

Volante Desktop Sit-Stand Workstations FAQs

How can I tell if the products I purchased are affected?

Raise the desktop to its full upright position, under the right side of the desktop, check the bracket for a lot code sticker that is about 1 inch long and ends in the letters VOL.

Why are you conducting a field fix on the product?

Under certain overload/mis-use conditions, the cylinders can fail causing them to be propelled from the desk units.

What is the company doing as a remedy?

We are conducting a voluntary field repair of all desks. We would recommend scheduling this field repair at your earliest convenience and we can schedule that now.

Have there been any injuries?

No injuries have been reported with any of these desks.

Can you provide assurance that the replacement/serviced product is safe?

We've conducted extensive analysis and laboratory testing of our planned repair and are extremely confident we've remedied any potential safety issues.

What should I do?

You should call 1-888-667-1501 to schedule a service technician to perform an on-site repair at no cost to you.

Can I continue to use my desk?

Yes, if used within the product's specifications and intended purpose. When properly used there is no indication that your product will malfunction. [Click here for Proper Use Instructions.](#)

What is the load capacity my desk?

- Standard unit is a max 35 lbs.
- Corner unit is max 35 lbs.
- Heavy Duty (HD) unit is max. 45 lbs.

I no longer have the receipt, or I no longer have the unit. Can I still participate in the field fix?

You do not need your receipt. You only need to provide the number from the lot code sticker. You can find the lot code sticker by raising the workstation to its highest position, and looking on the upper right-hand bracket underneath the desktop surface.

If you no longer have the desk, but do have the contact details of the new owner, please provide their contact details so we can advise them of this field repair action.

If you have disposed of the unit, you do not need to take any further action.

If you have any questions, please call 1-888-667-1501.

Can I take the unit back to the store where I purchased it?

Your retailer will be unable to service your desk under this field repair program. All retailers have been instructed to forward customer inquiries to us.

Does this affect my warranty? Will I lose my warranty?

If you have the repair completed, we will extend your manufacturer's warranty to 2 years from the date of repair.