Sit- Stand Desk trouble shooting

Before we send a technician out to site, we need to check a couple of the basics to see if we can get you up and running asap.
The steps below will help us to trouble shoot a couple of potential issues. If the first step does not work, please proceed to the next one.
If you get to the end and this has not fixed the desks please come back to me and let me know which desk is not working in step 3.
If any error codes come up please check the code, reset the desk (un-power for 30 seconds)

1. Only the UP and DOWN buttons will unlock the handset
   a. Press the UP button once, then after 3 seconds press and hold the UP button for 5 seconds
2. There are three connections to power up the desk
   a. Please unplug the desk from the power and then unplug all three connections (shown below in Red and Green)
   b. Once the green LED indicator on the Power supply has gone out (about 5-10 seconds) please reconnect all connections then repower the desk
   c. Repeat step 1

3. Take out the Power Supply and swap it with the power supply from a desk that you know works
   a. Repeat step 1 for both desks once the two power supplies are swapped and reconnected

Error Code	Fault cause	Solution
ER1	Motor stop	Power Off and restart, If fault still exists, it is motor problem.
ER2	Synchro error beyond 15mm	Power off and restart If handset display RST (DOWN key unlocked), keep touching DOWN key to the lowest normal number.
ER3	Cable fault	Check motor cable Off or broken, power Off and restart.
ER4	Communication fault	Check cables for handset and controller, power Off and restart.
ER5	Overload protection	2 legs Load>180kg or 3 legs load>160kg, display ER5. Lighten loads, power off and restart.
Hot	Run continuously for 2.5 to 5 minutes	Overload, power protection, automatic recovery after five minutes

1 x L&R Leg Pair

1 x Power Cord

1 x Power Supply

1 x Handset