
DeskMakers



HV Height Adjustable Mechanism User Guide

Please Read This Instruction Guide Before Operation

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Before You Start

- Ensure correct control box is used for product.
- Use of incorrect control box may cause table to overdrive, thus damage mechanism.
- Ensure cord connections are firmly seated.
- Initialize tables prior to using them for first time.
- Do not drive a new tables upward before initializing.
- Do not drive a table upward with uneven legs.
- Programmable hand switch error code E61 is normal, it means a leg has been unplugged.
Initialize table legs when error code E61 is displayed.
- A 3-Port Control Box cannot run a 2 leg table
- Do not attach a device that might squeeze, compress or penetrate a leg.
- Use specified fasteners. Do not substitute.

Note: The Initialization Procedure must be completed before the first running after table is installed or parts replaced

Trouble Shooting Sequence

Issue	Actions (Perform in Order Listed)							
	1	2	3	4	5	6	7	8
	Clear All Obstructions	Initialize / Reinitialize	Check for Correct Control Box	Seal All Connections	Clear Container / Shelf Stops	Hard Rest	Leg Swap	Contact Customer Service
Legs Are Uneven								
Legs Won't Go Up								
Hand Switch Shows Error Code E23, E24, E25								
Hand Switch Shows Error Code E12, E13, E14								
Table Goes Down Slightly Then Back Up								
Table Does Not Travel to Expected Upper or Lower Limits								
The Programmable Hand Switch Height Readouts is not Correct								
Legs Go up at Different Rates								

1. Clear All Obstructions

- Remove objects below and above table that could interfere with its operation.
- Make sure cords don't get pulled tight or caught between components.

2. Initialize / Reinitialize

Important Note

- When installing a new table or reconfiguring existing tables, initialize tables to insure optimum performance.
- Initialization process allows table legs to find lowest point of travel; it ensures table legs start at correct height for program and are fully synchronized for day to day use.
- An electrical, height adjustable table, can be initialized with any available switch.
- Failure to initialize new tables and reinitialize existing tables, may lead to severe damage.

Performing Initialization Process on New and Existing Tables:

Step	Action
A	Run table to lowest point. (Programmable hand switch for a new table will read "E61").
B	Release the down button, if compressed.
C	Press and hold the down button for up to 30 seconds. Table will drive down slightly, upon reaching the bottom of its stroke it will stop and return upward.
D	Release the down button on hand switch. Table is now initialized. Programmable hand switch will read a table height of "022", "023" or "027".

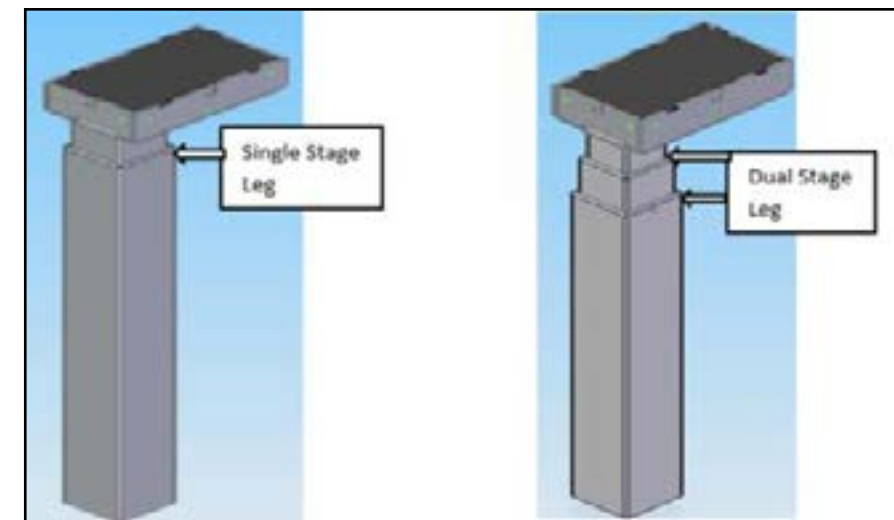
3. Check for Correct Control Box

Several issues can arise when using the wrong control box, including damage to the legs. The following images show:

- Identifying label on the correct control box.
- Most common legs.



Labels may vary in Content



4. Seat All Connections

Step	Action
A	Unplug all cords from control box beginning with power cord circled in red.
B	Reconnecting cords, make sure power cord is last.
C	Be mindful of snap feature on motor cords.



Depress hook feature on motor cord prior to disconnection.

5. Container Stop /Shelf Stop

- A container and shelf stop can be set by end user to restrict bottom and top travel limits on table.
- A lower limit (container stop) and upper limit (shelf stop) can be set in bottom and top half of table's travel range.

Step	Action
A	Move table to desired lower or upper set position.
B	Press and hold - up and down buttons simultaneously until <ul style="list-style-type: none"> ▪ Control box clicks twice (2). Container or shelf stop is NOW set at that height. ▪ Control box clicks once (1). Container or shelf stop is NOW removed.

Table should run through its normal travel range.



6. Reset Control Unit to Factory Settings (This procedure requires a programmable hand switch)



Step	Action
A	Press and hold 1, 2 and ^ buttons simultaneously. Keep button combination pressed for roughly 10 seconds.
B	Display will show S and a number, e.g. "S 5".
C	Release buttons
D	Press & release up button until the display reads "S 0".

Note: It may take 2 press & release sequences before "S 0" is displayed.

E	Press S (green) memory button.
F	Control box should click 5 times. "Click-Click (space) Click-Click-Click" (Control unit will be reset to its factory settings).
G	E61 will be displayed on hand switch.

Note: The menu timeout is 5 seconds, this means that the menu will close automatically without storing new settings if the user does not press a key for 5 seconds.

Important Note: After control unit is reset to factory settings, perform initialization process per section #2 above!

7. Leg Swap Procedure

Benefit: Pinpoints source of problem when a specific subset of error codes is displayed. Initiate procedure when programmable hand switch displays one of these error codes: **E12, E13, E14, E24, E25, E26**

Procedure applies to 2 & 3 leg tables.
A programmable hand switch is required to perform a leg swap.



Step	Action
A	Hand switch displays one of the error codes above, let's assume it reads E12.
B	Swap leg cord positions on control box. (See image on next page)
C	Unplug legs from control box ports M1 & M2.
D	Connect legs into opposite ports.
E	Initialize legs.
F	Hand switch display now reads E13. (Indicates issue shifted from port M1 (E12) to port M2 (E13) with leg, not control box.) <ul style="list-style-type: none"> If error code remained E12, port (M1) after legs were connected to opposite ports, the issue resides with control box.
G	Isolate the leg that caused issue - for return.

It is not necessary to return both legs when only one (1) malfunctions. Legs of similar table types and engineering revisions are compatible. E12 - E14 error codes readings are common when legs are disconnected and swapped.

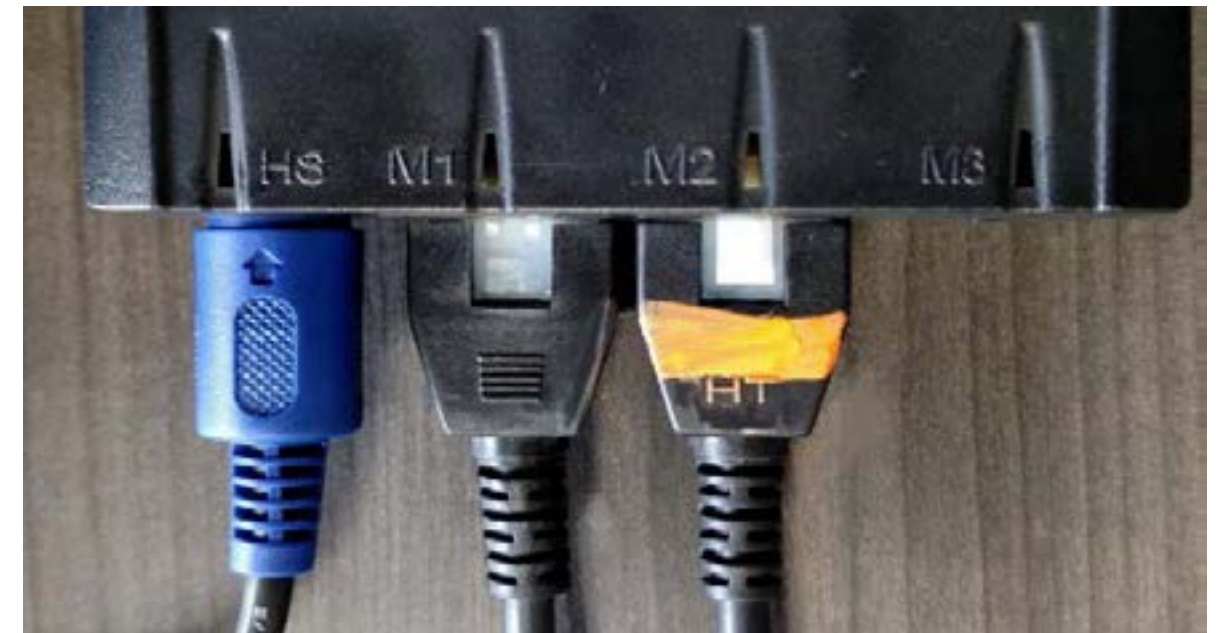
Note: Properly connected cords to minimize error code occurrence.

Procedure pictorially shown:

Motor cords are connected to ports M1 & M2 as shown.



Step	Action
A	Hand switch display reads "E12".
B	E12 error code indicates an electrical connection issue with cord connected to port M1. <ul style="list-style-type: none"> Port # is displayed above cord with a yellow band.
C	Swap cords <ul style="list-style-type: none"> Note: Position change of cord with yellow band.
D	Initialize legs and cycle table up and down.
E	Display reads "E13" <ul style="list-style-type: none"> Leg attached to cord with yellow band is faulty. Display reads E12, control box issue, replace control box.




Error Code	Port Number		Error Code Readout	Action
E12	M1	Perform Swap	E13	Replace Leg
			E12	Replace Control Box
E13	M2		E12	Replace Leg in M1
			E13	Replace Control Box
E14	M3		Different	Replace Leg
			Same	Replace Control Box
E24	M1		E25	Replace Leg in M2
			E24	Replace Control Box
E25	M2		E24	Replace Leg in M1
			E25	Replace Control Box
E26	M3		Different	Replace Leg
			Same	Replace Control Box

8. Plug Direction

The COMPACT^{eco} control unit can detect whether a motor is plugged into the relevant motor socket. In addition, the control unit detects whether a motor has been replaced (the availability of this function depends on the type of the control and the used motors) If a motor is missing or if it is replaced, the COMPACT^{eco} will click three times. Additionally the corresponding error code will be displayed if the hand switch is equipped with a display). To rectify the error, proceed as follows:

Possible Situations:

	Situation
A	A motor is disconnected from the COMPACT ^{eco} when the control box is connected to mains.
The  error code E36, E37 or E38 is shown on the display, depending on the disconnected motor.	
B	Disconnect the mains supply of the COMPACT ^{eco} and wait at least 5 seconds.
C	Re-connect the missing motor.
D	Connect the mains supply of the COMPACT ^{eco} again.
E	Make a manual reset

Note: the availability of the plug detection feature is depending on the motor group settings in the software parameters of the COMPACT^{eco} and on the used motors.



9. Manual Reset (Initialization Procedure)

When the actual desktop position no longer corresponds to the height displayed or you wish to use a configured control unit on another identical electric height-adjustable desk, you have to reset the lowest desktop position to the minimum height.


Step	Action
A	Press the desktop down key. Keep pressing it until the desktop has reached the lowest position (programmed desktop position).
B	Press the desktop down key again and keep pressing it. After about 5 seconds, the desktop will slowly move further down until it reaches the absolutely lowest desktop position possible.
C	Release the desktop down key. The electric height-adjustable desk can now be used again normally.

10. Container and Shelf Stop Positions




These 2 features can be used to limit the movement area of the desktop (e.g if a container is placed underneath the desktop). A container stop position can be defined in the lower half of the movement area, if a shelf stop position in the upper half. If a container stop position is set, this position will be the lower limit position. If a shelf stop position is set, this position will be the new upper limit position. To store a container stop/shelf stop position, go on as shown below:

Step	Action
A	 or  Move the desktop to the position where the container stop/shelf stop position shall be stored. Do so by pressing the desktop down or desktop up key until you reach the desired position.

Note: A container stop position can only be stored in the lower half of the movement area and a shelf stop in the upper half.

B	 Press S for 10 seconds. The COMPACT ^{eco} will click twice when the container stop position is stored.
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To deactivate the container stop/ shelf stop position go on as shown below:

Step	Action
A	 or  Move the desktop to any position in the lower half to deactivate the container stop. Move the desktop to any position in the upper half to deactivate the shelf stop. Do so by pressing the desktop down or desktop up key until you reach the desired position.
B	 Press S for 10 seconds. The COMPACT ^{eco} will click once when the container stop position is deactivated.

11. Additional Error Messages from hand switch display



The Display reads **HOT**.

Cause	Remedy
The COMPACT ^{eco} control unit is fitted with overheating protection. Overheating has caused it to stop the control unit.	Wait until the control unit has cooled down and HOT is no longer displayed. The COMPACT ^{eco} control unit is then operational again.



The display reads E + an error code.

Cause	Remedy
There is an internal fault in the COMPACT ^{eco} control unit	Proceed as indicated in the following list

Code	Description	Remedy
00	Internal Error Channel 1	Unplug the power cord. Replace control unit.
01	Internal Error Channel 2	
02	Internal Error Channel 3	
36	Plug detection in Motor socket M1	Plug in the correct motor to the motor socket that shows the error. Initialize all motors. See section 8
37	Plug detection in Motor socket M2	
38	Plug detection in Motor socket M3	
61	Actuator changed	
55	Synchronization lost motor group 1	Remove load from desktop. Initialize all motors. If error occurs after initialization, replace column.
56	Synchronization lost motor group 2	
67	High Voltage	Unplug the power cord and contact customer service. High voltage driver in control unit failed.
81	Internal error	Make a manual reset. See Section 9 Unplug the power cord then plug it in again after a few seconds. If this error occurs frequently, unplug the power cord and contact customer service.
93	Connection error in the cascaded network (The error appears on the display for 15 seconds and then the control unit goes into reset mode with the display flashing 000)	Check all the cable connections and try to reset the motors. If you cannot reset the motors, disconnect all the control units from the power supply. Wait for at least 5 seconds and then reconnect all the control units to the power supply. Try again to reset the motors. If you still cannot reset the motors, please contact customer service.

12. The following information is helpful when reporting product issues:

- Order #
- Product ID
- Color
- Condition of product leading up to problem.
- Troubleshooting steps
- Specific part(s) requested. Often, only one component may have to be replaced.