

Standard troubleshooting procedures

Procedure 1 (P1) - Initialise the control box (reset)

This procedure resets all columns to the fully retracted position so that the control box knows where they are.

Note: This is the common solution for when a desk will move down but not up.

When a control box requires initialisation, this is how the system is programmed to behave.

1. Hold DOWN button on desk panel to ensure the columns are retracted to their lower limit (whether it is the fully retracted hard stop or a configured lower limit).
2. Briefly release DOWN.
3. Press and hold DOWN for 5 seconds, wait until all desk movement has stopped, then release.
 - 3.1. If initialisation is successful, columns will do a slight up/down “handshake” movement.
 - 3.2. If you have a desk panel with display, E01 is displayed during this part of the procedure.

Procedure 2 (P2) - Check all cable connections

1. Mains cable, connected to both the control box and power outlet.
2. All motor cables, connected to both the control box and column.
 - 2.1. Assuming a standard control box configuration, these must be connected in channels 1 and 2, or channels 1, 2 and 3 for a 3-legged table.

They cannot be connected in channels 1 and 3 or 2 and 3 unless there is a configuration on the control box specifying this arrangement.
3. Desk panel cable, connected to the control box in either port A1 or port A2.

Procedure 3 (P3) - Check for obstructions

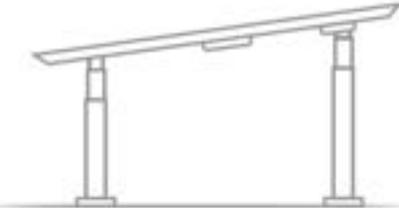
1. Check under, above and on the sides of the desk for any obstructions that could prevent movement in either direction.

Procedures 4 and 5 are for a two-legged desk system. The same concepts can be used for a 3-legged system using Channel 3 and so forth.

Procedure 4 (P4) - Check for faulty component(s) WITH error codes

(digital display on desk panel, or on app via Bluetooth®)

Note: Check the Error codes list for assistance. The code should read E##. Some error codes are channel-specific, which can help pinpoint the problem.

Symptom	Corrective measures
System will move down but not up.	1. Initialise (see Procedure 1 (P1)).
System unresponsive (no power to display when any button is pressed). If any of these steps activate the digital display, initialise the system (see Procedure 1 (P1)).	<ol style="list-style-type: none"> 1. Check mains cable connection. 2. Test power outlet using another device (lamp, phone charger, etc.). 3. Plug in a new switch and test. 4. Connect all existing cables to a new control box and test.
System is powered, but will not initialise.	<ol style="list-style-type: none"> 1. Try pressing and releasing the DOWN button a few times before pressing and holding for 5 seconds. 2. Also, be aware of whether the control box has a special configuration: If the desk is programmed with a lower stroke limit, so as to avoid a collision with something like a file cabinet, it is possible that it also has a custom, longer Forced Initialisation Time. This is the time required to hold DOWN before initialisation begins. Sometimes this is 10 seconds or longer. 3. If you have a standard control box without a special configuration (i.e. with standard configuration), try to initialise each column in Channel 1 by itself, with nothing else plugged into the motor channels on the control box. Also, swap the motor cables so that a different motor cable is used to initialise Channel 1 by itself. The problem could be a faulty column or a faulty motor cable.
Channel-specific error E.g. E41 – Channel 1 overload <i>(Everything except PIEZO errors E59-E63)</i>	<ol style="list-style-type: none"> 1. Swap the motor cable connections at the control box (motor cable #1 from channel 1 to 2, motor cable #2 from channel 2 to 1). If it remains E41, there could be a problem with the application (load or obstruction on one side) or a defective control box. If the error changes to E42, go to step 2. 2. Swap the motor cable connections at the columns, so that the column that was originally connected to Channel 1 is back in Channel 1, but with the motor cable that was originally connected to Channel 2. If it remains E42, it is most likely a defective motor cable, now connected to Channel 2. If it goes back to E41, it is most likely a defective column, now connected to Channel 1.
Desk is uneven 	<ol style="list-style-type: none"> 1. Initialise the desk. If both columns begin to run down, complete the initialisation. If only one column moves, stop and go to Step 2. 2. Check motor cable connections. Check to ensure motor cables are not pulled during movement. With a standard control box, it is possible that only one column is connected, and connected to Channel 1. In this case, it will initialise and run Channel 1 only. If there is only one column but it is connected to Channel 2, it will not initialise. 3. If a motor cable was disconnected, reconnect the cable and try initialising again. 4. If unsuccessful, connect the column from Channel 2 into Channel 1, with nothing in Channel 2, and initialise. 5. Try initialising the same column that is in Channel 1, but with a different motor cable. If it still will not initialise, replace the column.