

Vertilift...

Trouble shooting guide

Reset Procedure

Press and hold the down button until the desk reaches its lowest height.
Release the down button. Press and hold the down button until the handset reads RST. Release the down button, press and hold the down button again until the desk lowers a little bit more. You may have to hold the down button for up to 20 seconds. the desk will rise slightly. Release the down button
your desk is now reset.

How to use the preset memory function.

Use the up or down button to select your desired height, then press M followed by a number 1-4. You can change these preset heights any time

Error codes

E02: The desk is unbalanced, keep the desk moving to its lowest point and go through the reset procedure. To do this turn the power off wait for the led to go out push the down button the desk will move down slightly repeat this step until the desk is at the lowest point. Hold the down button until RST appears then go through the reset procedure

E04: This error code will show if the legs are overloaded. Apart from too much weight on the desk, or over the top of one leg it may also be caused if one or all legs are not 90 degrees to the frame.

- * Remove heavy items from the desk top
- * Check that the desk is level, adjust with adjustable feet if not level
- * Check that the legs are at 90 degrees to the frame
- * Turn the power off wait for the led display to disappear
- * Turn the power back on and go through the reset procedure.

E05: Anti collision function, E05 error code will disappear once the desk automatically stops and resets itself.

This may also appear due to friction within the leg itself, this could be due to a number of things such as the difference in paint thickness on the legs or tight shimming between columns themselves.

If the E05 error code persists you will need to raise the anti-collision sensitivity.

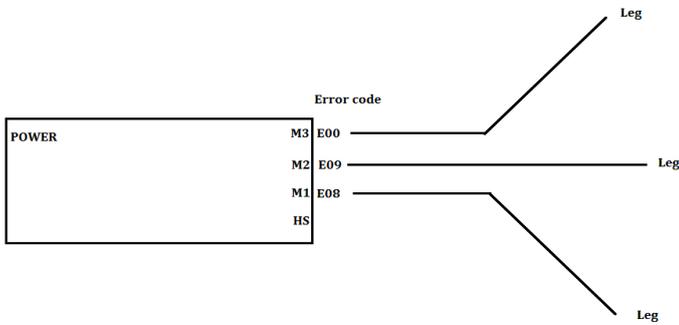
Contact your dealer for instructions.

HOT: This will appear if the desk has been used in excess of the duty cycle (2 minutes on 18minutes off). If this error code appears it will automatically stop the desk and will wait until the control box cools. If your desk has stopped at an unworkable level, turn the power off wait until the handset display disappears turn the power back on. Adjust the desk to your desired level.
Do not operate the desk for 20 minutes

E07: A spike in electrical current has caused this error code. Turn the power off wait until the display on the handset disappears, turn the power back on and go through the reset procedure.

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Three leg control box (2 leg does not have M3 port)

E08 , E09 and E00

These codes will appear if there is a cable connection problem between the M1, M2, M3 ports and the lift column. See the above diagram for port location.

more than often it is a cable that has moved and come lose

In the following steps we are using E08 as an example

Testing starts with changing cables in the sequence below.

It is important to turn the power off and wait for the handset display to go out between each step.

The following instructions talk about error code E08 however the same procedure is for E09 and E00

- * Turn the power off, wait until the display on the handset disappears
- * Disconnect and remove the cable from the M1 port and lifting column.
- * Re-connect the same cable to the M1 port and lifting column ensure a good connection.
- * Turn the power back on

If the display shows the desk height go through the reset procedure to ensure all legs are back in sequence.

If after pushing the down button E08 re appears follow the steps below.

The following steps will determine if the cable from the M1 port is faulty.

If the E08 Error code is still showing

- * Turn the power off wait until the display on the handset disappears
- * Disconnect and remove the cable from the M2 port, swap this cable with the cable from the M1 port
- * Turn the power back on
- * If the Error code E08 still appears this means that the cables are ok.
- * If E09 displays it means that the original cable coming from the M1 port is faulty.
Contact your dealer to arrange a replacement cable.

If the E08 Error code is still showing

- * Next step is to remove and change the control box. Contact your dealer to arrange a replacement.
- * Turn power off, disconnect the power cable and cables from M1,M2,M3 ports, disconnect handset cable
- * slide the control box from the frame to remove. Some control boxes may be screwed in.
- * Replace the control box, connect all cables.
- * Turn the power on and go through the reset procedure.

If the E08 Error code is still showing

- * If Error E08 still remains, the problem is the wiring of the motor, the motor needs replacing.
Contact your dealer for a replacement
- * Turn the power off.
- * Remove the faulty leg from the frame
- * Remove the plastic cover at the top of the leg using a flat blade screw driver slowly levering the plastic cover.
- * Lift the motor out of the housing. No tools required.
- * Fit the new motor taking notice of the way the drive wheels align
- * Replace the plastic cap.
- * re assemble the frame, connect cables and turn power back on and run through the set up procedure

