openplan SYSTEMS

POWERED ADJUSTABLE HEIGHT TABLES
TROUBLESHOOTING & TIPS

SETTING THE UPPER/LOWER LIMITS

The base is designed to go to its minimum and maximum heights, allowing for the widest possible range. If you prefer to change the settings to a more narrow range, follow these steps:

Make sure the power is ON and a number reads in the LED display (if no number appears, please follow the Reset procedure.)

To Set the Upper-Limit Position:
Use the UP/DOWN buttons to move the base to the desired maximum height position. Press and hold the "M" button until the LED display flashes "S -" once and let go of the button. Then press the UP button once and the LED display will change to "999" then automatically return to the selected height. The new upper limit is now set.

To Set the Lower-Limit Position:
Use the UP/DOWN buttons to move the base to the desired minimum height position. Press and hold the "M" button until the LED display flashes "S -" once and let go of the button. Then press the DOWN button once and the LED display will change to "000" then automatically return to the selected height. The new upper limit is now set.

To Remove the Upper/Lower Limit Positions:
Use the UP or DOWN button to move the desk to any new position. Press and hold the "M" button until the LED display flashes "S -" once and let go of the button. Within 5 seconds, press the "M" button again and hold for 2 seconds. The LED will display "555", then automatically will return to the height display. The upper and lower limits are now removed.

Note: After the upper and lower limits are set, the previous memory positions (1, 2, 3, 4) may be outside the new range of movement. If so, simply reset the memory positions.

Note: A Reset procedure requires the desk base to fully retract (beyond any lower limit set). Please ensure that you have the proper clearance below the desk base.

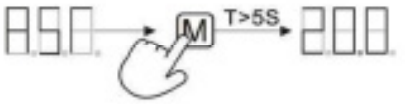
Note: If you attempt to revise a previously set upper or lower limit and it is outside of the existing range, you will need to remove the previously set upper/lower limits first.

SETTING THE LED DISPLAY RETRACTED HEIGHT

Press the DOWN button on the Switch until the base reaches its lowest position. Measure the height of the base from the floor and if the number on the LED display does NOT match your measurement, follow these steps:

Press and hold the DOWN button again until the LED display reads "RST".

Press and hold the "M" button (about 5 seconds) until the LED displays the Hashing starting height. (If the display returns to "RST" before the next step is taken, repeat this step.)



To change the value of the starting height:

Increase by 0.1 s, press the UP button ----------

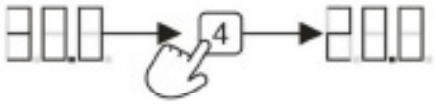
Decrease by 0.1, press the DOWN button ----------

Increase by 1 s, press the "1" button ----------

Decrease by 1 s, press the "2" button ----------

Increase by 10s, press the "3" button ----------

Decrease by 10s, press the "4" button ----------



Once the new value is displayed, wait about 5 seconds and the display will return to "RST". Finish the reset process by pressing and holding the DOWN button again until the desk lowers a little bit more, slightly rises and stops. Release the DOWN button. The new starting height value is saved and your desk is now ready to use.

Note: the LED display has a ±0.1 tolerance.

Programming / Additional Features

To Set One-Touch/Constant-Touch:

Press the DOWN button on the Handset until the base reaches its lowest position. Press and hold the DOWN button again until the LED display reads "RST".Press and hold the 1 button (about 5 seconds) while the LED flashes "RST" and then switches to either:
10.1 =One-Touch
10.2 = Constant-Touch
Release the 1 button. Press and hold the 1 button again until the desired setting is reached. Once the chosen setting is displayed, release the button and wait about 5 seconds for the display to return to "RST". Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button.

Handset Lock:

To lock the handset:
Press and hold the "M" button (about 5 seconds) until the LED display switches to "S -" and then to "LOC." Release the button.
To unlock the handset:
Press and hold the "M" button (about 5 seconds) until the LED switches from "LOC" to the height display. Release the button

Changing Inches to Centimeters:

Press the DOWN button on the Handset until the base reaches its lowest position. Press and hold the DOWN button again until the LED display reads "RST".
Press and hold the 2 button (about 5 seconds) while the LED flashes "RST" and then switches to either:
10.3 = cm
10.4 = inches

Release the 2 button. Press and hold the 2 button again until the desired setting is reached. Once the chosen setting is displayed, release the button and wait about 5 seconds for the display to return to "RST".
Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button. The new anti-collision sensitivity setting is saved and your desk is now ready to use.

Changing Inches to Centimeters:

Press the DOWN button on the Handset until the base reaches its lowest position. Press and hold the DOWN button again until the LED display reads "RST".
Press and hold the 3 button (about 5 seconds) while the LED flashes "RST" and then switches to either:
10.5 = 10 kg. pressure (most sensitive)
10.6 = 15 kg pressure (middle setting)
10.7 = 20 kg pressure (least sensitive)

Release the 3 button. Press and hold the 3 button again until the desired setting is reached. Once the chosen setting is displayed, release the button and wait about 5 seconds for the display to return to "RST".
Finish the reset process by pressing and holding the DOWN button until the desk lowers a little bit more, slightly rises and stops. Release the button. The new anti-collision sensitivity setting is saved and your desk is now ready to use.

ERROR CODE OVERVIEW

Error Code	Error summary	Description
E01	M1 overcurrent protection	Handset shows E01, All Columns Stop Working, Pressing any key shows RST, System needs reset
E02	M2 overcurrent protection	Handset shows E02, All Columns Stop Working, Pressing any key shows RST, System needs reset
E03	M3 overcurrent protection	Handset shows E03, All Columns Stop Working, Pressing any key shows RST, System needs reset
E04	M4 overcurrent protection	Handset shows E04, All Columns Stop Working, Pressing any key shows RST, System needs reset
E05	M5 overcurrent protection	Handset shows E05, All Columns Stop Working, Pressing any key shows RST, System needs reset
E06	M6 overcurrent protection	Handset shows E06, All Columns Stop Working, Pressing any key shows RST, System needs reset
E07	M1 Hall Error	Handset shows E07, All Columns Stop Working, Pressing any key shows RST, System needs reset
E08	M2 Hall Error	Handset shows E08, All Columns Stop Working, Pressing any key shows RST, System needs reset
E09	M3 Hall Error	Handset shows E09, All Columns Stop Working, Pressing any key shows RST, System needs reset
E10	M4 Hall Error	Handset shows E10, All Columns Stop Working, Pressing any key shows RST, System needs reset
E11	M5 Hall Error	Handset shows E11, All Columns Stop Working, Pressing any key shows RST, System needs reset
E12	M6 Hall Error	Handset shows E12, All Columns Stop Working, Pressing any key shows RST, System needs reset
E13	communication interrupt between controller A and B	Handset shows E13, All Columns Stop Working, Pressing any key shows RST, System needs reset
H01	over heat protection/Duty cycle protection	Handset shows H01, All Columns Stop Working, Pressing any key useless, Handset shows current height after rest

Notes:

1. 6 lift columns synchro working by 2 control boxes, the main control box is "A", and the other one is "B"
2. M1M2M3 controlled by Single control box or "A" control box, M4M5M6 controlled by control box "B"
3. overcurrent protection trigger condition: (1)over loaded when columns lifting up (2)colums still running when reach highest/lowest position (3)mechanical fault ,electric fault
4. Hall Error trigger condition: (1)+5V/GND/H1/H2/ wire fault (2)motor core fault , no signal or few signal output
5. communication interrupt between A and B trigger condition: (1)controller B or controller A_SCI2 fault (2)connection between controller A and B fault
6. over heat trigger condition:Too high temperature for Heating elements
7. Duty cycle trigger condition: continuously working more than 4 minutes, need rest 16 minutes

TROUBLESHOOTING GUIDE (2-LEGS)

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

handset cable to control box
lifting columns to cables
cables to control box
power cord to control box

Note: Once you begin the troubleshooting process, do not make any undirected changes to cable positions.
TROUBLE SHOOTING STEPS (please mark the boxes as appropriate; Result key on page 6)

1 Is the handset equipped with an LED read-out?
- ☐ Yes → go to Step 2
- ☐ No → go to Step 10

2 Is the LED read-out illuminated (After any button is pushed)?
- ☐ Yes → go to Step 3
- ☐ No → go to **Result1**

3 Does the handset say "HO1"?
- ☐ Yes → go to **Result1**
- ☐ No → go to Step 4

4 Does the handset say "RST", "E01, E02, E07, E08?
- ☐ Yes → go to Step 5
- ☐ No → go to **Result 2**

5 a. Perform a system reset.

b. Is the desk working properly?
- ☐ Yes → You're done!
- ☐ No → go to Step 6

6 Does the handset still show "RST"?
- ☐ Yes → go to **Result 2**
- ☐ No → go to Step 7

7 Choose one of the combinations below

a. Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port ☐ → go to **Result 4**

b. Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port ☐ → go to **Result 4**

c. Error E01 or E07 and Lifting Column (w/o cable) plugged into M2 port ☐ → go to Step 8

d. Error E02 or E08 and Lifting Column (w/o cable) plugged into M1 port ☐ → go to Step 9

8 Move the cable to the other lifting column and plug into M2, plug the other lifing column into M1

a. Do a system reset

b. Did the error message change to E02 or E08?
- ☐ Yes → go to **Result 3**
- ☐ No → go to **Result 4**

9 Move the cable to the other lifting column and plug into M1, plug the other lifing column into M2

a. Do a system reset

b. Did the error message change to E01 or E07?

- ☐ Yes → go to **Result 3**
- ☐ No → go to **Result 4**

10 a. Do a system reset

b. Is the problem resolved?

- ☐ Yes → You're done!

c. Is the whole desk immobile?

- ☐ Yes → go to **Result 2**

d. Is one leg immobile or lagging?

- ☐ Yes → go to Step 11

11 Choose one of the combinations below

a. Is the lagging Lifting Column (w/o cable) plugged into M1 port ☐ → go to **Result 4**

b. Is the lagging Lifting Column (w/o cable) plugged into M2 port ☐ → go to **Result 4**

c. Is the lagging Lifting Column (with cable) plugged into M1 port ☐ → go to Step 12

d. Is the lagging Lifting Column with cable plugged into M2 port ☐ → go to Step 13

12 Move the cable to the other lifting column and plug into M2, plug the other lifing column into M1

a. Do a system reset

b. Did the lagging lifting column change?

- ☐ Yes → go to **Result 3**
- ☐ No → go to **Result 4**

13 Move the cable to the other lifting column and plug into M1, plug the other lifing column into M2

a. Do a system reset

b. Did the lagging lifting column change?

- ☐ Yes → go to **Result 3**
- ☐ No → go to **Result 4**

Troubleshooting results (2-legs)

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

TROUBLESHOOTING GUIDE (3-LEGS)

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

handset cable to control box
lifting columns to cables
cables to control box
power cord to control box

Note: Once you begin the troubleshooting process, do not make any undirected changes to cable positions.
TROUBLE SHOOTING STEPS (please mark the boxes as appropriate; Result key on page 10)

1 Is the handset equipped with an LED read-out?
- ☐ Yes → go to Step 2
- ☐ No → go to Step 14

2 Is the LED read-out illuminated (After any button is pushed)?
- ☐ Yes → go to Step 3
- ☐ No → go to **Result1**

3 Does the handset say "HO1"?
- ☐ Yes → go to **Result1**
- ☐ No → go to Step 4

4 Does the handset say "RST", "E01, E02, E03, E07, E08, E09?
- ☐ Yes → go to Step 5
- ☐ No → go to **Result 2**

5 a. Perform a system reset.

b. Is the desk working properly?
- ☐ Yes → You're done!
- ☐ No → go to Step 6

6 Does the handset still show "RST"?
- ☐ Yes → go to **Result 2**
- ☐ No → go to Step 7

7 Choose one of the combinations below

a. Error E01 or E07 and Lifting Column (w/o cable) plugged into M1 port ☐ → go to **Result 4**

b. Error E02 or E08 and Lifting Column (w/o cable) plugged into M2 port ☐ → go to **Result 4**

c. Error E03 or E09 and Lifting Column (w/o cable) plugged into M3 port ☐ → go to **Result 4**

d. Error E01 or E07 and Lifting Column w/o cable plugged into M2 port ☐ → go to Step 8

e. Error E01 or E07 and Lifting Column w/o cable plugged into M3 port ☐ → go to Step 9

f. Error E02 or E08 and Lifting Column w/o cable plugged into M1 port ☐ → go to Step 10

g. Error E02 or E08 and Lifting Column w/o cable plugged into M3 port ☐ → go to Step 11

h. Error E03 or E09 and Lifting Column w/o cable plugged into M1 port ☐ → go to Step 12

i. Error E03 or E09 and Lifting Column w/o cable plugged into M2 port ☐ → go to Step 13

8 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E03 or E09?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

9 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

a. Do a system reset

b. Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

10 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E03 or E09?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

11 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

a. Do a system reset

b. Did the error message change to E01 or E07?

☐ → go to **Result 3**

☐ → go to **Result 4**

12 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

13 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

14 Choose one of the combinations below

a. Is the lagging Lifting Column w/o cable plugged into M1 port ☐ → go to **Result 4**

b. Is the lagging Lifting Column w/o cable plugged into M2 port ☐ → go to **Result 4**

c. Is the lagging Lifting Column w/o cable plugged into M3 port ☐ → go to **Result 4**

d. Is the lagging column w/ cable in M1 and column w/o cable in M2? ☐ → go to Step 15

e. Is the lagging column w/ cable in M1 and column w/o cable in M3? ☐ → go to Step 16

f. Is the lagging column w/ cable in M2 and column w/o cable in M1? ☐ → go to Step 17

g. Is the lagging column w/ cable in M2 and column w/o cable in M3? ☐ → go to Step 18

h. Is the lagging column w/ cable in M3 and column w/o cable in M1? ☐ → go to Step 19

i. Is the lagging column w/ cable in M3 and column w/o cable in M2? ☐ → go to Step 20

15 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E03 or E09?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

16 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

a. Do a system reset

b. Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

17 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns

a. Do a system reset

b. Did the error message change to E03 or E09?

☐ → go to **Result 3**

☐ → go to **Result 4**

18 Make a full swap of the cables, switching both at the ports (M1 and M2) and the lifting columns.

a. Do a system reset

b. Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

19 Make a full swap of the cables, switching both at the ports (M2 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E02 or E08?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

20 Make a full swap of the cables, switching both at the ports (M1 and M3) and the lifting columns.

a. Do a system reset

b. Did the error message change to E01 or E07?

☐ Yes → go to **Result 3**

☐ No → go to **Result 4**

Troubleshooting results (3-legs)

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 7a replace column connected to port M1

If directed to this result from Step 7b replace column connected to port M2

If directed to this result from Step 7c replace column connected to port M3

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 M1

If directed to this result from Step 10 replace column connected to port M2

If directed to this result from Step 11 replace column connected to port M2

If directed to this result from Step 12 replace column connected to port M3

If directed to this result from Step 13 replace column connected to port M3

If directed to this result from Step 14a replace column connected to port M1

If directed to this result from Step 14b replace column connected to port M2

If directed to this result from Step 14c replace column connected to port M3

If directed to this result from Step 15 replace column connected to port M1

If directed to this result from Step 16 replace column connected to port M1

If directed to this result from Step 17 replace column connected to port M2

If directed to this result from Step 18 replace column connected to port M2

If directed to this result from Step 19 replace column connected to port M3

If directed to this result from Step 12 replace column connected to port M3