

Troubleshooting (3-Leg Base)

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

- | | |
|------------------------------|---------------------------|
| handset cable to control box | cables to control box |
| lifting columns to cables | 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)

page 1 of 4

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 14
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, E03, E07, E08, E09?	<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	
a	Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port	<input type="checkbox"/> → go to Result 4
b	Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port	<input type="checkbox"/> → go to Result 4
c	Error E03 or E09 and Lifting Column (w/o cable) plugged into M3 port	<input type="checkbox"/> → go to Result 4
d	Error E01 or E07 and Lifting Column w/o cable plugged into M2 port	<input type="checkbox"/> → go to Step 8
e	Error E01 or E07 and Lifting Column w/o cable plugged into M3 port	<input type="checkbox"/> → go to Step 9
f	Error E02 or E08 and Lifting Column w/o cable plugged into M1 port	<input type="checkbox"/> → go to Step 10
g	Error E02 or E08 and Lifting Column w/o cable plugged into M3 port	<input type="checkbox"/> → go to Step 11
h	Error E03 or E09 and Lifting Column w/o cable plugged into M1 port	<input type="checkbox"/> → go to Step 12
i	Error E03 or E09 and Lifting Column w/o cable plugged into M2 port	<input type="checkbox"/> → go to Step 13

Troubleshooting & Warranty Claim Form (3-Leg Base)

page 2 of 4

8 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

9 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

10 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

11 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

12 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

13 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**



Troubleshooting & Warranty Claim Form (3-Leg Base)

page 3 of 4

14 Choose one of the combinations below

- | | | | |
|---|--|--------------------------|-------------------------|
| a | Is the lagging Lifting Column w/o cable plugged into M1 port | <input type="checkbox"/> | → go to Result 4 |
| b | Is the lagging Lifting Column w/o cable plugged into M2 port | <input type="checkbox"/> | → go to Result 4 |
| c | Is the lagging Lifting Column w/o cable plugged into M3 port | <input type="checkbox"/> | → go to Result 4 |
| d | Is the lagging column w/ cable in M1 and column w/o cable in M2? | <input type="checkbox"/> | → go to Step 15 |
| e | Is the lagging column w/ cable in M1 and column w/o cable in M3? | <input type="checkbox"/> | → go to Step 16 |
| f | Is the lagging column w/ cable in M2 and column w/o cable in M1? | <input type="checkbox"/> | → go to Step 17 |
| g | Is the lagging column w/ cable in M2 and column w/o cable in M3? | <input type="checkbox"/> | → go to Step 18 |
| h | Is the lagging column w/ cable in M3 and column w/o cable in M1? | <input type="checkbox"/> | → go to Step 19 |
| i | Is the lagging column w/ cable in M3 and column w/o cable in M2? | <input type="checkbox"/> | → go to Step 20 |

15 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

- | | |
|------------------------------|-------------------------|
| <input type="checkbox"/> Yes | → go to Result 3 |
| <input type="checkbox"/> No | → go to Result 4 |

16 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

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 |

17 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

Do a system reset

Did the error message change to E03 or E09?

- | | |
|------------------------------|-------------------------|
| <input type="checkbox"/> Yes | → go to Result 3 |
| <input type="checkbox"/> No | → go to Result 4 |

18 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

- | | |
|------------------------------|-------------------------|
| <input type="checkbox"/> Yes | → go to Result 3 |
| <input type="checkbox"/> No | → go to Result 4 |

19 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

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 (3-Leg Base)

page 4 of 4

20 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

Do a system reset

Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

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 7a replace column connected to port M1

If directed to this result from Step 7b replace column connected to port M2

If directed to this result from Step 7c replace column connected to port M3

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 M1

If directed to this result from Step 10 replace column connected to port M2

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

If directed to this result from Step 12 replace column connected to port M3

If directed to this result from Step 13 replace column connected to port M3

If directed to this result from Step 14a replace column connected to port M1

If directed to this result from Step 14b replace column connected to port M2

If directed to this result from Step 14c replace column connected to port M3

If directed to this result from Step 15 replace column connected to port M1

If directed to this result from Step 16 replace column connected to port M1

If directed to this result from Step 17 replace column connected to port M2

If directed to this result from Step 18 replace column connected to port M2

If directed to this result from Step 19 replace column connected to port M3

If directed to this result from Step 12 replace column connected to port M3

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