

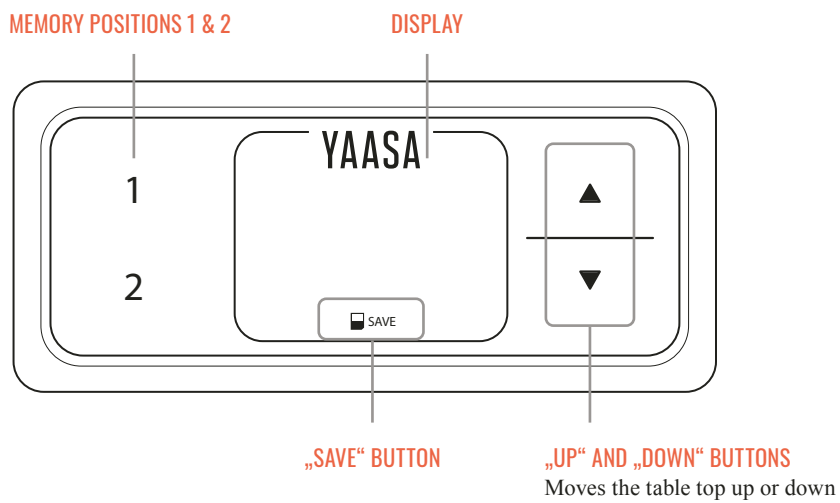
# Yaasa Desk Pro 2

Troubleshooting Guide

# CONTENTS

<b>1</b>	HANDSET FEATURES.....	<b>03</b>
<b>2</b>	GENERAL .....	<b>03</b>
	A) Connect the drives .....	<b>03</b>
	B) Connect the power supply.....	<b>03</b>
<b>3</b>	CLICK CODES .....	<b>04</b>
<b>4</b>	TROUBLESHOOTING .....	<b>04</b>
	A) Manual Reset.....	<b>04</b>
	B) Reset to factory settings .....	<b>04</b>
	C) Possible errors and solutions .....	<b>05</b>
	D) Error messages on the handset.....	<b>06</b>

# 1. HANDSET FEATURES

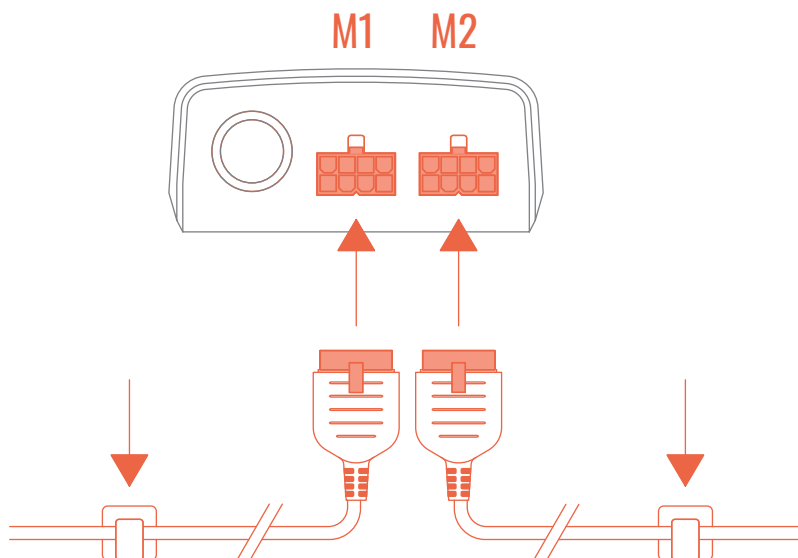


## 2. GENERAL

Read all instructions and safety precautions in the manual before using the table for the first time. If problems or errors occur, consult this troubleshooting guide. For further questions, contact customer support directly.

### 2. A) CONNECT THE DRIVES

Plug the motor cables into the corresponding 8-pin sockets (M1, M2).



### 2. B) CONNECT THE POWER SUPPLY

Before you connect the power supply cable, please ensure that:

- the mains voltage corresponds to your control box (check its type plate).
- all components are connected to the correct sockets.

## 3. CLICK-CODES

Once the control box is supplied with power, system status is communicated via clicking sounds.

NUMBER OF CLICKS	STATUS INFORMATION
2x	Normal operation: The system is working without problems.
1x	Emergency operation: The system is in emergency operation mode and the drives cannot be used. Check the LEDs and/or error code on the display.
3x-6x	Last shutdown incomplete / forced reset: Check the error code on the display. If the control box could not complete data storage before shutdown, for example after a power failure, it will click 4-5 times when restarting. The table will assume reset mode without displaying error code 81 in this case.

## 4. TROUBLESHOOTING

### 4. A) MANUAL RESET

Most errors can be corrected by performing a manual reset.

1. Press the „down“ button and hold until the table reaches its lowest position.
2. Press and hold the „down“ button again. This will move the table down slightly again until the absolute lowest position is reached.
3. Press and hold the „down“ button again until a flashing 0 appears on the display. The height is displayed on the display again automatically afterward.
4. Release the „down“ button. The table can now be used normally again.

### 4. B) RESET TO FACTORY SETTINGS

1. Press the memory position buttons (1 and 2) and the „up“ button at the same time. Hold the buttons until „S 0“ is appears on the display.
2. Press the „save“ button.
3. E70 appears on the display.
4. Unplug the power cable until the code disappears.
5. Reconnect the power cable. A flashing 0 appears on the display.
6. Press and hold the „down“ button until the height appears on the display again. The table can now be used normally again.

NOTE: THE MENU HAS A TIMEOUT OF 5 SECONDS. IF NO INPUT IS MADE IN THIS TIME, THE MENU CLOSSES WITHOUT SAVING CHANGES.

## 4. C) POSSIBLE ERRORS AND SOLUTIONS

PROBLEM	POSSIBLE CAUSE	SOLUTION
Flashing 0	Height adjustment is not activated.	Press the „down“ button until the height appears on the display again.
The table stops 3 cm before reaching its lowest position.	This is a safety setting. The table should not be lowered to its lowest position too quickly.	Press the „down“ button again to reach the lowest position.
The real table position doesn't match the displayed position.	The system needs align with the lowest position.	Perform a manual reset to realign the heights.
The table is shaking.	Fastening screws are not tightened.	Tighten all screws firmly, using the supplied tool or a screwdriver.
	Levelers (feet) are not set to the same height.	Adjust the feet so that they are level on the floor.
The drives do not work.	Power supply cable is not connected.	Unplug the power cable securely into the control box.
	Drives are not plugged in.	Connect the motor cables to the control box.
	Poor plug connection.	Connect the motor cables, power cable and hand switch securely.
	Control box defective.	Contact customer service. The control box may have to be replaced.
	Handset defective.	Contact customer service. The handset may have to be replaced.
	Duty cycle exceeded.	After an 18-minute rest period, the table can be used again.
Drives only move in one direction.	There was a power outage, or the power cable was unplugged during driving.	If the table only moves down, a manual reset must be performed.

PROBLEM	MÖGLICHE URSACHE	BEHEBUNG
Drives only move in one direction.	Control box defective.	Contact customer service. The control box may have to be replaced.
	Handset defective.	Contact customer service. The handset may have to be replaced.
	Drive defective.	Contact customer service.

## 4. D) ERROR MESSAGES ON THE HANDSET

PROBLEM	CAUSE	SOLUTION
The display shows HOT.	The control box is equipped with overheating protection, which has been activated.	Wait until the control box has cooled and the HOT message on the display disappears. The table is ready for operation again afterward.

The display shows E and an error number.	The control box has encountered an internal error.	Proceed according to the following error list.
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NUMBER	DESCRIPTION	SOLUTION
00	Internal error Channel 1	Unplug the control box. Contact customer service.
01	Internal error Channel 2	
12	Defective channel 1	Unplug the control box. Fix the external short circuit; or connect the correct motor to the relevant socket. Attempt to use the control box again.
13	Defective channel 2	
24	Overcurrent Motor M1	Remove any obstructing objects from the movement area. If the table is overloaded, remove load from the table. Contact customer service.
25	Overcurrent Motor M2	
48	Overcurrent Motor	
60	Collision protection activated	
62	Overcurrent Control	
36	Plug detected in motor socket M1	Connect the correct motor to the relevant socket. Perform a manual reset.
37	Plug detected in motor socket M2	
61	Drive changed	

NUMBER	DESCRIPTION	SOLUTION
55	Synchronization of motor group 1 not possible	Remove any load from the table. Perform a manual reset. If the error occurs after the reset, contact customer service.
67	Voltage too high.	Unplug the power cable and contact customer service.
70	Modification of the drive configuration.	Disconnect from the power for 5 seconds. Connect the desired motors and reconnect the power supply. Then, perform a manual reset.
81	Internal error	Perform a manual reset. Unplug the power cable, then reconnect after a few seconds. If this error occurs regularly, unplug the power supply cable, and contact customer service.

**NOTE: IF A POWER FAILURE OCCURS DURING MOVEMENT, OR THE POWER CORD IS DISCONNECTED WHILE THE TABLE IS IN MOTION, A MANUAL RESET MAY BE NECESSARY.**