

# Troubleshooting Guide

## For Use with k. bench Height-Adjustable Tables

**Before performing any troubleshooting steps, be sure the outlet is working and the following connections are secure:**

handset cable to control box

cables to control box

lifting columns to cables

power cord to control box

*Note: Once you begin the troubleshooting process, do not make any undirected changes to cable positions.*

### Trouble Shooting Steps:

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<b>1 Is the handset equipped with an LED readout?</b>	Yes	→	go to Step 2
	No	→	go to Step 10

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<b>2 Is the LED readout illuminated (after any button is pushed)?</b>	Yes	→	go to Step 3
	No	→	go to Result 1

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<b>3 Does the handset say "HO1" ?</b>	Yes	→	go to Result 1
	No	→	go to Step 4

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<b>4 Does the handset say "RST", "E01", "E02", "E07", "E08"?</b>	Yes	→	go to Step 5
	No	→	go to Result 2

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<b>5 Perform a system reset. Is the desk working properly?</b>	Yes	→	you're done!
	No	→	go to Step 6

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<b>6 Does the handset still show "RST"?</b>	Yes	→	go to Result 2
	No	→	go to Step 7

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<b>7 Choose one of the combinations below.</b>			
Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port		→	go to Result 4
Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port		→	go to Result 4
Error E01 or E07 and Lifting Column (w/o cable) plugged into M2 port		→	go to Step 8
Error E02 or E08 and Lifting Column (w/o cable) plugged into M1 port		→	go to Step 9

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<b>8 Move the cable to the other lifting column and plug into M2, plug the other lifting column into M1.</b>			
Do a system reset			
Did the error message change to E02 or E08?	Yes	→	go to Result 3
	No	→	go to Result 4

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**9 Move the cable to the other lifting column and plug into M1, plug the other lifting column into M2. Do a system reset.**

Did the error message change to E01 or E07?	Yes	→	go to Result 3
	No	→	go to Result 4

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**10 Do a system reset.**

Is the problem resolved?	Yes	→	you're done!
Is the whole desk immobile?	Yes	→	go to Result 2
Is one leg immobile or lagging?	Yes	→	go to step 11

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**11 Choose one of the combinations below.**

Is the lagging Lifting Column (w/o cable) plugged into M1 port	→	go to Result 4
Is the lagging Lifting Column (w/o cable) plugged into M2 port	→	go to Result 4
Is the lagging Lifting Column (with cable) plugged into M1 port	→	go to Step 12
Is the lagging Lifting Column with cable plugged into M2 port	→	go to Step 13

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**12 Move the cable to the other lifting column and plug into M2, plug the other lifting column into M1. Do a system reset.**

Did the lagging lifting column change?	Yes	→	go to Result 3
	No	→	go to Result 4

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**13 Move the cable to the other lifting column and plug into M1, plug the other lifting column into M2. Do a system reset.**

Did the lagging lifting column change?	Yes	→	go to Result 3
	No	→	go to Result 4

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**Result 1** You have exceeded the 10% duty cycle and the desk is overheated. Wait 20 minutes and the desk should resume normal operation.

**Result 2** Replace the control box.

**Result 3** Replace the cable.

**Result 4** Replace the lifting column.

- If directed to this result from Step 7 with an E01 or E07 message replace column connected to port M1
- If directed to this result from Step 7 with an E02 or E08 message replace column connected to port M2
- If directed to this result from Step 8 replace column connected to port M1
- If directed to this result from Step 9 replace column connected to port M2
- If directed to this result from Step 11 replace lagging column connected to port M1
- If directed to this result from Step 11 replace lagging column connected to port M2
- If directed to this result from Step 12 replace lagging column connected to port M1
- If directed to this result from Step 13 replace lagging column connected to port M2