

JAXSON

Adjustable-Height Desk System



INSTALLATION MANUAL



BEFORE YOU BEGIN



Congratulations on the arrival of your Jaxson Standing Desk! We hope you enjoy its health and productivity benefits as much as we enjoyed designing this first standing desk to be built on ultra-reliable brushless motor technology. For a **video demonstration of the assembly process**, visit imovr.com/product-support/jaxson-desk, or use this QR code to go directly there.



GETTING PREPARED

Before beginning the assembly of your Jaxson Standing Desk, please review this manual to help you save time during the assembly process.

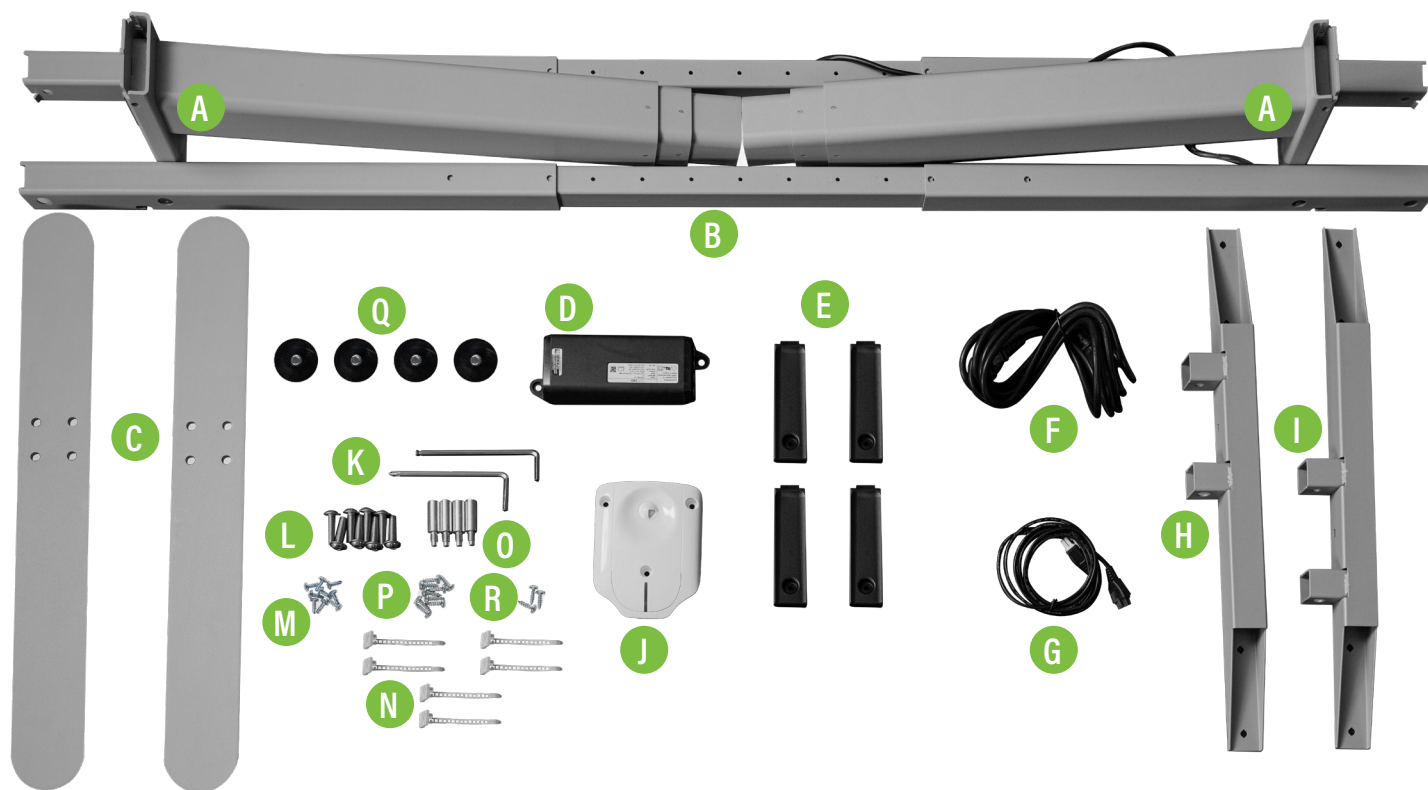
Remove all components from the box, and gather them in the assembly area. Use the chart on the next page to ensure that all parts of your desk's frame are present. We recommend using a powered screw driver—set to a low torque setting—to speed the assembly process.

The Jaxson desk is assembled upside-down, so be sure to lay the desktop on a soft, clean surface that won't damage its beautiful finish.

WARNING

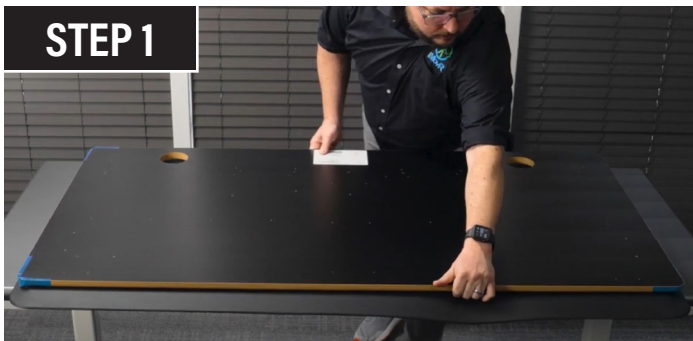
Some desk components are quite heavy. Exercise caution when lifting and moving the base or desk, both during and after assembly. Use assistance when needed.

DESK BASE PARTS



- A** 2 × Leg (pre-attached to the Crossbar)
- B** 1 × Adjustable Frame Crossbar
- C** 2 × Foot
- D** 1 × Power Supply
- E** 4 × Top Support Arm End Cap
- F** 1 × Power Supply Cable
- G** 1 × Handset Cable
- H** 1 × Left-Side Top Support Arm
- I** 1 × Right-Side Top Support Arm
- J** 1 × Handset
- K** 2 × Hex Key (1 × Ball-End, 1 × Phillips-End)
- L** 8 × Foot Attachment Bolt
- M** 8 × Metal-Locking Screw
- N** 6 × Adhesive-Backed Cable Tie
- O** 4 × Leg Mount Retaining Bolt
- P** 11 × Wood Screw
- Q** 4 × Leveling Pads
- R** 3 × Handset Mounting Screw

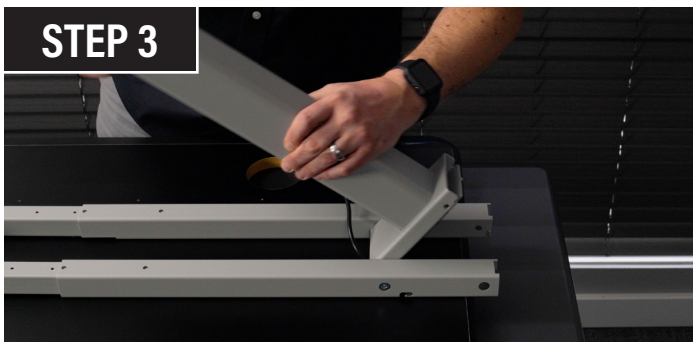
ASSEMBLY INSTRUCTIONS



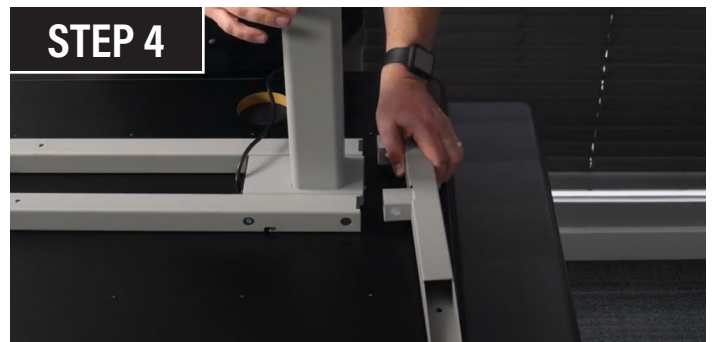
STEP 1
Place your desktop upside-down onto a soft surface.



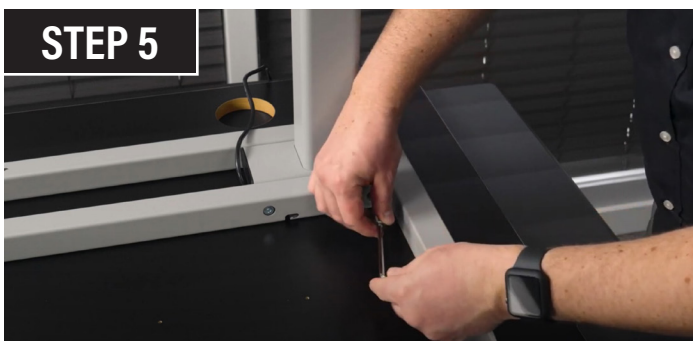
STEP 2
Place the Adjustable Frame Crossbar [B] (with attached Legs [A]) gently on top of the desktop.



STEP 3
Lift the left Leg and rotate it to an upright position. Use care not to pinch the motor cable between the Leg and the Adjustable Frame Crossbar.



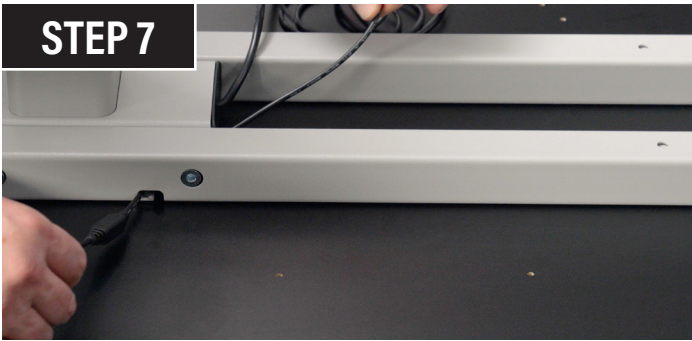
STEP 4
Insert the Left-Side Top Support Arm [H] so that the long end points toward the front edge of the desk.



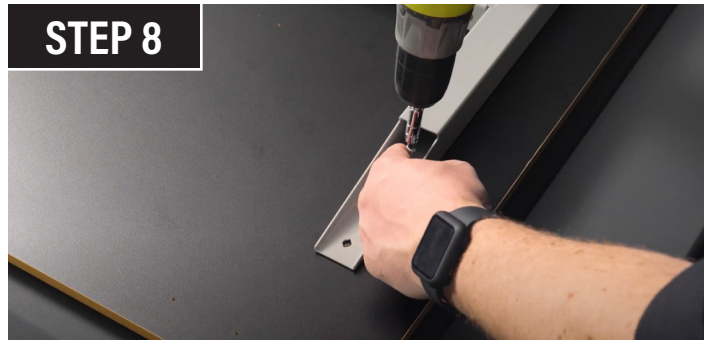
STEP 5
Screw one Leg Mount Retaining Bolt [O] into each side of the Leg in order to secure the Top Support Arm [H] to the Adjustable Frame Crossbar [B] and lock the Leg in place.



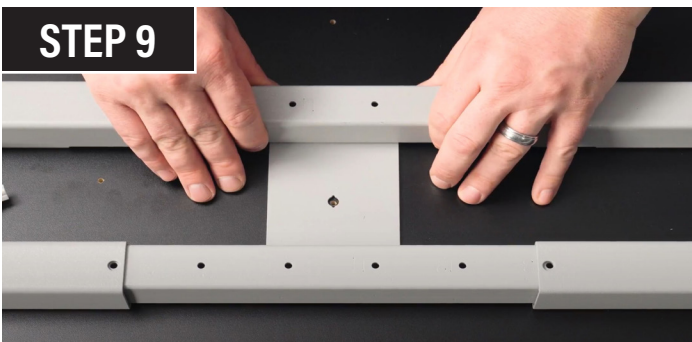
STEP 6
Repeat steps 3-5 with the right Leg [A] and the Right-Side Top Support Arm [I].



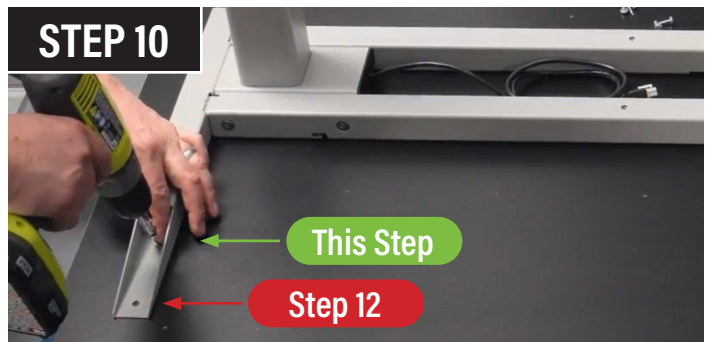
Take your Handset Cable [G] and route it under the crossbar and through the controller cable channel. Be sure to route the black 10-pin connector towards the front of the desk (where the Handset [J] will be installed), while leaving the white end in between the two crossbars (where the Power Supply [D] will be installed).



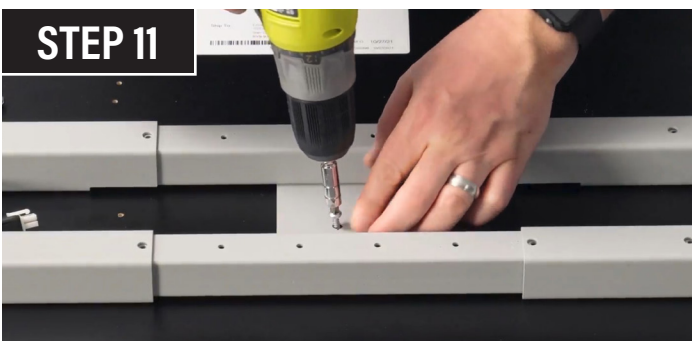
Position the frame so that the both of the Top Support Arms [H] & [I] are aligned with the pre-drilled holes near the sides of the desktop.



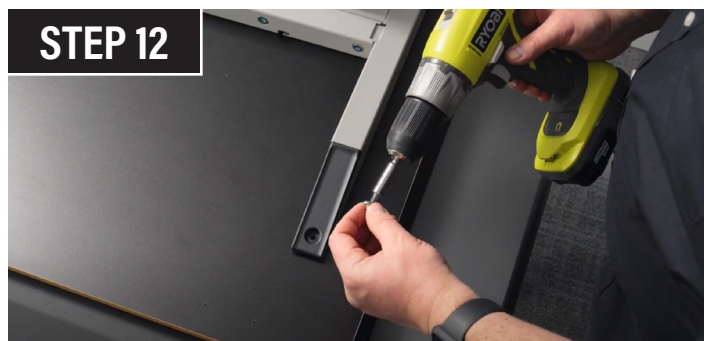
Adjust the central section of the Adjustable Frame Crossbar [B] to align it with its pre-drilled hole.



The end of each Top Support Arm [H] & [I] has two holes. At this point, use only the holes closest to the center of the desk to screw the frame to the desktop with one Wood Screw [P] on each side.



Use a Wood Screw [P] to attach the center of the Adjustable Frame Crossbar [B] to the desktop.



Position a Top Support Arm End Cap [E] over the front end of the Left-Side Top Support Arm [H] and use a Wood Screw [P] to secure both it and the arm to the desktop.



STEP 13
Repeat step 12 with the other three Top Support Arm End Caps [E] to finish securing the frame to the desktop.



STEP 14
Use the eight Metal-Locking Screws [M] to fasten the central section of the frame to the left and right crossbar sections.



STEP 15
Align the Power Supply [D] with the pre-drilled holes between the crossbars and fasten it to the desktop with two Wood Screws [P].



STEP 16
Plug the white end of the Handset Cable [G] into one of the 4-pin ports on the Power Supply [D]. Plug the motor control cables from the Legs [A] into two other 4-pin ports. The order and position of these three cables does not matter.



STEP 17
Plug the Power Supply Cable [F] into the Power Supply [D].



STEP 18
Plug the black end of the Handset Cable [G] into the Handset [J]. Align the Controller with either set of pre-drilled holes (left or right), and fasten it to the desktop with three Handset Mounting Screws [R]. Optional: Use the Adhesive-Backed Cable Ties [N] to secure all cables to the desktop so they don't hang down.



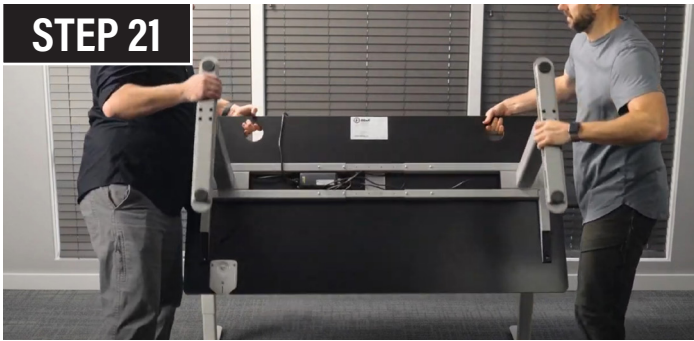
STEP 19

Ensure the two Leveling Pads [Q] in each Foot [C] are secure. Optional: To install caster wheels (sold separately), remove the Leveling Pads from the Feet and screw the caster wheels into the Feet.



STEP 20

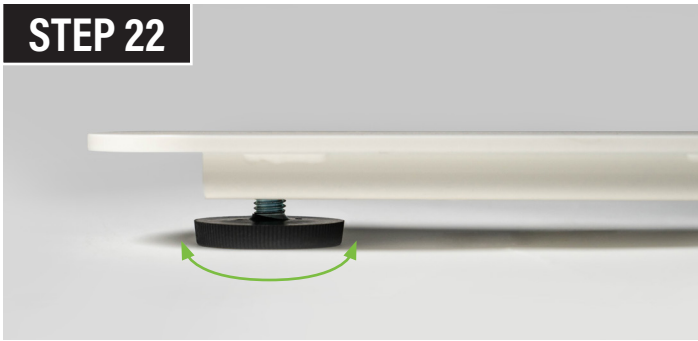
Fasten the Feet [C] onto the Legs [A] using four Foot Attachment Bolts [L] each, with the longer end of the Foot pointing towards the front of the desk. Before tightening the bolts completely, ensure you have aligned the Feet perpendicular to your desktop.



STEP 21

Get a friend to help you flip the desk upright.

CAUTION: Do not roll the desk on the front edge. Doing so can damage your Handset.



STEP 22

Adjust the Leveling Pads [Q] on the bottom of the desk's Feet [C] until the desktop is level and doesn't wobble. Because most floors are uneven, leveling your desk improves its stability and safeguards the lifting columns from premature wear and making excessive noise.



STEP 23

Plug the Power Supply Cable [F] into an outlet.



STEP 24

Your Jaxson Desk was initialized at the factory and should move normally after being plugged in. If you ever need to reinitialize the desk, press and hold the ▼ key. The desktop will move slowly until it stops at its lower limit. Initialization is complete; the desktop will now move up and down at its normal speed.

USING THE JAXSON DESK

ADJUSTING THE DESKTOP HEIGHT

To move the desktop UP or DOWN, press and hold the ▲ or ▼ button until the desired height has been reached.

After using the Jaxson App to set your height presets and enabling Auto-Drive (see next page), you can *double tap* the ▲ or ▼ button to take you instantly to your favorite standing and sitting positions, respectively, without having to keep your finger on the button.

CAUTION: While the desk is moving, keep fingers away from moving parts, and ensure that no person or object is in the desktop's range of motion.

HANDSET RESET

Press down the small, black Restart (Bluetooth pairing) button on the back of the Handset for 5 seconds. The Handset LEDs will flash green twice to indicate that the reset has begun. After 5 seconds, you can raise or lower the desk again.

Restarting the Jaxson Handset fixes most errors with desk operation while keeping all your settings and preset heights saved.



Restart (Bluetooth Pairing) Button

FACTORY RESET

(This is not something a user will commonly need to do unless requested by a customer service technician in diagnosing an issue.)

Double-press and hold the ▲ and ▼ keys simultaneously for five seconds. The red handset LEDs will light up and then begin to blink slowly. Once the LEDs start blinking, release the ▲ and ▼ keys. The blinking LEDs will change from red to green, and continue to blink slowly for a few seconds. When they start blinking faster, the system has been reset to its factory setting.

After a factory reset, the handset will need to be initialized again. Press and hold the ▼ key. The desktop will move slowly until it stops at its lower limit. Initialization is complete; the desktop will now move up and down at its normal speed.

INFRARED PRESENCE DETECTOR

This feature is used in conjunction with the Jaxson Desk Control App (see next page). When assembling the desk, ensure that the aperture is centered on where you usually stand when working at your desk.

NFC READER

This feature is incorporated into the handset for future enterprise applications, such as logging into a "hoteling desk" using the employee's security badge or smartphone.

DESK MAINTENANCE

Cleaning the Base

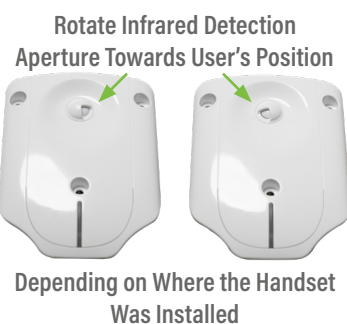
Clean the base frame by wiping it down with a microfiber cloth moistened with a standard household cleaning solution. Never use solvents or abrasive or corrosive compounds on the frame. The base should be cleaned at regular intervals to remove dust and dirt. Inspect for mechanical damage; worn or broken parts should be replaced.

Cleaning the Desktop

iMovR desktops can stand up to most cleaning solutions without risk of discoloration or degradation. Anti-bacterial solutions may be used. Always test new cleaning solutions on a less-seen surface before first using on the entire desktop.

Extended Non-Use

Unplug the power cord if you do not intend to use the desk for a long period of time.



CONTAINER AND SHELF SAFETY STOP POSITIONS

If a permanent obstacle (such as a container below or a shelf above) is in the desktop's path, you can limit its range of motion to prevent collisions. Container (Lower) Stop Positions can only be saved in the lower half of the desk's movement range, while Shelf (Upper) Stop Positions in the upper half. The Container and Shelf Stop Positions must be set separately.

To **set** a Safety Stop Position, move the desk to the desired Stop Position with the ▲ or ▼ key. Press and hold the ▲ and ▼ keys together for 10 seconds. The green LEDs will blink twice to indicate the Stop has been set successfully. To **delete** a safety stop position, move the desk to the top half (to delete a Shelf Stop Position) or bottom half (Container Stop Position) of the movement area. Press and hold the ▲ and ▼ keys together for 10 seconds. The green LEDs will blink once to indicate the Stop has been deleted successfully.

ADVANCED BLUETOOTH FEATURES

DOWNLOAD THE JAXSON DESK CONTROL APP

While the App is most useful in a multi-user environment where each user can carry their own personalized desk settings and usage metrics in their phone, it also has benefits in the sole user scenario.

We therefore recommend downloading the App and using it at least once to connect to your desk via Bluetooth, even if you don't plan to use it regularly thereafter. This will allow you to enable the popular Auto-Drive feature, and to ensure that you can easily access remote diagnostics in the unlikely event that it is ever needed in the future.

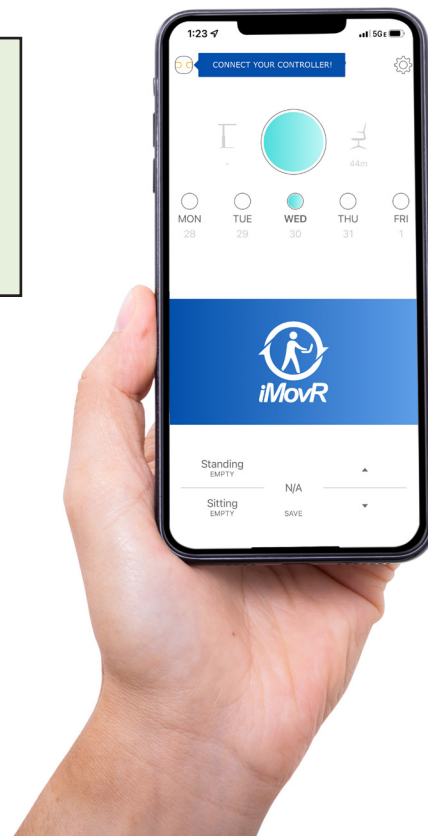
To download the Jaxson Desk Control App for your iOS or Android device, visit imovr.com/jaxson-app or use this QR code to go directly there.

Since the Jaxson Desk Control App is always being improved, the iMovR website will always have the most complete and up-to-date instructions for using the App, including how-to videos.

APP FEATURES

The Jaxson Desk Control App unlocks the following features, and more are planned for the future:

- Raise and lower your desk from your phone.
- Set sitting and standing height presets.
- Enable Auto-Drive to move between height presets with a single tap (in the app) or a double-tap (on the Handset).
- Track your daily usage of the desk at standing height versus sitting height. The built-in infrared presence sensor ensures that the app is only measuring *your* health, not the health of your desk.
- Set notification intervals for the App's "health coach," to gently prompt you through push notifications to your phone to change postures from sitting to standing and back, as often as you designate.
- The App may be used by an iMovR customer service rep to help you diagnose any issues with the desk that were not resolved with a controller re-initialization or factory reset.



TROUBLESHOOTING

If you run into a problem with you Jaxson Desk, you may get an error code in the Jaxson Desk Control app that will be useful in diagnosing your problem. When the error first appears, the app will display it as a splash screen, so you can easily see it. If the error has been dismissed, you can find it again in the Error Log under the Settings menu.

Symptom	Error No.	Handling
Desk does not move	2, 11, 12	Desktop load over weight capacity. Reduce weight to below 220 lbs. (including weight of the desktop) and try again
	7, 9, 10	Operation time exceeded or leg motors have overheated, forcing a five minute lockout. Wait five minutes before trying again.
	8	Damaged cord or loose connections. Unplug desk, check that all cables are fully connected, then reset the handset (see p. 8). If that doesn't work, or if you find one of your cables is damaged, contact support.
	13	Desktop load too unevenly distributed. Rearrange items on desktop so the load is distributed more evenly over both legs and try again. (Make sure total load, including the weight of the desktop, is below 220 lbs.)
	14	Legs out of sync. This can happen due to a temporary power outage or the desk being relocated. Reset the handset (see p. 8).
	17	Only one leg was connected at reset. Unplug desk, check that all cables are fully connected. After plugging the desk back in perform a factory reset (see p. 8), then reset the handset (also p. 8).
Desk moves slowly	3	Desktop load over weight capacity. Reduce weight to below 220 lbs. (including weight of the desktop) and try again
Unexpected stop while desk is in motion	5	Collision was detected. Remove the obstruction and try again. Consider setting a shelf or container stop (see p. 9) to prevent collisions with fixed objects near the desk.
	7, 9, 10	Operation time exceeded or leg motors have overheated, forcing a five minute lockout. Wait five minutes before trying again.
Legs only move down and don't move up	—	Desk controller has lost its height index. This will happen after a factory reset or due to a temporary power outage. Reinitialize the desk (see p. 7, step 24).
Bluetooth app will not connect.	—	If Bluetooth was previously paired to the desk go to your phone's Bluetooth settings and "forget device." Follow instruction in the app to re-establish Bluetooth connection.
Desk squeaks while desk is in motion	—	Desk is not level to the floor. Use a level measuring tool to make sure all four leveling pads on the Jaxson's feet are properly set. Check both front-to-back and left-to-right levels.

For all other error codes, contact iMovR Customer Care. See back cover for contact information.

PRODUCT CERTIFICATIONS



Lifting Capacity

The Jaxson Desk has a lifting capacity of 220 lbs (100 kg), not including the weight of the desktop itself. For best operation, the weight of the equipment on the desktop should be evenly spaced. Note that loads in excess of the lifting capacity will significantly slow or even halt desk movement and will put stress on the actuator motors, which can cause premature failure not covered by the desk's warranty.



ANSI/BIFMA-certified for Quality

The Gold Standard for manufacturing quality in office products is ANSI/BIFMA Certification. The BIFMA X5.5-2021 standard is relied upon by institutional and government furniture buyers to guarantee that the performance, reliability and durability of the product meets the very highest standards. This iMovR desk has been independently certified by Intertek Laboratories and shown to surpass all applicable tests with flying colors.



The Jaxson is a NEAT™ (Non Exercise Activity Thermogenesis) certified product. Tested by The Mayo Clinic, its usage will help combat the negative health effects of a sedentary lifestyle. Standing while working is the first line of defense against sitting disease, as the small movements you make throughout the day while standing increase your body's energy expenditure and heart rate.

15-YEAR MADE-IN-THE-USA WARRANTY

iMovR warranty coverage for the Jaxson standing desk and related models includes a **lifetime warranty on the steel frame, 15 years on the motors, electronics and 3D-laminated desktops**. The made-to-order Jaxson Line desk products are at least 90% factory pre-assembled and individually QA tested before shipping, designed to create a more positive customer experience compared to typical standing desk assemblies.

By using only premium components and advanced manufacturing techniques our hope is that you will never need to file a warranty claim, but in case the product is damaged in shipping or in the extremely rare case of a manufacturing defect, we recommend familiarizing yourself with our industry-leading warranty before purchase.

iMovR offers a **100-day Satisfaction Guarantee**. If you receive your standing desk workstation and decide it is not what you are looking for, or would like to exchange it for a different model, please ship it back to us and we will issue you a full refund minus a 20% custom-desk restocking fee. You would be responsible for return shipping costs and arrangements. The product must be safely repacked in its original packaging, and in resellable condition in order to receive the full due refund; reductions may be applied for any damages incurred due to improper packing or handling by the carrier. Simply email us at customercare@imovr.com or call (888) 208-6770 for a return merchandise authorization number.

THIS WARRANTY only covers manufacturing defects as specified herein and does not include defects or damages attributable to improper installation, misuse, use of cleaning solutions or techniques different from those prescribed in the user instructions. It does not include defects or damages from accessories that were attached to the desk, excessive loading beyond the rated specifications of the desk, failure to properly level the desk frame to the floor, normal surface weathering or excessive exposure to sunlight, humidity or temperature fluctuations that fall outside the norm of occupied home interiors or commercial office environments. It does not include defects or damages caused by accidents or fire or other casualty or Acts of God, or any other causes, or occurrences beyond the manufacturer's control. The exclusive remedial action provided for the customer hereunder shall be repair, restoration or replacement of the components that are found to be defective.

TABLE TOP: Color or surface texture variation as a result of excessive direct solar exposure, the placement of excessively hot items on the desk are not indicative of a manufacturing defect. Dents, impressions, scratches and dye transfers or residues caused by contact with external contaminants are not covered by this warranty. Please note that less popular laminate colors are occasionally discontinued, and so iMovR reserves the right to substitute discontinued laminates with the nearest color and quality color and quality match as is available in the supply chain at the time of replacement. In some cases where replacement of an entire desktop for a minor blemish that is otherwise not impacting the functionality of the desk is cost prohibitive, iMovR may offer the customer a repair kit and expert guidance on effecting a repair, particularly in the case of solid wood desktops. Alternatively, iMovR may offer the customer a store credit of a reasonable amount.

ELECTRIC BASE FRAME: New base frames may have paint defects or scratches on components that are hidden beneath the surface of the desk, which are normal. Painted components that are normally visible to sitting or standing users after installation of the table top, that arrive in damaged condition, will be replaced under this warranty if iMovR is notified as soon as the components are unboxed and before they are installed.

THIS WARRANTY is limited to repair, restoration and/or replacement by iMovR of any defective desk component(s), provided that iMovR: (a) receives a written, faxed or e-mailed notice of claim under this warranty, including sufficiently high resolution photographs or video that clearly show the nature of the damage, (b) has been first given the opportunity to fully diagnose and potentially resolve the issue over phone or video conferencing with the customer, and (c) within 30 days after notice of claim, is in receipt of the suspected defective component(s) at its place of business, unless this requirement is waived by iMovR. This warranty is not a "service plan," it covers only the parts, not any labor that may be involved in changing out those parts.

iMovR may in some cases need to arrange for retrieval of the defective component for lab analysis, and in those cases will make arrangements for and cover the costs of return shipping. In some cases iMovR may elect not to retrieve the defective component, and may opt to send a replacement product based only on photographic evidence of warranted defects. If upon receipt and inspection of the returned component it is determined that the damage was not due to a manufacturing flaw but rather one of the exempted reasons stated above, the costs of shipping the units to and from the manufacturer, plus the cost of the replacement component will be charged back to the customer.

In the event that any failed component(s) is no longer available in the supply chain, iMovR reserves the right to either a) replace the component with a refurbished unit, b) offer the customer a store credit toward a replacement desk or desk component, prorated to number of months it was in service as a percentage of its warranty coverage term.

LIMITATION OF LIABILITY: IT IS UNDERSTOOD AND AGREED THAT MANUFACTURER'S LIABILITY, WHETHER IN CONTRACT, IN TORT UNDER ANY WARRANTY, IN NEGLIGENCE OR OTHERWISE, SHALL NOT EXCEED THE RETURN OF THE AMOUNT OF PURCHASE PRICE FOR THE DEFECTIVE ITEM PAID BY PURCHASER AND UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES. NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THE TRANSACTIONS UNDER THIS AGREEMENT MAY BE BROUGHT BY THE PURCHASER MORE THAN ONE YEAR AFTER THE CAUSE OF THE ACTION HAS ACCRUED.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, AND SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS HEREIN MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY, FROM STATE TO STATE. THIS WARRANTY APPLIES ONLY IN THE U.S. AND CANADA. WARRANTIES OUTSIDE OF THE UNITED STATES MAY VARY. PLEASE CONTACT YOUR LOCAL DEALER FOR DETAILS.

TO OBTAIN warranty repair please contact the iMovR Customer Care Department with the contact information provided below.

iMovR Contact Information:
Phone: (888) 208-6770 or (425) 999-3550
Fax: (425) 999-3550
E-mail: customercare@imovr.com

Visit imovr.com/jaxson-desk-warranty for the most up-to-date warranty information.

JAXSON

Adjustable - Height Desk System



iMovR Contact Information:

Phone: (888) 208-6770 or (425) 999-3550

Fax: (425) 999-3550

E-mail: customercare@iMovR.com

Live Chat: www.iMovR.com

Hours: See iMovR.com/hours