**PLANES - TROUBLESHOOTING GUIDE**

**Height Adjustable Tables**

**Installation Instructions**

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**Programmable Hand Switch**

**OR**

**Standard Up/Down Hand Switch**

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**2 Leg Control Box**

**OR**

**3 Leg Control Box**

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- **Motor Cord 1**
- **Motor Cord 2**
- **Leg 1**
- **Leg 2**

**OR**

- **Motor Cord 1**
- **Motor Cord 2**
- **Motor Cord 3**
- **Leg 1**
- **Leg 2**
- **Leg 3**

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**CUSTOMER SERVICE PHONE:** 1-800-426-8562

**HAWORTH**

**E.C.O. No:** xxx-xxx

**Page:** 1 OF 10

**Part No:** Planes TS

**Rev:** x1
IMPORTANT:

- Do not swap control boxes, only use control box that comes with the legs.

- Use of incorrect control box may cause table to overdrive, thus damage mechanism.

- Make sure that all cord connections are firmly seated.

- Initialize table legs with control box after installation, after new leg(s) are installed with an existing control box and after a new control box is used with existing legs.

- Do not drive a table upward with uneven legs.

- Programmable hand switch error code E61 is normal, it means a leg has been unplugged. -Initialize table legs when error code E61 is displayed.

- 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 that might squeeze, compress or penetrate a leg.

- 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.
<table>
<thead>
<tr>
<th>Display</th>
<th>Possible cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot</td>
<td>Overheating has caused it to stop the Control Box</td>
<td>Let Control Box cool down. Wait 20 minutes</td>
</tr>
<tr>
<td>E00</td>
<td>M1 - Internal error</td>
<td>PULL PLUG and Replace Controller Box</td>
</tr>
<tr>
<td>E01</td>
<td>M2 - Internal error</td>
<td></td>
</tr>
<tr>
<td>E02</td>
<td>M3 - Internal error</td>
<td></td>
</tr>
<tr>
<td>E12</td>
<td>M1 - Defective</td>
<td>Replace Leg/Motor Pages 9 &amp; 10</td>
</tr>
<tr>
<td>E13</td>
<td>M2 - Defective</td>
<td></td>
</tr>
<tr>
<td>E14</td>
<td>M3 - Defective</td>
<td></td>
</tr>
</tbody>
</table>
| E24     | M1 - Over-current | MAX LOAD EXCEEDED...
| E25     | M2 - Over-current | UNLOAD TABLE Pages 6
| E26     | M3 - Over-current | Replace Leg/Motor Pages 9 & 10 |
| E36     | M1 - No connection | MOTOR NOT CONNECTED |
| E37     | M2 - No connection | CHECK CONNECTIONS |
| E38     | M3 - No connection | |
| E60     | Collision found | INITIALIZE - Page 4 |
| E61     | Motor replaced | INITIALIZE - Page 4 |
| E63     | External Sensor or Cable not Connected | Reset to Factory Settings - Page 8 |
| E71     | Collision sensor error | INITIALIZE - Page 4 |
**PLANKS TROUBLESHOOTING GUIDE**

**Initializing New and Existing Tables**

**Installation Instructions**

**Programmable Hand Switch**

**Standard Up/Down Hand Switch**

**INITIALIZING NEW AND EXISTING TABLES**

1. Move table down ▼ to its lowest point

2. Press and hold the down ▼ button until the table moves down and back up slightly

**NOTE:** Programmable hand switch will display “E61” on newly installed tables.

“HOLD FOR 20 TO 30 SECONDS”
**IDENTIFY PARTS**

**1. Identify Single (C) and Dual Columns (E)**

- Single Stage Leg
- Dual Stage Leg

**2. Check for correct Control Box (B)**

**IMPORTANT**

DO NOT MIX DUAL STAGE (LOW) WITH DUAL STAGE (HIGH) THIS WILL DAMAGE LEGS!
3. Label on Control Box (B) match with label on Column Leg (C)

**Collision and Calibration Errors**

**Collision** = Remove Obstruction

**Calibration** = Initializing (See Page 4)

**Over-Current Error**

Max. Load Exceeded = Unload Table

Customer Service Phone: 1-800-426-8562
**Add Container Stop and/or Shelf Stop**

1. Set desired table (D) height

2. Press and hold up and down buttons until you hear clicks (2x)

**Remove Container Stop and/or Shelf Stop**

1. Press and hold up and down buttons until you hear one click (1x)

   - 1) “CLICK”

2. “HOLD”

   - 1) “CLICK”
   - 2) “CLICK”

**NOTE:** You can override your container stop by continuing to hold down button if trying to recalibrate/initialize.
Reset Control Unit to Factory Settings

1. Press and hold 1 2 and \(\text{△} \) for 10 seconds and release buttons.

2. Display will read “S” and a number, e.g. “S 5”. Release buttons and press \(\text{△} \) until the display reads “S 0”.

3. Press \(\text{S} \) and control should click 5 times.

4. “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 on PAGE 4.

**NOTE:** It may take two press & release sequences before “S 0” is displayed.
# PLANES TROUBLESHOOTING GUIDE

## For Control Box and Column Leg

### Installation Instructions

## ERROR CODE: E 12,13,14 & E 24,25,26

### 1

Check hand switch (A) for Error Code

<table>
<thead>
<tr>
<th>CODE</th>
<th>COLUMN LEG</th>
<th>CONTROL BOX (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>E 12 or E 24</td>
<td>L1</td>
<td>M1</td>
</tr>
<tr>
<td>E 13 or E 25</td>
<td>L2</td>
<td>M2</td>
</tr>
<tr>
<td>E 14 or E 26</td>
<td>L3</td>
<td>M3</td>
</tr>
</tbody>
</table>

### 2

Swap connectors (M1 & M2) as shown

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<td>M3</td>
</tr>
</tbody>
</table>
ERROR CODE: E 12, 13, 14 & E 24, 25, 26

3 Press up and down buttons

4 If error code (E 12) or (E 24) reappears = bad control box

5 If error code (E 13) or (E 25) appears = bad leg (L1 or L2)

NOTE: This was an example of Leg (L1) being the bad leg.