HAT
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TROUBLE SHOOTING AND DIAGNOSIS S-Collection SX and SE

Description

An SX or SE enhanced electric height 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:

- Is there a 1" pinch point gap around the perimeter of the table surface?
- How long has the table been in use?
- 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.)?
- Have you checked for obstructions above or below the work surface that may impede the table's full motion?
- Are all of the table legs at the same height (is the work surface is level)?

Trouble Shooting

Second make sure to check all cables and power cord connections for damage. Unplug everything (all control cables from control box and legs, power cord, control switch), allow the table to sit for 30 seconds, and then reattach all connections. While reattaching all connections, check female ports to ensure all "six" pins in each port are straight and not bent.

Third re-set the table using the "basic setting" or initializing instructions below (this information is also printed on the table's assembly instruction). This reset procedure may need to be attempted up to three times in succession to achieve positive movement depending on the reason why the table has gone into a reset mode. Please reference the chart below for the symptom and suggested solution.

Error Message Diagnosis Option

All S-Collection DS and PH display units produced after March 2006 have digital readout capabilities that can show an error diagnose. If you're unable to remedy the problem using the trouble shooting information above, the error message will help determine the problem. An error that stops the system will appear on the read-out (as long as the control unit itself is not out of action, e.g. main fuse broke or defective transformer). Should several errors occur at the same time, up to 6 error states can appear in the display in succession if the control switch is activated for several seconds. A listing of all error codes can be found below the trouble shooting chart.

If your table is not equipped with digital readout capabilities and you have attempted all of the trouble shooting guide steps as well as the suggested solutions in the trouble shooting chart to no avail, please contact the dealer you purchased this table through and supply them with answers to the questions in Step 1 above.

Symptom	Check	Try this
The desk does not move!	Is the control box powered up? Are all connectors correctly fitted in the control box and columns? *See drawing opposite.* Is there any visible damage to cables, control unit or columns?	Try to connect e.g. a lamp to the plug to check that the mains supply is working. Check all the connections. Any damaged parts should be replaced – contact your office furniture supplier.
The desk stops and then will only run in the opposite direction!	Has the desk reached its highest position? Is the desk more heavily loaded than it was when it last functioned normally?	When the desk has reached its highest position, it can only be lowered. Remove some of the load and try again.
The desk will only move downwards, even though it is not overloaded!		*Reset* the system.
The desk is not raised to full height. It stops at the same height each time!		The system has coded a new end stop. The system must be *reset* to remove the new stop.
The desk will not move at all. No movement is registered!	Is the control or the control box faulty? Is there a loose connection between the control box and the column(s)? Has the mains cable fallen out? Is the mains cable powered up?	Check all the connections. Check that the mains plug is powered up. Connect a control that you know is serviceable. If this works, then the first control is faulty. If this does not work, then the control box is faulty. Replace the faulty unit and check that it functions correctly.
Only some of the columns retract when the desk is lowered!	Either the column or columns that fail to retract is/are faulty or the cable connection to the column(s) is faulty.	Replace cable. If this doesn't help, replace the column.
The table is fully lowered and won't lift. I can not see if all the columns are moving!	The desk is overloaded. Either one or more columns is/are faulty or the cable connection between column(s) and control box is faulty.	Remove some of the load from the desk. Disconnect all the motor cables from the control box. Reconnect one column at a time in channel 1, *reset* and then raise the table slightly. If one of the columns fails to extend after *reset*, it is faulty. Before replacing the column, try replacing the motor cable.

How to reset your desk...
To make the most of your new desk, you will need to rest it from time to time.
Resetting ensures that your desk will always function perfectly.

1. Press the down button and hold until the desk is fully lowered.
2. Press the down button and release, then immediately press and hold the down button for 5-6 seconds looking for slight movement down and then back up. Reset is complete.
3. Press the up button and the desk will function normally.
   Reset may need to be performed up to three times in succession before positive movement is seen.

Error Code Listing

DIAGNOSTIC CODES	NAME	DESCRIPTION
E01	Position Lost	The desk has an unknown position and needs to be initalized
E02	General Overload Up	Overload in upward direction has occurred
E03	General Overload Down	Overload in downward direction has occurred
E04	N/A	N/A
E05	N/A	N/A
E06	N/A	N/A
E07	N/A	N/A
E08	Watchdog	Indicate that software failed to kick watchdog
E09	LIN collision	Collisions detected on the LIN bus
E10	Power fail	Power fail happened, or power regulator adjusted below 10%
E11	Channel mismatch	Change in number of actuators since initialisation
E12	Position error	One channel have position different then others
E13	Short circuit	Short circuit detected during operation
E15	Power limit	System has reached its power limitation
E16	Key Error	Illegal keys pressed (handled internally in DP1C).
E17	Safety missing	LIN bus unit does not support safety feature
E18	Missing Initialisation plug	A special service tool is required to change number of channels to the system
E23	Ch1 missing	Channel 1 is detected missing
E24	Ch2 missing	Channel 2 is detected missing

Error Code Listing

DIAGNOSTIC CODES	NAME	DESCRIPTION
E25	Ch3 missing	Channel 3 is detected missing
E26	Ch4 missing	Channel 4 is detected missing
E27	Ch5 missing	Channel 5 is detected missing
E28	Ch6 missing	Channel 6 is detected missing
E29	Ch1 type	Channel 1 is not same type as when initialised
E30	Ch2 type	Channel 2 is not same type as when initialised or not same type as channel 1
E31	Ch3 type	Channel 3 is not same type as when initialised or not same type as channel 1
E32	Ch4 type	Channel 4 is not same type as when initialised or not same type as channel 1
E33	Ch5 type	Channel 5 is not same type as when initialised or not same type as channel 1
E34	Ch6 type	Channel 6 is not same type as when initialised or not same type as channel 1
E35	Ch1 pulse fail	Channel 1 had to many pulse errors
E36	Ch2 pulse fail	Channel 2 had to many pulse errors
E37	Ch3 pulse fail	Channel 3 had to many pulse errors
E38	Ch4 pulse fail	Channel 4 had to many pulse errors
E39	Ch5 pulse fail	Channel 5 had to many pulse errors
E40	Ch6 pulse fail	Channel 6 had to many pulse errors
E41	Ch1 overload up	Overload up occurred on channel 1
E42	Ch2 overload up	Overload up occurred on channel 2
E43	Ch3 overload up	Overload up occurred on channel 3

Error Code Listing

DIAGNOSTIC CODES	NAME	DESCRIPTION
E44	Ch4 overload up	Overload up occurred on channel 4
E45	Ch5 overload up	Overload up occurred on channel 5
E46	Ch6 overload up	Overload up occurred on channel 6
E47	Ch1 overload dw	Overload down occurred on channel 1
E48	Ch2 overload dw	Overload down occurred on channel 2
E49	Ch3 overload dw	Overload down occurred on channel 3
E50	Ch4 overload dw	Overload down occurred on channel 4
E51	Ch5 overload dw	Overload down occurred on channel 5
E52	Ch6 overload dw	Overload down occurred on channel 6
E53	Ch1 anti-col	Anti collision triggered on channel 1
E54	Ch2 anti-col	Anti collision triggered on channel 2
E55	Ch3 anti-col	Anti collision triggered on channel 3
E56	Ch4 anti-col	Anti collision triggered on channel 4
E57	Ch5 anti-col	Anti collision triggered on channel 5
E58	Ch6 anti-col	Anti collision triggered on channel 6
E59	Ch1 SLS/PIEZO	Safety limit switch activated on channel 1
E60	Ch2 SLS/PIEZO	Safety limit switch activated on channel 2
E61	Ch3 SLS/PIEZO	Safety limit switch activated on channel 3
E62	Ch4 SLS/PIEZO	Safety limit switch activated on channel 4
E63	Ch5 SLS	Safety limit switch activated on channel 5
E64	Ch6 SLS	Safety limit switch activated on channel 6
E65	Ch1 pulse dir	Pulses counted wrong direction in channel 1

Error Code Listing

DIAGNOSTIC CODES	NAME	DESCRIPTION
E66	Ch2 pulse dir	Pulses counted wrong direction in channel 2
E67	Ch3 pulse dir	Pulses counted wrong direction in channel 3
E68	Ch4 pulse dir	Pulses counted wrong direction in channel 4
E69	Ch5 pulse dir	Pulses counted wrong direction in channel 5
E70	Ch6 pulse dir	Pulses counted wrong direction in channel 6
E71	Ch1A short	Short circuit on channel 1 [If T-splitter is used, short circuit on 1A]
E72	Ch1B short	Short circuit on channel 1 [If T-splitter is used, short circuit on 1B]
E73	Ch2A short	Short circuit on channel 2 [If T-splitter is used, short circuit on 2A]
E74	Ch2B short	Short circuit on channel 2 [If T-splitter is used, short circuit on 2B]
E75	Ch3A short	Short circuit on channel 3 [If T-splitter is used, short circuit on 3A]
E76	Ch3B short	Short circuit on channel 3 [If T-splitter is used, short circuit on 3B]
E77	Ch4A short	Short circuit on channel 4 [If T-splitter is used, short circuit on 4A]
E78	Ch4B short	Short circuit on channel 4 [If T-splitter is used, short circuit on 4B]
E79	Ch5A short	Short circuit on channel 5 [If T-splitter is used, short circuit on 5A]
E80	Ch5B short	Short circuit on channel 5 [If T-splitter is used, short circuit on 5B]
E81	Ch6A short	Short circuit on channel 6 [If T-splitter is used, short circuit on 6A]
E82	Ch6B short	Short circuit on channel 1 [If T-splitter is used, short circuit on 1B]
E83	Massage	Massage unit has been disconnected or failed
E84	DC-out	DC unit has been disconnected or failed

Error Code Listing

DIAGNOSTIC CODES	NAME	DESCRIPTION
E85	Radio Dead	Radio circuit has died and has had to be restarted
E86	Master	Connection to master lost OR following messages are from master
E87	Slave 1	Connection to 1st slave lost OR following messages are from 1st slave
E88	Slave 2	Connection to 2nd slave lost OR following messages are from 2nd slave
E89	Slave 3	Connection to 3rd slave lost OR following messages are from 3rd slave
100	Forced initialization Reference 1	Forced initialization was initiated on this reference. Note: This code is not trasnmitted in LINBUS, therefore it is not displayed on the desk panel. It is only viewable in the CBD6S configurator list of most recent 10 error codes.
101	Forced initialization Reference 2	
102	Forced initialization Reference 3	
103	Forced initialization Reference 4	
104	Forced initialization Reference 5	
105	Forced initialization Reference 6	
106	Forced initialization Reference 7	
107	Forced initialization Reference 8	