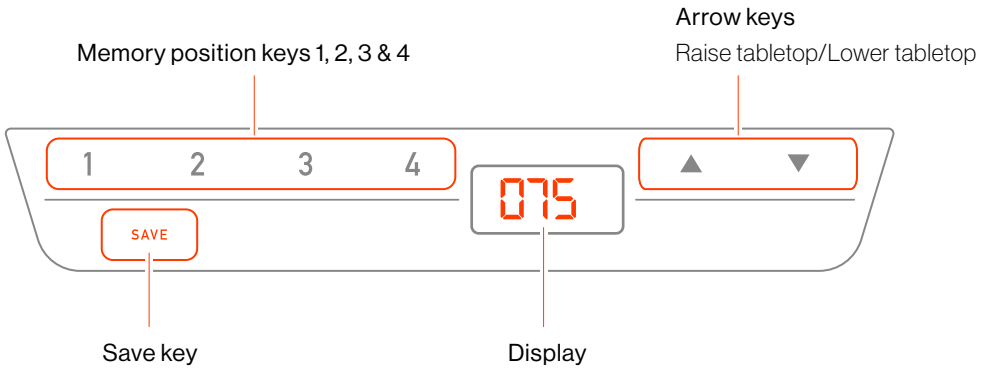
YAASA

Troubleshooting Guide
Yaasa Desk Frame

CONTENTS

1		Legend	3
2		General information	3
3		Power supply	3
4		Troubleshooting	3
	4.1	Manual reset	3
	4.2	Possible irregularities during operation and how to rectify them	4
	4.3	Error messages on the hand switch display	5
5		Additional information	7

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
Blinking 0 on the display	Height adjustability is not enabled	Run the manual reset
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 metric unit is displayed in inches and not centimetres or vice versa	Setting varies from country to country	1. Press the memory position keys 1 and 2 as well as the tabletop UP keys simultaneously. Hold for approx. 3 seconds then release all the keys. 2. The symbol S and a number, e.g. 7, are displayed 3. Press the tabletop UP key until the symbol S 5 is displayed 4. The symbol S 5 is now visible on the display 5. Press the save key The metric units will now be shown in centimetres if inches were previously set and vice versa. Reference note 1: The menu times out after 5 seconds. The menu shuts down automatically without saving the settings when an entry is not made within the space of 5 seconds. Reference note 2: When the menu appears, the symbol S and a number, e.g. S 7, are displayed. The number is linked to the parameters of the control system. Reference note 3: The height of the table is not affected due to the changes made to this function.
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

4.3 ERROR MESSAGES ON THE HAND SWITCH DISPLAY

Error	Cause	Solution
"Hot" error code displayed	Cutout switch enabled due to overheating	Wait until the components have cooled down and the error code "Hot" has disappeared. The desk is now ready to be used again.
"ISP" error code displayed	A collision has occurred	Release all buttons and wait until the table has moved approx. 1 cm against the current direction of travel.
"Con" and "Err" error codes displayed	The system is experiencing a connection error	Release all the keys and wait 5 seconds. Try moving the desk UP and DOWN.
"Err" and "blank number" error codes displayed	Internal error	View the table down-below to find the solution to the internal error code displayed.

Number	Description	Solution
Err C01	Firmware error	Unplug the power supply from the mains supply and wait 5 seconds. Plug the power cable back into the socket and try to move the desk UP and DOWN.
Err C02	Motor overcurrent	Release all keys and wait for 5 seconds. Try to move the desk UP and DOWN.
Err C03	Power supply excess voltage	
Err C08	Pulse detection timed out	Reset the system to factory settings.
Err C11	The speed cannot be reached	Release all keys, wait for 5 seconds then try again.
Err C12	Excess current in the system	
Err C13	Excess current in the system	
Err C14	Excess current in the system	
Err C15	Error in the collision detection system	
Err C17	Error during the coupling sequence of the power unit	Reset the system to factory settings.
Err C18	Incorrect firmware	Reset to factory settings or contact customer service.
Err C19	Only one power unit is connected to the power supply	Check the plugs connected to the power supply and on the top of the columns. Disconnect all plugs and reconnect them again. A slotted screwdriver is required to disconnect the motor plug.
Err C20	Motor short circuit	Contact customer care. If applicable, the motor control unit may need to be replaced.
Err C21	Firmware error	Unplug the power supply from the mains supply and wait 5 seconds. Reconnect the system and try to move the desk UP and DOWN.
Err C22	Power supply overload	Release all the keys and wait 5 seconds then try again.
Err C23	Motor has a faulty voltage	

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 (S 0 menu):

1. Press the memory position keys 1,2 and the tabletop “UP” key simultaneously. Hold this key combination for approximately 3 seconds then release all the keys. The symbol S and a number, e.g. S 5, will be visible on the display.

2. Press the tabletop “UP” key until S 0 appears on the display.

3. The symbol S 0 is now visible on the display.

4. Press the save key.

5. The control system has been reset to factory settings. A blinking 0 is now visible on the display.

6. Perform a manual reset to enable the height adjustability.

Note:
The menu has a timeout feature of 5 seconds. This means that the menu switches off automatically without saving the setting if an entry has not been made before the 5-second timeout period.