

# TROUBLESHOOT PLTEAB4872MEDWF WITH PLTMEDPRGREMOTE

Before using for the 1st time, please make sure to reset properly by following instructions below



## 1.Initialization procedure

Step	Operation	Motion
1	Press and hold $\wedge$ & $\vee$ simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing $\wedge$ & $\vee$	Legs move down to the lowest position and rebound 2-5 mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

During the reset, you must hold the "Up" & "Down" Arrow until the height adjustable table reaches the lowest point and bounces back up 1". If you do not follow the instructions, E04 error code will continue to show.

## E04 Error Code

If you happen to run into a situation where E04 Error Code is shown on the display, please follow steps below:

1) Do a proper reset by following instructions below

### 1.Initialization procedure

Step	Operation	Motion
1	Press and hold $\wedge$ & $\vee$ simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing $\wedge$ & $\vee$	Legs move down to the lowest position and rebound 2-5

		mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

2) If the reset does not work, please unplug all cables and connections attached to the height adjustable table. Please wait for 1 minute as this would allow hardware to go through a "Cool Down" process. After 1 minute, please reconnect all cables and plug back into power source. Once that is complete, please do a proper reset by following instructions below.

### 1.Initialization procedure

Step	Operation	Motion
1	Press and hold $\wedge$ & $\vee$ simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing $\wedge$ & $\vee$	Legs move down to the lowest position and rebound 2-5 mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

During the reset, you must hold the "Up" & "Down" Arrow until the height adjustable table reaches the lowest point and bounces back up 1".

3) If none of the above instructions resolve the E04 issue, please replace the black motor box.

Once a replacement black motor box has been installed, please replug all the cables and do a proper reset by following above instructions.

### 1.Initialization procedure

Step	Operation	Motion
1	Press and hold $\wedge$ & $\vee$ simultaneously for	Legs begin to move down at half speed of normal operation

	more than 3 seconds	
2	Keep pressing $\wedge$ & $\vee$	Legs move down to the lowest position and rebound 2-5 mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

During the reset, you must hold the "Up" & "Down" Arrow until the height adjustable table reaches the lowest point and bounces back up 1".

4) If none of the above works, please reach out to Windsor/Dave for further assistance.

## Height Adjustable Table Won't Go Past Certain Height

1) If you happen to run into a situation where the height adjustable table won't go above a certain height limit, please follow the steps below:

1	Press and hold button S, then press and hold 2, keep about 3 seconds	Letter "-C-" is indicated on the screen. That means the table's unlocked and can be moved in full range
2	Release the buttons	Completed

## Height Adjustable Table Won't Go Past Below Certain Height

1) If you happen to run into a situation where the height adjustable table won't go below a certain height limit, please follow the steps below:

1	Press and hold button S, then press and hold 2, keep about 3 seconds	Letter "-C-" is indicated on the screen. That means the table's unlocked and can be moved in full range
2	Release the buttons	Completed

## E01 Error Code

If you happen to run into a situation where E01 Error Code is shown on the display, please follow steps below:

1) Remove AC Cable from Power Unit and from wall outlet

Please have cables unplugged and wait for 1 minute

Then reconnect all cables after 1 minute

Check and see if the legs are operating properly. If not, this indicates that inner parts of the legs are defective and require replacement

Do a proper reset by following instructions below

### 1.Initialization procedure

Step	Operation	Motion
1	Press and hold <b>Λ&amp;V</b> simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing <b>Λ&amp;V</b>	Legs move down to the lowest position and rebound 2-5 mm, then stop
3	Release <b>Λ&amp;V</b> together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

During the reset, you must hold the "Up" & "Down" Arrow until the height adjustable table reaches the lowest point and bounces back up 1".

If you do not follow the instructions, E04 error code will continue to show.

## E03 Error Code

If you happen to run into a situation where E03 Error Code is shown on the display, please follow steps below:

1) Table has excessive weight, please remove everything on top of the table

2) Do a proper reset by following instructions below:

### 1.Initialization procedure

Step	Operation	Motion
1	Press and hold <b>Λ&amp;V</b> simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing <b>Λ&amp;V</b>	Legs move down to the lowest position and rebound 2-5

		mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.

During the reset, you must hold the "Up" & "Down" Arrow until the height adjustable table reaches the lowest point and bounces back up 1".

If you do not follow the instructions, E04 error code will continue to show.

## E05 Error Code

If you happen to run into a situation where E05 Error Code is shown on the display, please follow steps below:

- 1) Button of switch stuck, check status of the button. If stuck then toggle the button to restore
- 2) If Step 1 does not resolve the issue, please replace the switch

## E06 Error Code

If you happen to run into a situation where E06 Error Code is shown on the display, please follow steps below:

- 1) Remove AC Cable from Power Unit and from wall outlet  
Please have cables unplugged and wait for 1 minute  
Then reconnect all cables after 1 minute

Do a proper reset by following instructions below

### **1.Initialization procedure**

Step	Operation	Motion
1	Press and hold $\wedge$ & $\vee$ simultaneously for more than 3 seconds	Legs begin to move down at half speed of normal operation
2	Keep pressing $\wedge$ & $\vee$	Legs move down to the lowest position and rebound 2-5 mm, then stop
3	Release $\wedge$ & $\vee$ together	Initialization is completed



1. The initialization procedure must be completed before the first running after table is installed or parts replaced.

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2.If the initialization process is interrupted, the system will stop running and will need to be reinitialized to operate again.