

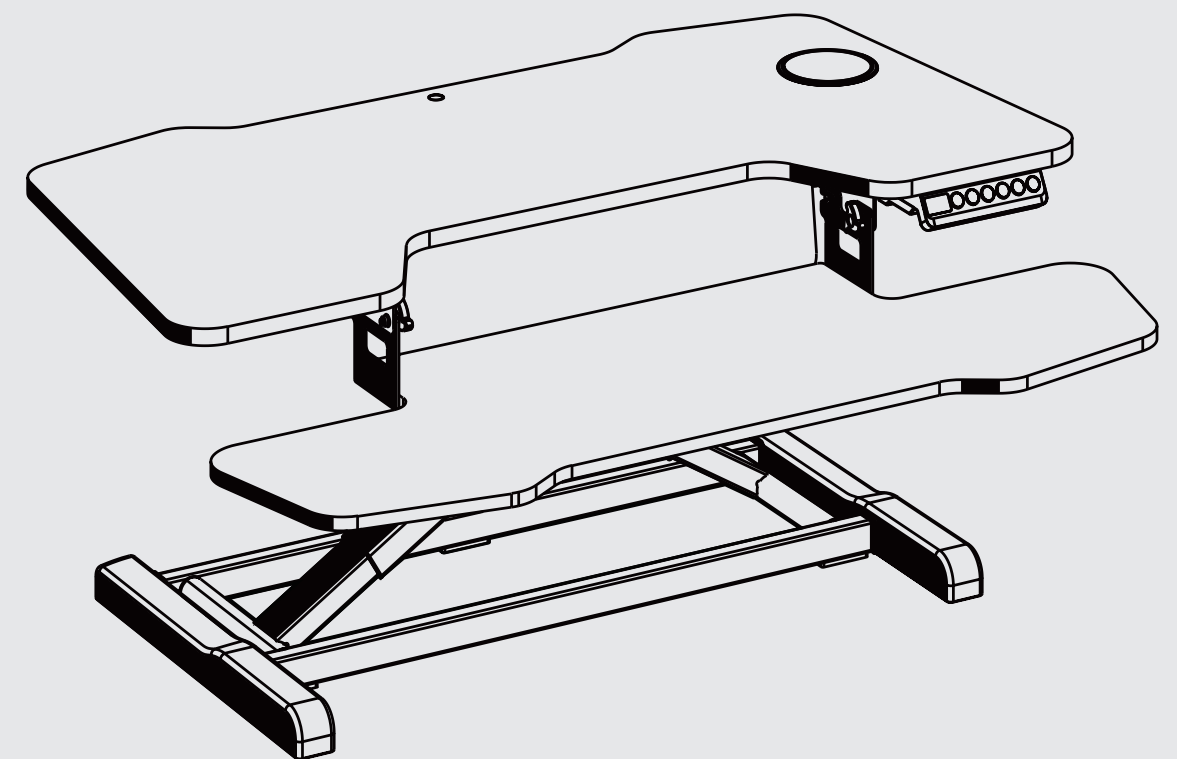
**New Working
New Living**

 **+1 (855) 585-5618**

FlexiSpot

User Manual

Item No. EM57M-PRO

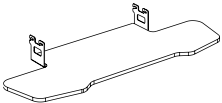
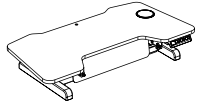


INSTRUCTIONS –
KEEP FOR FUTURE REFERENCE

Technical Specifications

Worksurface Size	36.9" × 18.0"
Keyboard Tray Size	36.9" × 12.9"
Max. Weight Capacity	A + B < 55 lbs (25 kg)
Keyboard Tray Capacity	≤11 lbs (5 kg)
Height Adjustment Range	4.9" – 19.7" (125 – 500 mm)
Wireless Charging Power	15W

Parts List

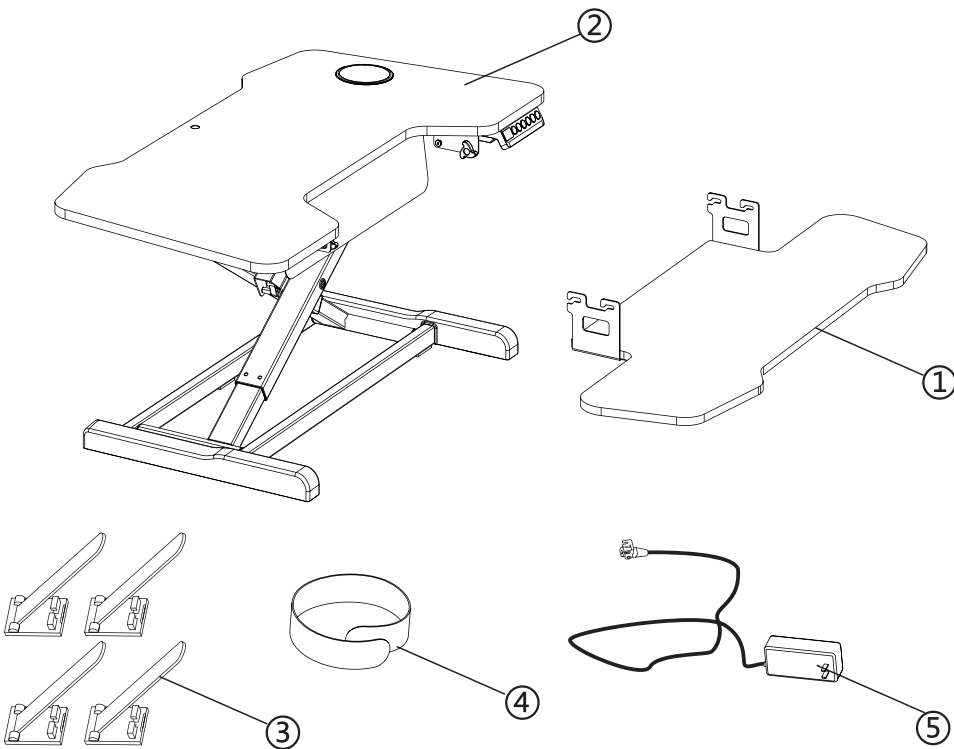
SN	Parts	SN	Parts
①	×1 	④	×1 
②	×1 	⑤	×1 
③	×4 		

Tools Needed

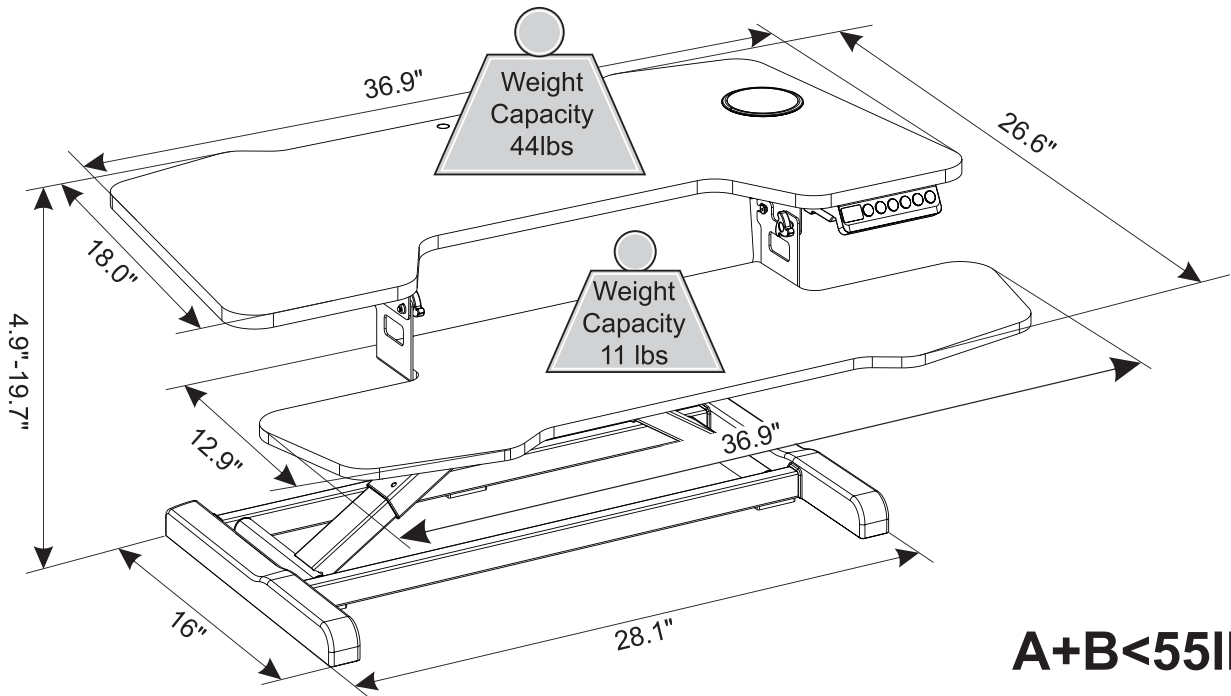


Get a friend for help

Assembly Diagram



Line Drawing

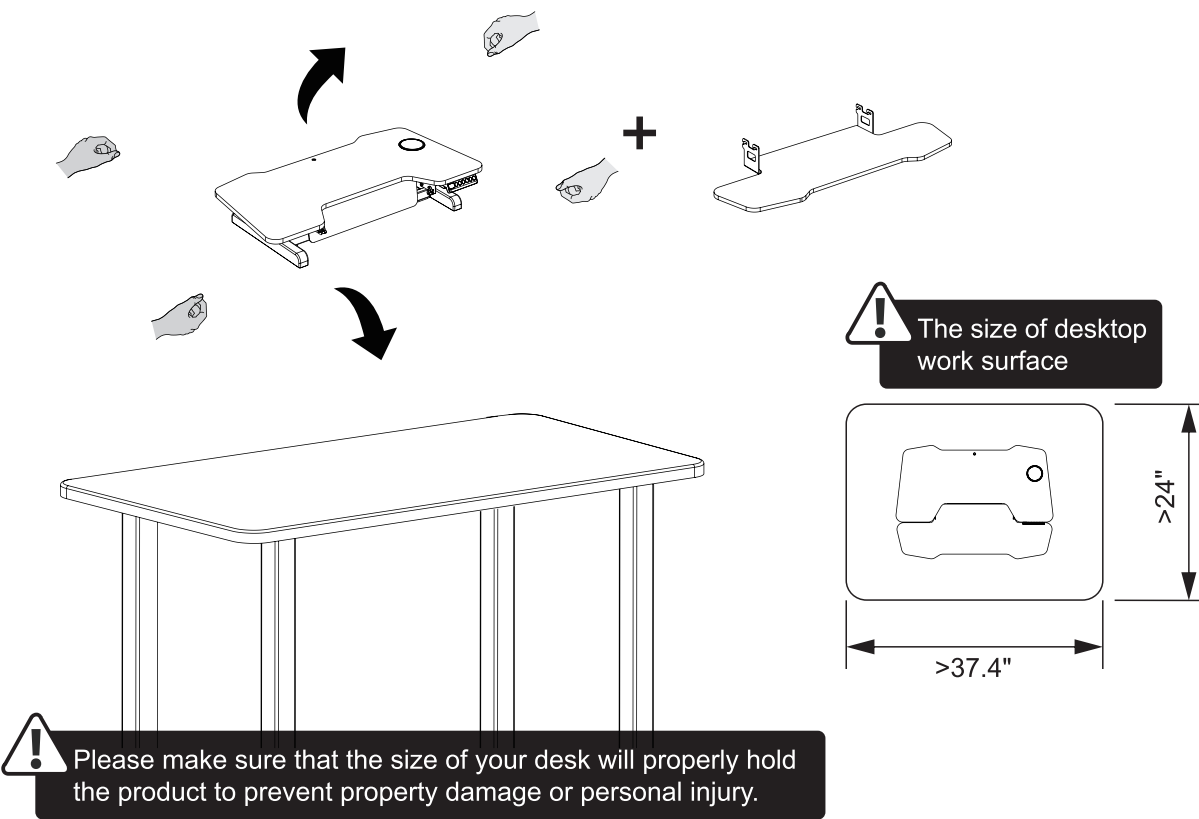


A+B<55lbs

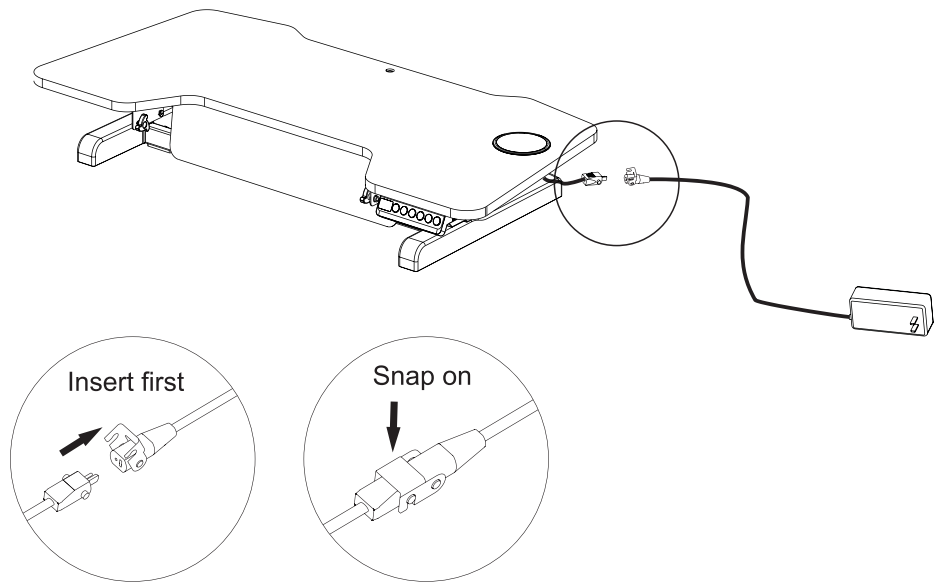
 Do not exceed the max. Loading capacity as shown.

Installation Steps

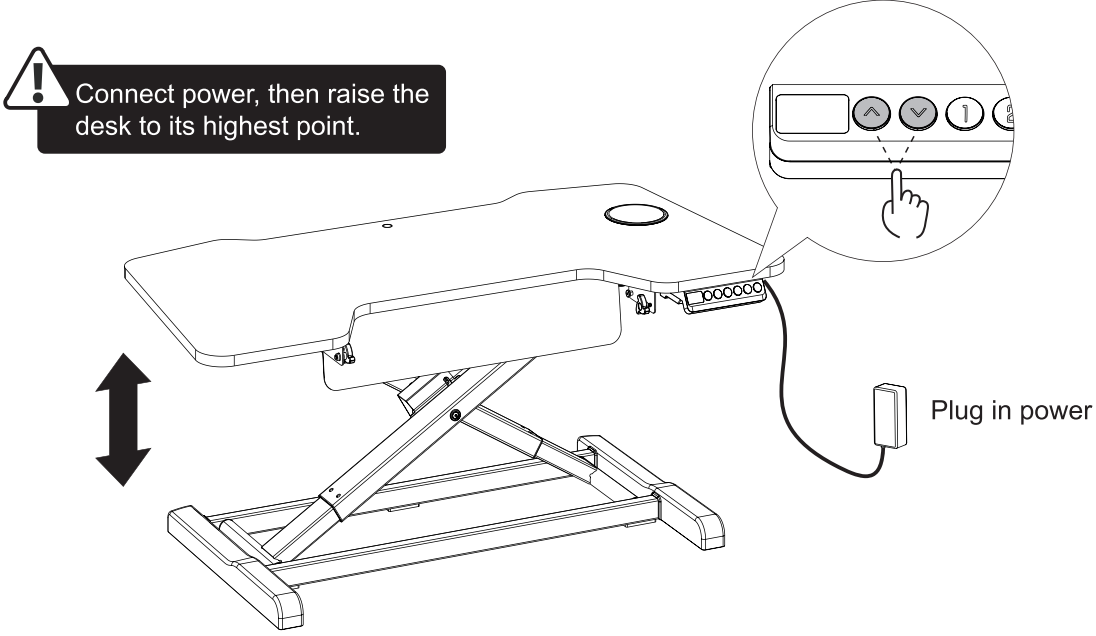
1 Placed on Desktop



2 Wiring

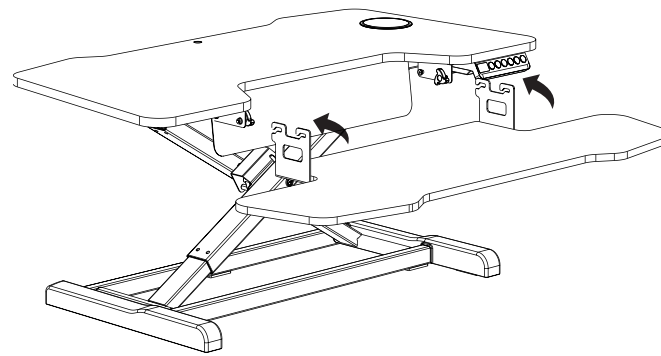


3 Raise the platform

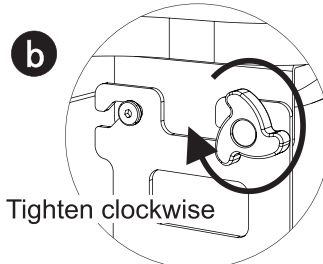
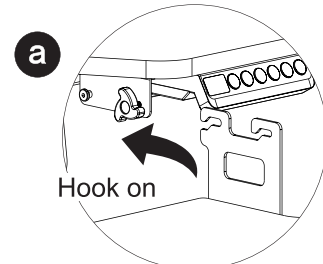
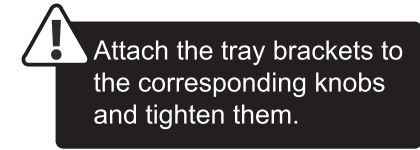
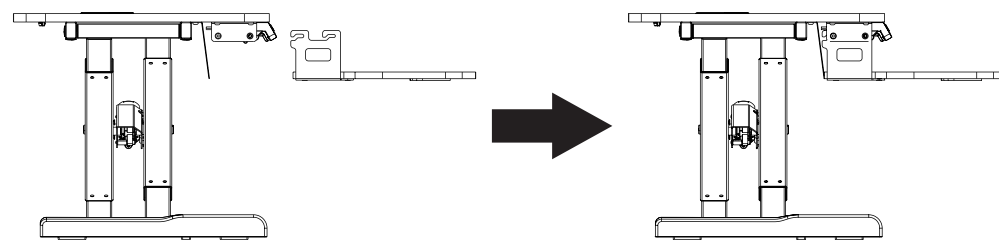


4 Connect the keyboard tray to the desktop plate

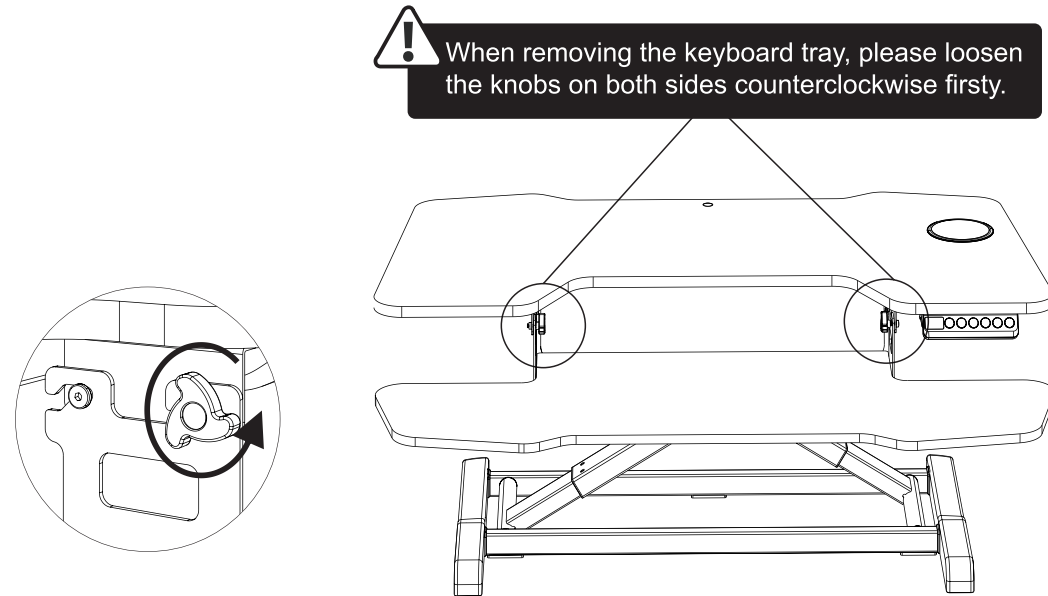
Front View



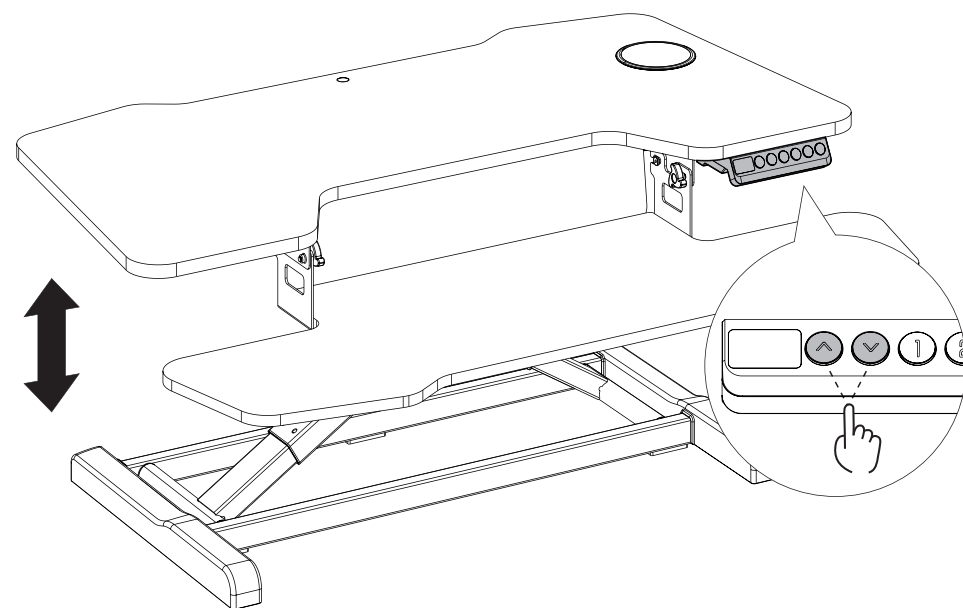
Side View



Remove the keyboard tray

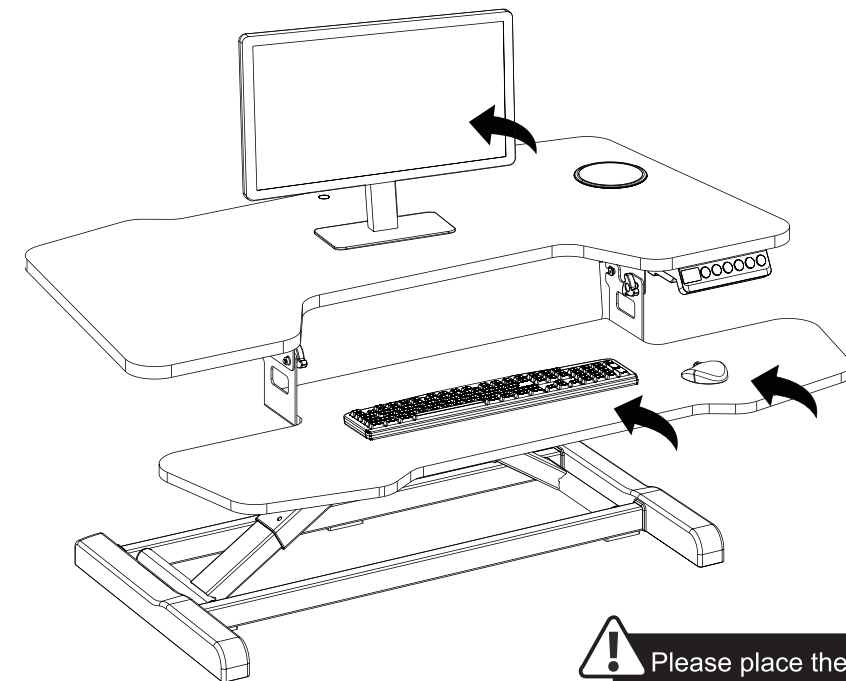


5 Adjust the height



! Do not place your hands near the strut during adjustments. The angle of the strut joints will change during the adjustment of the desktop height and it may hurt you.

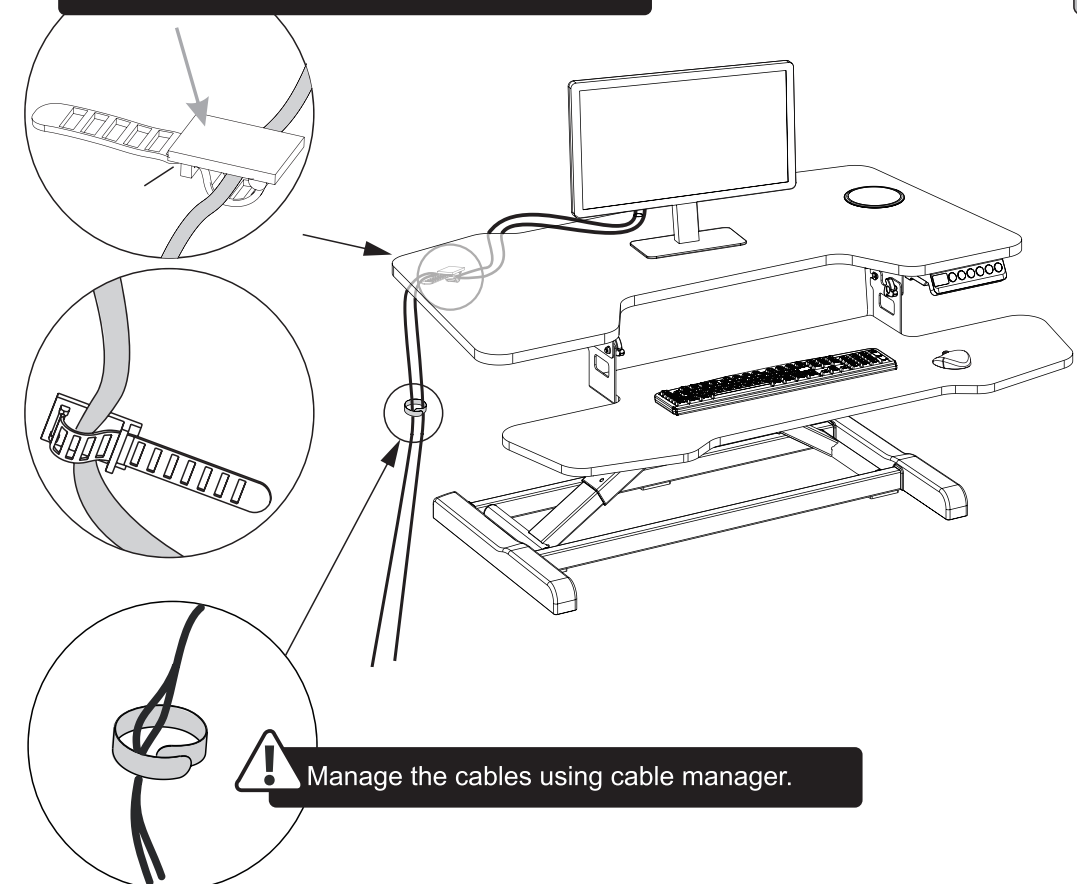
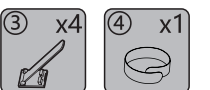
6 Equipment Placement



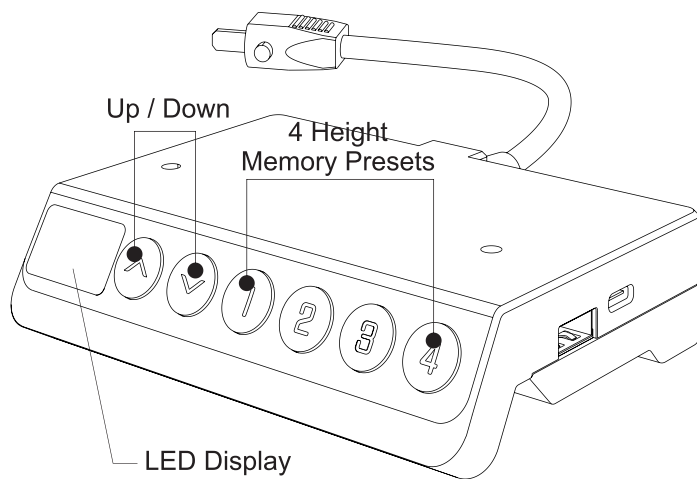
! Please place the device on the desktop.

7 Manage the cables

! Manage the cables using the cable ties. They can be attached to the surface of the desk.



Operation Guide



NOTICE Make sure the path is clear of obstacles during adjustment. Ensure all cables are long enough to allow full up-and-down movement.

TIP Set your preferred sitting height to "1" and standing height to "2". The remaining presets can be customized to other heights.

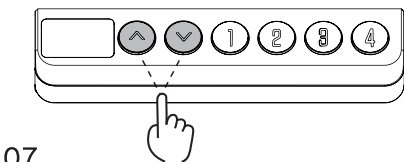
● Height Memory Function:

Set your preferred sitting height to "1" and standing height to "2". The remaining presets can be customized to other heights.

● Output Specifications:

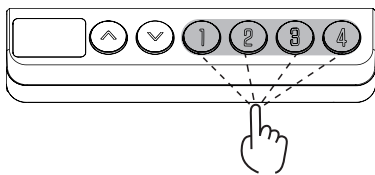
- 1. Single USB Type-C Port Output: 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/2.25A, 3.6V–20V/MAX 45W;
- 2. Single USB Type-A Port Output: 5V/3A, 9V/3A, 12V/3A, 15V/3A, 20V/2.25A, 3.6V–20V/MAX 45W;
- 3. Simultaneous Type-C & Type-A Output: 5V/MAX 20W;
- 4. Note: Charging will temporarily turn off while the desk converter is adjusting its height. Once the converter stops moving, charging will resume automatically.

● Height Adjustment:



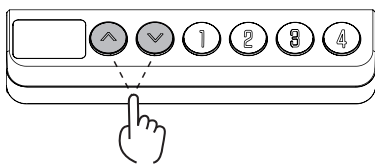
Press the " ^ " or " v " button to raise or lower the converter. The current height will show on the display.

● Memory Preset Feature:



- a. When the desk is stationary, press and hold the "1" button for 3 seconds. When the display shows " 5- 1 ", the current position is successfully saved.
- b. Buttons "2", "3", and "4" share the same memory function as button "1". Simply repeat the steps above. Saving the height to position "2", "3", or "4" will display " 5- 2 ", " 5- 3 ", or " 5- 4 " respectively on the screen.
- c. When the desk is at any height, press the "1", "2", "3", or "4" button, and the desk converter will automatically adjust to the previously saved position.

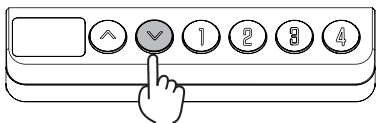
● Anti-Collision Sensitivity Adjustment:



- a. There are 4 sensitivity levels available to adjust the rebound sensitivity when encountering obstacles, or to turn off the anti-collision feature entirely.
- b. Press and hold " v " and " ^ " simultaneously for 3 seconds to switch the sensitivity level. Each operation changes the level by one step.
- c. The screen displays:
 - " 𐀀- 𐀀 ": Anti-collision feature is turned off;
 - " 𐀀- 1 ": Low sensitivity;
 - " 𐀀- 2 ": Medium sensitivity;
 - " 𐀀- 3 ": High sensitivity.

Note: The anti-collision feature is only triggered after a collision occurs and system-set conditions are met. This feature reduces the risk of collision and damage, but is not a non-contact style protection mechanism.

● Troubleshooting & Reset:



- a. Reset Function: When the LED screen displays "H57" or "r 57", press and hold the down "∨" button. The desk converter will first rise to its highest position, rebound slightly, and then stop. Once the screen displays the maximum height, release the down "∨" button. The reset process is complete, and the desk is ready for normal use.
- b. If "E01" or "E02" appears on the display, please let the desk rest for at least 18 minutes before resuming normal use.
- c. If any other error codes appear and there is no response when pressing and holding the down "∨" button, please ensure that all connection cables are undamaged and properly connected. Then, disconnect the power for at least 10 seconds and reconnect it. Once the screen displays "H57" or "r 57", press and hold the down "∨" button again to perform the reset.
- d. If the desk still fails to operate normally after completing the above steps, please contact customer service.

● 24V DC Power Supply Feature:

- a. When the desk converter is in motion, the 2-pin port at the rear of the control box does not output 24V DC voltage.
- b. 1 second after the desk converter stops moving, the 2-pin port at the rear of the control box will output 24V DC voltage.

Troubleshooting

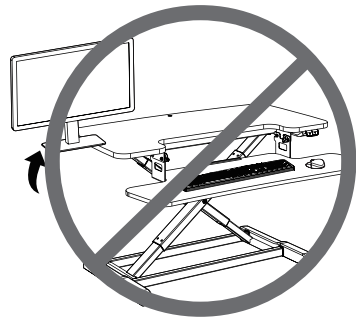


The following tips will help you detect and resolve common issues and errors. If the issue you encounter is not listed in the table below or cannot be resolved by following these instructions, please contact your supplier. All such issues or errors must only be investigated and corrected by the manufacturer or specially trained personnel.

Issue	Resolution
Electronic functions fail to operate normally	Check if all connection cables are properly connected.
Slow lifting speed	Check if the equipment load is too heavy and exceeds 55 lbs.
Device sliding down	
Device frequently enters reset status	
Only goes down but not up, or only goes up but not down	Perform the reset operation.
Insufficient lifting or lowering height range	
Fails to rise from the lowest position	
Operating beyond the duty cycle requirements (Duty cycle: Max 2min on / 18min OFF)	Disconnect the power for 18 minutes, then reconnect.
Power supply module cannot be used	Must perform a reset or wait 1s after raising/lowering before use.
Pressing the down button causes the device to rise instead of lower	Check for obstacles or drooping cable bundles underneath the desk.

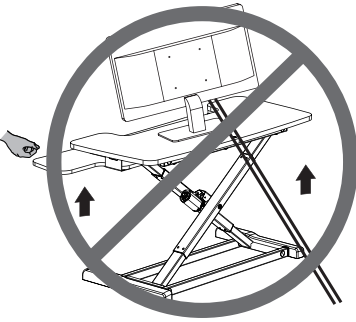

WARNING
Hands Pinching
 Do not place your hand near the strut.
 Strut's angle will change during the desktop
 lifts and it may hurt you.





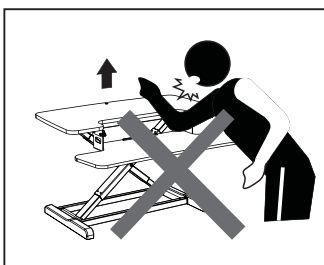

Caution!

Ensure all equipment is placed entirely on the work surface and does not overhang the edges to prevent property damage or personal injury.



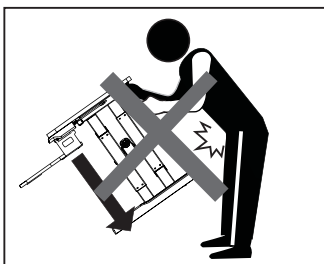

Caution!

Do not tie the cables too tight.
 Allow the devices to move vertically to prevent property damage or personal injury.




Warning!

Lift the desktop to the top position before taking off the computer devices in order to prevent property damage or personal injury.




Warning!

The product must be moved by at least two people to avoid collision of moving parts and prevent property damage or personal injury.

FlexiSpot Limited Warranty

This limited warranty offered by FlexiSpot covers defects in material or workmanship in new FlexiSpot products. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing FlexiSpot products from authorized FlexiSpot retailers or resellers may benefit from our limited warranty.

What is Covered?

The FlexiSpot limited warranty covers our products against defects in material or workmanship as follows:

•FlexiSpot Height Adjustable Desk Frames

All height-adjustable desks feature a 5-year warranty for the frame & motor and a 2-year warranty for the controller, switch, electronics and other mechanisms.

•FlexiSpot Sit-Stand Desktop Workstations

All sit-stand desktop workstations feature a 5-year warranty for the frame & desktop and a 3-year warranty for the spring system and other mechanisms.

•FlexiSpot Desk Bikes

All desk bikes and parts, including the frame, electronics, and other mechanisms, feature a 1-year warranty.

•FlexiSpot Mini Steppers

All Mini Steppers feature a 3-year warranty.

•FlexiSpot Monitor Mounts

All monitor mounts and parts, including arms, spring system and other mechanisms, feature a 5-year warranty.

What are your Remedies?

FlexiSpot will replace at no charge to the consumer the defective parts only or, at FlexiSpot's option, replace any product or part of the product that is defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If FlexiSpot is unable to provide a replacement and repair is not practical or cannot be completed in a timely fashion, FlexiSpot may elect to refund the purchase price in exchange for the return of the product. In the rare event that your FlexiSpot product is defective, we will provide you with a replacement item shipped at no cost to you within the continental United States. The shipping method for replacement products is FedEx Ground, but expedited shipping is available if you choose to pay the additional expense. In addition, you will need to pay the shipping costs if any products need to be shipped to you at an address outside the continental United States.

REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. FLEXISPOT NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO CREATE FOR ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT.

FlexiSpot Limited Warranty

What is Not Covered?

Our limited warranty does not cover any problem that is caused by:

- 1. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- 2. Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
- 3. Accessories, connected materials and products, or related products not manufactured by FlexiSpot.
- 4. Conditions, malfunctions or damage resulting from failure to follow the instructions and guidelines relating to the product's intended use.

Our limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover).

How to File a Claim?

In order to receive the benefit of our limited warranty, you need to process your claim in compliance with the terms of this limited warranty and follow proper return procedure. To request warranty service, please contact customer service via email at contact@FlexiSpot.com or toll free at 1-855-585-5618. You will need to provide the sales receipt or other evidence of the date and place of purchase for your FlexiSpot product.

Implied Warranties and Limitation of Damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY, AND FLEXISPOT SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUE, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF FLEXISPOT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow limitations on the duration of an implied warranty or the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Governing Law

This Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

How State Law Applies

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.