

HP300

SETTINGS AND TROUBLESHOOTING PROCEDURES:

IMPORTANT: THE DESK MUST BE RE-SET PRIOR TO USE

RESET PROCEDURE:

1. Press and hold the DOWN button on the Handset until the desk reaches its lowest height.
2. Release the DOWN button.
3. Press and hold the DOWN button again until the LED display reads "RST".
4. Release the DOWN button.
5. Press and hold the DOWN button again until the base lowers slightly more, then slightly rises, and stops.
6. Release the DOWN button.
7. Your base is now ready for use.

The base can be adjusted by pressing and/or holding either the UP or DOWN button until the desired height is reached.

PROGRAMMING THE 4 PRESETS:

1. Press the UP or DOWN to the desired height.
2. Press M, release, and then press #1.
3. #1 will flash on/off.
4. #1 is now set to that position.
5. Repeat steps 1-4 for settings #2, #3, and #4 if desired.

USE THE PRESETS FOR AUTO HEIGHT OR FOR CONSTANT TOUCH. The base can be set up an automatic saved height (buttons 1, 2, 3, or 4 on the handset) or prevent the handset presets to function. Constant Touch will not allow the presets to function.

If you want to use the presets on the handset, set the base to 10.1. If you want constant touch set the base to 10.2.

1. Press the DOWN button on the handset until the base reaches its lowest position.
2. Press and hold the DOWN button again until the LED display reads "RST"
3. Press and hold the **#1 button** about 5 seconds while the LED flashes "RST".
4. Release the #1 button when 10.1 or 10.2 displays.
5. If 10.1 or 10.2 is not what you want repeat #1 - #3 above.
6. Finish the Reset procedure by pressing and holding the DOWN button until the desk lowers slightly more, then slightly rises and stops.

RE-SETTING THE LED # on the handset: to be used when the height of the base on the handset is not correct.

- Press the DOWN button on the handset until the base reaches its lowest position.
- Measure the distance from the floor to the top of the worksurface with a tape measure.
- IF the LED display does not match your tape measurement then follow these steps:
 1. Press and hold the DOWN button until the LED display reads “RST”.
 2. Press and hold the **“M” button** 5 seconds until the LED displays the flashing height. (if the display returns to “RST” before the next step is taken, repeat this step)
 3. Press the UP or DOWN arrow on the handset to until you have the correct height that was measured.
 4. Wait 5 seconds and press M again. The low position is now re-set.
 5. Finish the Reset procedure by pressing and holding the DOWN button until the desk lowers slightly more, then slightly rises and stops.
 6. Release the button.
 7. The new programming is saved and the base is now ready to use.

SETTING THE UPPER AND LOWER LIMITS:

The base can adjust the upper and lower travel limit. For a more narrow range follow these steps: Make sure the power is on and a number reads in the LED display. (If no number appears follow the RESET Procedure).

Set the UPPER Limit:

1. Use the UP/DOWN buttons to move the base to the desired maximum height.
2. Press the “M” button about 1 second and release.
3. Press the UP button about 1 second and release.
4. The LED will flash “S –”.
5. Press and hold the “M” button until the LED display changes to “999”.
6. The new upper limit is now set.

Set the LOWER Limit:

1. Use the UP/DOWN buttons to move the base to the desired minimum height.
2. Press the “M” button about 1 second and release.
3. Press the DOWN button about 1 second and release.
4. The LED will flash “S –”.
5. Press and hold the “M” button two seconds until the LED display changes to “000”.
6. The new upper limit is now set.

Removing the Lower Position:

1. Press and hold the “M” button until the LED display flashes “S –”, then release it.
2. Within 5 seconds press the “M” button again and hold for 2-4 seconds. The LED will change to “555”.
3. The lower limits are now removed.

NOTE: A RESET procedure requires the desk base to fully retract beyond any lower limit set. Make sure there is proper clearance below the desk base.

NOTE II: Reset the Memory positions if they are outside the new range.

NOTE III: If you attempt to revise a previously set upper or lower limit, and it is outside of the existing range, you will need to remove the previously set upper/lower limit first.

LOCKING THE BASE IN PLACE . . . OR UN-LOCKING THE BASE.

TO LOCK:

1. Press and hold the “**M**” button about 8 seconds.
2. LED will show the height #, then in about 2 seconds will show LOC.
3. Release the button.
4. Base is now locked. LOC is displayed on the handset.

TO UNLOCK: (Removing LOC on the handset)

1. Press and hold the “**M**” button about 8 seconds.
2. LED will show LOC, then in about 2 seconds will show the height display.
3. Release the button.
4. Base now unlocked.

CHANGING FROM INCHES TO CENTIMETERS: (10.3 is centimeters. 10.4 is inches).

1. Press the DOWN button on the handset until the base reaches its lowest position.
2. Press and hold the DOWN button again until the LED display reads “RST” and starts flashing.
3. Press and hold the **#2 button** about 5 seconds until 10.3 or 10.4 is displayed on the handset.
4. IF 10.3 shows on the display then the base is set for centimeters. If 10.4 is displayed you have set the base for inches.
5. If you have the setting you want, follow the RESET PROCEDURE by holding the DOWN button until the desk lowers slightly more, then slightly rises and stops and shows the display.
6. To reverse, repeat steps #1 - #5 above.

Changing the anti-collision sensitivity

1. There are three anti-collision settings on the height adjustable base:
 - a. 10.5 = 10 kg pressure (most sensitive)
 - b. 10.6 = 15 kg pressure (middle setting)
 - c. 10.7 = 20 kg pressure (least sensitive)
2. To change the setting do the following:
3. Press the DOWN button until the base reaches its lowest position.
4. Hold the **DOWN button** again until the LED display says 10.5, 10.6 or 10.7 and release.
5. If you have the desired setting press the down button until the base resets.
6. If not, repeat #3 and #4 above the change the setting to a different sensitivity.
7. Each time you go through the above procedure the base will change from 10.5 to 10.6 to 10.7, then back to 10.5 etc.

TROUBLESHOOTING:

RESET the base first if you have an issue . . . See RESET PROCEDURE at the top of this guide.

RST readout on the handset . . . See RESET PROCEDURE at the top of this guide.

Er1 – Er13 in the readout of the handset . . . Confirm that all wired connections are secure, then perform the RESET PROCEDURE.

“HO1”, let the base cool down for 20 minutes.

888 – change handset

E13 – unplug the controller, rest a minute, re-power the controller.

The controller is the black unit attached to the crossbars in the center of the base.

On the **T-Unit** the beveled sides of the controller will display F, HS, and M2 on one side, AC and M1 on the other side.

On the **“L”** unit the beveled sides of the controller will display AC on one side, HS, M1, M2, and M3 on the other side.

E07 Error: E07 has a faulty wire connection to or from the M1 position on the controller.

- Check the connection wires to M1/M2 and M3 (L bases only) positions on the controller that correspond to the error code. Make sure the wire is a solid connection. Reset the base after making sure the wire is securely connected.
- If the connection is solid, and the error code persists, first try replacing the extension cord piece and repeat the re-set procedure.
- If the same error code continues, replace the controller.
- Switch the M1 and M2 wires and RESET the base. If the error code E07 shows on the handset replace the controller. If the error code shows E08 replace the M2 connection leg.

E08 Error: E08 has a faulty wire connection to, or from, the M2 position on the controller.

- Check the wires and follow steps 1, 2, and 3 above.
- Switch the M1 and M2 wires and RESET the base. If the error code E08 shows on the handset replace the controller. If the error code shows E07 replace the M1 connection leg.

E09 Error: E09 has a faulty wire connection to, or from, the M3 position on the controller. (L units only).

- Check the wires and follow steps 1, 2, and 3 above.
- Switch the M2 and M3 wires and RESET the base. If the error code E09 shows on the handset replace the controller. If the error code shows E08 replace the M1 connection leg.

If the replacing the controller does not fix the issue and the wires are connected solidly, the motor from one of the legs is most likely the issue and the leg or legs needs to be replaced. Please call your dealer.