

Troubleshooting & Warranty Claim Form (2-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 |
| Lifting columns 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

TROUBLESHOOTING STEPS

- | | | |
|---|--|--|
| 1 | Is the keypad equipped with an LED read-out? | Yes → Go to step 2
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 "H01"? | 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 | 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 E01 or E07 and leg (w/o cable) plugged into M2 port | → Go to step 8 |
| | D Error E02 or E08 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 → Go to **Result 3**
No → Go to **Result 4**
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- 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 → Go to **Result 3**
No → Go to **Result 4**
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- 10 Perform a system reset
Is the problem resolved? Yes → You're done!
Is the whole desk immobile? Yes → Go to **Result 2**
Is one leg immobile or lagging? Yes → Go to step 11
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- 11 **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 (with cable) plugged into M1 port → Go to step 12
D Is the lagging leg with cable plugged into M2 port → Go to step 13
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- 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 → Go to **Result 3**
No → Go to **Result 4**
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- 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 → 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 7 with an E01 or E07 message replace leg connected to port M1

If directed to this result from Step 7 with an E02 or E08 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