General LED Troubleshooting 3+ Column System

1. If a code is showing on the handset display, match the code to the Handset code instructions found on page 1.
2. If no error code is showing, please review the Issue list starting on page 2 for the best match to the problem occurring.

Basic Reset	A basic reset is important when troubleshooting. The basic reset is broken up into 2 steps: * The first step is putting the desk into **ASR** mode. Note: Entering this mode is required prior to modifying certain settings the desk. * The second step immediately following the first is concluding the reset.	**Put the Handset into ASR Mode:** 1. Press the **down** button on the handset until the base reaches its lowest point. 2. Briefly release, then re-press and hold the **down** button again, until the display reads : **ASR** (The desk is now in **ASR** mode.) **Concluding the Reset:** 3. Once the desk reaches reset mode, release, and repress the **down** button again. Hold until the table lowers past the minimum height, and bumps back up to minimum height set for the desk.
Handset Code	**Code Meaning**	**Troubleshooting Steps**
E01 = M1 port E02 = M2 port E03 = M3 port E04 = M4 port E05 = M5 port E06 = M6 port	The handset codes listed to the left typically indicates one of the following issues: * The desks maximum weight has been exceeded. * The desk is overloaded on one side. * Something is restricting the column movement. * The control box needs replaced. * The column needs replaced.	1.Is there interference preventing the column movement? Items taller than 20” should not be placed/stored under desk. * Remove obstruction and then perform a **basic reset**. *If error code did not clear continue to step 2. 2. Has the weight limit been exceeded? Uneven weight distribution? (2 columns 250lbs / 3 columns 350lbs) * Remove excess weight from table and then perform a **basic reset**. * If error code did not clear continue to step 3. 3. Check connections. Confirm there are no pinched or damaged cables. * Take image of damaged component and forward for warranty request. 4. Confirm the control box is mounted securely and flat. 5. Perform a basic reset. If the column doesn't slow before stop, (makes a clunk sound) Control box may need replaced. * If the desk becomes uneven, release the button and get picture for review.
E07 = M1 port E08 = M2 port E09 = M3 port E10 = M4 port E11 = M5 port E12 = M6 port	The handset codes listed to the left typically indicate one of the following issues: * A reset is needed. * The control box needs replaced. * The column is not plugged in correctly. * The column needs replaced.	1.Verify all the plugs are securely plugged into the control box. Perform a **basic reset**. * If the error code did not clear, continue to step 2. 2.Confirm the control box is mounted securely and flat. 3.Swap the plug that corelates to the error code with another M-port. (Two columns should now be in opposite ports. Example: if handset code E10 - swap the M3 and M4 ports.) Perform a **basic reset**. New error code is displayed → Column needs replaced. Same error code is displayed → Control box needs replaced.
E13 = Connection error	The handset codes listed to the left typically indicate one of the following issues: * The cord is not plugged in correctly. * The cord/plug is damaged. * The control box needs replaced.	1.Verify all the connections are plugged in securely. Perform a **basic reset**. * If the error code remains, continue to step 2. 2.Check connections. Confirm no pinched or damaged cables. * Take image of damaged component and forward for warranty request 3.Replace the control box.
H01	The handset codes listed to the left typically indicate one of the following issues: * The desk needs rest. * The columns ran continuously for over 4 minutes. * The room temperature is too high for desk elements.	1.Let the desk rest for 20 minutes. 2.Lower room temperature.
000 or 888 displayed on the handset	* The handset code listed to the left indicates a faulty Handset.	1. Replace the handset.
LOC	* The handset code listed to the left indicates the handset is locked.	Press and hold the **M** button until the display changes from **LOC** to the display height . (up to 8 seconds) Release the button.
ASR	* The handset code listed to the left indicates the desk is in **ASR** mode.	1.Conclude the desk reset by first releasing any button that may be currently held. 2.Press and hold the **down** button for up to 8 seconds until the desk lowers slightly and then slightly rises. 3.Continue to hold **down** button until **ASR** changes to the height display. 4.If this does not work, release button. Wait 20 seconds and try again.

Issue	Reasons this can happen	Troubleshooting Steps
Desk won't move all the way up or down.	*A loose or unmounted control box. *Obstructions preventing desk movement. *The upper and/or lower limit feature is activated. *The desks anti-collision sensitivity set too high for surroundings.	1. Confirm the control box is fixed firmly and that it is secured flat. 2. Confirm no obstructions. 3. Perform a **basic reset**. * If the trouble continues proceed to step 4. 4.Remove the **upper** and **lower limit** settings. 4A. Press and hold the **M** button until the display flashes **S-,** then briefly release. 4B. Re-press the **M** button again and hold until the display changes to **555**. 4C. The display will return to the current tables height and the limits are now removed. 5. Change the desk **anti-collision** sensitivity to a less sensitive setting. 5A. Put the handset into **ASR** mode. 5b. Press and hold the up button (up to 8 seconds) until the display flashes **ASR**. 5C. There are three sensitivities, **10.5**= (most sensitivity) **10.6**= (Middle/Optimal sensitivity) **10.7**= (Least sensitivity) 5D. Release the **up** button. 5E. Re-press and hold the up button again until the desired setting is reached. 5F. Release button and wait until **ASR** pops back up again. 5G. Conclude the **basic reset** and setting will be saved.
Handset display not showing the correct height	* The led retracted height needs adjusted in the settings.	1. Press the **down** button on the handset until the base reaches its lowest point. 2. Measure the distance from the floor to the top surface of the desktop. 3. Press and hold the **down** button until the display reads **ASR.** *The desk is now in **ASR** mode. 4. Press and hold the **M** button (up to 8 seconds) until the flashing height is displayed. 5. Use the **up/down** buttons to change the value of the starting height, so that it matches your measurement. 6. Release and wait until display returns to **ASR.** 7. Conclude the **basic reset**.
Numbers flash / desk not responding	* The upper or lower limit is set.	1.) Press and hold the **M** button until the display flashes **S -**, then briefly release. 2.) Re-press the **M** button again and hold until the display changes to **555.** 3.) The display will auto return to current tables height and the limits will be removed.
The displays measurements are different than before.	* The display needs changed to inches or centimeters.	1. Put the handset into **ASR** mode. 2. Press and hold the **2** button (up to 8 seconds) while the display is flashing **ASR.** 3. It switches between either: **10.3**= CM **10.4**= Inches 4. Release the **2** button. 5. Re-press and hold the **2** button again until desired setting is reached. 6. release button and wait until **ASR** pops back up again. 7. Conclude the **basic reset**.

Issue	Reasons this can happen	Troubleshooting Steps
Memory preset button requiring to be held for desk to adjust	* The constant touch feature activated.	1. Put the handset into **ASR** mode. 2. Press and hold the **1** button (up to 8 seconds) while the display flashes **ASR**. 3. It will switch between two numbers: **10.1**= (One Touch Mode) **10.2**= (Constant Touch Mode) 4.) Release the **1** button. 5.) Re-press and hold the **1** button again until the desired setting is displayed. 6.) Release the button and wait for the display to return to **ASR**. 7.) Conclude the **basic reset**.
Uneven desk / 1 side not moving	* Disconnected loose cable * Faulty control box * Column issue	1. Verify the connections. 2. Inspect column for damage. 3. Swap control box with a working desk. 4.Perform a basic reset if able.(does the column make any sound?) * If possible lay desk upside down to complete reset. 5. Swap column that is not moving with a column from a working desk.
No Power / Led won't light up	* The desk has a loose connection. * A faulty outlet. * A faulty surge protector. * A faulty control box. * A faulty Handset. * A faulty power cord. Note: Isolation of the faulty component is required to ensure the customer receives the correct component the first request.	1. Verify the power is on by plugging in another electronic into the outlet. 2. Confirm all wires and power cord are secure and in place. 3. Inspect cables and connections for damage. * take image of damaged component and forward for warranty request. 4. Swap the power cord with a working desk. Did the desk power on? Yes → Replace power cord. No → Continue to step 5. 5. Swap the handset controller with a working desk. Does it illuminate? Yes → Replace the handset. No → Continue to step 6. 6. Swap the control box with a working desk. (Make sure the control box is secure and flat.) Did this resolve your issue? Yes → Replace the control box. No → Repeat troubleshooting steps or contact support.

Notes:

A **hard reset** can be performed when a standard reset does not work:

1. Unplug the system from the wall.
2. Unplug all columns from the control box.
3. Hold the **down** button on the handset. The display will fade and go dark. * This ensures all electrical charge is discharged from the control box.
4. Plug the components back in.
5. Complete the **basic reset**.

Missing components or shipping damage: Request images of packaging. Look for holes and damage to the box. Inspect for taped area or repackaged products.