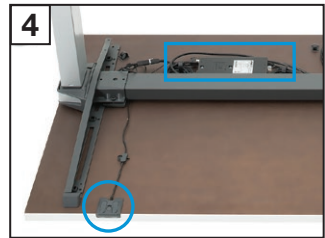
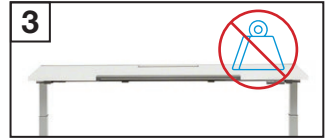


Desk will not go up or down:

1. Check for power to desk.
(Refer to “No power to desk” on page 06.)
2. Check for a foreign device (Error Code E09). Verify the Controller is the only device plugged into the Control Box. Unplug cables (e.g. phone, Ethernet) from the secondary RJ45 connector on the Control Box. Synchronize the desk. (Refer to page 05.)
3. Check that the desk is not severely overloaded (Error Code E41, E42, E43, Overload). Remove or redistribute weight on the desk; weight needs to be evenly distributed and not concentrated over one Lifting Column. Synchronize the desk.
Tip: The lifting capacity varies by desk size and the calculated lifting capacity amount is labeled under the desk.



4. Check the Controller by plugging a **new Controller** into the Control Box.
5. Adjust the desk up or down. If the desk starts to move, replace the defective Controller. After the Controller is replaced, synchronize the desk.
6. Check the Control Box by plugging the original Power Cord, Controller and Low-Voltage Cables into the **new Control Box**.
Tip: Software 3002000 v1.37 is not compatible with the Active Touch controller. Replace with a compatible Control Box with software that is labeled SW 3002000 v1.57.
7. Adjust the desk up or down. If the desk starts to move, replace the non-working Control Box. After the Control Box is replaced, synchronize the desk.
8. Test individual Lifting Columns. (Refer to page 10.)

