



# ERGOMASTER

Dear customer!

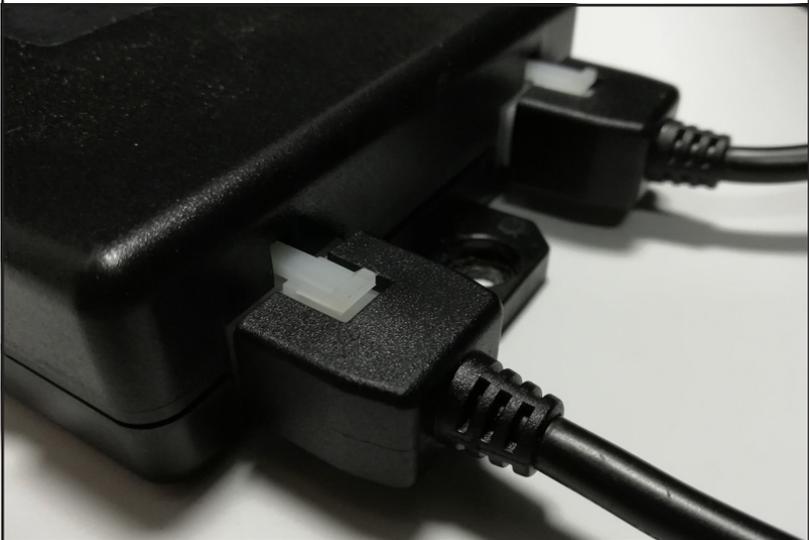
If your desk does not work correctly please check the following:

Step	Scenario	Possible Solution
1	<i>Desk does not respond to any buttons.</i>	<i>Check the connection of the power cable to the working mains and to the controller.</i>
2	<i>The desk does not move up despite pressing the + button.</i>	<i>Always before the first usage and sporadically during later use the controller requires calibration of the legs height, which is displayed by deactivation of the + button. In that case hold the - button for as long as BOTH LEGS move at low speed to the lowest position. After correct completion of the operation, the desk will move in both directions.</i>
3	<i>After calibrating or during normal operation, one of the legs stopped working or has a different height.</i>	<i>Calibration is required to be performed once again. Follow these steps:</i>  <i>a) First ensure the controller is connected to the power supply.</i> <i>b) Disconnect the leg cable plugs from the controller.</i> <i>c) Disconnect the power cable from the network for 10 seconds.</i> <i>d) Connect the power cable from the mains and check its connection to the controller.</i>





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Step	Scenario	Possible Solution
3	<p>After calibrating or during normal operation, one of the legs stopped working or has a different height.</p>	<p><b>e)</b> Connect the leg cable plugs until you hear a 'click' of the plug hook. <b>f)</b> Calibrate legs according to point no 2.</p> 
4	<p>After pressing + or - button the desk starts its operation but then stops and moves back by 4cm, with a message displayed LOWER/UPPER ANTICOLLISION.</p>	<p>That mean anti-collision system has been triggered. If the situation happens again without meeting an obstacle ensure:</p> <p><b>a)</b> The desk was at room temperature for at least an hour prior to the use. <b>b)</b> The desk is carefully assembled without any loose screws <b>c)</b> The controller is fixed tightly, does not move. <b>d)</b> The power cable is fixed with with a grip- to the frame according to the manual so that its pulling doesn't cause movements of the controller. <b>e)</b> The desk is level and not overloaded. <b>f)</b> In bench – ensure the bars joining the legs are tightened with the right strength and are at the same height in both legs, according to the manual. <b>g)</b> If the desk needs adjusting, carry out calibration according to step 3.</p>
5	<p>After adjusting the desk a number of times, it stopped working.</p>	<p>The controller is equipped with thermal overload protector that prevents further work. Wait 18min until the controller and engines have cooled down. The display panel will inform you about the remaining cooling time.</p>



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If none of the above solutions solved the problem, please contact the distributor preferably with a short video presenting the operation/lack of response to buttons + and -

In case you cannot send a video please fill out the form provided below and describe the situation:

*Suggested solutions were tested according to the manual  
but the desk still does not work properly*

*Action*

*What is happening*

*Pressing + button*

*Pressing - button*



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## **Simplified calibration procedure.**

It is often the case that a calibration performed with the button panel is enough for a correct desk performance. Check if the controller is connected to the power supply, and the control panel and legs are connected to the controller.

Then:

### Control Panel Standard



1. Press and hold **+** and **-** buttons simultaneously for 4 seconds.
2. After the operation the **+** button becomes inactive.
3. Use the button **-** to lower the desk down to the lowest position of the both columns.
4. After the operation the key **+** will become active.

### Control Panel Pro



1. Press and hold the three buttons simultaneously for 4 seconds: **S**, **+**, **-**
2. After the operation the **+** button becomes inactive.
3. Use the button **-** to lower the desk down to the lowest position of the both columns.
4. After the operation the key **+** will become active.