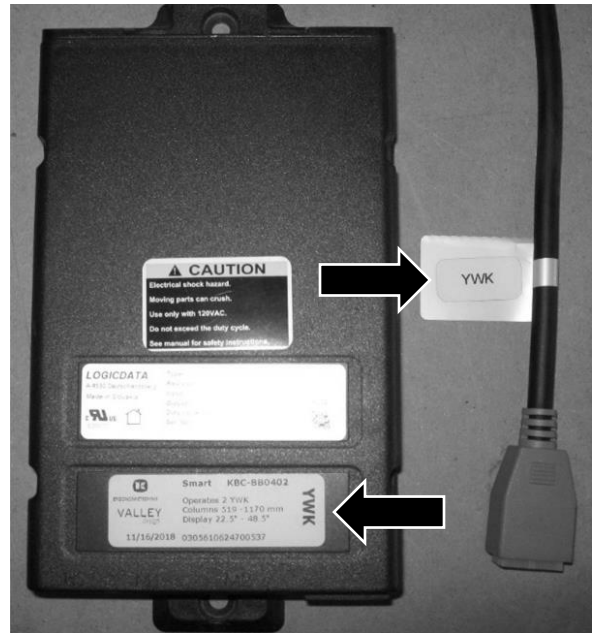




## Moto Electric Column Basic User Guide

This user guide provides details on how to initiate and troubleshoot an electric adjustable column unit. **Initiating A System Or Replacing Components**

- Ensure the 3-digit code on the label at the end of the column cable(s) match the 3-digit code printed on the control box label(s).
- With 110v power disconnected, set-up or replace components and connect all cords (handset, motor cables, linkage cables, etc.) Connect system to 110v power.
- Perform a manual reset (see below) before starting or resuming normal operation.



Basic Handset Operation	Digital Handset Operation
	
<ul style="list-style-type: none"> <li>• Press the up or down arrow to adjust table.</li> </ul>	<ul style="list-style-type: none"> <li>• Press the up or down arrow on the right side to adjust a non-cascading system (single group of columns).</li> <li>• To save preset positions: adjust table to desired height, press the 'S' button, then press any position key (1, 2, 3, or 4).</li> <li>• Press and hold the position key to adjust to preset position.</li> </ul>

### Troubleshooting A System

- See table below for error code information (only available with a digital handset):

Code	Description	Remedy
HOT	Overheating protection has been enabled, causing the control unit to stop	Wait until the unit has cooled down and <b>HOT</b> is no longer displayed. The control unit is operational again. (Duty Cycle: 2 minutes of continuous operation requires 18 minutes of cool down)
000	Reset Required	Perform a manual reset.
0	Internal Error Channel 1	Unplug the power cord and contact customer service
1	Internal Error Channel 2	

Code	Description	Remedy
12	Defect Channel 1	Unplug the control unit. Fix the external short circuit.
13	Defect Channel 2	Or Plug in the correct motor to the motor socket that shows the error. Start the control unit again.
24	Overcurrent Motor M1	Remove jammed objects from the driving area. Desk might be overloaded - Remove load from desk
25	Overcurrent Motor M2	
48	Overcurrent Motor Group 1	
60	Collision protection	
62	Overcurrent Controller	
36	Plug detection in motor socket M1	Plug in the correct motor to the motor socket that shows the error. Perform a manual reset.
37	Plug detection in motor socket M2	
61	Actuator Changed	
55	Synchronization lost motor group 1	Remove load from desktop and perform a manual reset.
67	High voltage	Plug in power cord to correct voltage source.
70	Motor configuration changed	Perform a manual reset.
71	Anti-Pinch configuration changed	
72	Reset not successfully finished	Disconnect power for 10 seconds. Re-connect power and perform a manual reset.
73	Drive defective	Contact customer service.
81	Internal Error	Perform a manual reset.
---	Reset required	Perform a manual reset.

- Unplug the power cord and check that all connections between control box, columns, and handset are secure. Ensure cables are not damaged or frayed. Ensure table is not overloaded and weight is equally distributed on the table top. After 30 seconds, reconnect the power cord and attempt the methods below.
- Resetting the columns to their lowest point:
  - Press and hold the desktop down key until the table reaches its lowest point. Briefly let off the key and then press and hold it again. The columns will lower another ¼". This is the lowest height of the columns.
  - Normal operation of the table can resume.
- Manual Reset:
  - A manual reset can be done on any handset.
  - Press and hold both the desktop up and desktop down keys. The columns will raise and lower until the reset position is found. Do not let off the keys until the columns have stopped moving completely.
  - This reset may need to be completed more than once until all of the columns in a system reset to the same position.
- Factory Reset:
  - A factory reset can only be done with a digital keypad and should only be completed if the previous reset methods do not restore the system to normal operation.
  - Press the **1**, **2**, and **desktop up** keys at the same time. Release the keys after 3 seconds.
  - The display will read *S* and a number. Press the **desktop up** key until the display reads *S 0*. Then press the **memory key**. The menu will time out in 5 seconds. If this sequence is not completed within 5 seconds, it will have to be started over.
  - To restart the control unit: unplug the power for 10 seconds, then perform a manual reset.
- Contact Customer Service:
  - If none of these processes fix the issue, contact customer service for further trouble-shooting or part replacement. Any information provided to customer service about the unit will help expedite the trouble-shooting process (unit part number, purchase order number, when and where from the units were purchased, initial set-up or replacement, etc.)