

Electric Height-Adjustable Worksurface Programmable Memory Controller LED Display Troubleshooting

For Universal Worksurfaces, Answer[®], Montage[®], Secant[®], Series 9000[®], Avenir[®], and Elective Elements[®] Electric Adjustable Height Worksurfaces produced after January 12, 2004.

Code	Description	Symptom	Corrective Action
ERR1	Signal to controller is interrupted	Motor stops working	<ol style="list-style-type: none"> 1. Check controller connection at motor. Make sure it is plugged in all the way and secure. 2. Check the cable of the controller. Make sure the cable is not damaged. 3. If problem continues after checking both of the above, call your Steelcase dealer for service. <p>After the signal is re-established, ERR1 will disappear from the controller display.</p>
ERR2	Overload protection has shut the system down	Motor stops working	<p>Stop operation of the motor for a short period of time. The motor will automatically reset itself once a short period of time has elapsed. User can operate the motor again with five minutes. At that time, ERR2 will disappear from the controller display.</p>
ERR3	Memory signal needs to be re-calibrated	Motor stops working	<p>The memory function needs to be re-initialized. Perform the following steps:</p> <ol style="list-style-type: none"> 1. Press the "F" button. You will see "INIT" on the display. Release the button. 2. Press the "DOWN" arrow button until the motor stops at its lowest point. Release the button. 3. Press the "UP" arrow button until the motor stops at its highest point. Release the button. <p>ERR3 will now disappear from the display and the LED display will show the correct height.</p>
ERR4	15% duty cycle is exceeded	Motor stops working	<p>The motor has operated for an extended period of time and has shut down. There are two possible corrective actions.</p> <ol style="list-style-type: none"> 1. The motor will automatically reset itself once a short period of time has elapsed. User can operate the motor again within 5 minutes. At that time ERR4 will disappear from the controller display. 2. Disconnect the power cord from the power source for 10 seconds and re-connect. User can operate the motor again. At that time ERR4 will disappear from the controller display.
ERR5	There is an open circuit. Both limit switches are in the open position	Motor stops working	<p>Call your Steelcase dealer for a replacement column mechanism.</p>
ERR6	Power voltage to the mechanism is low	Motor stops working	<p>There are two possible corrective actions.</p> <ol style="list-style-type: none"> 1. The motor will automatically reset itself once a short period of time has elapsed. User can operate the motor again within five minutes. At that time, ERR6 will disappear from the controller display. 2. Disconnect the power cord from the power source for 10 seconds and re-connect. User can operate the motor again. At that time ERR6 will disappear from the controller display.
O112	May display when unit is first powered on	None	<p>No need for alarm. This code only displays to indicate software version on the PC board within the mechanism. Note: this version indicates units manufactured after January 12, 2004. Additional codes could be created to indicate future product enhancements or changes.</p>