

# Customer Service Troubleshooting Guide:

## Notes:

- Advise the user to not use the Base until the Base is initialized!

## All bases must be initialized prior to use.

(The initialization will set the legs to be even and will move the base to the lowest position.)

**Notes: Installer must assure that all cables are free to move adequately to assure full up/down motion of the table without binding, tightness, or pulling connections.**

## Troubleshooting steps:

### 1. INITIALIZATION

- a. Start out by asking the user to initialize the table base. Wait while the user initializes the base.
- b. To initialize the base:
  - i. Check all cords to assure they are fully connected
  - ii. Press and hold both the down and up buttons simultaneously until the legs start to move. The legs will begin to move down at half-speed of normal operation.
  - iii. Keep pressing the down and up buttons. The legs will move down to the lowest position and will 'rebound' slightly. The rebound indicates that the legs are initialized.
  - iv. Release the down & up buttons. Initialization is complete. Ask the user to cycle the table base 3 times to assure it is functioning well. The table may now be used.
- c. If the initialization successfully reset the base, confirm with the customer that base must be reinitialized if power is disconnected. The handset should read the lowest height programmed at the initialized state. Then complete the call.

### 2. ERROR CODES

- a. Check all cords to assure they are fully connected
- b. If there is an error code, ask the user for that error code and write it down.
  - If error code E01, ask the user to remove and reinstall the leg cables, assuring that the end connectors are fully seated and secured with the built-in connector clip.
    - If a cable doesn't fully seat or is damaged, determine if the cable connector is damaged or the leg receptacle is damaged. Replace the damaged part and note the issue in the case. In the case, note the defective item and supplier. In the narrative, note the troubleshooting efforts and the replacement part to be sent.
    - Reinitialize the table base per 1.b
  - If error code E02, the table has been in use for a time period longer than recommended. Ask the user to wait for 15 minutes for the Control Unit to reset. Then ask the user to cycle the table base 3 times to assure it is functioning well. If the table base is not properly functioning after waiting 15 minutes, reinitialize the table following the instructions in 1b. If after initializing the table base it is still not functioning, proceed with troubleshooting per # 3 below.
  - If error code E03, remove weight from the table. Verify that the table is level and appears normal. Reinitialize the table per 1.b if needed. Then resume normal function.
  - If error code E04, perform the same functions as E01.
  - If error code E05, check the function of the buttons in the handset. If a button is stuck, press the button several times to loosen/reseat the button. If the button does not become free, replace the handset.
  - If error code E06, ask the user to remove and reinstall the handset cable in the Control Unit, assuring that the end connector is fully seated and secured with the built-in connector clip. If the connector will not fully seat and clip in to the Control Unit, determine if the handset connector is damaged or if the Control Unit connector is damaged. Replace damaged item. If an extra handset is available, replace the handset and check for function. If the table functions normally with the new handset, replace the handset.
  - If error code E07, the handset needs to have the height readout reset.
    - To reset the height readout,

1. Press the S button and the up button simultaneously for approximately 3 seconds. The first digit will begin to blink.
2. Press the up or down button to change the number to the desired height.
3. Press the S button. The next digit will begin to blink.
4. Repeat steps 2 and 3 to change the 2nd digit.
5. Press the S button and the 3rd digit will begin to blink.
6. Repeat steps 2 and 3 to change the 3rd digit.

The height programming is now complete.

#### **ERROR CODES**

<b>Error Code</b>	<b>Description</b>	<b>Trouble Shooting</b>
E01	Leg Error	<ol style="list-style-type: none"> <li>1. Assure the leg cable is plugged securely into the control box.</li> <li>2. Re-initialize base.</li> <li>3. If problem continues, replace leg.</li> </ol>
E02	Over-use of table	<ol style="list-style-type: none"> <li>1. Wait 15 minutes prior to utilizing the base.</li> </ol>
E03	Weight on the surface is greater than recommended	<ol style="list-style-type: none"> <li>1. Remove weight from the table surface.</li> </ol>
E04	Data Error	<ol style="list-style-type: none"> <li>1. Re-initialize base.</li> </ol>
E05	Button Stuck	<ol style="list-style-type: none"> <li>1. Check the condition of the button in the handset.</li> <li>2. Replace the handset if button remains stuck.</li> </ol>
E06	Communication Interruption	<ol style="list-style-type: none"> <li>1. Check the cable connection between handset and control box.</li> <li>2. Verify that the cable is securely plugged in.</li> <li>3. If problem is not resolved, replace handset.</li> </ol>
E07	Handset Height Error	<ol style="list-style-type: none"> <li>1. Height of the table was incorrectly set.</li> <li>2. Re-initialize base and reset the desired memory height on the handset.</li> </ol>

**If, after troubleshooting error codes E01-E03, the base is still not functioning, replace the Handset.**

**If, after troubleshooting error codes E04-E07, the base is still not functioning, replace the Control Unit.**

#### **3. If the table is not functioning and there is no error code, and the handset has power.**

- a. Check to see if the surface is level. Confirm that all legs are perpendicular and that one leg is not at an angle after final placement of the table base. If the leg is bent (not straight) it may send a false signal to the Control Unit and not function properly.
- b. Check to see if there is too much weight on the top of the table and remove excess weight
- c. Check all cords to assure they are fully connected
- d. Check to assure that there is no interference of the table with garbage cans, other tops, boxes or other items that can interfere with table movement.

Once steps 'a' through 'd' have been taken, **reinitialize** the table base .

### Additional items to check:

Symptom	Check	Action	Check box when complete
The base does not run and there does not seem to be power to the handset	Is the main power cord connected to the control box?	<ul style="list-style-type: none"> <li>Assure all cables are firmly inserted into the control box, verifying that it is straight and fully seated.</li> <li>Verify the plug is fully inserted in to the wall socket and that the socket has power</li> <li>If another handset is available to you, connect it to the base if the table runs the nonresponsive handset is defective. If table remains unresponsive, connect another control box and initialize the base if functionality is restored then the nonresponsive control box is defective. Damaged parts can be replaced by contacting Customer Service at (###) ###-####</li> </ul>	
	Are all plugs mounted and inserted properly in the control box and in the leg receptacles?	<ul style="list-style-type: none"> <li>Remove and reinsert all connecting cables into each leg and into the control box. Verify that the connectors are straight and fully seated</li> </ul>	
	Are there any visible damages on the cables, controls, control box or legs?	<ul style="list-style-type: none"> <li>If damaged, those parts must be replaced- contact Customer Service at (###) ###-####</li> </ul>	
The desk stops and can only run in the opposite direction	Is the desk in the full up or full down position?	<ul style="list-style-type: none"> <li>Reinitialize the base by pressing the up and down arrow keys at the same time until the base moves to its very bottom most position.</li> </ul>	
	Is there anything that is interfering with the table base or work surface?	<ul style="list-style-type: none"> <li>Assure a gap of 1" around all moving parts, that no objects such as garbage cans or other items can come in to contact with the moving table.</li> </ul>	
	Is there too much load on the desk, compared to previous working configuration?	<ul style="list-style-type: none"> <li>Remove some of the load from the table top then reinitialize by pressing the up and down arrow keys at the same time until the base moves to its very bottom most position.</li> </ul>	
The desk won't run its fully intended travel range/stopping at the same point.	Check to see that a new saved minimum/maximum stopping point wasn't created.	<ul style="list-style-type: none"> <li>Reset the memory to clear the settings by holding down the "S" button and then the "2" button on the keypad for 3 seconds or until the letter "C" appears on the screen indicating that the clearing operation is complete.</li> </ul>	
One or more of the legs rise at different rates.	Check connection cables (unplug and re-insert connector) between control box and legs are correctly connected and have no visible damage.	<ul style="list-style-type: none"> <li>If connection cables are fully connected (after unplugging and re-inserting connector) with no visible damage then reinitialize base and retry operation. <ul style="list-style-type: none"> <li>If table is still malfunctioning connect a different functional control box if possible and reinitialize, if normal operation is restored then the initial control box is defective. However if legs are still malfunctioning then they are defective and must be replaced. Malfunctioning parts can be replaced by contacting Customer Service at (###) ###-####</li> </ul> </li> </ul>	

## **OTHER USEFUL INFORMATION**

### **SETTING MEMORY SETTINGS**

To set memory positions, please follow these steps:

1. Press and hold the down OR up button to raise table to the desired height.
2. Press the “S” Button, then press the “1,” “2” or “3” buttons. The current height of the table will be saved in the selected position (1, 2 or 3).

### **SETTING MINIMUM HEIGHT**

1. Press and hold the down button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “1” button. Do this for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

### **SETTING MAXIMUM HEIGHT**

1. Press and hold the up button until it reaches the desired position.
2. Press and hold the “S” button, then press and hold the “3” button for at least 3 seconds.
3. The letter “L” will appear on the screen indicating that the position is now “locked.”

### **TO CLEAR SETTINGS**

1. Press and hold the “S” button, then press and hold the “2” button. Do this for at least 3 seconds.
2. The letter “C” will appear on the screen indicating the positions are “clear.”

### **CHANGING THE HEIGHT READOUT**

1. Press the “S” button and the up button for 3 seconds. The first digit will begin to blink.
2. Press the up or down button to change the number to the desired height.
3. Repeat the above sequence to adjust each digit.