UPLIFT V2 3-Leg Frame Troubleshoot

Troubleshooting & Warranty Claim Form (3-Leg Frame)

NOTE

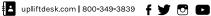A   Before troubleshooting, be sure the outlet is working and the following connections are secure:

Keypad cable to control box	Cables to control box
Legs to cables	Power cord to control box

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

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TROUBLESHOOTING STEPS

1	**Is the keypad equipped with an LED read-out?**	Yes	⟶	Go to step 2
		No	⟶	Go to step 14

2	**Is the LED read-out illuminated (Even 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, E03, E07, E08, E09"?**	Yes	⟶	Go to step 5
		No	⟶	Go to **Result 2**

5	A	Perform a system reset			
	B	Is the desk working properly?	Yes	⟶	You're done!
			No	⟶	Go to step 6

6	**Does the keypad still show "RST"?**	Yes	⟶	Go to **Result 2**
		No	⟶	Go to step 7

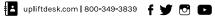| 7	**Choose one of the combinations below**			
	A	Error E01 or E07 and leg (w/o cable) plugged into M1 port	⟶	Go to **Result 4**
	B	Error E02 or E08 and leg (w/o cable) plugged into M2 port	⟶	Go to **Result 4**
	C	Error E03 or E09 and leg (w/o cable) plugged into M3 port	⟶	Go to **Result 4**
	D	Error E01 or E07 and leg (w/o cable) plugged into M2 port	⟶	Go to step 8
	E	Error E01 or E07 and leg w/o cable plugged into M3 port	⟶	Go to step 9
	F	Error E02 or E08 and leg w/o cable plugged into M1 port	⟶	Go to step 10
	G	Error E02 or E08 and leg w/o cable plugged into M3 port	⟶	Go to step 11
	H	Error E03 or E09 and leg w/o cable plugged into M1 port	⟶	Go to step 12
	I	Error E03 or E09 and leg w/o cable plugged into M2 port	⟶	Go to step 13

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8	**Make a full swap of the cables, switching both at the ports (M1 and M3) and the legs.**		
	Perform 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 legs.**		
	Perform 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 legs.**		
	Perform 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 legs.**		
	Perform 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 legs.**		
	Perform 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 legs.**		
	Perform a system reset		
	Did the error message change to E01 or E07?	Yes ⟶	Contact UPLIFT Desk
		No ⟶	Contact UPLIFT Desk

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14		**Choose one of the combinations below**		
	A	Is the lagging leg w/o cable plugged into M1 port	⟶	Go to **Result 4**
	B	Is the lagging leg w/o cable plugged into M2 port	⟶	Go to **Result 4**
	C	Is the lagging leg w/o cable plugged into M3 port	⟶	Go to **Result 4**
	E	Is the lagging leg w/ cable in M1 and leg w/o cable in M2?	⟶	Go to step 15
	F	Is the lagging leg w/ cable in M1 and leg w/o cable in M3?	⟶	Go to step 16
	G	Is the lagging leg w/ cable in M2 and leg w/o cable in M1?	⟶	Go to step 17
	H	Is the lagging leg w/ cable in M2 and leg w/o cable in M3?	⟶	Go to step 18
	I	Is the lagging leg w/ cable in M3 and leg w/o cable in M1?	⟶	Go to step 19
	J	Is the lagging leg w/ cable in M3 and leg w/o cable in M2?	⟶	Go to step 20

15	**Make a full swap of the cables, switching both at the ports (M2 and M4) and the legs.**			
	Perform a system reset			
	Did the error message change to E02 or E08?	Yes	⟶	Go to **Result 3**
		No	⟶	Go to **Result 4**

16	**Make a full swap of the cables, switching both at the ports (M1 and M2) and the legs.**			
	Perform a system reset			
	Did the error message change to E02 or E08?	Yes	⟶	Go to **Result 3**
		No	⟶	Go to **Result 4**

17	**Make a full swap of the cables, switching both at the ports (M2 and M3) and the legs.**			
	Perform a system reset			
	Did the error message change to E03 or E09?	Yes	⟶	Go to **Result 3**
		No	⟶	Go to **Result 4**

18	**Make a full swap of the cables, switching both at the ports (M1 and M2) and the legs.**			
	Perform a system reset			
	Did the error message change to E01 or E07?	Yes	⟶	Go to **Result 3**
		No	⟶	Go to **Result 4**

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

Perform a system reset

Did the error message change to E02 or E08?   Yes ⟶ Go to **Result 3**

No ⟶ Go to **Result 4**

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

Perform a system reset

Did the error message change to E01 or E07?   Yes ⟶ Go to **Result 3**

No ⟶ 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.
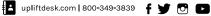
RESULT 3

Replace the cable.

RESULT 4

Replace the leg.
If directed to this result from Step 7a replace leg connected to port M1
If directed to this result from Step 7b replace leg connected to port M2
If directed to this result from Step 7c replace leg connected to port M3
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 M1
If directed to this result from Step 10 replace leg connected to port M2
If directed to this result from Step 11 replace leg connected to port M2
If directed to this result from Step 12 replace leg connected to port M3
If directed to this result from Step 13 replace leg connected to port M3
If directed to this result from Step 14a replace leg connected to port M1
If directed to this result from Step 14b replace leg connected to port M2
If directed to this result from Step 14c replace leg connected to port M3
If directed to this result from Step 15 replace leg connected to port M1
If directed to this result from Step 16 replace leg connected to port M1
If directed to this result from Step 17 replace leg connected to port M2
If directed to this result from Step 18 replace leg connected to port M2
If directed to this result from Step 19 replace leg connected to port M3
If directed to this result from Step 12 replace leg connected to port M3

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