TROUBLESHOOTING

Error Code	Fault Cause	Solution
E01, E06, E07	Power Fault	1. Turn power off at power point, 2. Unplug Power Cable from power point. 3. Plug Power Cable back into power point. 4. Turn power back on.
E04	Handset Fault	1. Turn power off at power point. 2. Unplug Control Panel from Control Box. 3. Ensure no damage to either ports. 4. Plug Control Panel back into Control Box. 5. Turn power back on
E05	Anti Collision Alert	Rebound Reminder, normal condition
E08	Connection Cable Failure	1. Turn power off at power point. 2. Ensure there is nothing that is causing the desk to become uneven. 3. Remove items if the desk is obstructed. 4. Turn power back on. 5. If legs are uneven - hold DOWN arrow until the lowest height to reset.
E11, E21, E40, E41	Connection Cable Failure	1. Turn power off at power point. 2. Check all connection motor cables. 3. Ensure they are plugged in correctly. 4. Turn power back on.
E12, E22, E42, E43	Controller Fault	1. Turn power off at power point. 2. Unplug Control Panel from Control Box. 3. Replug Control Panel into Control Box. 4. Turn power back on. 5. If no changes - Please contact us for a replacement.
E13-E17, E24-E27	Motor Fault	1. Turn power off at power point. 2. Unplug Power Cord from Control Box. 3. Replug Power Cord into Control Box. 4. Turn power back on. 5. If no changes - Please contact us for a replacement.
E18, E28	Overloading	1. Turn power off at power point. 2. Remove items from the top of the desk.We suggest the easy items to begin with. 3. Turn power back on. 4. If a problem persists please contact us for assistance.
HOT	Continuous Over Usage (Approx 1 min continuous usage every 10 mins)	1. Reduce load on desk. 2. Turn power off at the powerpoint. 3. Wait 5 minutes. 4. Turn power back on, lower
ASt, RST	Reset Reminder	Press the down key until the desk reaches the lowest point and you hear an audible Beep.

For any other troubleshooting issues, please visit the Support section of our website at updowndesk.com.au.

CONTROL PANEL OPERATIONS

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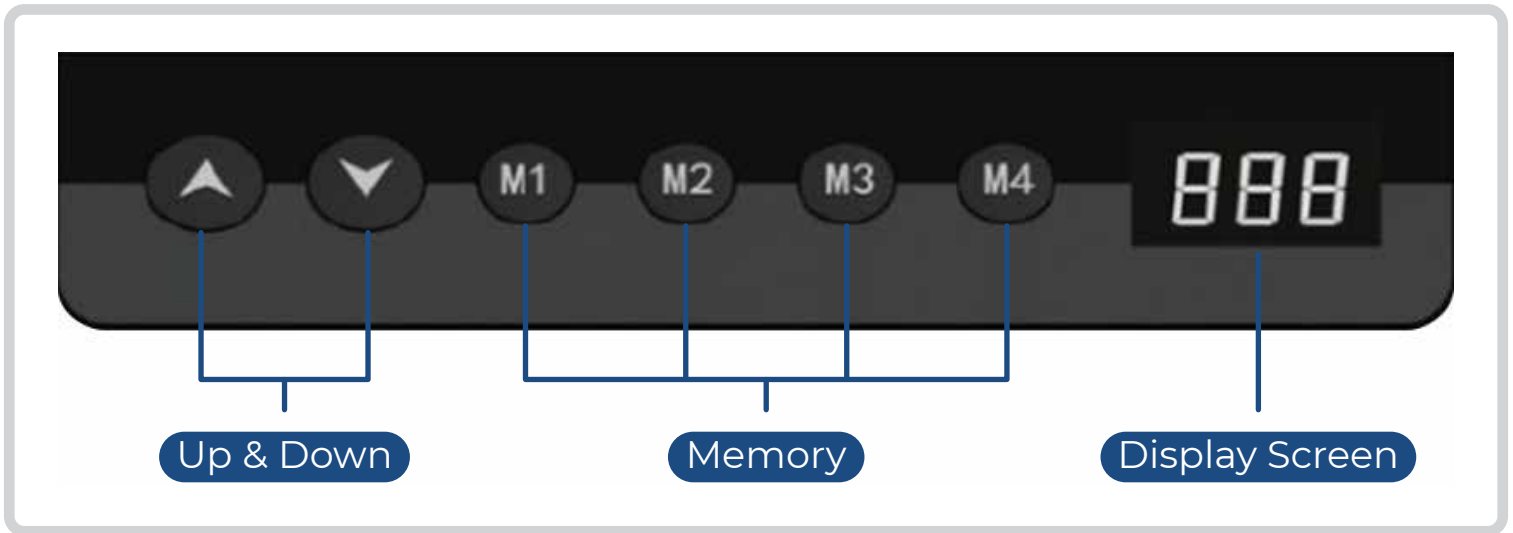
- The PRO Series desk can be raised manually by pressing the Up/Down buttons or alternatively by pressing pre-set heights using the M1 – M4 buttons.

- 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 a beep.

- The display screen will show your current height. It is pre-set from the 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.

- If you notice the desk has gone to sleep - no numbers are being displayed on the control panel - you can wake it up with either the arrow buttons or any one of the 'M" Buttons.

UpDown Desk
Premium Standing ▼ Desks

ADVANCED FUNCTION SETTINGS

This control panel has a number of function setting capabilities to customize the display and operation of the desk:

- **Setting a Min/Max Height** - If you have an obstruction in the area that you are looking to place your desk, such as drawers or CPU underneath, or a window or shelf above the desk.
  Min Height - This can be done for any height below 96cms
  Max Height - This can be done for any height above 96 cms.
  - Using the arrow button - get the desk to the desired height.
  - Press and hold both arrow buttons for 5 seconds until you hear a beep.
  - This indicates that the desired height has been set.

- **Remove Max Height**
  - Using the arrow button - take the desk to the current Max Height.
  - Press and hold both arrow buttons for 5 seconds until you hear a beep.
  - This indicates that the Max Height has been removed.

- **Locking the Control Panel** - preventing the use of any button function until unlocked
  - Lock - Press 'Up' arrow and 'M4' button for 5 seconds
    - Screen will display - 'LOC'
  - Unlock - Press "Down' arrow and 'M4' button for 5 seconds
    - Screen will display height - function is returned.

Furthermore you can access a menu of functions that you can change. To access this list:

- Press and hold the 'M4' button: You will need to hold it past the first beep and until the second beep happens (approx 10 seconds)

- The screen will display S-1

- Using the Arrow buttons, you can cycle through the following functions

  - **S-1** - Unit displayed change - Cms / Inches
  - **S-2** - This is a blank function for future updates.
  - **S-3** - Up Anticollision Sensitivity
  - **S-4** - Down Anticollision Sensitivity
  - **S-5** - Basement Height

⚠️ There are a number of other functions that you might see. We recommend not changing these, as they are factory set.

S-1 - Unit Displayed Change - Changes the number display from 'cm' to 'inch'.

- When S-1 is showing on screen

- Click 'M4'

- From there you can use the arrows to select either of the following

  - 0 - Cm
  - 1 - Inch

- Clicking 'M4' will return you to the height display screen.

S-2 - Blank Function

S-3 - Up Anticollision sensitivity - This will adjust the sensitivity of the anticollision when the desk is in 'Up' motion.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-3'

- Click 'M4'

- Use the 'Up' and 'Down' arrows to increase or decrease sensitivity

- Note: 1 = Most Insensitive 8 = Most Sensitive

- Once adjusted, Click 'M4' to return to the height display screen.

S-4 - Down Anticollision sensitivity - This will adjust the sensitivity of the anticollision when the desk is in 'Down' motion.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-4'

- Click 'M4'

- Use the 'Up' and 'Down' arrows to increase or decrease sensitivity

- Note: 1 = Most Insensitive 8 = Most Sensitive

- Once adjusted, Click 'M4' to return to the height display screen.

S-5 - Setting Low Display Height - This functionality allows the user to adjust the height displayed on the screen - this would be utilised when the user has put a thicker desktop onto the frame than the standard 25mm.

- At function menu - 'S-1' is shown, use the up arrows to get to 'S-5'

- Click 'M4'

- Use the 'Up' and 'Down' arrows to change the height that you would like to set.

- Once adjusted, Click 'M4' to return to the height display screen.