Operating Your Upside Height-Adjustable Table

**Note:** Avoid risk of injury with your height-adjustable table through proper training. For safe operation, ensure that there is at least 1” between the height-adjustable worksurface and any adjacent objects such as storage or fixed worksurfaces.

**Paddle Type**

Your table is equipped with one of two paddle types (programmable or standard).

*Press the paddle down or up and follow the instructions regardless of the paddle type.

*Paddle and table examples are for illustration purposes only—yours may look different depending on table type.

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**IMPORTANT!**

Prior to first use, plug power cord into outlet and perform a default reset to synchronize the motors in the columns (D). See default reset instructions.
WAKE UP

NOTE: For Programmable Paddles (C) only. Paddle (C) enters a power save mode after 10 seconds of inactivity. Prior to each use, user must “TAP AND RELEASE” paddle (C) or “TAP AND RELEASE” the menu button (C2) to activate paddle (C).

STANDARD PADDLE

PROGRAMMABLE PADDLE

Power save Mode: Paddle (C) display not visible.

Tap and release to activate paddle (C) prior to each use.

1 PADDLE SLEEPING

2 TAP TO WAKE UP PADDLE

3 TABLE HEIGHT IS SHOWN

DEFAULT RESET

Synchronizes motors by returning the table to lowest position. Resetting resolves most mechanism issues. This procedure can be done with either a standard or programmable paddle.

Default Reset must be performed prior to first use and once per month to ensure proper function. Default Reset should also be performed if table is not operating properly.

1 IMPORTANT! Remove all contents from under table!

COLLISION = REMOVE OBSTRUCTION

CUSTOMER SERVICE PHONE: 1-800-426-8562
2. Lower table all the way down

1. Press paddle (C) down

2. Lower table all the way down

3. Release paddle (C)

3. Hold down paddle (C) for 15 seconds and release

1. "HOLD FOR 15 SECONDS"

2. Press paddle (C) down

3. Release paddle (C)

4. Press and hold down paddle (C) until table moves down and continue to hold until table stops moving up

1. Lower table all the way down

2. MOVES DOWN SLIGHTLY

3. THEN UP

4. Release paddle (C)

**NOTE:** Typically the table will move up slightly but if a lower storage stop is set, it will raise up all the way to the lower storage stop.

**NOTE:** This step only applies to programmable paddle.
Table height adjustment issue

START

Does a programmable paddle screen illuminate when pushed?

Yes

Does the table start moving, then reverse direction for a moment?

Yes

Go to Installation check page.

No

Go to Power page.

No

Remove paddle. Drill new pilot holes using paddle template. Reinstall paddle screws ensuring they are perpendicular to the work surface.

Yes

Does the table continue moving after releasing the paddle?

No

Table does not move when I try to reset

Yes

Does performing a reset resolve the issue?

Complete

Note: Parts of this guide require a programmable paddle handset, service part # 8754-8401.
Upside Table
Collision Detection

From troubleshooting start page

Is the path of motion of the table and attached accessories completely clear of obstructions on all sides, including wires?

Yes

Is the control box snugly fastened to work surface?

No

Remove obstacles

Yes

Ensure control box is secured tightly and is flat against the underside of the work surface. Tighten screws so that control box cannot rock or move.

Are all the wires for the table secured snugly to the frame or worksurface?

No

Secure wires using provided adhesive cable ties

Yes

Does removing load from the table top resolve the issue?

No

Lower collision detection sensitivity setting on control box (refer to user instructions)

Yes

Maintain lower load when adjusting table
**Errors**

- **“H01” Duty cycle protection error?**
  - Yes: Leave table plugged into wall and idle for 20 minutes. (Table is intended to run maximum of 2 min on + 18 min off)
  - No: Perform a second reset

- **Does error re-occur after running the table up & down?**
  - Yes: Complete
  - No: Perform a third reset. Does error reoccur after running the table up & down?

**Troubleshooting steps**

<table>
<thead>
<tr>
<th>Error</th>
<th>Description</th>
<th>Steps</th>
</tr>
</thead>
</table>
| E01   | M1 overcurrent protection       | 1) Identify which column is plugged into M1 port on control box  
                                           2) Reduce load over M1 column |
| E02   | M2 overcurrent protection       | 1) Identify which column is plugged into M2 port on control box  
                                           2) Reduce load over M2 column |
| E07   | M1 Hall effect sensor           | 1) Unplug and re-plug M1 cable |
| E08   | M2 Hall effect sensor           | 1) Unplug and re-plug M2 cable |
| LOC   | Handset locked                  | 1) Replace handset  
                                           2) Unplug table for 20 seconds and plug back in |

- **Did the error message change?**
  - Yes: Yes  
  - No: No

- **Replace both columns**
  - Yes: Measure the height of both columns. Are they more than 3/4” different?
    - Yes: Replace control box
    - No: Complete
  - No: Replace column that is plugged into port with error message

**Handset locked**

- 1) Replace handset
- 2) Unplug table for 20 seconds and plug back in
Is the power cord firmly plugged into the wall outlet and control box?

Yes

Is the wall outlet powered? (Do other devices power up when plugged in?)

No

Resolve power issue

Yes

Is the paddle firmly plugged into the control box?

No

Plug in paddle

Yes

- Replace control box - or -
- Replace paddle