Coordinate Troubleshooting Guide

Product Series: Coordinate

Applicable Models: HHAB3S2L, HHAB3S3L, HHAB2S2L

How to reset the height adjustable base:
Allows end user to reset the base out of the box or if any issues occur

1. Press and hold the "down" button on keypad controller until the base reaches its lowest position.
2. Release the "down" button
3. Hold the "down" button again until the display reads "RST"
4. Release the "down" button
5. Hold the "down" button again until the base lowers slightly, then raises back up
6. Release the "down" button

The base should now be ready to use

How to set the memory presets:
Allows end user to set the memory presets at desired locations (up to 4 presets)

1. Adjust the base to the desired height using the "up" and "down" buttons
2. Press "M" followed by the desired preset number

The memory preset is now set for that height

How to set the upper limit:
Allows end user to set maximum height of base if highest height is not desired

1. Adjust the base to the desired maximum height
2. Press the "M" button, then release
3. Immediately press the "up" button, then release
4. Press and hold the "M" button. The display will flash "999" then change to display the height

The upper limit (maximum height) is now set

How to set the lower limit:

Allows end user to set minimum height of base if lowest height is not desired

1. Adjust the base to the desired minimum height
2. Press the "M" button, then release
3. Immediately press the "down" button, then release
4. Press and hold the "M" button. The display will flash "555", then change to display the height

The lower limit (minimum height) is now set

Removing the upper and lower limits:

Allows end user to remove previously determined upper and lower limits to allow for base to reach highest and lowest limit

1. Hold down the "M" button until the display states "S-", then release the "M" button
2. Within 5 seconds, hold down the "M" button again for 2 seconds
3. The display will flash "555", then change to display the height

The upper (maximum height) and lower (minimum height) limits are now removed

How to lock the key pad:

Allows end user to disable key pad from usage if previously enabled

1. Hold the "M" button until the display switches from "S-" to "LOC"

The control is now locked

How to unlock the key pad:

Allows end user to enable key pad for usage if previously disabled

1. Hold the "M" button until the display switches from "LOC" to the height display

The control is now unlocked

Table is not running
End user is stating there is no communication from the table base

1. Does the keypad controller display anything?
   a. If yes, please follow the following troubleshooting:
      I. Is there an error code? See Error code section for more info.
      II. If "LOC" is displayed, the keypad is locked. Hold "M" until the display switches to display the height.
      III. If height is displayed and the base has reduced travel distance, an upper or lower limit is set. See "Removing the upper and lower limits" section.
   b. If no, please follow the troubleshooting below:
      I. Is the power cable connected to the control box?
      II. Is the power cable connected to the wall outlet? If so, ensure that the outlet has power by plugging in a different electrical device.
      III. Is the keypad controller plugged into the control box?
      IV. Unplug the columns from the control box and plug them back in.
2. If the keypad controller still displays something, and all troubleshooting has been completed without success, try to reset the base.
   a. If resetting the base is unsuccessful, replace the columns
3. If the keypad controller does not display something, and all troubleshooting has been completed without success, replace the control box.

One base leg is tilted or uneven
End user is stating that the base is raising/lowering unevenly. Columns are not completely level

1. Check to see if there are any objects either above or below the surface preventing the base from raising or lowering.
   a. Remove objects
2. Was the unit recently dropped or damaged?
   a. Review parts and contact quality team
3. Is the worksurface unevenly loaded to one side?
   a. Distribute the weight across the worksurface.
4. Reset the base
   a. If resetting the base is unsuccessful, replace the column.

Error code is displayed on the keypad

End user states that an error code has displayed on the keypad preventing usage of the base

1. Error code E01-E13 displays on the keypad
   a. Reset the base – If resetting the base is unsuccessful, replace the base
2. Error code "LOC" displays on the keypad
   a. Replace keypad
3. Error code "H01" displays on the keypad
   a. Indicates overheating of unit. Let unit rest for 20 minutes. Display should reappear after rest.