SAPIEN

User Guide

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Welcome To Your Sapien Desk

Welcome to your Sapien Desk.

Now is the time to start a new chapter. We at Sapien believe that everyone has untapped potential and we welcome you join us on our mission in promoting positive change in the way we live and work. By adopting these new healthier working habits, we can unlock our true potential and live healthier happier lives.

Helping You Achieve Better

Your journey starts here. To get the most out of your Sapien desk, we encourage people to break those old routines that have been weighing us down and develop new positive habits that lift us up and move us forward. To achieve this successfully it only requires your commitment and a determination for better health to get the full benefits from the Sapien Standing Desk.

Here are some starting tips to help you be more productive and get the most from your new Sapien desk:

Adjust The Desk To Suit You

When you first start using the Sapien Desk adjust the height settings to suit you. Set the desk height to a position you feel comfortable with both sitting and standing. You can then store these settings in the memory pre- sets (see Page 04 for detailed guide to height settings). If you also have Sapien Monitor Arms you should also get accustomed to changing the position and height to suit while working or standing.
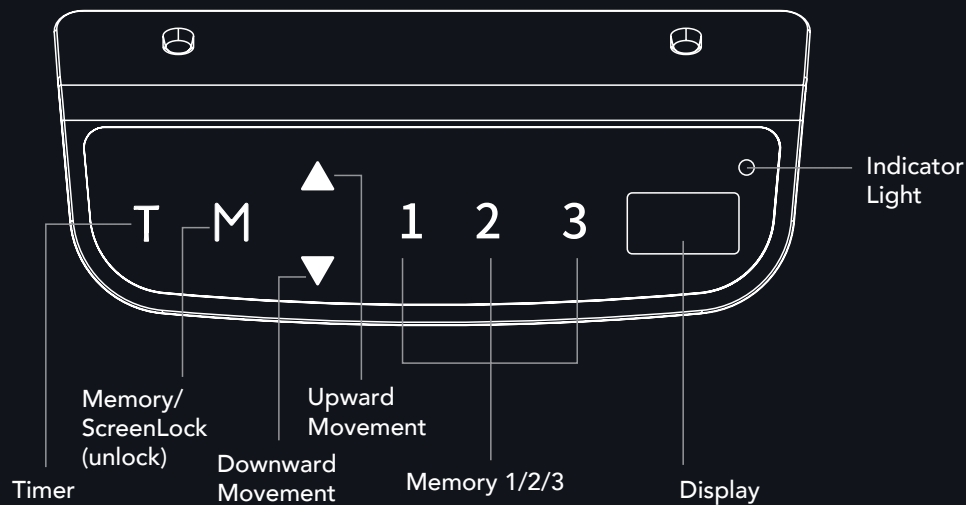
Decide On a Routine

When you first start using the Sapien Desk, you should experiment with different routines with different standing durations and frequencies. This will help you establish a starting routine that feels right for you. Once you have a routine that feels right, write it down. As a starting guide we suggest trying to stand up for at least 10 minutes 3 or 4 times a day and then build from there.

Set Reminders

It's easy to forget to stand during todays busy schedules. The Sapien desk on-board timer reminder sounds an alarm at your chosen intervals so that you don't forget to stand up. This will help you establish a new routine. Standing while on a call or a meeting is also a good way to get additional standing time into your working day. Its is also recognised that standing while speaking improves your projection and impact while in meetings or on calls with clients.

Let's get started...

Getting Started

Note: Prior to use please make sure your desk is free from obstruction around the desk leaving 25mm minimum from walls and any surrounding furniture.

Screen Unlock / Lock

When the lock function on your Sapien desk's control panel is set to 'ON'.

To use your desk, hold down M for three seconds. The control panel is now unlocked and the desk's height should be displayed on screen.

Auto-lock: If no activity has been detected for 60 seconds, the control panel will lock automatically and you will see a dotted line '- - -' in place of the desk height.

To Lock: To manually lock the control panel, press M for three seconds. The desk is now in hibernation mode.

Height Adjustment

Press and hold the ▲ ▼ button to LIFT/LOWER the desk. For small adjustments, Press and release to LIFT/LOWER the desk minimally.

Timer

The timer is designed to remind you to take a break from sitting at your desk. To set the reminder interval, press the T button. The display will flash '0.5h' (30 minutes). Each press of the T button leads to a '0.5' (30 minute) increment. The maximum setting of time is for 2 hours.

When you have selected a timer that's right for you, your selection will stop flashing and an indicator light, at the top of the control panel, will be displayed. An alarm will let you know your timer is up and this will turn off automatically after 5 rings. To cancel a timer, press T five times and the indicator light will turn off.

Safety Setup

Your Sapien Standing Desk comes with unique safety features, including GyroCAS®, which is designed to prevent your desk from collision with walls, furniture or foreign objects.

Please follow this guide to set any parameters if required.

Setting a Min/Max Safety Range

This feature is used to prevent the desk from colliding with any furniture/obstruction above or below the desk. Once programmed the desk will not move beyond the parameters set.

Setting a Minimum Desk Height Limit

1. Press T and M together and hold for 5s. You will then hear a beep and 'S-1' will be displayed.
2. Press T and switch to 'S-1'
3. Press M once then press ▲ ▼ to set your desired max height.

4. Press M to save. If you have saved your height successfully, 'H-S' will be displayed on screen whilst 'H-F' shows that the save has been unsuccessful

Note: Default min height is 62cm (24.4") and the adjustable range is 62 - 118cm (24.4 - 46.4')

Setting a Maximum Desk Height Limit

1. Press T and M together and hold for 5s you will hear a beep and 'S-1' will be displayed.
2. Press ▲ and switch to 'S-2'
3. Press M once and then press ▲ ▼ to set your desired max height.
4. Press M to save. 'H-S' will be displayed if saved successfully saved while 'H-F' will show that it has failed.
Note: Default max height is 128cm (50.4") and the adjustable range is 72 - 128cm (28.3 - 50.4")
Note: Default sensitivity is '4', and the adjustable range is 0-8 (0 is off/8 is maximum)

GyroCAS®

Our collision avoidance system detects instabilities when the desk is in motion (E05 error code displays when it detects object or instability). The sensitivity of this feature can be changed by following the steps below.

Adjust The Anti-Collision Sensitivity (GyroCAS®)

1. Press T and M together and hold for 5s you will hear a beep and 'S-1' will be displayed.

2. Press M and switch to 'S-5'

3. Press M once, then press ▲ ▼ to change the sensitivity level.

4. Press M to save. 'S-S' will be displayed if saved successfully while 'S-F' will show that its failed.

Note: Default sensitivity is '4', and the adjustable range is 0-8 (0 is off/8 is maximum)

Setting The Overload Sensitivity

This is a secondary safety feature which works in parallel to the GyroCAS to further protect the desk and user. This feature is activated when the desk senses an additional demand of electrical current while in motion, effectively sensing any obstructions that apply an irregular force to the desk. The motor will then reverse and come to a stop if an addition force is detected during motion.

1. Press T and M together and hold for 5s you will hear a beep and 'S-1' will be displayed.
2. Press ▲ and switch to 'S-3'
3. Press M once, then press ▲ ▼ to change the sensitivity level.
4. Press M to save. 'S-S' will be displayed if saved successfully while 'S-F' will show if unsuccessful.
Note: Default sensitivity is '4', and the adjustable range is 0-8 (0 is off/8 is maximum)

Additional Settings

Changing Between CM and INCHES

Press and hold T for eight seconds to change from CM and INCHES. This will be indicated by two beeps and will show on the display panel. To change back, simply hold T again and the display will beep once to indicate this.

Reset The System

Press '▲' and '▼' simultaneously until the buzzer beeps. The desk will move up and down to the lowest position then raise a little. Please note: make sure you never release the button during the process.

Programming Guide

Accessing The Settings Menu

To access the setting menu, press and hold T and M together for five seconds. You will the hear a beep and 'S-1' will be displayed; This is the settings menu. If no activity has been detected for 10s,

the settings menu will close. To cancel the settings menu press M.

Desktop Thickness

1. Press T and M together and hold for 5s you will hear a beep and 'S-1' will be displayed.
2. Press ▲ and switch to 'S-5'
3. Press M once then press ▲ ▼ to set your desired desktop thickness (0.5 =   50mm).

4. Press M to save. 'T-S' will be displayed if saved successfully while 'T-F' will show that its failed.

Screen Lock Function

1. Press T and M together and hold for 5s you will hear a beep and 'S-1' will be displayed.
2. Press ▲ and switch to 'S-7'
3. Press M once then press ▲ ▼ to change the screen lock setting (0 is off & 1 is on)

4. Press M to save. 'A-S' will be displayed if saved successfully saved while 'A-F' will show that it's failed.

To Reset The Customised Settings

Press and hold M , T and ▲ together for 5s until you hear a beep.
This will reset the control unit to factory settings.

Troubleshooting Guide

Reset Customised Settings

If you want to reset the desk to the factory settings press M , T and ▲ simultaneously for 5s until the buzzer beeps.

Reset Mode (frame): Press ▲ and ▼ simultaneously until the buzzer beeps. (The desk will move down to its lowest position then raise slightly. Please make sure you never release the buttons during this process).

Test Mode: This feature can be activated by holding M , T ▲ and ▼ simultaneously for 15s until '- - -' appears under the displayed height. The desk will then perform a test raising up and down.

To return the desk to normal function repeat the above process to return the desk to normal functionality ('- - -' will be removed from under the displayed height once repeated).

HOT : System overheating can occur when the desk has been cycled repeatedly in a short space of time. Allow the desk to cool down and remain idle for approximately 18 minutes.

In the event that you run into any problems with your desk please follow this troubleshooting guide to determine the fault/problem occurred.

If the problem persists please email our dedicated customer service team:

help@mysapien.co.uk

ERROR NO.	DESCRIPTION	SOLUTION
E01/E07	System has experienced an unusual electrical malfunction and needs to be rebooted.	Disconnect power for 30 seconds. Reconnect power, error code no longer shown.
E02	The system has identified a difference in height at each end of the desk.	Reset the system. (See *)
HOT	The system is overheating due to overuse of the height adjustment.	Allow the desk to cool for approximately 20 minutes.
E04	Digital controller connection error.	Check cable connection then reconnect the power.
E05	Instability or obstruction by another object detected	Please ensure the desk is level and free from obstruction before continuing to use.
E06	Control box electrical malfunction.	Please contact customer services as a control box replacement may be required.
E08	Uneven desktop detected.	Please reset the system. (See *)
E11	Cable connection issue detected. (M1)	Check all cable connections to (M1) then reconnect the power.
E12/E22	Abnormal current detected.	Please contact customer services as a control box replacement may be required.
E13	Motor cable malfunction detected. (M1)	Check then replace motor cable (M1)
E14	Hall cable malfunction detected. (M1)	Check then replace hall cable (M1)
E15	Electrical short circuit detected. (M1)	Please contact customer services as a motor replacement may be required.
E16/26	Motor malfunction detected.	Check that the maximum weight has not been exceeded. Reset system (See*)
E17	Incorrect motor movement detected. (M1)	Please contact customer services as a motor replacement may be required.
E18/E28	Weight overload.	Check that the maximum weight has not been exceeded. Reset system (See*)
E21	Cable connection issue detected. (M2)	Check all cable connections to (M2) then reconnect the power.
E23	Motor cable malfunction detected. (M2)	Check then replace motor cable (M2)
E24	Hall cable malfunction detected. (M2)	Check then replace hall cable (M2)
E25	Electrical short circuit detected. (M2)	Please contact customer services as a motor replacement may be required.
E27	Incorrect motor movement detected. (M2)	Please contact customer services as a motor replacement may be required.
E42	CPU Memory irregularity detected.	Please contact customer services as a control box replacement may be required.
E43	Sensor failure of GYROCAS collision avoidance system.	Please contact customer services as a control box replacement may be required.