



# Arise

**Height Adjustable Desk**  
User Guide

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# Safety Information.

## PLEASE OBSERVE ALL SAFETY INSTRUCTIONS.

01

Unplug the power cord in case of smoke, smell or unusual noise.

02

A minimum gap of 25mm must be present from the edge of the work surface to adjacent objects. This includes organisational elements and building structure.

03

Make sure no objects or parts of the body get caught when operating the motor.

04

The work surface must not be adjusted in height if other people are located directly in its location.

05

Do not place any objects or parts of the body between fixed or movable parts.

06

In the case of hitting an obstacle, slight damage (scratching, pressure marks, etc.) to such obstacles may occur.

07

Never open the enclosure of the control unit or power supply. Unauthorised opening of the enclosure or improper repairs may endanger the user and voids all warranty claims.

08

Only professionals authorised by the manufacturer may carry out installation, maintenance or repair.

09

This product must be cleaned with a damp cloth only.

10

This product should not be used by children.

11

The manufacturer assumes no liability for damage resulting from improper use.

12

Plugs and connections must be located in such a way that no fluids come into contact with electrical equipment.

13

The power cable must be secured. Interconnecting cables may be run loosely. All lines and cables must be run in such a manner as to avoid mechanical damage (i.e. shearing, abrasion).

14

Cables must be sufficiently long enough to allow height adjustment without damaging the cables and wiring (i.e., stretching, crushing).

15

The operation of the control mechanism and the power supply unit requires a minimum of 0°C and a maximum temperature of 40°C.

16

Do not use in an explosive environment.

17

Do not install the control unit:

- Above or in front of heat sources (e.g. radiators)
- In small, unventilated or humid rooms
- Near easily flammable materials, or near high-frequency devices (e.g. transmitters or similar devices)

# Control Panel

Improper operation of the system may result in personal injury, injury to others, and cause damage to objects!

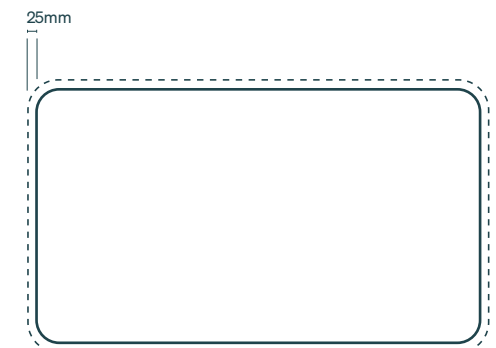


The up/down buttons are 'push-to-operate' and will only function when connected to power, assembled correctly and the control box has been initialised. The distance of travel is defined by the control box.

For every two minutes of constant use, the control box requires 18 minutes of non operation.

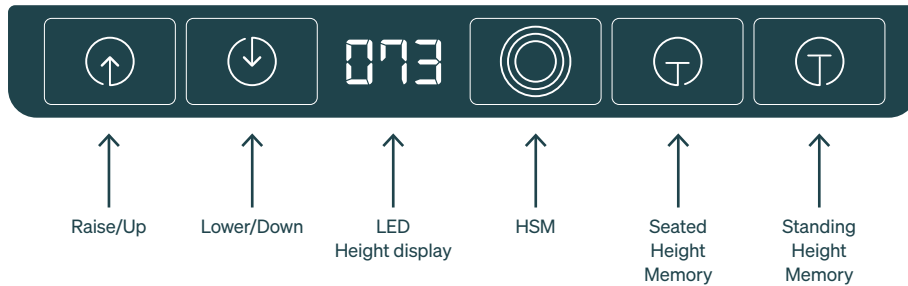
# Safety at the Desk

The user must ensure that the space around the adjustable top is clear before use. As mentioned previously a 25mm gap must be present with any ancillary objects. This avoids any pinch or crushing points.



# Control Panel Guide

PLEASE OBSERVE ALL SAFETY INSTRUCTIONS.



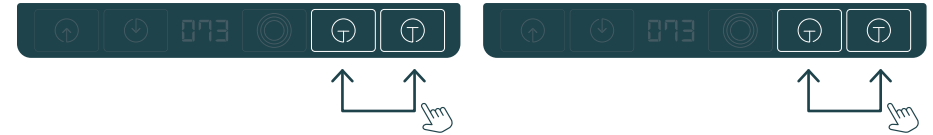
## Table Height Adjustment

Press up (↑) or down (↓) to raise or lower the table to the preferred table height.

## Memory Presets

At the preferred lower table height for seated work, press the left (T) for 3+ seconds to set the memory.

At the preferred higher table height for standing work, press the right (T) for 3+ seconds to set the memory.



## Use of Memory Buttons

Briefly press the (T) button and release, the table will move to the preferred seated work height.

Briefly press the (T) button and release, the table will move to the preferred standing work height.

⚠ Table adjustment stops by pressing any button on the control pad.

## HSM Mode

When the light is flashing, the table will slowly move up 12cm in three minutes, will stop for two minutes and then will slowly move down by 12cm in three minutes. After two minutes, the movements will repeat.

## Power ON/OFF

1. Press the (⊙) button to turn the operating system ON; the backlight will illuminate.
2. The system automatically shuts OFF after 4 hours. If operating other keys, the backlight is off.



## Reset the Control Pad

In the lowest position or when prompted by the 'protection and alarm' message, press down arrow (↓) button for 3+ seconds, the table moves all the way down and will raise to a preset height at which the reset is completed.

⚠ Objects under the table should be removed before the reset operation to prevent damage.

## Protection Messages

- Anti-interference**  
Anti-interference: message/alarm E02 appears when the desktop vibrates, is interfered with, or tilts during an adjustment. Stop adjustment immediately and reverse movement; the alarm will disappear.
- Overheating Protection**  
Message H0T appears when continuous adjustment time exceeds two minutes, the overheating protection will be triggered. Stop adjustment immediately; wait for 18 minutes after which the alarm will disappear.
- Motor Malfunction Protection**  
Message E04 appears. Power should be disconnected, re-check and ensure that the motor connected to the controller is secure, connect to power source.
- Overload Protection**  
Message E24 appears when the table is raised while overloaded. Remove weight, heavy objects from the table before adjustments. If overload occurs when lowering the table, press (↓) for 3+ seconds to reset.
- Out of Sync Protection**  
Message E64 appears. Power should be disconnected, re-check and ensure that the motor connected to the controller is secure, connect to power source for reset.

# Clearance When In Operation.

It is the users responsibility to ensure the space below the adjustable work surface is hazard and risk free before operation.

- Keep your distance from the table when adjusting the height.
- Do not place any items underneath the table when adjusting the height.
- Be aware of other people at the table during operation.



## Reset

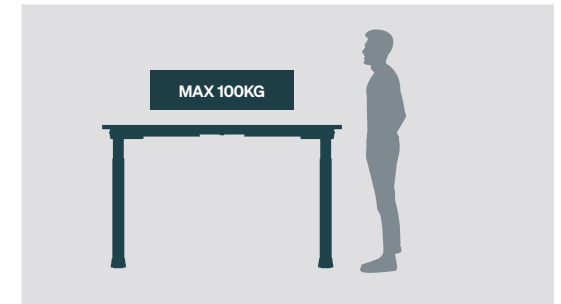
Please note if power is disconnected or lost the control box will have to be reset.

1. Turn the power on ensuring all the cables are connected.
2. Press and hold the button for 3+ seconds to fully reset the desk.
3. If nothing happens, unplug the power and all cables from the Control Box and try again. Check to ensure that the correct cables are seated within the inputs.



# Overloading

The maximum load to be applied to the work surface during operation is 100Kg.



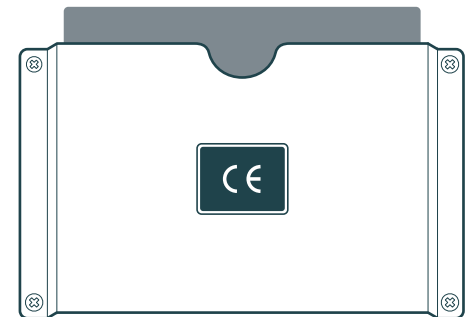
# Noise Emission

The noise emission when in operation is <48dB.



# CE Sticker.

Manufacturer, Address, Model, Year of Manufacture, WEEE Symbol and CE marking can be seen on the document holder (where this document is stored) on the underside of every work surface.



# Troubleshooting

FAULT	CAUSE	REPAIR
DESK DOES NOT MOVE	No power supply	Plug in mains cable; If applicable, check the plug connector on the controller
	No connection or loose connection to the drives	Check if plug connection from the motor cable to the controller box and the drives is secure
	No connection to the hand-switch	Check connection of handset to control unit is secure
	Max. lifting capacity is exceeded	Reduce weight or load on the desktop
	Max. time limit exceeded	Control is activated automatically (2 min use/18 min non operation)
	Defective drive	Contact customer services
	Defective control unit	Contact customer services
DESK LOWERS SLOWLY	Hand set is defective	Replace handset
	Controller expects a re-initialization	See control box reset instructions on page 08
DESK OPERATES SLOWLY	Max. lifting capacity is exceeded	Reduce weight or load on the desktop
DESK MOVES ON ONE SIDE ONLY BRIEFLY THEN STOPS	No connection or loose connection to the drives	Check if plug connection from the motor cable to the controller box and the drives is secure
	Defective drive	Contact customer services

# Data

Input Voltage	Adaptor:100-120v / 220-240AC Controller: 29v DC
Output Voltage	Adaptor: 29v DC Controller: 24v DC
Anti Collision	Yes (GYRO)
Ambient temperature during operation	0°C — +40°C
Travel from software	450mm stroke
Permissible relative humidity (for operation)	95% (non-condensing) max
Number of actuator controlled	2
Flammability Rating	UL94HB
Maximum operating time	(2 minutes On / 18 minutes off)
Nominal lift speed of the drive columns	30mm/s
Certification	CE

# CD Declaration of Conformity.

For the purposes of the EC Machinery Directive 2006/42/EC, Annex II.

We hereby declare that the device identified below, in the version supplied to the market by us, complies with the EC directives listed below. In the event of a modification or improper use, that has not been agreed with us, this declaration shall become invalid.

The Senator Group  
Altham Business Park, Sykeside Drive,  
Accrington BB5 5YE

Declares that the following product:

### Height Adjustable Desk

Description - An electric desk that has a single height adjustable top.  
This includes variations and optional equipment referred to in the price list.

Meets the following EC-Directives and Standards:

### Directives

- Machinery Directive 2006/42/EC
- EC Low Voltage Directive – 2014/35/EU
- EC Directive Electromagnetic Compatibility (EMC) - 2014/30/EU
- EC RoHS Directive - 2011/65/EU

### Standards

- UL 62368-1, Audio/Video, Information and Communication Technology Equipment -
- CAN/CSA C22.2NO.62368-1-14 Part1: Safety Requirements
- EN527-2
- PREN 17684:2022
- EN ISO 12100:2010
- EN 60335-1:2012/A15:2021
- EN 62233:2008

The current version of the standard on the date of issue shall always apply.

This documents must not be made available to third parties without the permission by the person responsible for the release of documents.

Authorised documentation representative.  
Adam Hunter, Design Engineer

This declaration document was authorised and signed digitally by: Kirk Marsden,  
Product Development Manager



ESSENTIALS  
*home*