

Troubleshooting (3-Leg Base)

Before performing any troubleshooting steps, be sure the outlet is working and the following connections are secure:

- | | |
|------------------------------|---------------------------|
| handset cable to control box | cables to control box |
| lifting columns to cables | power cord to control box |

Note: Once you begin the troubleshooting process, do not make any undirected changes to cable positions.

TROUBLE SHOOTING STEPS (please mark the boxes as appropriate; Result key on last page)

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1	Is the handset equipped with an LED read-out?	<input type="checkbox"/>	Yes → go to Step 2
		<input type="checkbox"/>	No → go to Step 14
2	is the LED read-out illuminated (after any button is pushed)?	<input type="checkbox"/>	Yes → go to Step 3
		<input type="checkbox"/>	No → go to Result 1
3	Does the handset say "HO1	<input type="checkbox"/>	Yes → go to Result 1
		<input type="checkbox"/>	No → go to Step 4
4	Does the handset say "RST", "E01, E02, E03, E07, E08, E09?	<input type="checkbox"/>	Yes → go to Step 5
		<input type="checkbox"/>	No → go to Result 2
5 a	Perform a system reset.		
b	Is the desk working properly?	<input type="checkbox"/>	Yes → you're done!
		<input type="checkbox"/>	No → go to Step 6
6	Does the handset still show "RST"?	<input type="checkbox"/>	Yes → go to Result 2
		<input type="checkbox"/>	No → go to Step 7
7	Choose one of the combinations below		
a	Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port	<input type="checkbox"/>	→ go to Result 4
b	Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port	<input type="checkbox"/>	→ go to Result 4
c	Error E03 or E09 and Lifting Column (w/o cable) plugged into M3 port	<input type="checkbox"/>	→ go to Result 4
d	Error E01 or E07 and Lifting Column w/o cable plugged into M2 port	<input type="checkbox"/>	→ go to Step 8
e	Error E01 or E07 and Lifting Column w/o cable plugged into M3 port	<input type="checkbox"/>	→ go to Step 9
f	Error E02 or E08 and Lifting Column w/o cable plugged into M1 port	<input type="checkbox"/>	→ go to Step 10
g	Error E02 or E08 and Lifting Column w/o cable plugged into M3 port	<input type="checkbox"/>	→ go to Step 11
h	Error E03 or E09 and Lifting Column w/o cable plugged into M1 port	<input type="checkbox"/>	→ go to Step 12
i	Error E03 or E09 and Lifting Column w/o cable plugged into M2 port	<input type="checkbox"/>	→ go to Step 13

Troubleshooting & Warranty Claim Form (3-Leg Base)

8 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

Yes → go to **Result 3**

No → go to **Result 4**

9 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

Did the error message change to E02 or E08?

Yes → go to **Result 3**

No → go to **Result 4**

10 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

Yes → go to **Result 3**

No → go to **Result 4**

11 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

Yes → go to **Result 3**

No → go to **Result 4**

12 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

Did the error message change to E02 or E08?

Yes → go to **Result 3**

No → go to **Result 4**

13 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

Yes → go to **Result 3**

No → go to **Result 4**

Troubleshooting & Warranty Claim Form (3-Leg Base)

14 Choose one of the combinations below

- a Is the lagging Lifting Column w/o cable plugged into M1 port → go to **Result 4**
- b Is the lagging Lifting Column w/o cable plugged into M2 port → go to **Result 4**
- c Is the lagging Lifting Column w/o cable plugged into M3 port → go to **Result 4**
- d Is the lagging column w/ cable in M1 and column w/o cable in M2? → go to Step 15
- e Is the lagging column w/ cable in M1 and column w/o cable in M3? → go to Step 16
- f Is the lagging column w/ cable in M2 and column w/o cable in M1? → go to Step 17
- g Is the lagging column w/ cable in M2 and column w/o cable in M3? → go to Step 18
- h Is the lagging column w/ cable in M3 and column w/o cable in M1? → go to Step 19
- i Is the lagging column w/ cable in M3 and column w/o cable in M2? → go to Step 20

15 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

- Did the error message change to E03 or E09? Yes → go to **Result 3**
 No → go to **Result 4**

16 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

- Did the error message change to E02 or E08? Yes → go to **Result 3**
 No → go to **Result 4**

17 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

- Did the error message change to E03 or E09? Yes → go to **Result 3**
 No → go to **Result 4**

18 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

- Did the error message change to E01 or E07? Yes → go to **Result 3**
 No → go to **Result 4**

19 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

- Did the error message change to E02 or E08? Yes → go to **Result 3**
 No → go to **Result 4**
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20 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.
Do a system reset

Did the error message change to E01 or E07?

- Yes → go to **Result 3**
- No → go to **Result 4**

Result 1 You have exceeded the 10% duty cycle and the desk is overheated. Wait 20 minutes and the desk should resume normal operation.

Result 2 Replace the control box.

Result 3 Replace the cable.

Result 4 Replace the lifting column.

- If directed to this result from Step 7a replace column connected to port M1
- If directed to this result from Step 7b replace column connected to port M2
- If directed to this result from Step 7c replace column connected to port M3
- If directed to this result from Step 8 replace column connected to port M1
- If directed to this result from Step 9 replace column connected to port M1
- If directed to this result from Step 10 replace column connected to port M2
- If directed to this result from Step 11 replace column connected to port M2
- If directed to this result from Step 12 replace column connected to port M3
- If directed to this result from Step 13 replace column connected to port M3
- If directed to this result from Step 14a replace column connected to port M1
- If directed to this result from Step 14b replace column connected to port M2
- If directed to this result from Step 14c replace column connected to port M3
- If directed to this result from Step 15 replace column connected to port M1
- If directed to this result from Step 16 replace column connected to port M1
- If directed to this result from Step 17 replace column connected to port M2
- If directed to this result from Step 18 replace column connected to port M2
- If directed to this result from Step 19 replace column connected to port M3
- If directed to this result from Step 12 replace column connected to port M3

Use the box below to communicate any important notes about the trouble-shooting process, and/or to list any parts missing or damaged for which replacements are requested.

Name of Troubleshooting Technician