



User Manual and Trouble Shooting Guide



Matrix Executive Electric Height Adjustable Desk
JBMATEL12K, JBMATEL15K, JBMAEV15OA

1. Initial Setup

A. Learning Process:

Press  and  button for 3 seconds after the initial assembly of the desk.






B. Stroke Reset

After the initial assembly of the desk or if the display shows either of “E10, E20 or E60”, press the  button for 3 seconds or until it shows , the desk will automatically move down to the lowest point and rebound back up. The learning process & stroke reset is then finished and will display the lowest height position.

2. Lifting



The desk will go up and down when pressing  or .



3. Height memory setting

Move the desk up or down to a desired position. Press the  button after which the display will blink, then press a numeric key (, ,  or ) to save the desired height to the corresponding preset position. The display will stop blinking and exit the memory mode if there is no numeric key pressed within 5 seconds.

Once you have saved the desired heights you can press that numeric key to automatically move the desk to the saved height.

4. Setup Menu

1. Press and hold the  button for 3 seconds, display will show “S--” and blink.
2. Press the  button to move through the below setup menu functions, the function list is as follows:

- Unit () : Display height on screen in centimeters or inches;
- Brightness () : Brightness of the controller;

- Beep (bEE) : Turn on/off beep sound;
- Collision Force (CF) : Collision protection sensitivity;

To navigate through the setup menu use the below buttons:

- ① Backspace key (back to previous menu) or Exit Setup Menu
- ⬆️⬇️ Tab switch
- Ⓢ Enter key (enter to next menu or confirm the current operation)

If there is no numeric key pressed within 20 seconds the Setup Menu will be exited.

Main menu interface	Submenu interface	Description
Un Unit	SI SI Metric	Select height unit to be displayed in cm or inches. ⬆️or⬇️ to choose the height unit, and press Ⓢ to confirm and save it. The system will exit after 2 seconds.
	I n Inch	
br Brightness	L Low	Select brightness setting of controller. Use ⬆️or⬇️ to choose the brightness level, and press Ⓢ to confirm and save it. The system will exit after 2 seconds.
	n Normal	
	H High	
bEE Beep	OFF Off	Turn on or off the beep sound. Use ⬆️or⬇️ to choose sound on or off, and press Ⓢ to confirm and save it. The system will exit after 2 seconds.
	On On	
CF Collision Force	OFF Off	Select collision protection sensitivity. Use ⬆️or⬇️ to choose the sensitivity, and press Ⓢ to confirm and save it. The system will exit after 2 seconds.
	L Light	
	n Normal	
	H Heavy	

5. Protection codes and warnings

E16	<p>Block protection</p> <ol style="list-style-type: none"> 1. Message "E16" relates to the desk's stability and sensitivity and the anti collision function within the transformer. 2. Please ensure the transformer, part 10, sits flat in the tray, part 15, and part 15 is level. Then press up or down button for height adjustment. 3. Message "E16" will flash on the screen for 5 to 10 seconds if the desk hits or has been hit by an object during operation. Please ensure you remove the object away from the desk then press the up or down button to adjust your desk height. 4. If error message "E16" continues to flash, please unplug the desk and wait for at least 1 minute before you plug it back in. You will also need to check and ensure all cables are connected properly following the assembly instructions. Once you have done the check, plug the desk back into the powerpoint and start the Stroke Reset process by pressing the down arrow for 5 seconds until it shows "rES", the desk will automatically move down to the lowest position and rebound back up. 5. If above steps cannot resolve the problem, please follow Collision Force adjustment on page 2, to adjust the anti collision protection sensitivity to 'H' or 'Off'.
HOT	<p>Overheat protection</p> <p>The desk has entered the overheat protection after operating for a long time. Wait for 20 minutes before operating again to allow the desk to cool down.</p>
E10	<p>Motor fault protection</p> <p>Check and confirm the connection between motor and controller is correct as per the Assembly Instructions, then power the desk off and on again and follow the follow the Stroke Reset Process.</p>
E20	<p>Overload protection</p> <p>The desk has more weight than the intended weight capacity. Remove objects from the desktop to ensure the desk is not overload with weight then power the desk off and on again or follow the Stroke Reset Process.</p>
E31	<p>Undervoltage protection</p> <p>An alarm will sound when the supply voltage is lower than the required voltage. Power the desk off and on again or follow the Stroke Reset Process.</p>
E32	<p>Overvoltage protection</p> <p>An alarm will sound when the supply voltage is higher than the required voltage. Power the desk off and on again or follow the Stroke Reset Process.</p>
E60	<p>Out-of-step protection</p> <p>Check and ensure the motors of each leg are at an identical height and their connection to the controller is correct as per the Assembly Instructions, then power the desk off and on again or follow the Stroke Reset Process.</p>
Desk Moving in Reverse Direction	<p>If desk moves in opposite direction, refer to Assembly Instructions step 2 showing left and right leg.</p>
Desk Not Functioning	<p>If the desk is not moving or only moving on one side but can hear the motor is functioning, the internal rod may not be inserted correctly into the motor. Remove desktop and using Part I or pliers, ensure rod is firmly in motor in the correct direction as per Assembly Instruction Step 4.</p>