

## TROUBLESHOOTING FOR THE DESK USER

Symptom	Possible Reason(s)	What to do
The desk will not run	The Mains Power has been disconnected from the control box?	Try to connect a lamp or similar to the main supply to check that the supply voltage is OK
	The plugs have been mounted incorrectly from the control box and to the leg?	See drawing on back page
	Is there any visible damage to cables, controls, or the control box or legs?	If so, damaged parts need to be replaced - contact desk supplier
The desks stops and can only run in the opposite direction	The desk is at its full extended position?	When the desk has reached its maximum upper position it can only run <i>downwards</i>
	The load on the desk has increased compared to when the desk functioned normally?	Remove some of the load and try again
The desk will only run downwards even though the desk is not overloaded	Requires Intialisation	Perform intialisation procedure
The desk does not run with full stroke length upwards. It always stops in the same position	Min-Max heights may be preset	Refer to label on the control box. The system may have a set limit outwards. Perform initialisation to remove this limit

## TROUBLESHOOTING FOR SERVICE AGENT ONLY

Symptom	Possible Reason(s)	What to do
The desk does not run at all. No movement is observed	Malfunctioning desk panel or control box. Poor Connection Mains Cable fallen out No voltage on mains cable	Check all connections. Check that there is voltage in the mains plug. Connect a desk panel that you know is OK. If it can run, the desk panel is malfunctioning. If this does not help, the control box is malfunctioning
Not all legs operate when you run the desk downwards	The leg(s) that do not run are malfunctioning or the cable connection for the leg(s) is not OK	Change leg/cable starting with the cable
The desk is in the lower position and will not run upwards. You cannot see whether all legs are moving.	The desk is overloaded	Remove some of the load on the desk
	One or more of the legs has malfunctioned or the cable connection between leg(s) and control box is not OK	Remove all motor cables from the control box. Mount one leg at a time in channel 1, perform initialisation and test a small run upwards. If a leg will not run upwards after initialisation it is malfunctioning Try exchanging the motor cable before exchanging the leg