



## HEIGHT ADJUSTABLE BASES

### TROUBLESHOOTING PROCEDURES:

**IMPORTANT: THE DESK MUST BE RE-SET PRIOR TO USE.**

#### RESET PROCEDURE:

1. Press and hold the DOWN button on the Handset until the desk reaches its lowest height.
2. Release the DOWN button.
3. Press and hold the DOWN button again until the LED display reads "RST" (looks like A, 5, backwards 7 to some).
4. Release the DOWN button.
5. Press and hold the DOWN button again until the base lowers slightly more, then slightly rises, and stops.
6. Release the DOWN button.
7. Your base is now ready for use.
8. The key to resetting the base is to press the down button, while in the RST mode, when the base is in the bottom position.

The base can be adjusted by pressing and/or holding either the UP or DOWN button until the desired height is reached.

#### PROGRAMMING THE 4 PRESETS:

1. Press the UP or DOWN to the desired height.
2. Press M, release, and then press #1.
3. #1 will flash on/off.
4. #1 is now set to that position.
5. Repeat steps 1-4 for settings #2, #3, and #4 if desired.

**USE THE PRESETS FOR AUTO HEIGHT OR FOR CONSTANT TOUCH.** The base can be set up an automatic saved height (buttons 1, 2, 3, or 4 on the handset) or prevent the handset presets to function. Constant Touch will not allow the presets to function.

If you want to use the presets on the handset, set the base to 10.1. If you want constant touch set the base to 10.2.

1. Press the DOWN button on the handset until the base reaches its lowest position.
2. Press and hold the DOWN button again until the LED display reads "RST"
3. Press and hold the **#1 button** about 5 seconds while the LED flashes "RST".
4. Release the #1 button when 10.1 or 10.2 displays.
5. If 10.1 or 10.2 is not what you want repeat #1 - #3 above.
6. Finish the Reset procedure by pressing and holding the DOWN button until the desk lowers slightly more, then slightly rises and stops.

**RESETTING THE LED # on the handset: to be used when the height of the base on the handset is not correct.**

- Press the DOWN button on the handset until the base reaches its lowest position.
- Measure the distance from the floor to the top of the worksurface with a tape measure.
- IF the LED display does not match your tape measurement then follow these steps:
  1. Press and hold the DOWN button until the LED display reads "RST".
  2. Press and hold the **"M" button** 5 seconds until the LED displays the flashing height. (if the display returns to "RST" before the next step is taken, repeat this step)
  3. Press the UP or DOWN arrow on the handset to until you have the correct height that was measured.
  4. Wait 5 seconds and press M again. The low position is now re-set.
  5. Finish the Reset procedure by pressing and holding the DOWN button until the desk lowers slightly more, then slightly rises and stops.
  6. Release the button.
  7. The new programming is saved and the base is now ready to use.

**SETTING THE UPPER AND LOWER LIMITS:**

The base can adjust the upper and lower travel limit. For a narrow range follow these steps: Make sure the power is on and a number reads in the LED display. (If no number appears follow the RESET Procedure).

**Set the UPPER Limit:**

1. Use the UP/DOWN buttons to move the base to the desired maximum height.
2. Press the "M" button about 1 second and release.
3. Press the UP button about 1 second and release.
4. The LED will flash "S –".
5. Press and hold the "M" button until the LED display changes to "999".
6. The new upper limit is now set.

**Set the LOWER Limit:**

1. Use the UP/DOWN buttons to move the base to the desired minimum height.
2. Press the "M" button about 1 second and release.
3. Press the DOWN button about 1 second and release.
4. The LED will flash "S –".
5. Press and hold the "M" button two seconds until the LED display changes to "000".
6. The new upper limit is now set.

**Removing the Lower or Upper Position:**

1. Press and hold the "M" button until the LED display flashes "S –", then release it.
2. Within 5 seconds press the "M" button again and hold for 2-4 seconds. The LED will change to "555".
3. The lower or upper limit is now removed.

NOTE: A RESET procedure requires the desk base to fully retract beyond any lower limit set. Make sure there is proper clearance below the desk base.

NOTE II: Reset the Memory positions if they are outside the new range.

NOTE III: If you attempt to revise a previously set upper or lower limit, and it is outside of the existing range, you will need to remove the previously set upper/lower limit first.

## **LOCKING THE BASE IN PLACE . . . OR UN-LOCKING THE BASE.**

TO LOCK:

1. Press and hold the “**M**” button about 8 seconds.
2. LED will show the height #, then in about 2 seconds will show LOC.
3. Release the button.
4. Base is now locked. LOC is displayed on the handset.

TO UNLOCK: (Removing LOC on the handset)

1. Press and hold the “**M**” button about 8 seconds.
2. LED will show LOC, then in about 2 seconds will show the height display.
3. Release the button.
4. Base now unlocked.

**CHANGING FROM INCHES TO CENTIMETERS:** (10.3 is centimeters. 10.4 is inches).

1. Press the DOWN button on the handset until the base reaches its lowest position.
2. Press and hold the DOWN button again until the LED display reads “RST” and starts flashing.
3. Press and hold the **#2 button** about 5 seconds until 10.3 or 10.4 is displayed on the handset.
4. IF 10.3 shows on the display then the base is set for centimeters. If 10.4 is displayed you have set the base for inches.
5. If you have the setting you want, follow the RESET PROCEDURE by holding the DOWN button until the desk lowers slightly more, then slightly rises and stops and shows the display.
6. To reverse, repeat steps #1 - #5 above.

### **Changing the anti-collision sensitivity**

1. There are three anti-collision settings on the height adjustable base:
  - a. 10.5 = 10 kg pressure (most sensitive)
  - b. 10.6 = 15 kg pressure (middle setting)
  - c. 10.7 = 20 kg pressure (least sensitive)
2. To change the setting do the following:
3. Press the DOWN button until the base reaches its lowest position.
4. Hold the **DOWN button** again until the LED display says 10.5, 10.6 or 10.7 and release.
5. If you have the desired setting press the down button until the base resets.
6. If not, repeat #3 and #4 above the change the setting to a different sensitivity.
7. Each time you go through the above procedure the base will change from 10.5 to 10.6 to 10.7, then back to 10.5 etc.

## **TROUBLESHOOTING: The first step is to RESET the base.**

- Press the down button until the handset displays a flashing RST (looks like A, 5, backwards 7), then stop pressing.
- Press the down button again. The base should go down to the bottom position. Stop pressing the down button once it reaches bottom.
- Press the down button again. The base should lower, then slightly raise, then stop. The RST should be replaced with numbers.
- The base is then re-set and ready to use again.
- Note: In rare cases involving voltage spikes, the base might not stop at the bottom position and will continue to raise up. If so, release the down button. Press the down button again and lower the base to the bottom and release the button when it hits bottom. Press the down button again to lower and continue holding while the base raises. The base will raise until the RST display changes to a number on the handset. The base is re-set and ready to use again.

Er1 – Er13 in the readout of the handset - Confirm that all wired connections are secure, then perform the RESET PROCEDURE. E13 – unplug the controller, rest a minute, re-power the controller.

“HO1”, let the base cool down for 20 minutes.

888 – change handset

The **controller** is the black unit attached to the crossbars in the center of the base. On the **T-Unit** the beveled sides of the controller display F, HS, and M2 on one side, AC and M1 on the other side. On the **“L”** unit the beveled sides of the controller display AC on one side, HS, M1, M2, and M3 on the other.

**E07 Error:** E07 has a faulty wire connection to or from the M1 position on the controller.

- Make sure the connection wires to M1/M2 (and M3 in “L” bases only) positions on the controller are solid. Reset the base following the RE-SET procedure at the top of this page.
- If the connection is solid, and the error code persists, try replacing the extension cord piece(s) and repeat the re-set procedure at the top of this section.
- Switch the M1 and M2 wires and RESET the base. If the error code E07 shows on the handset replace the controller. If the error code shows E08 replace the M2 connection leg.

**E08 Error:** E08 has a faulty wire connection to, or from, the M2 position on the controller.

- Check the wires and follow steps in E08 Error code above.
- Switch the M1 and M2 wires and RESET the base. If the error code E08 shows on the handset replace the controller. If the error code shows E07 replace the M1 connection leg.

**E09 Error (L units only):** E09 has a faulty wire connection to, or from, the M3 position on the controller.

- Check all wires and connections to electrical and follow the RE-SET procedure (see page top).
- Switch the M2 and M3 wires and RESET the base. If the error code E09 shows on the handset replace the controller. If the error code shows E08 replace the M1 connection leg.

If replacing the controller does not fix the issue and the wires are connected solidly please call your dealer.