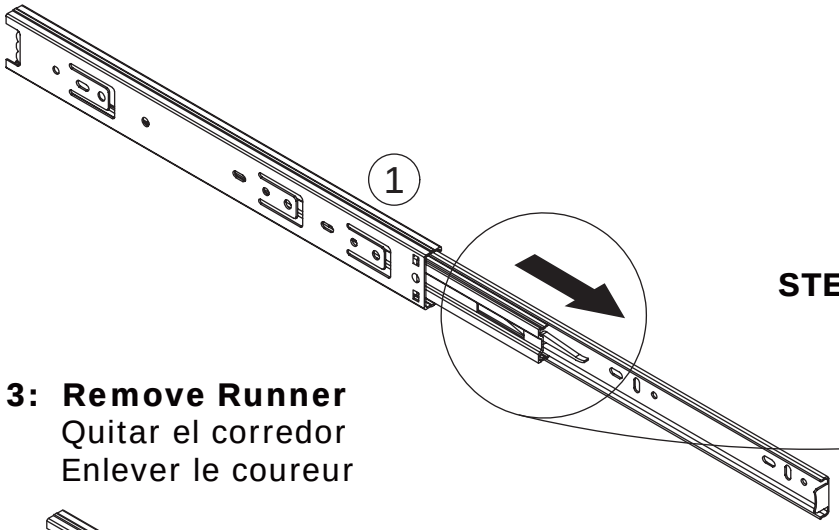
SIIdes Must Be Separated Before Assembly.
After Separated, Set Aside Until Needed for Assembly.

Las diapositivas deben separarse antes del montaje.
Después de la separación, déjelo a un lado hasta que sea necesario.

Les glissières doivent être séparées avant l'assemblage.
Après la séparation, mettez de côté jusqu'au moment de l'assemblage.

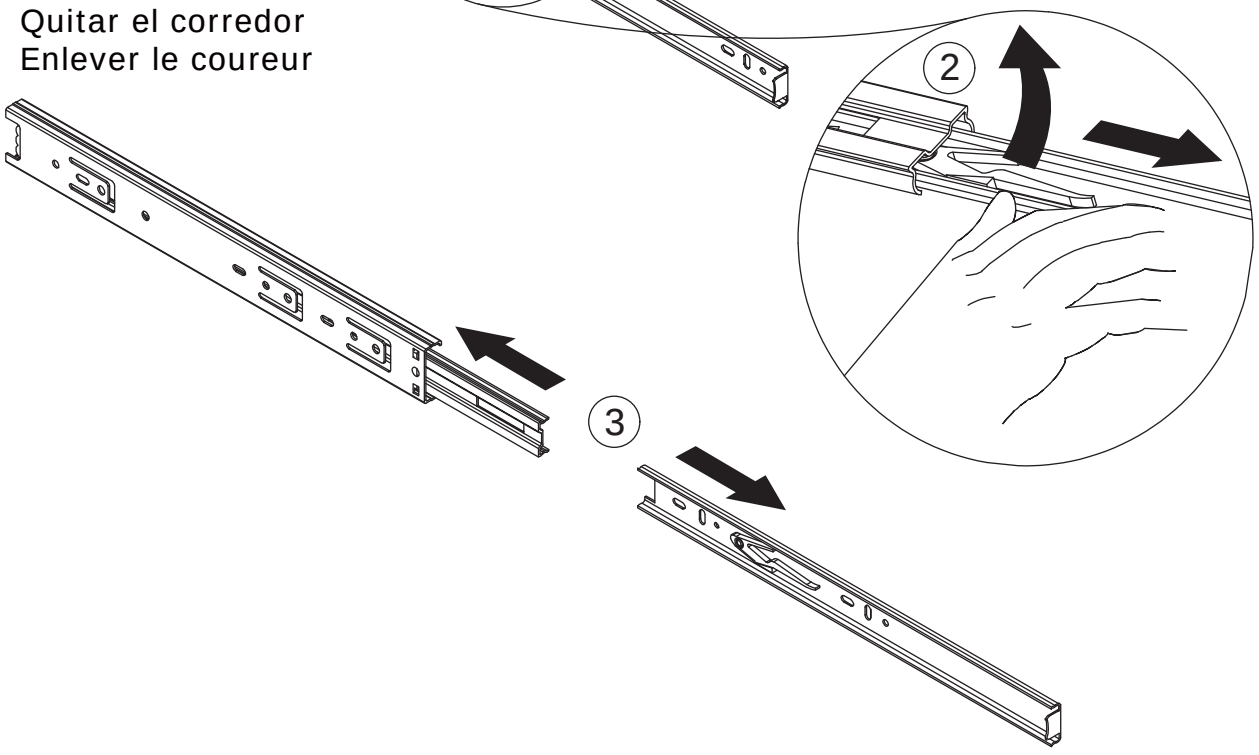


STEP 1: Extend SIIde
Extender la diapositiva
Extendre la diapositive



STEP 2: Push Lever UP
Empujar hacia arriba
Lever le levier

STEP 3: Remove Runner
Quitar el corredor
Enlever le coureur

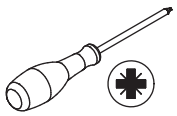


1

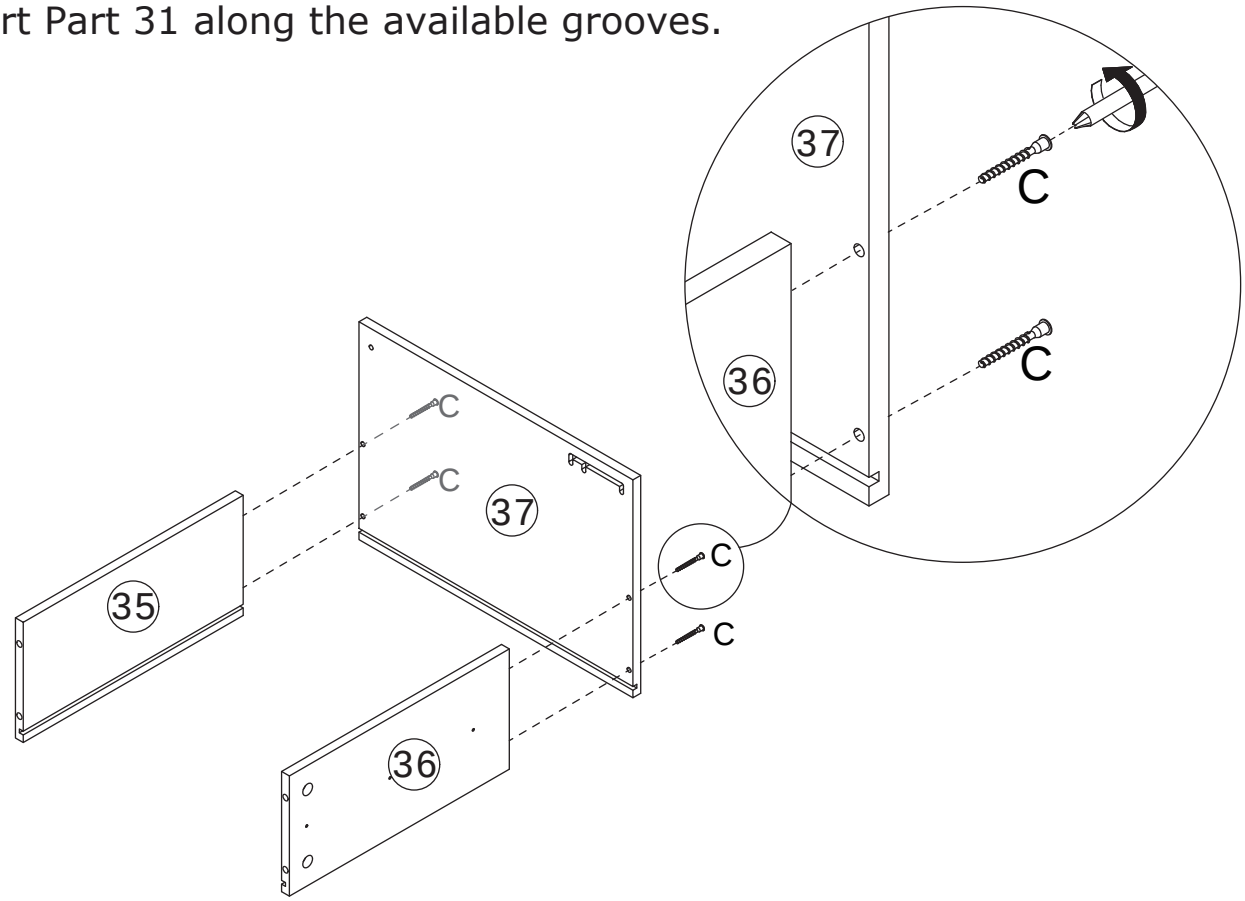
C x 4

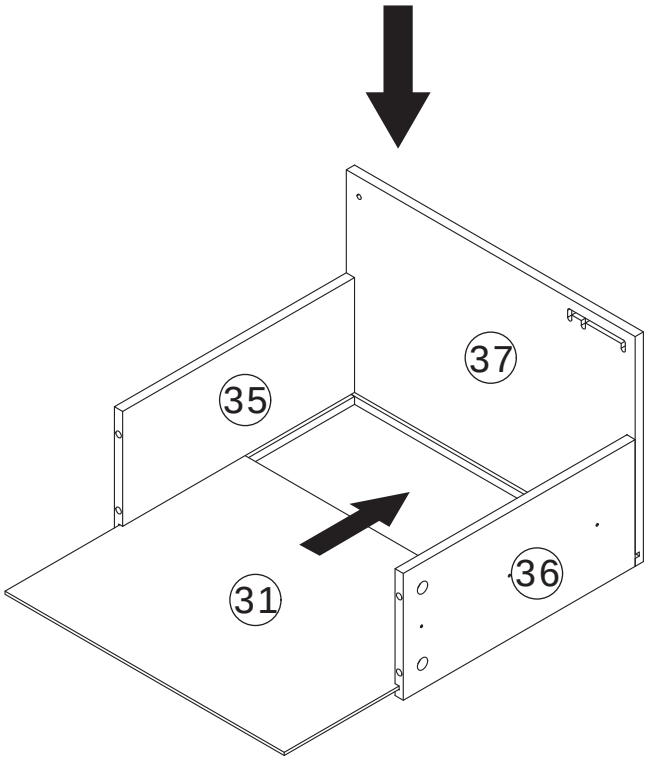


M5 x 40 mm



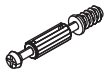
Secure Part 35 and 36 to Part 37 using screw (C).
Insert Part 31 along the available grooves.



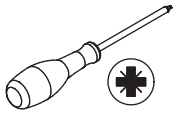


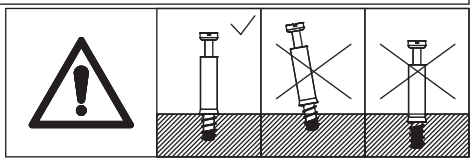
2

A x 4

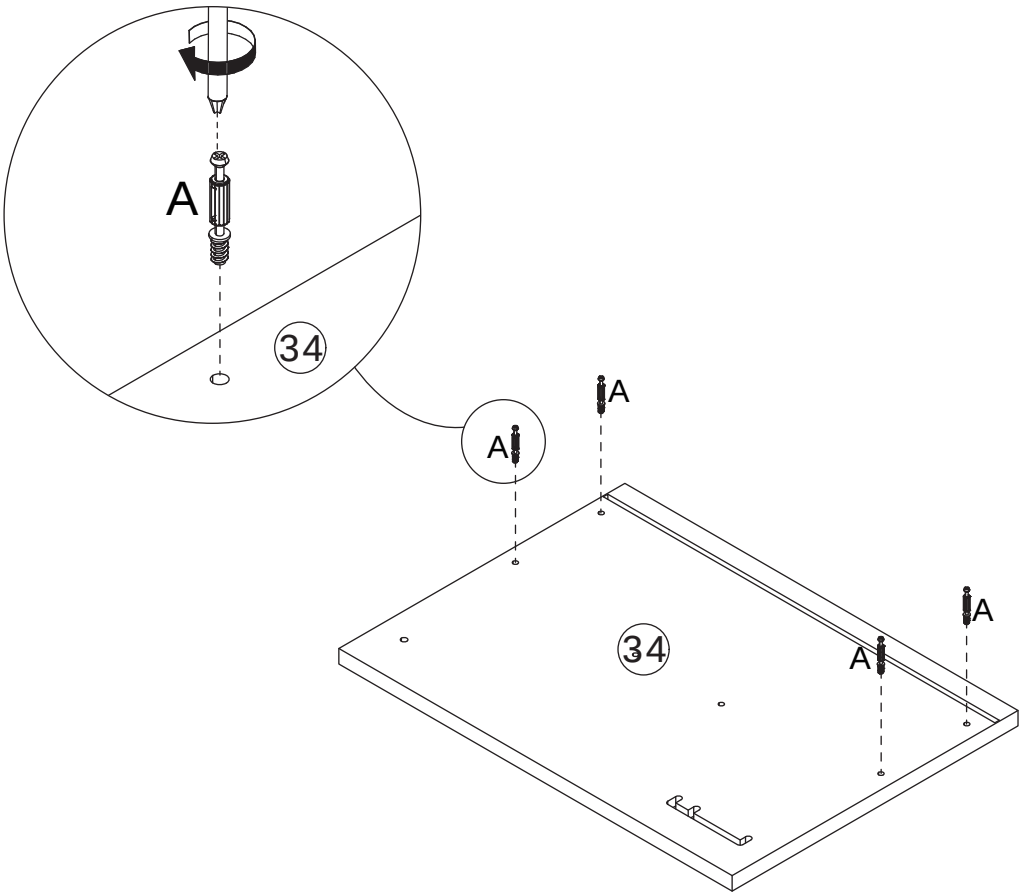


M5 x 35 mm

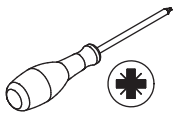


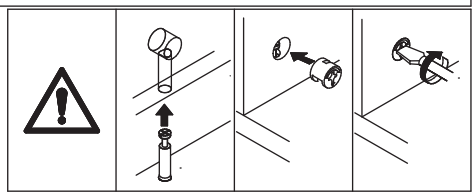


Screw eccentric bolt (A) onto Part 34.



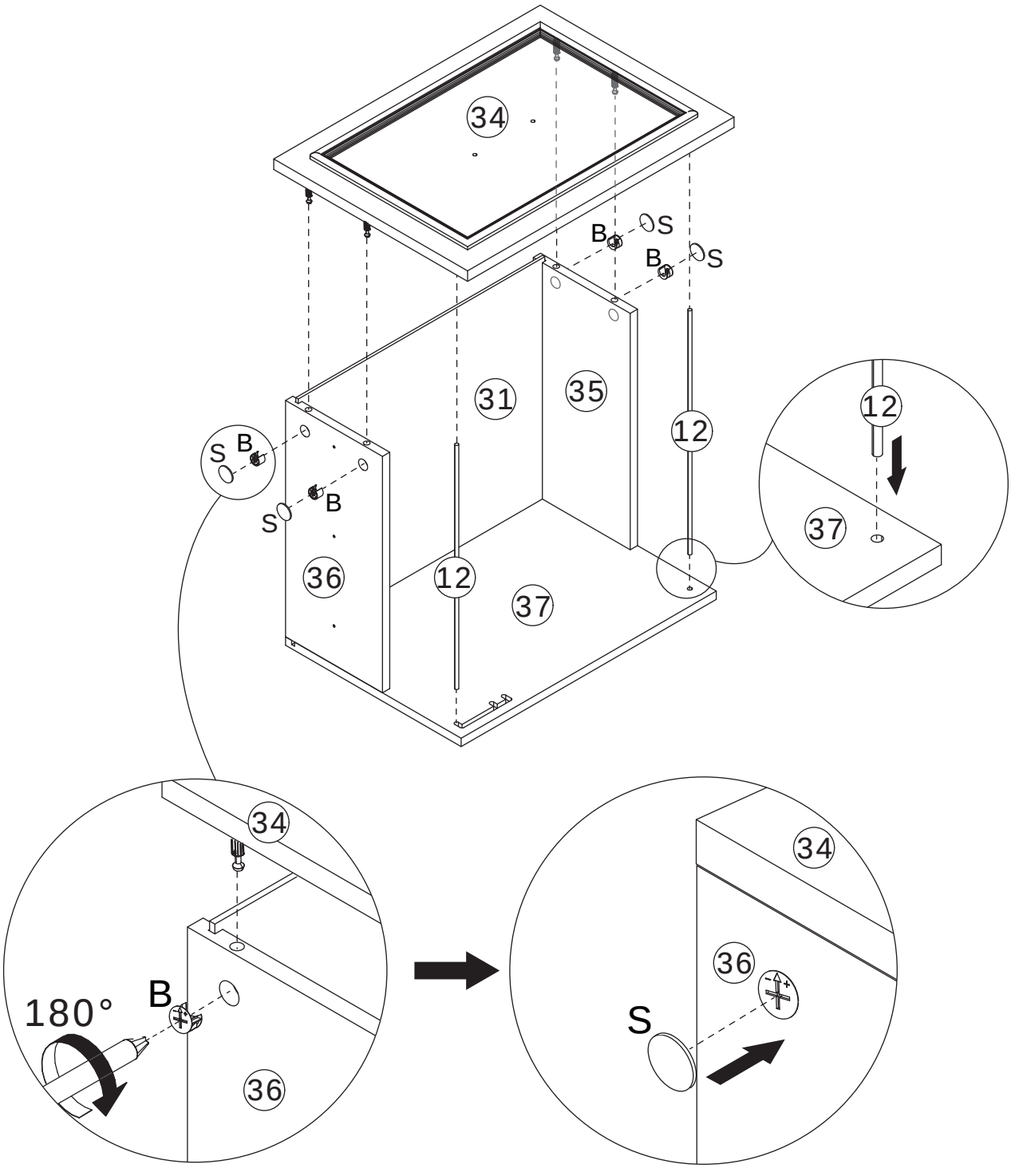
3

B x 4	S x 4	
		
∅15 x 10 mm	∅21	



Insert Part 12 into Part 37 first.

Connect Part 34 to Part 35, 36 and 12, then tighten by turning eccentric wheel (B) clockwise.

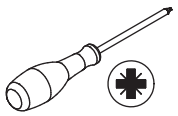


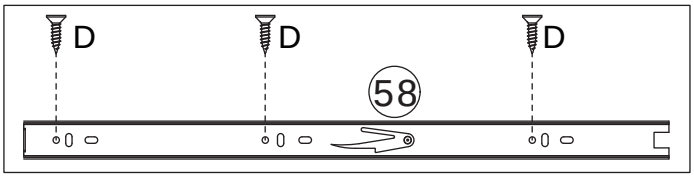
4

D x 6

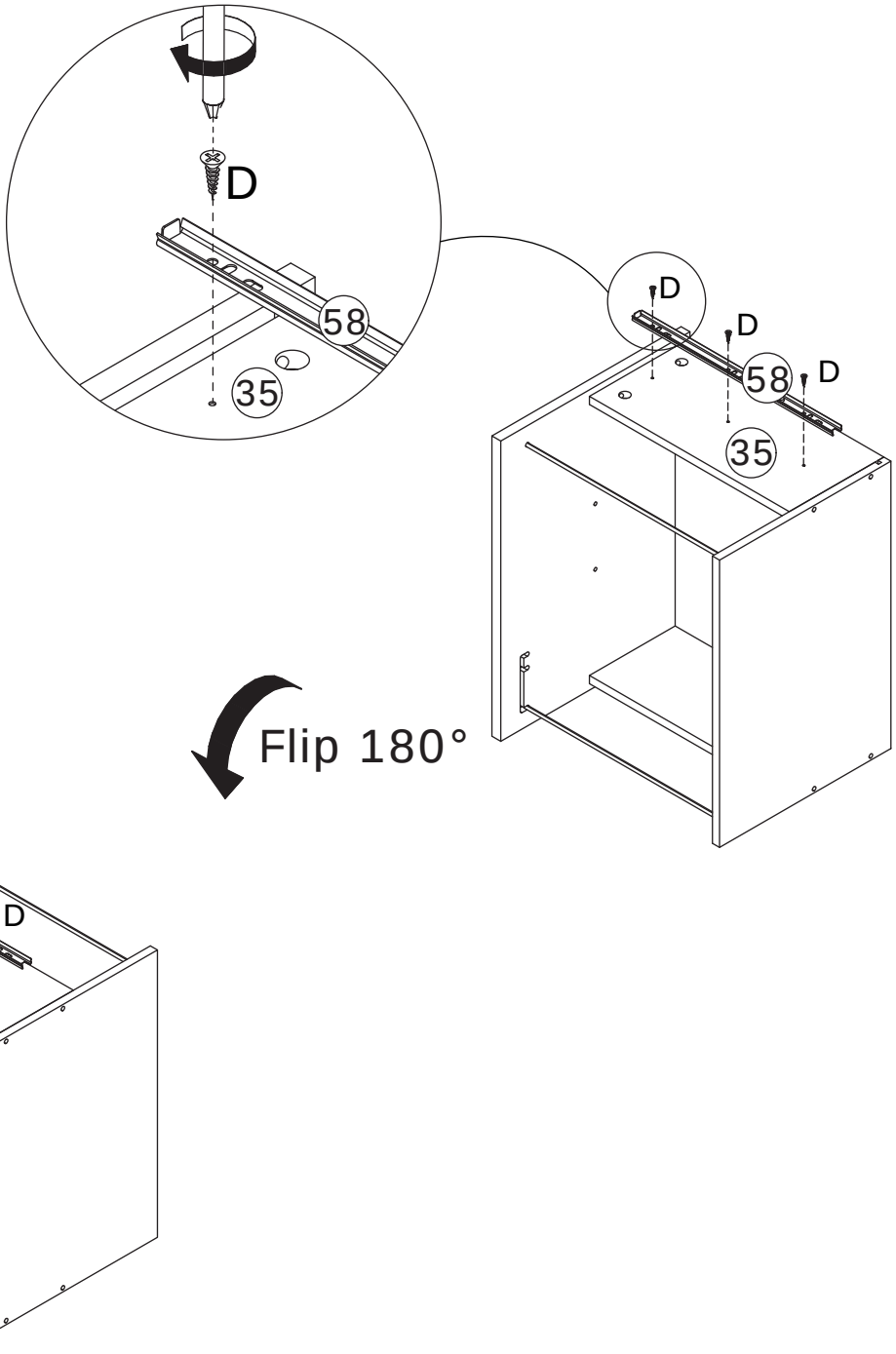


M3.5 x 12 mm

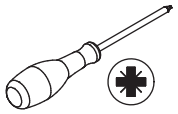




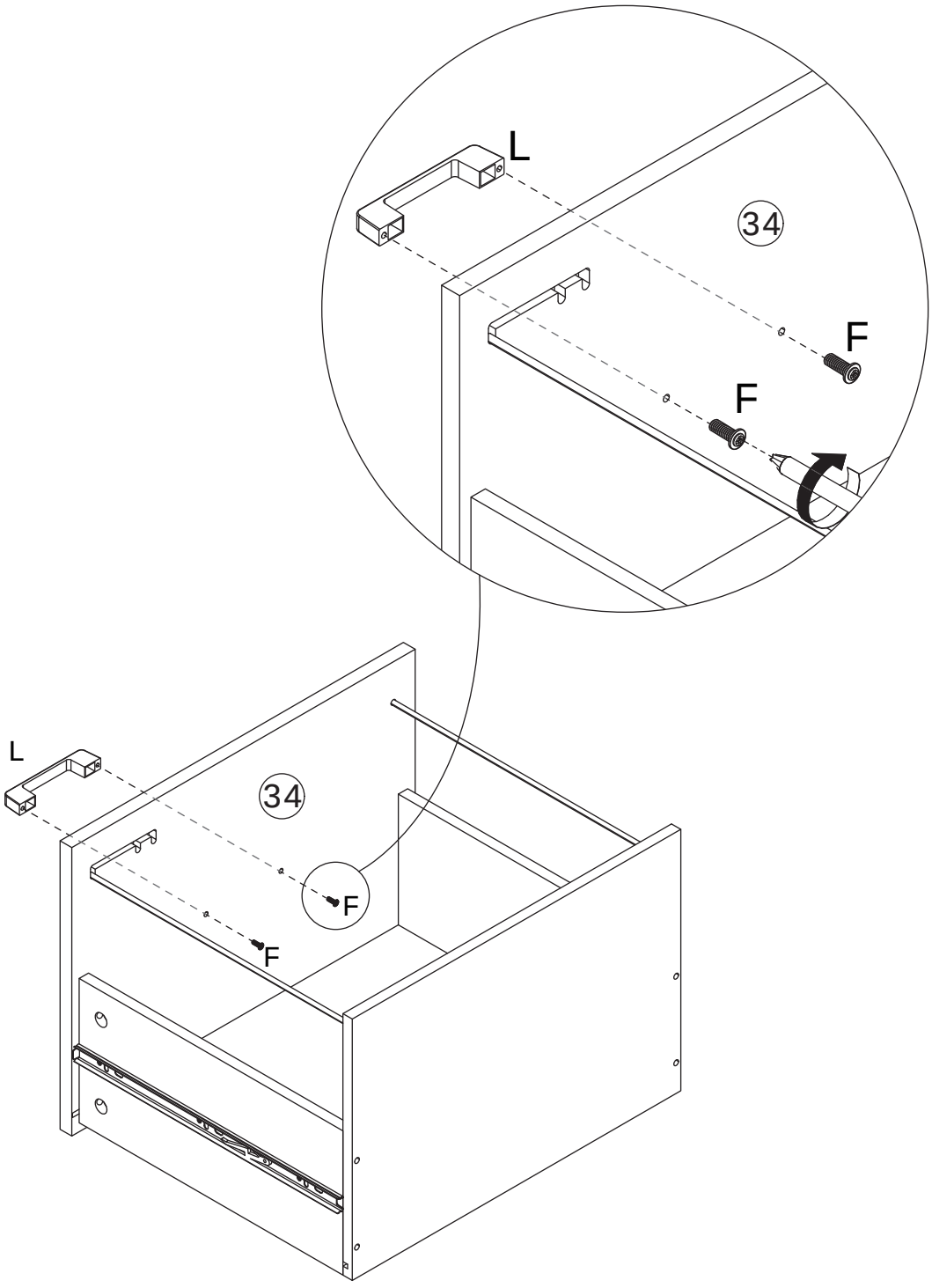
Secure slide rail (58) to Part 35 and 36 using screw (D).



5

F x 2	L x 1	
		
M4 x 20 mm	8347-96	

Attach handle (L) to Part 34 using screw (F).

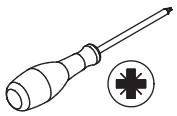


6

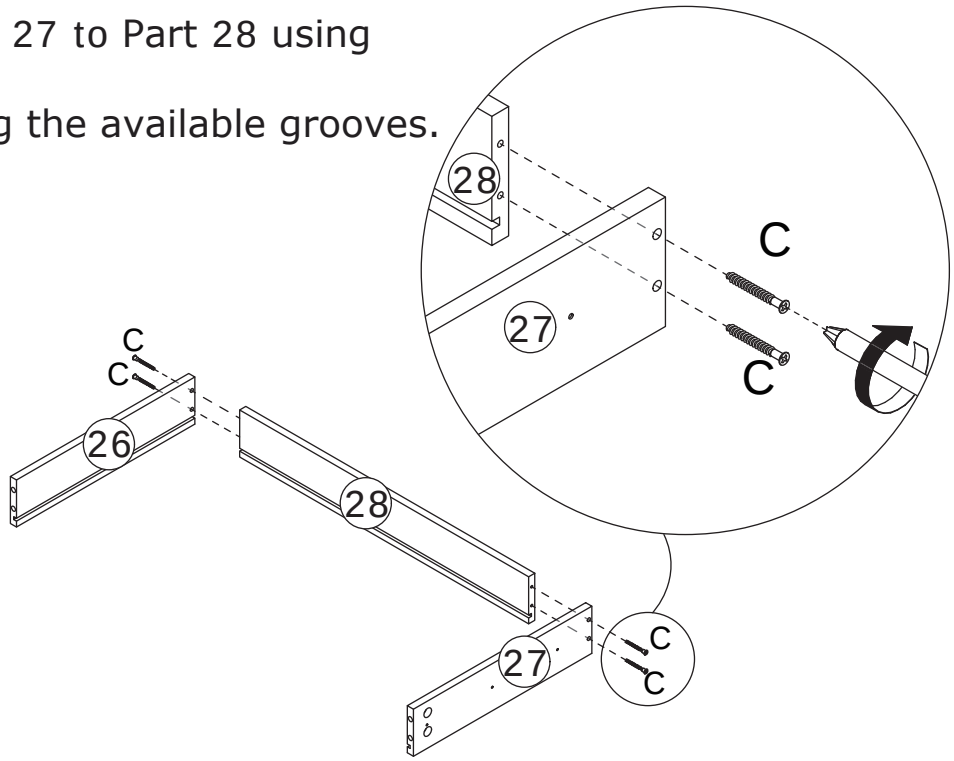
C x 4

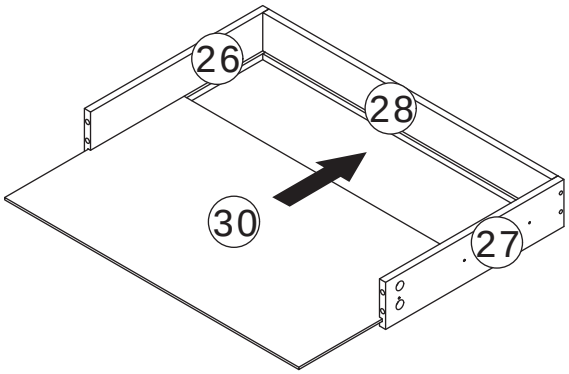


M5 x 40 mm



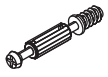
Secure Part 26 and 27 to Part 28 using screw (C).
Insert Part 30 along the available grooves.



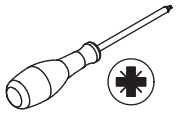


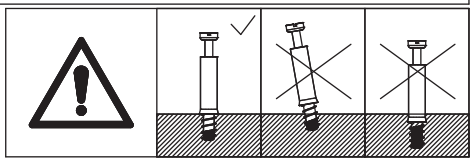
7

A x 4

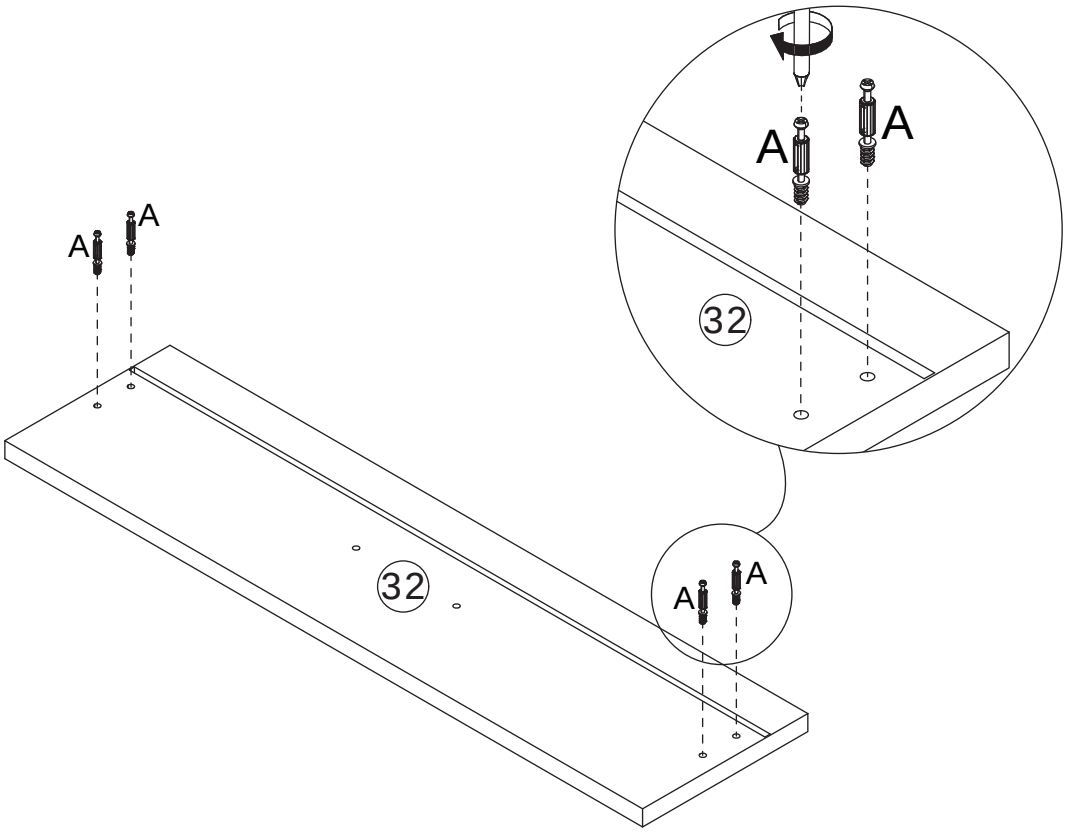


M5 x 35 mm

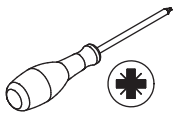


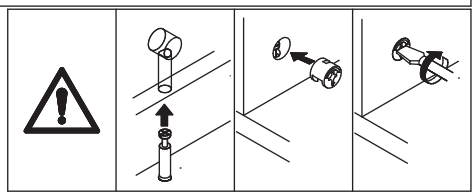


Screw eccentric bolt (A) onto Part 32.

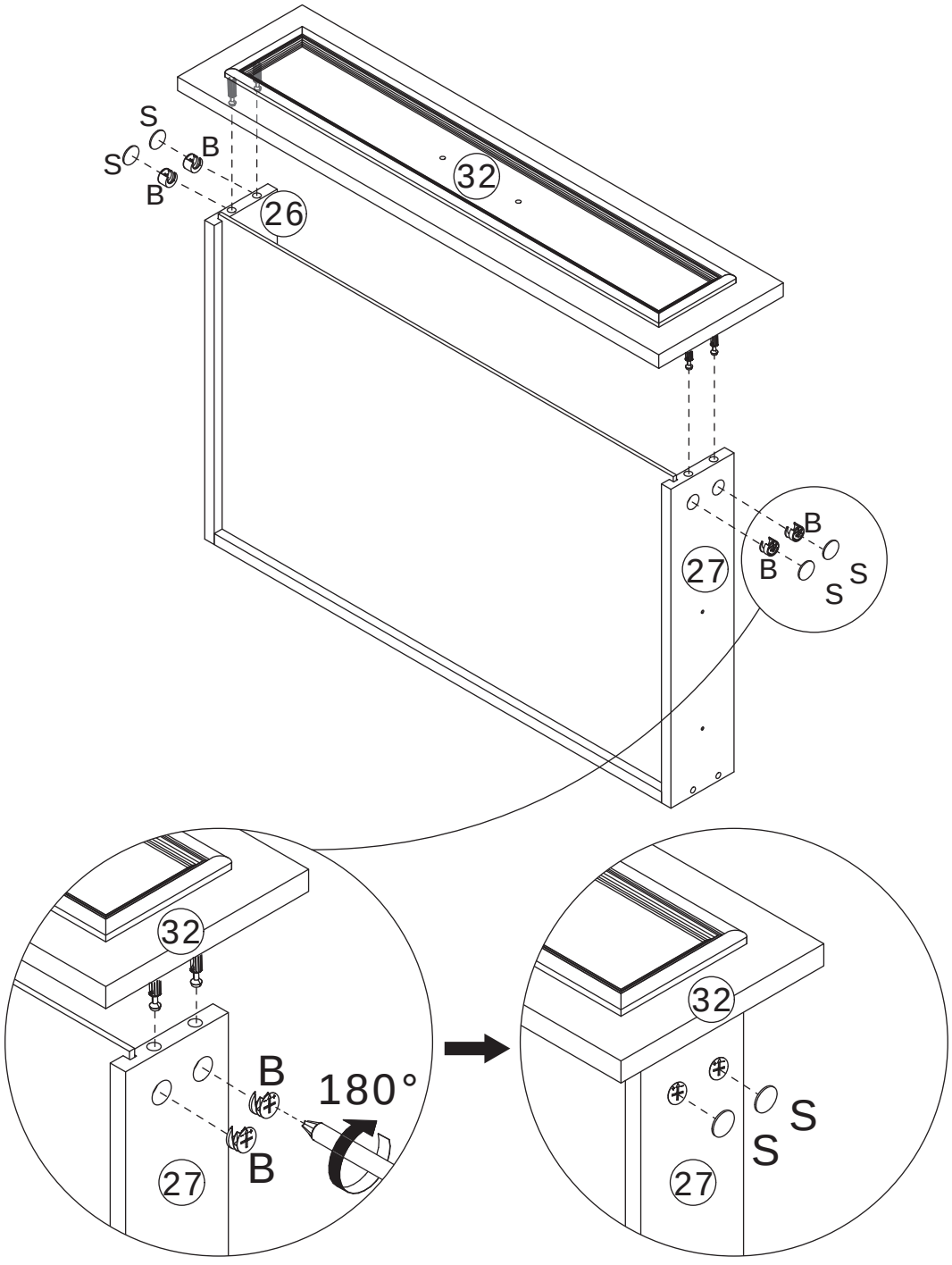


8

B x 4	S x 4	
		
∅15 x 10 mm	∅21	



Connect Part 32 to Part 26 and 27, then tighten by turning eccentric wheel (B) clockwise.

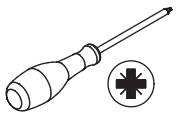


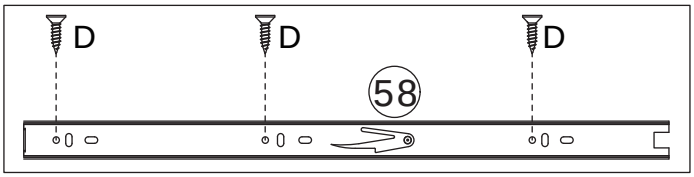
9

D x 6

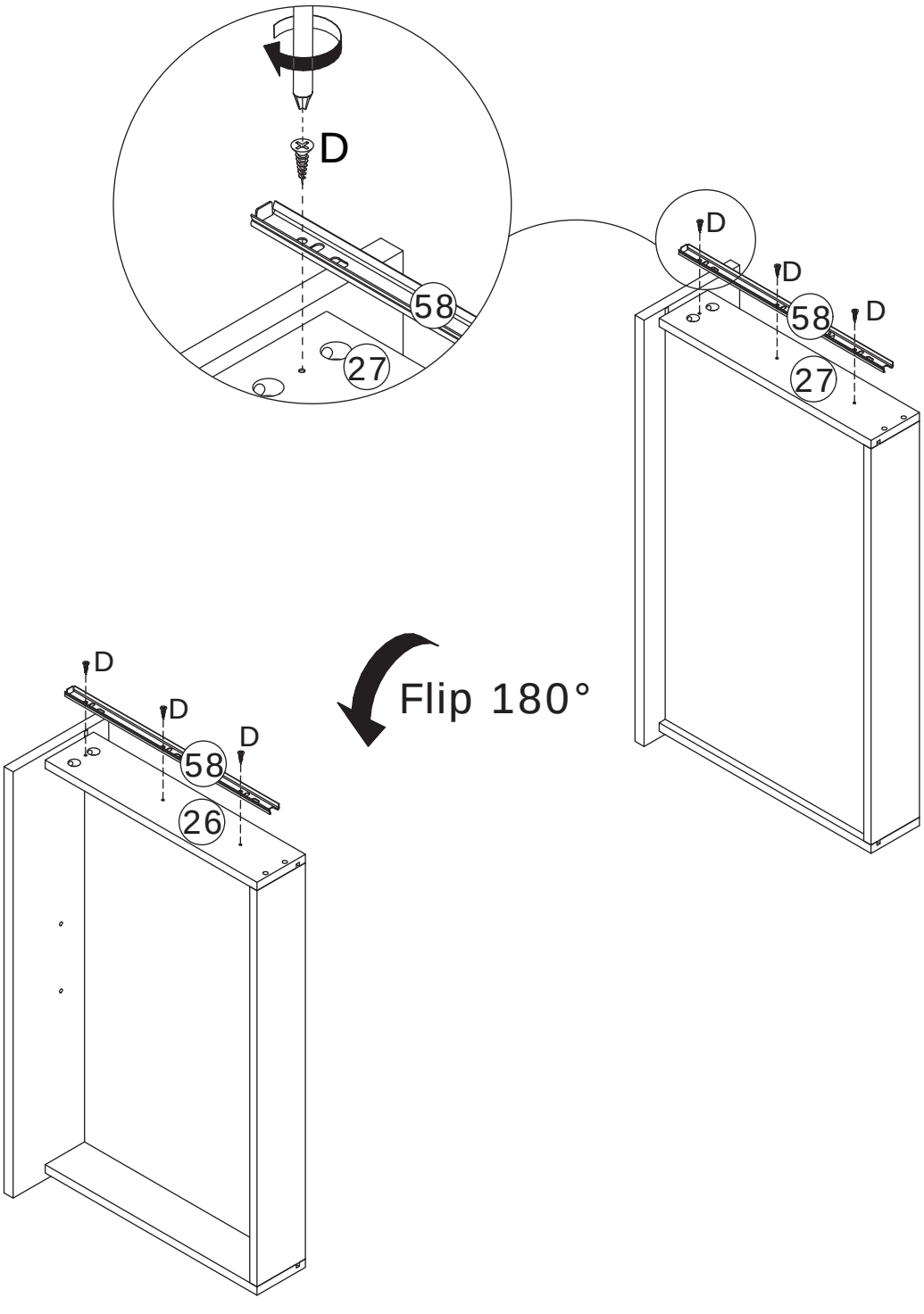


M3.5 x 12 mm

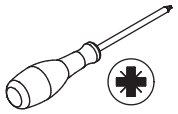




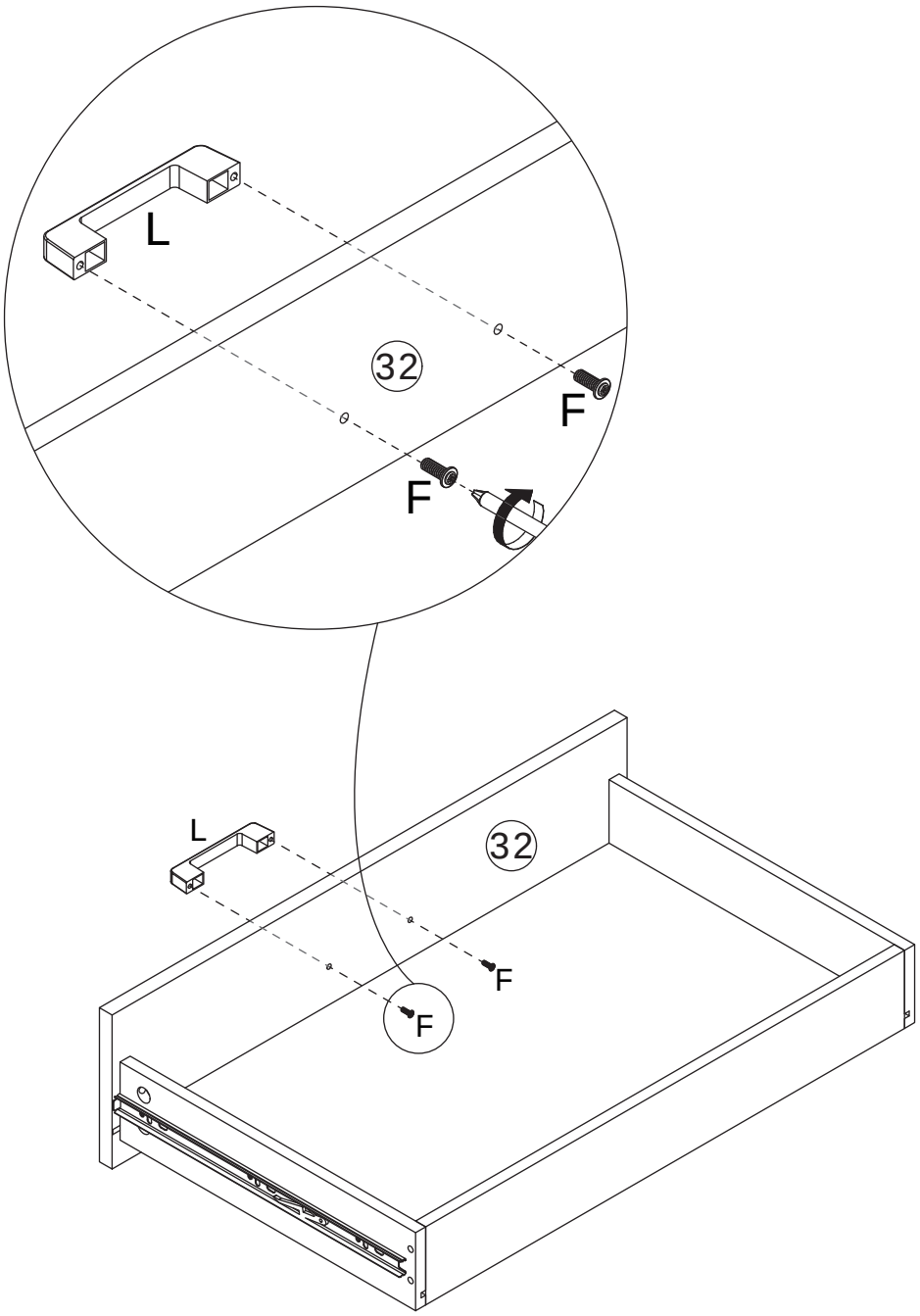
Secure slide rail (58) to Part 27 and 26 using screw (D).



10

F x 2	L x 1	
		
M4 x 20 mm	8347-96	

Attach handle (L) to Part 32 using screw (F).

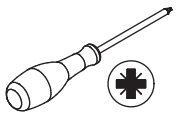


11

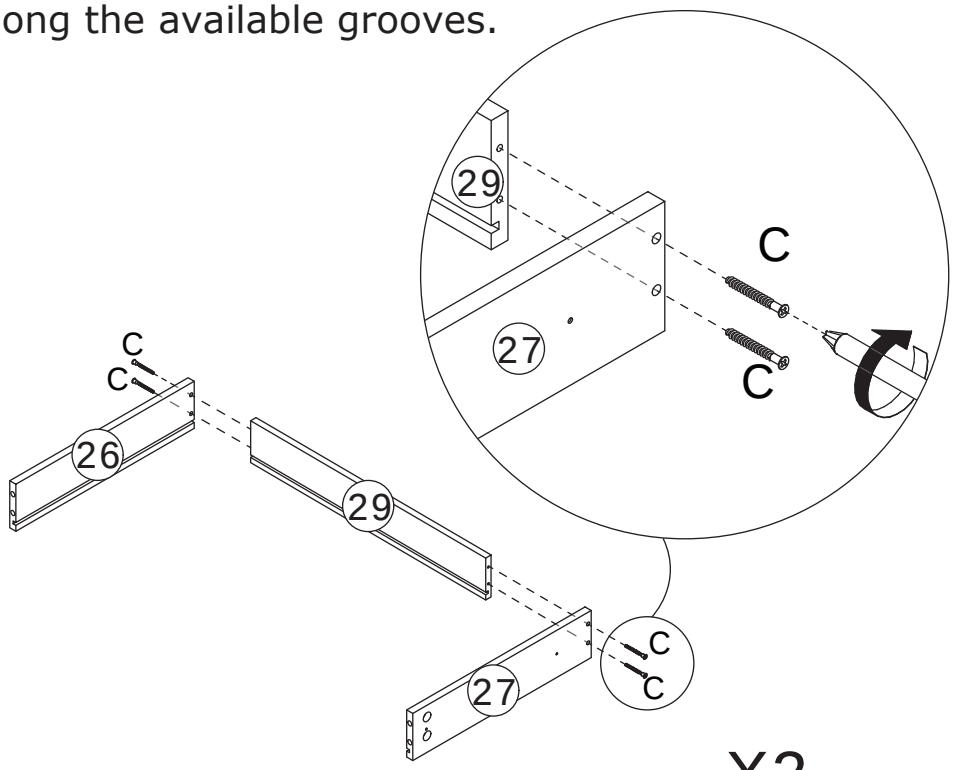
C x 8



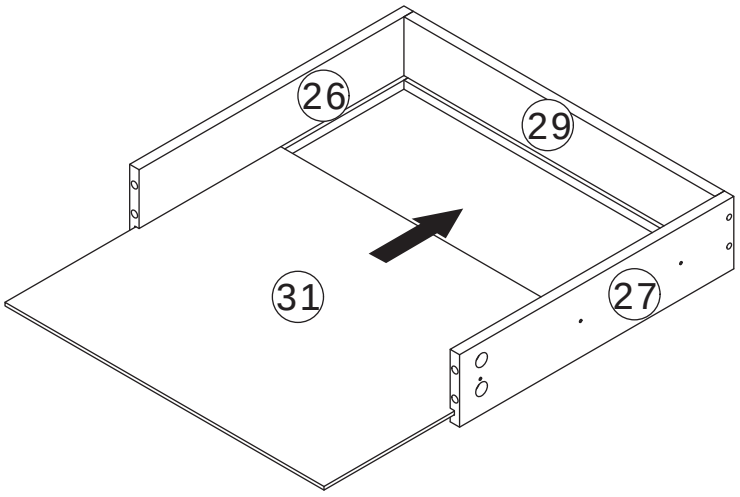
M5 x 40 mm



Secure Part 26 and 27 to Part 29 using screw (C).
Insert Part 31 along the available grooves.



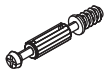
X2



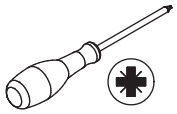
X2

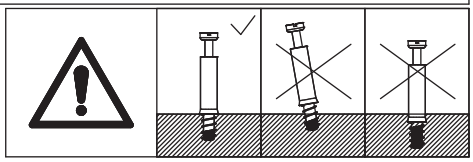
12

A x 8

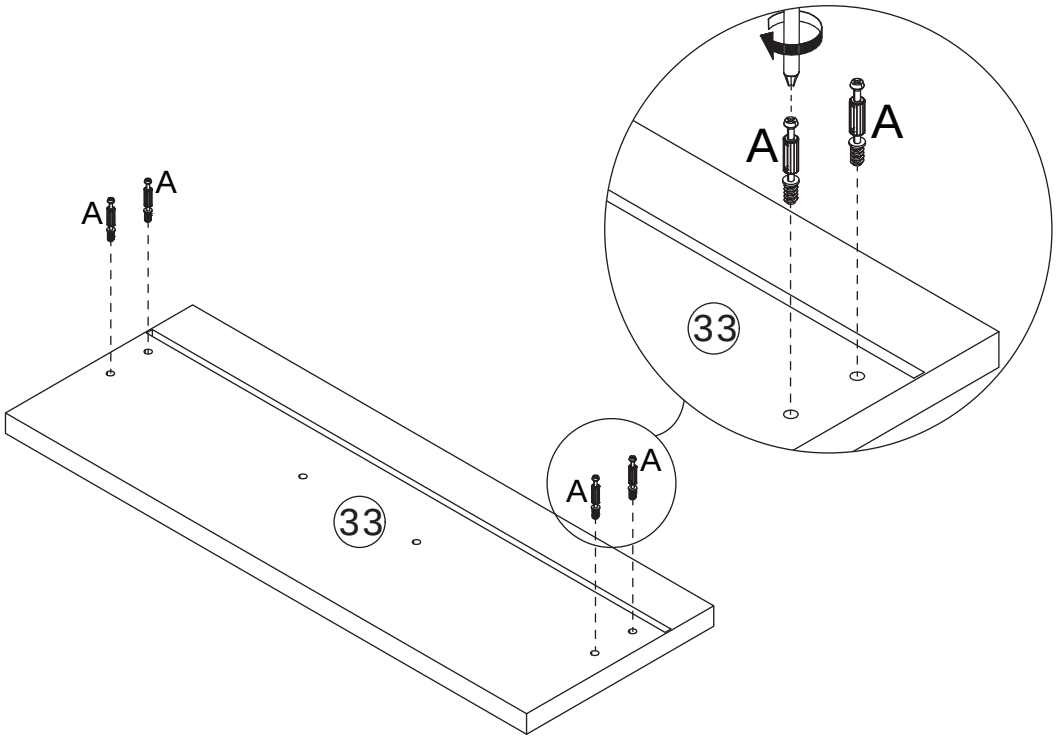


M5 x 35 mm



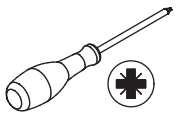


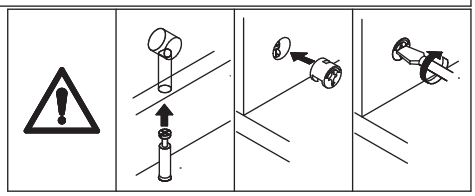
Screw eccentric bolt (A) onto Part 33.



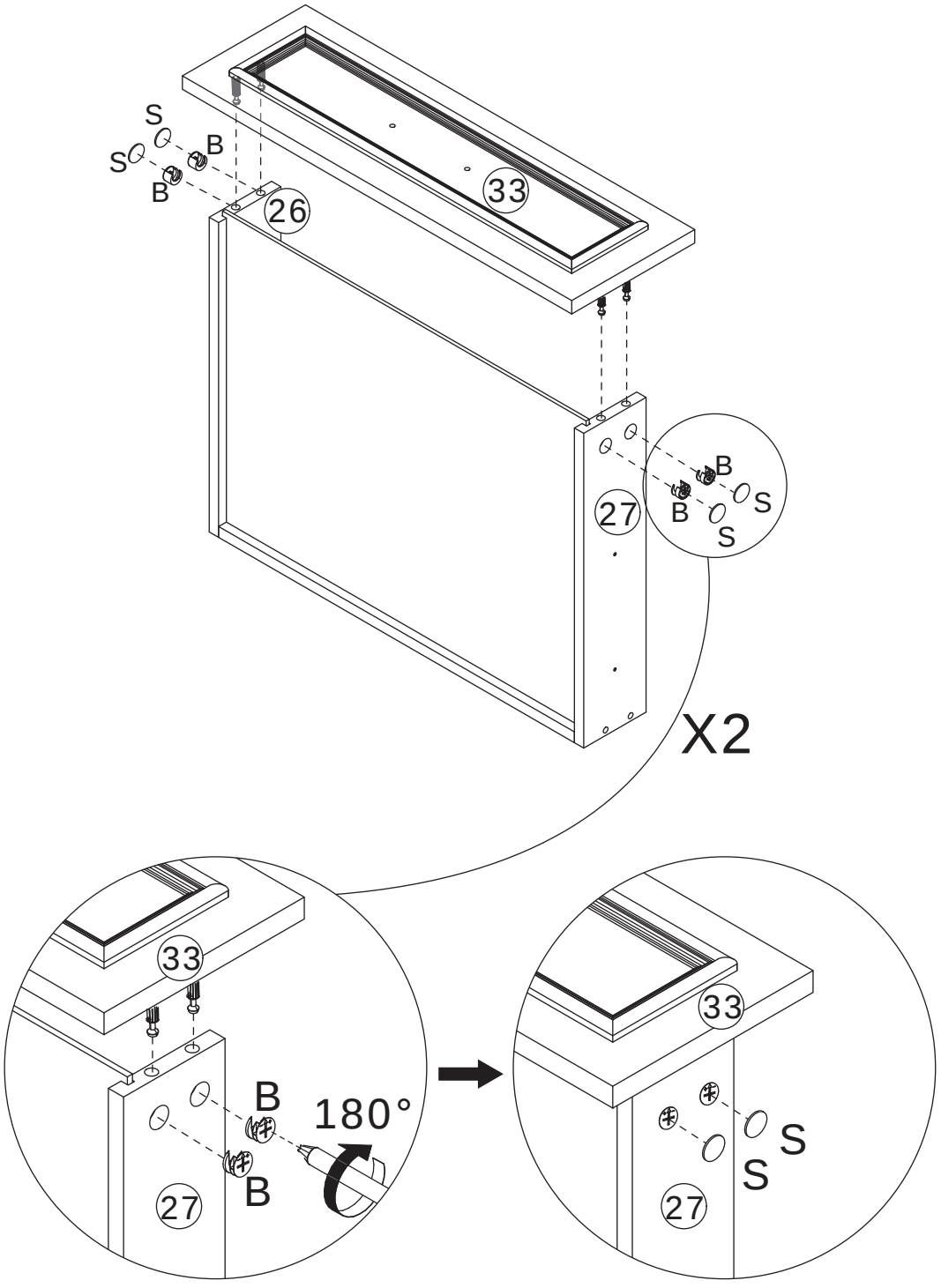
X2

13

B x 8	S x 8	
		
∅15 x 10 mm	∅21	



Connect Part 33 to Part 26 and 27, then tighten by turning eccentric wheel (B) clockwise.

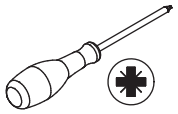


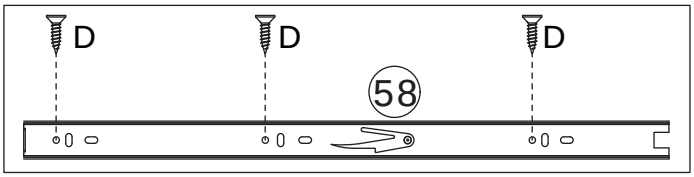
14

D x 12

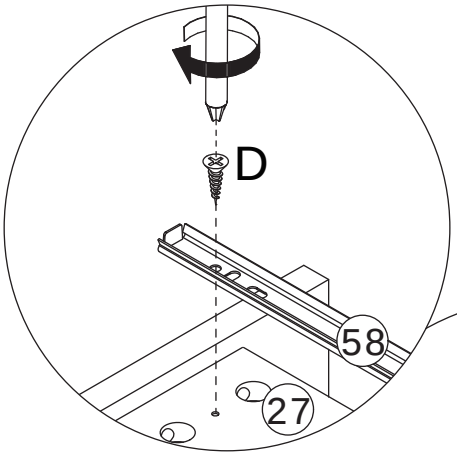


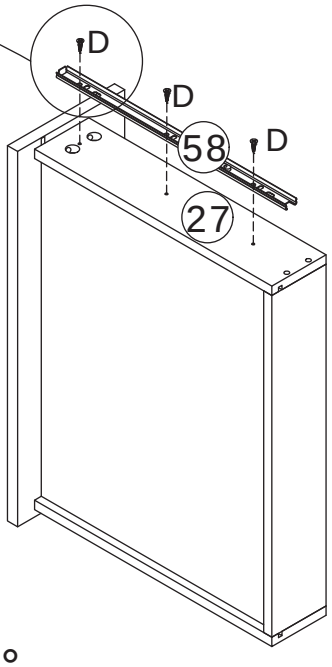
M3.5 x 12 mm



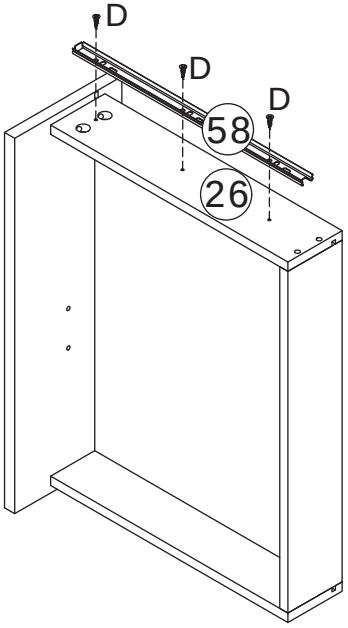


Secure slide rail (58) to Part 27 and 26 using screw (D).



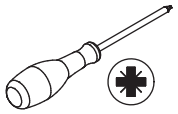


Flip 180°

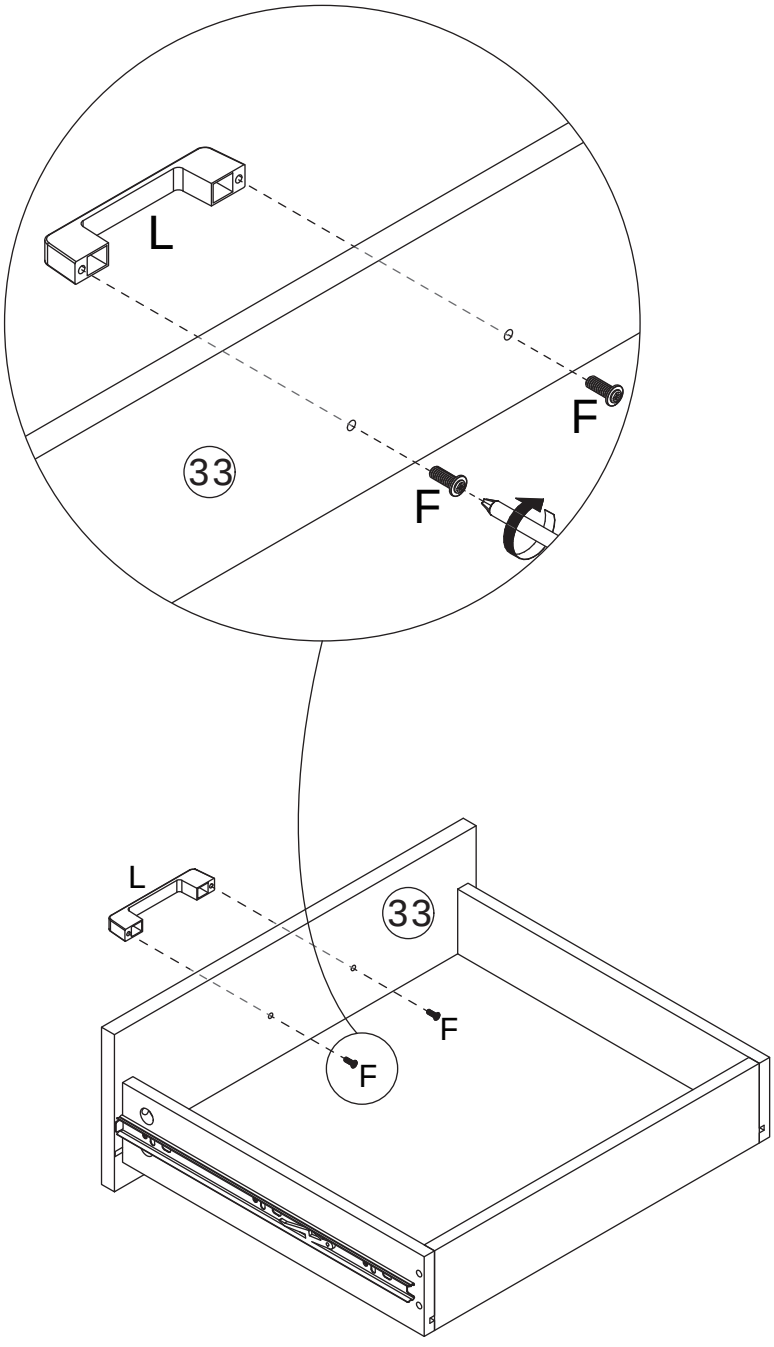


X2

15

F x 4	L x 2	
		
M4 x 20 mm	8347-96	

Attach handle (L) to Part 33 using screw (F).



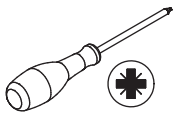
X2

16

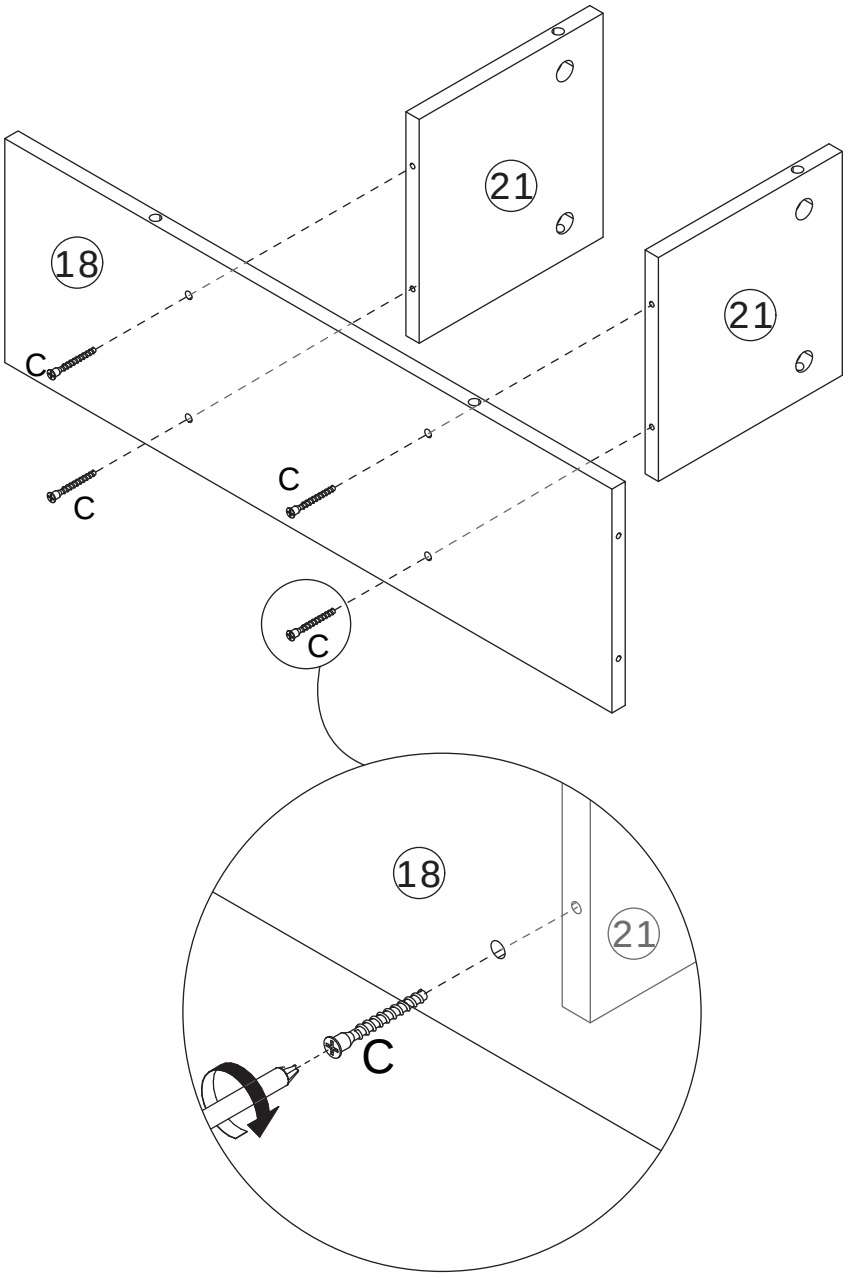
C x 4



M5 x 40 mm



Secure Part 21 to Part 18 using screw (C).

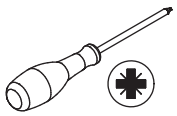


17

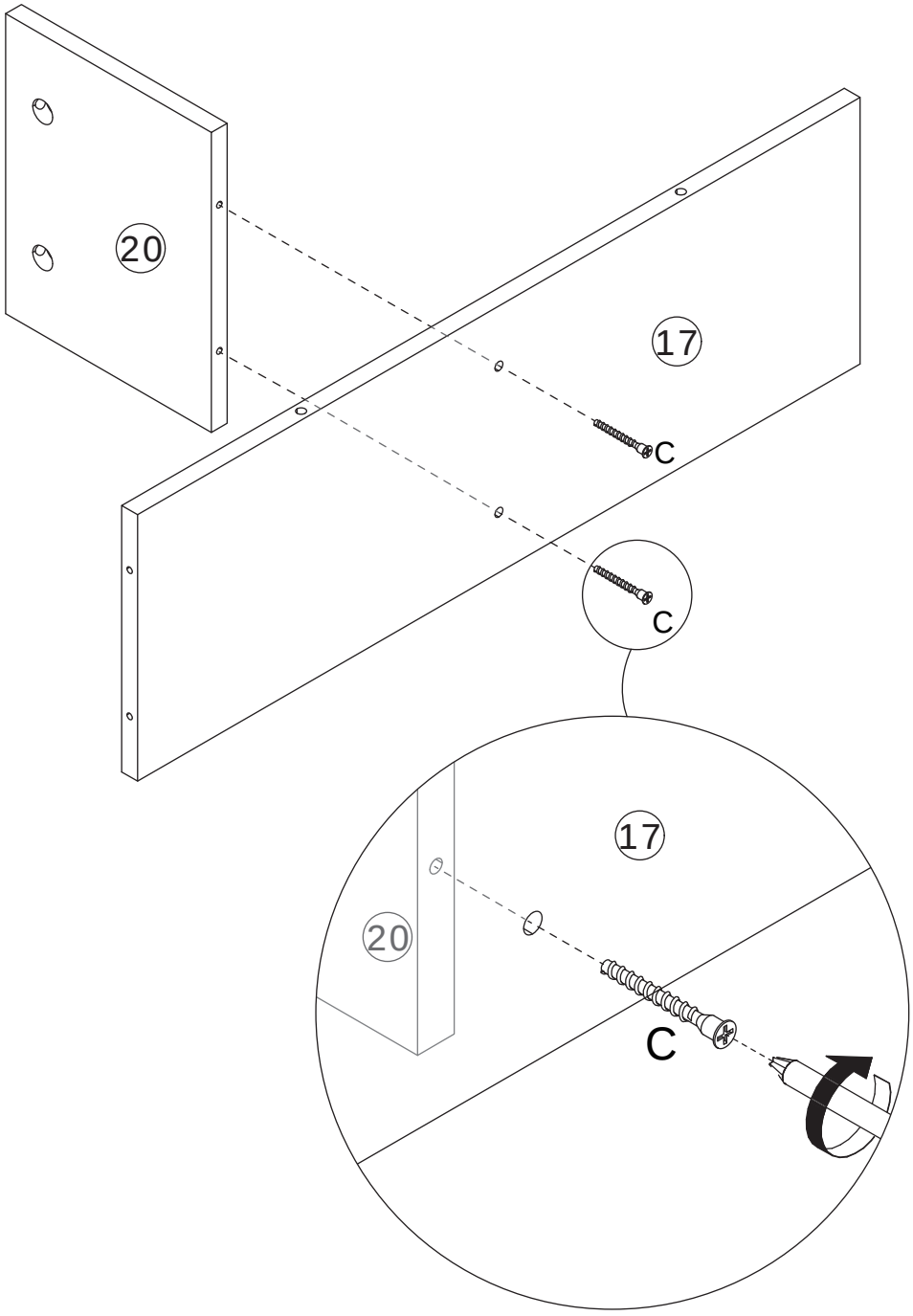
C x 2



M5 x 40 mm

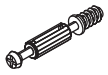


Secure Part 20 to Part 17 using screw (C).

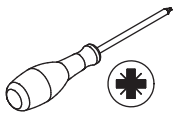


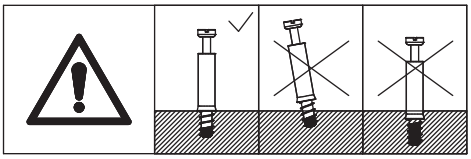
18

A x 16

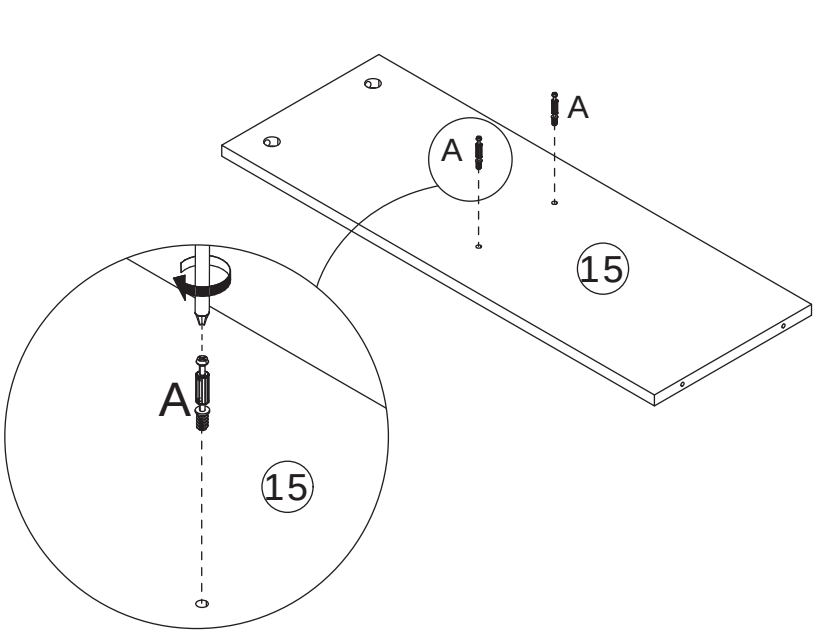


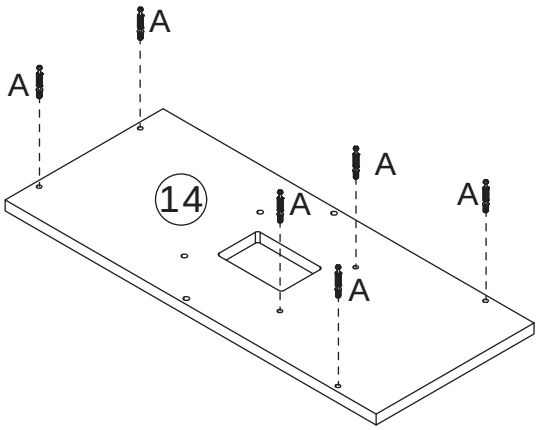
M5 x 35 mm

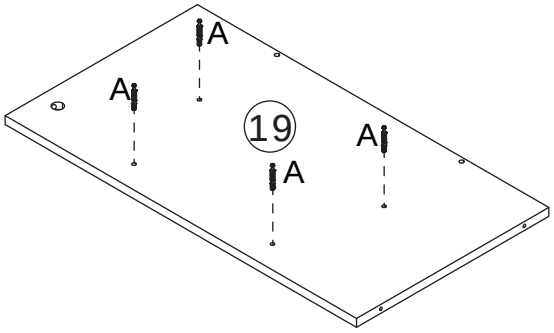


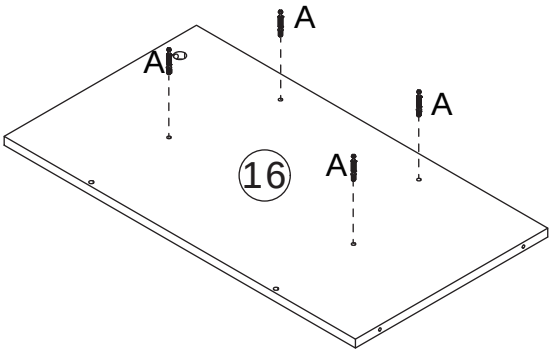


Screw eccentric bolt (A) onto Part 14, 15, 16 and 19.

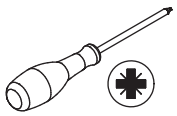


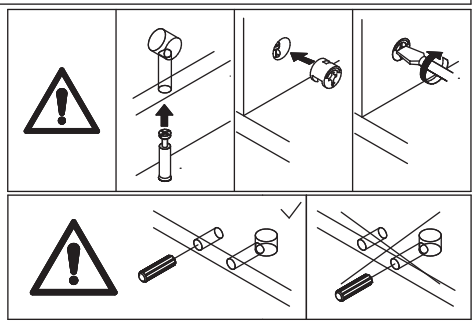




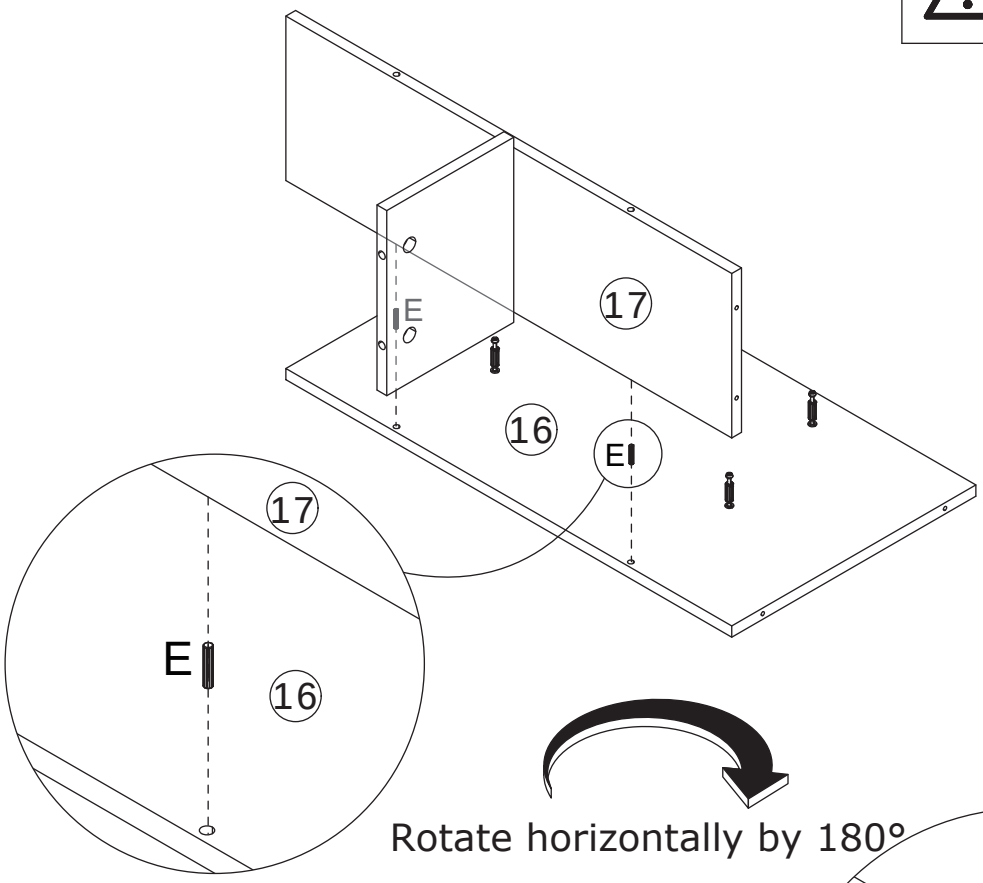


19

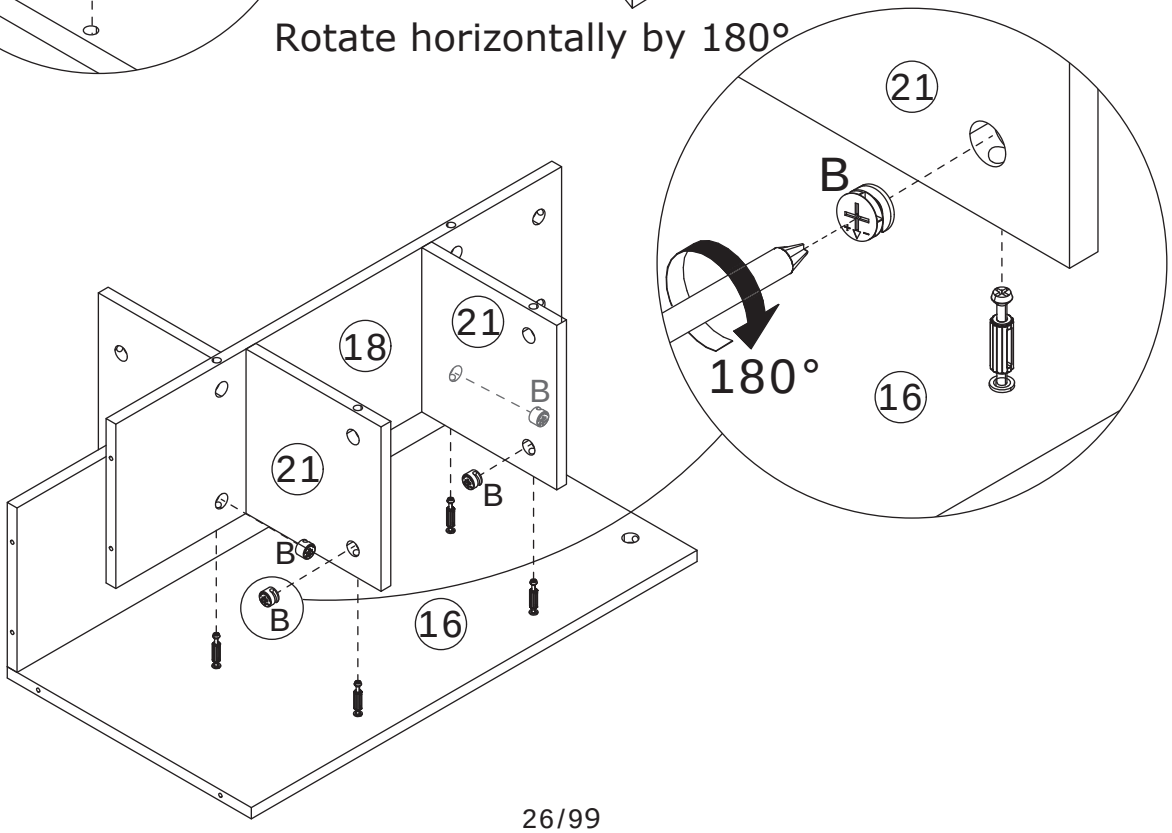
B x 4	E x 2	
		
∅15 x 10 mm	∅6 x 40 mm	



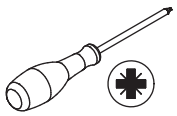
Connect Part 17 to Part 16 using wooden dowel (E).
Connect Part 18 and 21 to Part 16 , then tighten by turning eccentric wheel (B) clockwise.

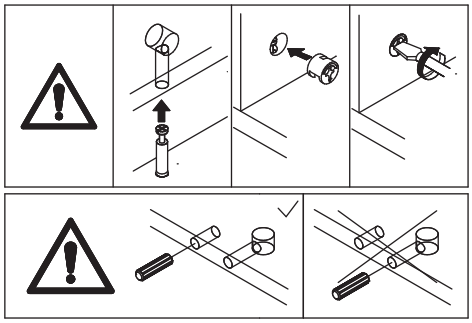


Rotate horizontally by 180°

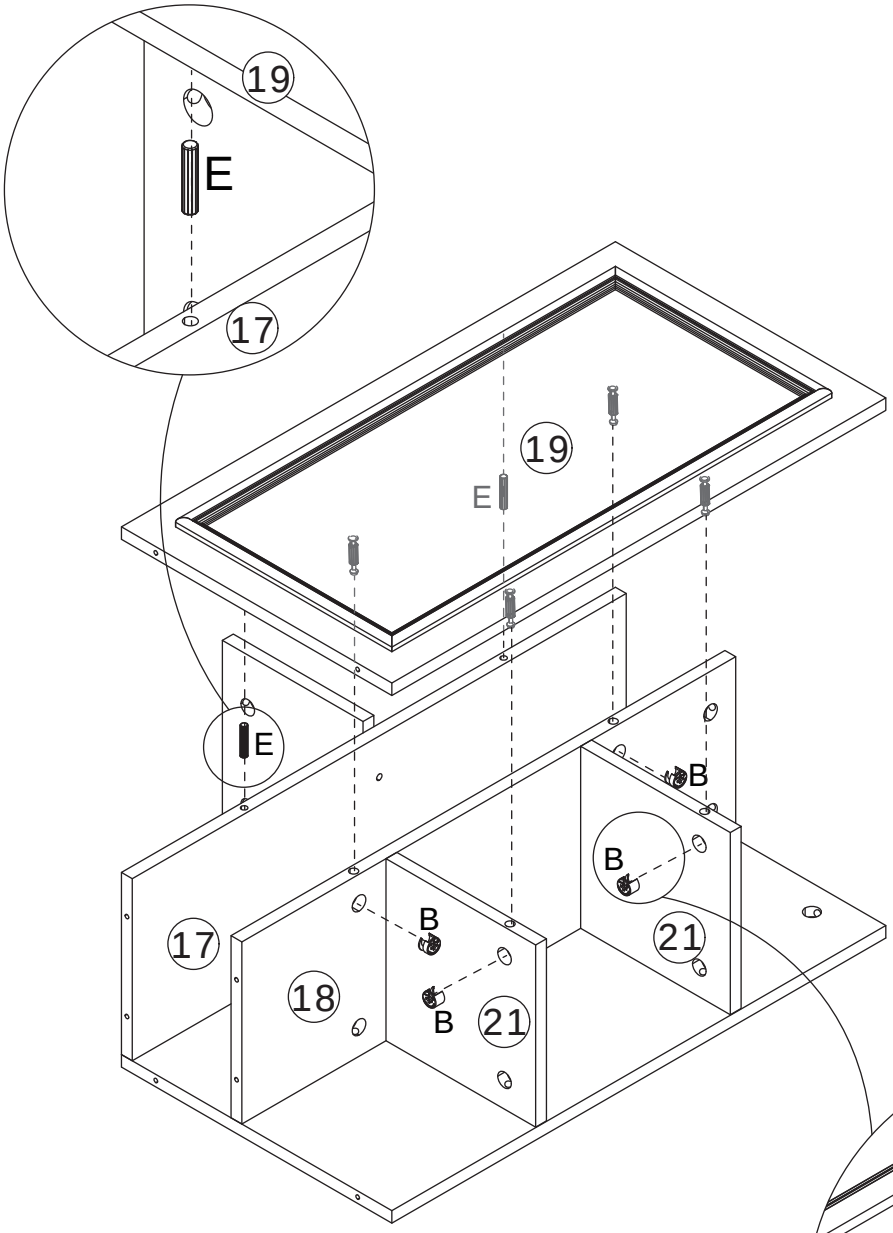


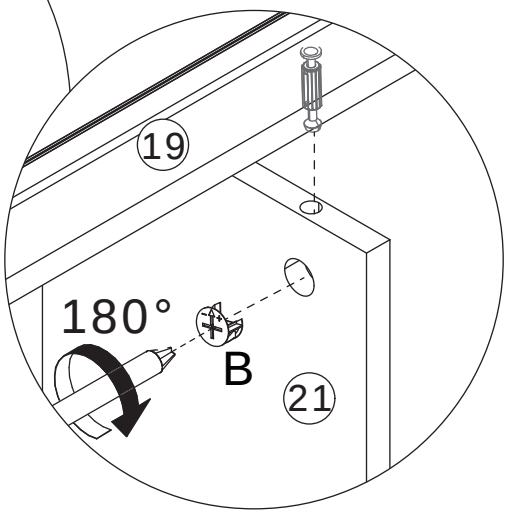
20

B x 4	E x 2	
		
∅15 x 10 mm	∅6 x 40 mm	



Insert wooden dowel (E) into Part 17.





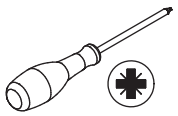
Connect Part 19 to Part 17, 18 and 21 , then tighten by turning eccentric wheel (B) clockwise.

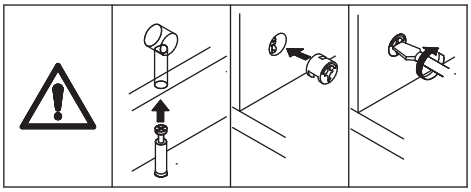
21

B x 2

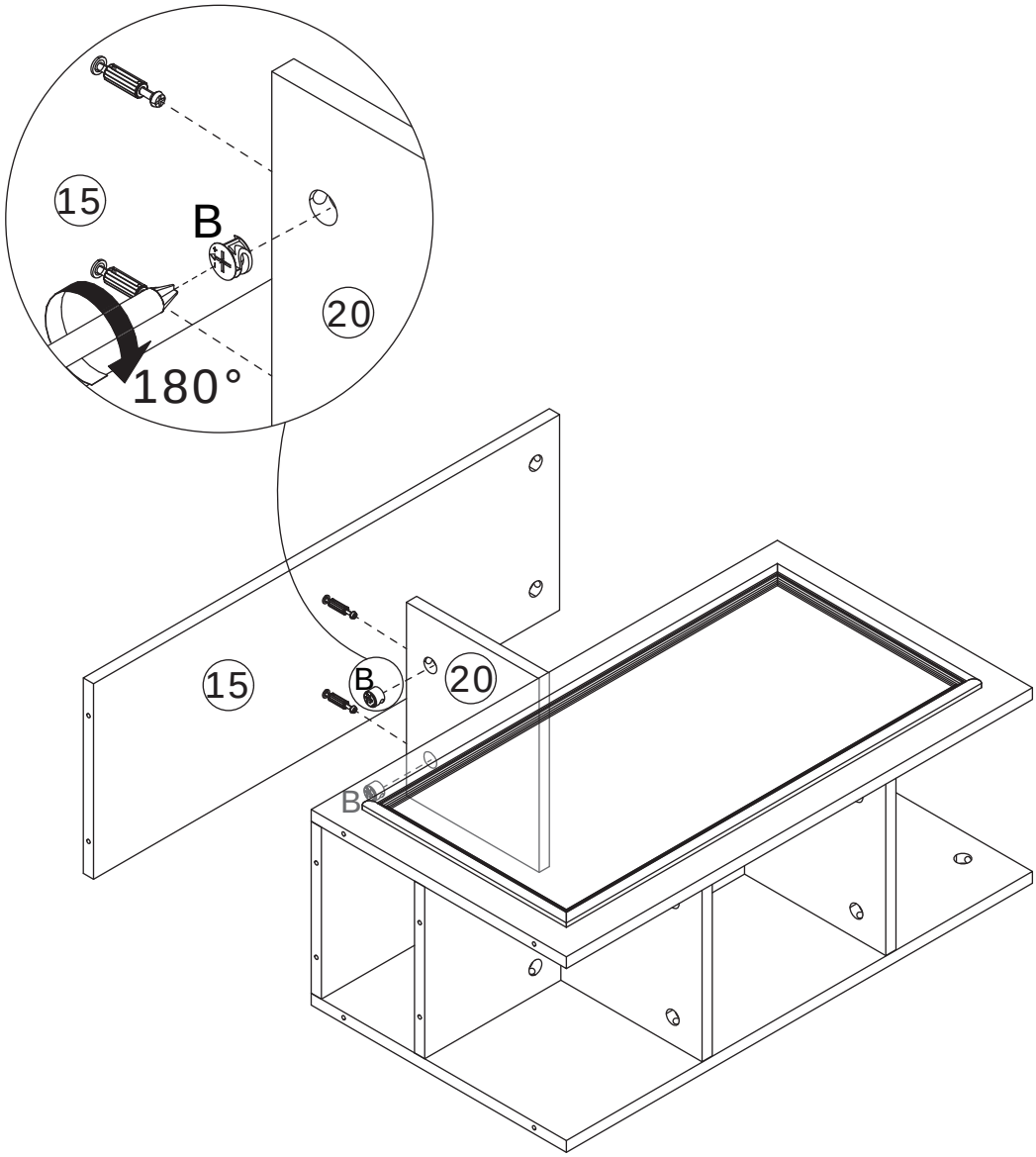


∅15 x 10 mm



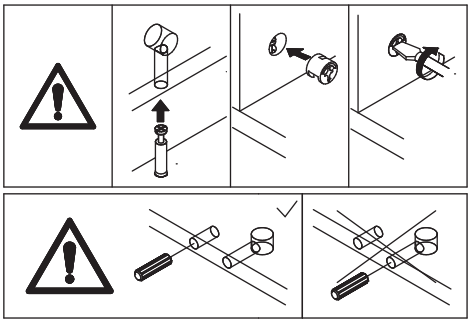


Connect Part 15 to Part 20, then tighten by turning eccentric wheel (B) clockwise.

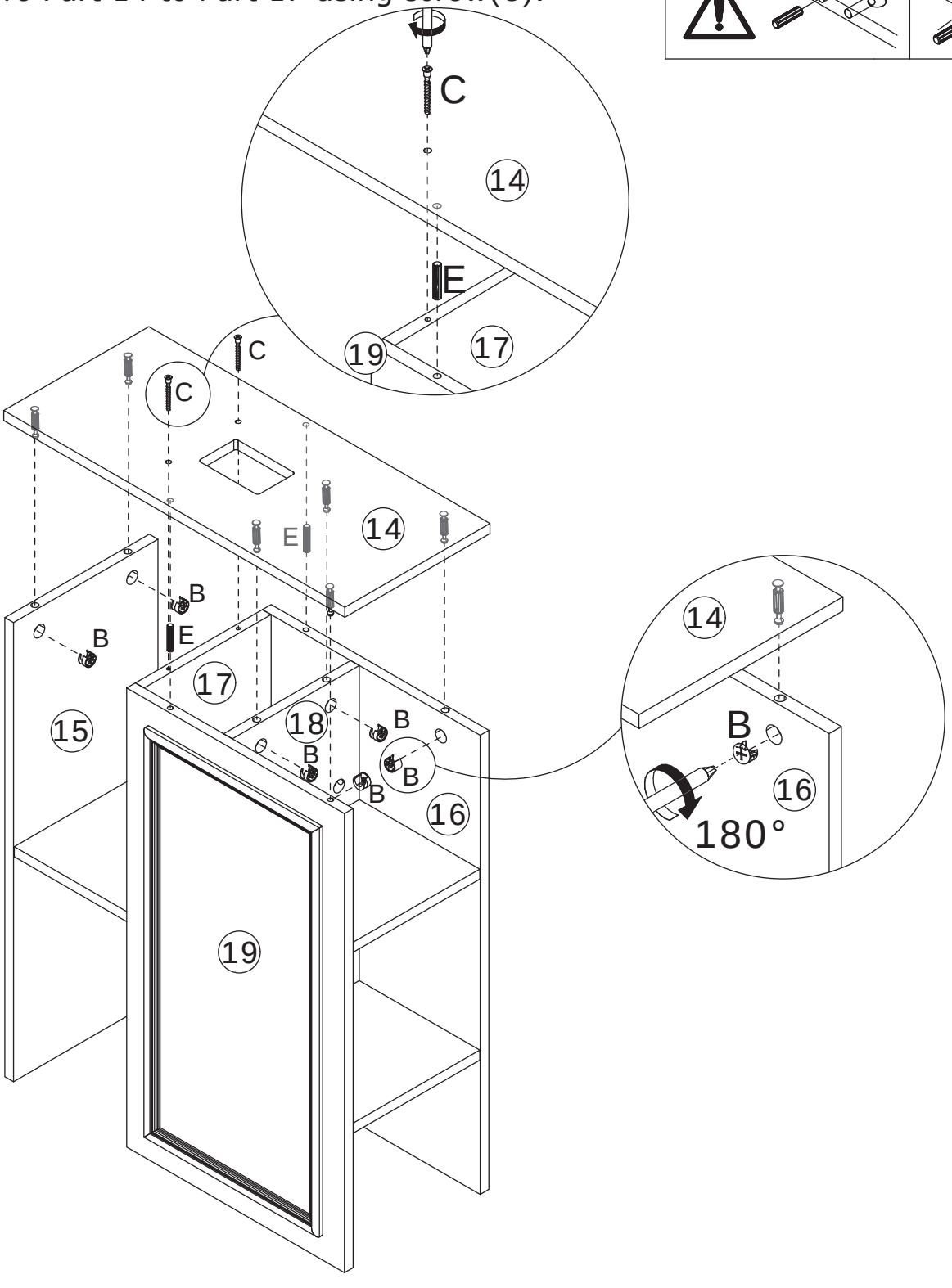


22

B x 6	C x 2	E x 2	
∅15 x 10 mm	M5 x 40 mm	∅6 x 40 mm	



Stand this component up.
Insert wooden dowel (E) into Part 17.
Connect Part 14 to Part 15, 16, 18 and 19, then tighten by turning eccentric wheel (B) clockwise.
Secure Part 14 to Part 17 using screw(C).

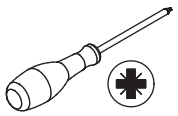


23

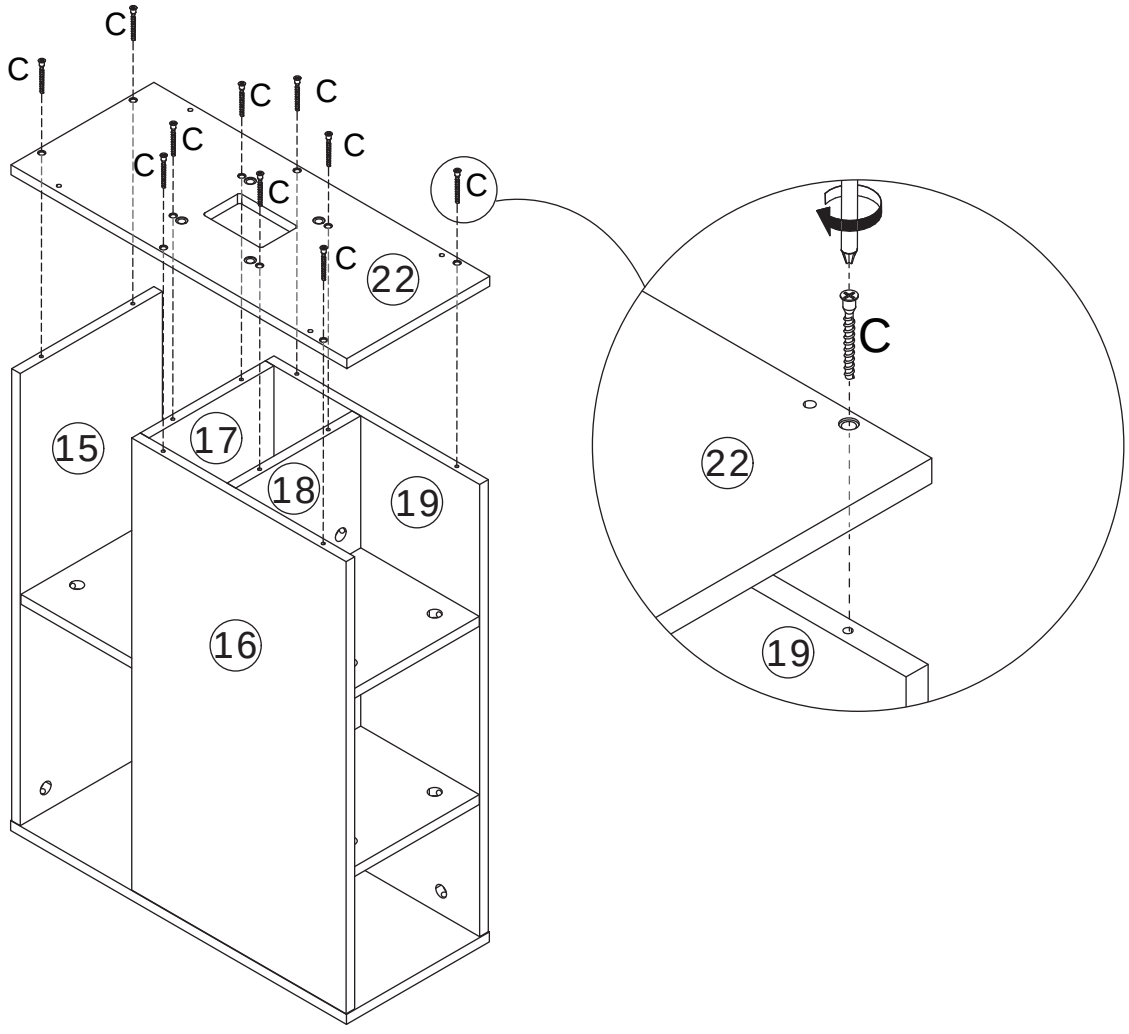
C x 10



M5 x 40 mm

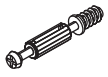


Vertically flip this component.
Secure Part 22 to Part 15, 16, 17, 18 and 19 using screw (C).

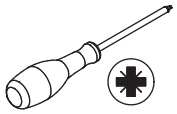


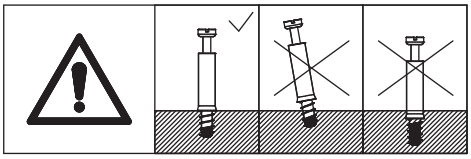
24

A x 4

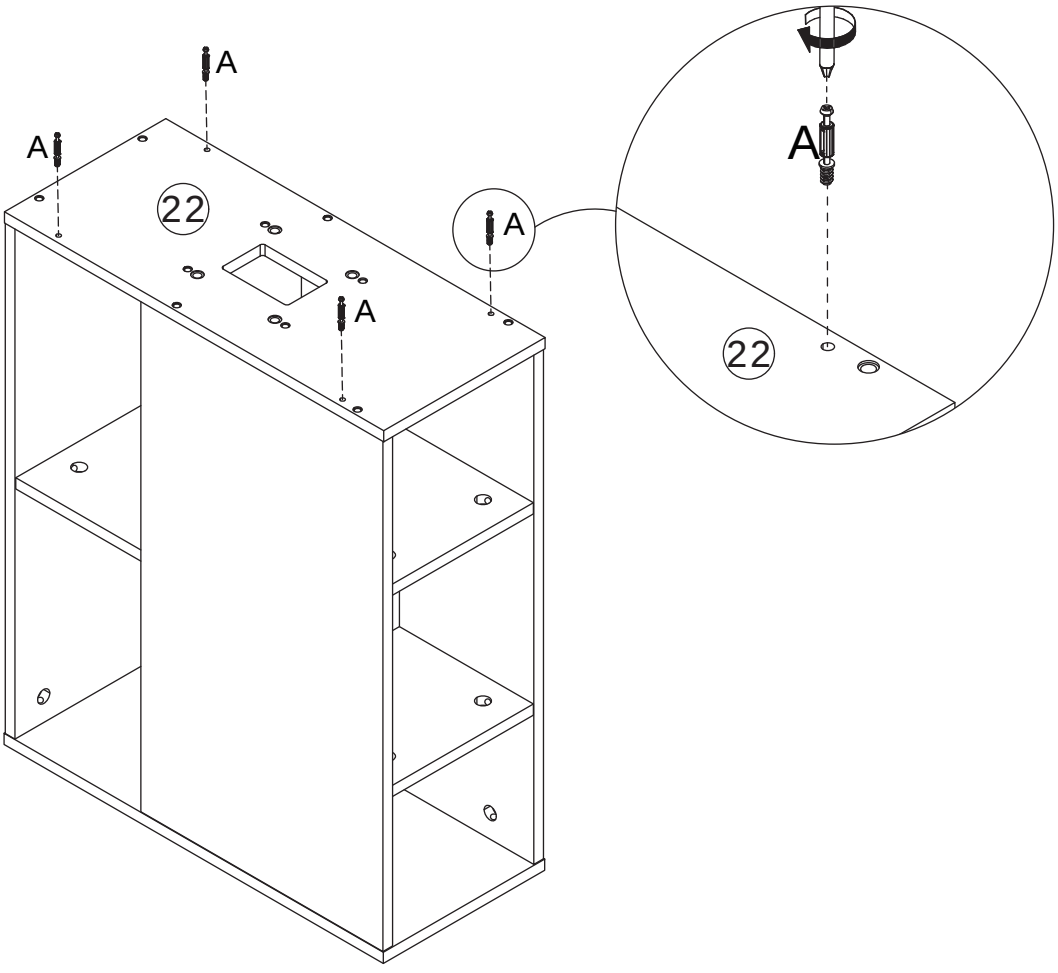


M5 x 35 mm

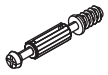
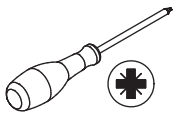


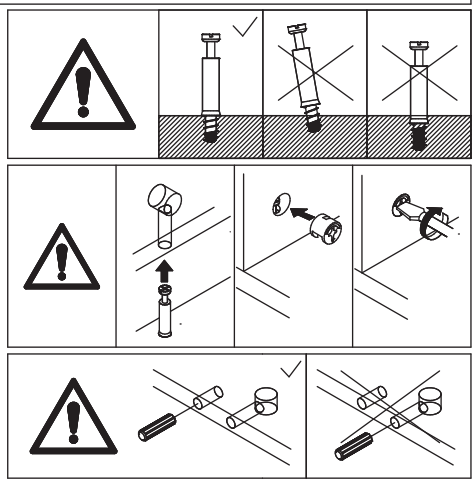


Screw eccentric bolt (A) onto Part 22.

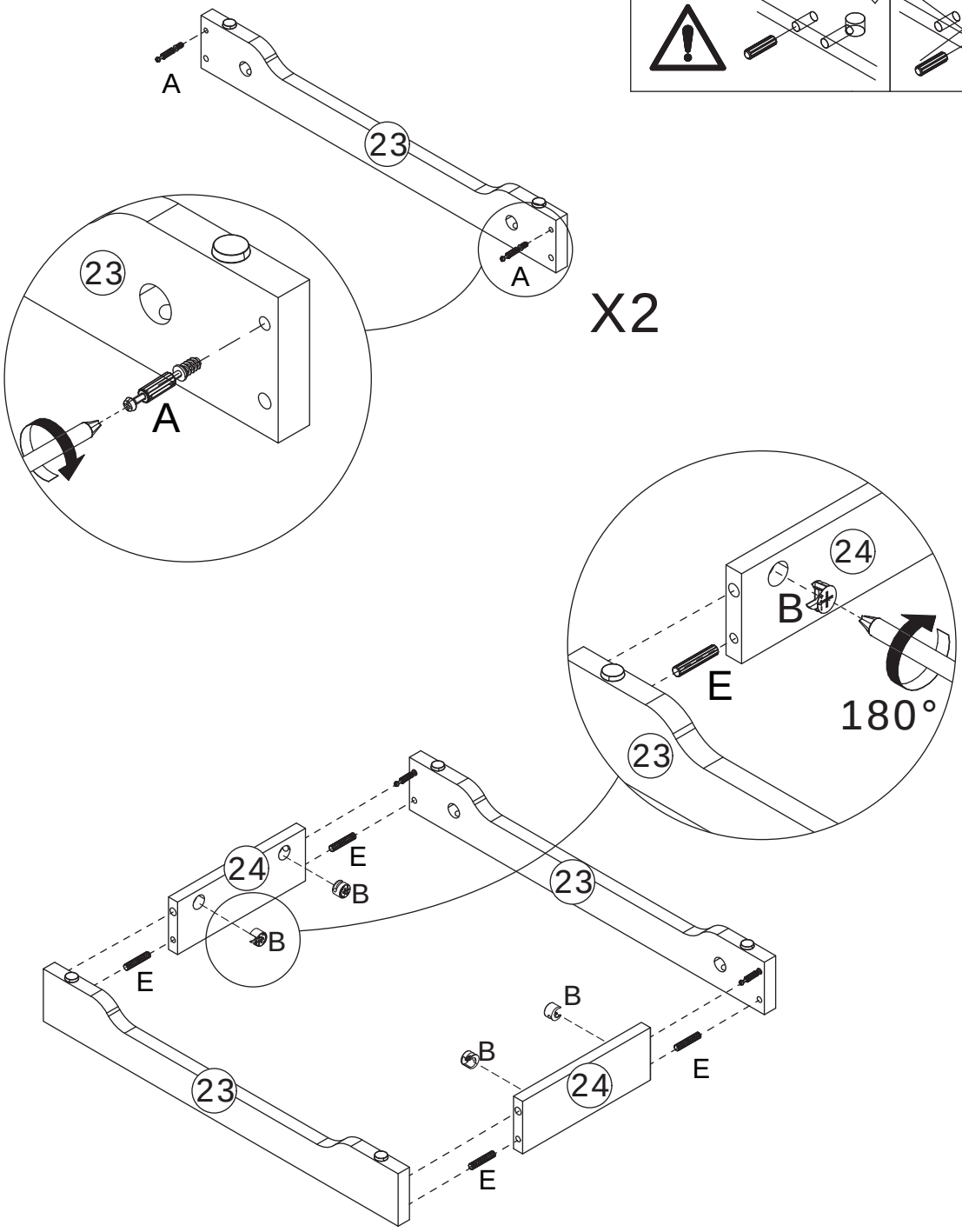


25

A x 4	B x 4	E x 4	
			
M5 x 35 mm	∅15 x 10 mm	∅6 x 40 mm	



Screw eccentric bolt (A) onto Part 23. Connect Part 23 to Part 24 using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise.

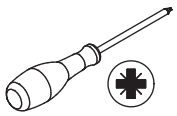


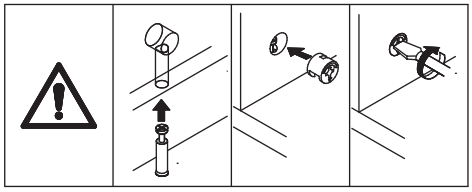
26

B x 4

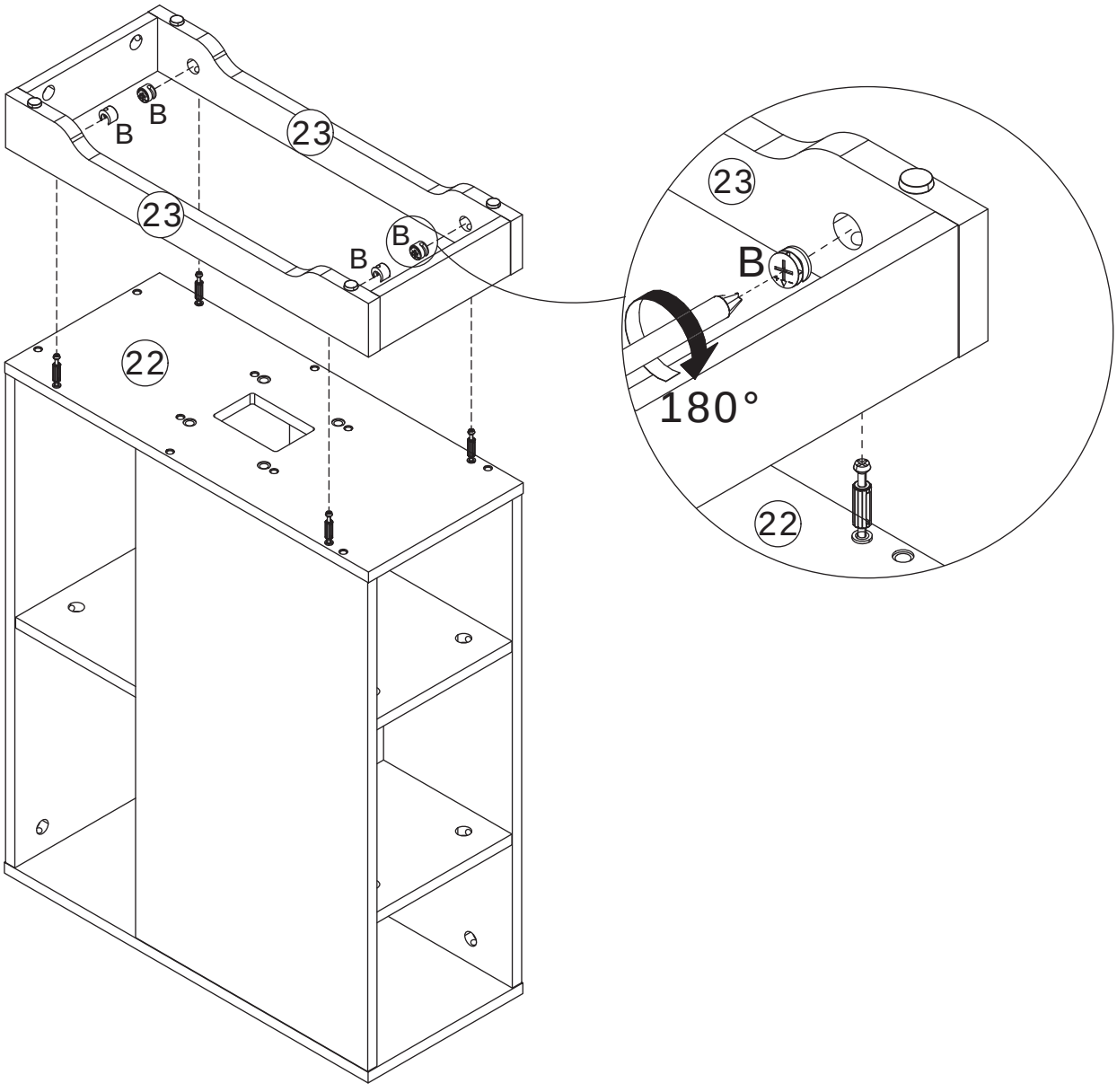


∅15 x 10 mm



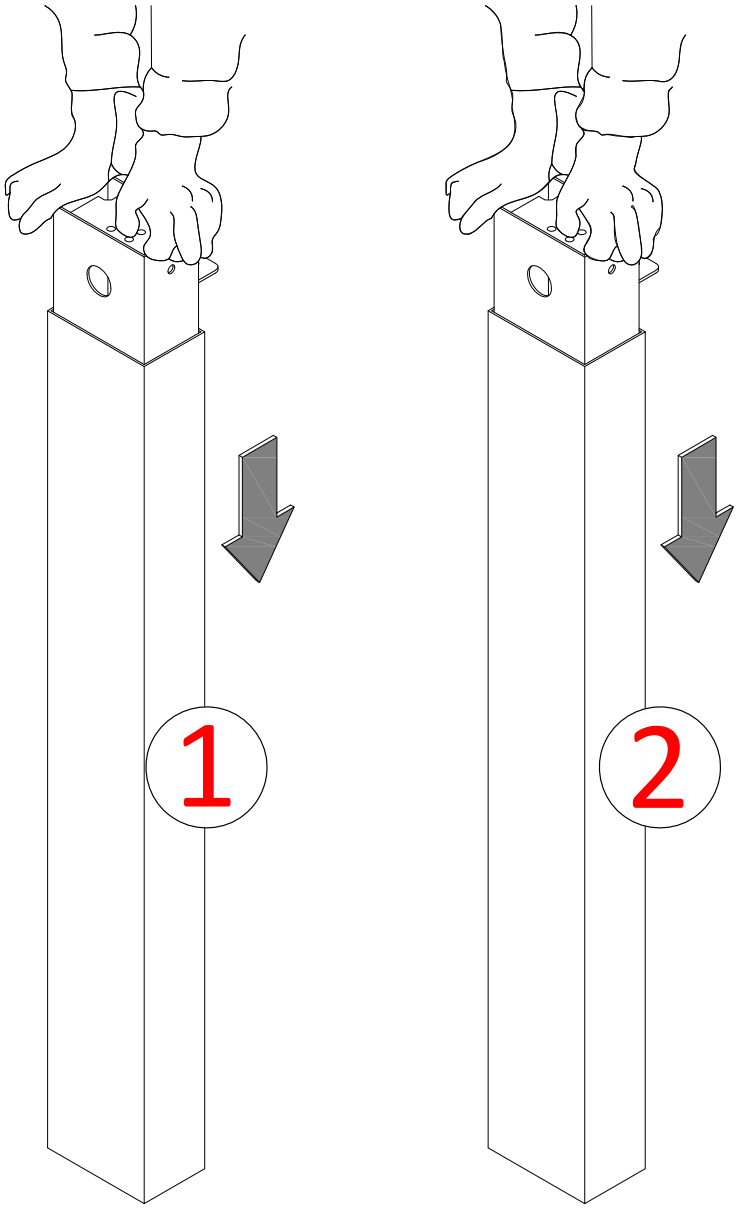


Connect the component to Part 22, then tighten by turning eccentric wheel (B) clockwise.



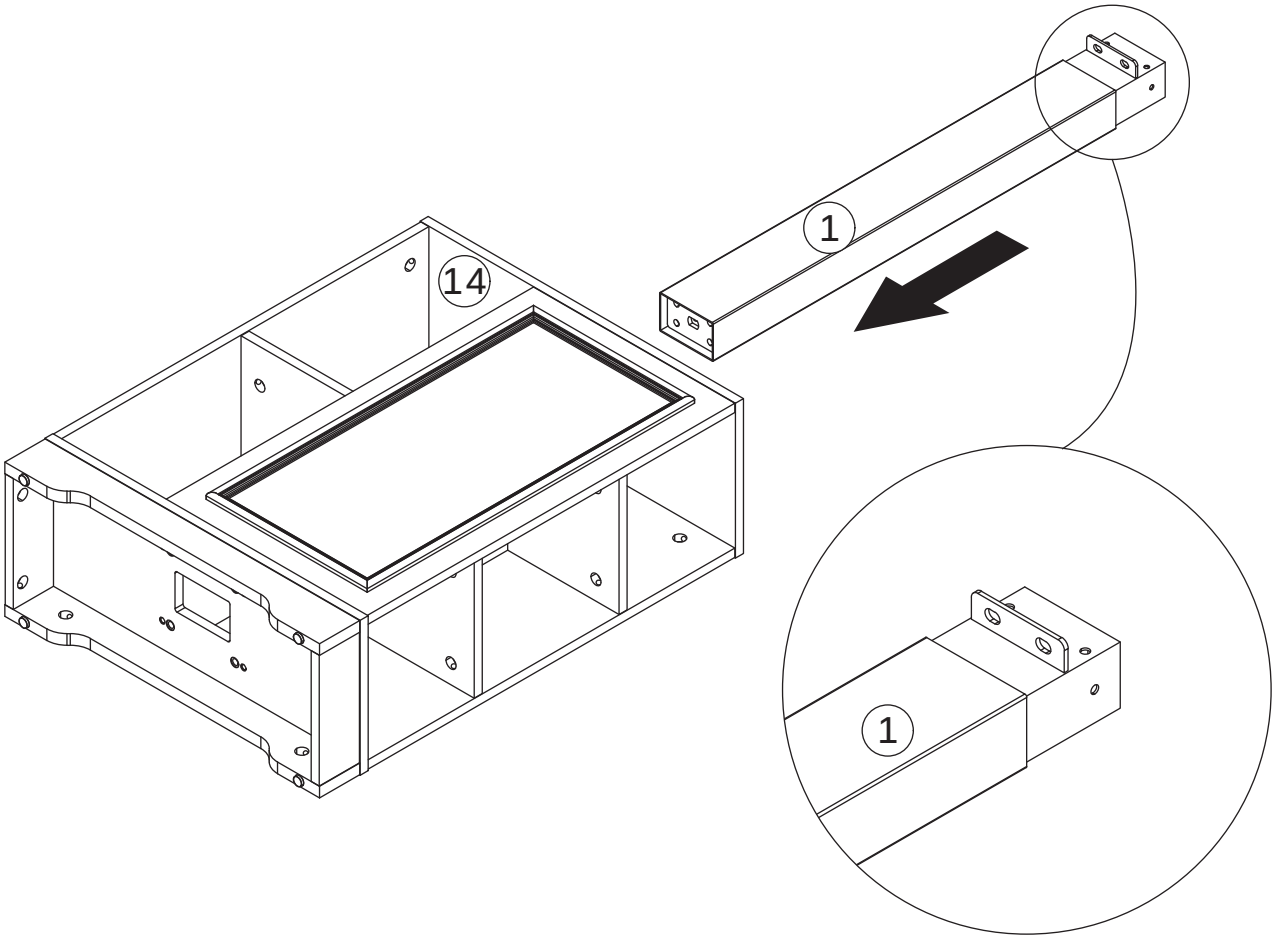
27

Check whether the heights of the two lift desk legs are consistent. If there is too much height difference, press down to ensure that the heights of the two lift desk legs are the same



28

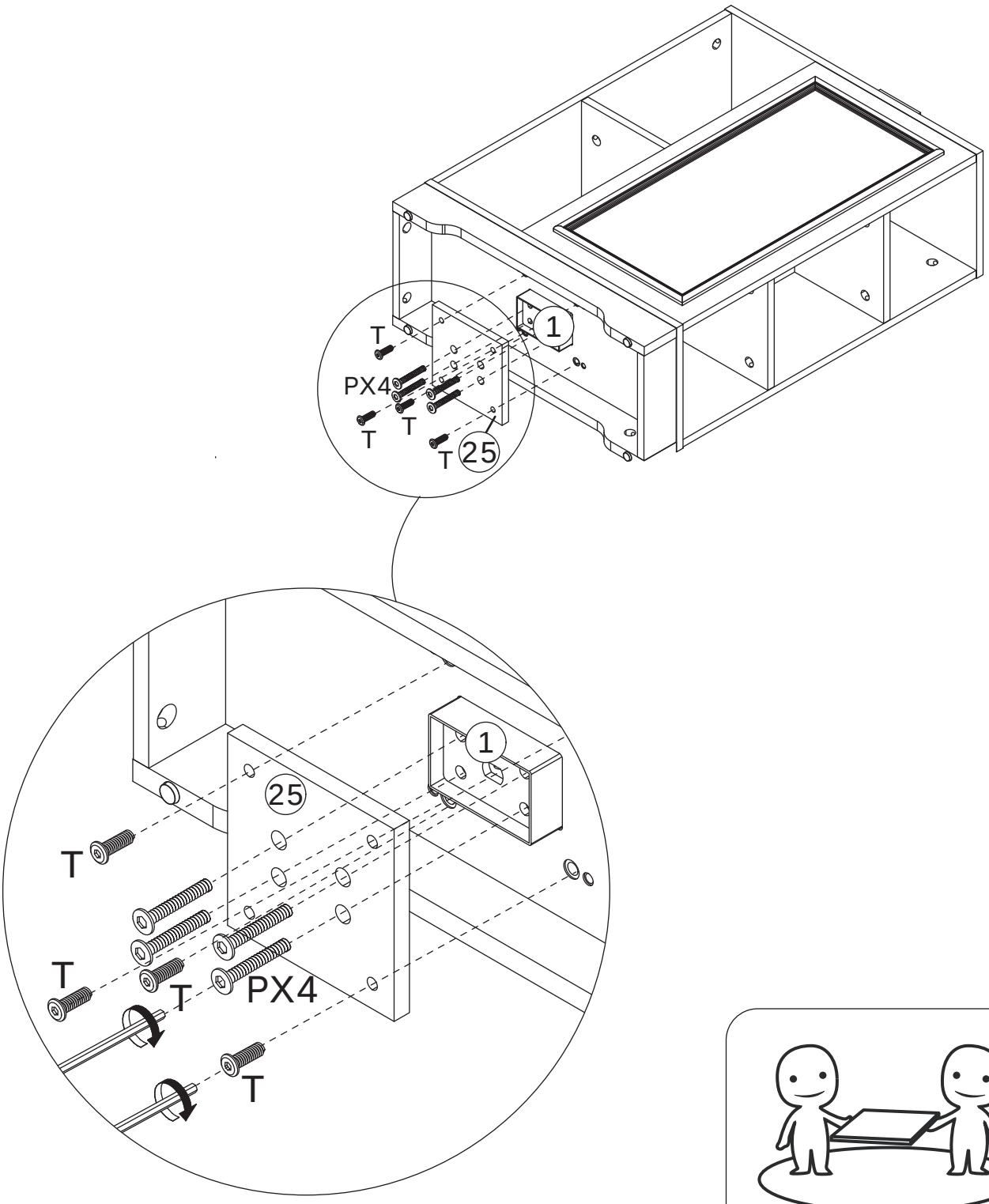
Insert Part 1 into the holes on Part 14 and 1.



29

P x 4	T x 4	x 1	x 1	
				
M8 x 40 mm	M6 x 22 mm	#5	#4	

Secure Part 25 to Part 1 using screw (P).
Secure Part 25 to Part 22 using screw (T).

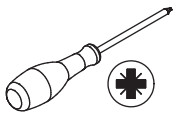


30

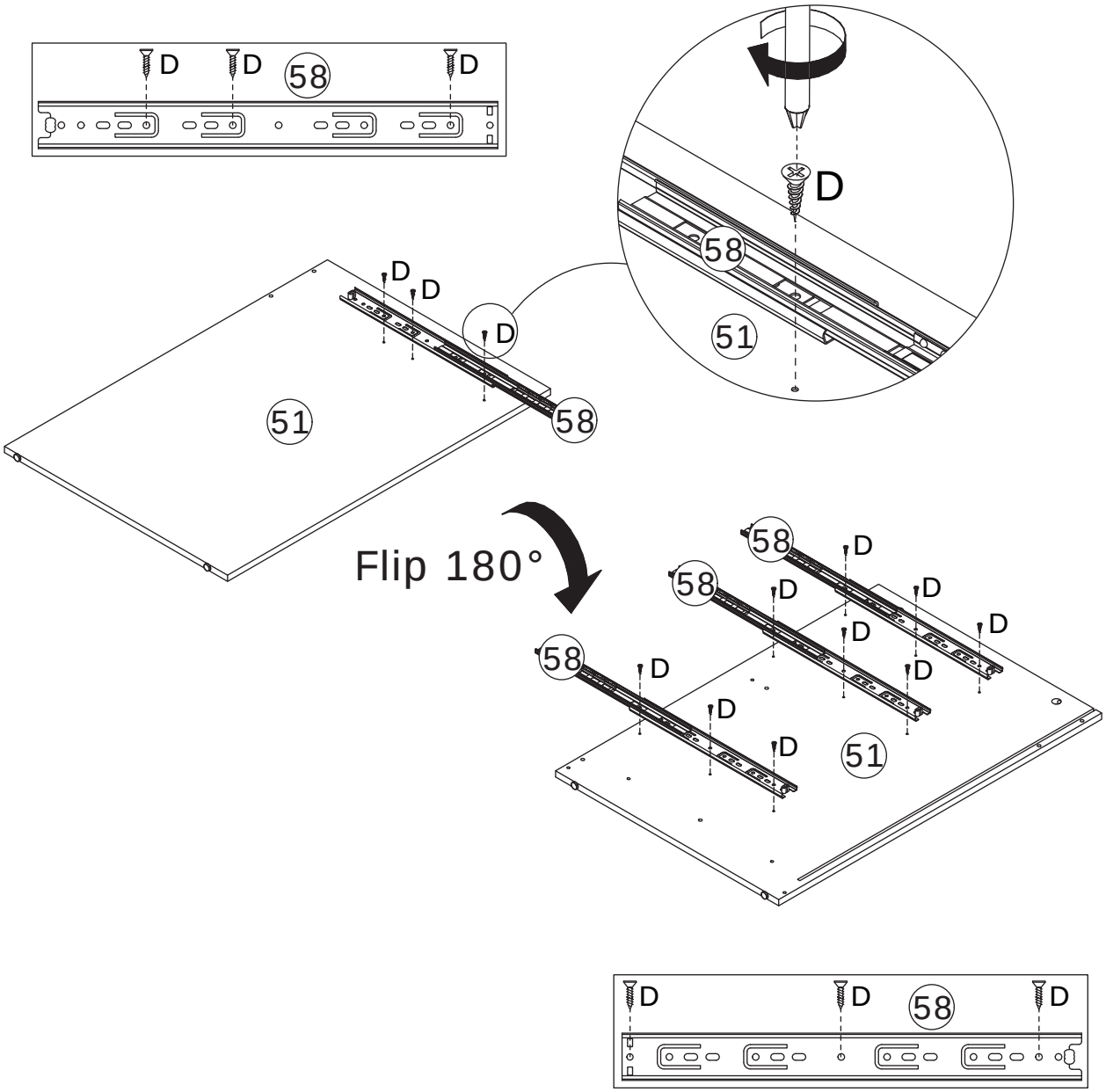
D x 12



M3.5 x 12 mm

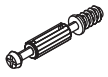


Secure slide rail (58) to **both sides of** Part 51 using screw(D).

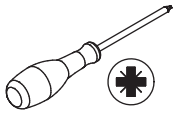


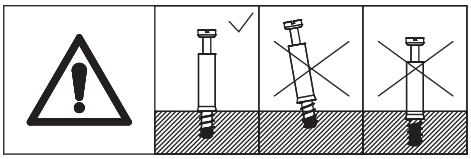
31

A x 5

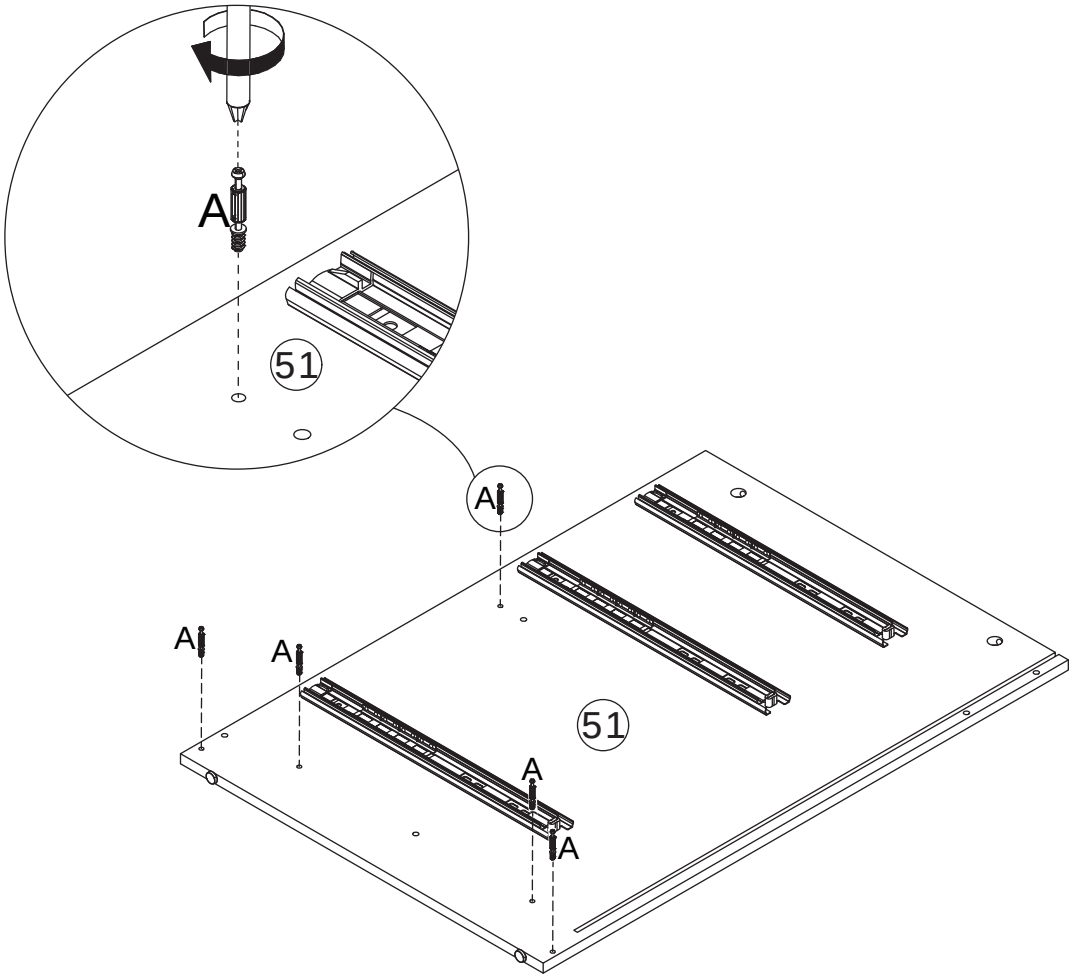


M5 x 35 mm

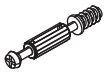
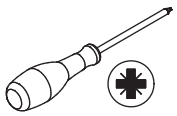


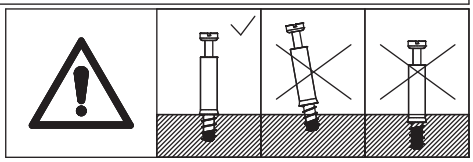


Screw eccentric bolt (A) onto Part 51.

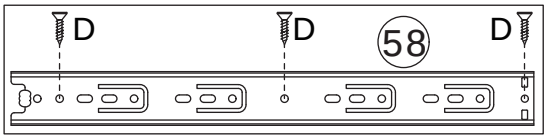


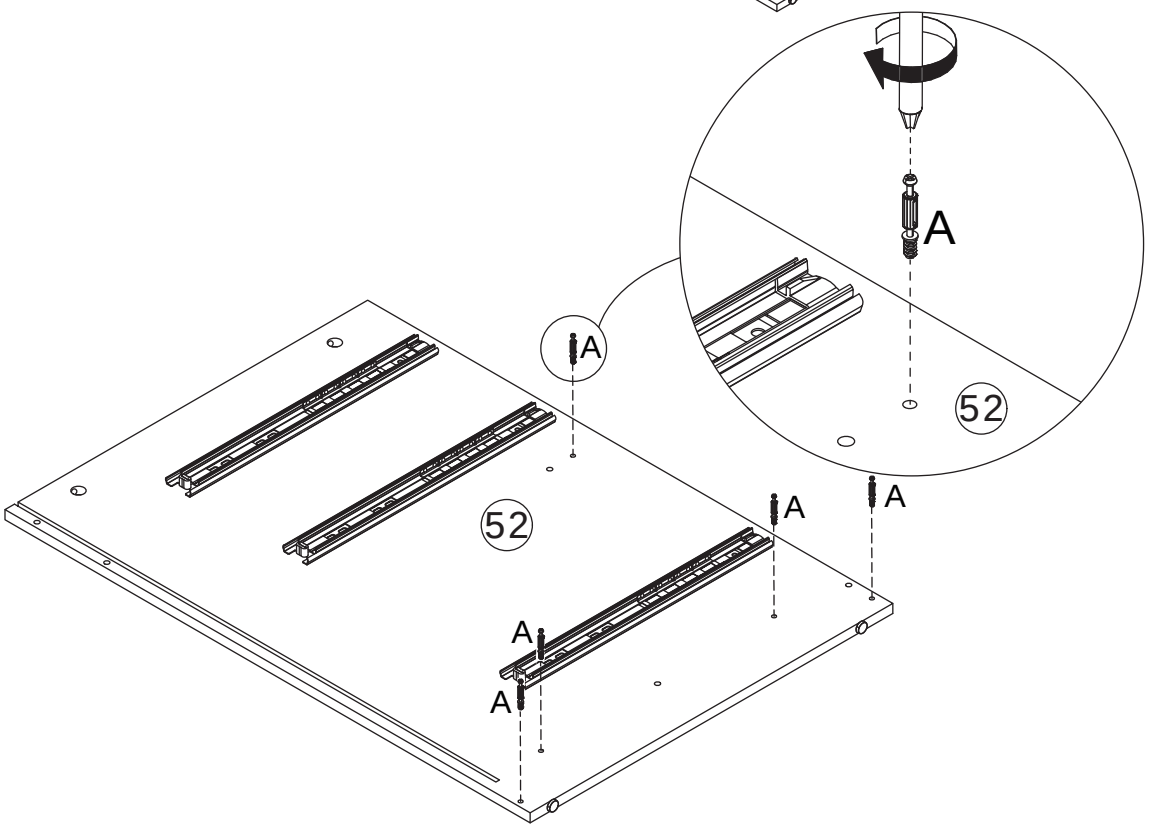
32

A x 5	D x 9	
		
M5 x 35 mm	M3.5 x 12 mm	

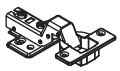
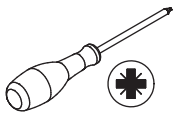


Secure slide rail (58) to Part 52 using screw(D).
Screw eccentric bolt (A) onto Part 52.

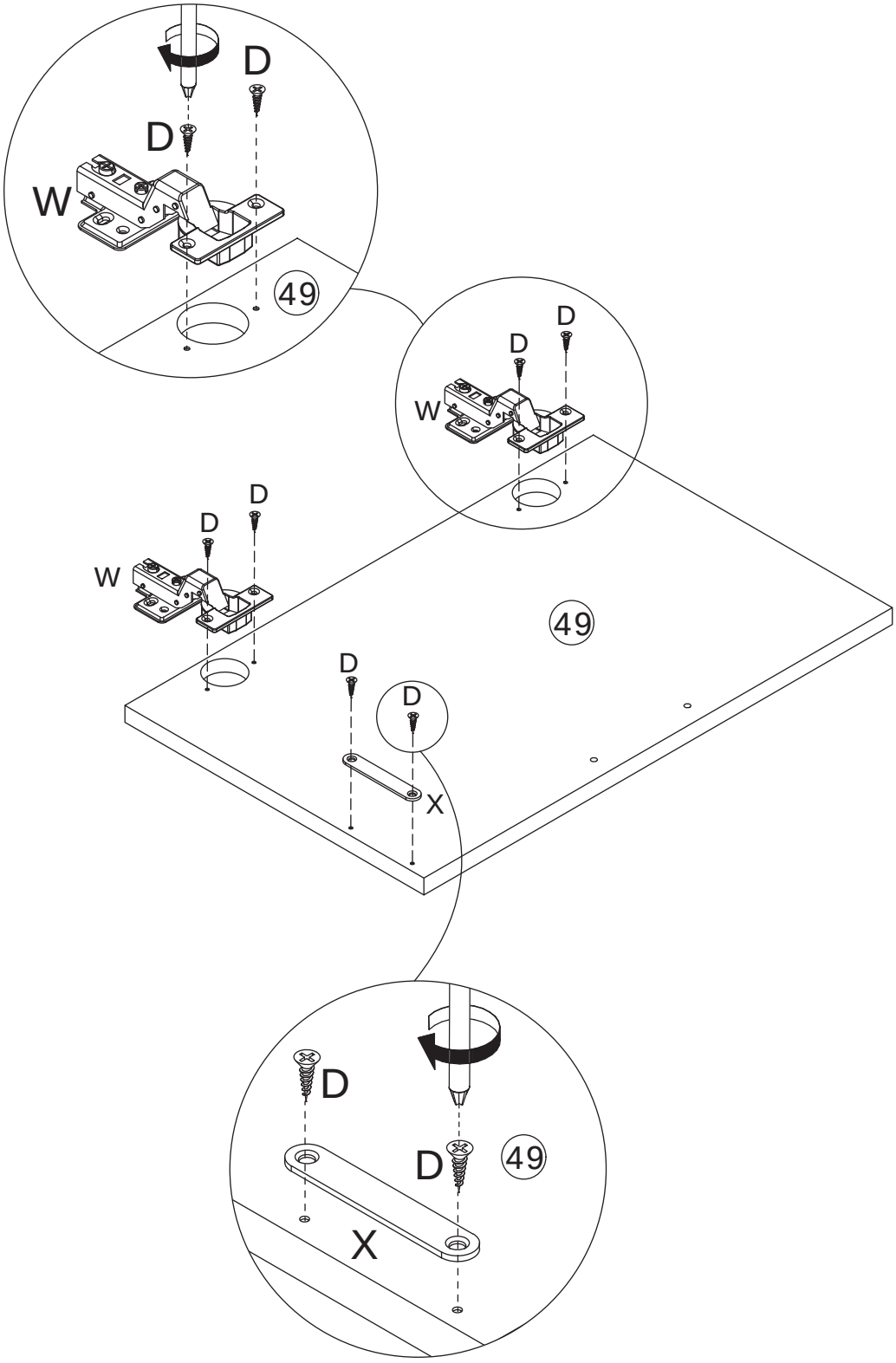




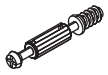
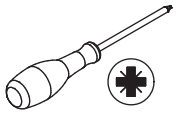
33

D x 6	W x 2	X x 1 X-1	
 M3.5 x 12 mm	 15-DW		

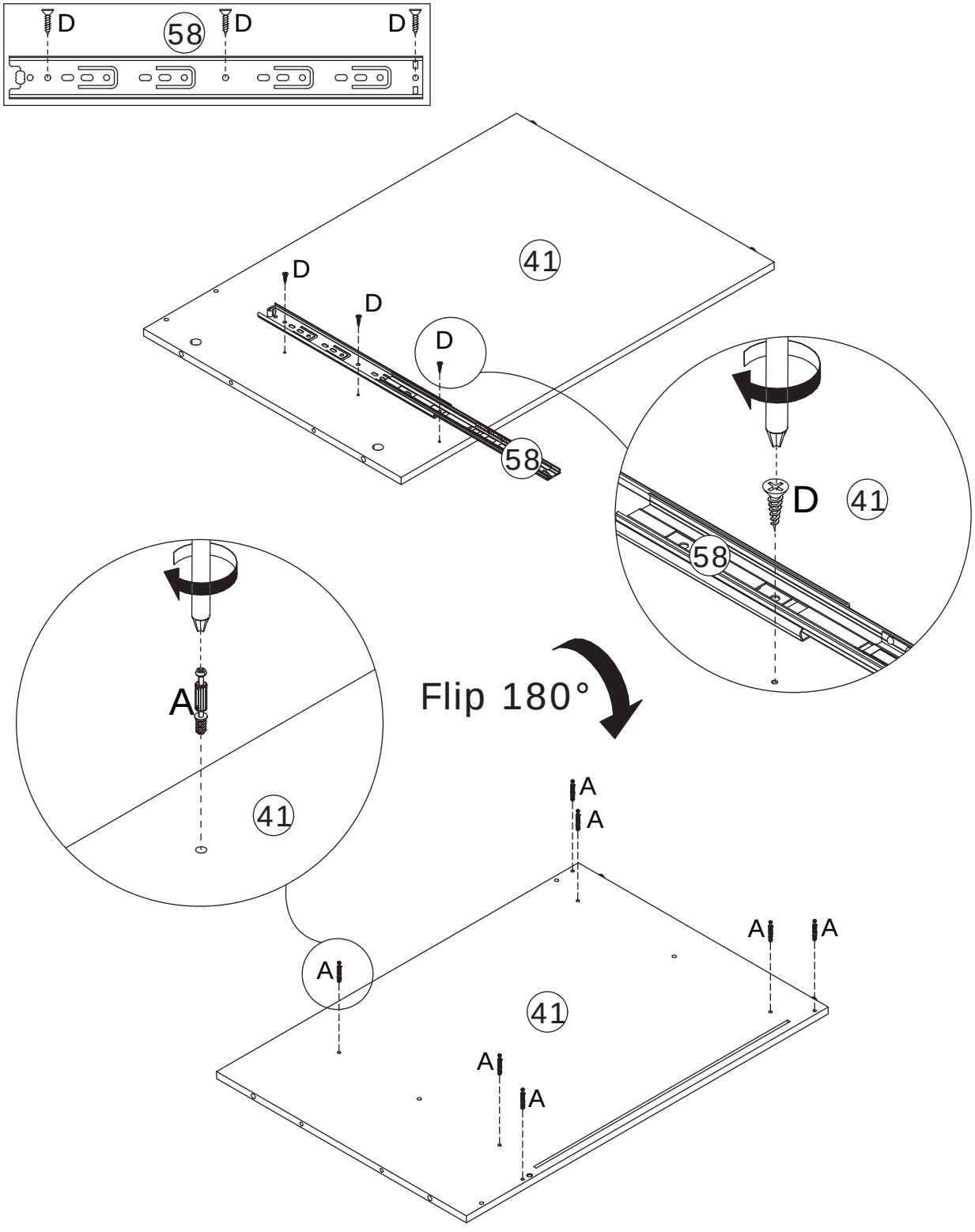
Secure hinge (W) and iron plate (X) to Part 49 using screw (D).



34

A x 7	D x 3	
		
M5 x 35 mm	M3.5 x 12 mm	

Secure slide rail (58) to Part 41 using screw (D).
Flip the board to the other side, screw eccentric bolt (A) onto Part 41.

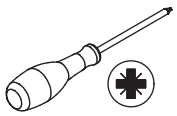


35

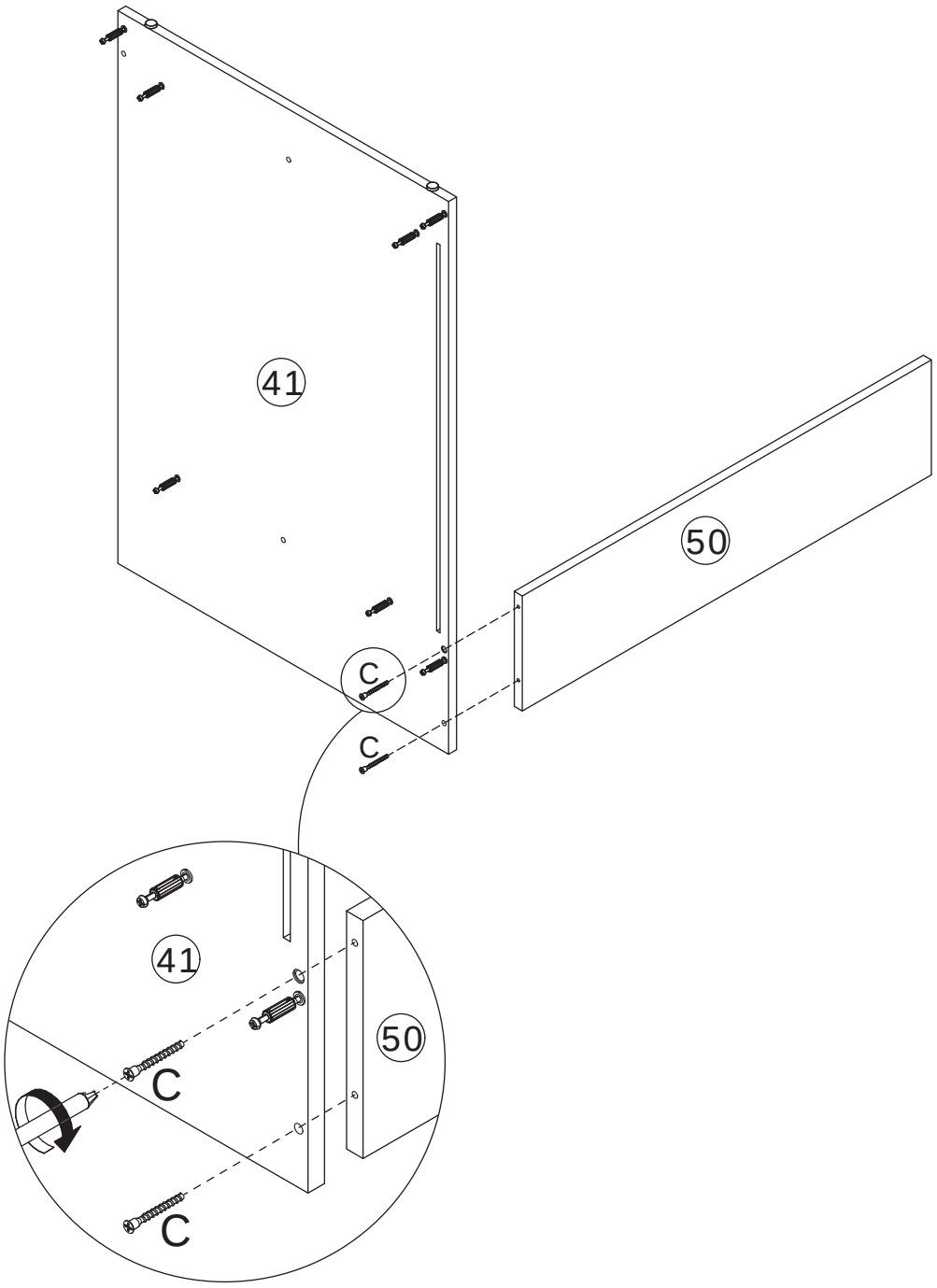
C x 2



M5 x 40 mm

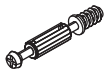


Secure Part 50 to Part 41 using screw (C).

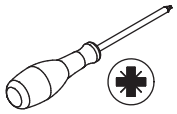


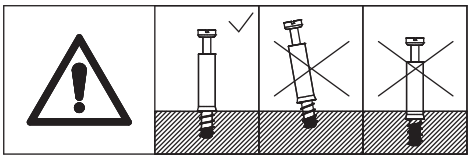
36

A x 4

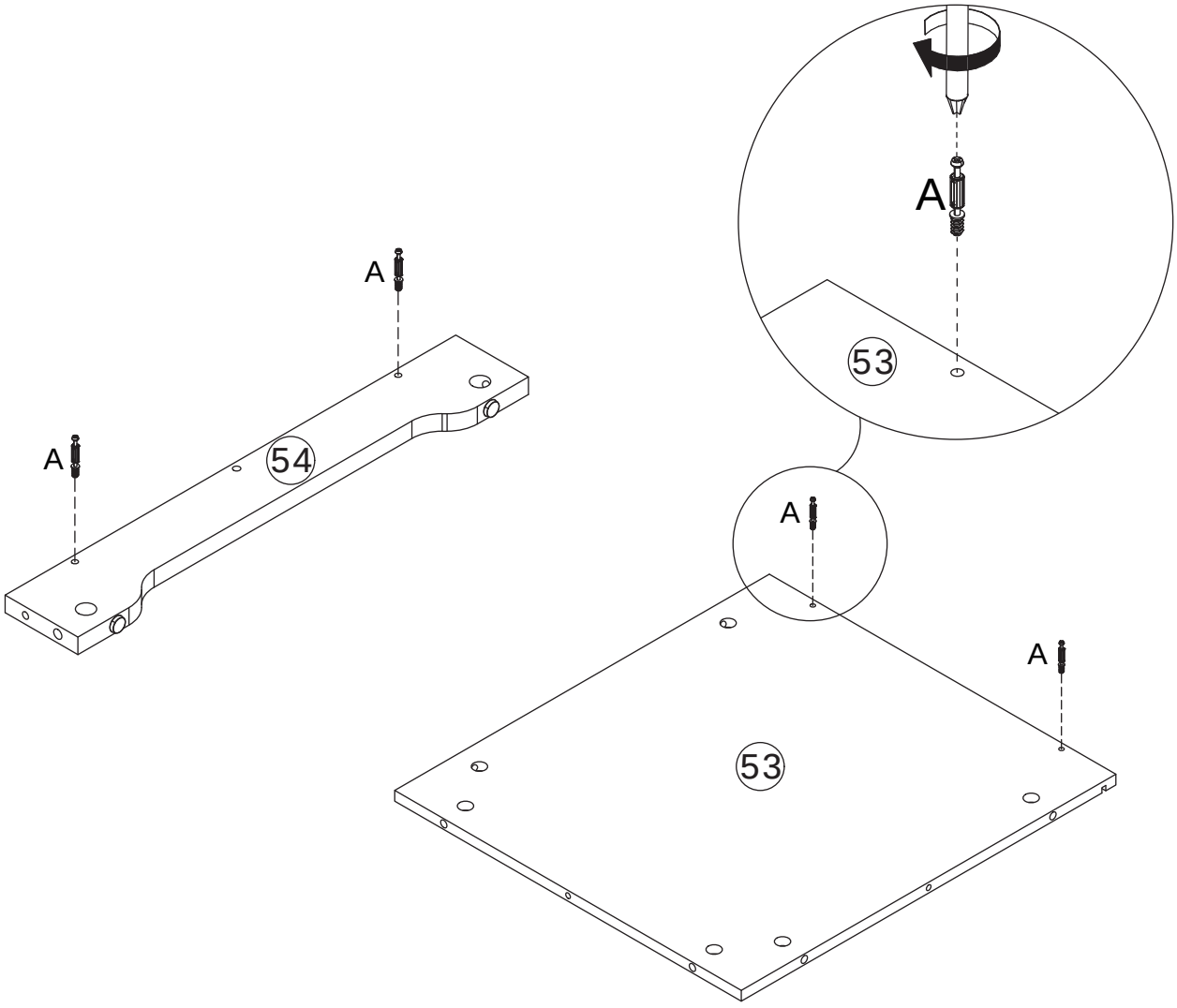


M5 x 35 mm

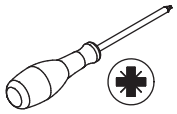


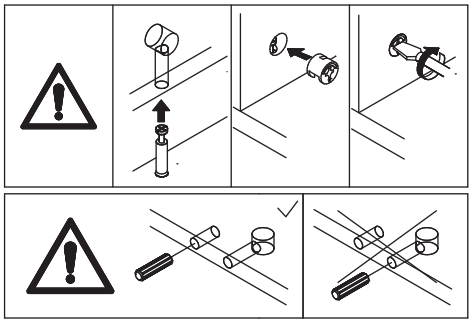


Screw eccentric bolt (A) onto Part 54 and 53.

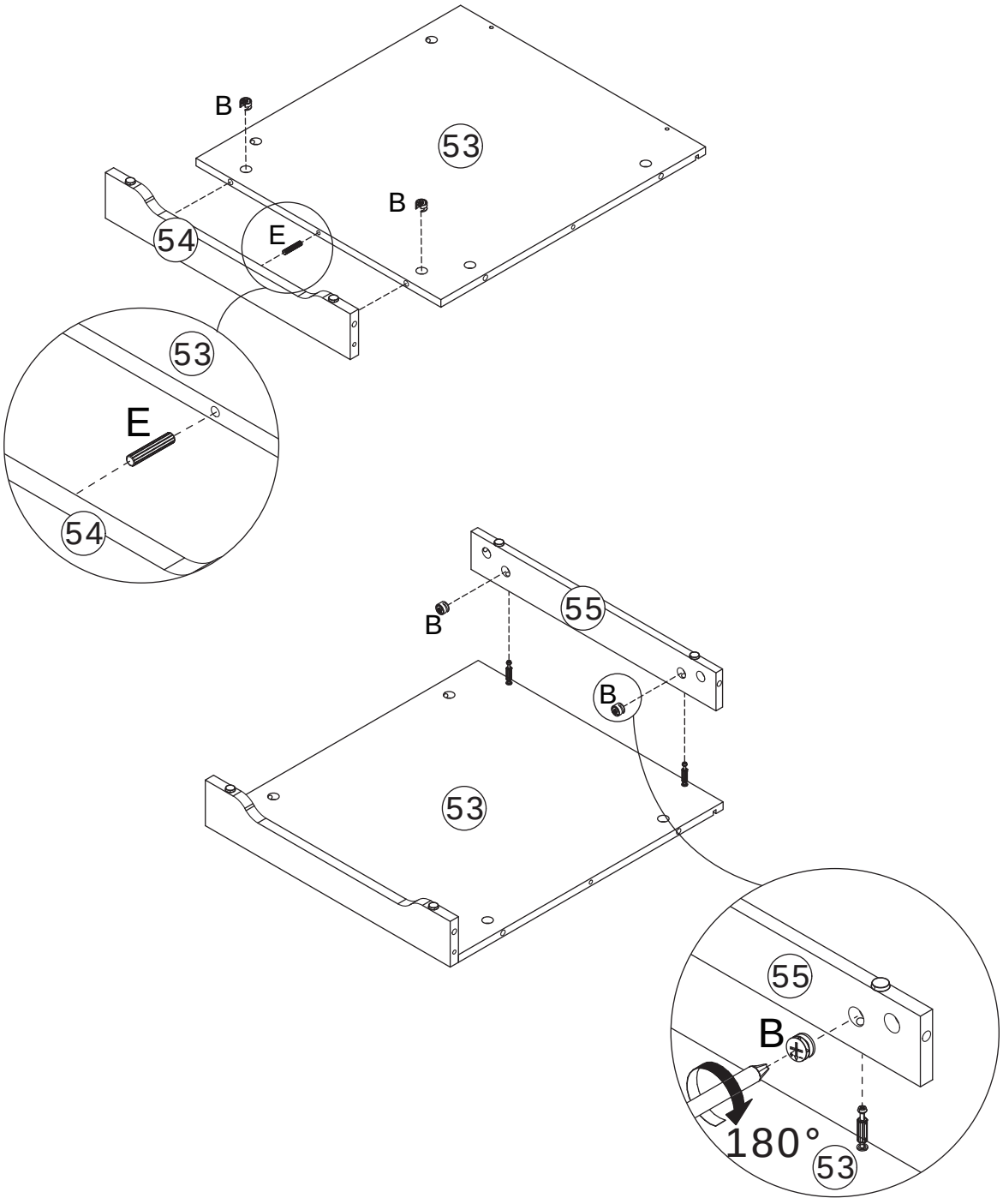


37

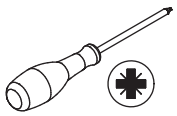
B x 4	E x 1	
		
∅15 x 10 mm	∅6 x 40 mm	

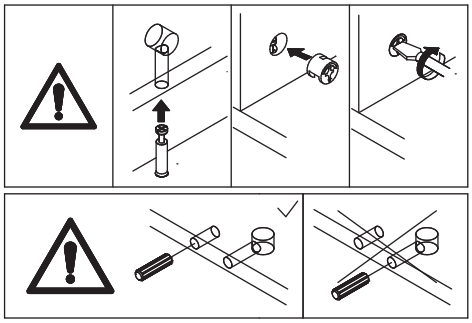


Insert wooden dowel (E) into Part 54.
Connect Part 54 and 55 to Part 53, then tighten by turning eccentric wheel (B) clockwise.

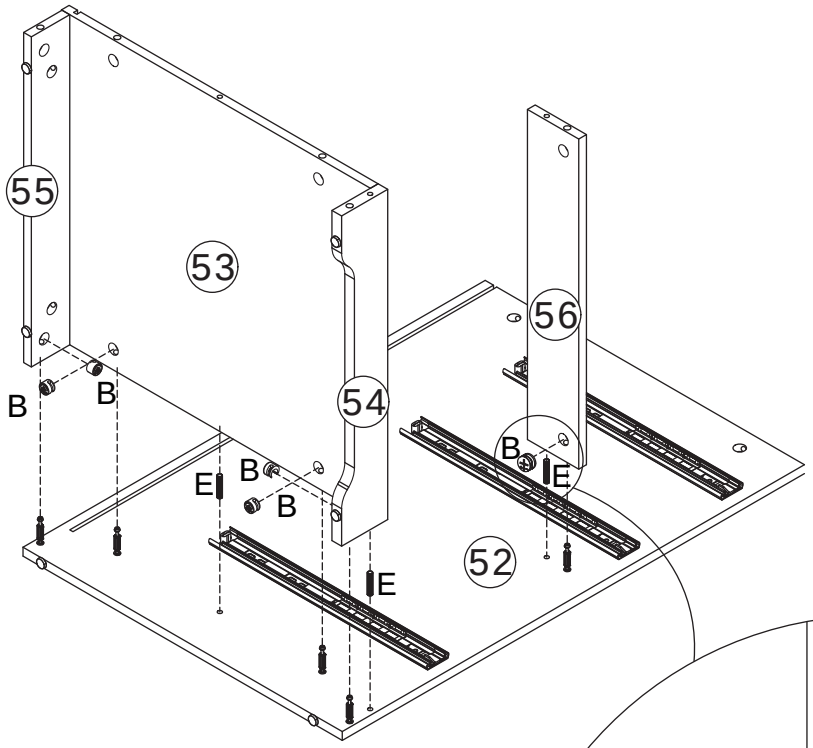


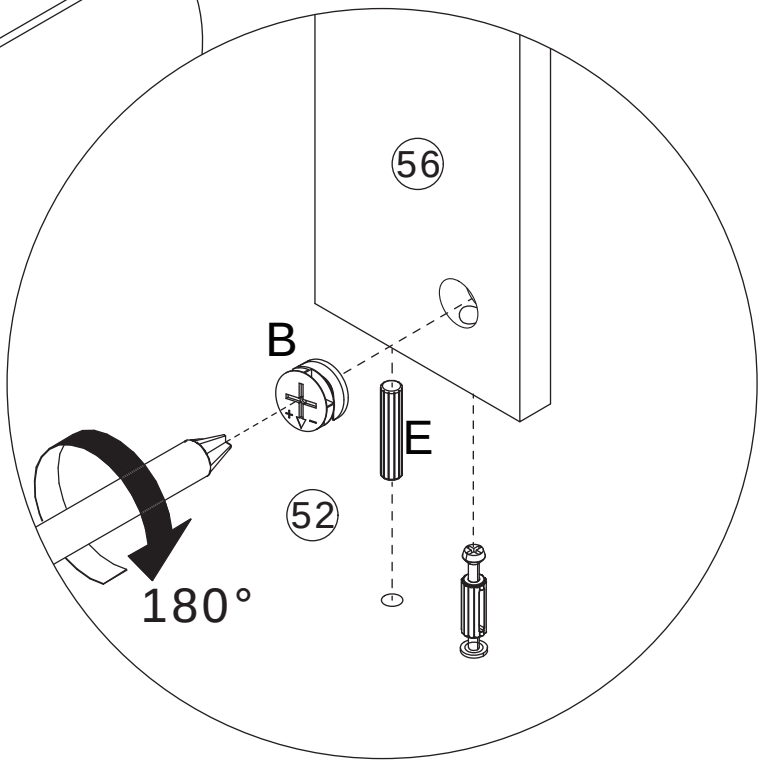
38

B x 5	E x 3	
		
∅15 x 10 mm	∅6 x 40 mm	

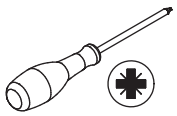


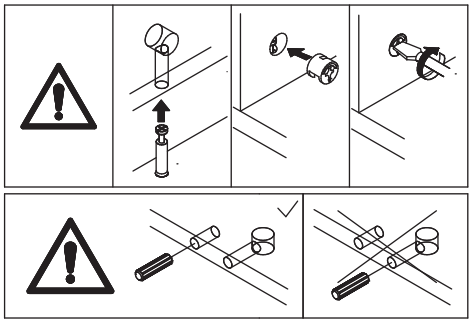
Insert wooden dowel (E) into Part 53 and 56. Connect Part 55, 53, 54 and 56 to Part 52, then tighten by turning eccentric wheel (B) clockwise.



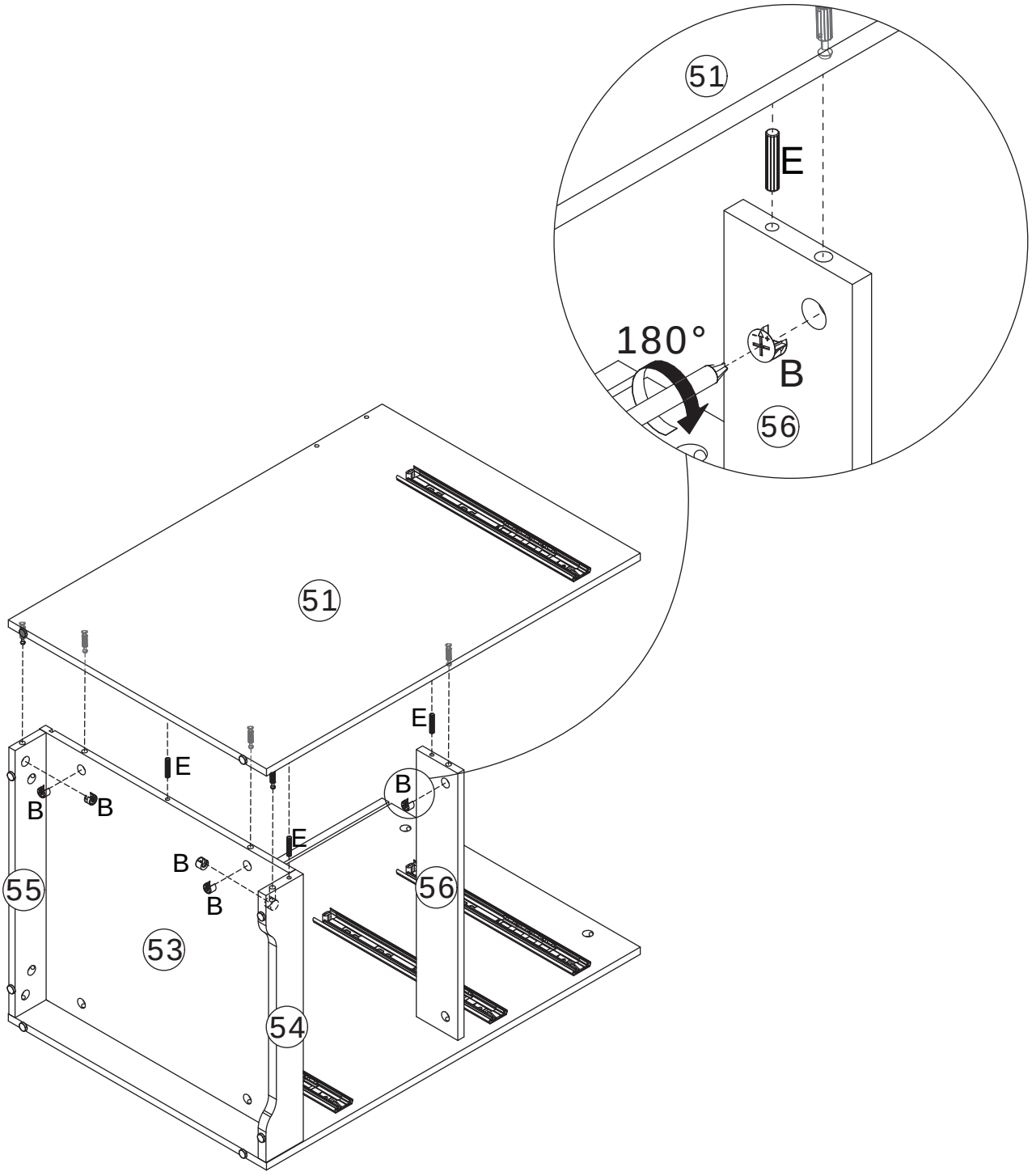


39

B x 5	E x 3	
		
∅15 x 10 mm	∅6 x 40 mm	

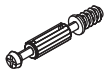


Insert wooden dowel (E) into Part 53, 54 and 56.
Connect Part 51 to Part 55, 53, 54 and 56, then tighten by turning eccentric wheel (B) clockwise.

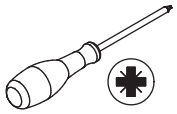


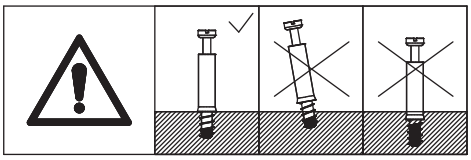
40

A x 4

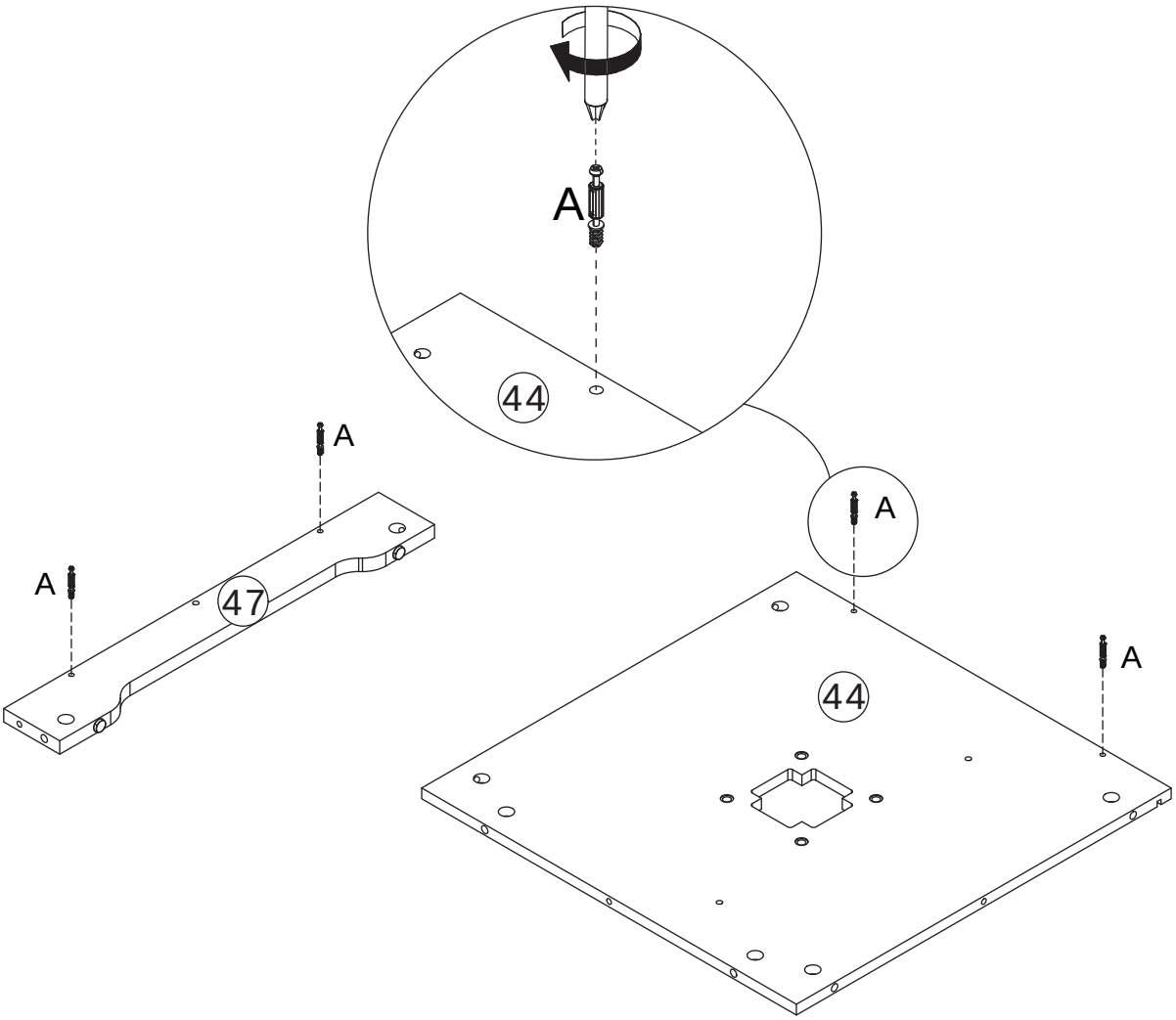


M5 x 35 mm

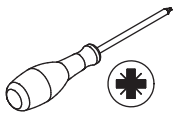


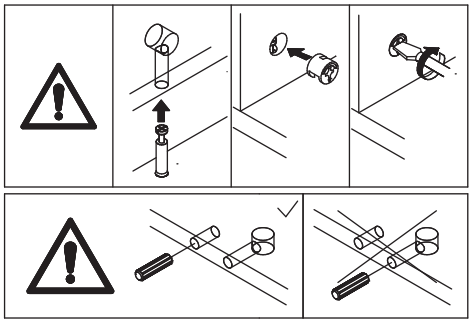


Screw eccentric bolt (A) onto Part 47 and 44.

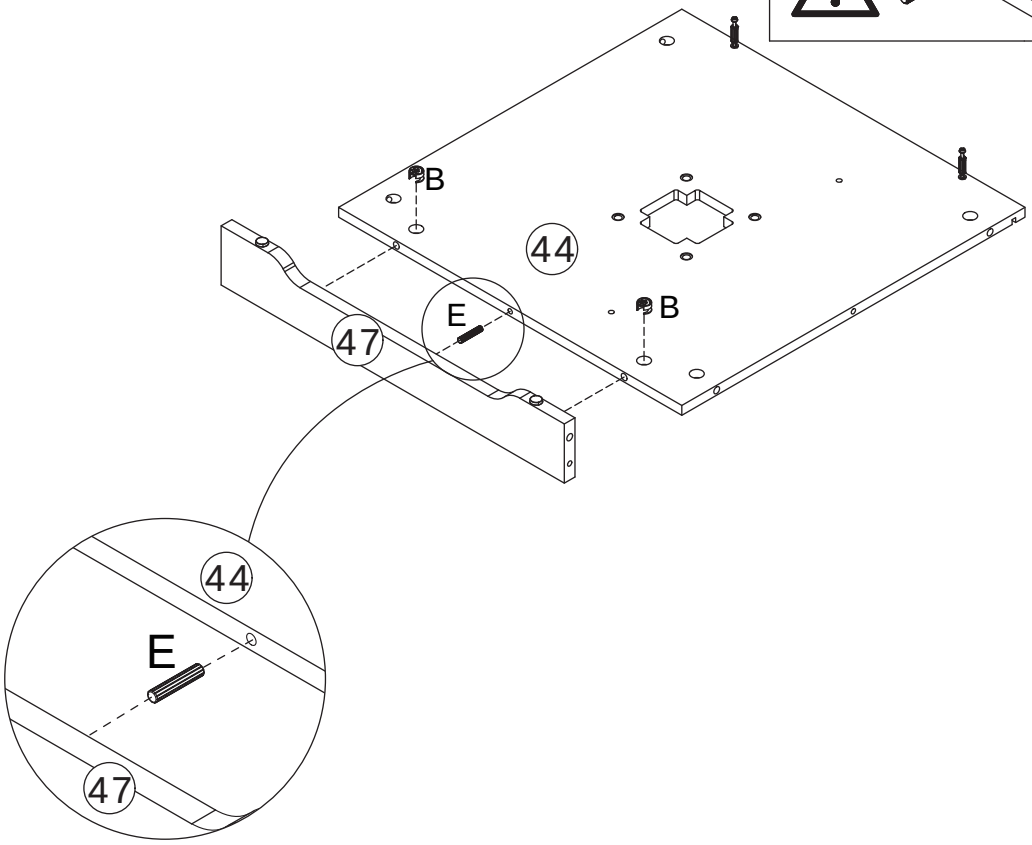


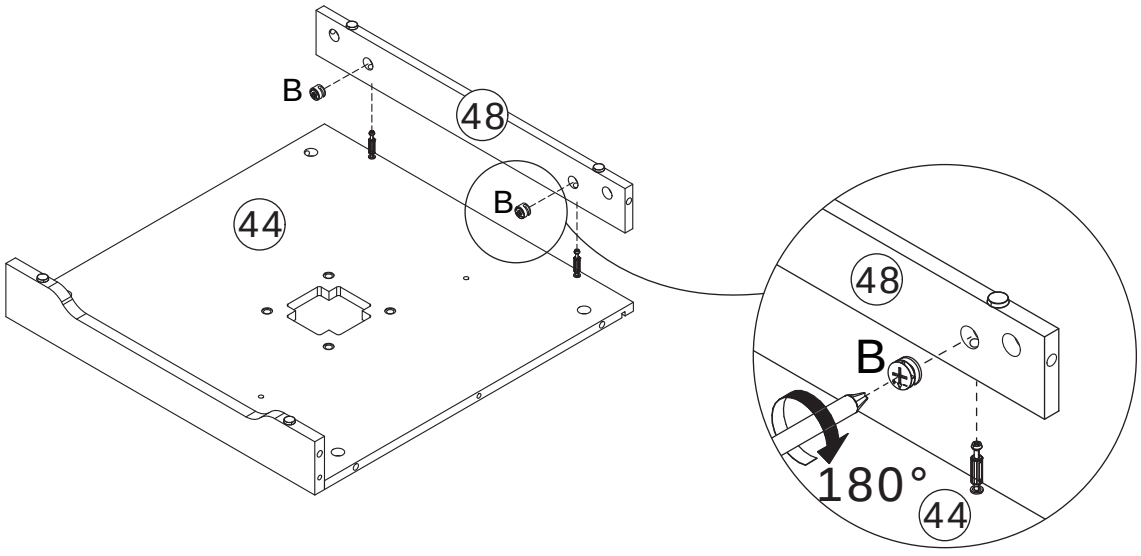
41

B x 4	E x 1	
		
∅15 x 10 mm	∅6 x 40 mm	

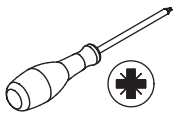


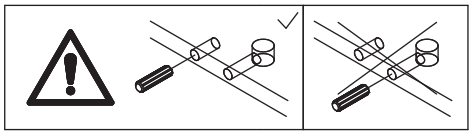
Insert wooden dowel (E) into Part 47. Connect Part 47 and 48 to Part 44, then tighten by turning eccentric wheel (B) clockwise.



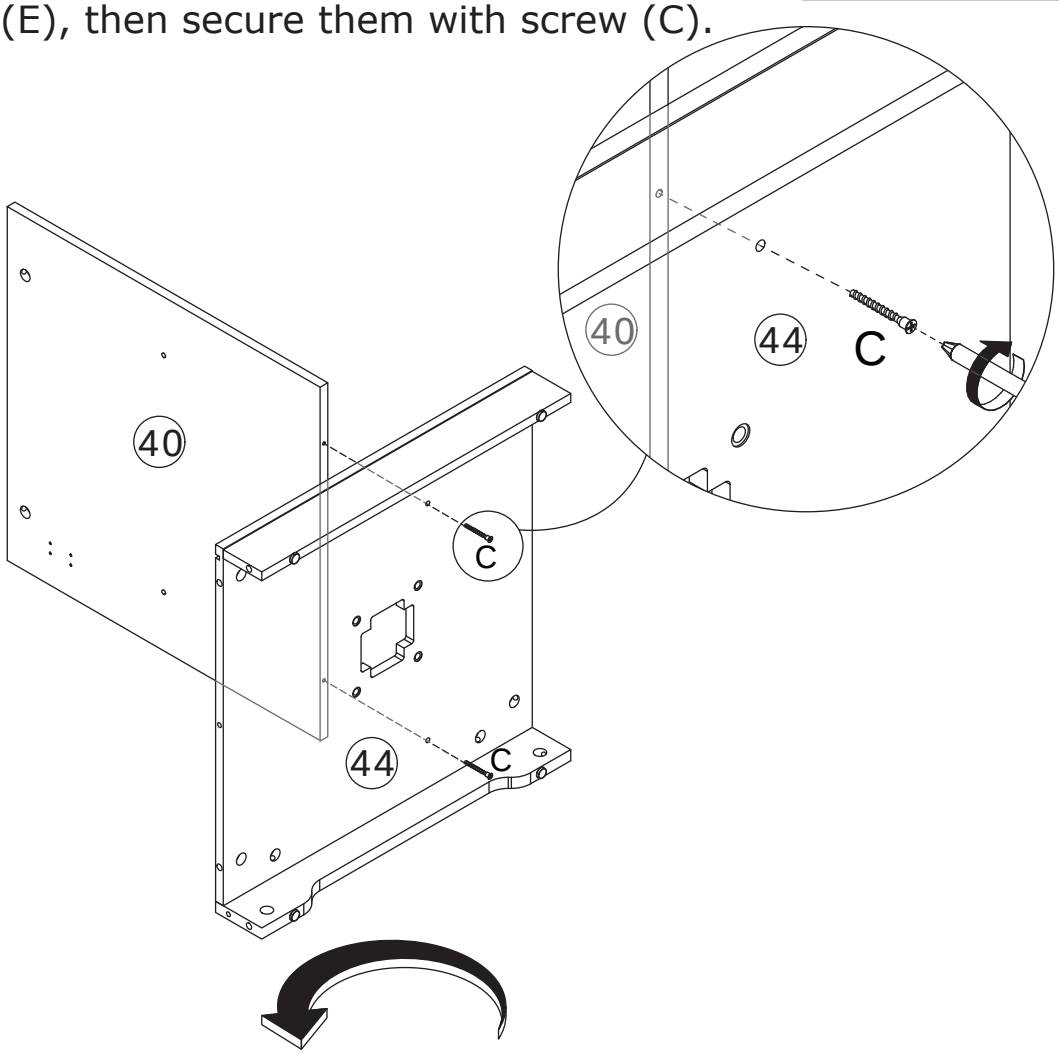


42

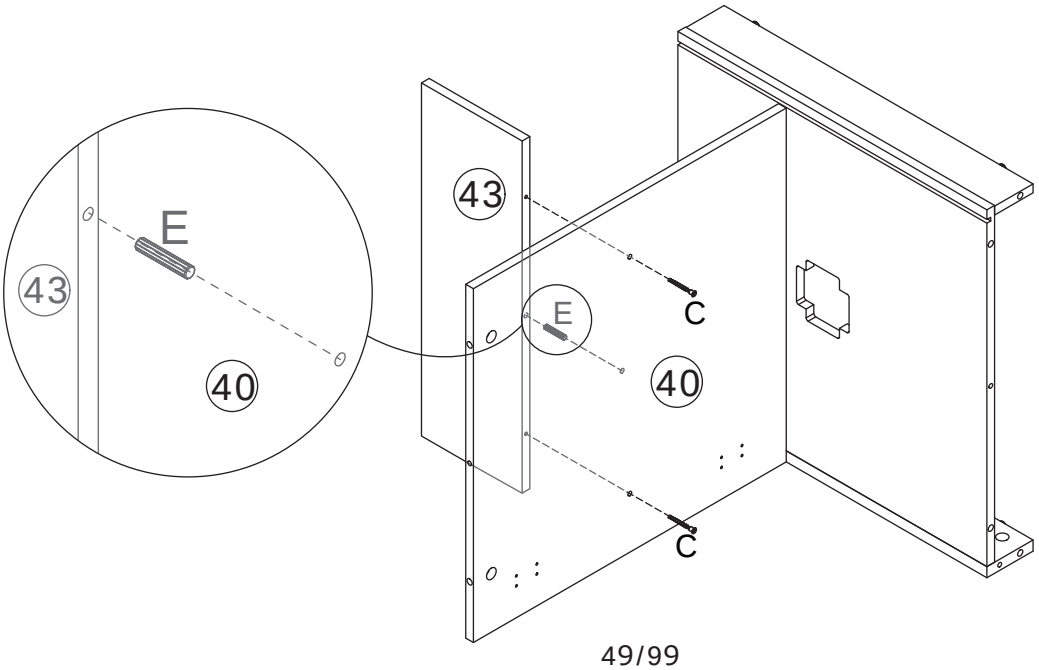
C x 4	E x 1	
 M5 x 40 mm	 ∅6 x 40 mm	



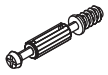
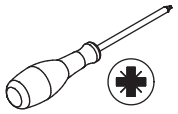
Secure Part 40 to Part 44 using screw (C).
Connect Part 43 to Part 40 using wooden dowel (E), then secure them with screw (C).

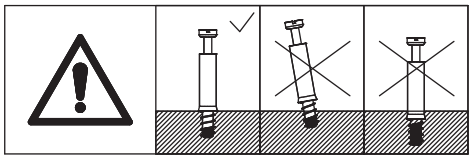


Flip 180°

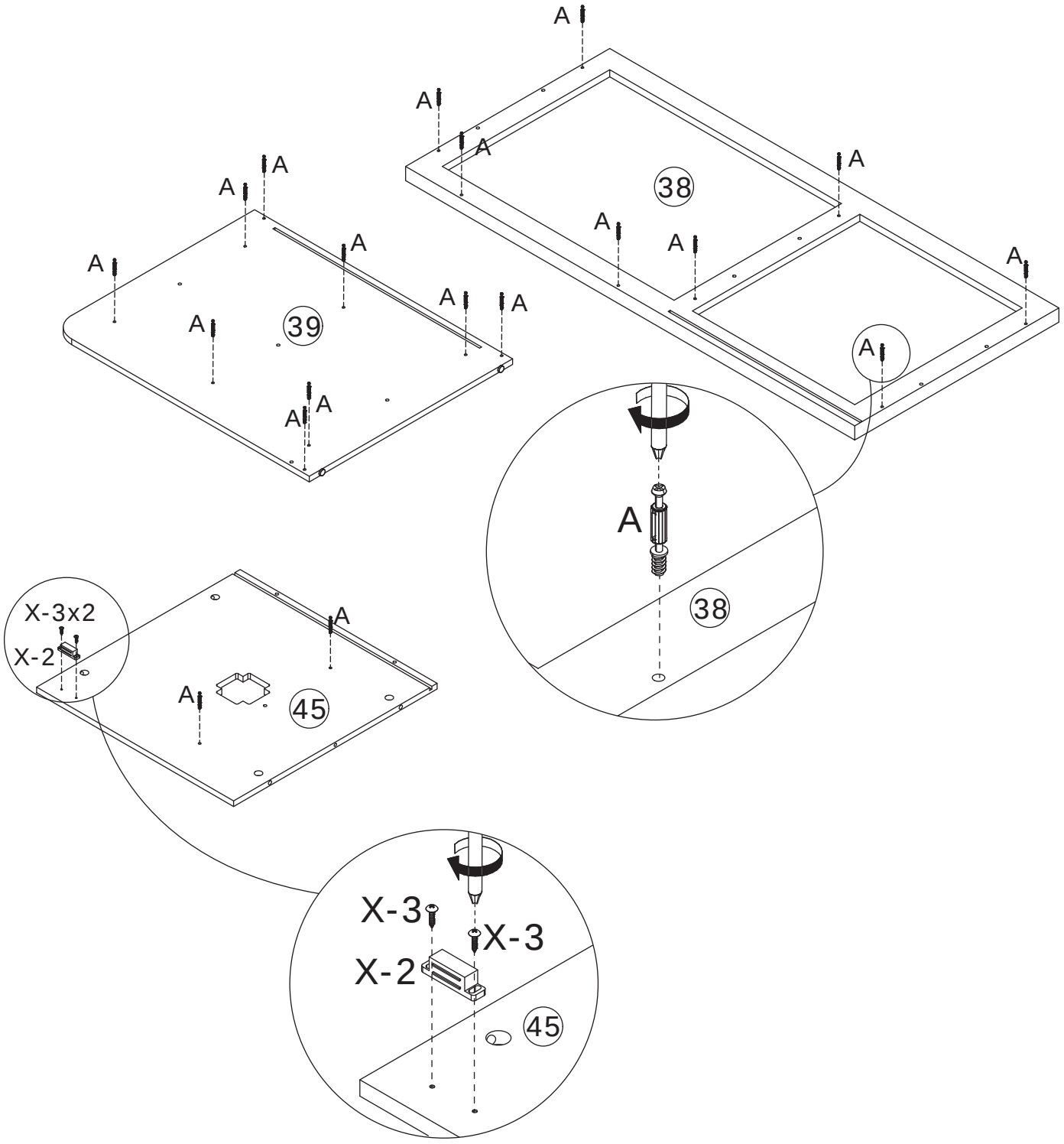


43

A x 19	X x 1	
 M5 x 35 mm	X-2 X-3  X2 M3 x 14 mm	



Screw eccentric bolt (A) onto Part 38, 39, and 45.
Secure magnet (X) to Part 45.

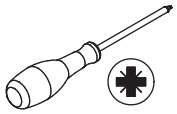


44

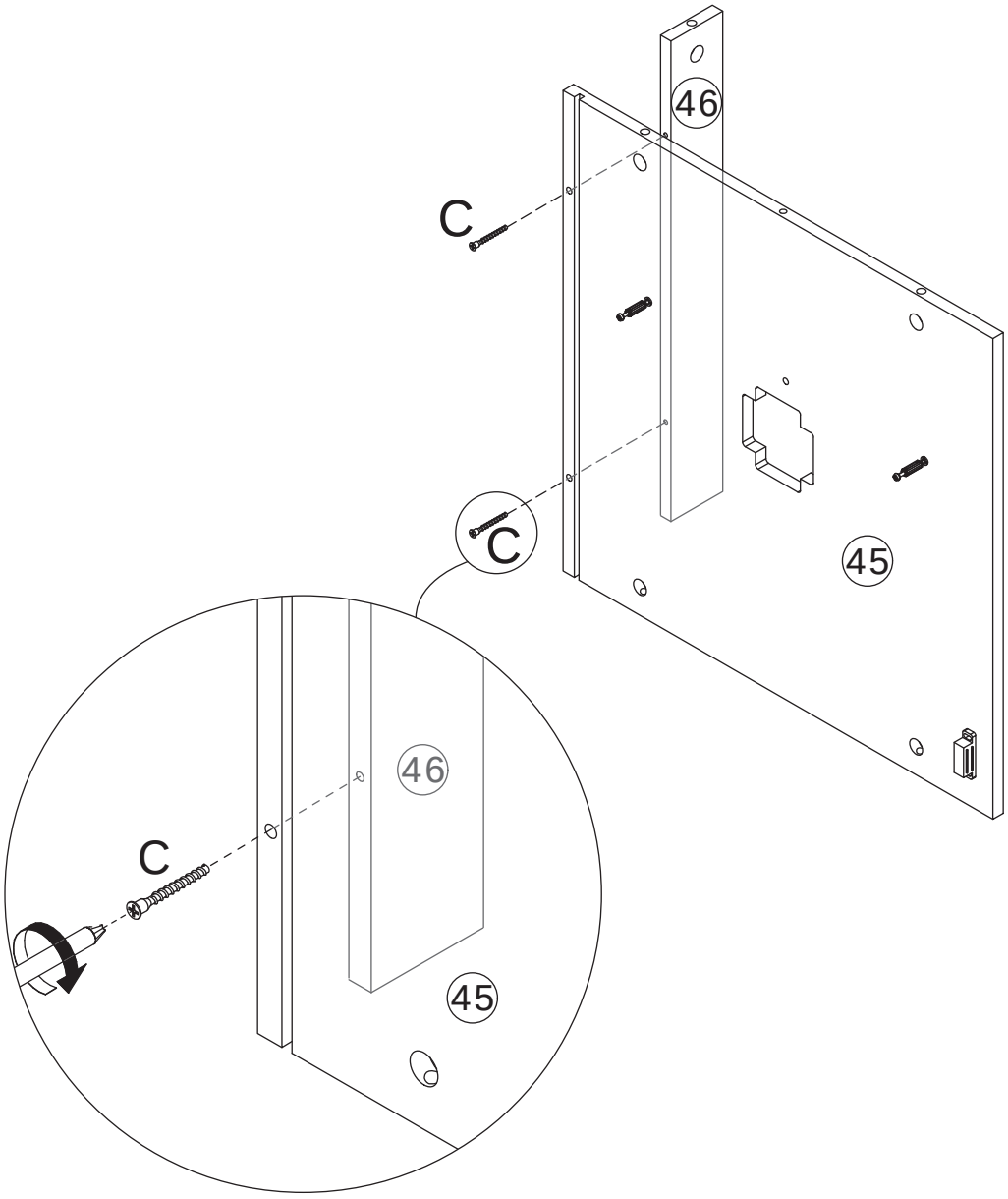
C x 2



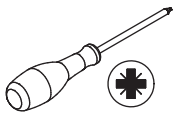
M5 x 40 mm

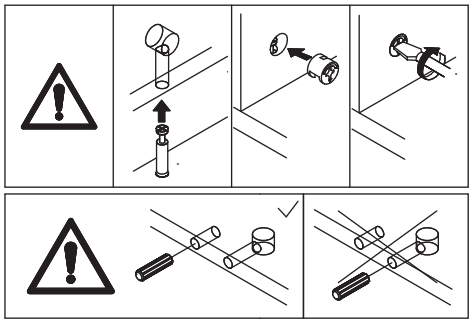


Secure Part 46 to Part 45 using screw (C).

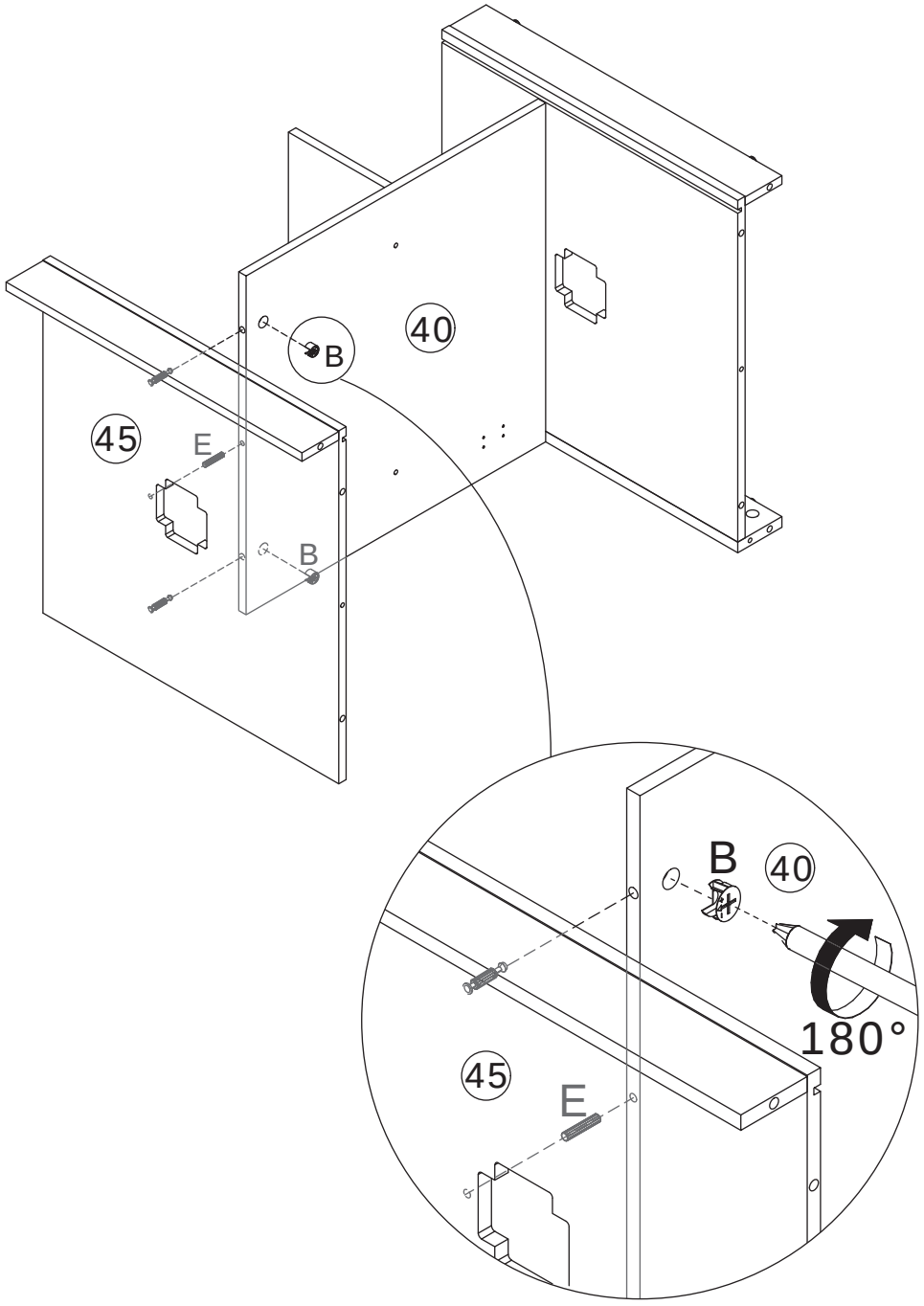


45

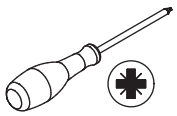
B x 2	E x 1	
		
∅15 x 10 mm	∅6 x 40 mm	



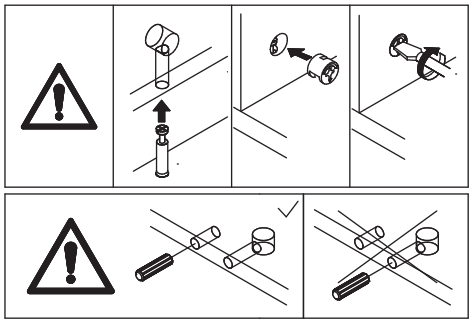
Connect Part 45 to Part 40 using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise.

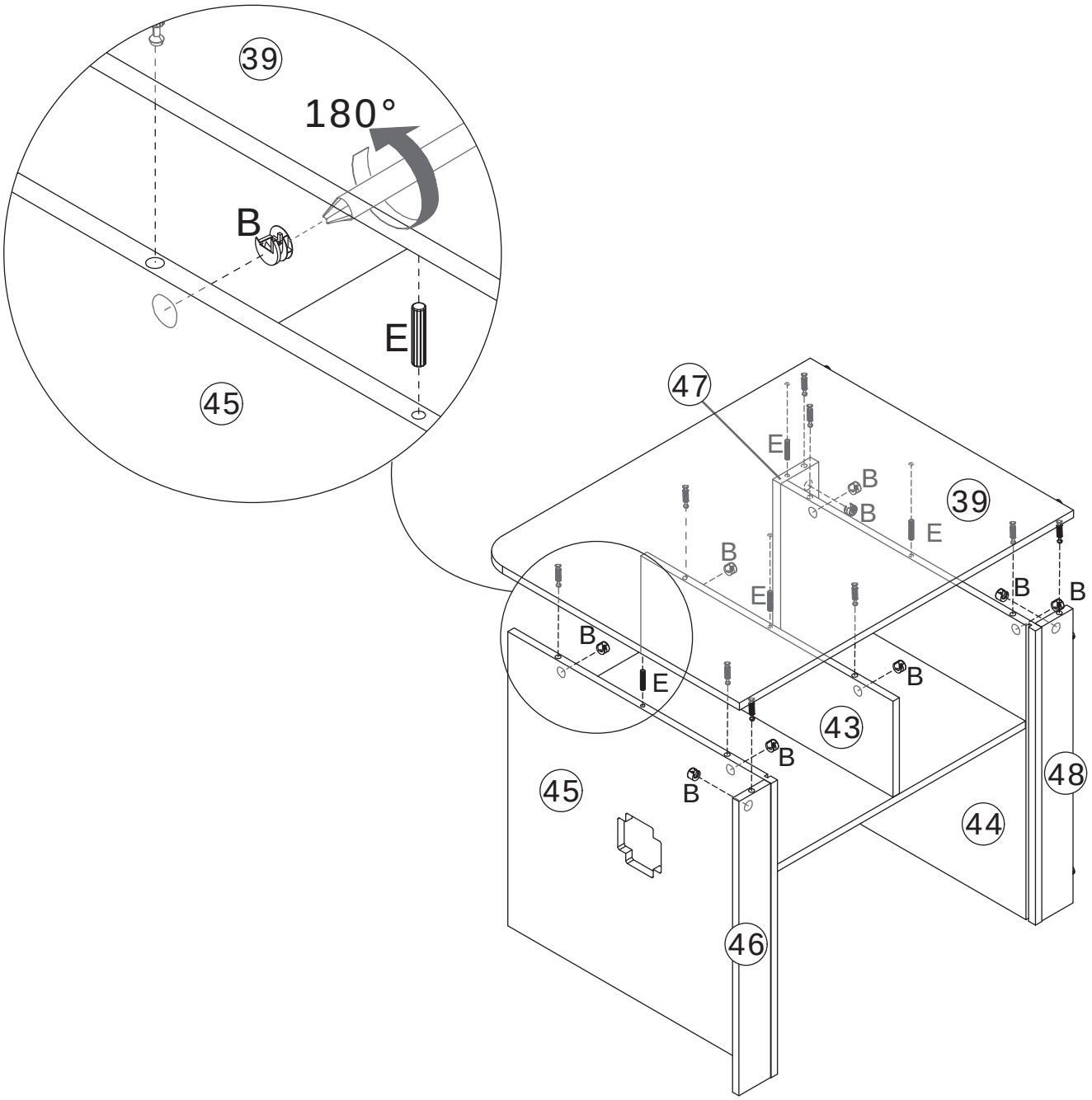


46

B x 9	E x 4	
		
∅15 x 10 mm	∅6 x 40 mm	

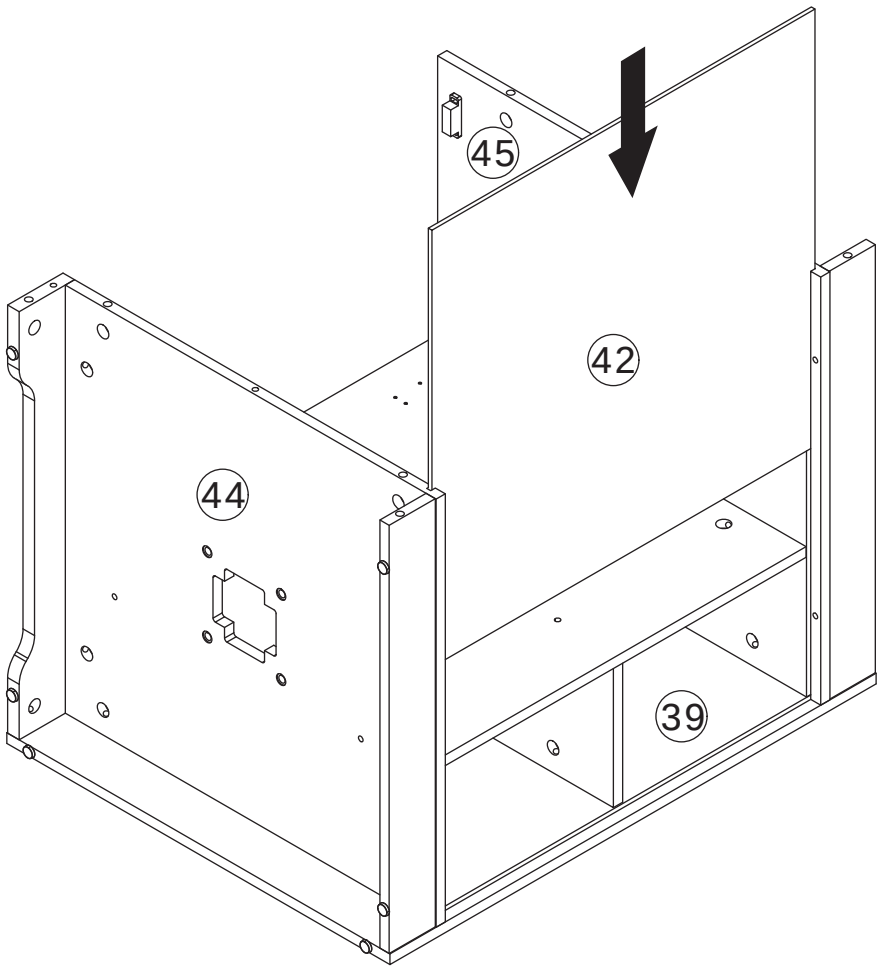
Connect Part 47 to the assembly using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise.





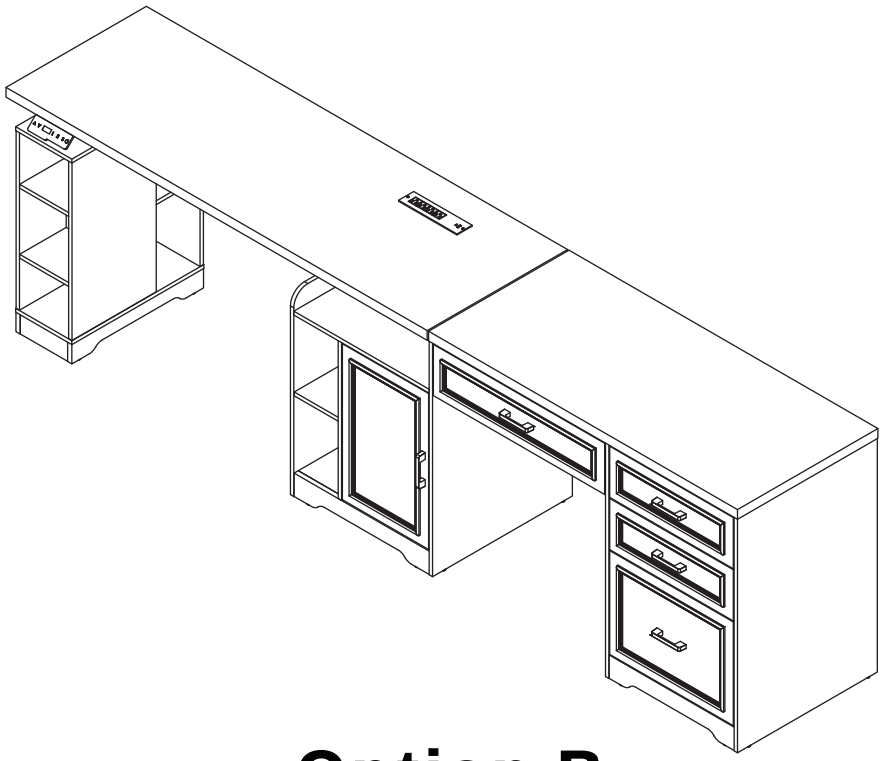
47

Insert Part 42 along the available grooves.



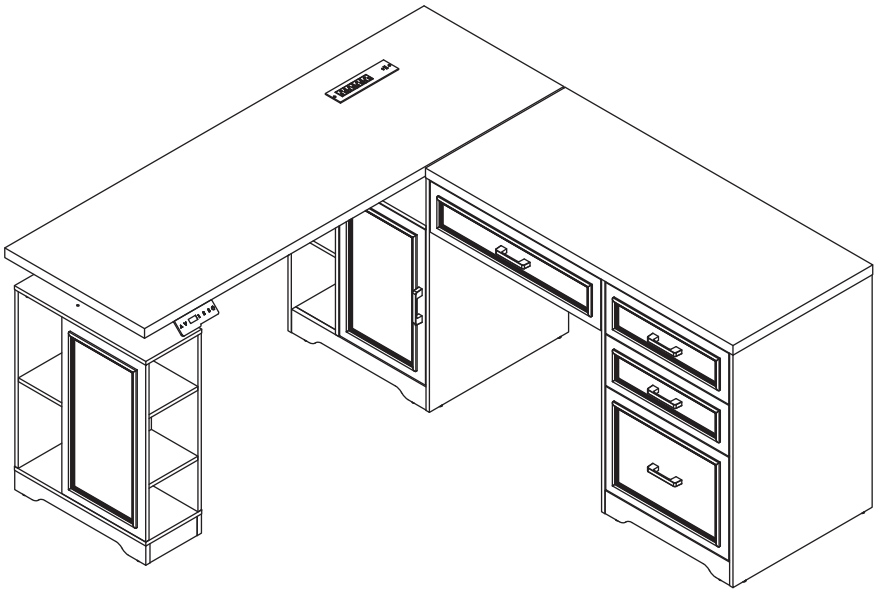
This cabinet is available in both linear and L-shaped configurations.

Option A



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Option B



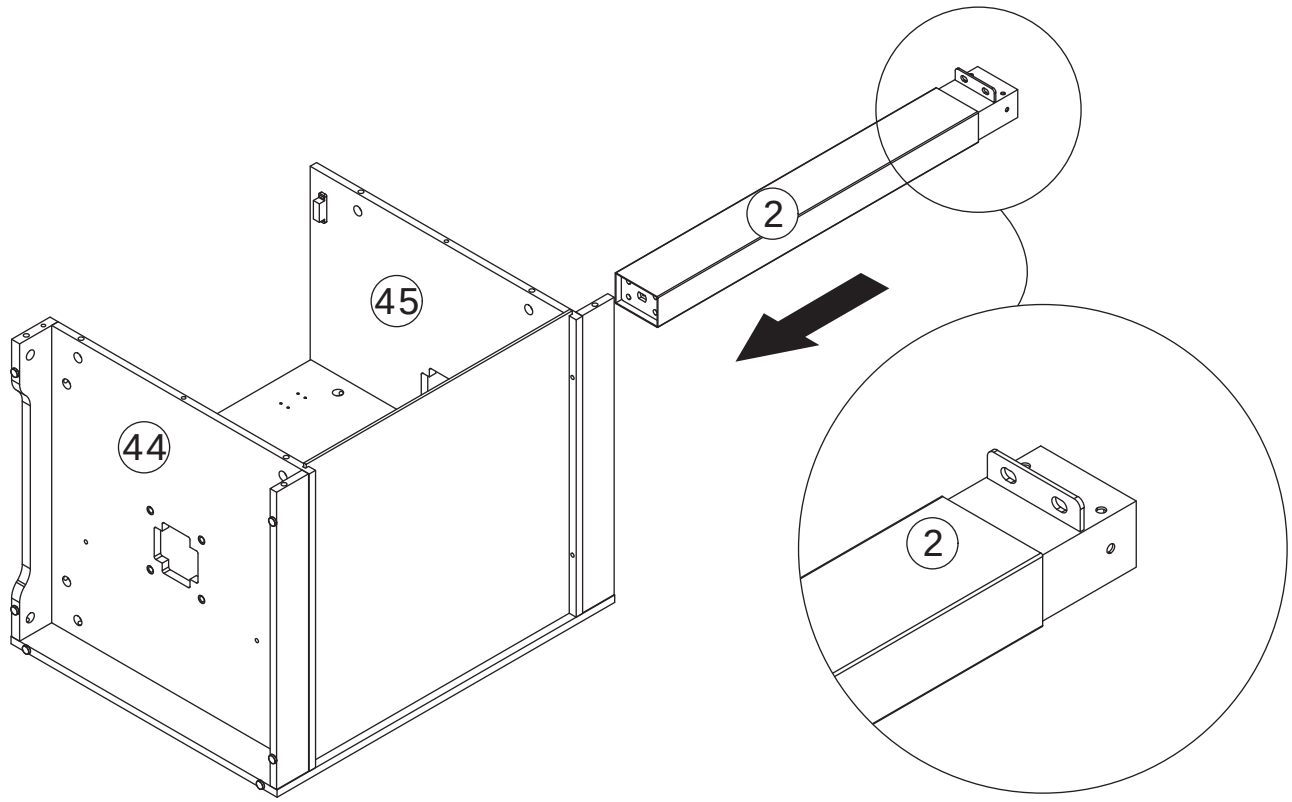
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Option A

Linear mounting type, differentiated starting from this installation step

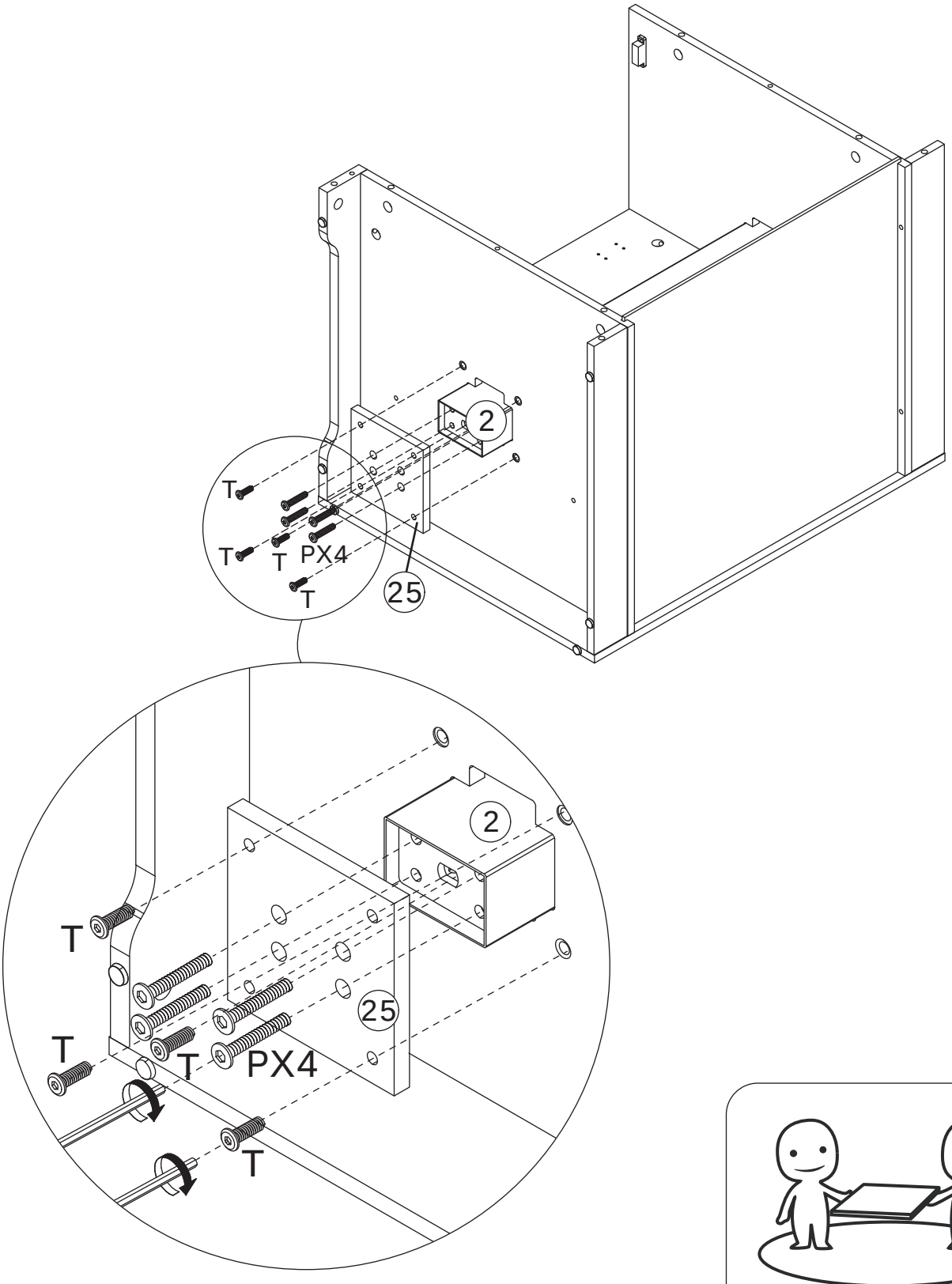
Insert Part 2 into the holes on Part 44 and 45.



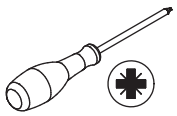
49

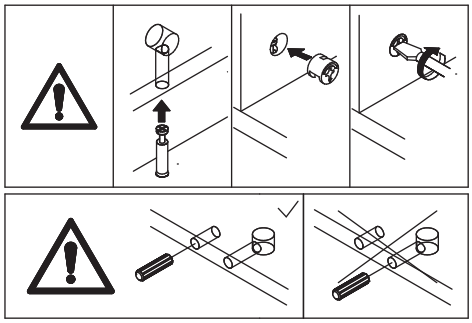
P x 4	T x 4	x 1	x 1	
				
M8 x 40 mm	M6 x 22 mm	#5	#4	

Secure Part 25 to Part 2 using screw (P).
Secure Part 25 to Part 44 using screw (T).

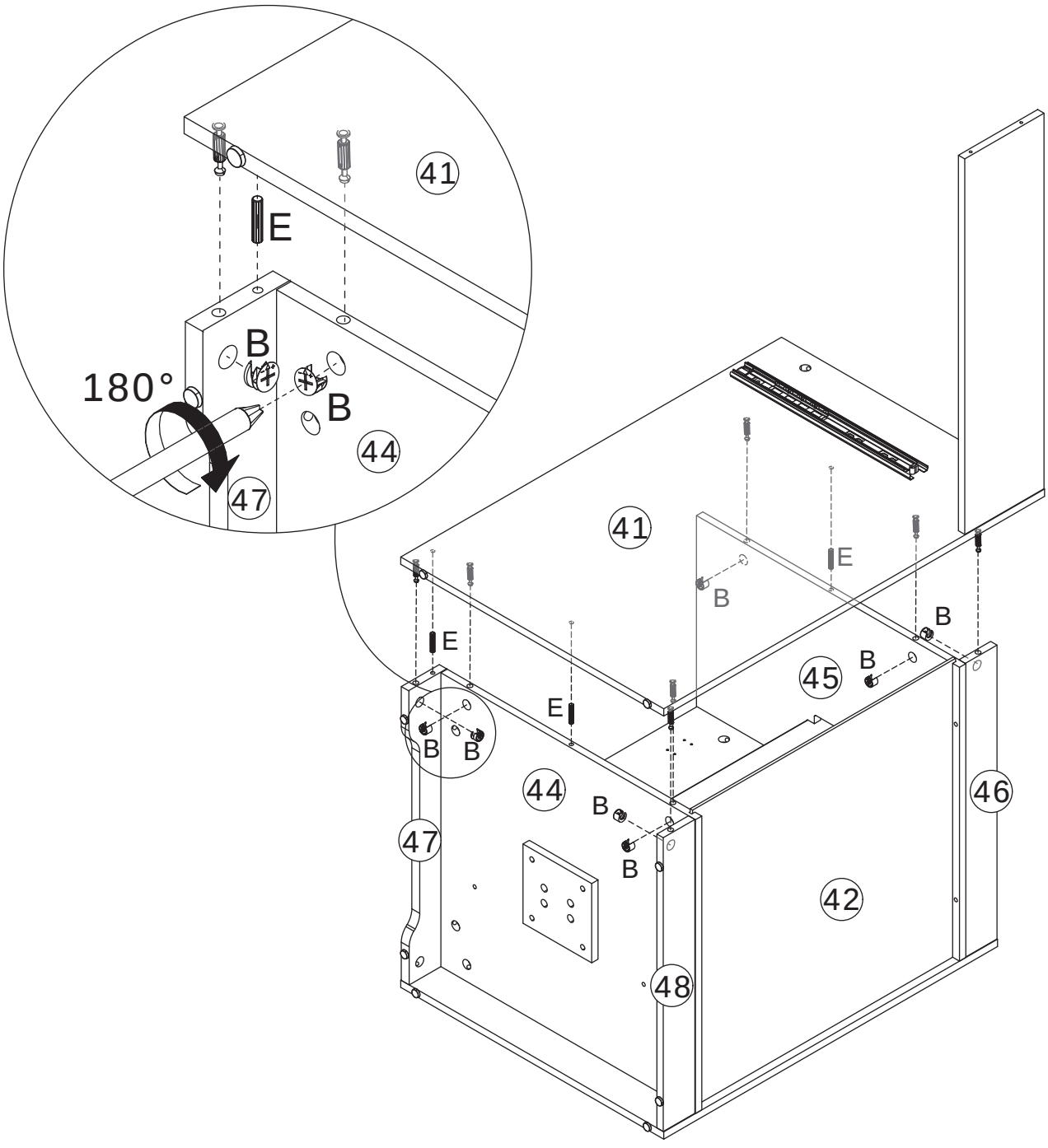


50

B x 7	E x 3	
		
∅15 x 10 mm	∅6 x 40 mm	



Connect Part 41 to the assembly using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise.

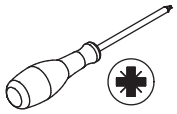


51

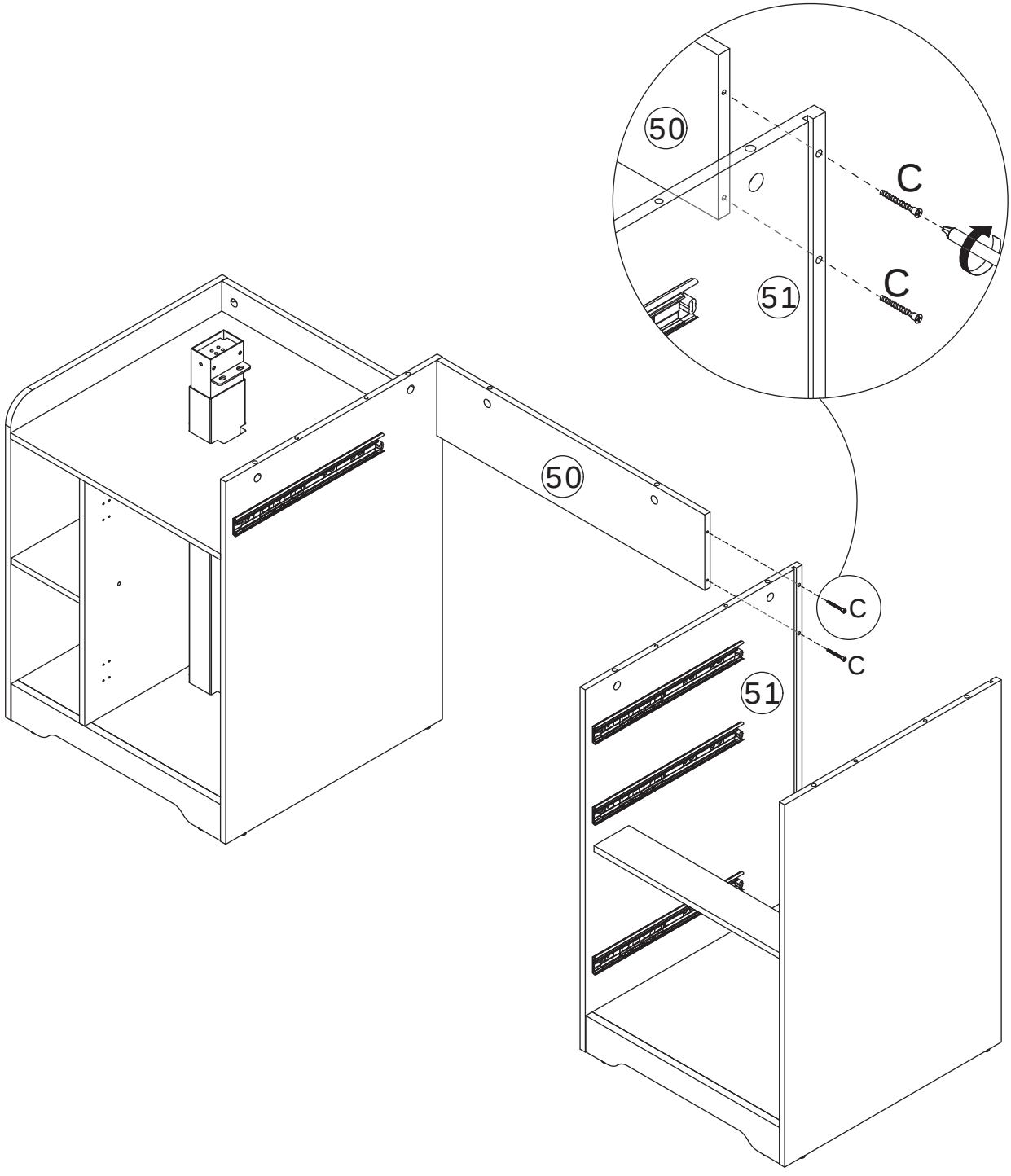
C x 2



M5 x 40 mm

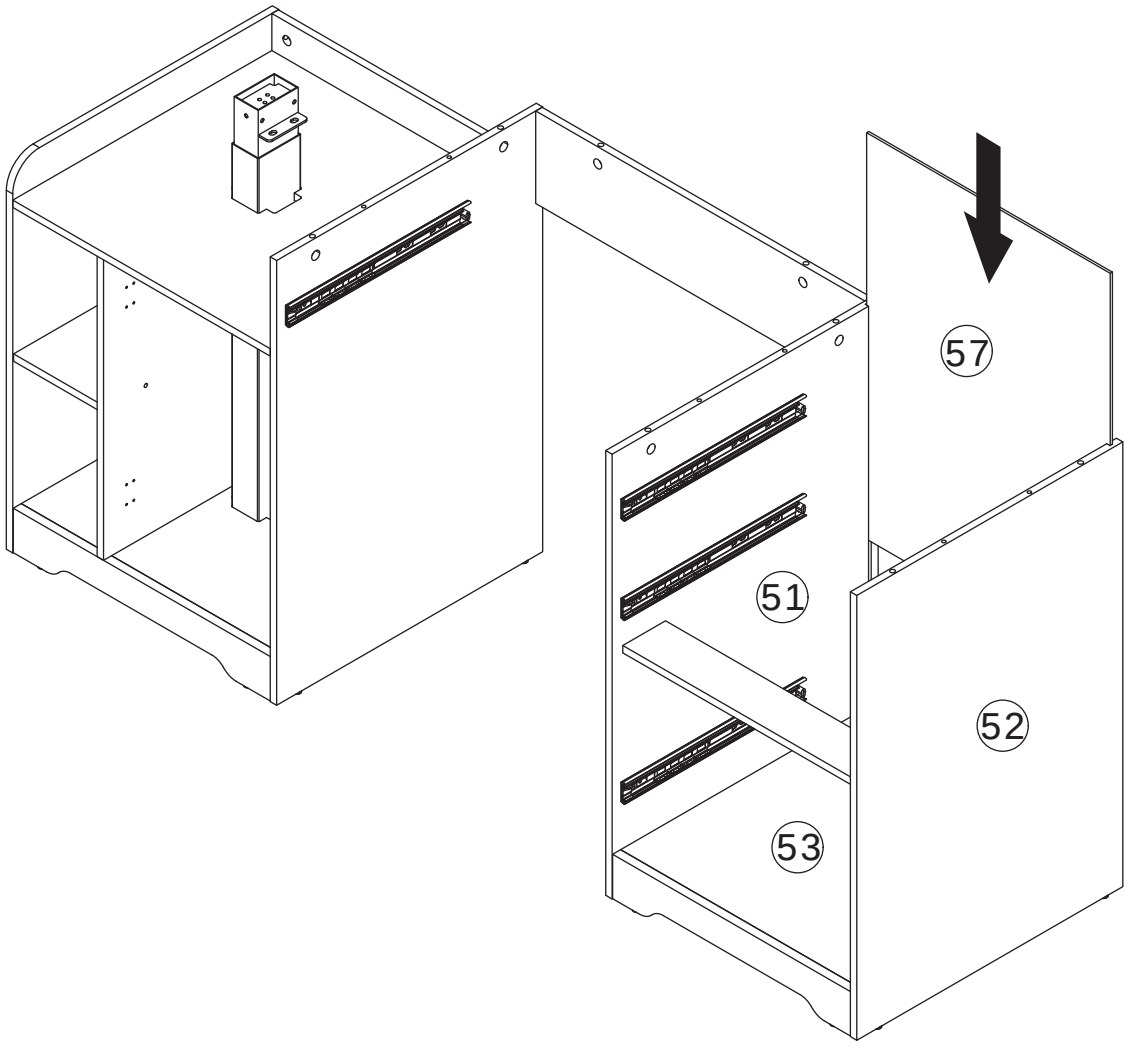


Secure Part 51 to Part 50 using screw (C).

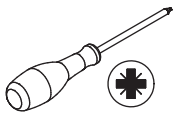


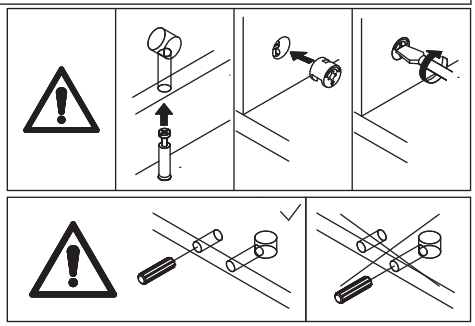
52

Insert Part 57 along the available grooves.

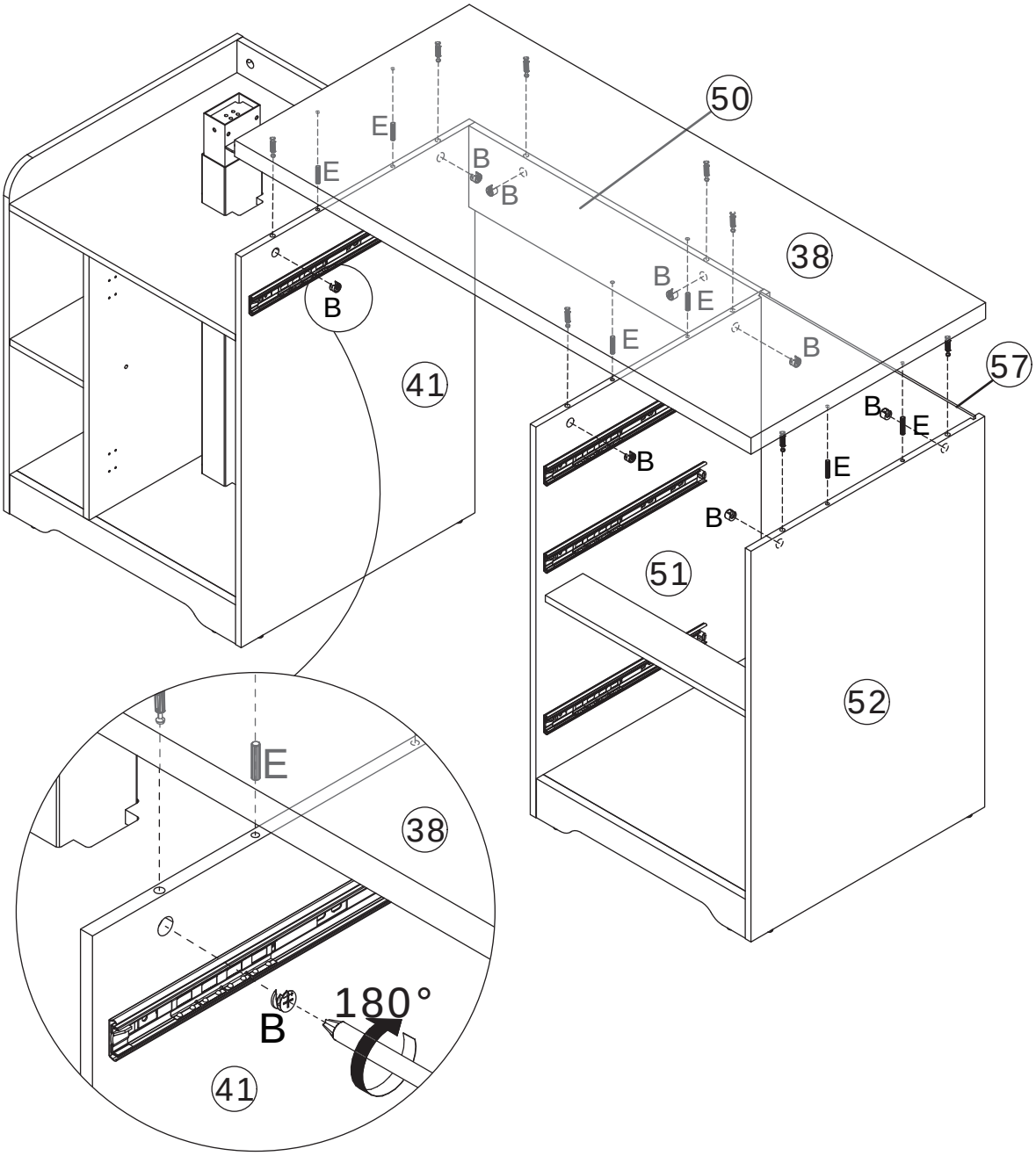


53

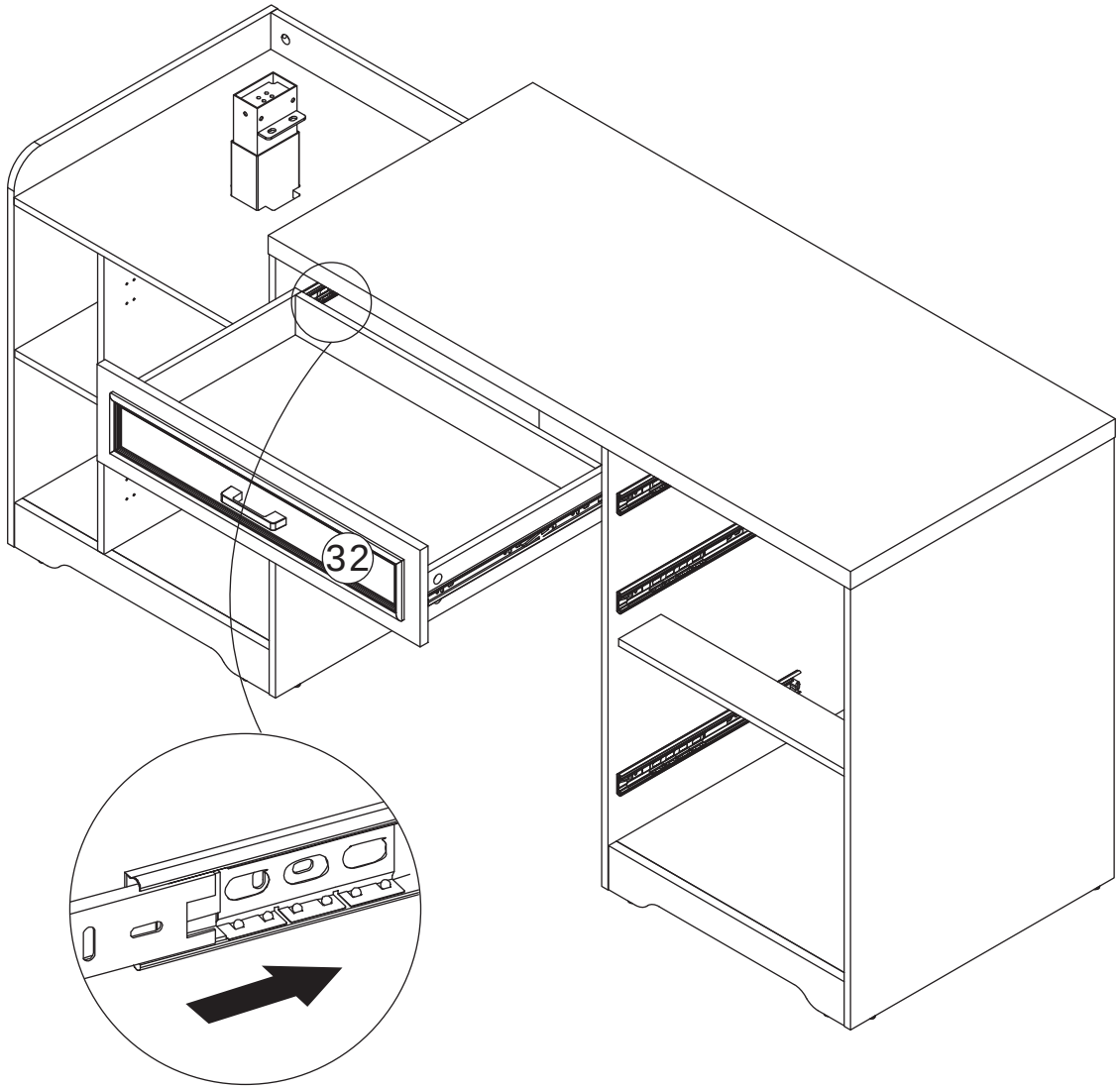
B x 8	E x 6	
		
∅15 x 10 mm	∅6 x 40 mm	



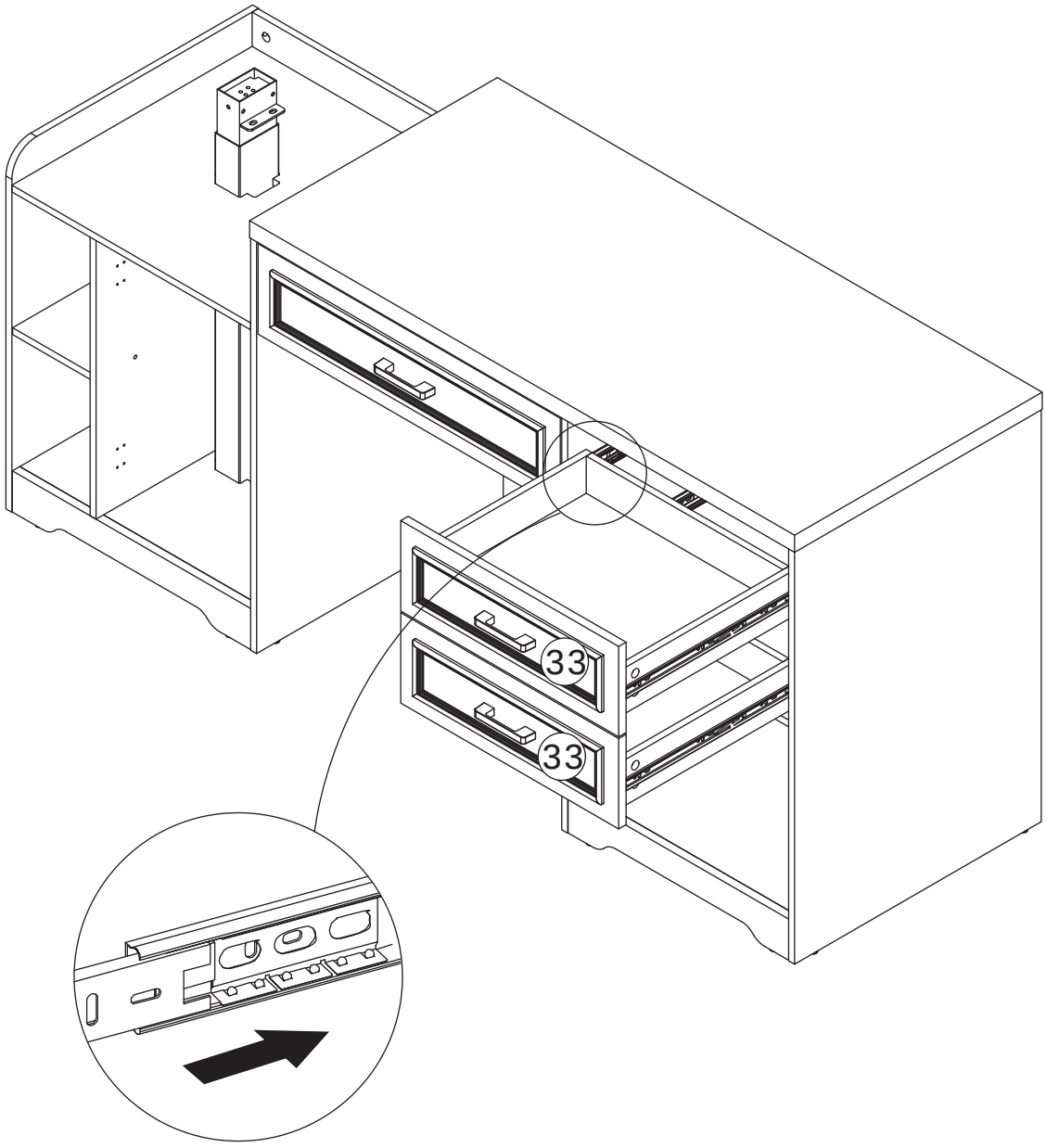
Connect Part 50 to the top of the unit using wooden dowel (E), then tighten by turning eccentric wheel (B) lockwise.



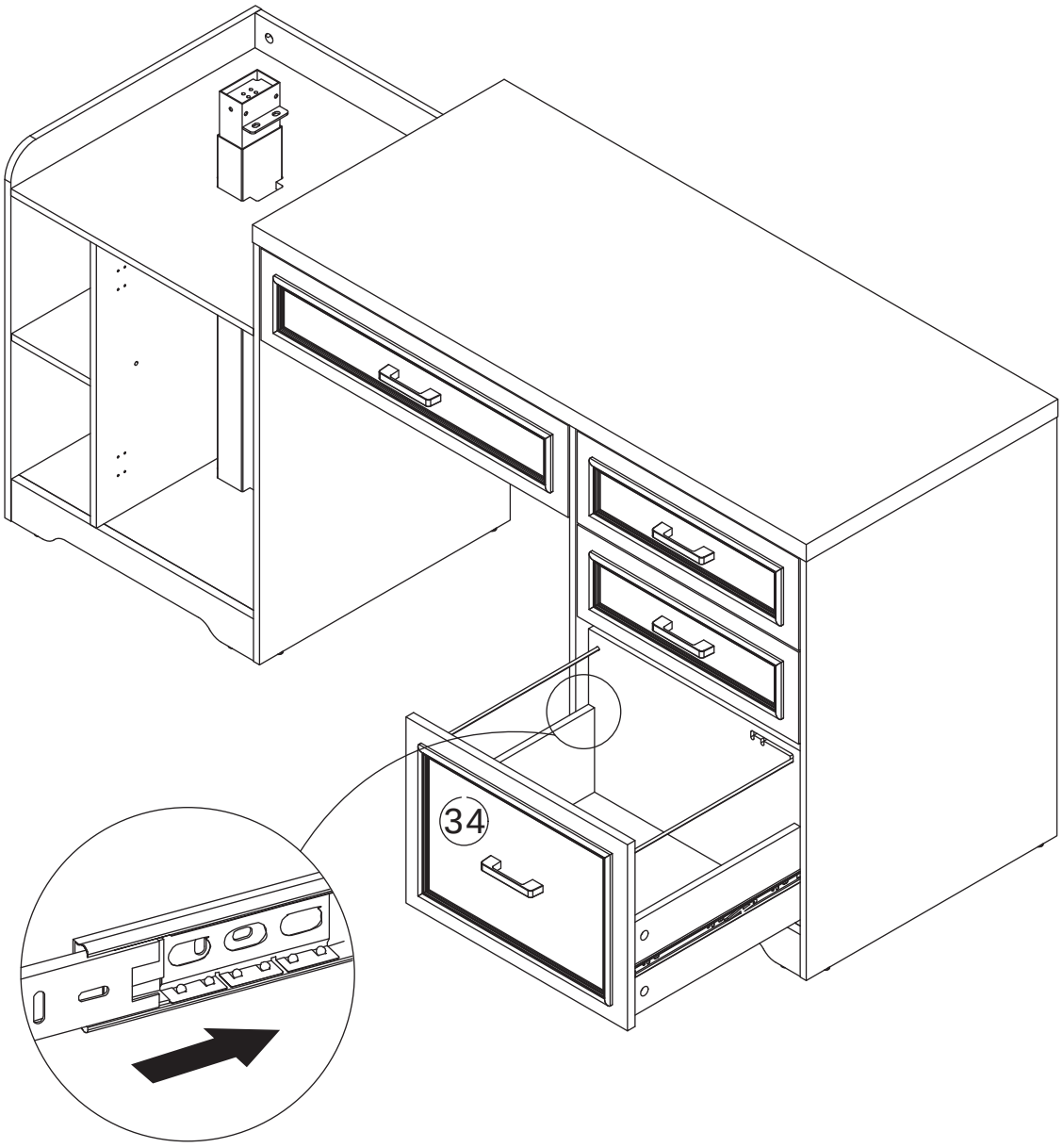
54



55



56

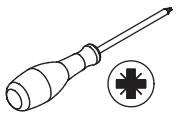


57

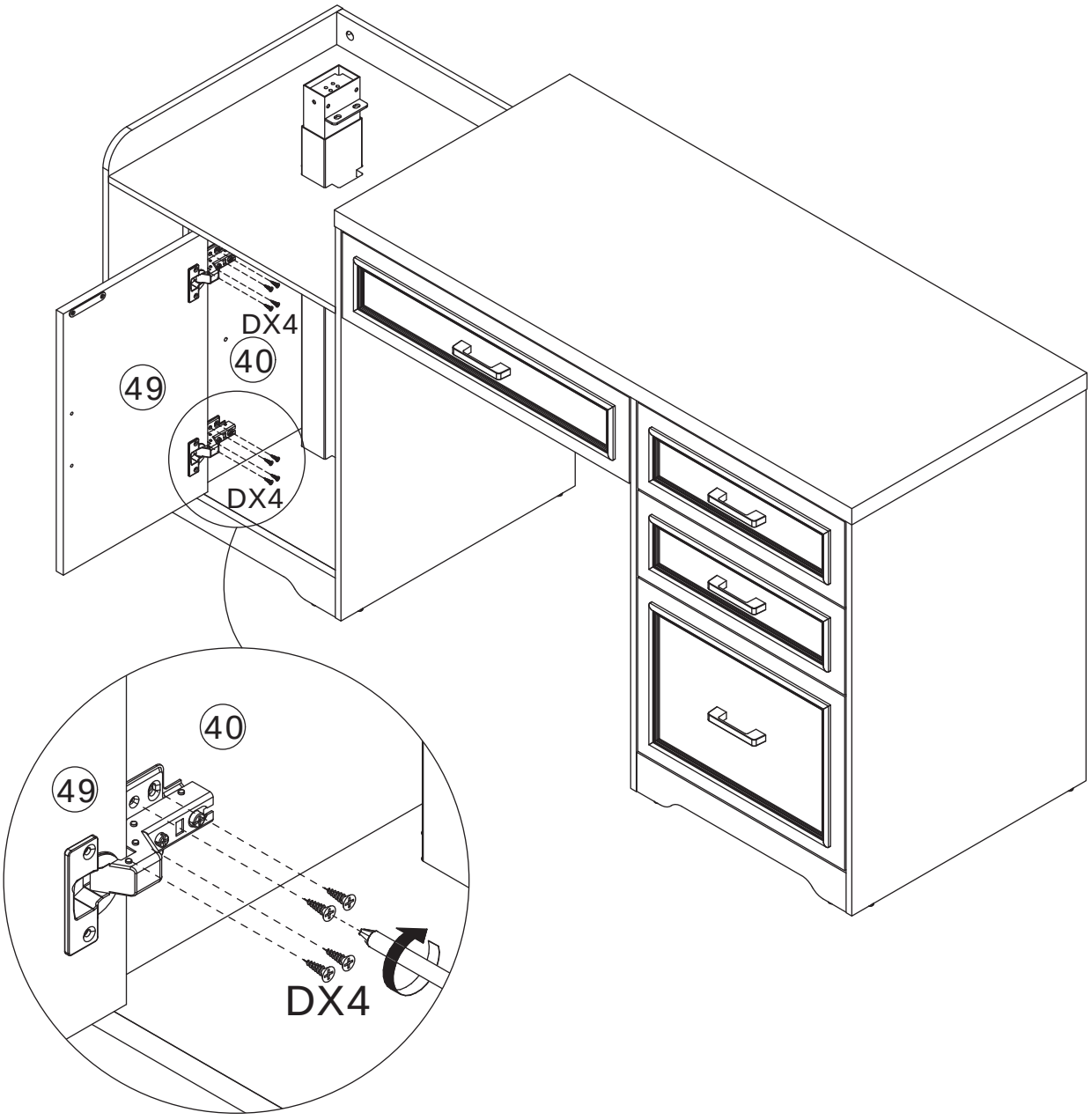
D x 8



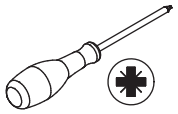
M3.5 x 12 mm



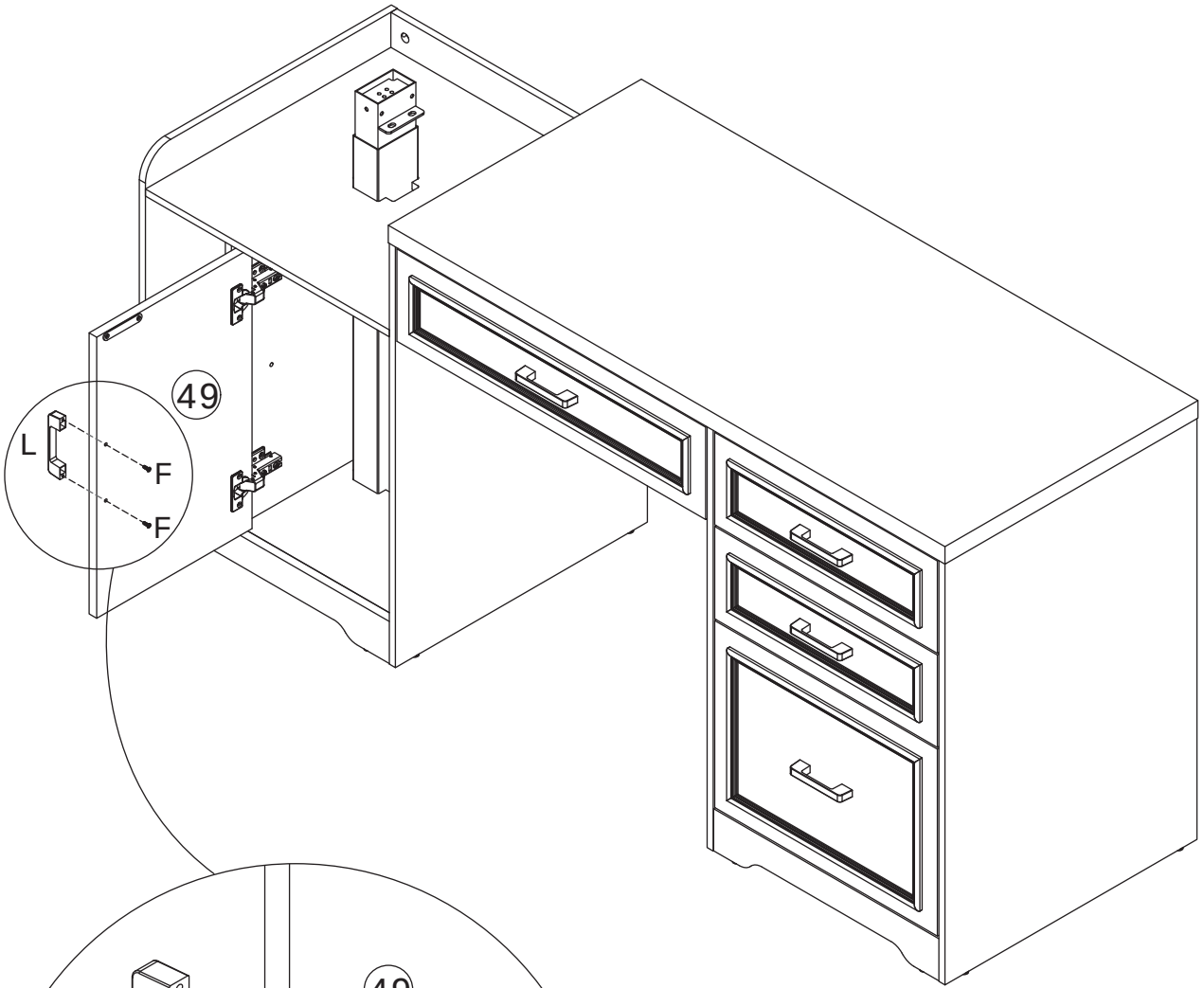
Secure Part 49 to Part 40 via the hinges using screw (D).

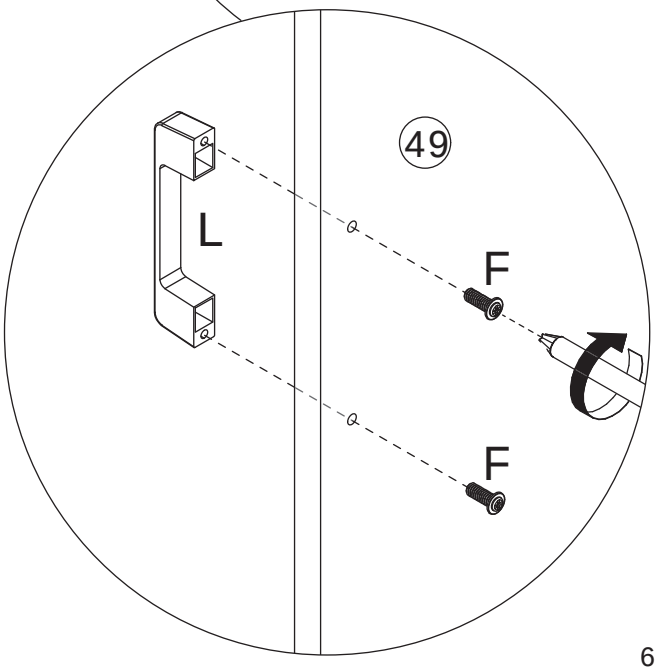


58

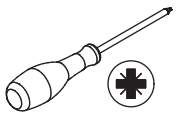
F x 2	L x 1	
		
M4 x 20 mm	8347-96	

Attach handle (L) to Part 49 using screw (F).

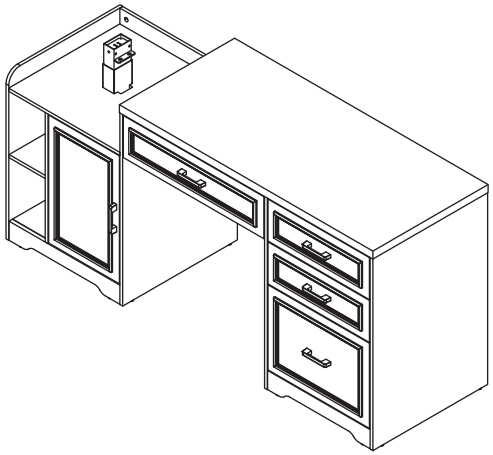




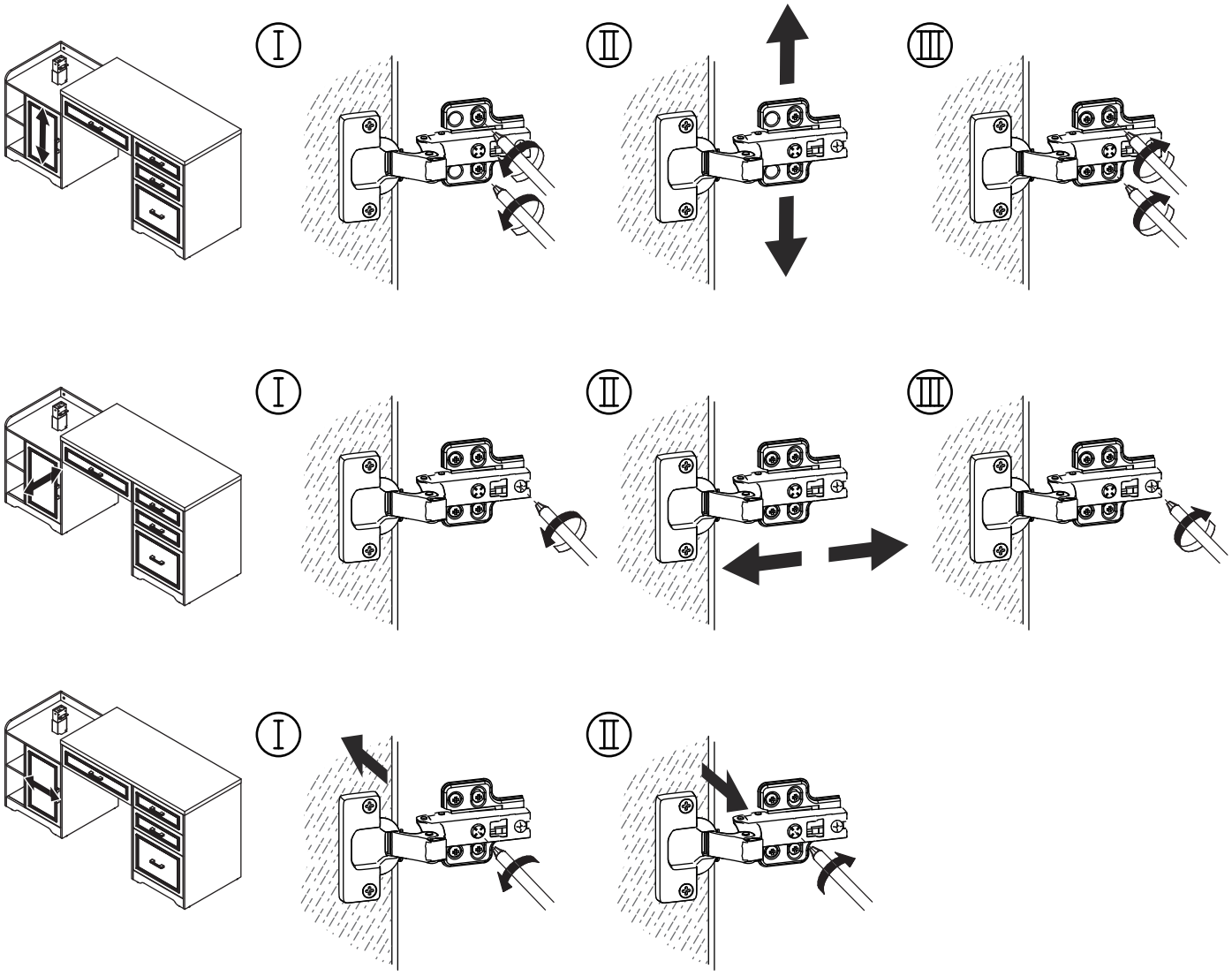
59



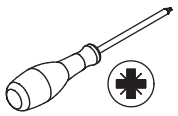
If the door panels are not aligned, please adjust the screws on the hinges according to the illustration.



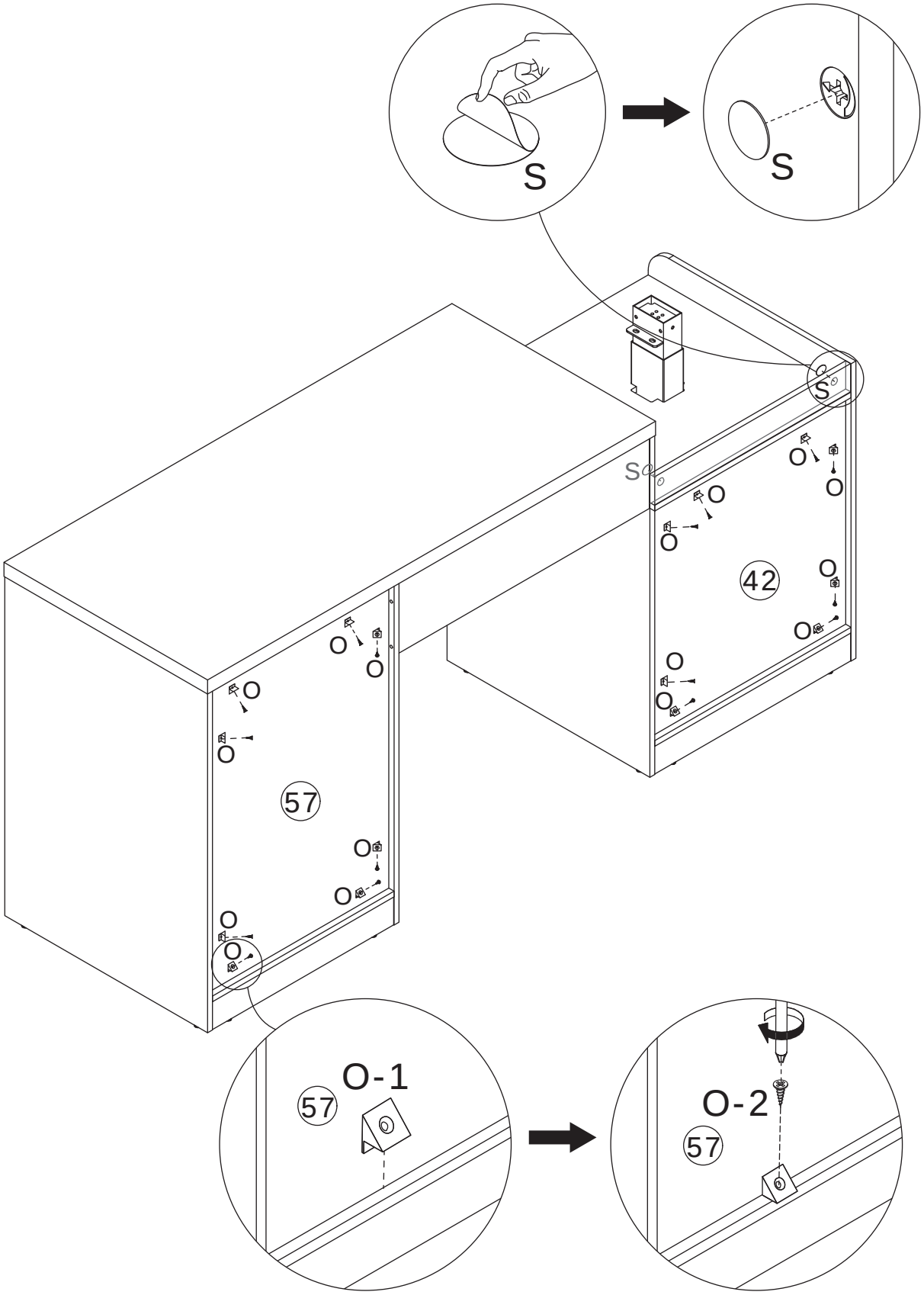
Or you can search this link to view the teaching video.
https://youtu.be/n0Lb36SoODM



60

O x 16	S x 2	
O-1 O-2  M3.5 x 14 mm	 ∅21	

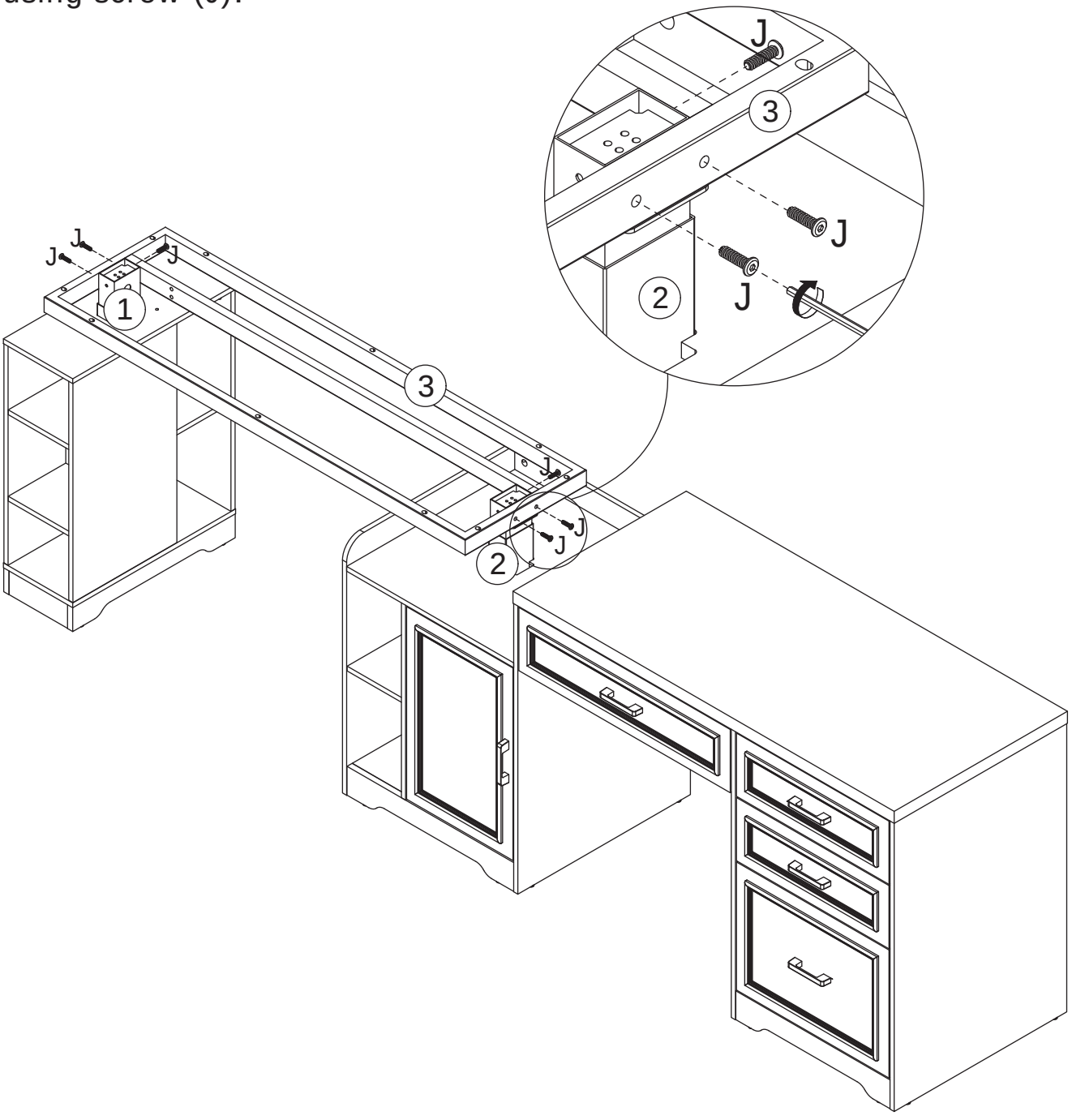
Insert clip (O) into back slots and secure them with provided screws.

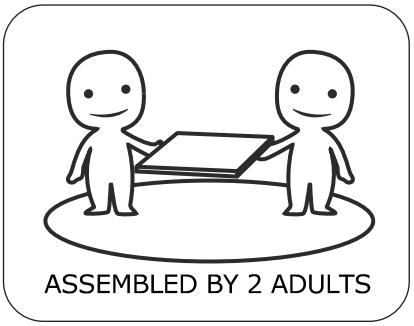


61

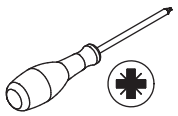
J x 6	x 1	
		
M6 x 28 mm	#4	

Secure Part 3 to Part 1 and 2 using screw (J).

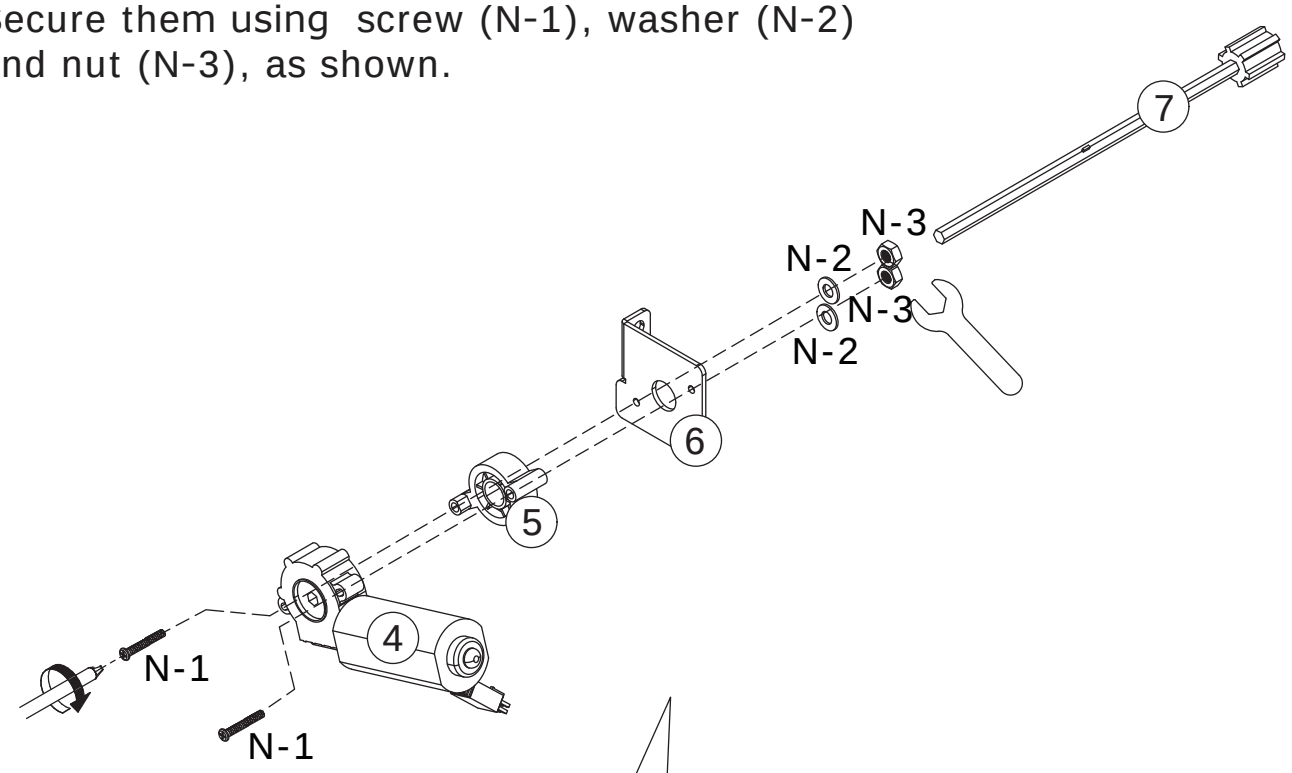


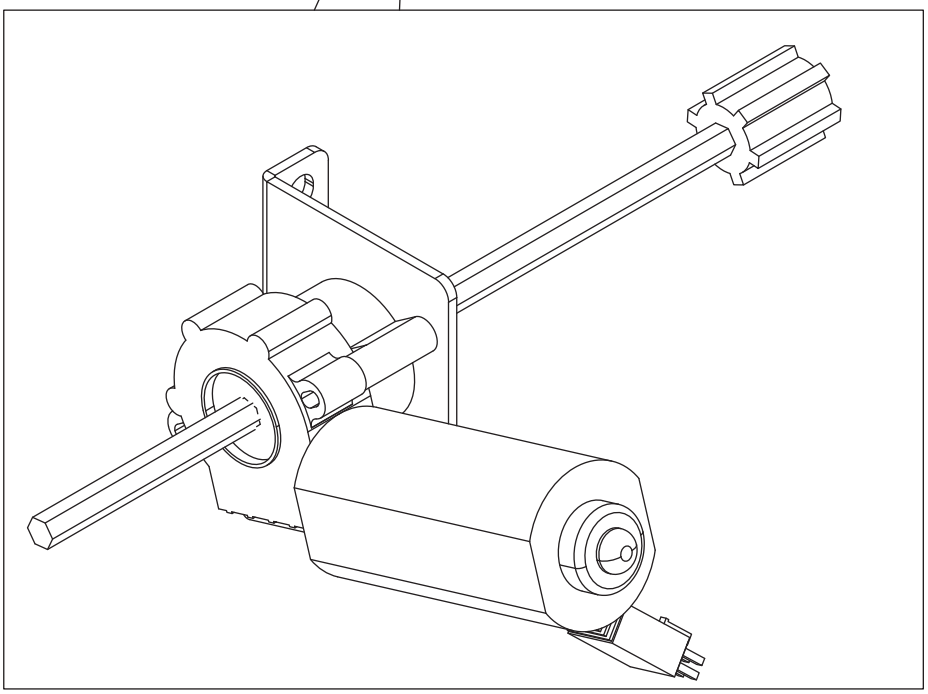


62

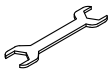
N x 2	x 1	
N-1 N-2 N-3  M4 M4x45 mm ∅12 x M4 x 1.0	 M4	

Insert Part 7 through Part 6, 5 and 4.
Secure them using screw (N-1), washer (N-2) and nut (N-3), as shown.

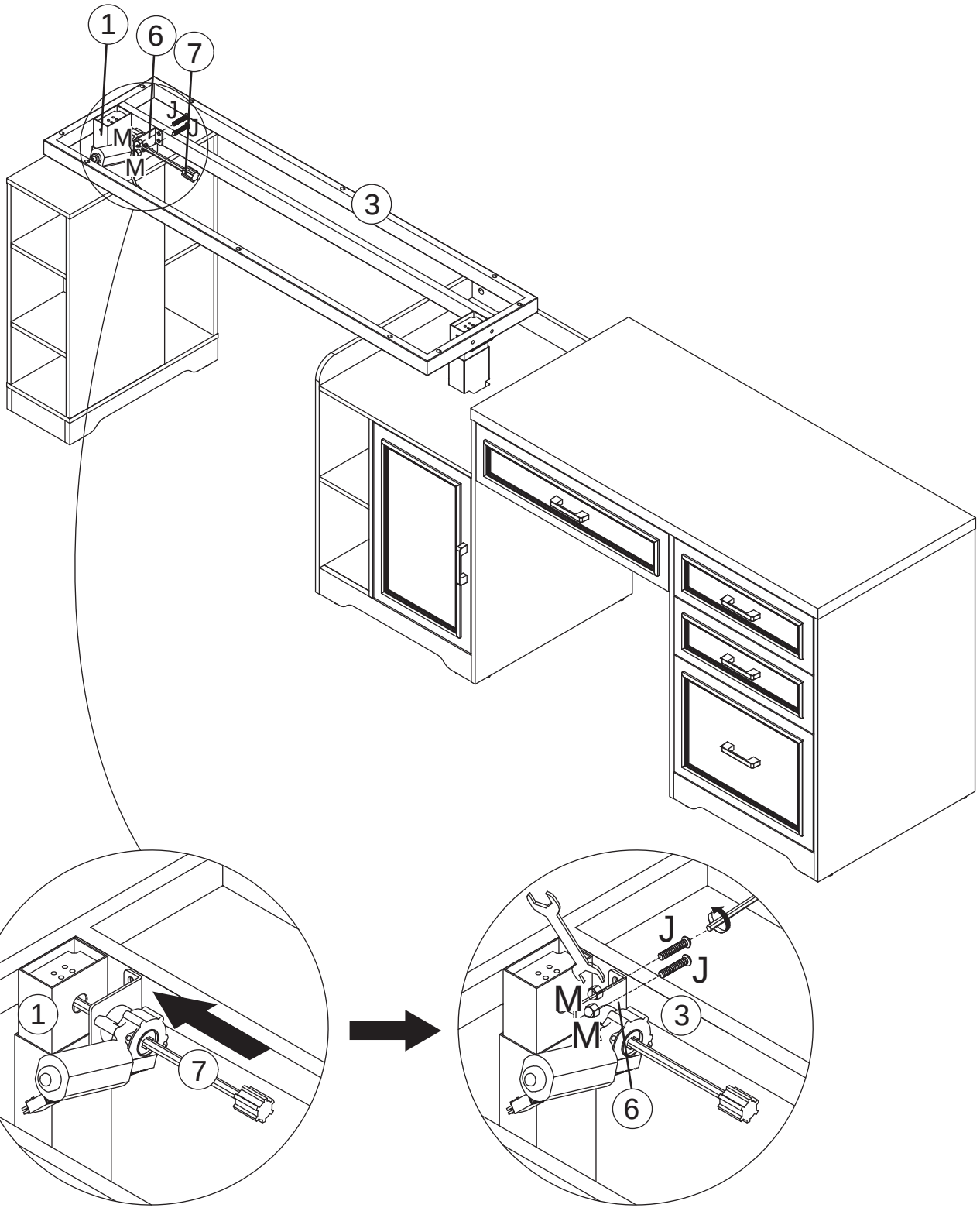




63

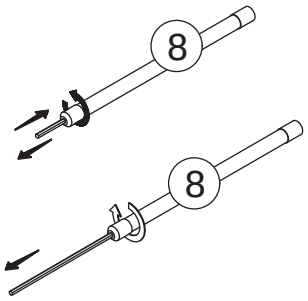
J x 2	M x 2	x 1	x 1	
				
M6 x 28 mm	M6		#4	

Insert Part 7 into Part 1, and secure Part 6 to Part 3 using screw (J) and nut (M).



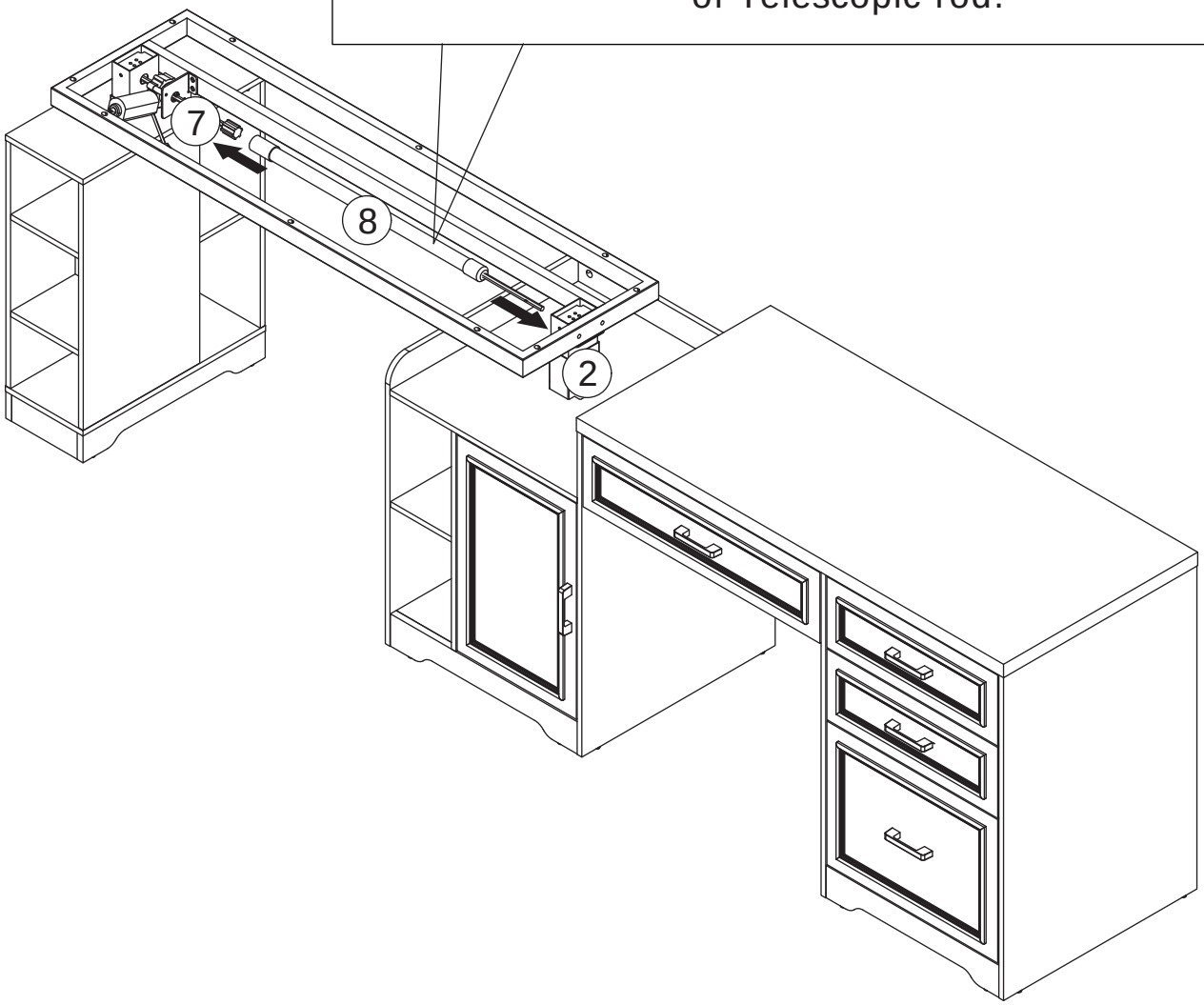
64

Loosen the button on Part 8, extend it to the proper length for installation, and connect it to Part 7 and 2; after installation is complete, tighten the button to secure the length as shown.



Loosening this button can extend Telescopic rod, while tightening it can secure Telescopic rod.

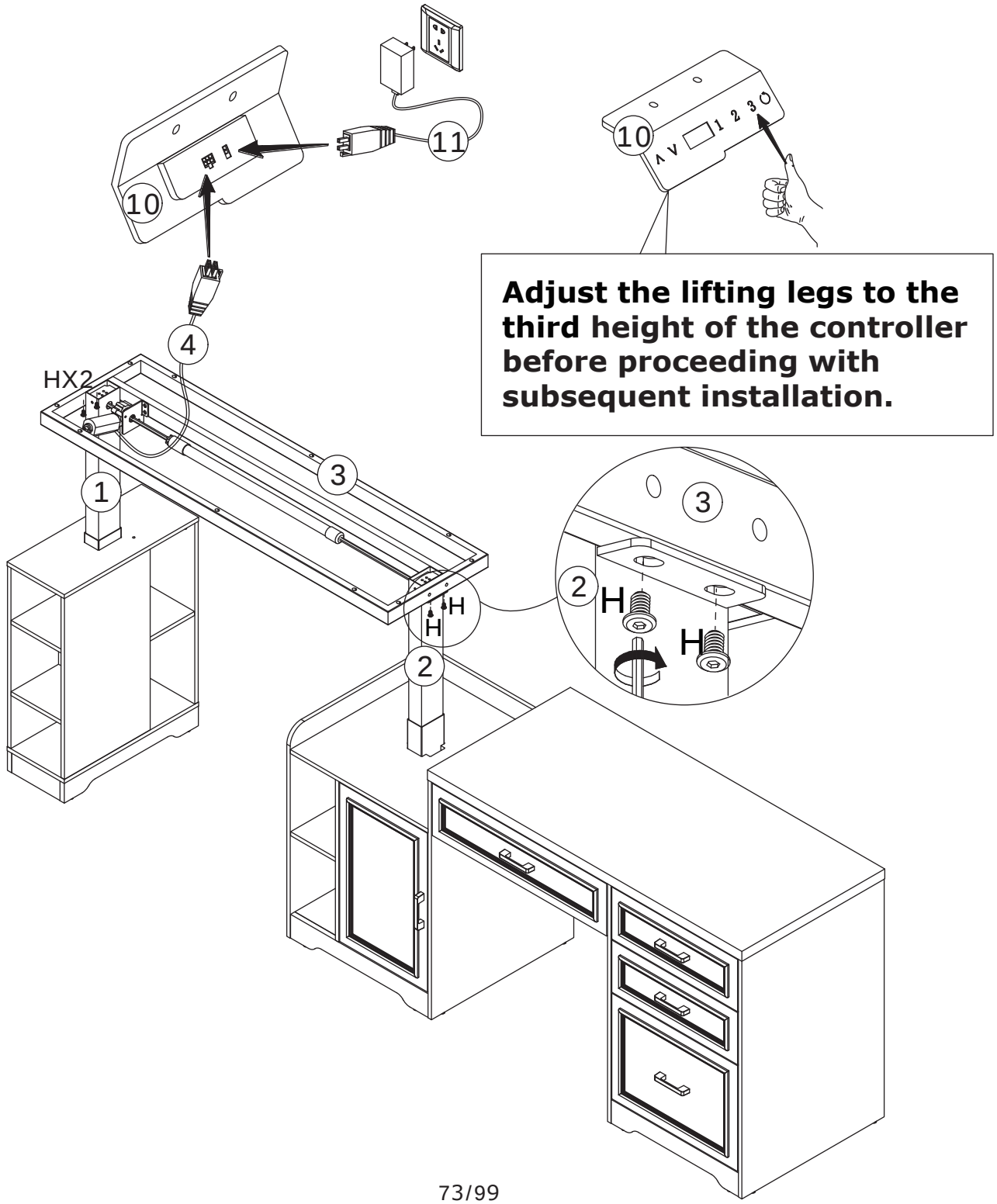
Adjust to the appropriate length for installing Telescopic rod.
After the installation is completed,tighten the button to secure the length of Telescopic rod.



65

H x 4	x 1	
		
M6 x 10 mm	#4	

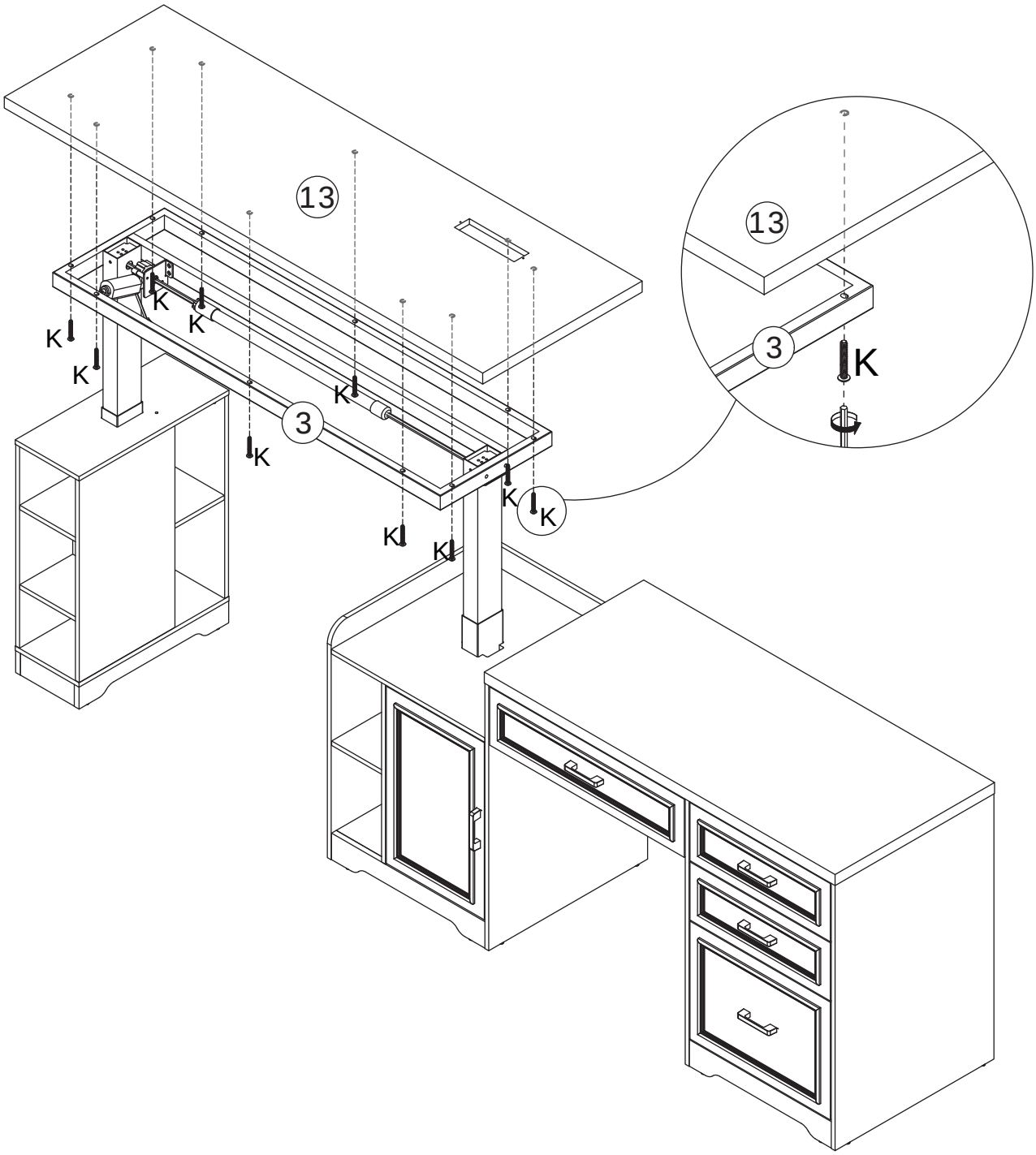
Secure Part 1 and 2 to both ends of Part 3 using screw (H).
Connect Part 4, 10 and 11.
Before proceeding with subsequent installation, press “3” on Part 10 controller to adjust the lifting legs to the third height, as shown.



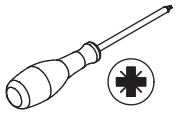
66

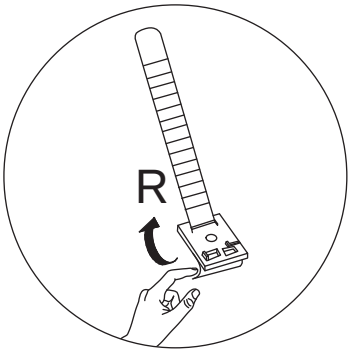
K x 10	x 1	
		
M6 x 50 mm	#4	

Secure Part 13 to Part 3 using screw (K).

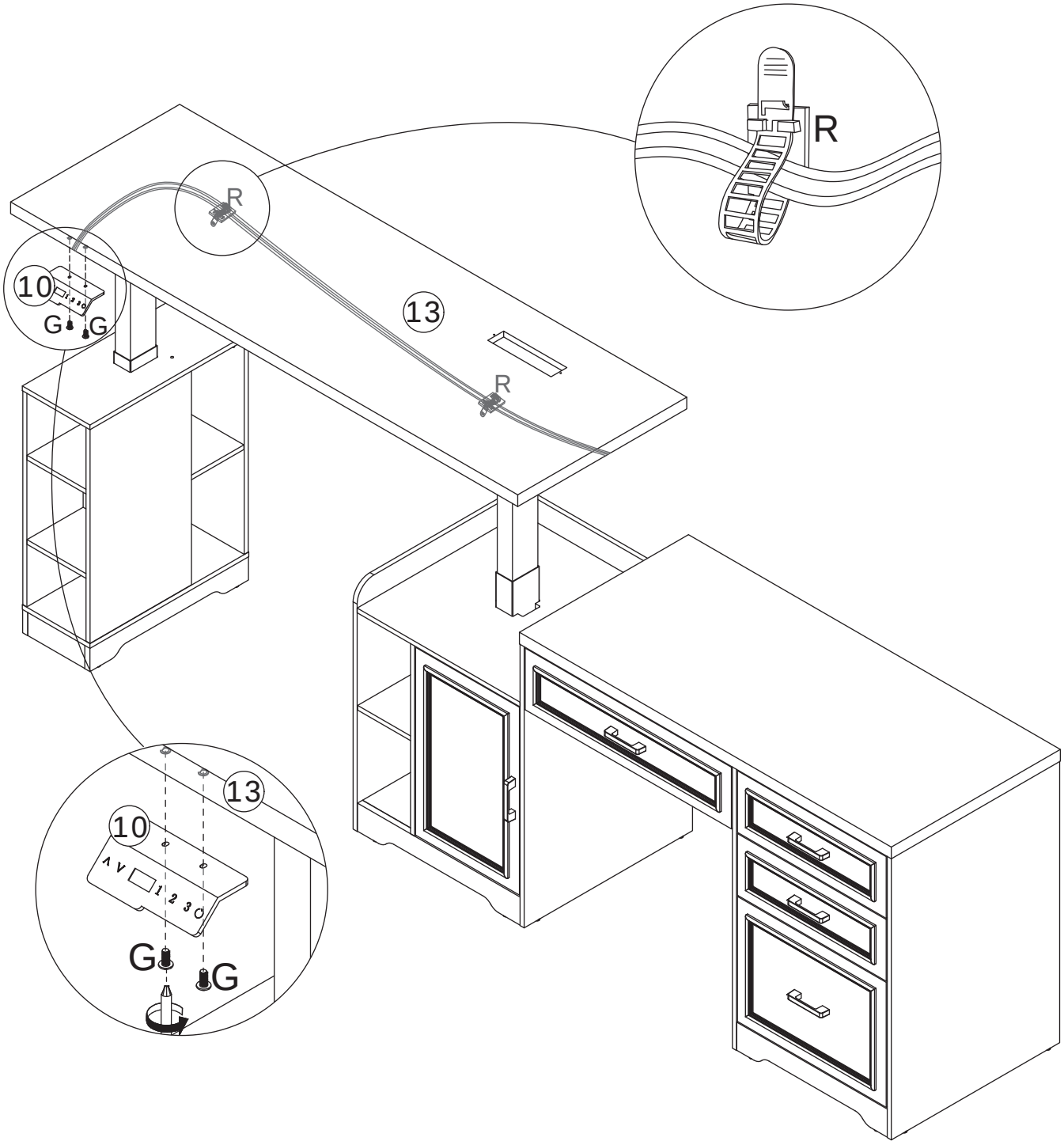


67

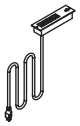
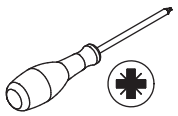
G x 2	R x 2	
 M5 x 12 mm		



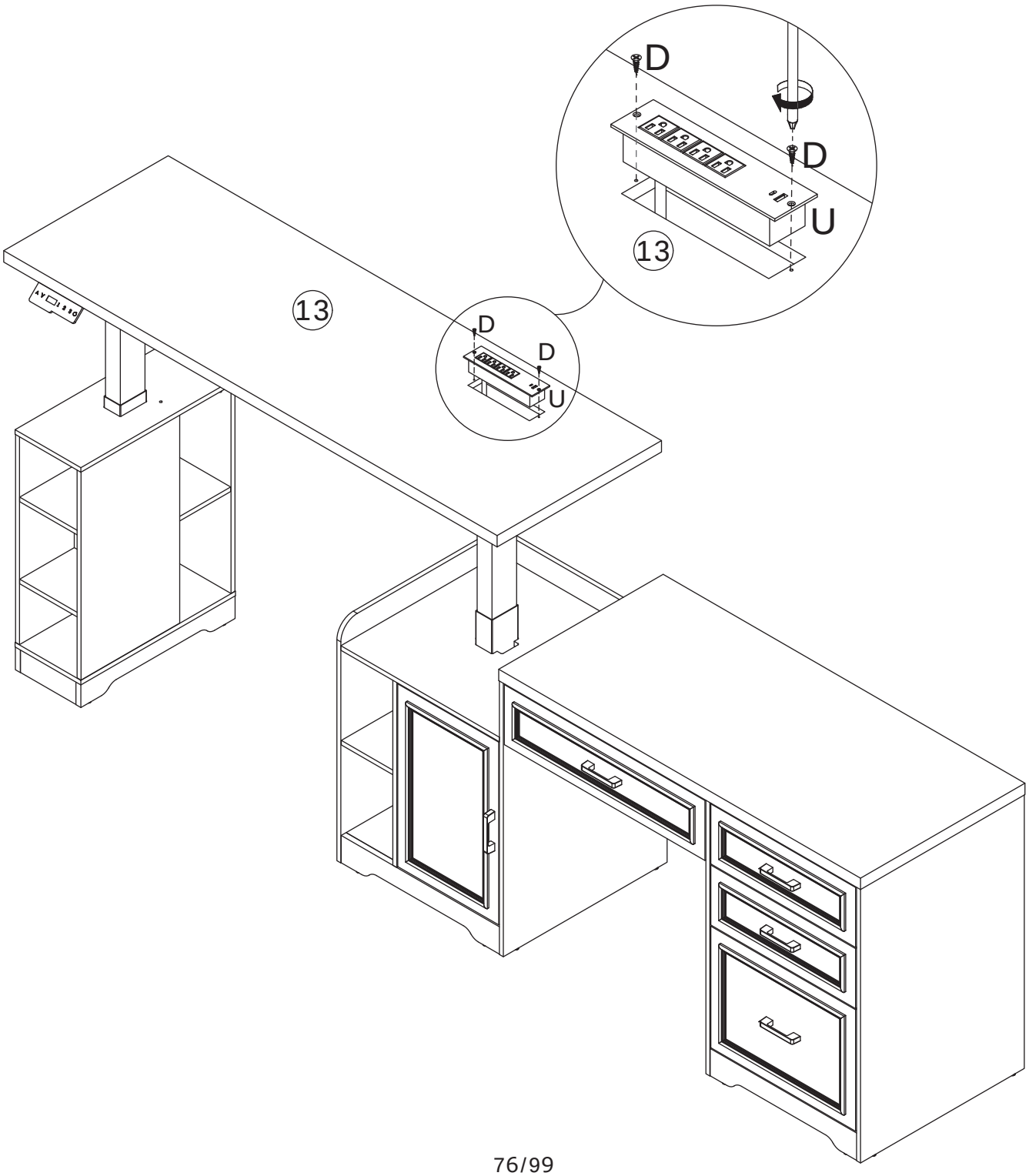
Fix the cable to Part 13 using clip (R).
Secure Part 10 to Part 13 using screw (G).



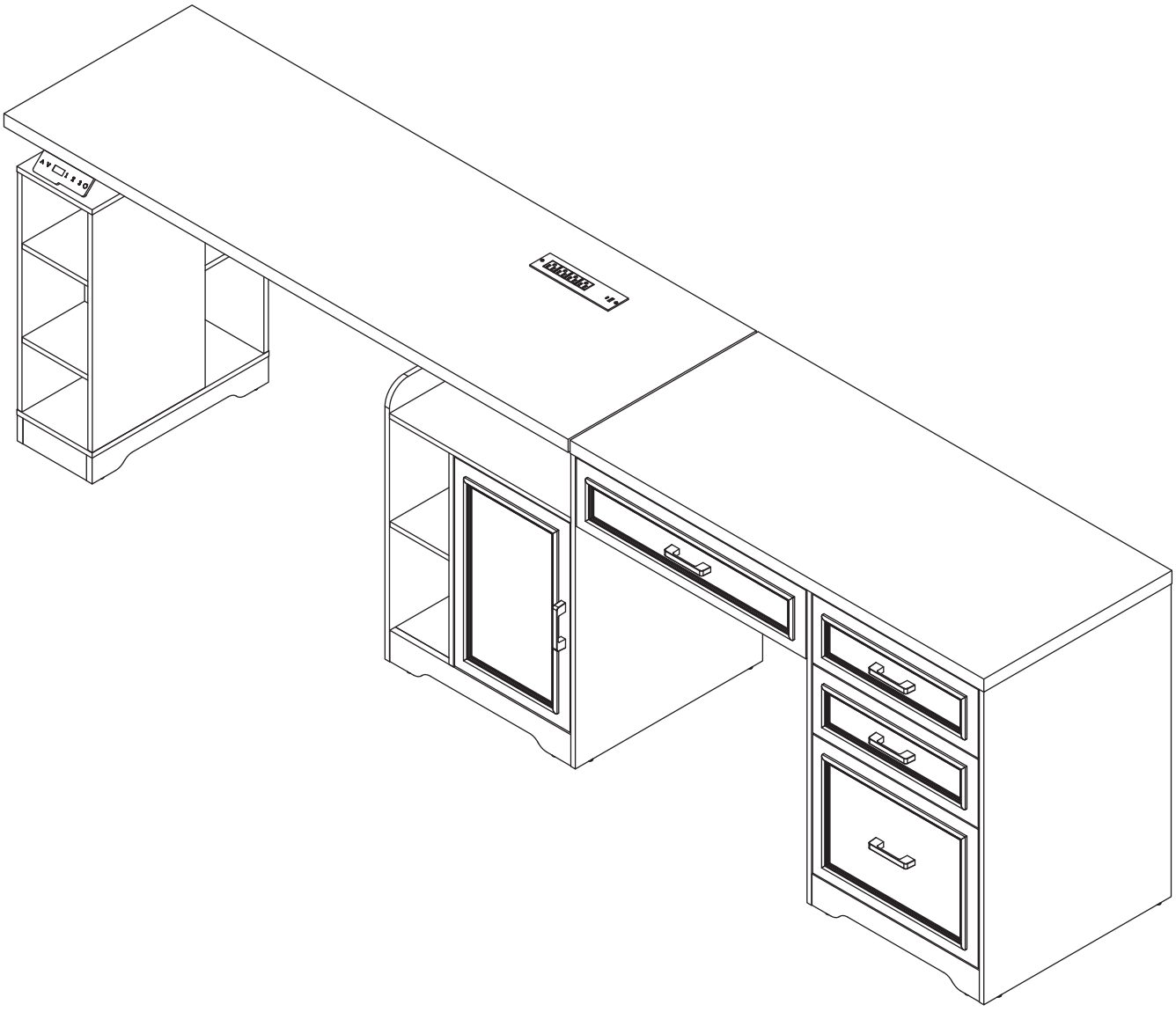
68

D x 2	U x 1	
 M3.5 x 12 mm		

Put Part (U) into the pre-cut opening on Part 13,
then secure it using screw (D).



69



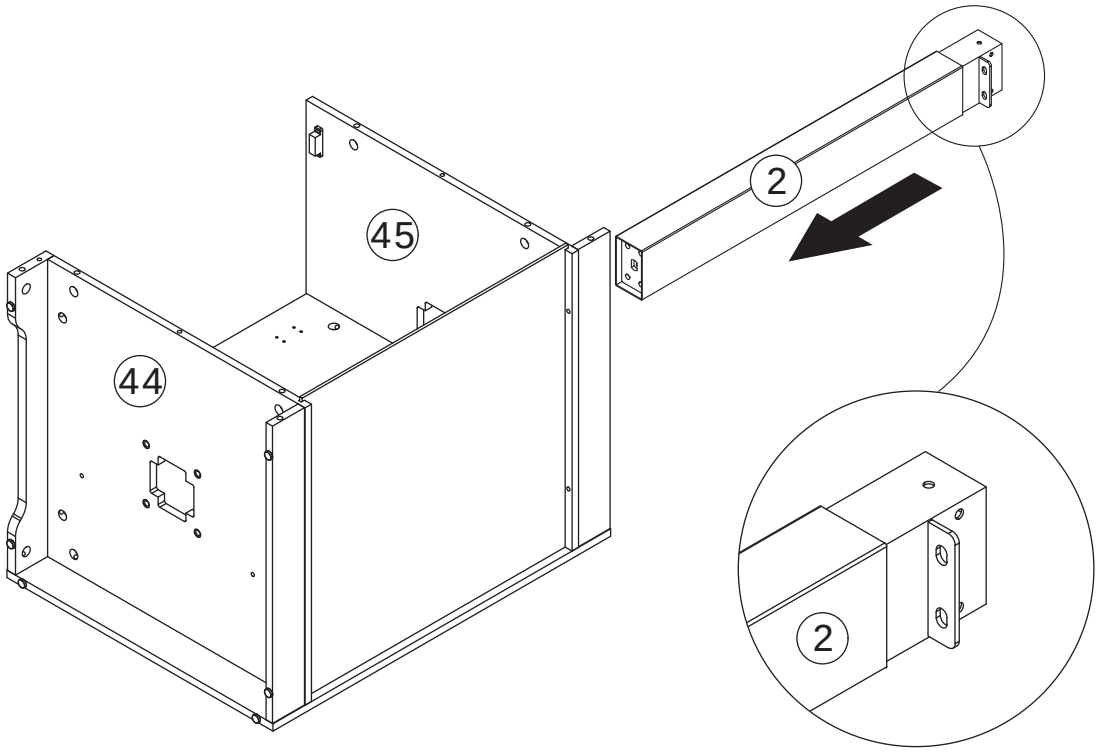
Linear-type installation is completed at this step.

70

Option B

L-shaped mounting type, the two schemes are differentiated starting from this installation step

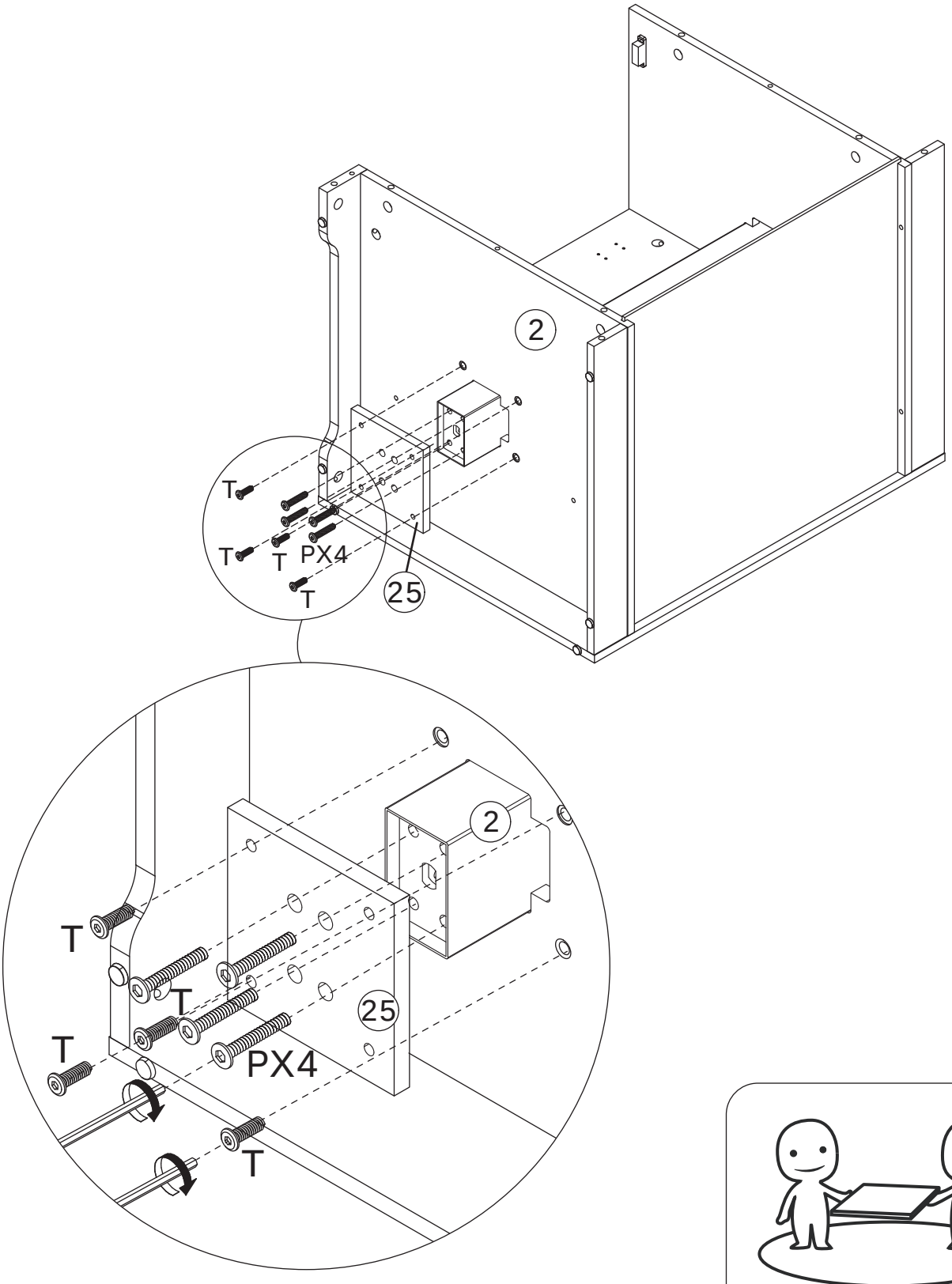
Insert Part 2 into the holes on Part 44 and 45.



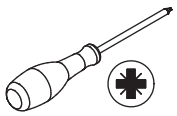
71

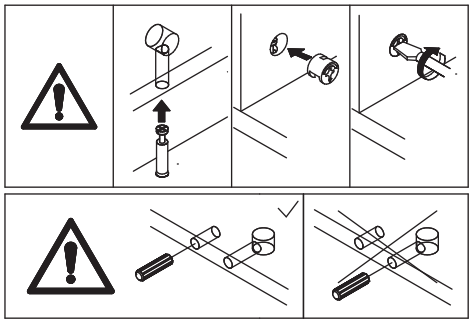
P x 4	T x 4	x 1	x 1	
				
M8 x 40 mm	M6 x 22 mm	#5	#4	

Secure Part 25 to Part 2 using screw (P).
Secure Part 25 to Part 44 using screw (T).

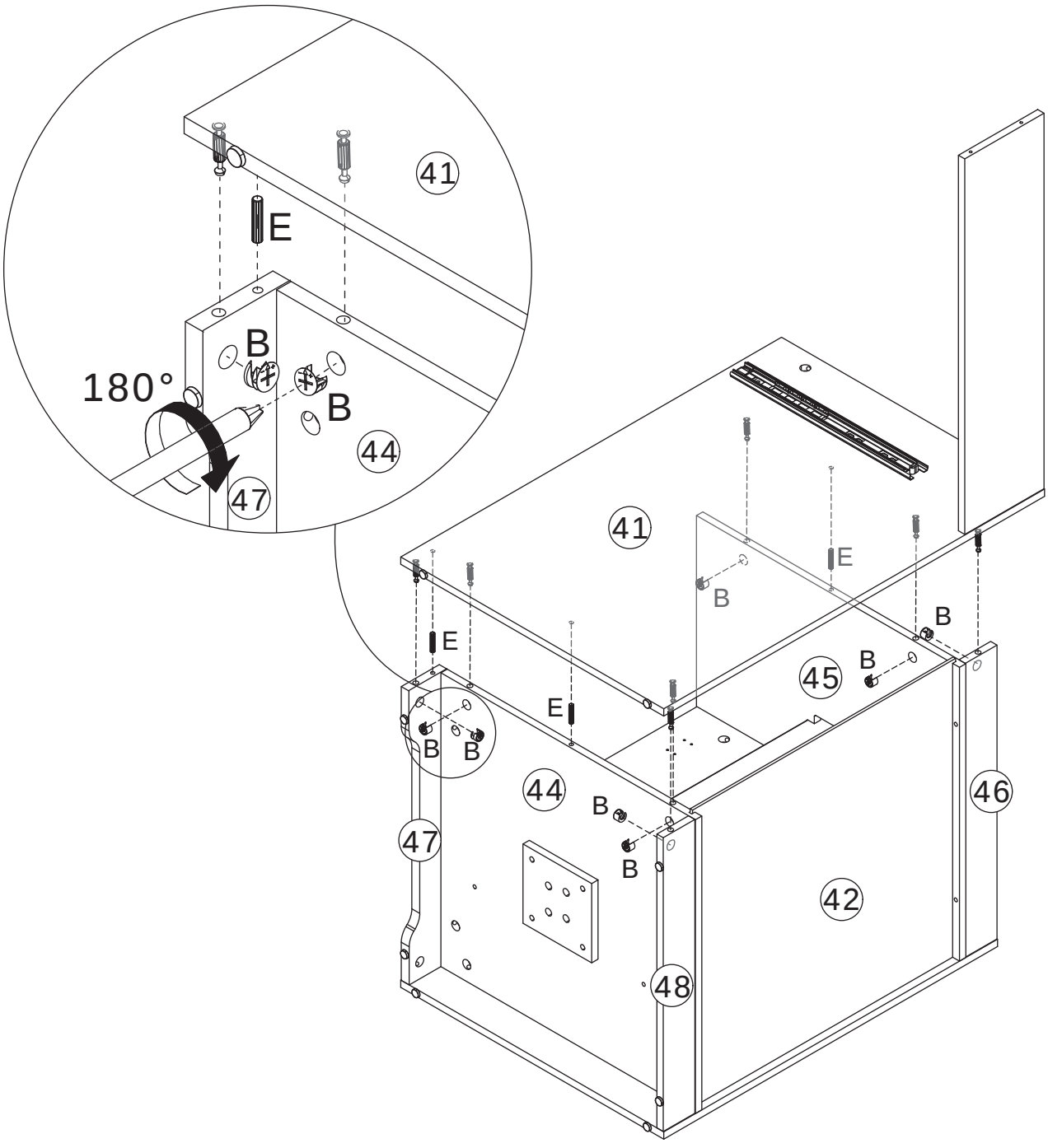


72

B x 7	E x 3	
		
∅15 x 10 mm	∅6 x 40 mm	



Connect Part 41 to the assembly using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise

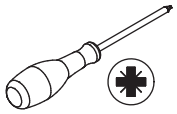


73

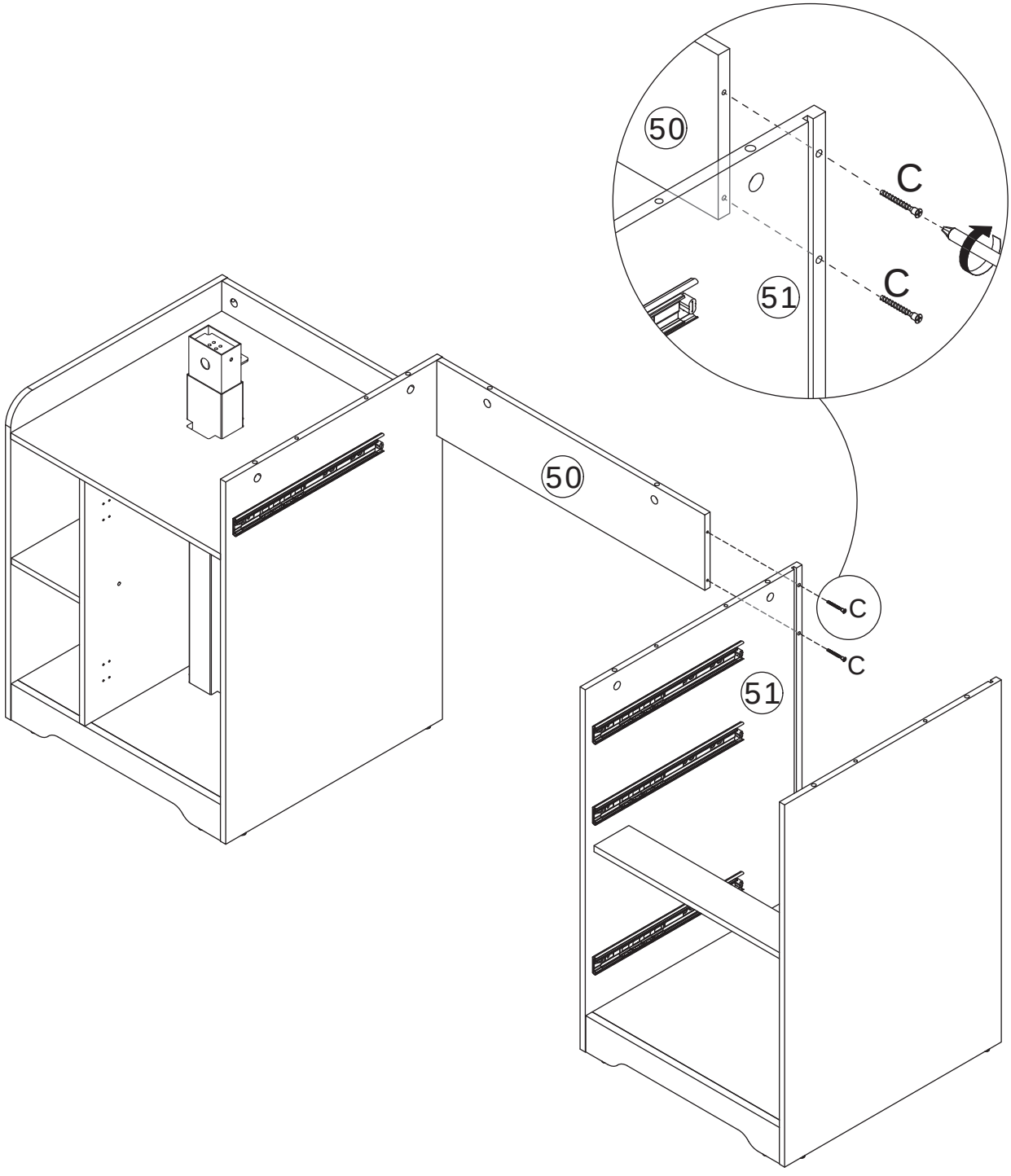
C x 2



M5 x 40 mm

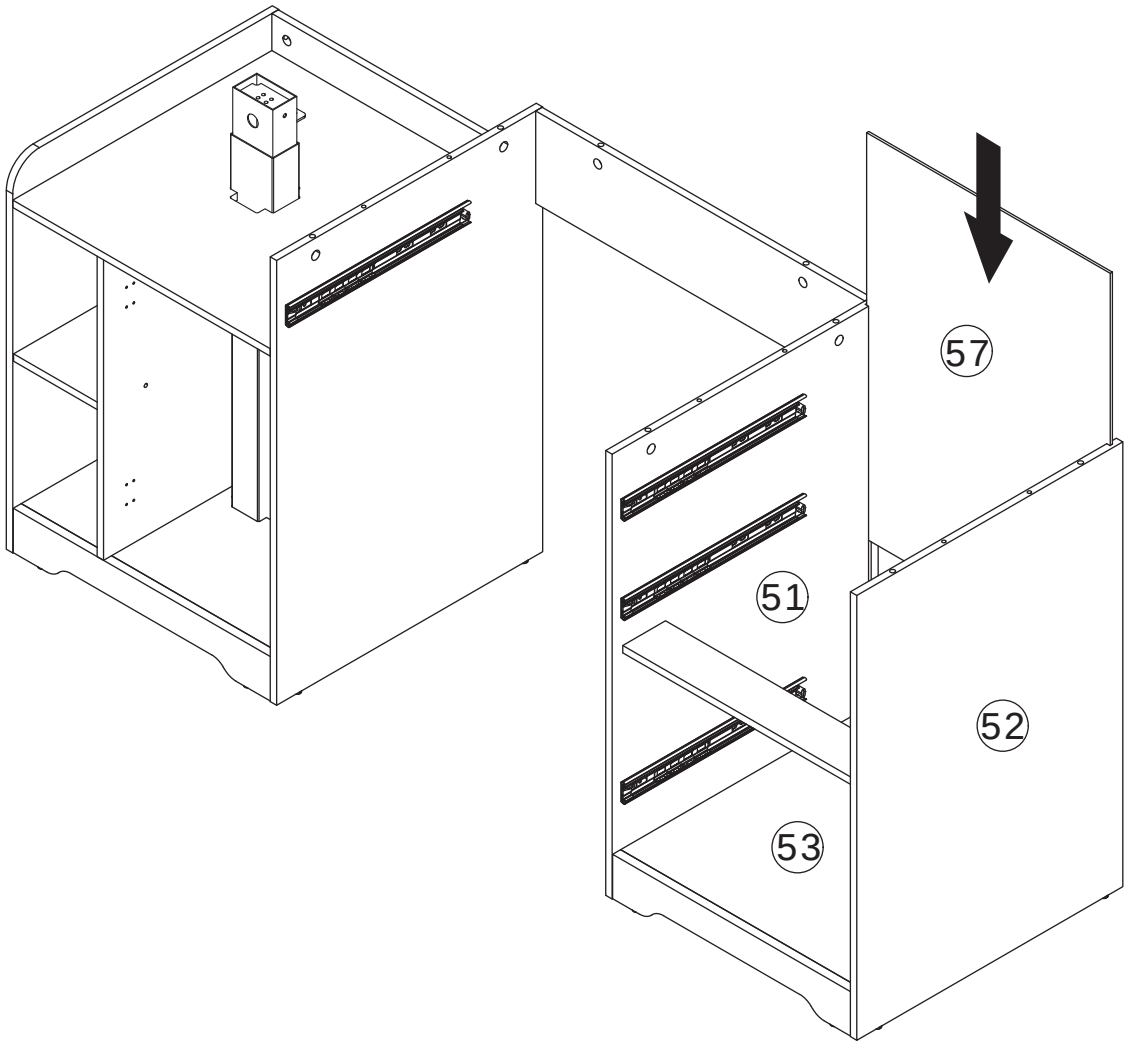


Secure Part 51 to Part 50 using screw (C).

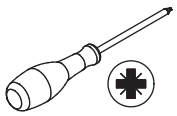


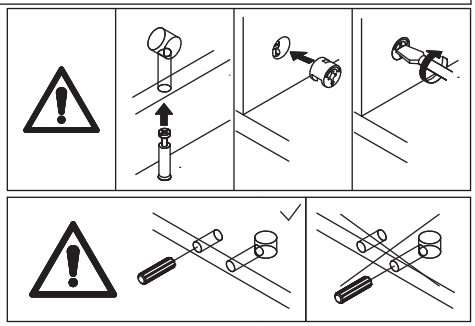
74

Insert Part 57 along the available grooves.

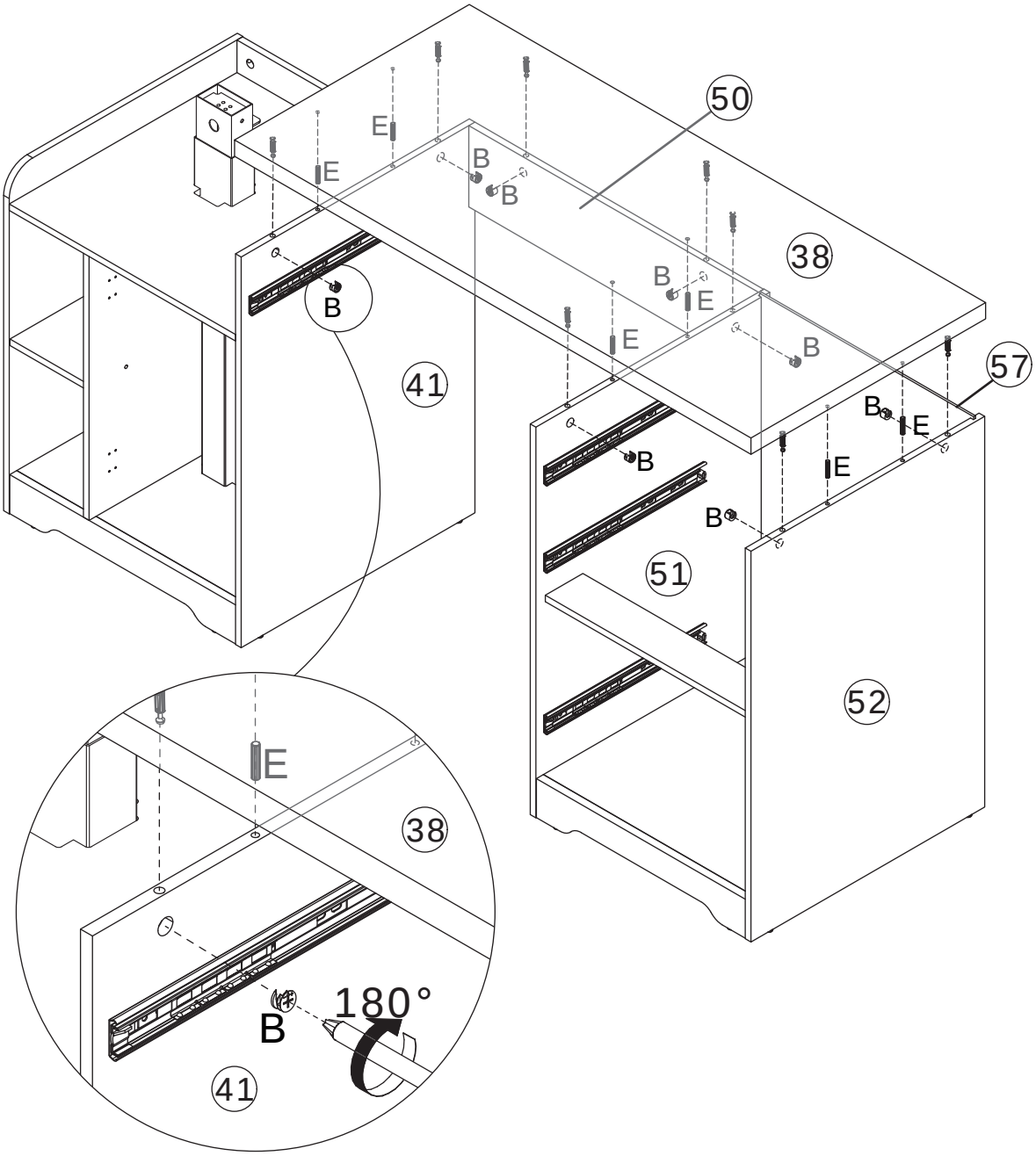


75

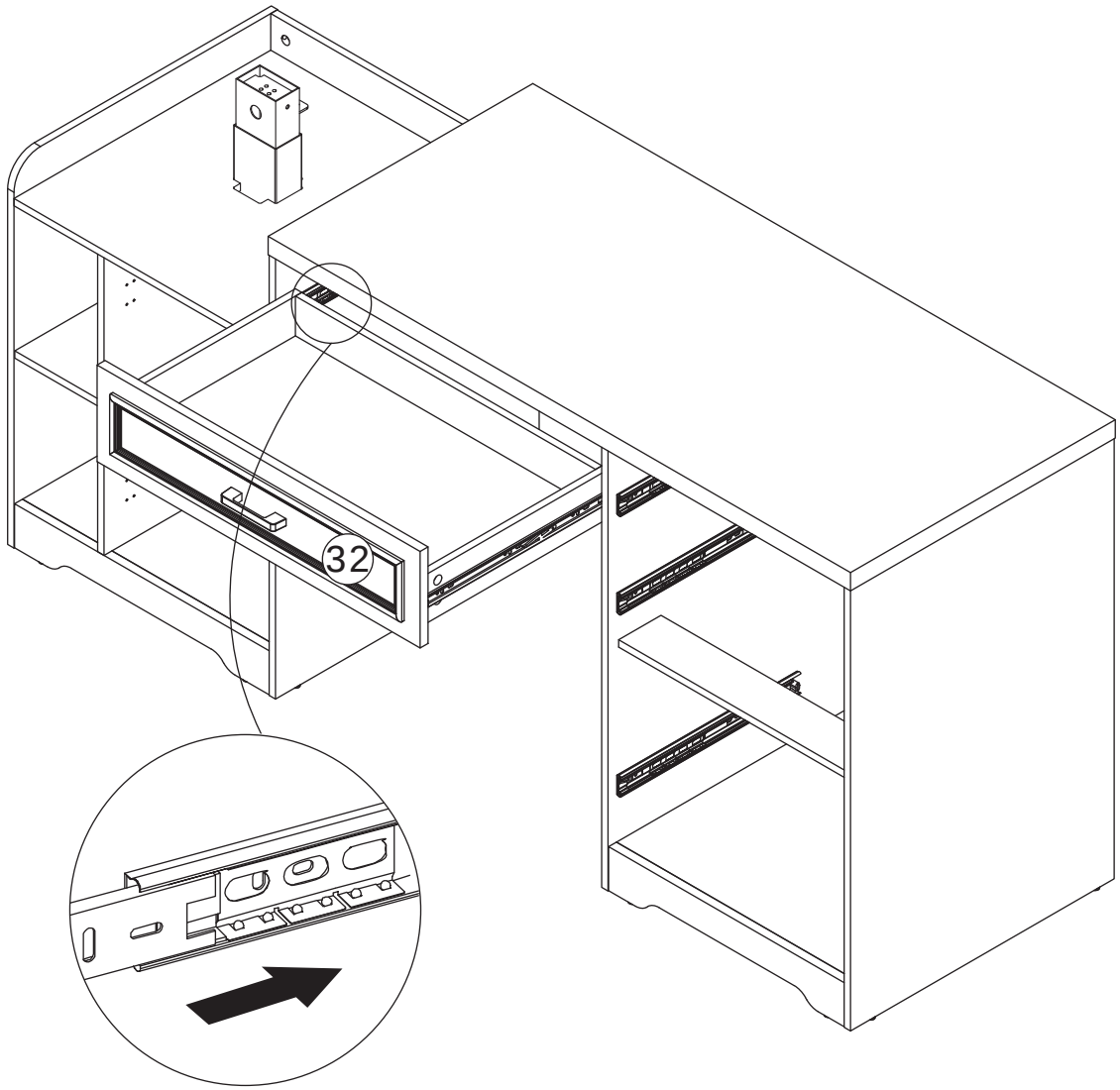
B x 8	E x 6	
		
∅15 x 10 mm	∅6 x 40 mm	



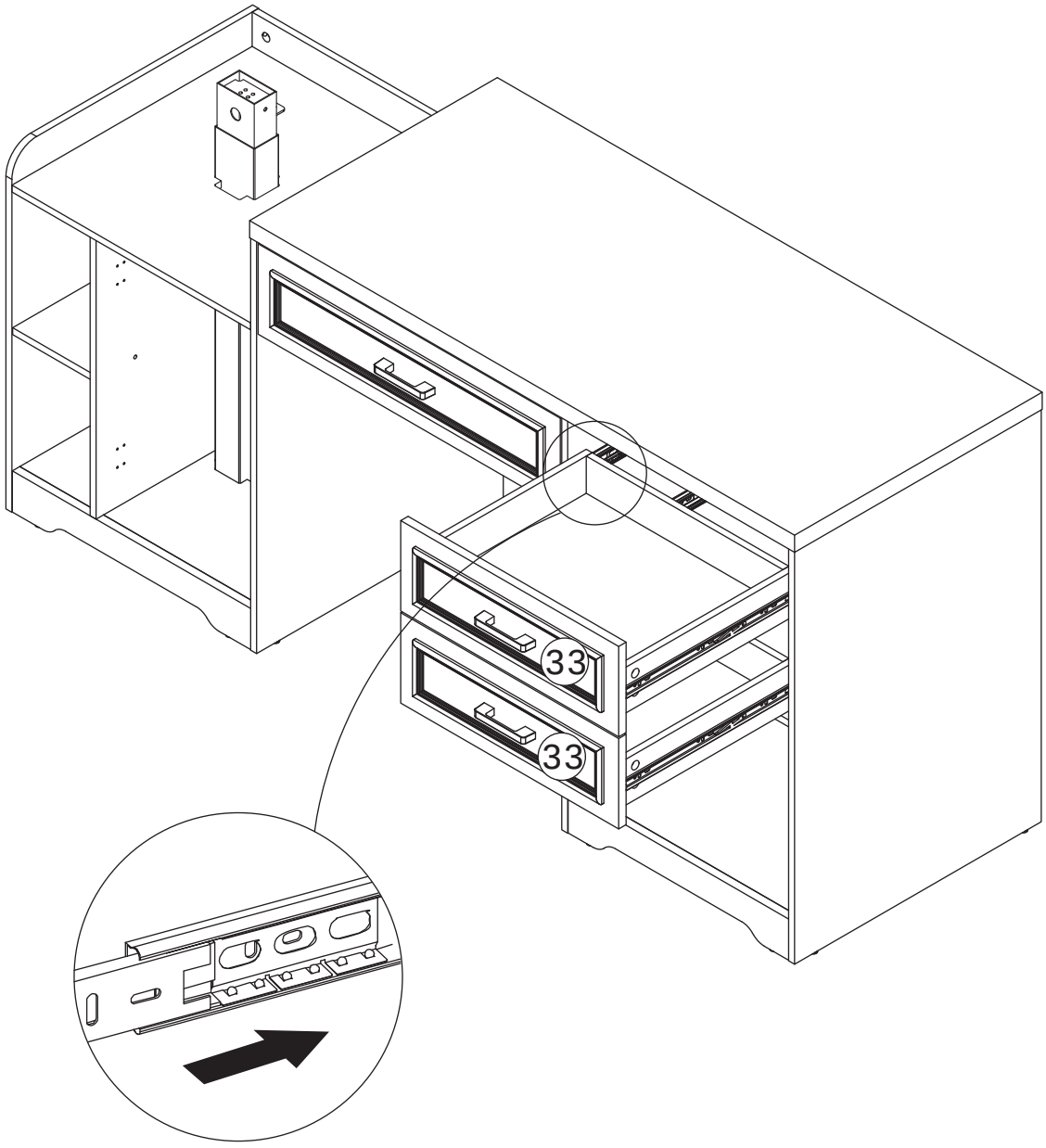
Connect Part 50 to the top of the unit using wooden dowel (E), then tighten by turning eccentric wheel (B) clockwise.



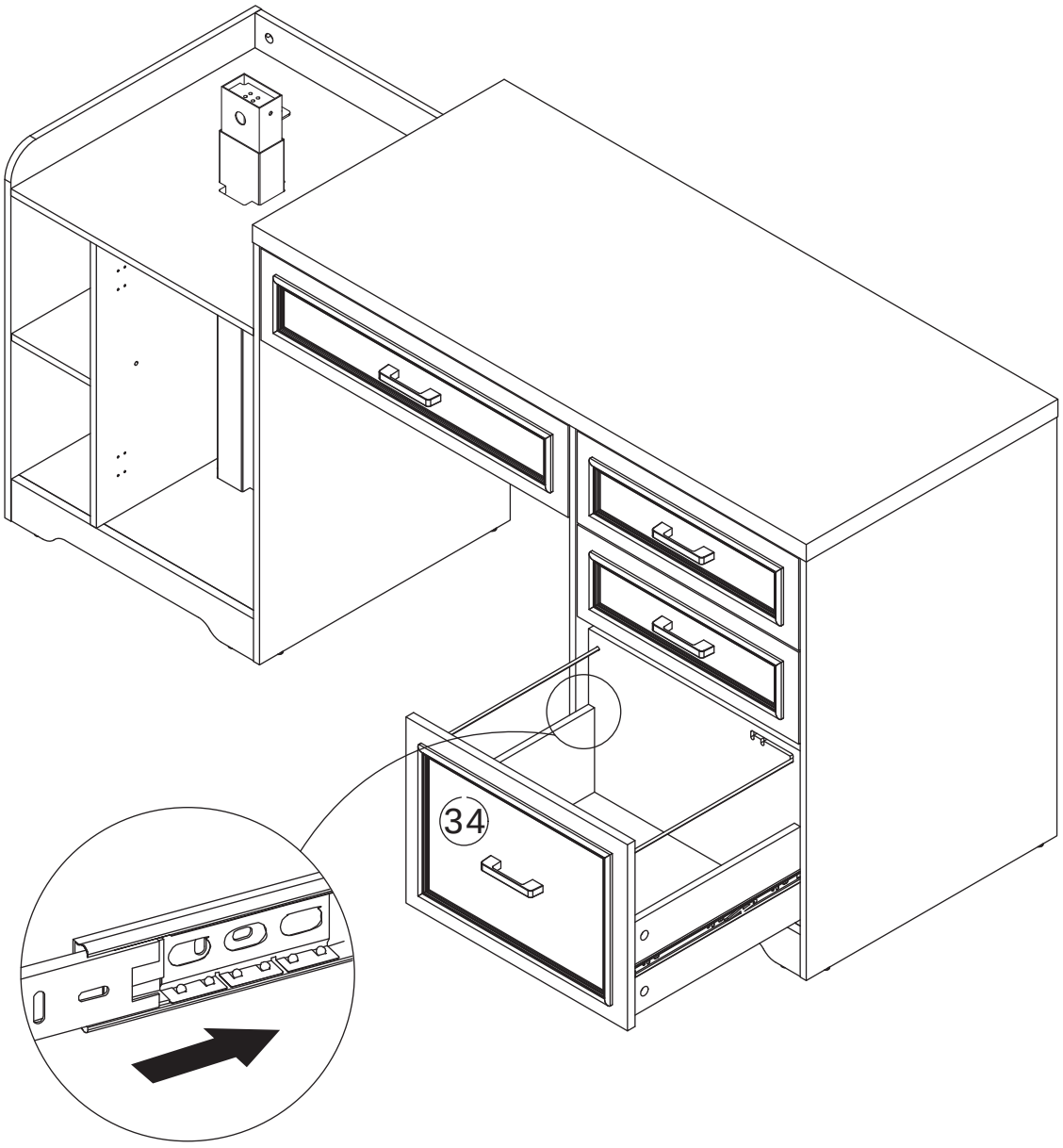
76



77



78

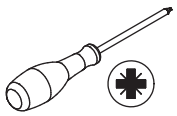


79

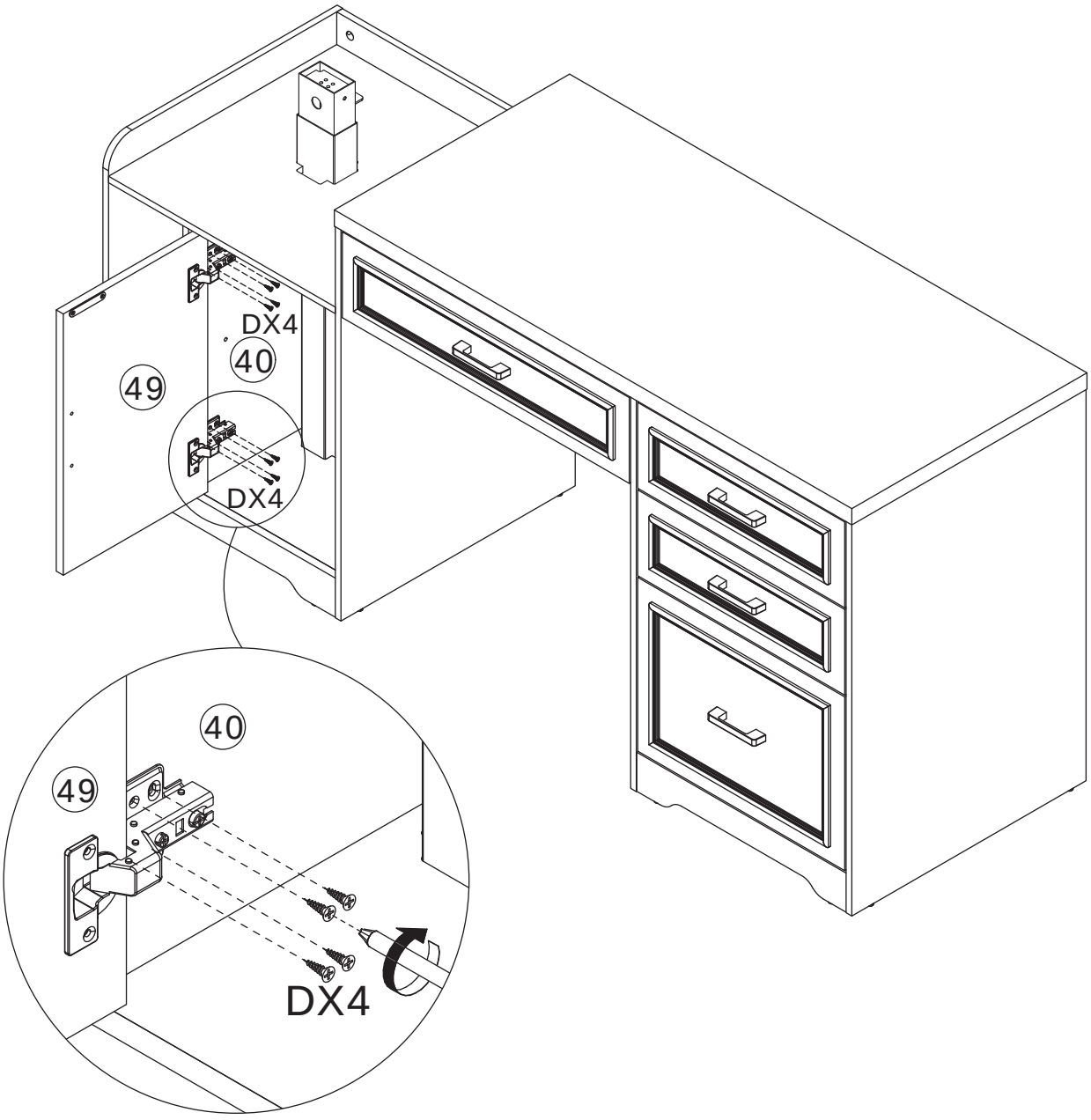
D x 8



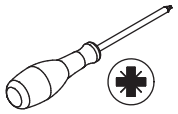
M3.5 x 12 mm



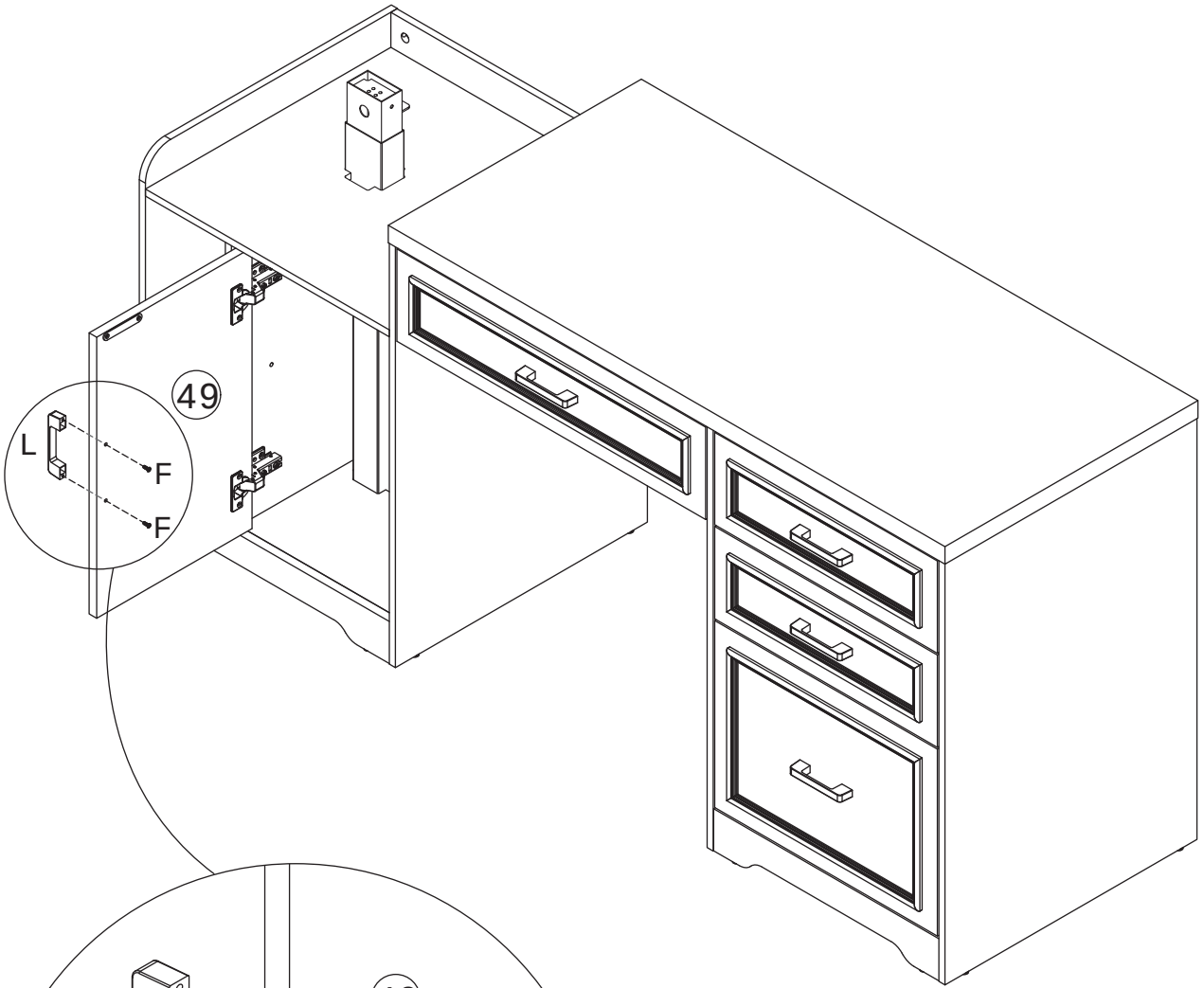
Secure Part 49 to Part 40 via the hinges using screw (D).

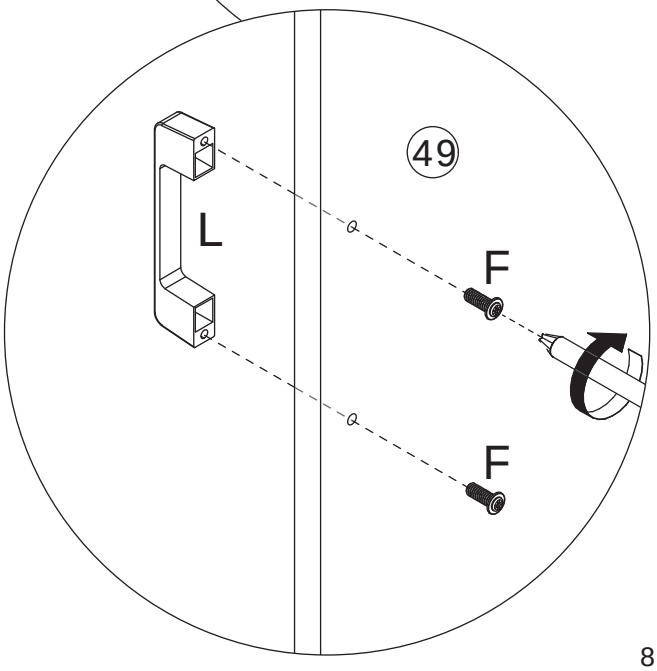


80

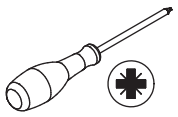
F x 2	L x 1	
		
M4 x 20 mm	8347-96	

Attach handle (L) to Part 49 using screw (F)

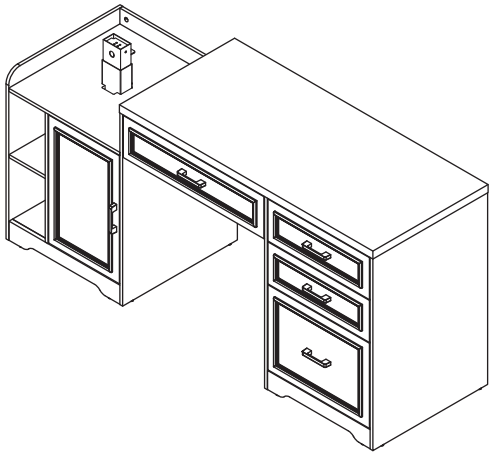




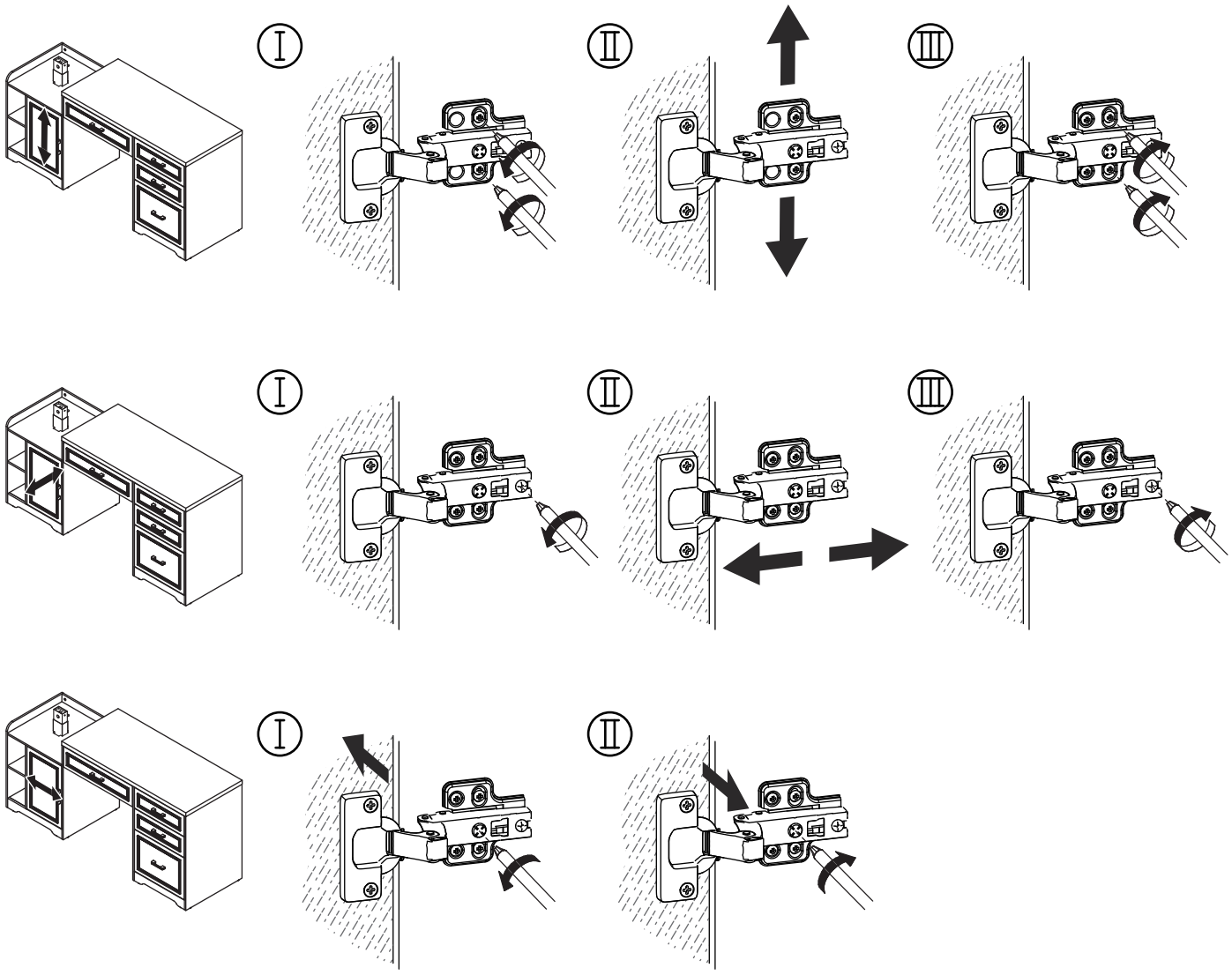
81



If the door panels are not aligned, please adjust the screws on the hinges according to the illustration.



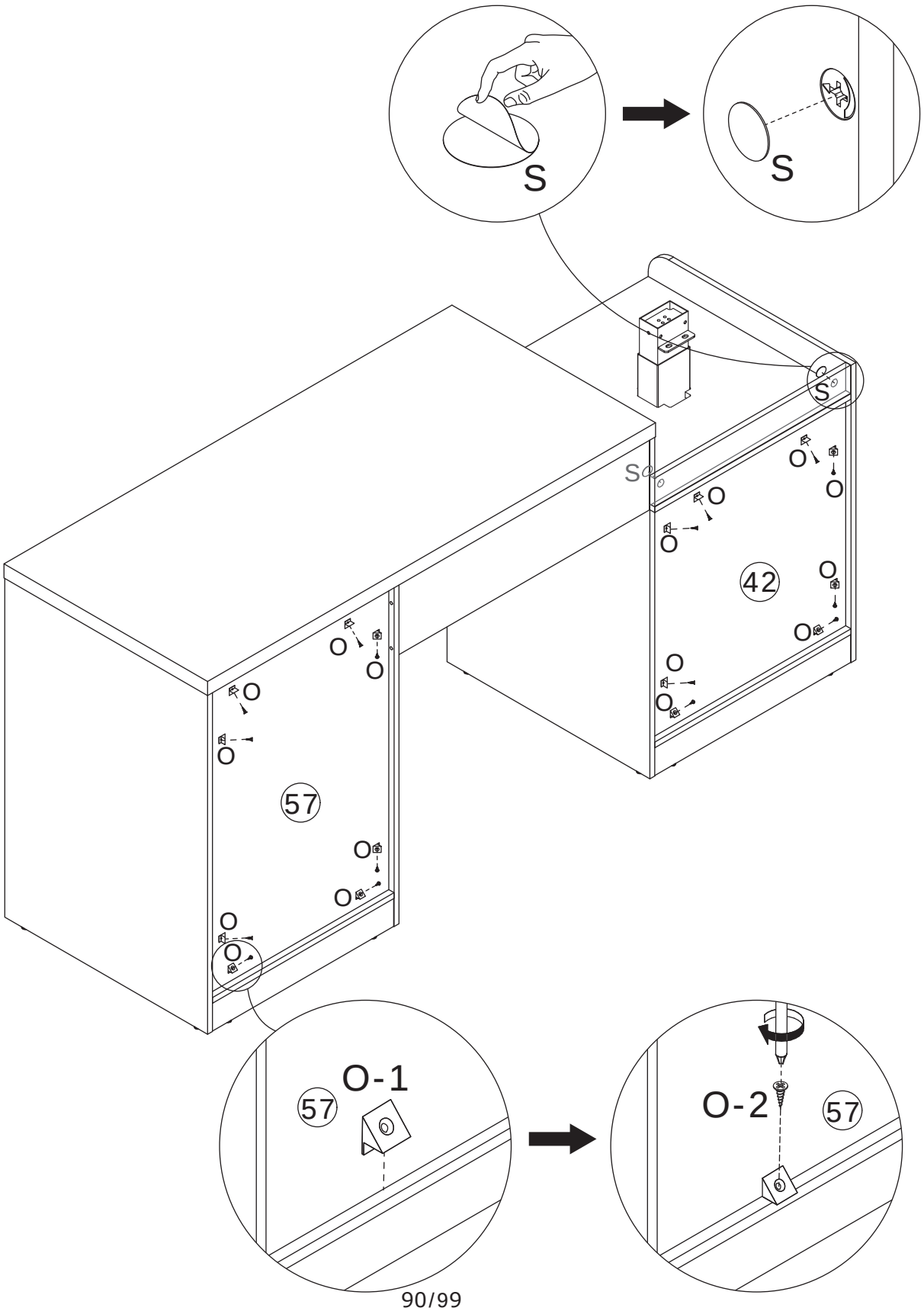
Or you can search this link to view the teaching video.
https://youtu.be/n0Lb36SoODM



82

O x 16	S x 2	
O-1 O-2		
M3.5 x 14 mm	∅21	

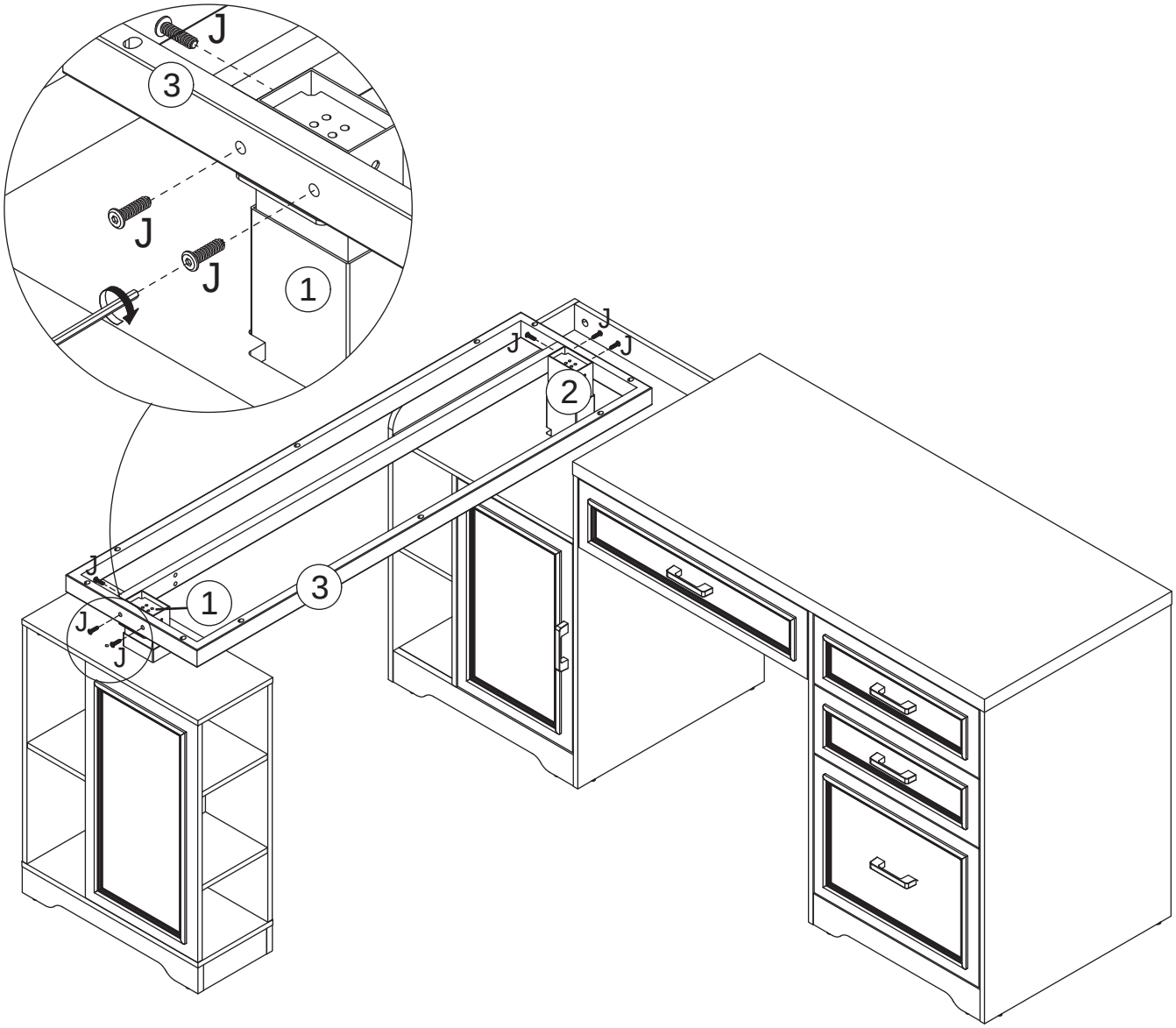
Insert clip (O) into back slots and secure them with provided screws.

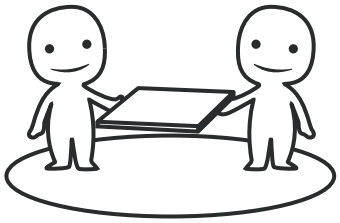


83

J x 6	x 1	
		
M6 x 28 mm	#4	

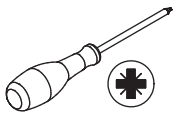
Secure Part 3 to Part 1 and 2
using screw (J).



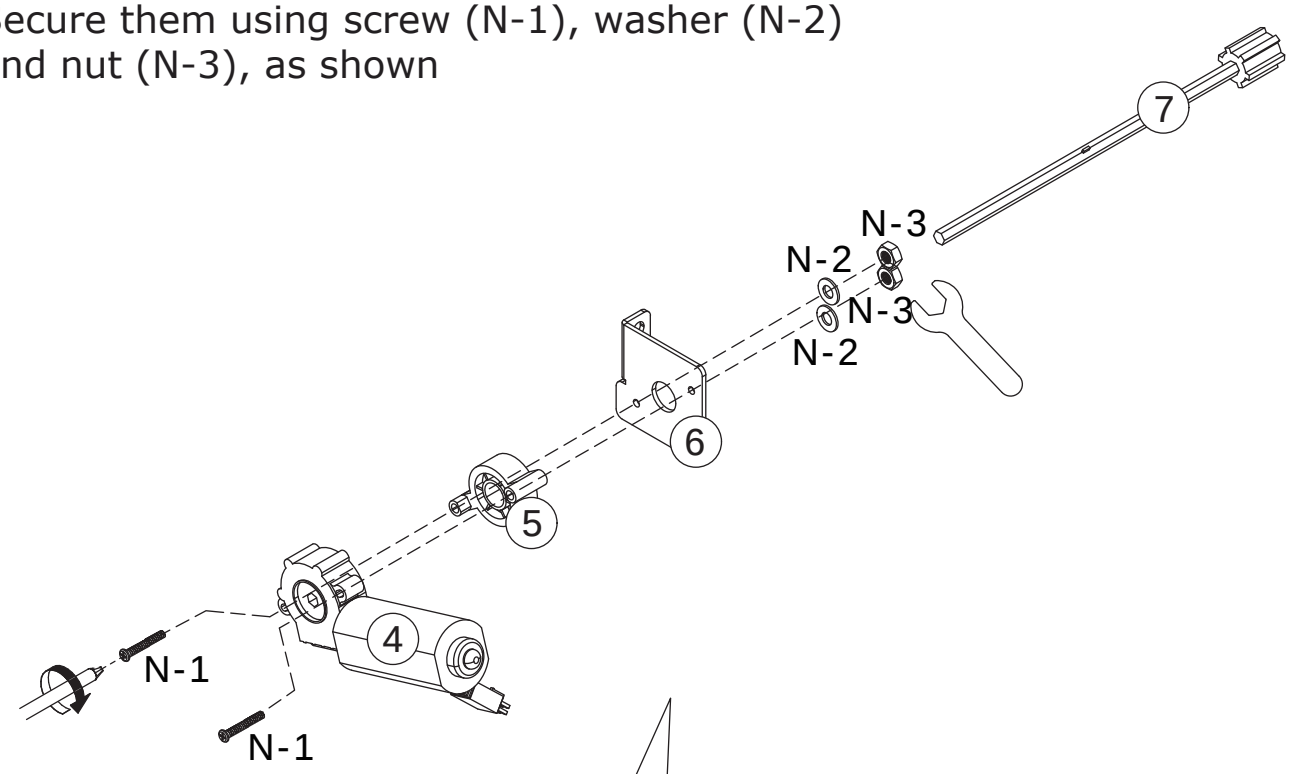


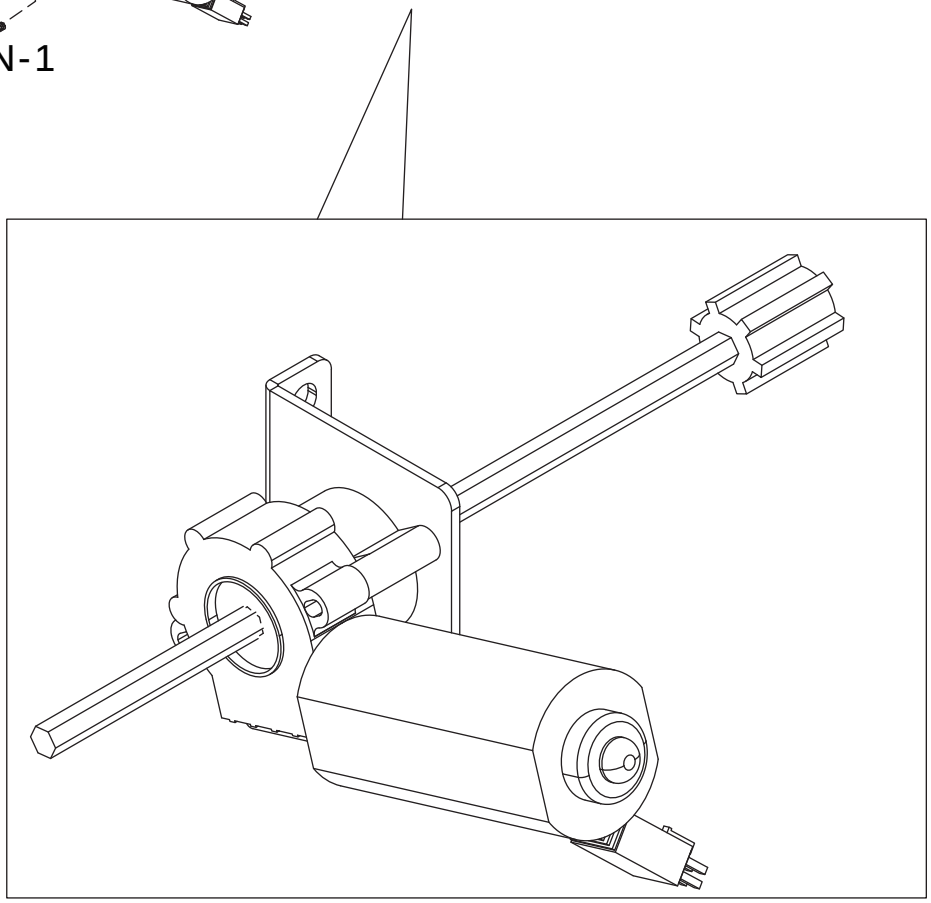
ASSEMBLED BY 2 ADULTS

84

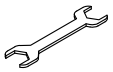
N x 2	x 1	
N-1 N-2 N-3  M4 M4x45 mm ∅12 x M4 x 1.0	 M4	

Insert Part 7 through Part 6, 5 and 4.
Secure them using screw (N-1), washer (N-2)
and nut (N-3), as shown

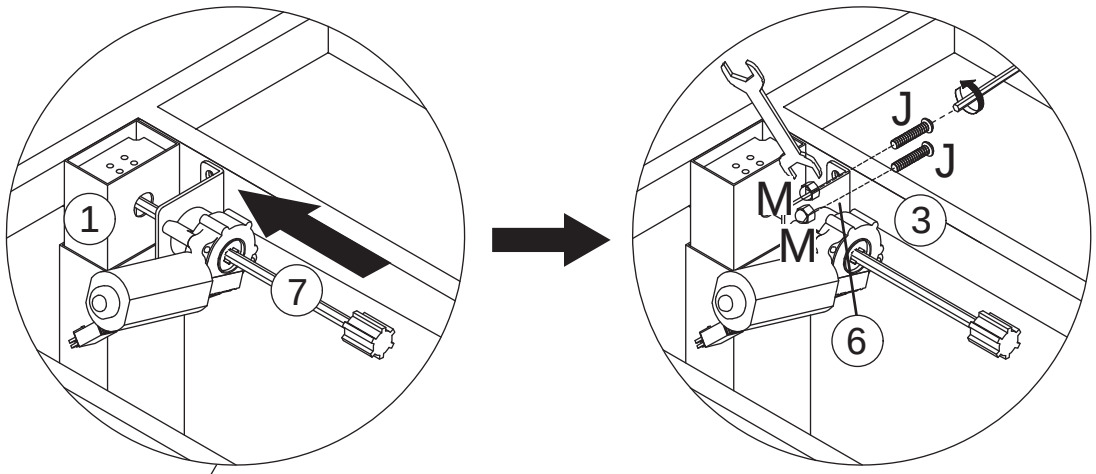


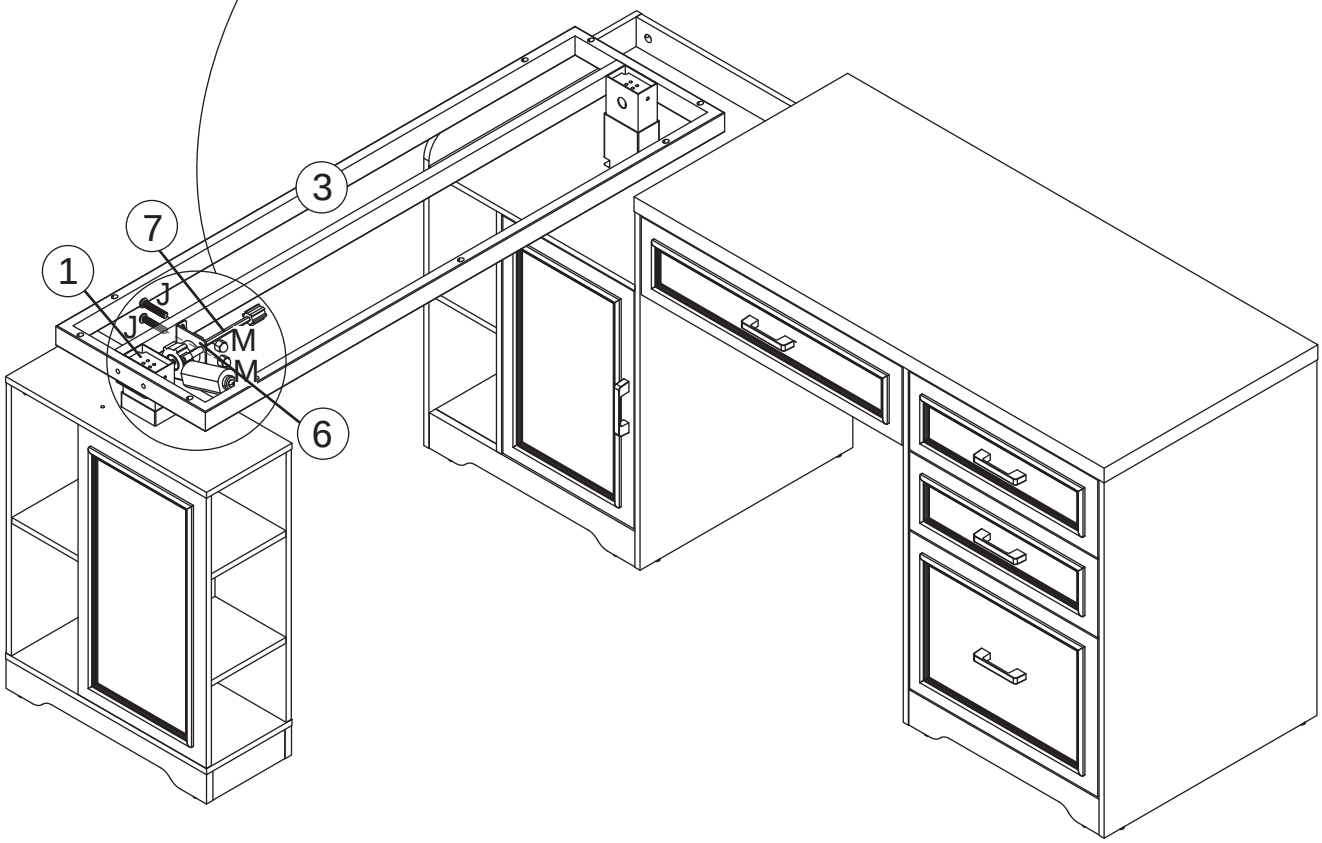


85

J x 2	M x 2	x 1	x 1	
				
M6 x 28 mm	M6		#4	

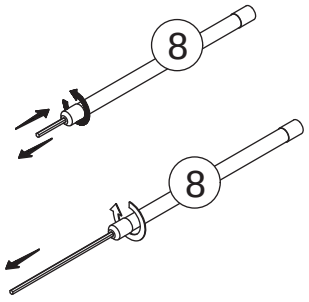
Insert Part 7 into Part 1, and secure Part 6 to Part 3 using screw (J) and nut (M)





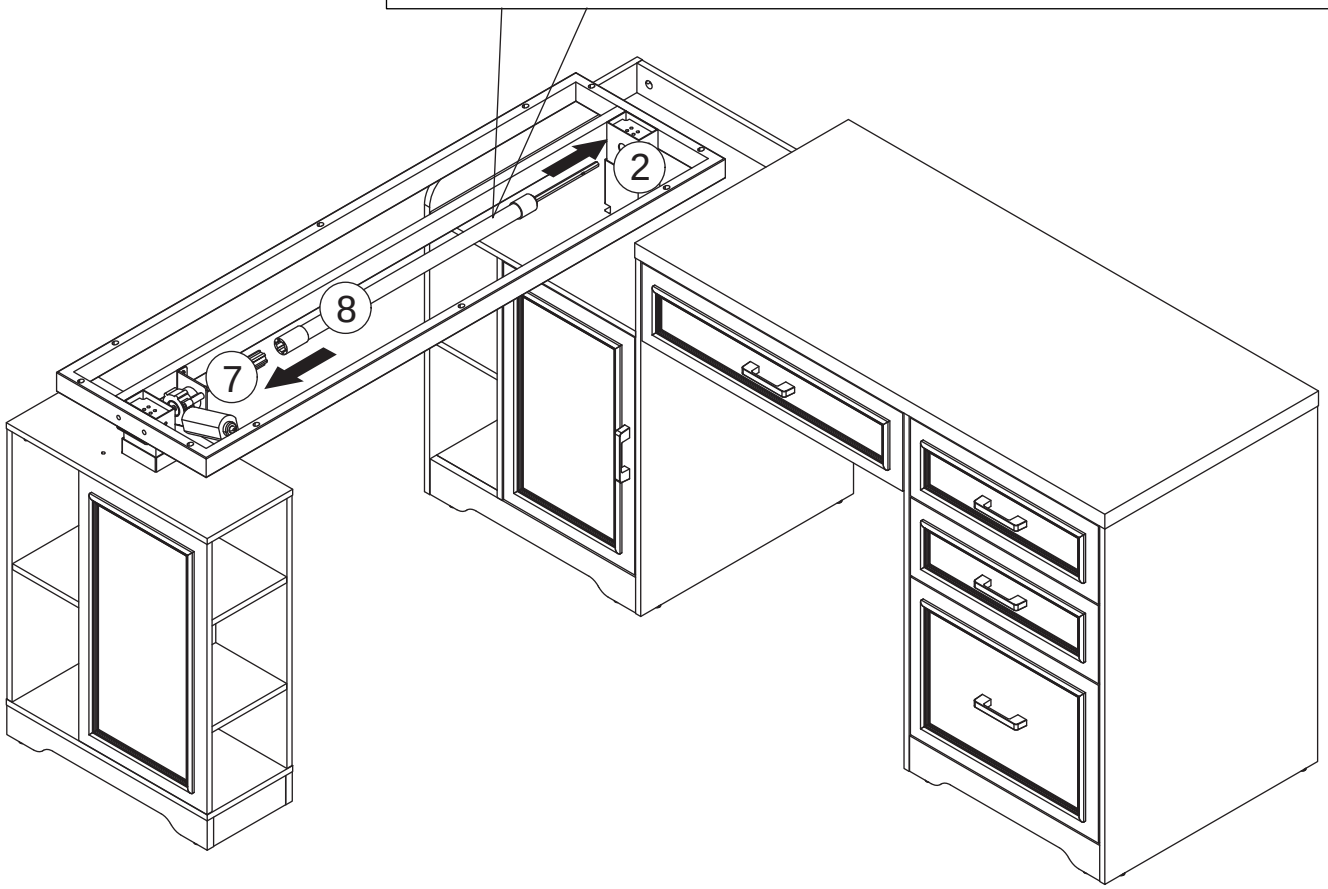
86

Loosen the button on Part 8, extend it to the proper length for installation, and connect it to Part 7 and 2; after installation is complete, tighten the button to secure the length as shown.



Loosening this button can extend Telescopic rod, while tightening it can secure Telescopic rod.

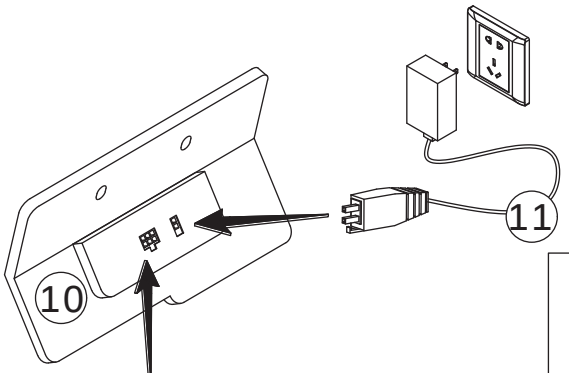
Adjust to the appropriate length for installing Telescopic rod.
After the installation is completed,tighten the button to secure the length of Telescopic rod.

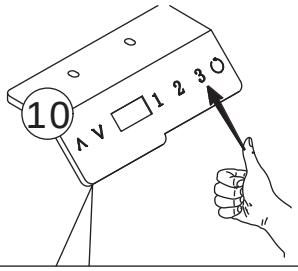


87

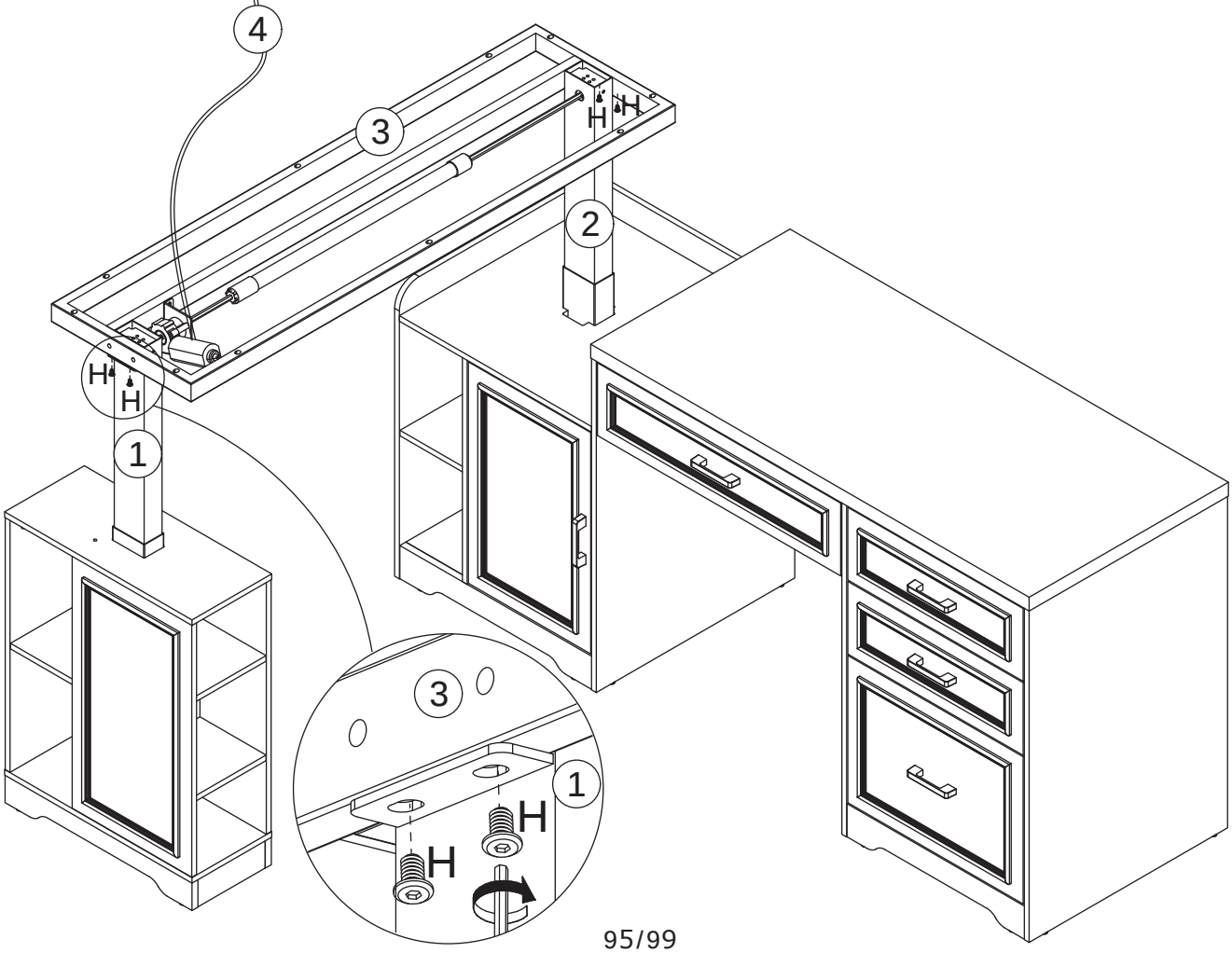
H x 4	x 1	
		
M6 x 10 mm	#4	

Secure Part 1 and 2 to both ends of Part 3 using screw (H).
Connect Part 4, 10 and 11.
Before proceeding with subsequent installation, press "3" on Part 10 controller to adjust the lifting legs to the third height, as shown.





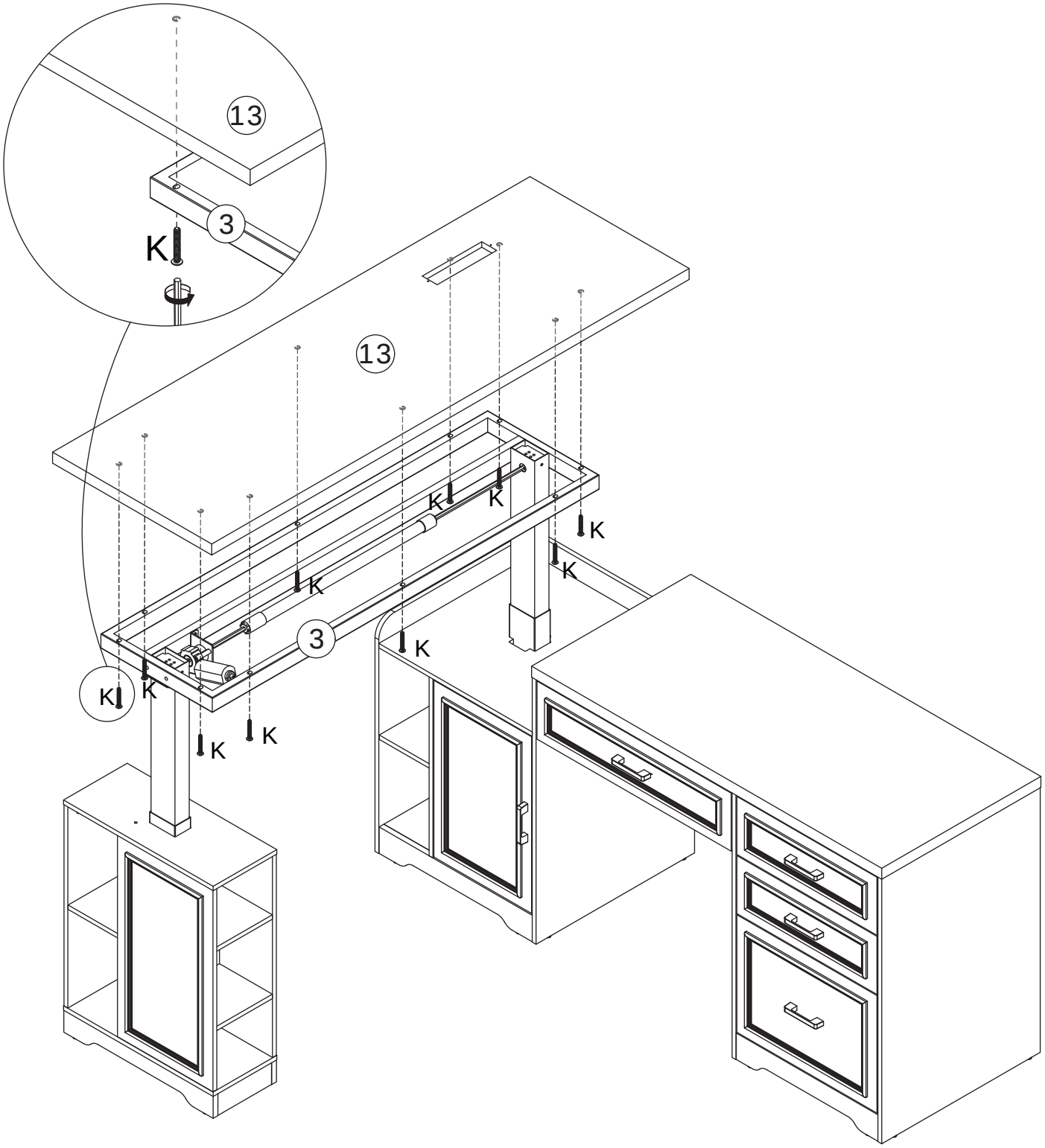
Adjust the lifting legs to the third height of the controller before proceeding with subsequent installation.



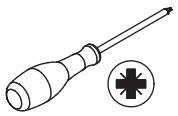
88

K x 10	x 1	
		
M6 x 50 mm	#4	

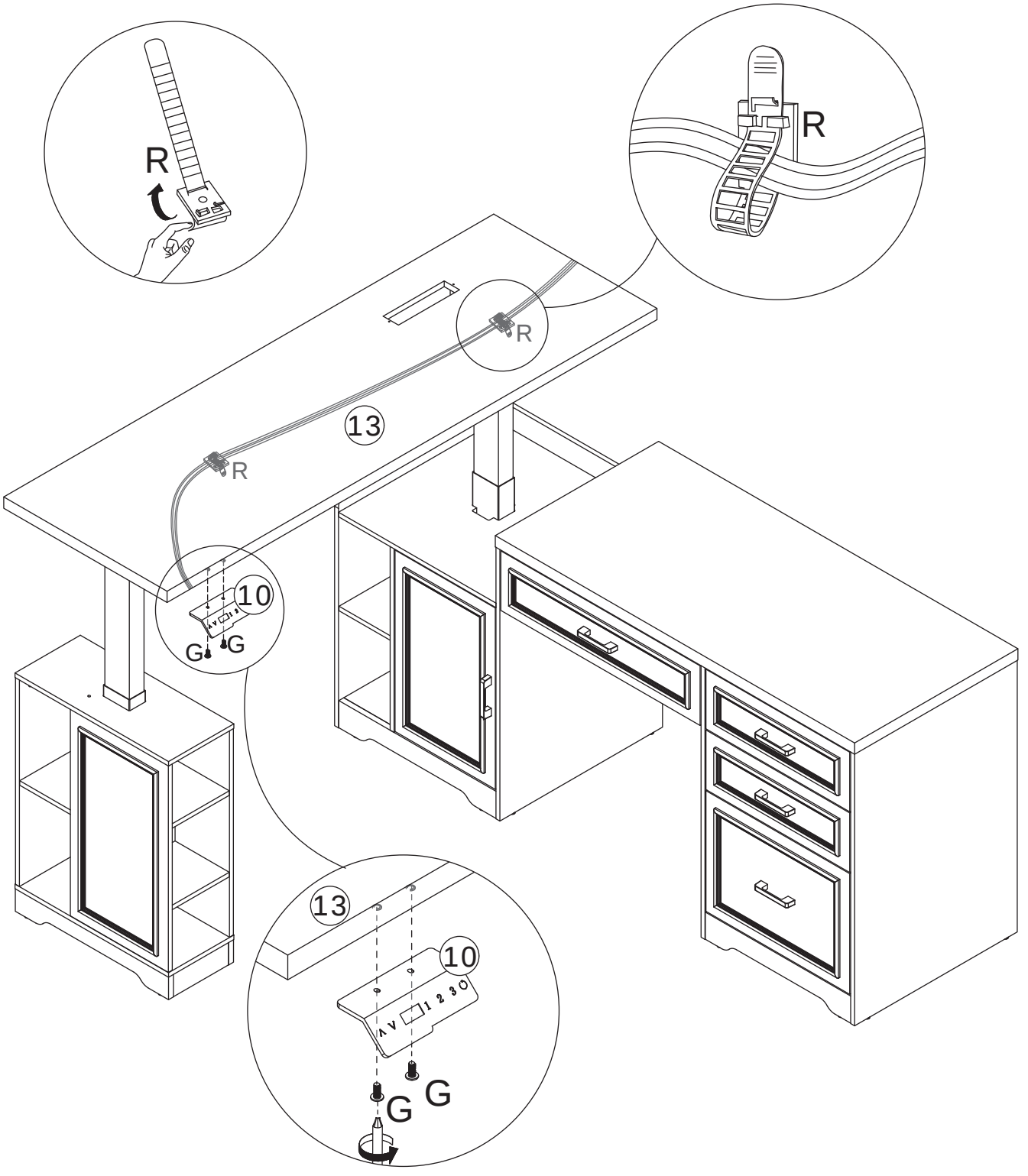
Secure Part 13 to Part 3 using screw (K).



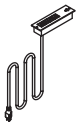
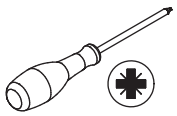
89

G x 2	R x 2	
 M5 x 12 mm		

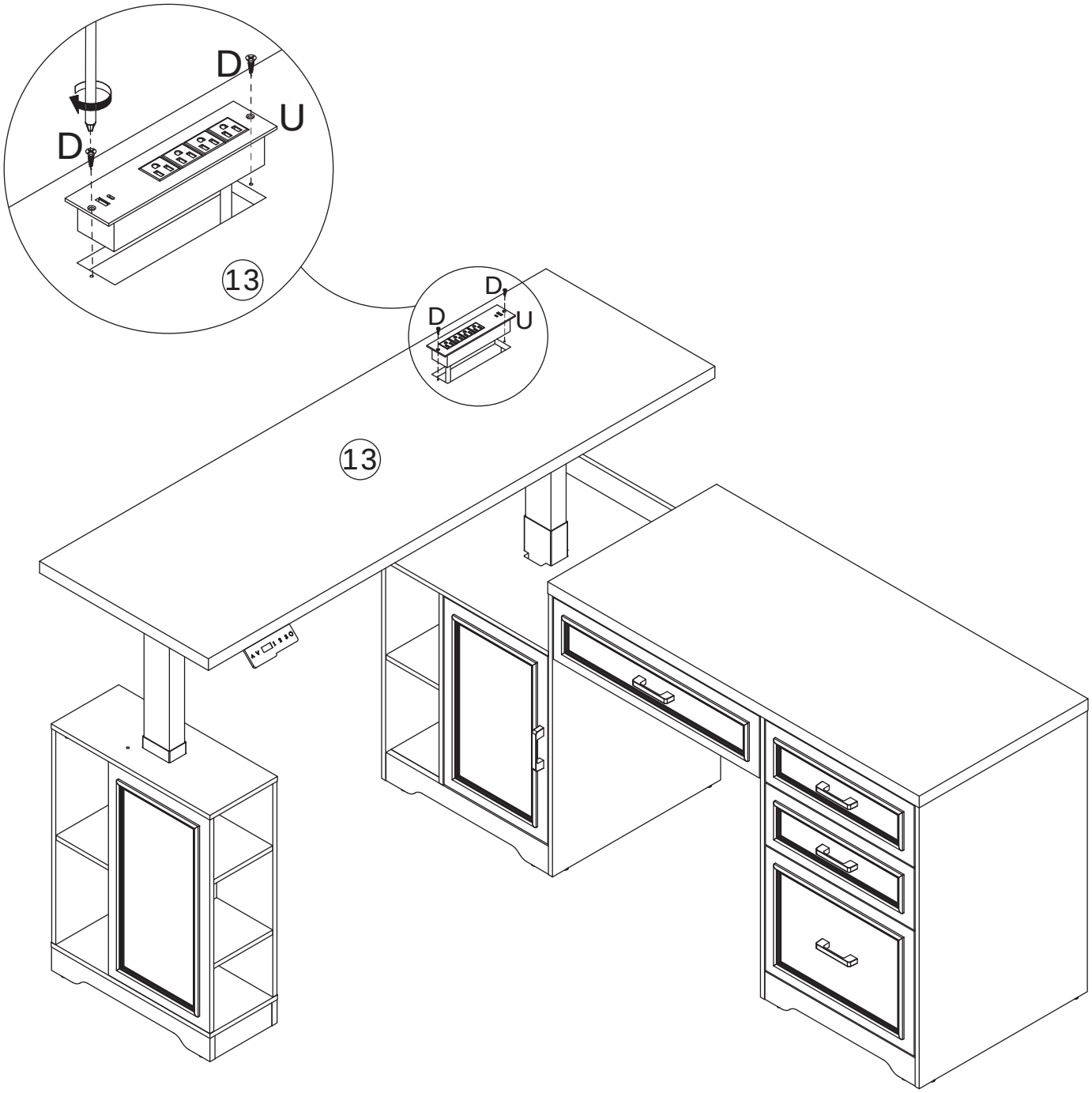
Fix the cable to Part 13 using clip (R).
Secure Part 10 to Part 13 using screw (G).



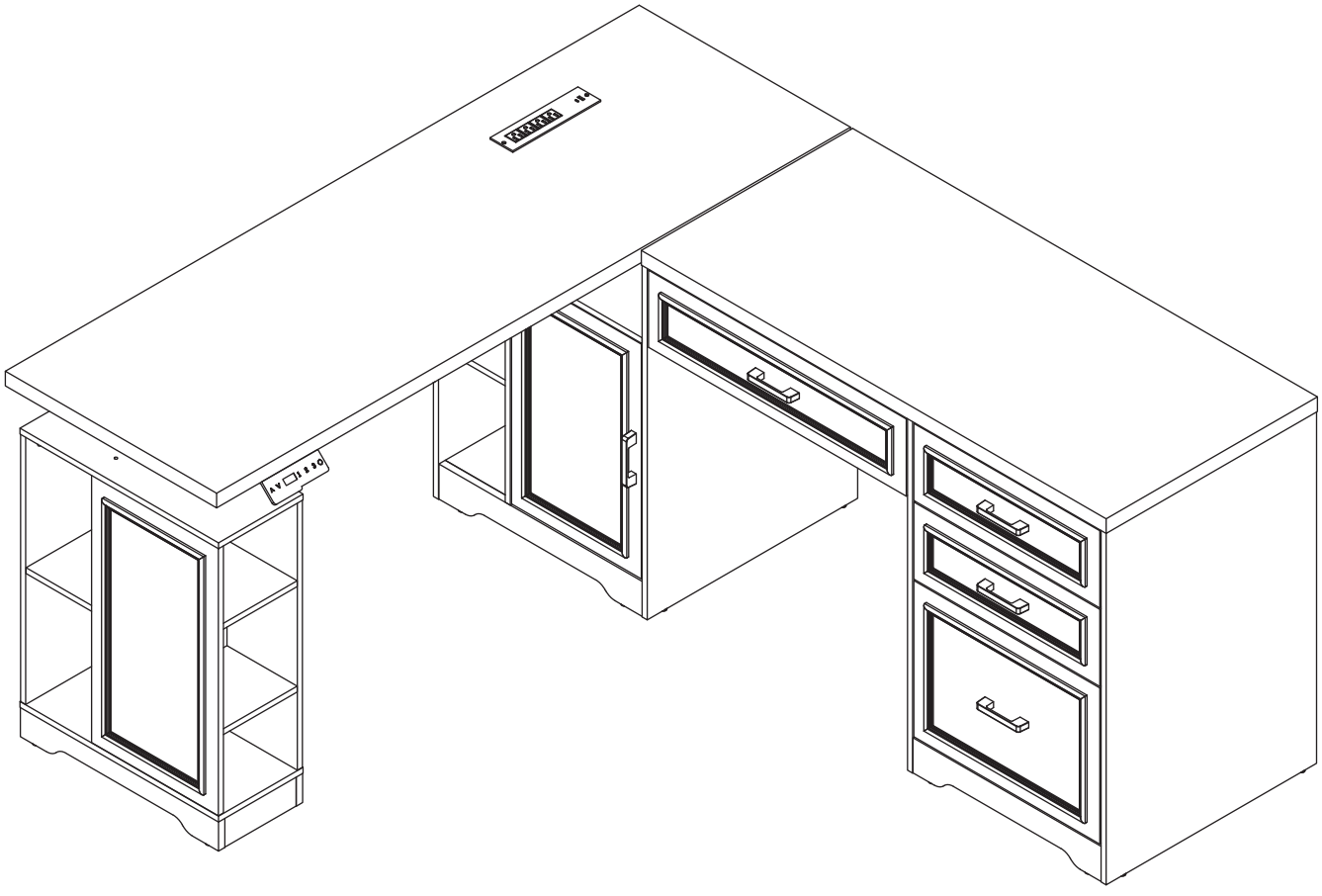
90

D x 2	U x 1	
 M3.5 x 12 mm		

Put Part (U) into the pre-cut opening on Part 13, then secure it using screw (D).



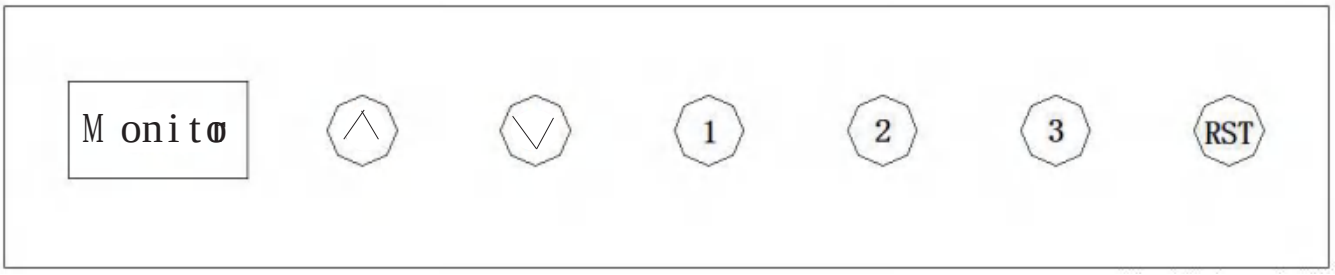
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L-type installation is completed at this step

Motor Lift Table Instruction Manual

Hand controller interface introduction



◆monitor
◆UP：up key
◆DOWN：down key
◆1：（save key）1
◆2：（save key）2
◆3：（save key）3
◆RST：reset

Up and down key operation

◆When the "up" key is pressed，desktop run up，until the top of the table is reached
◆When the "Down" key is pressed，desktop run down，until the lowest point of the table is reached
◆When short press the "up" or "down" key，The desktop runs a small distance accordingly，Realize jog）

location storage/memory position operation

◆location storage:Can store 3 memory points,The storage method is as follows,when running to a certain point,At this time, long press the "1 / 2 / 3" button,until the digital number flashes,Save the current altitude to the corresponding label successfully.

◆memory position operation:Short press "1 / 2 / 3" key,Digital tube flashing memory position height 2S,The desktop automatically runs to the height of the memory position,running,Any key can stop the operation.

Zero position reset

◆ **After the installation is completed,if the displayed height does not match the actual height, you can perform the following operations.**
◆ Long press "RST" for 3S and wait for the controller running indicator to flash "- - -",Then release the down button to enter the reset mode,The desktop automatically runs down and then up to find the highest and lowest positions,After the end, the desktop will automatically run down to a fixed position,end of reset process.

automatic testing(Do not proactively disclose to end users)

◆The system supports automatic operation,Run time is fixed at 2 minutes,The stop time is determined by the e parameter,Infinite loop。（Please refer to the internal parameter setting and description for stop time。
◆Enter：Press and hold the "Up" + "Down" + "RST" buttons at the same time for 5 seconds，Nixie tube shows Aot,Indicates automatic test mode.
◆Quit:Press and hold the "Up" + "Down" + "RST" buttons at the same time for 5 seconds,Digital tube display height,Indicates to exit the automatic test mode.

Minimum limit setting

◆The system supports the minimum height of the desktop，The operation method is，Let the desktop run to the position you want to set，Press and hold the "RST" + "Down" buttons at the same time for 5 seconds，Displaying "-d o" indicates that the lowest position is successfully stored，when running to the lowest point，Display shows "-L o"。

◆Cancel storage height，method 1：Mechanical zero reset，The system automatically cancels
Method 2：Let the desktop run to the lowest point，Display shows "-L o"，Press and hold the "RST" + "Down" buttons at the same time for 5 seconds，"--d o" indicates successful cancellation。

Maximum limit setting

◆The system supports the maximum height of the desktop，The operation method is，Let the desktop run to the position you want to set，Press and hold the "RST" + "Up" buttons at the same time for 5 seconds，– u p indicates that the highest position is successfully stored。when running to a high point，Display shows "-HI"
◆Cancel storage height　method 1：Mechanical zero reset，The system automatically cancels
Method 2：Let the desktop run to the highest point，Display shows "-HI"；Press and hold the "RST" + "Up" buttons at the same time for 5 seconds，"--up" indicates successful cancellation。

lock and unlock

◆locking:Press and hold "1" + "2" simultaneously for 5 seconds，when the digital tube displays "L",At this point, the system is locked，Unable to lift and lower the system。
◆Unlock：Press and hold "1" + "2" simultaneously for 5 seconds，When the digital tube displays from "L" to normal digital display，Indicates that the system has been unlocked。

Stand and sit reminder（countdown）

◆countdown time：3 gears available，T30 = 30 minutes，T45 = 45 minutes，T60 = 60 minutes。

◆ Start the countdown:Short press "RST", the display will display T30/T45/T60 in sequence， Countdown time starts。
◆Exit countdown:1. Short press "RST"， The display shows numbers;
2. The countdown time is up,The display will flash chr,Flashing time is 1 minute,Press any key to stop timing and exit.
3. 3. No operation,It will automatically exit the timer after 3 consecutive reminders at an interval of 5 minutes.

Restore factory default parameters

◆method:Press and hold "1" + "3" at the same time for 5 seconds,，The digital tube displays "C L r",At this point, it indicates that the parameter recovery is successful.

Internal parameter settings and descriptions

◆Press and hold the "RST+1" button on the hand controller for 10 seconds， You can enter the setting interface,Displays "x-y" while "x" flashes,Where "x" is the parameter group,The parameter value corresponding to "y".At this time, press "RST" to switch the parameter group,Press "Up" or "Down" to correspond to the value of the parameter.After setting the parameters, press and hold the "RST" key for 10 seconds,Return to the running interface,The set parameters are as follows:

Display content	Number range	Setting parameters	illustrate
a-y	0	Display format	0 means metric display
b-y	1-2	Number of pole pairs	1 means 1 pair of NS, 2 means 2 pair of NS;
c-y	1-9	Lifting speed	9 files， The smaller the number, the faster the speed.On the contrary, the slower the speed;
d-y	1-9	Anti-pinch value	0 means off, 1 is the lowest sensitivity, 9 is the highest sensitivity
e-y	1-9	Self-test stop time	The setting value multiplied by 2 is the stop time，For example，setting 2,Then the stop time is 4 minutes
H00	40-99	Base height	Indicates the minimum display height-Table lowered to lowest display height
n00	30-99	table itinerary	The height at which the table can be raised and lowered,The length that the table column can extend,This value determines the maximum height of the table,The highest height display is h00+n00;
L00	3-40	Screw lead	Indicates the lead - one turn of the screw,the raised height of the table,The lead parameters must be accurate,Otherwise, the table itinerary will be inaccurate.
F-y	0-1	Motor direction	0/1 Change motor direction
r-y	0-4	Screen off control	0, do not turn off the screen, 1, turn off the screen.

Error code table

error code	illustrate	How to handle
E01	motor not connected	Press the up or down button again， still exists， Please check the column motor connection line
E02	Motor overcurrent	Press the up or down button again， still exists， Please replace the motor or reduce the load
E03	Motor Hall fault	Press the up or down button again，still exists，Check connections or replace motor
E04	Abnormal main power	Cannot be eliminated after power failure，Replace the power supply
E05	Abnormal motor current	It cannot be eliminated after power failure and needs to be returned to the factory
E06	The motor power device is broken	It cannot be eliminated after power failure and needs to be returned to the factory
E08	Over temperature protection	wait for the temperature to drop
E09	Motor stall	Press the up or down button again， still exists， Please replace the motor or reduce the load
RST	Illegal power down	Reduce the load or check for loose power cables

WARRANTY

WARRANTY CLAIMS

•There is a 30-day warranty for broken furniture or any other problems that do not work properly. The warranty will start from the date of purchase which must be verified by proof of purchase.

•Before making a claim, we may be able to answer your query, simply call us. Please leave your purchase order number, along with some details of the problem, if you want a replacement part. We will arrange within 48 hours. If there is out of stock, we will reply with a shipping date.

•The product must be used in accordance with the instructions provided. For health reasons.

•For other reasons, if the furniture needs to be returned, it must be cleaned and dried and operated within 30 days of receipt.

Type of Warranty Claim

•Failure to follow the furniture instructions will invalidate the warranty. Attention please.

•Does not include damage during installation, but includes damage during transportation.

Scope of responsibility

•Shall not bear any responsibility for misuse or user damage and / or loss of parts during the installation of furniture.

•After using, the damage and scratches of the furniture are not covered by the warranty.

The Warranty Relates to All Bought in The Us and Covers The Following Areas

•Sheet parts: 1 month from the date of purchase.

•Electrical parts: 1 month from the date of purchase.

RETURNS

CHANGED YOUR MIND AND NEED TO RETURN YOU ITEM?

PLEASE FOLLOW THE BELOW INSTRUCTIONS:

- If you have purchased and have simply changed your mind, follow the retailer's instructions for returns.

DEFECTIVE ITEMS

- If your item is defective in any way, i.e. it doesn't work but you can't identify why, in the first instance, please call us.

DAMAGED ITEMS

- If you receive an order with obvious shipping damage from the retailer, then we suggest the delivery is refused. If the delivery has been accepted and then shipping damage is found, please follow the specific instructions advised by the retailer.
  In all circumstances please save all packaging material and paperwork for the order.
  Please be aware that if you dispose of packaging material or attempt to return the merchandise without contacting the fulfiller, you jeopardise your chances of making a claim, and you may not receive a credit for the return.

AFTER-SALES CONTACT



