

DEFINITIONS

- R5T – means "reset"
- Er1 – means "error 1" (miscommunication between control box and lifting column plugged into port 1)
- Er2 – means "error 2" (miscommunication between control box and lifting column plugged into port 2)
- Er7 – means "error 7" (motor in lifting column attached to Port 1 on the control box is not providing correct information to the control box)
- Er8 – means "error 8" (motor in lifting column attached to Port 2 on the control box is not providing correct information to the control box)
- HOT – means "hot" – desk has reached its duty cycle limit – let desk base cool for 20 minutes

PROPER RESET PROCEDURE

Make sure a full reset procedure is performed – it may take up to 10 seconds for the lifting columns to start moving. The "down" button must be held in until the base goes all the way down, pauses (could be up to 5 more seconds) and then pops up just a bit – then let go of the "down" button.

TROUBLESHOOTING

Assuming the desk is plugged into a working outlet and all connections (such as power cord) are securely in place:

- If the handset is dark – replace the handset
- If the replaced handset is still dark – replace the control box
- If the handset says "R5T" (reset), Er1, Er2, Er7 or Er8:

Most of the time after performing a reset procedure the desk will resume normal operation or the display changes to/remains on an Er message (Error message). If the handset still says "R5T" you can replace the control box to see if that fixes the issue.

If you have an Er message, check if any of the cables are loose, do a reset procedure to see if the error message is cleared. If any Er message remains:

- 1) Make note of the error message – Er1 (port 1), Er2 (port 2), Er7 (port 1) or Er8 (port 2).
- 2) Switch the cables at the control box (only), do a reset, see if the error message changes.
- 3) If the Error message changes then it is either the cable or lifting column coming from the #1 port on the control box (or #2 port, depending on the current Error message)– see the attached image of the control box with the port markings.
- 4) Now if you switch the cables completely (move the left cable to the right side, move the right cable to the left side), do a reset, does the error message change?
- 5) If yes, the cable is bad – replace the cable (see attached to determine port locations on the control box).
- 6) If not, the lifting column motor or circuit board is bad – replace the lifting column (see attached to determine the port locations on the control box).

