

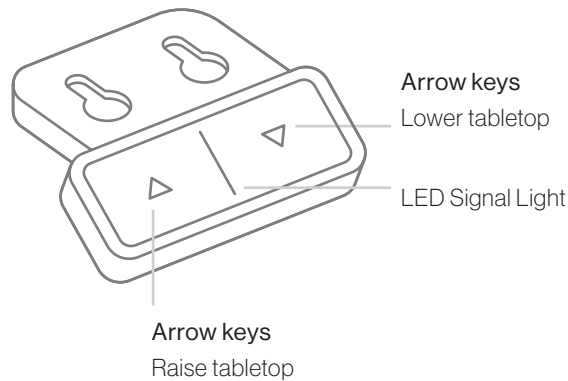
YAASA

Troubleshooting Guide
Yaasa Desk Basic

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1 LEGEND



2 GENERAL INFORMATION

Please read the instructions and safety precautions set out in the manual carefully before setting up the desk. Consult this Troubleshooting Guide if you should experience any problems or error messages. If you have any further enquiries, please contact our customer service directly.

3 POWER SUPPLY

Position the desk to a nearby socket and plug the power cable into the socket.

4 TROUBLESHOOTING

4.1 MANUAL RESET

Most possible errors can be fixed through resetting the system manually.

1. Press the tabletop DOWN key and hold until the desk has reached its lowest position (pre-defined tabletop position).
2. Press the tabletop DOWN key once more and hold. After approximately 3 seconds, the tabletop moves further down until the lowest tabletop position is reached.
3. Release the tabletop DOWN key. The desk is now fully operational again.

4.2 POSSIBLE IRREGULARITIES DURING OPERATION AND HOW TO RECTIFY THEM

Error messages visible on the hand switch display:

Error message	Cause	Solution
The desk stops 1 cm short of the lowest position	Safety setting - The desk should reach the lowest position without any interruptions	Press down and hold until the desk reaches its lowest position at reduced speed
The desk wobbles	The retaining screws are not tightened	Tighten the screws with the tools provided or using a portable electric drill
	Levelling feet are not positioned evenly	Adjust the levelling feet in such a way that they both touch the floor evenly
The power unit or control system is not working	The power supply cable is not connected	Plug the power supply cable into a socket
	Electronic control system faulty	Contact customer service
	Hand switch faulty	Contact customer service
	The resting period was not upheld.	The desk can be used again after an 18-minute resting period
	Contact with liquids	Contact customer service
No Light	System operating normally	Operate the DM System as normal.
	System not connected	See Configuration Handbook for instructions.
Red Light Blinking	System Error Warning	Release all Keys and wait for 5 seconds. Then, try to repeat the action again. Disconnect all components from the Power Hub. Disconnect the Power Hub from the Mains. Check the Power Hub for overheating. Let cool if necessary. Check all connections and reconnect the system. If problem persists: Perform a Position Reset Procedure.

Green Light Blinking	System Start-up	Wait until the LED has stopped blinking to continue. Do not press any buttons.
	Reset in Progress	
	Duty Cycle Exceeded	
	Collision Detected (ISP)	Remove the obstruction from the Table System. Remove unnecessary loads from the Table Top Operate the DM System as normal.

Green Light Flashing Rapidly Position Reset Required Perform a Position Reset Procedure

Note:

A manual reset may be required if a power failure occurs or the power cable is removed while the height is being adjusted.

5 ADDITIONAL INFORMATION

Resetting the control system to factory settings:



1. Press the UP and DOWN Keys simultaneously, then release



2. Press and hold the UP and DOWN Keys for 10 seconds. The LED will light up in Red.



3. When the LED light begins to blink, release the UP and DOWN Keys .

4. The System has now been reset to its factory settings.