

Troubleshooting & Warranty Claim Form (2-Leg Frame)

NOTE

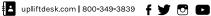
Before troubleshooting, be sure the outlet is working and the following connections are secure:

Keypad cable to control box Cables to control box

Power cord to control box Lifting columns to cables

- Mark the boxes as appropriate; Result key on last page
- Once troubleshooting process begins, do not make any undirected changes to cable positions

TROUBLESHOOTING STEPS							
1		Is the keypad equipped with an LED read-out?	Yes				
			No → Go to step 10				
2		Is the LED read-out illuminated (Even for a standard keypad)?	Yes → Go to step 3				
			No Go to Result 1				
3		Does the keypad say "HO1"?	Yes Go to Result 1				
			No → Go to step 4				
4		Does the keypad say "RST", "E01, E02, E07, E08"?	Yes → Go to step 5				
			No Go to Result 2				
5	Α	Perform a system reset					
	В	Is the desk working properly?	Yes				
			No → Go to step 6				
6		Does the keypad still show "RST"?	Yes Go to Result 2				
			No → Go to step 7				
7		Choose one of the combinations below					
	Α	Error E01 or E07 and leg (w/o cable) plugged into M1 port	→ Go to Result 4				
	В	Error EO2 or EO8 and leg (w/o cable) plugged into M2 port	→ Go to Result 4				
	С	Error E01 or E07 and leg (w/o cable) plugged into M2 port	→ Go to step 8				
	D	Error EO2 or EO8 and leg (w/o cable) plugged into M1 port	→ Go to step 9				



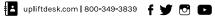






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8		Move the cable to the other leg and plug into M2, plug the other leg into M1			
		Perform a system reset			
		Did the error message change to E02 or E08?	Yes	\longrightarrow	Go to Result 3
			No	\longrightarrow	Go to Result 4
9		Move the cable to the other leg and plug into M1, plug the other leg into M2			
		Perform a system reset			
		Did the error message change to E01 or E07?	Yes	\longrightarrow	Go to Result 3
			No	\longrightarrow	Go to Result 4
10		Perform a system reset			
		Is the problem resolved?	Yes	\longrightarrow	You're done!
		Is the whole desk immobile?	Yes	\longrightarrow	Go to Result 2
		Is one leg immobile or lagging?	Yes	\longrightarrow	Go to step 11
11		Choose one of the combinations below			
	Α	Is the lagging leg (w/o cable) plugged into M1 port		\longrightarrow	Go to Result 4
	В	Is the lagging leg (w/o cable) plugged into M2 port		\longrightarrow	Go to Result 4
	С	Is the lagging leg (with cable) plugged into M1 port		\longrightarrow	Go to step 12
	D	Is the lagging leg with cable plugged into M2 port		→	Go to step 13
12		Move the cable to the other leg and plug into M2, plug the other leg into M1			
		Perform a system reset			
		Did the lagging leg change?	Yes	\longrightarrow	Go to Result 3
			No	→	Go to Result 4
13		Move the cable to the other leg and plug into M1, plug the other leg into M2			
		Perform a system reset			
		Did the lagging leg change?	Yes	\longrightarrow	Go to Result 3
			No	\longrightarrow	Go to Result 4











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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 leg.

If directed to this result from Step 7 with an E01 or E07 message replace leg connected to port M1

If directed to this result from Step 7 with an EO2 or EO8 message replace leg connected to port M2

If directed to this result from Step 8 replace leg connected to port M1

If directed to this result from Step 9 replace leg connected to port M2

If directed to this result from Step 11 replace lagging leg connected to port M1

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

If directed to this result from Step 12 replace lagging leg connected to port M1

If directed to this result from Step 13 replace lagging leg connected to port M2

FOR TROUBLESHOOTING AND WARRANTY SUPPORT

Contact UPLIFT Desk at 800-349-3839

Use the box below to communicate any important notes about the troubleshooting process, and/or to list any parts missing or damaged for which a replacement is requested.

Name of Troubleshooting Technician

