Troubleshooting Guide Height Adjustable Table Legs

Visual Glossary - Referenced Parts

Programmable Hand Switch

Standard Up / Down Hand Switch

2-Leg Tables

3-Leg Tables

Control Boxes

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Important Items:

- Do not swap control boxes, only use control box that comes with the legs.
- Use of incorrect control box may cause table to overdrive and damage the spindle mechanism.
- Make sure all cord connections are firmly seated.
- Initialize table legs with control box, after installation, when new legs are paired with an existing control box, and when a new control box is paired with existing legs.
- Do not drive a table upward with uneven legs.
- Programmable hand switch error code E61 is normal, it displays after newly installed work stations, or after a leg has been disconnected from the control for more than a couple of minutes. Initialize table legs when error code E61 is displayed on hand switch.
- A 3-port control box cannot run a 2-leg table, likewise a 2-port control box cannot run a 3-leg table.
- Do not attach a device to the legs that may squeeze, compress or penetrate them.
- Use specified fasteners. Do not substitute.
- Care is required when installing product, mishandling (dropping) legs may result in motor damage.
- If packaging appears to be damaged, connect table leg components, initialize and cycle them up and down to ensure proper function before installation.
# Troubleshooting Guide Height Adjustable Table Legs

## Troubleshooting Sequence

<table>
<thead>
<tr>
<th>Issue</th>
<th>Clear All Obstructions</th>
<th>Initialize</th>
<th>Check for Correct Control Box</th>
<th>Seat All Connections</th>
<th>Clear Container/ Shelf Stops</th>
<th>Hard Reset</th>
<th>Leg Swap</th>
<th>Contact Product Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legs are uneven</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legs will not go up</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handswitch displays code E23, E24, E25</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Handswitch displays code E12, E13, E14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Table goes down slightly then back up</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Table does not move to expected upper or lower limits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Table height displayed on programmable hand switch is incorrect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legs go up at different rates</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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1. Clear all Obstructions
   Remove objects below and above table that could interfere with its operation. Make sure power cords do not get snagged, stretched or crushed between components.

2. Initialize Table Legs
   a. When installing a new table or reconfiguring existing tables, initialize table legs to ensure optimum performance.
   b. Initialization process ensures that the:
      • Table legs are set to find their lowest point of travel.
      • Table legs operate within the control unit’s parameter range.
      • Table legs are fully synchronized for day to day use.
   c. A height adjustable table, can be initialized with any available switch.
   d. Failure to initialize new tables and existing tables with new components, may lead to severe product damage.

3. Initialize New and Existing Tables
   Programmable hand switch will display “E61” on newly installed tables.
   Step 1: Move table down to its lowest point.
   Step 2: Release the down button, if compressed.
   Step 3: Press and hold the down button until the table moves down and back up slightly.
      • This step may take as long as 30 seconds to complete.
   Step 4: Release the down button on hand switch.

The table is now initialized.

4. Control Box
   Using the wrong control box may result in damaged table legs.
   Control box label include the following:
   • The kit #
   • Control box serial #
   • Product description, including the column style
   • Parameter file #

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Labels may vary in content.

- Below are illustrations of the most common legs.

![Single Stage Leg](image1)
![Dual Stage Leg](image2)

5. Container Stop /Shelf Stop
   a. Container and shelf stops are set to restrict the tables bottom and top travel limits.
      - A container stop sets a low travel limit, in the lower half of the tables travel range.
      - A shelf stop sets an upper travel limit, in the upper half of the tables travel range.
   b. Add a Container and/or Shelf Stop:
      Step 1: Move table surface to desired lower or upper set position.
      Step 2: Press and hold the “S” button on programmable hand switch,
               Press and hold up and down buttons on simple up / down hand switch.
      Step 3: Listen for control box to click twice (2x) indicating a container or shelf stop is set at desired height.
   c. Remove Container and/or Shelf Stop:
      Step 1: Move table surface into the lower or upper half of the travel range.
      Step 2: Press and hold the “S” button on programmable hand switch,
               Press and hold up and down buttons on simple up / down hand switch.
      Step 3: Listen for control box to click once (1x) indicating a container or shelf stop has been removed.

Note: The table does not have to be moved to the exact height, in the lower or upper half of the travel range, to remove a container or shelf stop.
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6. Reset Control Unit to Factory Settings (This procedure requires a programmable hand switch)

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. The menu will close automatically without storing new settings when a key is not pressed within 5 seconds. Important - After control unit is reset to factory settings, perform initialization process per section #3 above.

7. Leg Swap Procedure

**Benefit:** Pinpoints source of problem when a specific subset of error codes are displayed. Initiate procedure when programmable hand switch displays one of these error codes:

**E12, E13, E14, E24, E25, E26**

Procedure applies to both 2 & 3 leg tables.
The leg swap procedure requires the use of a programmable hand switch.

Procedure:
Step 1: Hand switch displays one of the error codes above, let’s assume it reads **E12**.
Step 2: Unplug legs from control box ports M1 & M2.
Step 3: Swap leg cord positions on control box. (See image on this page)
Step 4: Connect legs into opposite ports.
Step 5: Initialize legs.
   a. If hand switch display now reads **E13**. (Indicates issue shifted from port **M1** (E12) to port **M2** (E13) with leg, not a control box issue. Isolate the leg that caused issue - for return.
   b. If error code remained **E12**, port (M1) after legs were connected to opposite ports, the issue then resides with control box. Isolate the control box - for return.
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It is not necessary to return both legs when only one (1) leg malfunctions. Legs of similar table types and engineering revisions are compatible.

8. Leg Swap Procedure Shown Pictorially:
Motor cords are connected to ports M1 & M2 as shown.

a. Hand switch display reads “E12”.
b. E12 error code indicates an electrical connection issue with cord connected to port M1.
   • Port # is displayed above cord with a yellow band.
c. Swap Cords
   • Note: Position of cord with yellow band.
d. Initialize legs and cycle table up and down.
e. If display reads “E13” the leg attached to cord with yellow band is faulty.
f. If display reads E12, control box issue, replace control box.

Port used for 3 leg tables
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<table>
<thead>
<tr>
<th>Error Code</th>
<th>Port Number</th>
<th>Error Code Readout</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>E12</td>
<td>M1</td>
<td>E13</td>
<td>Replace Leg in M2</td>
</tr>
<tr>
<td>E13</td>
<td>M2</td>
<td>E12</td>
<td>Replace Control Box</td>
</tr>
<tr>
<td>E12</td>
<td>M1</td>
<td>E13</td>
<td>Replace Leg in M1</td>
</tr>
<tr>
<td>E13</td>
<td>M2</td>
<td>E12</td>
<td>Replace Control Box</td>
</tr>
<tr>
<td>E14</td>
<td>M3</td>
<td>Different</td>
<td>Replace Leg</td>
</tr>
<tr>
<td>E24</td>
<td>M1</td>
<td>E13</td>
<td>Replace Leg in M2</td>
</tr>
<tr>
<td>E25</td>
<td>M2</td>
<td>E24</td>
<td>Replace Control Box</td>
</tr>
<tr>
<td>E26</td>
<td>M3</td>
<td>Different</td>
<td>Replace Leg</td>
</tr>
<tr>
<td>E24</td>
<td>M1</td>
<td>E25</td>
<td>Replace Leg in M1</td>
</tr>
<tr>
<td>E25</td>
<td>M2</td>
<td>E24</td>
<td>Replace Control Box</td>
</tr>
<tr>
<td>E26</td>
<td>M3</td>
<td>Same</td>
<td>Replace Control Box</td>
</tr>
</tbody>
</table>

9. Plug Detection

The COMPACTeco 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 COMPACTeco 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:

1. **Possible situations:**

   A motor is disconnected from the COMPACTeco 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.

2. Disconnect the mains supply of the COMPACTeco and wait at least 5 seconds.

3. Re-connect the missing motor.

4. Connect the mains supply of the COMPACTeco again.

5. 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 COMPACTeco and on the used motors.
10. Additional Error Messages from hand switch display

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The COMPACT™ control unit is fitted with overheating protection. Overheating has caused it to stop the control unit.</td>
<td>Wait until the control unit has cooled down and HOT is no longer displayed. The COMPACT™ control unit is then operational again.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is an internal fault in the COMPACT™ control unit.</td>
<td>Proceed as indicated in the following list.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>Internal Error Channel 1</td>
<td>Unplug the power cord. Replace control unit.</td>
</tr>
<tr>
<td>01</td>
<td>Internal Error Channel 2</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Internal Error Channel 3</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Plug detection in Motor socket M1</td>
<td>Plug in the correct motor to the motor socket that shows the error.</td>
</tr>
<tr>
<td>37</td>
<td>Plug detection in Motor socket M2</td>
<td>Initialize all motors. See section 8.</td>
</tr>
<tr>
<td>38</td>
<td>Plug detection in Motor socket M3</td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>Actuator changed</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>Synchronization lost motor group 1</td>
<td>Remove load from desktop. Initialize all motors. If error occurs after initialization, replace column.</td>
</tr>
<tr>
<td>56</td>
<td>Synchronization lost motor group 2</td>
<td></td>
</tr>
<tr>
<td>67</td>
<td>High voltage</td>
<td>Unplug the power cord and contact the customer service. High voltage driver in control unit failed.</td>
</tr>
<tr>
<td>81</td>
<td>Internal error</td>
<td>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 the customer service.</td>
</tr>
<tr>
<td>93</td>
<td>Connection error in the cascaded network</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

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