



HiLo 400

User Manual for Electric Height Adjustable Desk



1. Introduction

Congratulations on your new electric height adjustable HiLo 400 desk! This desk allows you to switch effortlessly between sitting and standing positions, promoting a healthier work environment. Follow the steps below to set up and program your desk for optimal use.

2. Safety Warnings

- Do not place any heavy objects on the desk during height adjustment.
- Avoid contact with moving parts.
- Do not overload the desk beyond its maximum weight capacity (150kg).
- Keep hands, fingers, and body parts clear of the moving parts while adjusting the desk.
- Disconnect the power supply before cleaning or performing maintenance.

3. Controller Overview



- LED display: Shows the desk's current height.
- M is the memory button: Allows saving preferred desk heights.
- Memory preset buttons (1, 2 and 3): Allows saving and selecting preferred desk heights.
- ^ / v buttons: Adjusts desk height.

4. Operating the Desk

- Raise the desk: Press and hold the ^ button until the desk reaches the desired height.
- Lower the desk: Press and hold the v button to lower the desk to a preferred height.
- Release the button: When you release the button, the desk will stop moving.

5. Programming Memory Presets

The desk controller allows you to save up to 3 height positions. Follow these simple steps to program the controller:

Use the **▲** or **▼** button to reach the desired height.

Press “M”, followed by the preset program number you wish to save the height setting to, for example “1”. Your selected height is now saved to this memory slot (“1”).

Repeat this process for the other two memory slots.

6. Using the Memory Presets

Press a saved preset button (1, 2 or 3) to automatically adjust the desk to a predetermined height.

7. Resetting the Desk

Reset if the desk is unresponsive or an error code appears.

To reset the control panel, use the **▼** to lower the table until it stops at its lowest position. Release the button. Now press and hold the **▼** button. After a few seconds the table will momentarily bottom out. On bottoming out, the display will show “rES”. The table will move up slightly and the display will return to “062”. Now release the button. The desk has now been reset.

8. Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTION
No power	Unplugged or faulty adapter	Check power connections; replace adapter if needed
Display shows “Hot”	The motor has been overloaded and needs to cool off	Wait for up to 18 minutes for the unit to cool off
Display shows “E10” or “E20”	Motor fault/overload	Reset the unit (see 7. above)

9. Maintenance and Care

Clean: Use a soft, damp cloth to clean the surface; avoid harsh chemicals.

Check Cables: Periodically inspect cables for wear or loose connections.

Avoid Overloading: Always stay within the desk’s specified weight capacity.

For further assistance, please contact Karo Manufacturing.

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