



Lotus™ DX Sit-Stand Workstation

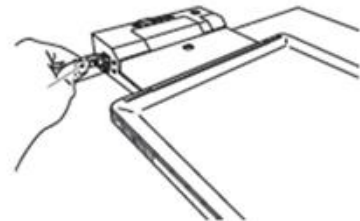
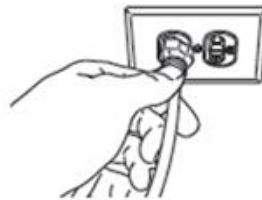
Q: Is there assembly required?

A: The workstation comes fully assembled out of the box. To enable the USB and wireless charging functionality you will need to plug in the power cable and connect the rear USB hub to your computer with the provided Type B/USB cable. Refer to step 1 in the Cable Management section of the instruction manual.

STEP 1

Setup the charging stations by connecting the power cord to the power supply and the power supply to the rear USB hub port 2. Plug the power cord into the nearest outlet. In order to use USB ports 3 and 4 for your mouse and keyboard, you will need to plug the provided Type B/USB cord into port 1 and the USB end into your computer, docking station or monitor*.

*Monitor needs to be connected to computer via additional Type B/USB cord (not included).



Q: How much weight can the Lotus™ DX Sit-Stand hold?

A: It can hold up to 15.8kg in total; 13.6kg on the top platform and 2.2kg on the keyboard platform. We would not recommend using the product with less than 4.5kg. You can adjust the tension with our patent-pending Smooth Lift Technology™ to offset the weight of your equipment and accessories (between 4.5kg – 15.8kg).

Q: Can you fit two monitors on the top surface?

A: Monitors may have slightly different sized bases and frames, but if you are using a modern monitor from one of the large manufacturers, you should be able to fit two monitors side by side up to 24". Alternatively, you can secure your monitors to the Lotus™ with a Lotus™ Dual Monitor Arm. View the Lotus™ Monitor Arms here.

Q: Does the Lotus™ DX Sit-Stand workstation need to be fastened to the desk?

A: No, the Lotus™ was designed as a stand-alone sit stand that can sit on top of the desk and has been independently tested to ensure stability. The workstation should be placed on a flat surface that can accommodate the entire width and depth of the product without overhang..

Q: Will it damage my desktop?

A: The Lotus™ has rubber feet that help protect the desk from scratching the surface of your desk.

Q: What's the minimum size of desk required to successfully install this product?

A: The Lotus should be placed on a sturdy, flat surface at least 667mm deep and 858mm wide to have sufficient space for the product.

Q: How stable is the keyboard platform when typing?

A: Under normal use, the platform is stable. If you want to maximize the durability of the product, please do not lean or apply excessive force to the keyboard platform.

Q: How do you adjust the Smooth Lift Technology™?

A: Ensure your workstation is raised to the highest position and all of your items are placed on it. As per the image below, turn the knob clockwise (toward the + sign) for heavier weights and counter clockwise (towards the – sign) for lighter weights. Lotus™ is shipped at the lowest setting which is 4.5kg to get to the highest setting 15.8kg is 27 full rotations. For example, if you have two monitors that weigh 4.5kgs each and a keyboard and mouse that combined weigh 1.4kgs, you would turn the knob clockwise approximately 14 full rotations. The exact number of rotations depends on your personal comfort raising and lowering the platform. This is just a guideline.

Watch our Lotus™ Sit-Stand Workstation Smooth Lift Technology Video for more details

Q: I did not line up my Velcro properly on my Lotus™ Sit-Stand Workstation the first time and now it's not usable. Can I have more sent to me? Is there a product you would recommend to replace?

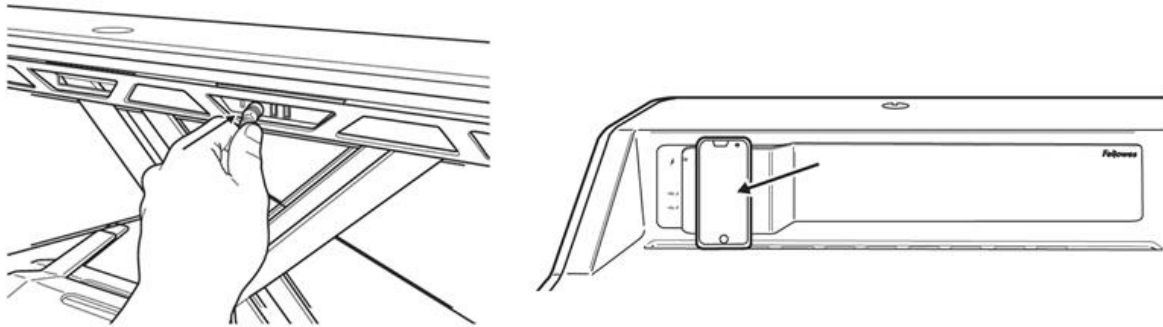
A: These are meant for single use as specified in the manual. We have spare parts for purchase that we can supply. Please contact our customer services team on 00800 1810 1810 who will be happy to help. Additionally you could also go to your local hardware store and purchase adhesive Velcro discs (3.5mm).

Q: What is wireless charging and how does it work?

A: Wireless charging enables you to charge your smartphone without using a cable. Simply placing it face up on the charging pad is enough to start charging up your smartphone's battery. Wireless charging works by transferring energy from the charger to a receiver in the back of the phone via electromagnetic induction. The charger uses an induction coil to create an alternating electromagnetic field, which the receiver coil in the phone converts back into electricity to be fed into the battery. The closer the phone is to the wireless charging pad, the better the charge.

Q: How do I set up the wireless charging pad? How do I use it?

A: To set up the wireless charging pad all you need to do is plug in the power cable into an outlet and into the rear USB hub. Once you do this, the LED on the wireless charging pad will light up then turn off. Now you're ready to wirelessly charge your Qi-enabled device! Simply place your Qi-enabled device onto the wireless charging pad within the guide lines. Your device should now be charging!



Q: How does the cable funnel attach to the Lotus sit stand?

A: There are three locations in the rear cable channel that you can choose from. Find the slot that will best accommodate your setup and place the cable funnel into the slot. You will feel it magnetically attach to the Lotus™. The cable funnel should now be in place. Watch our Lotus™ Sit-Stand workstation cable management video for more details.

Q: How can I apply the cable zip using the cable zip tool provided with my Lotus™ Sit-Stand Workstation?

A: First you will need to clamp the cable zip tool around all cables below the cable funnel (make sure the arrow on the cable zip tool is pointing upward). Next, take the cable zip and push upward into the tool so that the cable zip begins wrapping around the tool. Make sure the seam of the cable is facing the tool. Once it's started, pull downward on the cable zip tool while holding the top of the cable zip. Continue sliding the tool until all cables are in the cable zip. Please refer to step 3 in the instruction manual. Watch our Lotus™ Sit-Stand workstation cable management video for more details.

Q: How long should the power cables be to work with the Lotus™ Sit-Stand Workstation?

A: Most cable lengths are an average of 2m, which should be sufficient for working when standing however it would be important to consider where the power sockets are located. The Lotus™ Sit-Stand™ Workstation raises 432mm above the desk. Ensure the Lotus™ is in the highest position when putting items on to ensure proper cable length.

Q: What is the best way to clean the workstation?

A: Use a soft, clean, dry cloth.

Q: Is the Lotus™ DX ergonomically certified?

A: Yes, our product has been independently certified by FIRA international, an independent ergonomic accreditor, to comply with EU Health and Safety legislation: EN ISO9241 Ergonomic requirements for office work with visual display terminals (VDT's): Part 5: 1999, workstation layout and postural requirements. Download the certificate here.

Q: How long does it take to charge a phone – is it same as using a cable?

A: It's not a straight answer, depends on the size of the phone's battery, if you're using it while charging, and the battery level when you start charging (20% life will charge faster than 85% life). See below for estimate per type of phone:

Device	Battery size (mAh)	*2A (time in hours) *Front USB ports	*1A (time in hours) *Wireless Charger
Galaxy S8	3000	1.5	3
Galaxy S8+	3500	1.75	3.5
iPhone 8	1821	.91	1.82
iPhone 8+	2675	1.34	2.68
iPhone X	2716	1.36	2.71

Q: Is wireless charging dangerous?

A: No, it is not dangerous. Wireless charging is safe. Wireless charging system must follow rules and regulations for electromagnetic interference (EMI/EMC), sometimes also called "radio disturbance", and magnetic fields. The device will become warm in use, but this normal.

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Q: Do you need to remove your phone's case or any other accessories from your phone, e.g. ear phones?

A: Depending on the thickness of the case it may not register. Most thin/normal size cases will work properly. It may be required to remove the case from the phone to get the charger to work. Wireless charging works by distance, and that distance is very small, and the more obstructions there are the slower the charge will be (wall thickness, thickness of phone cases, pop sockets, etc).

Q: How much power does it take (voltage)?

A: The entire system is 5V. The wireless charger pulls up to 1 Amp.

Q: Will wireless charging affect my battery performance?

A: No. Follow all proper charging procedures outlined in the manual.

Q: Could it damage my phone?

A: No. Qi wireless charging will not damage your phone. Ensure you're using a Qi certified phone and follow all warnings and instructions in the owner's manual.

Q: Does it just charge phones or any electronic device enabled with Qi tech?

A: It is designed for use with phones but may charge other accessories.

Q: Can wireless charging adapters be used?

A: Yes, you can use a Qi-certified adapter. These adapters plug into your charging slot and lay flat against the back of your phone.

Q: Why can't I use my front USB for USB Memory Drives or Mice and Keyboard?

A: The front USB drives are for charging only, not data transfer. You can plug the device into the two rear USB ports which do allow data transfer.

Q: Why is the download speed slow when using the two rear USB ports?

A: If you are using Windows 10, this is a known issue with all devices. The download speeds are significantly slow no matter which USB port you use (even directly into the computer)! This is not an issue with the Lotus DX, but rather with Windows 10.

Q: If my device is charging wirelessly can you still use the USB ports?

A: Yes, if your device is charging wirelessly you can still use the USB ports to charge additional devices.

Q: Can I charge one device with the wireless charging pad and a USB cable at the same time?

A: Yes, you can but it does not act as a "dual" charge. Your device will automatically pick one charging source (usually USB).

Q: Can I leave my phone on the charger forever or do I need to remove it once charged?

A: Yes, you can leave your phone on the charger, it will simply limit the power once fully charged.

Q: Can the rear USB ports charge?

A: Yes, but it's going to be slower than the front USB ports. The rear USB ports are best for data transfer devices such as keyboard, mouse or USB Memory Drives.

Q: Can you charge multiple devices at once on the wireless charger?

A: No, however you can still use the USB ports to charge additional devices. The front two USB ports will provide the quickest charge.

Q: How do you clean the wireless charging station?

A: Use a soft, clean, dry cloth.

Q: Can I use my own power supply?

A: No, you must use the power supply provided.

Q: What does the LED indicator light mean on the front?

A: The white light means that your phone is charging.

Q: What does a blinking indicator light mean?

A: Foreign object – a non-Qi-enabled device is located on the charging pad.

Q: What is the warranty length?

A: 5 years. Please see the product manual for full terms and conditions.