



Troubleshooting (2-Leg Base)

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

handset cable to control box
lifting columns to cables

cables to control box
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 10
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, E07, E08?	<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	
	Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port	<input type="checkbox"/> → go to Result 4
	Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port	<input type="checkbox"/> → go to Result 4
	Error E01 or E07 and Lifting Column (w/o cable) plugged into M2 port	<input type="checkbox"/> → go to Step 8
	Error E02 or E08 and Lifting Column (w/o cable) plugged into M1 port	<input type="checkbox"/> → go to Step 9
8	Move the cable to the other lifting column and plug into M2, plug the other lifting column into M1	
	Do a system reset	
	Did the error message change to E02 or E08?	<input type="checkbox"/> Yes → go to Result 3
		<input type="checkbox"/> No → go to Result 4



Troubleshooting & Warranty Claim Form (2-Leg Base)

9 Move the cable to the other lifting column and plug into M1, plug the other lifting column into M2

Do a system reset



Did the error message change to E01 or E07?

Yes → go to **Result 3**

No → go to **Result 4**

10 a Do a system reset

b Is the the problem resolved?

Yes → you're done!

c Is the whole desk immobile?

Yes → go to **Result 2**

d Is one leg immobile or lagging?

Yes → go to step 11

11 a Choose one of the combinations below

Is the lagging Lifting Column (w/o cable) plugged into M1 port

→ go to **Result 4**

Is the lagging Lifting Column (w/o cable) plugged into M2 port

→ go to **Result 4**

Is the lagging Lifting Column (with cable) plugged into M1 port

→ go to Step 12

Is the lagging Lifting Column with cable plugged into M2 port

→ go to Step 13

12 Move the cable to the other lifting column and plug into M2, plug the other lifting column into M1

Do a system reset

Did the lagging lifting column change?

Yes → go to **Result 3**

No → go to **Result 4**

13 Move the cable to the other lifting column and plug into M1, plug the other lifting column into M2

Do a system reset

Did the lagging lifting column change?

Yes → go to **Result 3**

No → go to **Result 4**



Troubleshooting & Warranty Claim Form (2-Leg Base)

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 7 with an E01 or E07 message replace column connected to port M1

If directed to this result from Step 7 with an E02 or E08 message replace column connected to port M2

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 M2

If directed to this result from Step 11 replace lagging column connected to port M1

If directed to this result from Step 11 replace lagging column connected to port M2

If directed to this result from Step 12 replace lagging column connected to port M1

If directed to this result from Step 13 replace lagging column connected to port M2

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