

# TROUBLE SHOOTING AND DIAGNOSIS MOVE (SPRING)

## Description

A MOVE spring adjustable table that is not working properly can be evaluated to determine why the table isn't functioning.

**First** note exactly how the table is malfunctioning. Please answer the questions below to aid in trouble shooting:

- How much weight is on the table and where is the weight located (over one of the front, rear, or return edges, in the center, etc.)?
- What is the table's main use?
- Have you checked for obstructions above or below the work surface that may impede the table's full motion?
- Do you hear any dragging or clicking noises coming from the column? If so, when are these noises being heard?
- When you depress the adjustment paddle are you able to adjust the column and lock it in place?

## Trouble Shooting

**Second** Make sure the cable that attaches the adjustment paddle to the top of the column is making a large smooth arc underneath the table surface (1.1). This should not look like an "S" or be wrapped around anything.

**Third** Check for visual damage to the paddle cable. If the surface was brought down hard on top of a file pedestal or hard obstruction the cable may be pinched or bound up inside the plastic lining of the cable.

**Fourth** On the back side of the adjustment paddle there will be a small hex fastener with hex nut to lock the fastener in place that can be screwed in or out to adjust the tension of the cable (just like on a bicycle brake handle)(1.2). If you are hearing clicking/dragging while adjusting the spring column or if the column is locked in place loosen the nut and screw the hex-fastener almost all of the way out, counter-clockwise, and then retighten the nut to lock the fastener in place.

If the column is slipping or will not lock in place then loosen the nut on the back side of the adjustment paddle and screw the hex-fastener all of the way in, clockwise, and tighten the nut to lock the hex-fastener in place.

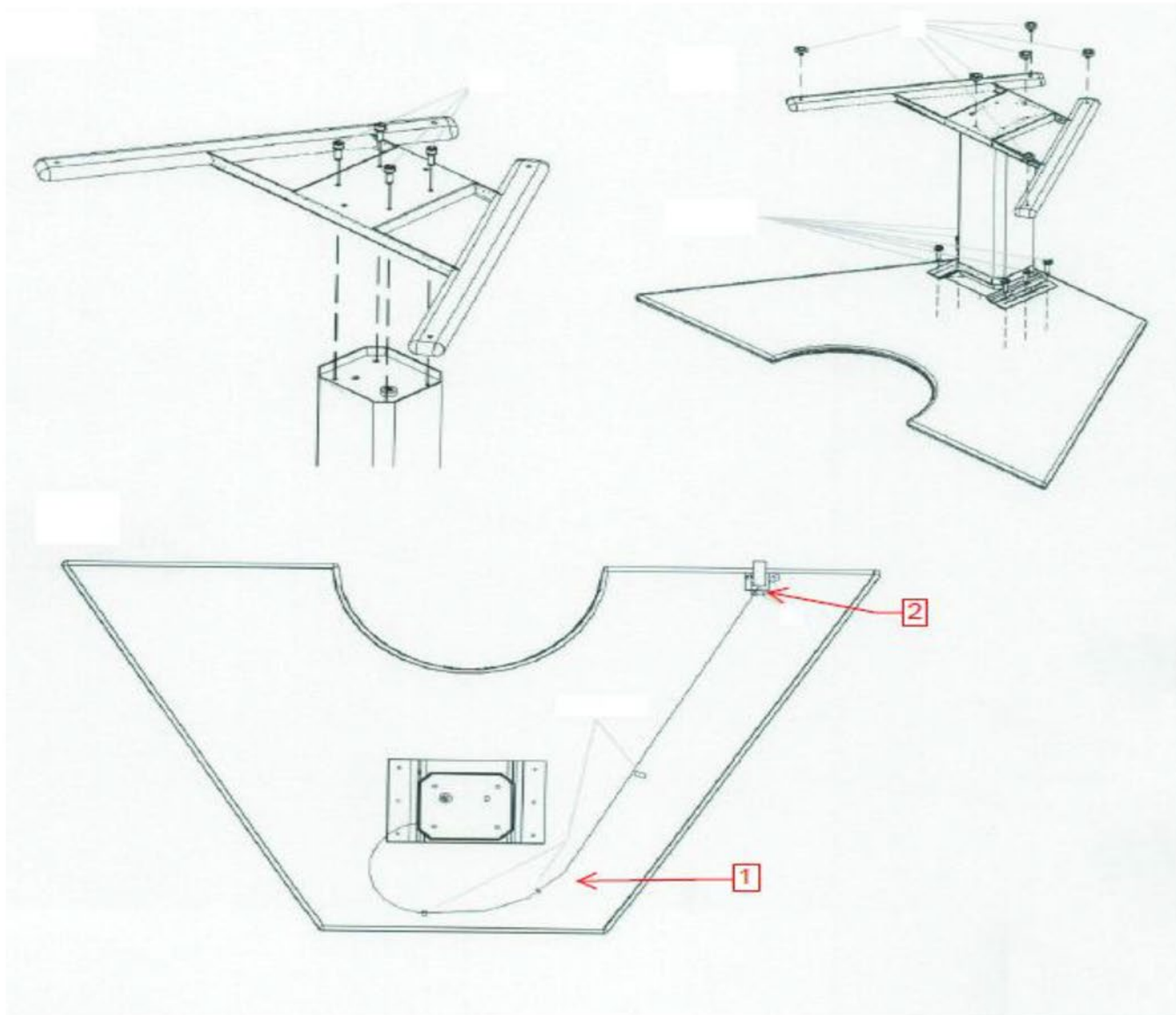
**Fifth** If (1-4) doesn't solve your issue try and screw the hex-fastener all the way in the opposite direction and back again while depressing the adjustment paddle.

**Sixth** If all of the above doesn't solve the locking issue then this can be an indication that the locking pin may have gotten stuck in place during an "event". With the metal hex fastener on the back-side of the adjustment paddle threaded all of the way out try depressing the adjustment paddle and smacking

the inner portion of the column with the palm of your hand 3-4 times to see if this may free the pin if stuck.

Repeat with hex fastener all of the way in if column still won't lock.

If none of the above repairs the problem you are experiencing please contact customer service either by phone or via email to discuss the next course of action.



**FIGURE 1**

