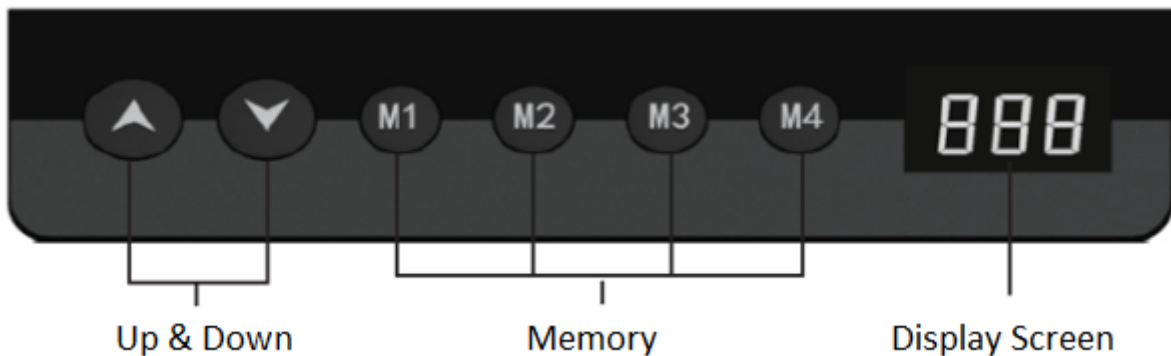


## TROUBLESHOOTING

Error Code	Cause	Solution
ER1	Motor stoppage	<ol style="list-style-type: none"> <li>(1) Turn power off at the power point.</li> <li>(2) Wait 60 seconds.</li> <li>(3) Check cable connections.</li> <li>(4) Turn power back on.</li> </ol>
ER2	Legs not synchronised	<ol style="list-style-type: none"> <li>(1) Turn power off at the power point.</li> <li>(2) Wait 60 seconds.</li> <li>(3) Check cable connections.</li> <li>(4) Turn power back on.</li> <li>(5) Using the down arrow, lower the desk to the minimum height to reset.</li> </ol>
ER3	Cable connection fault	<ol style="list-style-type: none"> <li>(1) Turn power off at the power point.</li> <li>(2) Wait 60 seconds.</li> <li>(3) Disconnect all cables and reconnect.</li> <li>(4) Turn power back on.</li> </ol>
ER4	Communication fault	<ol style="list-style-type: none"> <li>(1) Turn power off at the power point.</li> <li>(2) Wait 60 seconds.</li> <li>(3) Check connection between control panel cable and the control box.</li> <li>(4) Turn power back on.</li> </ol>
ER5	Overload protection	<ol style="list-style-type: none"> <li>(1) Reduce load on desk.</li> <li>(2) Turn power off at the power point.</li> <li>(3) Wait 60 seconds.</li> <li>(4) Turn power back on and lower the desk to the minimum height to reset.</li> </ol>
Hot	Continuous over usage (approx. 1min continuous usage every 10min)	<ol style="list-style-type: none"> <li>(1) Reduce load on desk.</li> <li>(2) Turn power off at the power point.</li> <li>(3) Wait 5 minutes.</li> <li>(4) Turn power back on and lower the desk to the minimum height to reset.</li> </ol>
	Desk stuck at a certain height	Follow the instructions above for <i>minimum height setting</i> or <i>maximum height setting</i> . Set the minimum height to 64, and the maximum height to 129. Please note that these heights have been calculated using a standard 2.5cm thick desktop. If your desktop is thicker or thinner, follow instructions mentioned in the previous section: <i>Height correction adjustment</i>
ASR	Anti-collision triggered, obstruction encountered	<ol style="list-style-type: none"> <li>(1) Turn desk off at wall.</li> <li>(2) Wait 60 seconds.</li> <li>(3) Turn desk back on and as soon as the ASR code appears - BEFORE YOU HEAR A BEEP - hold the down arrow until the desk has reached its lowest height. This will clear the ASR notification.</li> </ol>

For any other troubleshooting issues, please visit the Support section of our website at [updowndesk.com.au](http://updowndesk.com.au)

## CONTROL PANEL OPERATION



The PRO Series desk can be raised manually by pressing the Up/Down buttons or alternatively by pressing pre-set heights using the M1 – M4 buttons.

To set a height on any given 'M' button, use the Up/Down buttons to achieve your desired position. To store this height, press and hold an M button for 5–6 seconds until you hear an audible beep.

The display screen will show your current height. It is pre-set from factory to show the lowest height at 64cm, which is measured to the top of a standard 2.5cm thick desktop. This can be adjusted in the event you install a thicker desktop or castor wheels to your frame.

The desk has a built in 'anti-collision' safety feature whereby any interference or severe resistance experienced automatically stops the up/down movement of the desk and rebounds it a small amount. The sensitivity for this can be adjusted.

The Control Panel display will switch off after 30 seconds of no use. To reactivate, press the Up or Down button once.

### **Control Panel Function Settings**

- A.** 'Down' anti-collision sensitivity
- B.** Units – cm or inches
- C.** Height correction adjustment (when adding thicker desktop or castor wheels)
- D.** Minimum height setting (should you be placing an obstruction under the desk such as pedestal drawers)
- E.** Maximum height setting (should you be placing an obstruction above the desk such as a windowsill or printer tray)
- F.** 'Up' anti-collision sensitivity

## **A - 'Down' anti-collision sensitivity**

If you feel your desk's *downward* anti-collision feature is being activated too soon or not soon enough, you can adjust its sensitivity.

1. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
2. Press 'M4' once
3. Use the 'Up' and 'Down' buttons to scroll through 1-4. 1 being the most sensitive, 3 being the least sensitive and 4 turns off the anti-collision.
4. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

## **B - Units – cm or inch**

1. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
2. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'B'
3. Press 'M4' once
4. Use the 'Up' and 'Down' buttons to scroll through 1-2. 1 indicates cm units, 2 indicates inch units.
5. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

## **C - Height correction adjustment**

If you're adding a thicker or thinner desktop than 2.5cm or adding castor wheels, the display height shown is going to be inaccurate. It should be adjusted.

1. Using the 'Down' button, lower your desk to the lowest possible height.
2. Take a tape measure and measure the distance from the ground to the top of your desktop. Take note of this measurement.

3. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
4. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'C'
5. Press 'M4' once
6. Use the 'Up' and 'Down' buttons to scroll through the heights until you reach your desired minimum height.
7. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

### **D - Minimum height setting**

If you have placed an obstruction under the desk such as pedestal drawers, you should set a minimum height. This will ensure that an interference does not occur, and damage is not inflicted to either the obstruction or your desk.

1. Using a tape measure, measure the height of the obstruction from the ground.
2. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
3. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'D'
4. Press 'M4' once
5. Use the 'Up' and 'Down' buttons to adjust the height shown on the display. Add 2cm to the distance you just measured of the obstruction.
6. Press 'M3' twice to exit. Your desk will not go below this height.

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

### **E - Maximum height setting**

If you have an obstruction above the desk or above your monitors such as a windowsill or printer tray, you should set a maximum height. This will ensure that an interference does not occur, and damage is not inflicted to either the obstruction or your desk.

1. Using a tape measure, measure the height of the obstruction from the ground.
2. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
3. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'E'
4. Press 'M4' once
5. Use the 'Up' and 'Down' buttons to adjust the height shown on the display. Subtract 2cm from the distance you just measured of the obstruction.
6. Press 'M3' twice to exit. Your desk will not go above this height.

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.

### **F - 'Up' anti-collision sensitivity**

If you feel your desk's *upward* anti-collision feature is being activated too soon or not soon enough, you can adjust its sensitivity.

1. Press and hold the 'M4' button for approximately 10 seconds until you hear the **2<sup>nd</sup>** audible beep. Release your finger from the button. The letter 'A' will be displayed.
2. Use the 'Up' and 'Down' buttons to toggle through the menu until you reach 'F'
3. Press 'M4' once
4. Use the 'Up' and 'Down' buttons to scroll through 1-4. 1 being the most sensitive, 3 being the least sensitive and 4 turns off the anti-collision.
5. Press 'M3' twice to exit

If you make any errors or need to start the above instructions again, simply press the 'M3' button twice.