

The DXRACER logo is rendered in a bold, italicized, sans-serif typeface. It is positioned centrally at the top of the page, above the main title. The background of the entire page is black, and it is populated with numerous white line-art illustrations of various computer hardware components, including motherboards, RAM modules, power supplies, cables, and cooling fans, scattered around the central text.

DXRACER

Product Usage Guide

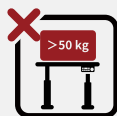
TIDAL SERIES

Warning

This product is to be assembled by at least two people. Please check the product list and make sure you are not missing any parts before assembly. If any parts are missing or broken, please contact us for replacement.

This document contains important safety regulations. Please read this user manual carefully before use as it provides key information about safety, use, assembly and maintenance of the desk.

- This product is designed for indoor use only, in dry, ventilated rooms. Do not operate outdoors or in high temperatures, high humidity, and high salinity environments. Place the product away from corrosive gases, polluted gases, and dusty surroundings.
- Keep small items of this product out of the reach of children and pets to prevent choking hazards if swallowed.
- Children, the elderly, and people with disabilities should always be supervised by adults when using the desk to ensure their safety and prevent any accidents.
- Please ensure there are no obstacles in the surroundings before using the desk. Please maintain a safe distance while the desk is raised or lowered. Organize all cords to prevent them from being tugged by the desk's movement.
- Please connect the power supply according to the product's specific requirements. If you find the cable or plug is damaged, stop using the desk immediately. Disconnect the power and cords before moving the desk or adding or removing the parts. Ensure to turn off any external devices including peripherals like keyboards, mice, and so on.
- If any liquid is spilled on your desk, the first and most crucial step is to disconnect the power immediately. Then clean with a dry towel and wait for air drying before using again.
- Any unauthorized modifications to the product is strictly forbidden. Any non-conforming installation and use may result in product damage or even personal injury.



Do not exceed the desk top and magnetic rear cover maximum load capacity.



Do not stand on the desk.



Do not sit on the desk.



Do not drag or shake the desk.



Do not use the desk for climbing.



Do not crawl or lie under the desk.

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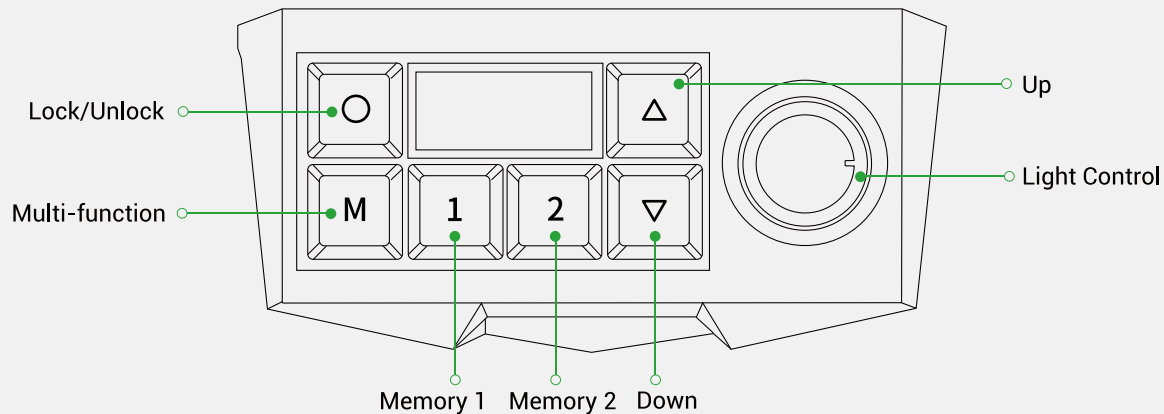
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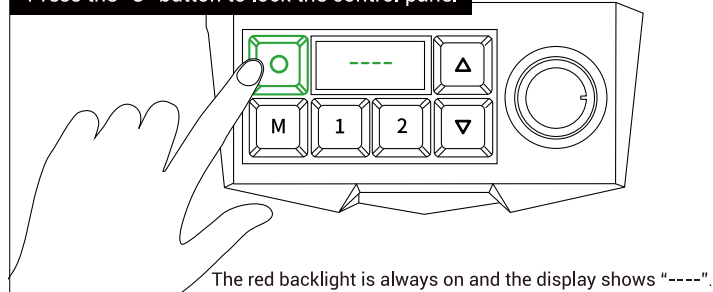
TIDAL

01 / Control Panel Operating Instructions

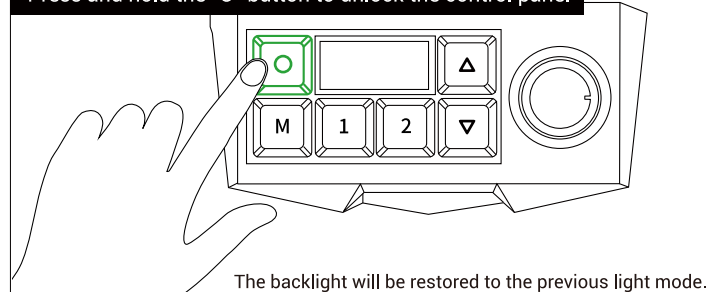
Control Panel Operating Instructions – Lock and Unlock



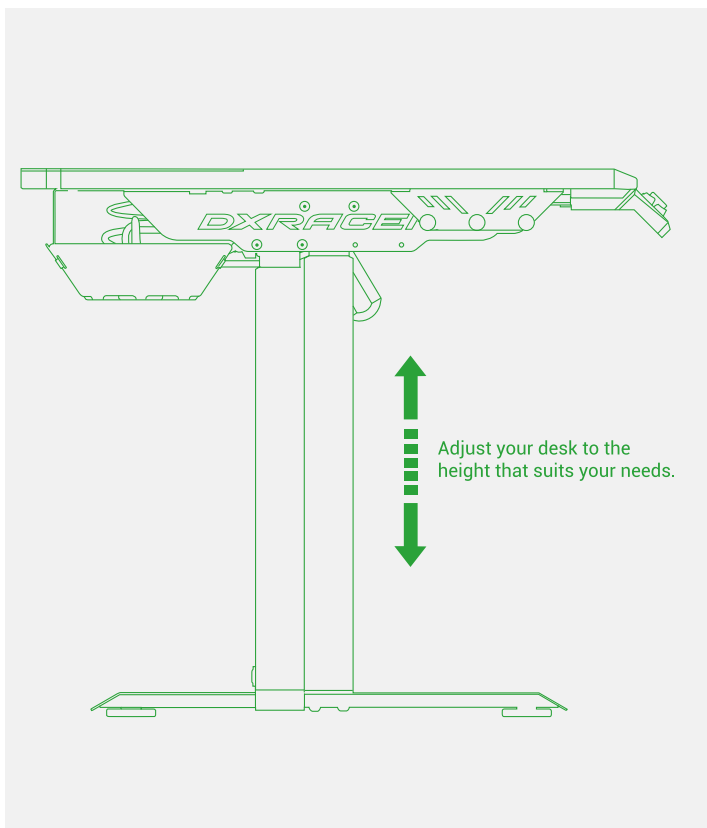
Press the "O" button to lock the control panel



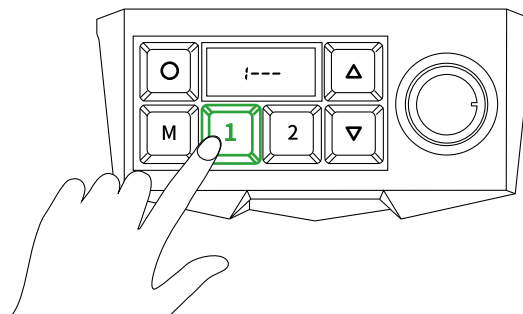
Press and hold the "O" button to unlock the control panel



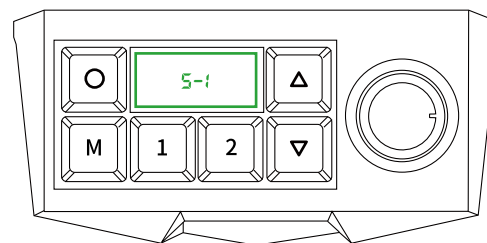
Control Panel Operating Instructions – Height Memory Function(M1)



Press and hold the "1" button for about 5 seconds

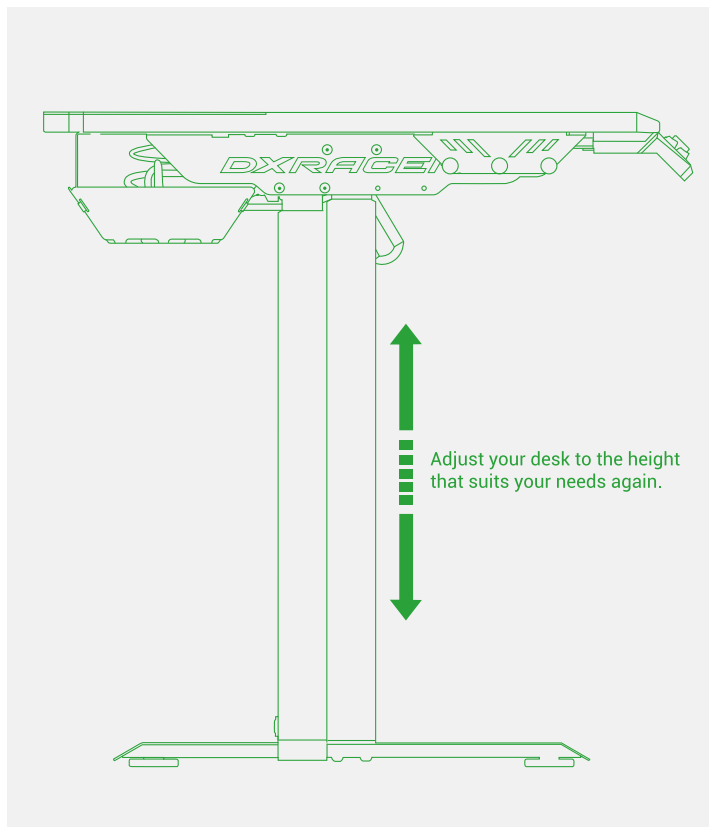


The display shows "5-1"

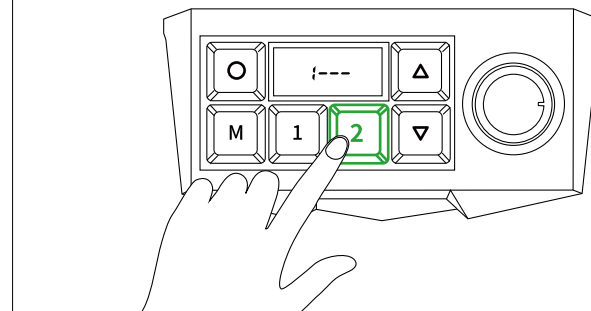


After 5 seconds of successful operation, the display will show the modified height.
To switch to memory height 1 quickly, only press the "1" button.

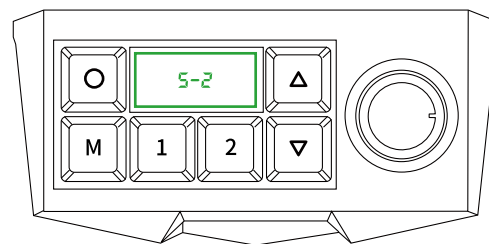
Control Panel Operating Instructions – Height Memory Function(M2)



Press and hold the "2" button for about 5 seconds



The display shows "5-2"

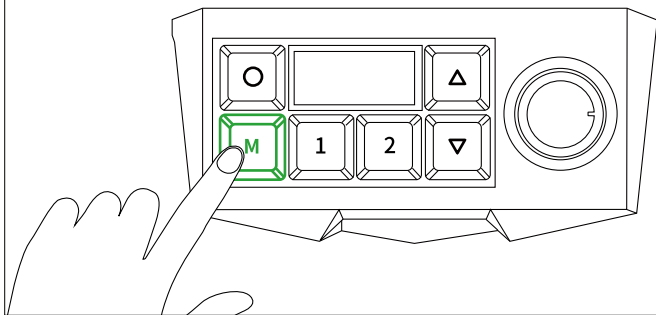


After 5 seconds of successful operation, the display will show the modified height. To switch to memory height 2 quickly, only press the "2" button.

Control Panel Operating Instructions – The Display Units

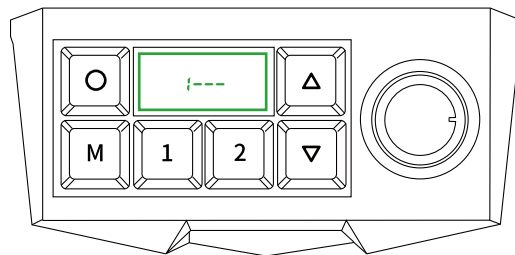
Press and hold the "M" button for about 5 seconds

1



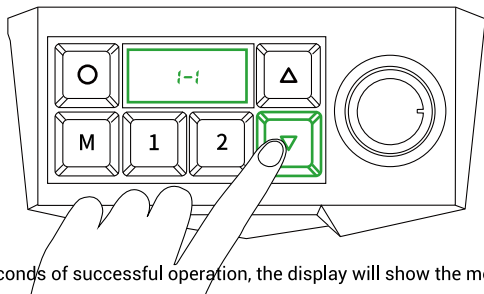
The display shows "1---" and flashes

2



Switch to unit 'centimeter': Press the "↓" button and the display shows "1-1"

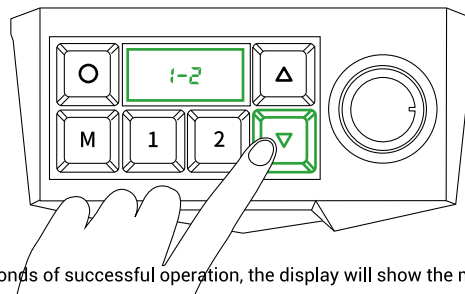
3



After 5 seconds of successful operation, the display will show the modified unit.

Switch to unit 'inch': Press the "↓" button and the display shows "1-2"

4

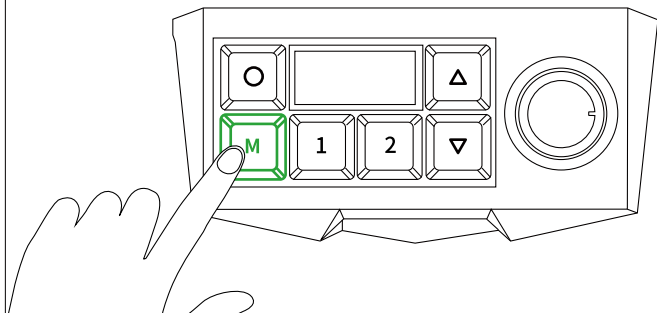


After 5 seconds of successful operation, the display will show the modified unit.

Control Panel Operating Instructions – Auto Reverse Sensitivity

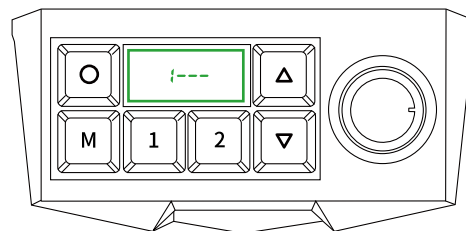
Press and hold the "M" button for about 5 seconds

1



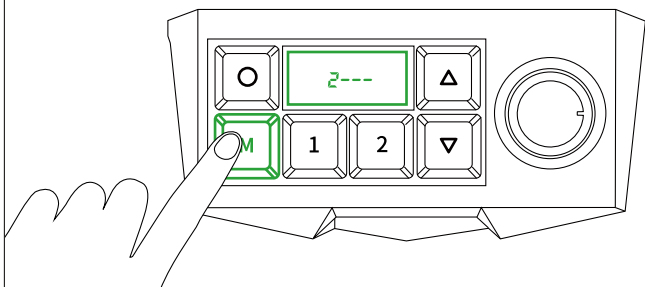
The display shows "1---" and flashes

2



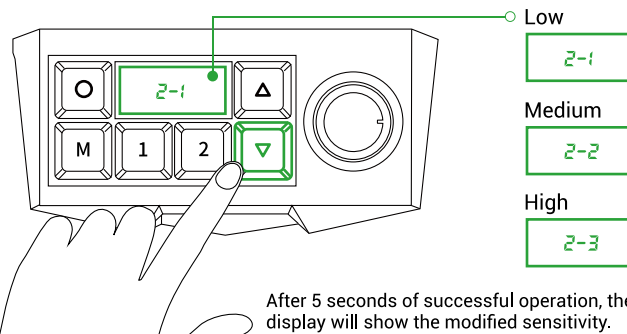
Press the "M" button again. Then the display shows "2---" and flashes

3



Press the "↓" button to adjust the auto reverse sensitivity

4

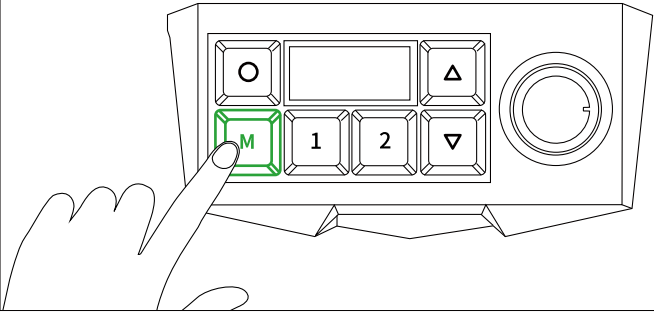


After 5 seconds of successful operation, the display will show the modified sensitivity.

Control Panel Operating Instructions – Pickup Sensitivity

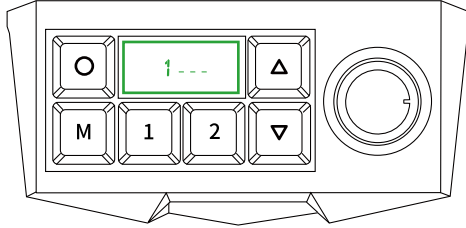
Press and hold the "M" button for about 5 seconds

1



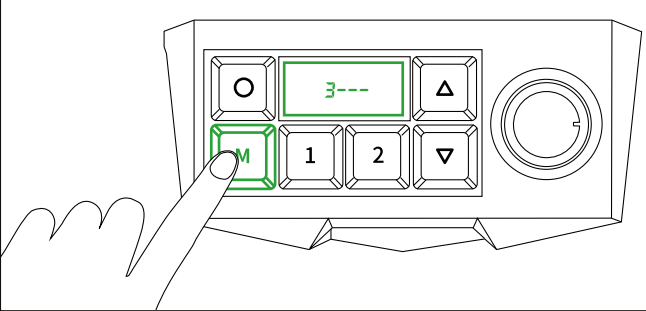
The display shows "1---" and flashes

2



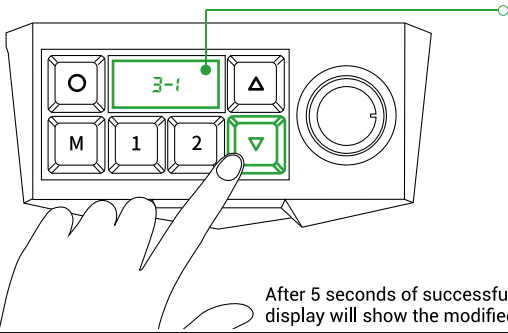
Press the "M" button again. Then the display shows "3---" and flashes

3



Press the "↓" button to adjust the pickup sensitivity

4



Low

3-1

Medium

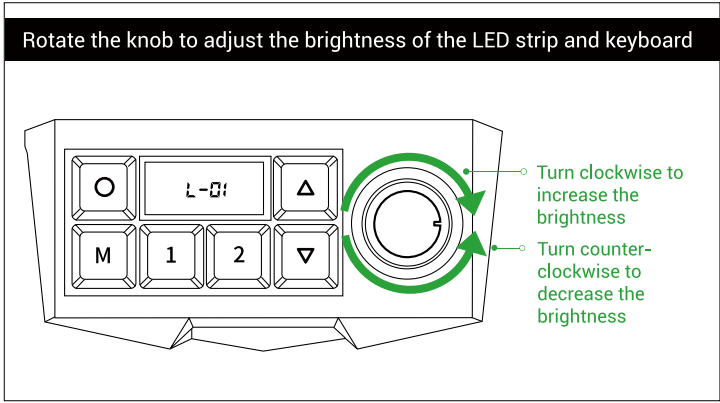
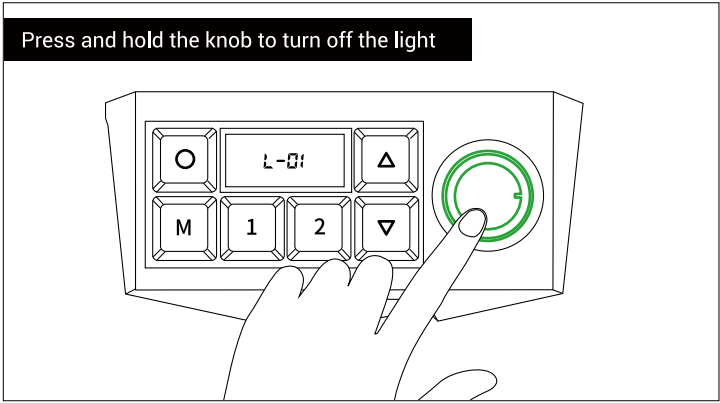
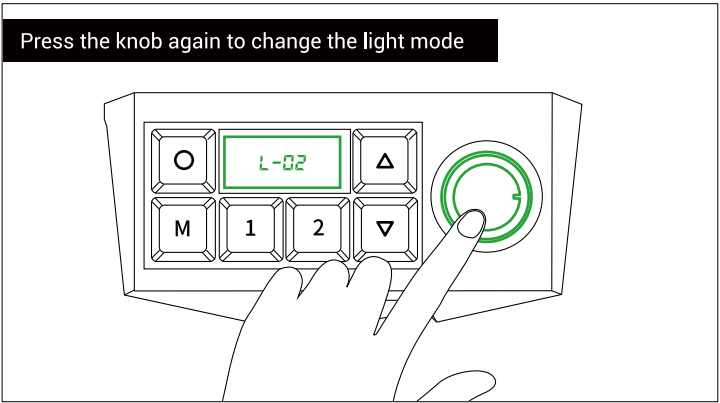
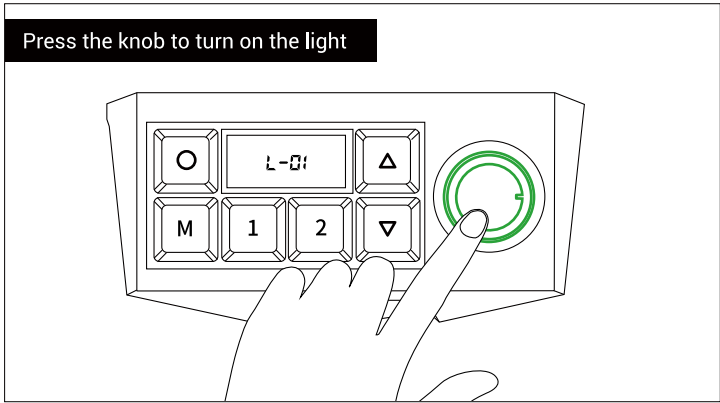
3-2

High

3-3

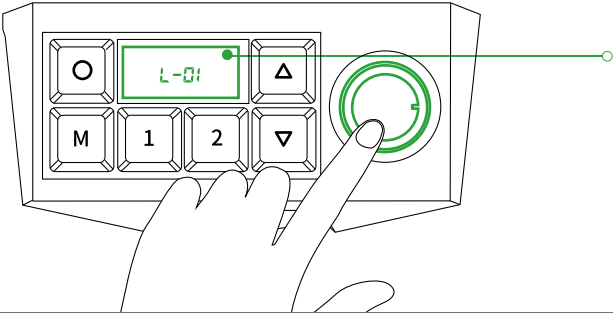
After 5 seconds of successful operation, the display will show the modified sensitivity.

Control Panel Operating Instructions – Light Control



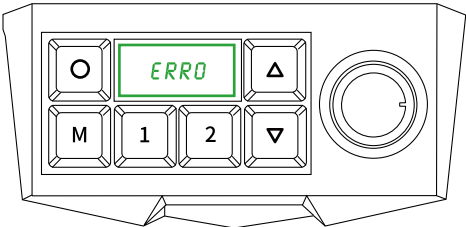
Control Panel Operating Instructions – Light Mode and Error Code

Press the knob to change the light mode

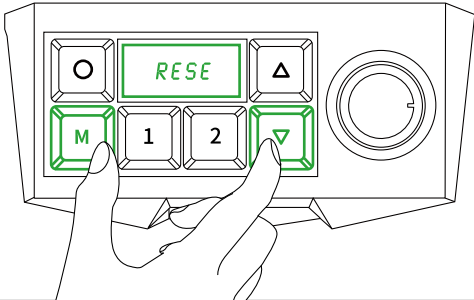


Breathing L-01	Rainbow L-02	Pickup 1 L-03	Pickup 2 L-04
Daylight L-05	Rouge L-06	Starry Sky L-07	Firefly L-08

When the desktop is overloaded or the control panel is unresponsive, the display will show "ERRO"

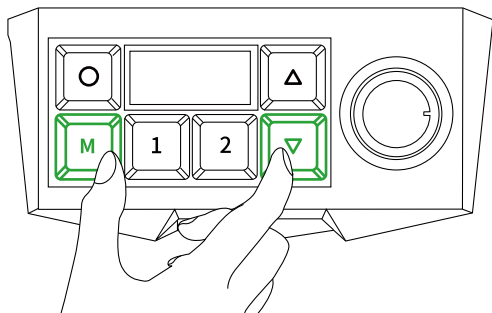


Reset: Press and hold the "M" and "∇" buttons for about 5 seconds until the desk reaches its lowest height



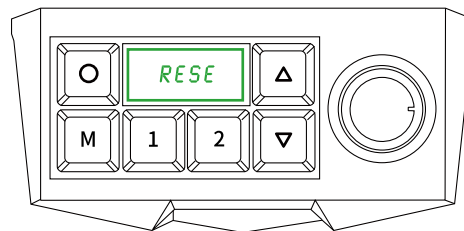
Control Panel Operating Instructions — Reset Function

Press and hold the "M" and "↓" buttons for about 5 seconds



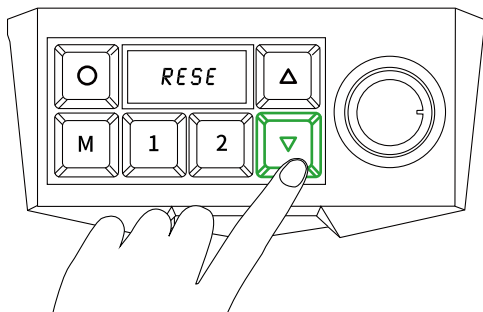
1

Until the display shows "RESE"



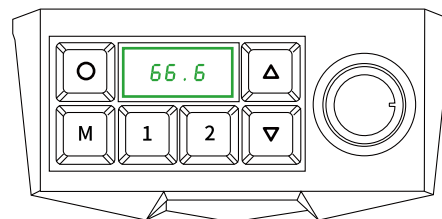
2

Press and hold the "↓" button to lower your desk to the lowest position



3

The display shows 66.8 cm (26.3"), which means the reset has been finished. The red and blue lights alternately flash 3 times



4

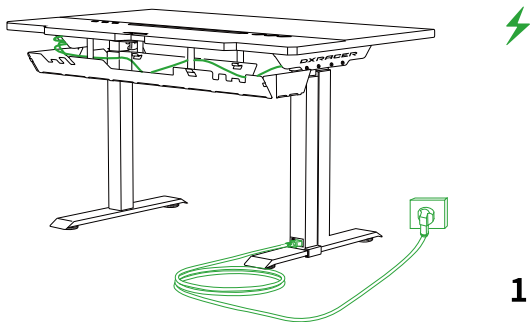
Do not disconnect the power during the reset process.
The reset procedure can be stopped for safety at any time.

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02 / Mobile App Control

Mobile App Control – Software Download

Make sure the desk is energized and all cables are securely connected



Scan the code on your cell phone to download the Easy Control App and turn on Bluetooth permissions



Android version

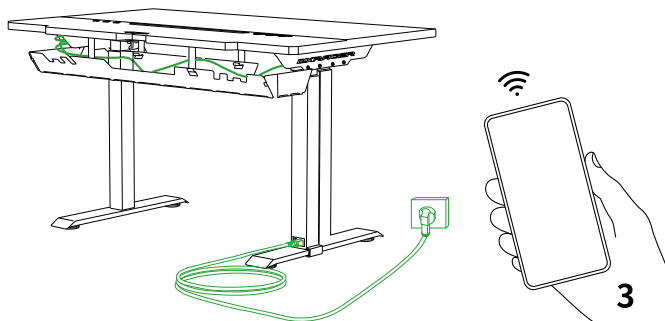


iOS version

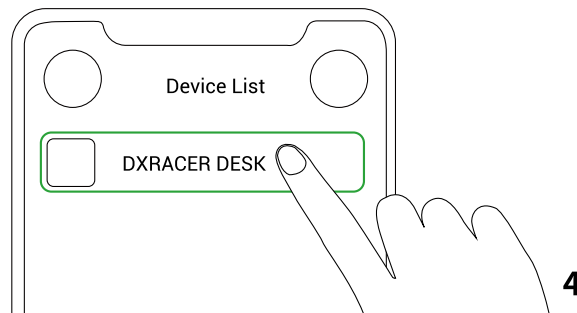
*Easy Control App is only available for mobile devices now.

2

Make sure your mobile phone is near the desk

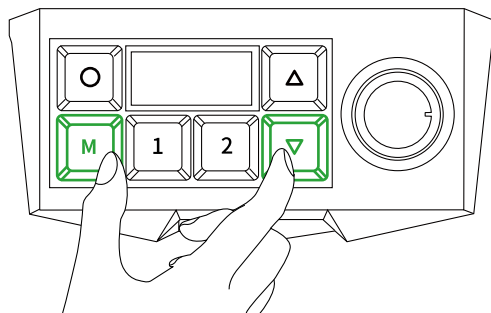


Click the icon to enter the App control interface



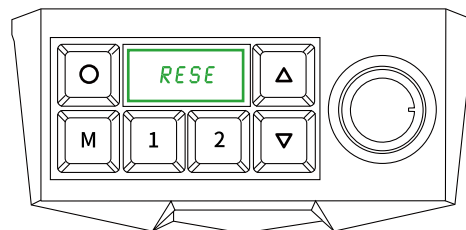
Control Panel Operating Instructions – Reset Function

Press and hold the "M" and "↓" buttons for about 5 seconds



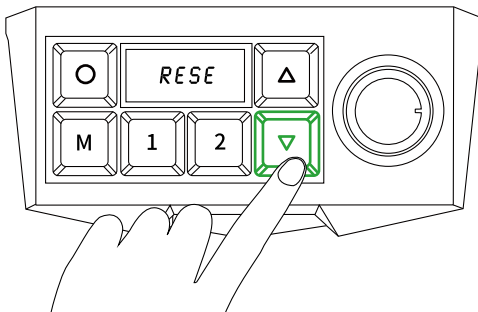
1

Until the display shows "RESE"



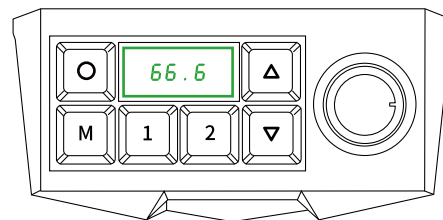
2

Press and hold the "↓" button to lower your desk to the lowest position



3

The display shows 66.8 cm (26.3"), which means the reset has been finished. The red and blue lights alternately flash 3 times



Do not disconnect the power during the reset process.
The reset procedure can be stopped for safety at any time.

4

TIDAL

03 / Common Issues and Accessories Installation

Common Issues and Solutions

1. No Power to the Desk

Check that the power is on and that all cables are securely connected.

2. Desk Is Not Level

Level your desk with a spirit level (excluded from the box).

3. Auto-reverse Occurs Multiple Times

Check for obstructions. Remove anything that is near your desk and obstructs its motion, whether they are located above, below, or next to it. Adjust the auto-reverse sensitivity to your needs.

4. Control Panel Is Displaying An Error Code

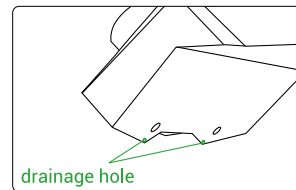
When your control panel is displaying an error code, try to reset it. Refer to the reset function. (Refer to pg.12)

5. Control Panel Is Unresponsive

Turn the control panel off and disconnect the power for at least 10 seconds. Turn the power back on after 10 seconds and then reset it.

6. Liquids Spill Onto The Control Panel

Our control panel is resistant to spills. If you encounter liquid spill, please disconnect the power supply right away. Wipe the drainage hole with a dry cloth, paper towel or cotton swab and wait until the liquid is completely drained from it. After about 4~6 hours of complete air drying, you can safely reconnect the power supply and use it again.

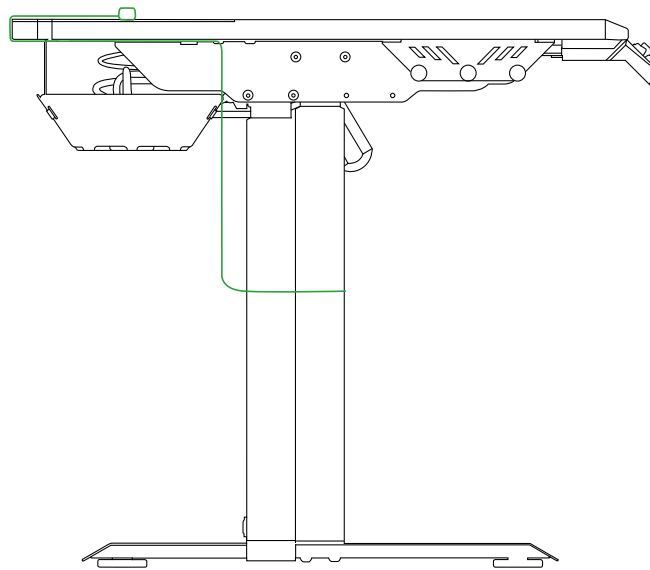
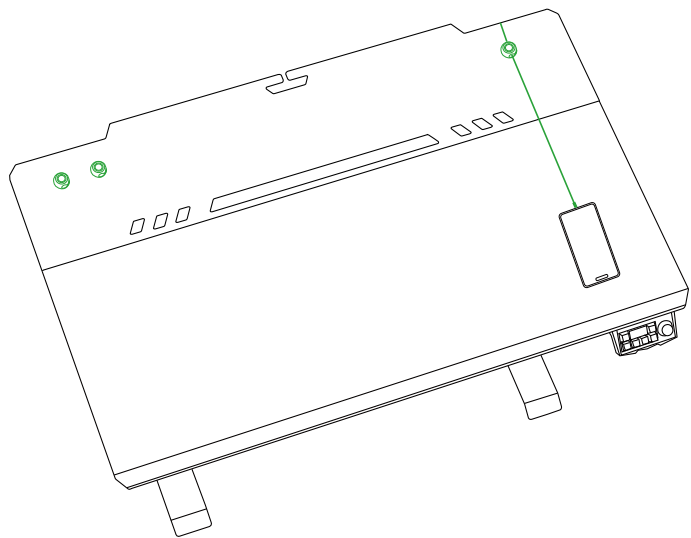


Magnetic Cable Organizer

Place the magnetic cable organizer on the surface of the metal desktop to hold it in place and secure wires as needed

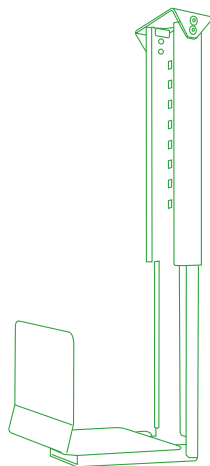


Magnetic Cable Organizer



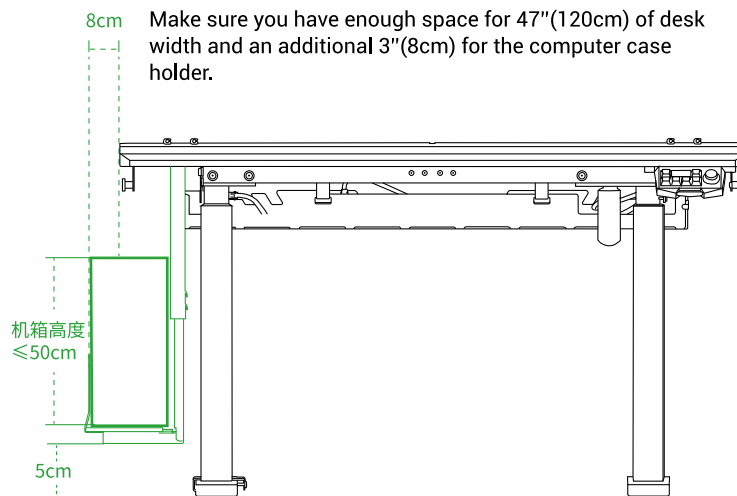
Optional Computer Case Holder Installation

Computer Case Holder



* Clear out anything under the computer case.
Our computer case holder only can be added to size Plus / XL
(47.24" L × 29.53" W) desk.
Require separate purchase

To install the optional computer case holder, make sure your desk is at least 20.5"(52 cm) high and your computer case isn't taller than 19.7"(50 cm)



Avoid placing anything under the computer case to prevent desk height adjustment.

TIDAL

04 / Warranty Policy

Warranty Policy

What Our Warranty Covers

DXRacer USA promises to repair or replace any DXRacer USA product or component that DXRacer USA finds to be defective in material or workmanship during the warranty period. Only Tidal Series products sold on the United States Official Website are covered by this warranty policy. DXRacer will honor the warranty from the date your original order was shipped so long as you, the original purchaser, still own it.

DXRacer Tidal Series products are covered by a three-year warranty from the date your original order was shipped. However, please note that the Control Panel and LED Light Strip are covered by a two-year warranty; the computer case holder is an optional part that can be purchased separately, and it comes with a three-year warranty. If you encounter any quality issues caused by non-human factors during this period, you can contact DXRacer at any time. We will provide you with high-quality after-sales service.

What Our Warranty Does Not Cover

- Wear and tear occurs during daily use, for example, the material or upholstery fades, peels, loses its texture, etc. after a period of use.
- Unauthorized Modifications to the product.
- Products that were not assembled, used, or maintained following the instructions
- Human misuse, abuse, and intentional damage to the product, even causing bodily harm, fire, or accident.
- Damage to the product due to prolonged contact with animals or exposure to high heat, high humidity, high salinity or pollutant gases.
- Natural disasters, transportation damage or other causes beyond our control.

Warranty Policy

How to Get Our Warranty Service

In Warranty

1) If you need warranty service, you can log in to your account and click the button "After-Sales" on the lower right side of your order. Then fill out the form to tell us the details and wait. You will receive an email notification after approval.

2) Out Of Warranty

You can visit our Contact DXRacer Page to fill out the form. We are here to serve you.

3) Others

- If you encounter any difficulties with the method mentioned above, you can visit the Contact DXRacer page and fill out the form to let us know about the issue you are facing. We'll get in touch with you as soon as we can.
- Please have your detailed order information ready for the Warranty Department to begin your claim. You will be required to send photos or videos of the complication you are experiencing to allow our Warranty Department to further assist you.
- If you purchased your product through a licensed 3rd party vendor, you will need to supply a copy of your receipt. Licensed 3rd party vendors have their own policies. DXRacer cannot extend or alter the warranty that would come with your purchase through a Licensed 3rd party vendor. Please allow 2-4 weeks for your warranty claim to be processed, approved, and shipped.
- If inventory for the needed part is unavailable, your replacement will ship once the inventory is replenished.
- Warranty hours of operation are Monday-Friday 8:30 am to 5:00 pm EST, and closed on Saturday, Sunday, and legal.

Product Technical Parameters

Name	DXRacer Tidal Series Desk	Input Voltage (Control Box)	100-240 V
Rated power	60W	Output Voltage (Control Box)	24 V
Size	Regular/L	Maximum Rated Current	12 A
	Plus/XL		
Full Desk Top Dimensions	L: 39.4" L*29.5" W*1" H / 100 cm*75 cm*2.5 cm	Number of Motors	1
	XL:47.2" L*29.5" W*1" H / 120 cm*75 cm*2.5 cm		
Adjustable Height Range	26.2"~40.9" / 66.6 cm ~104.0 cm	Input Voltage (DC Motor)	18 V DC
Maximum Load Capacity	50 kg / 110 lbs	Motor Speed (Vertical Lift)	25 mm/s
Weight	L: 103.8 lbs / 47.1kg	Noise Level	<40 dB
	XL:112.4 lbs / 51.0 kg		
Frame Construction	Steel	Intended Use Temperature Range	-20 °C-50 °C
Desk Top Construction	High Density Fiberboard (HDF), Steel Plate Cold Commercial (SPCC), Polymethyl Methacrylate (PMMA)	Intended Use Humidity Range	RH40%-80%

DXRACER

 www.dxracer.com

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