



TROUBLESHOOTING MANUAL

Desk Model – SLIM

Problem	Solution
Control panel won't light up	Turn off power point and unplug all cords and cables. Reconnect cords and cables, and turn power point back on.
Control panel lights up, but desk won't move	Turn off power point and unplug all cords and cables. Reconnect cords and cables, and turn power back on.
Control panel shows CAL	Turn power off at power point and wait for 10 seconds. Turn power back on. Press "M" once, and then press and hold "4" for 3 or more seconds. Then use the arrows to move the desk.
Control panel shows LOC	LOC means the desk is locked. To unlock, press and hold the "M" button for 3 or more seconds, until the control panel shows "UNL".
Control panel shows E01	Check connection of cables to leg 1.
Control panel shows E02	Check connection of cables to leg 2.
Control panel shows E04	Excessive load on leg 1. Reduce load from leg 1.
Control panel shows E05	Excessive load on leg 2. Reduce load from leg 2.
Control panel shows E07	Counter-balance protection. Stop desk movement. Check cable connections and reduce some load from the desk.
Control panel shows H01	Over-heating protection. Stop desk movement and turn the power off for 60 seconds.

If you have any issues that are not covered in this manual, or if the instructions above do not work for you, please email us at contact@updowndesk.com.au. Please include photos showing the fault, and a video demonstrating the fault. The video can be sent to us via www.wetransfer.com.