

# Q-ACTIVE

Technical information



## Quality standard

EN 527-1:2011

EN 527-2:2016+A1:2019

## 10 year Warranty

See Warranty statement

---

## Other documents available for this product

User manual for Q-ACTIVE sit-stand desks



## Technical information

### Desktop

- 25 mm MFC (melamine) with 2 mm ABS edging;
- With or without a cut-out for grommet and wire management;
- With or without a scallop for wire management.

### Adjustable telescopic frame

- Strut rectangular steel tubes: 850 x 40 x 20 mm; 1020 x 35 x 15 mm;
- Side support steel L shape: 500 x 65 x 35 mm;
- Adjustment range – 600 mm;
- Powder-coated metal, matching the colour of the columns and feet.

### Lifting columns

- Three (3) level columns;
- Rectangular tube dimensions: 80 x 60 mm, 70 x 50 mm, 60 x 40 mm;
- Two motors;
- Lifting speed: up to 40 mm/sec.;
- Noise level <48 dB / Silent: 38 dB;
- Stroke length: 650 mm;
- Maximum desk lifting capacity (desktop included): 90 kg;
- Powder-coated metal, matching the colour of the frame and feet;
- Glide system solution protects the desk columns from possible paint scratches;
- Soft start and soft stop;
- Anti-collision feature integrated into the columns.

### Feet

- Metal sheet with a welded profile for stability;
- Dimensions: 700 x 60 x 20 mm;
- Plastic feet with height levelling (+10 mm);
- Powder-coated metal, matching the colour of the frame.

## Types of height adjustment button

### UA button (1)

- Up and down drive, with 2 memory positions.

### VA button (2)

- Up and down drive, 2 memory positions and a screen that shows the current height.

1



2



# Electrical specification

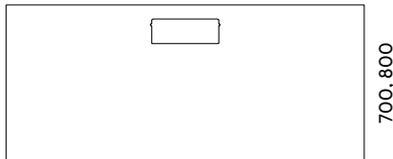
## Electronic data power unit

- Input: 100-240 VAC;
- Frequency: 50/60 Hz;
- Power Plug: 2-pole, EU inc. EU, UK, US (EU compatible with CH and FR);
- Energy consumption: standby 0.05 W;
- Operating Cycle: 1 minute on, 9 minutes off.

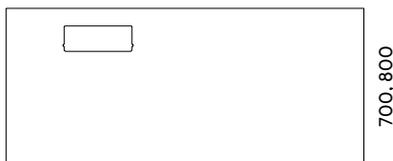
## Range



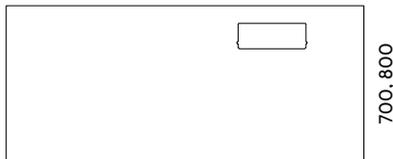
1000, 1200, 1400, 1600, 1800\*, 2000\*



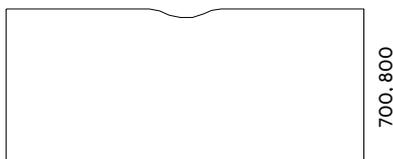
1000, 1200, 1400, 1600, 1800\*, 2000\*



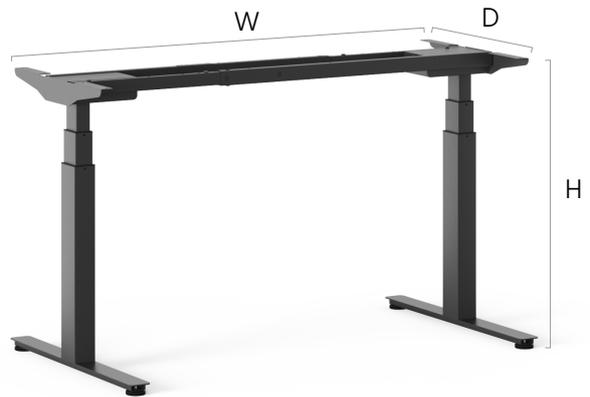
1200, 1400, 1600, 1800\*, 2000\*



1200, 1400, 1600, 1800\*, 2000\*



1000, 1200, 1400, 1600, 1800\*, 2000\*

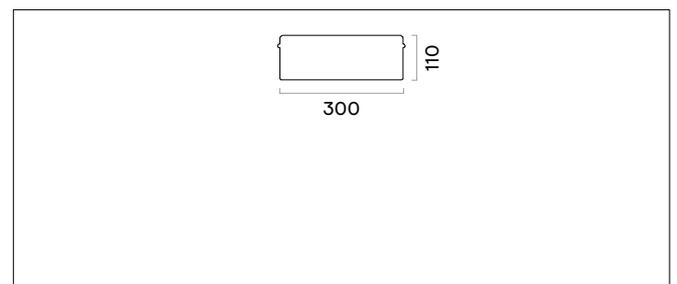


W 865-1700

D 700

H 617-1267

Dimensions of cut-out for the metal desk grommet ZNZ010



\*Available only with the 800 depth desktops

## Additional information

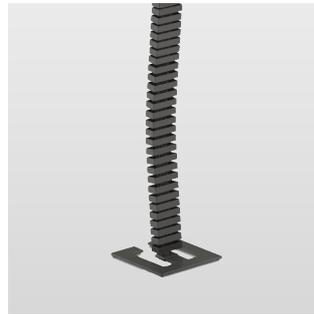
- The desk is compatible with the following universal accessories:



Metal grommet



Cable trays



Cable ducts



Power socket blocks



Undermount metal drawers

- The Q-ACTIVE collection is compatible with most screen collections in the NARBUTAS portfolio. Our recommended screens in combination with the Q-ACTIVE sit-stand desk are:



EASY



NOVA Fabric



NOVA Fabric with metal frame



NOVA Plexiglas



MODUS



TOP 530



Desk 760

- The desk with full height adjustment components and a tabletop can be assembled in only 9 minutes. The metal components arrive in a smart package that optimises space and includes all necessary parts (telescopic frame, height adjustable columns and metal feet). This helps the user to assemble the full desk much more quickly. Most of the electrical components arrive semi-assembled with ready-made cable connections. See the assembly instructions for more details.



- The desk is equipped with an integrated anti-collision technology that minimises the risk of damage caused by squeezing or blocking obstacles in an up and down direction.



!

---

**Important:** Does not work if a collision happens during the initialisation phase. The desk will not stop if a collision happens within the 1st second of use, or after the button on the control unit has been released. The desk will not stop if a collision happens over too long a time and with a very soft object.

- The desk control system protects itself from electrical overload. Every minute of operation must be followed by 9 minutes of inactivity. The duty cycle factor of the desk is 1:9. If this limit is exceeded, the desk will become inoperable until the control box resets automatically. Please wait for at least 9 minutes and try again before proceeding.

# Q-ACTIVE

User manual



---

# Safety and warnings

## ! Read and understand the User Manual before using the product.

- ---

Inappropriate use of this product may cause property damage or bodily injury.
- ---

Do not place any objects taller than 540 mm under the desk or frame. If the desk has additional accessories, e. g. a cable tray, check if it fits before installing it on the desk.
- ---

After the assembly of the metal components, the desk is ready for use. Connect the power cord to a nearby electrical outlet. All cable connections are completed by the manufacturer. Ensure that the cords are not strained or tangled.
- ---

The desk should not be used in an environment with high humidity or dampness.
- ---

Please provide this User Manual to any users, installers or support personnel using the product.
- ---

Check the surroundings on all sides before using the desk.
- ---

Ensure the length of power cords are accounted for when operating the desk. Monitors, computers, speakers and anything with a cord that is not long enough for the desk's range of motion could be pulled down or its wires could be broken. Check that no cables can get jammed.
- ---

Do not move around, crawl or lie under the desk frame. Do not sit or stand on the desk frame or desktop. Any other use of the desk is at the user's risk.
- ---

If the desk has to be moved, DO NOT lift it by only holding the desktop. Lifting the desk in this way can place stress on the fasteners connecting the frame to the desktop.

---

## Setup and installation

Choose a place for the desk that is a safe distance from window frames, radiators, furniture, etc.

Once the desk has been assembled, adjust the feet so that the desk is level and its position does not shift. After this, connect the desk to the outlet and the desk is ready for use. For the first start, please perform a desk reset procedure.

## Important

**90**<sub>kg</sub>

Maximum desk lifting capacity: 90 kg

**1**<sub>min.</sub>

Please keep in mind that the time for a continuous desk movement upwards or downwards is 1 minute.

**9**<sub>min.</sub>

After 1 minute of an unstopped operation, a resting period of 9 minutes is required.

**40**<sub>mm/s.</sub>

Travel Speed Up to 40 mm/s

**3**<sub>level</sub>

Three (3) level column: 617-1267 mm

## User information

### Types of height adjustment buttons



#### Type UA

- Up and down drive, with 2 memory positions



#### Type VA

- Up and down drive, 2 memory positions and a screen that shows the current height

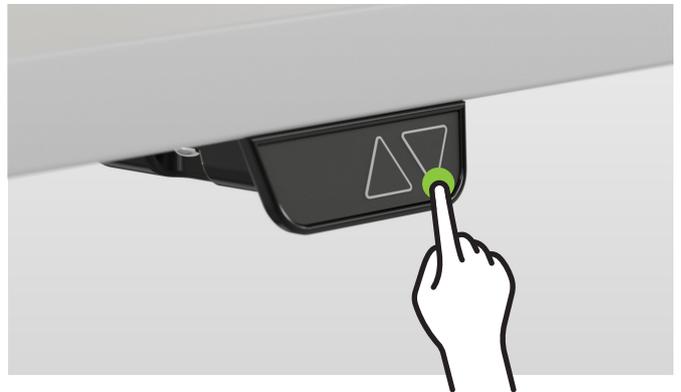
### Basic Functions



#### Upward Desktop Movement

This function enables the upward adjustment of the work surface. To change its position, proceed as follows:

- Press the handset up button and continue to hold until the desired desktop height is reached.



#### Downward Desktop Movement

This function enables the downward adjustment of the work surface. To change its position, proceed as follows:

- Press the handset down button and continue to hold until the desired desktop height is reached.
- The desktop will continue moving upwards or downwards until the button is released, or the maximum or minimum height is reached.
- This system is equipped with an extra safety stop. To avoid the risk of pinching, the desk will stop 10 mm above the lowest position. To reach the lowest position, press and hold the down button for 5 seconds.

## Desks with a memory function

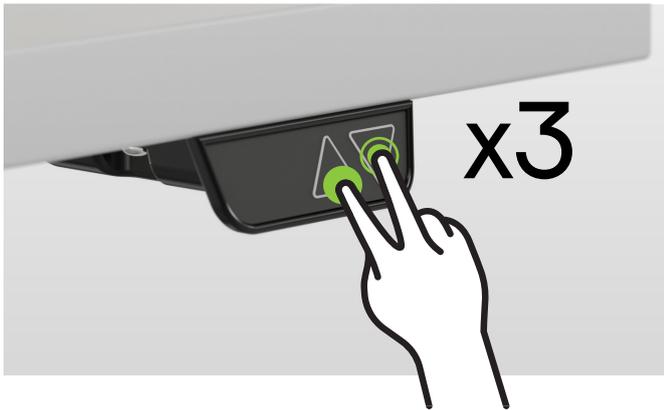
The memory feature allows the user to choose their favourite positions and save them in the memory of the desk control system. With both buttons, up to two favourite positions can be added.

### Simple memory

Q-ACTIVE offers an editable memory for 2 preferred positions. The memory function can be used to set the desk at a comfortable high (stand) and low (sit) position. It can also be used to avoid collisions with any items under the desktop, such as cabinets or pedestals. When a memory position is set, the desk will stop when the set limit is reached. To move the desk outside the set high or low limit, press the up or down button and hold it for a minimum of 3 seconds.

#### How to set the memory/end positions:

1. The desk has to be moved to the desired storing level.



2. Both buttons have to be pressed 3 times (0.5-1 second between each pressing).

3. The “up” or “down” button has to be pressed to set the position (0.5-1 second).

4. The same procedure has to be done for the second stored position.

!

To clear the memory positions, perform a reset.

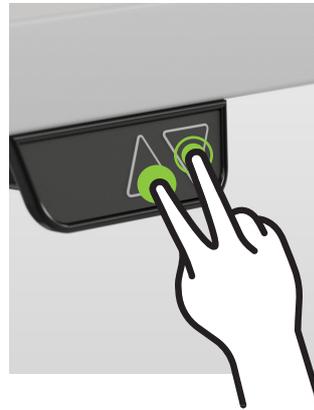
!

Setting a lower simple memory will replace the preset safety stop set at 10 mm. To restore the position, perform a reset.

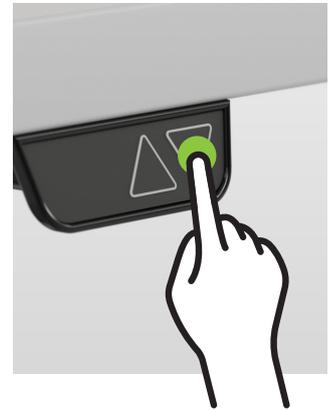
### Manual Reset

If a motor or other electronic device has been disconnected from the column during or after the assembly, a reset (homing) cycle **MUST** be performed. A reset cycle should be made with an evenly distributed weight of approx. 45 kg (100 lbs) placed on the desk.

#### Perform a reset by:



1. Simultaneously pressing the up and down buttons for minimum of 8 seconds.

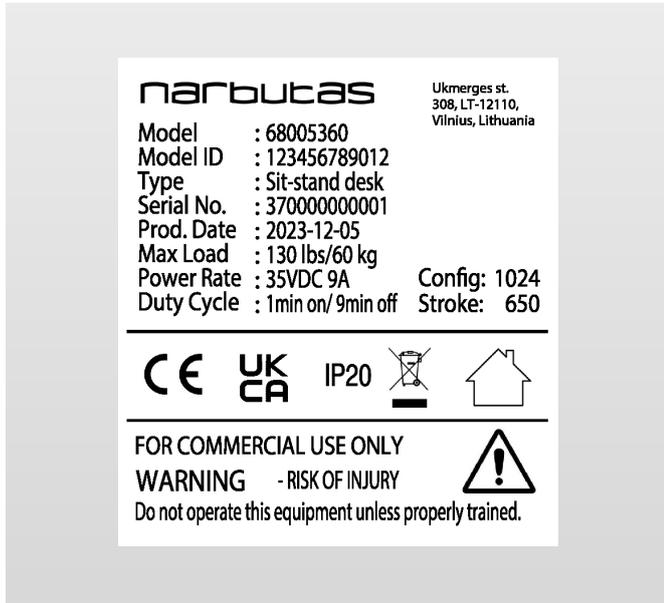


2. Press and hold the down button, and the desk will slowly move to the lowest point possible.

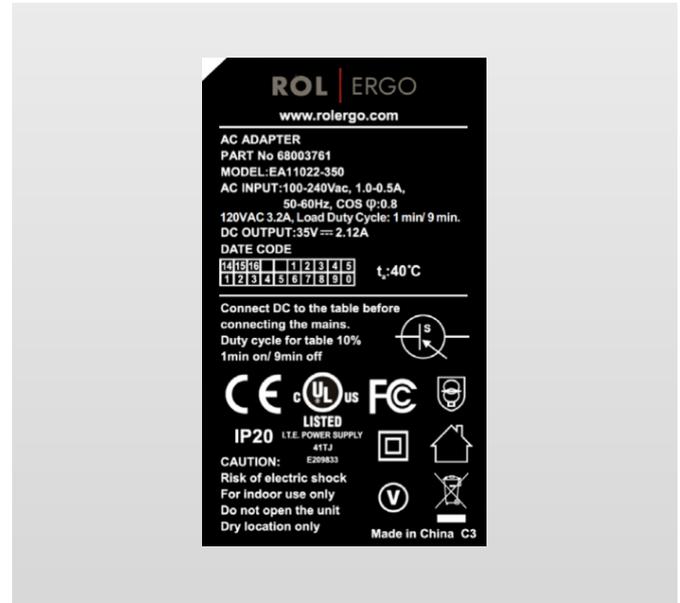
# Troubleshooting for the Q-ACTIVE system

When customer support is required, the manufacturer of the desk may ask for the part number (Part No.) stated on the product label. The product label is located on the housing of the motor on top of each column. This information will help the supplier identify the problem and respond to it accordingly.

## Example of the product label



## Example of the power supply label



Problem	Check	Try
The desk does not run	Is the mains cable connected to the power supply unit?	Try to connect a lamp or a similar device to the main power supply to check that the supply voltage is OK
	Are all the plugs mounted correctly on the leg?	Check all connections
	See the assembly instructions	
The desk stops and can only run in the opposite direction	Is there any visible damage to the cables, controls, power supply unit or legs?	The damaged parts must be exchanged – contact Customer Service
	Is the desk in its fully extended position?	When the desk has reached its upper position, it can only run downwards
The desk will only run downwards even though the desk is not overloaded	Is there a greater load on the desk, compared to when the desk functioned normally?	Remove some of the load and try again
		Perform a RESET
The desk does not run to the full upwards length – it always stops at the same position		The system has set a new end stop in the outwards direction. Perform a RESET to remove this stop
The desk does not run at all, and no movement is visible.	Is there a defective handset or leg?	Check all the connections. Check that there is a voltage in the main plug. Connect it to a handset that is OK. If it can run, the desk handset is defective. If this does not help, one of the legs is defective.
	Is there a poor connection?	
	Has the mains cable fallen out?	
	There may be no voltage on the mains cable.	
Not all legs run when the desk is moved downwards	The leg(s) that do not run are defective, or the cable connection for the leg(s) is not OK	Change the leg/cable, starting with the cable
	The desk is overloaded	Remove some of the load on the desk
The desk is in the lower position and will not run up – it is not visible whether all the legs are moving	One or more legs are defective, or the cable connection between the leg(s) is not OK	Change the leg/cable, starting with the cable