
Activ Pro 2.0

User / Troubleshooting Guide



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Safety Statement

IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING THIS FURNISHING. READ AND SAVE INSTRUCTIONS AND CONFIRM CRITICAL COMPONENTS ARE IN PLACE BEFORE USE.

PLEASE SAVE THESE INSTRUCTIONS IN AN OBVIOUS PLACE FOR THE END USER AFTER ASSEMBLY.

WARNING



When using an electrical furnishing, basic precautions should always be followed, including the following:

DANGER - To reduce the risk of electric shock: Always unplug this furnishing from the electrical outlet before cleaning or servicing.

WARNING – To reduce the risk of burns, fire, electric shock or injury to persons:

1. Unplug from outlet before putting on or taking off parts.
2. **DO NOT OPERATE THIS EQUIPMENT UNLESS PROPERLY TRAINED.** Read this guide first.
3. Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
4. **DO NOT ALLOW USE BY CHILDREN** or people unable to understand the risks and to safely adjust the desk.
5. Never operate this furnishing if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the furnishing to a service center for examination and repair.
6. Keep the cord away from heated surfaces.
7. Remove and secure power cord when not in use to prevent children from operating the desk unsupervised.
8. Never drop or insert any object into any opening.
9. Do not use outdoors.
10. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
11. To disconnect, turn all controls to the off position, then remove plug from outlet.
12. Use only SJT, minimum 18/3 AWG, 105 degree C cord.
13. Maximum load 250 lbs including worksurface for Activ-Pro 2.0 2 Leg.
14. Maximum load 330 lbs including worksurface for Activ-Pro 2.0 3 Leg.
15. Electrical rating for Activ-Pro 2.0 2 Leg at 120V, 60HZ, 5A.
16. Electrical rating for Activ-Pro 2.0 3 Leg at 120V, 60HZ, 4.5A.

Activ Pro 2.0 height adjustable base model APS2B, APS3B and APS3L3B doesn't include a worksurface.

- The base is not complete until assembled with a worksurface.
- Read instructions to determine the appropriate size, shape, and weight of the worksurface to be used.
- The worksurface to be installed must have a maximum flame-spread rating of 200 evaluated by UL723 or ASTM E162.
- This base is not designed to stand on its own. Failure to follow the installation procedures of attaching stretcher frame, cantilever and column (components of the base) first onto the worksurface may result in **TIP OVER** resulting in death or serious injury.

WARNING: Risk of Electric Shock – Connect this furnishing to a properly grounded outlet only. See Grounding Instructions.

- For products sold in North America and other 120V regions: the product is for use on a nominal 120-V circuit.
- These products use a grounded plug that looks like the plug illustrated below.
- Make sure that the product is connected to an outlet having the same configuration as the plug.
- No adapter should be used with this product.

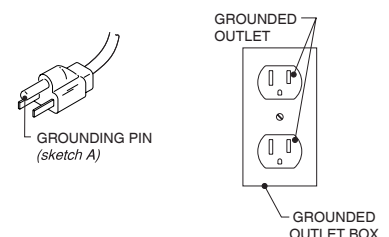


Figure 1
Grounding methods

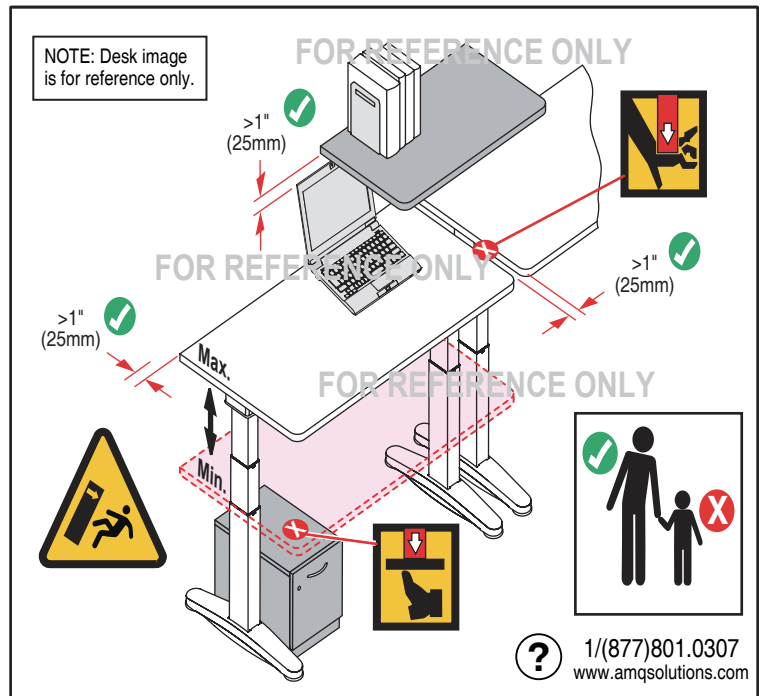
Safety Statement

WARNING

RISK OF SERIOUS INJURY DUE TO PINCH POINTS, TIPOVER, OR POTENTIAL COLLAPSE.

This powered, adjustable height desk appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

- **RISK OF DEATH OR SERIOUS INJURY.** Raising or lowering desk can trap, pinch or crush body parts or property.
 - **CRUSH HAZARD - DO NOT PLACE FEET, LEGS OR OTHER BODY PARTS ON OBJECTS PLACED UNDER TABLE TOP OR BELOW MODESTY PANEL.**
 - **DO NOT OPERATE THIS EQUIPMENT** unless properly trained.
 - **DO NOT ALLOW USE BY CHILDREN** or people unable to understand the risks and to safely adjust the desk height.
 - **INSPECT REGULARLY.** Stop using if product is damaged or has loose parts. Only repair with AMQ authorized parts and methods.
 - **MAINTAIN >1" (25mm) GAP ABOVE OBJECTS ON DESK AT MAX HEIGHT AND BETWEEN THE DESK & ADJACENT OBJECTS.** Locate desk, accessories, and nearby objects to allow movement of desktop through full range without pulling cords, trapping body parts, or colliding with anything (shelves, electrical plugs and cords, door knobs, window sills, storage cabinets, etc.)
 - Always lock castors during use to keep adequate clearance between desk and other objects.
- Risk of Tip-Over Injury.** Before moving on castors:
1. Adjust desk to lowest height.
 2. Verify path is clear of obstructions.
 3. Remove objects not attached to desk.
 4. Restrict monitor arms from moving outside desk perimeter.



CAUTION

Do not stand on this product. Use only as intended.

Regularly inspect for damage or broken parts and loose fasteners (screws, etc.). If any of these conditions exist, remove from service immediately. Repairs are to be made using only factory authorized parts and methods. For information on furniture maintenance, or to report furniture which requires service, call AMQ toll-free at (877) 801-0370.

FAILURE TO FOLLOW THESE INSTRUCTIONS COULD RESULT IN PROPERTY DAMAGE OR PERSONAL INJURY.

Safety Statement

WARNING

RISK OF SERIOUS INJURY:

POTENTIAL FOR INJURY: The use of worksurfaces that do not comply with the AMQ defined criteria and limitations could cause personal injury or property damage due to pinch points, instability, or other problems.

POTENTIAL FOR NON-COMPLIANCE: The use of worksurfaces that do not comply with AMQ criteria **VOIDS** any AMQ claims of compliance with ANSI/BIFMA, UL, LEED, or other applicable requirements. The use of non-AMQ worksurfaces on AMQ adjustable-height bases may **NOT** be accepted as compliant to municipal electrical codes or OSHA federal workplace standards, because this use does not create an NRTL (UL, ETL, etc.) listed product. AMQ is not responsible for the ultimate determinations of compliance for height-adjustable bases with non-AMQ worksurfaces. AMQ assumes NO liability for lack of standards compliance in these instances.

WARRANTY RESTRICTIONS: The use of non-AMQ supplied worksurfaces **VOIDS** all AMQ warranties, expressed or implied.

DISCLAIMER: The use of non-AMQ worksurfaces is **NOT** recommended. Any use of a non-AMQ worksurface requires additional investigation by the customer regarding the appropriate use. It is the sole responsibility of the customer to determine the suitability and safety of the selected worksurface construction and attachment means. The following information is provided as a guideline, but does not address all potential issues. Customers should seek professional guidance as to the appropriateness of their chosen worksurface.

MANDATORY REQUIREMENTS REGARDLESS OF WORKSURFACE MATERIAL OR CONSTRUCTION:

FASTENERS: Adjustable-height bases include fasteners intended for use with AMQ worksurfaces.

These fasteners may potentially also be suitable for worksurfaces meeting the following criteria:

- Medium-density or higher particleboard or fiberboard cores with High-pressure laminate (HPL), Low-pressure laminate (LPL) or veneer & backers
- Thickness of .984" (25.0 mm) or greater
- Fasteners located a minimum distance of .984" (25.0 mm) from any edge

Any other worksurface construction will require different and/or additional fastening means and these means must be determined by the project's designer, architect, or engineer. For example, solid-surface materials should use appropriate threaded inserts and corresponding fasteners or similar attachment means.

In all cases, all fastener locations provided in the base attachment features **MUST** be used (e.g. if attachment plate has 6 screw holes, all 6 holes must be used for attachment).

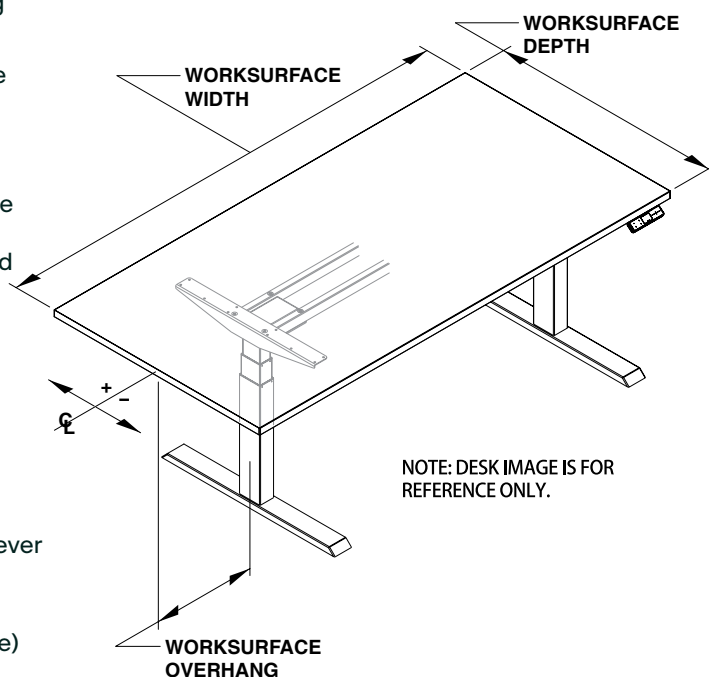
FLAMMABILITY: Any worksurface or similar large part > 10ft" 2 must have a flame spread < 200 and a smoke developed index < 450 when tested per UL 723.

SHARP EDGES: All accessible edges of the worksurface must meet UL 1439 test for sharp edges.

DIMENSIONAL LIMITATIONS:

- Worksurface depth not to exceed 30" (762mm)
- Longitudinal worksurface position on cantilever must be on centerline $\pm 1/8"$ (3.17 mm)
- Worksurface overhang (distance from side of support cantilever to edge of worksurface) must be 1" $\pm 1/16"$
- Maximum worksurface width may not exceed 72" (1828mm)

FOLLOW ALL WARNINGS PROVIDED FOR BASE AND WORKSURFACE.



FCC Statement for Activ-Pro 2.0 2 Leg

Activ-Pro 2.0 2 Leg is for household and commercial use.



This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device pursuant to Part 15 for FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet or a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

Important: Changes or modifications to this product not authorized by AMQ could void your authority to operate the product.

FCC Statement for Activ-Pro 2.0 3 Leg

Activ-Pro 2.0 3 Leg is for household and commercial use.

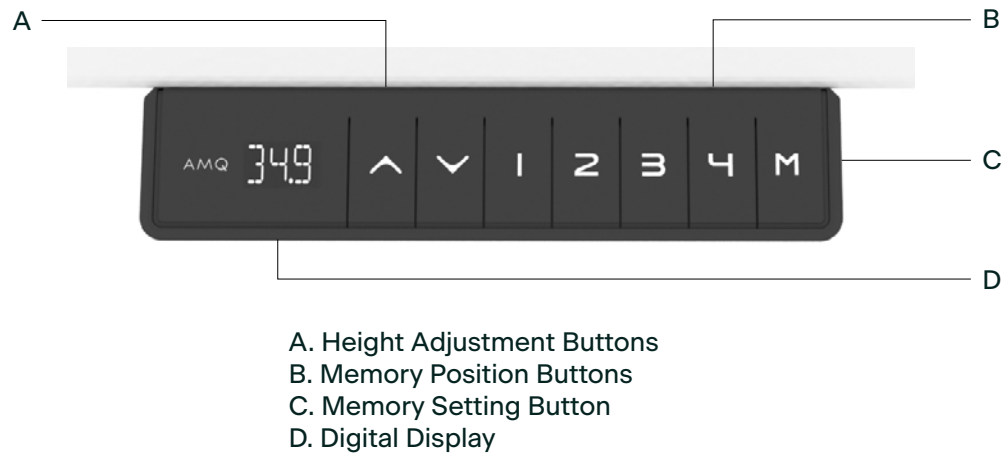


This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Important: Changes or modifications to this product not authorized by AMQ could void your authority to operate the product.

User Guide



Programming Memory Presets

1. Press the up or down arrow to set the worksurface to the desired height.
2. Press “M” button followed by one of the preset number buttons (1, 2 or 3) on the LED screen.
3. The table will automatically reset to this height whenever the preset number is pressed and held* until the preset height is reached.

Power Saving Mode - Waking up the Hand Set

1. Press any button to wake up handset.

Resetting the Base

Note: Make sure there is nothing under the base before setting to its lowest level (22.6”). If the cable is obstructed it will not reset properly.

1. Press and hold the Down arrow; the desk will begin to go down.
2. Once the desk reaches its lowest height, continue to press the Down arrow for 5 seconds, until the digital display shows “RST”.
3. Release and then press the Down arrow again; the recalibration process will now begin.
4. When reset is complete, the digital display will show “22.6”.

Hard Reset for E07/E08 (If base is half way or full standing position)

1. Press on the down button and hold until you see ASR code and release.
2. Immediately after releasing down button, press and hold down button again, the base will slowly go down.
3. Hold the down button until the base hits bottom, keep holding down button and wait for the base to bump up.
4. Release when you see height numbers. Your base is reset.

Handset Lock

1. Press and hold the “M” button (about 5 seconds) until the LED display shows “LOC”.
2. Release the button. The handset is now locked and no buttons will work.

Handset Unlock

1. Press and hold the “M” button (about 5 seconds) until the LED display switches from “LOC” to the height number.
2. Release the button. The handset is now unlocked and fully functional.

Choosing one-touch or constant-touch for memory preset buttons

ACTIV Pro 2.0 allows you to choose either one-touch (press and release) or constant-touch (hold until desired height is reached, allowing you to release early if a different height is preferred) for controlling your memory presets.

Note: The “press and release” move to preset feature is NOT allowed in or available to homes where children might be present.

1. Press the DOWN button on the Handset until the base reaches its lowest position. Release.
2. Press and hold the DOWN button again until the LED display reads “ASR”.
3. Press and hold the “1” button until it switches to either:
10.1 = One-Touch
10.2 = Constant-Touch
4. “ASR” will show on the display.
5. Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button. The new setting is saved and your desk is now ready to use.

Setting the LED Retracted Height

Press the DOWN button on the Handset until the base reaches its lowest position. Measure the distance from floor to the top surface of the desktop. If the number on the LED display does NOT match your measurement, follow these steps:

1. Press and hold the DOWN button until the LED display reads “ASR”. Press and hold the “M” button (about 5 seconds) until the LED displays the flashing height. (If the display returns to “ASR” before the next step is taken, repeat this step.) Use the UP/DOWN buttons to change the value of the starting height so that it matches your measurement. Wait about 5 seconds and the display will return to “ASR.”
2. Finish the reset process by pressing and holding the DOWN button again until the desk lowers a little bit more, slightly rises and stops. Release the button. The new starting height value is saved and your desk is now ready to use.

Note: LED display has a + 0.1 tolerance.

Setting a Custom Maximum Height

1. Use the UP button to move the base to the desired maximum-height position.
2. Press the “M” button and release. The LED display will show “S-”.
3. Then press the “UP” button and release.
4. Then press and hold the “M” button until the LED display will show “999”. The new maximum height is now set.

Setting a Custom Minimum Height

1. Use the DOWN button to move the base to the desired minimum-height position.
2. Press the “M” button and release. The LED display will show “S-”.
3. Then press the “DOWN” button and release.
4. Then press and hold the “M” button until the LED display will show “000”. The new minimum height is now set.

Removing the Custom Height Positions

1. Press and hold the “M” button until the LED display flashes “S -” and then release it.
2. Press the “M” button again and hold for 2 seconds. The LED display will change to “555” and then automatically return to the height display. The upper and lower limits are now removed.

Note: A RESET procedure requires the desk base to full retract (beyond any lower limit set).

Changing LED Number between inches and centimeters

1. Press the DOWN button on the Handset until the base reaches its lowest position. Press and hold the DOWN button again until the LED display reads “ASR”.
2. Press and hold the “2” button (about 5 seconds) while the LED flashes “ASR” and then switches to either:
10.3 = cm
10.4 = inches
3. Release the “2” button for the display to return to “ASR”.
4. Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button. The new setting is saved and your desk is now ready to use.

Changing Anti-collision Sensitivity

When the desk is obstructed during height adjustment, with the anti-collision function, the desk will go back for a distance to avoid an accident.

1. Press the DOWN button on the Handset until the base reaches its lowest position. Press and hold the DOWN button again until the LED Display reads “RST”.
2. Press and hold the UP button (about 5 seconds) while the LED flashes “RST” and then switches to either:
10.5 = 10kg(22lbs) most sensitive setting
10.6 = 15kg(33lbs) middle setting
10.7 = 20kg(44lbs) least sensitive setting
3. Release the UP button. Press and hold the UP button again until the desired setting is reached. Once the chosen setting is displayed, release the button and wait about 5 seconds for the display to return to “RST”.
4. Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button. The new anti-collision sensitivity setting is saved and your desk is now ready to use.

For questions or support, please contact AMQ Customer Care at cc@amqsolutions.com or (877) 801-0370.

Cable Management

When installing equipment, either on the worksurface or below, be sure that the connecting cables are free from obstruction. This product offers a cable riser, cable brackets or a cable basket to help manage excess cables/wires on the underside of the worksurface.

Workstation Design Tips

- Ensure that power cords for all accessory items – computer, lights, monitors, etc. – are of sufficient length to reach outlets throughout the range of worksurface height adjustment is taking place.
- Always check for proper operating clearance before placing any item on, above or below the worksurface.

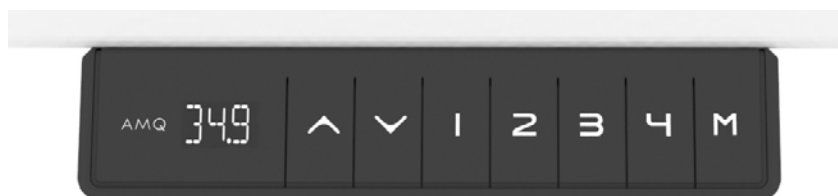
Maintenance and Cleaning

Regularly clean dust and dirt from lifting columns. To ensure all surfaces are thoroughly cleaned, make sure the lifting columns are fully extended to their maximum height. Also, be sure to inspect cables and lifting columns for damage. Check all connections for both correct function and secure mounting.

Caution: Damp cloth is recommended. To protect the painted surfaces, use a cleanser that is not highly alkaline or acidic. A pH-neutral product is ideal.

Note: Please do not move the desk without help. Refer to the guidelines at the end of the assembly instructions, or contact your facilities group for assistance.

Activ Pro 2.0 Troubleshooting Guide



Most issues will resolve by re-setting the base

See re-set instructions on the user guide.

Note: Please make sure there is nothing under the base before setting to its lowest level (2-Stage - 27.3", 3-Stage - 22.6"). If the cable is obstructed it will not reset properly.

Please ensure that all connections are tight and in tact before further troubleshooting.

Issue	Solution
ASR/RST Error Code	Reset the base.
No power/LED on control box is off	The control box may be damaged – contact us for replacement.
E07/E08 Error Code	<ol style="list-style-type: none">1. Reset the base.2. If the issue persists, swap the connecting cables and try reset again.3. If base is half way or full standing position, try a hard reset.4. If the issue persists, contact our technician to troubleshoot.
H01 Error Code (Controller Overheat)	Disconnect the power for 1 minute and then reconnect the handset.
Handset Display Error (eg, "88.8")	The handset may be damaged – contact us for replacement.
LOC Error Code	Press and hold the M button until the height numbers are shown on the display.

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