My-Hite 2 Stage Troubleshooting Reference Sheet
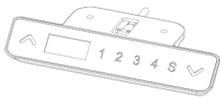
Error Code	Explanation	Cause	Solution
E01	Connection Issue	The leg is disconnected from the control box.	Check the cable connections between leg and computer. Reset display. **If problem persists** contact Friant Customer Service.
E02	Continous Operation	Continous operation for 5 min.	Let motor rest for 10 min. Then try again. **If problem persists** contact Friant Customer Service.
E03	Tabletop Overload	The tabletop load exceeds the weight limit.	Check that weight on table does not exceed weight limit. 2 stage straight - 220 lbs, 2 stage corner - 330 lbs **If problem persists** contact Friant Customer Service.
E04	Control Box Malfunction	Control Box Malfunction	Perform reset operation. **If problem persists** contact Friant Customer Service.
E05	Display is frozen	Display locked for 30 seconds.	Perform reset operation. **If problem persists** contact Friant Customer Service.
E06	Communication Disconnected	Connection lost between display and control box.	Check cables. Perform reset operation. **If problem persists** contact Friant Customer Service.
E07	Display shows less than 27"	The height on display is lower than 27".	Perform reset operation. **If problem persists** contact Friant Customer Service.
E08	Motor Short Circuit	Motor cable damaged	Check the motor cable for damage. **If problem persists** contact Friant Customer Service.
E09	Hall Error	Hall count error	Perform reset operation. **If problem persists** contact Friant Customer Service.
E10	Actuator Error	Failure of control box actuator	Disconnect power supply for 1 minute then plug in. **If problem persists** contact Friant Customer Service.
E11	Rebound Malfunction	Rebound function error	Perform reset operation. **If problem persists** contact Friant Customer Service.

GENERAL TIPS

- Follow assembly instructions closely
- Do not overload the tables (220 lbs maximum straight, 330 lbs maximum corner)
- The input voltage should be within 108-132V
- Use the glides to properly level the table before use
- When moving the table, do not tilt the table on one leg or misalignment may occur
- Before first use, perform reset operation
- If after trouble shooting the problem persists, contact Customer Service for further assistance

First Time Use:

It is important to perform the reset procedure stated below before using your My-Hite table for the first time.

1) Reset Operation

1. Press and hold ∧ & ∨ simultaneously for more than 3 seconds till legs begin to move down at half speed of normal operation.

2. Keep pressing buttons till legs move down to the lowest position and rebound 2-5 mm, then stop.

3. Release together. Reset is completed

Notes:

(a) The reset procedure must be completed after table is installed or parts replaced.
(b) If reset process is interrupted, the system will stop running and will need to be reset to operate again.

2) Set Memory Position

1. Adjust table to desired height. Then press and hold ∧ & ∨ buttons.Display will flash. Then release.

2. Press S, then press button 1 or 2 or 3 or 4 within next 3 seconds. Display position 1,2,3,4 is saved.

(c) After reset, memory settings need to be set again.

3) Removing Presets

1. Press and hold button S more than 10 seconds. Display will flash "———"

2. Release button S. Press button 1 within 3 seconds. The screen displays "H-0" or "H-1" indicating preset is off or on.

3. Press ∧ or ∨ to change the current function of turn on or off. "H-0" - express function is off. "H-1" - express function is on.

4. Touch and hold button S for 2 seconds. Preset is on or off.

4) Set Maximum Height

1. Press and hold ∧ then release. Adjust table to desired maximum height.

2. Press and hold S, then press and hold 3 for about 3 seconds. Release. Letter " ⁻L⁻" flashes on the screen.This means the table will not go above this height.

5) Set Minimum Height

1. Use ∧ & ∨ buttons to adjust table to desired minimum height.

2. Press and hold S, then press and hold 3 for about 3 seconds. Release both buttons. Letter " _L_" flashes on the screen. This means the table will not go below this height.

6) Clear Minimum/Maximum Height

1. Press and hold S. Without releasing button S, press and hold 2 for 3 seconds.

2. Code "-C-" will clear.

7) Display in Inches or Centimeters

Press and hold S. Without releasing button S, press and hold ∨ for 3 seconds.Release both buttons. The height information will toggle between inches and centimeters.