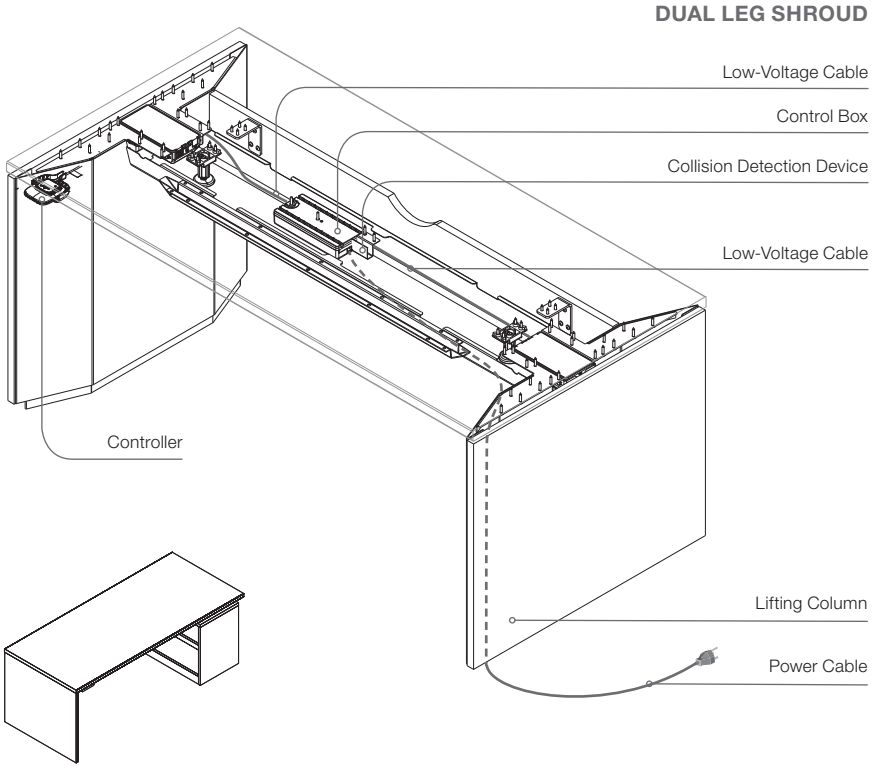


Troubleshooting Guide



DUAL LEG SHROUD

Low-Voltage Cable

Control Box

Collision Detection Device

Low-Voltage Cable

Controller

Lifting Column

Power Cable

SINGLE LEG SHROUD integrated leg

Slim Leg

height-adjustable desk

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Read the Assembly Directions and User Guide:

Reference the Assembly Directions, also available online at steelcase.com/installers, to ensure the desk or bench is assembled correctly.

Reference the User Guide, available online at steelcase.com/slimleghad/userguide/en for information on how to operate the desk, presets and height display information.

If after confirming proper assembly, and there are still problems with the Steelcase desk, reference the troubleshooting steps throughout this document.

Scan the QR code to visit the product support page:



Always maintain a complete kit of spare parts that are known to work properly, to quickly identify the root cause of problems and resolve issues.



For ease of troubleshooting a digital error code reader (e.g. Active Touch Controller) is recommended.

Service parts list:

	STYLE	PART NO.
Lifting Column Package	Freestanding	1450969002SR
	Integrated	1451152002SR
ELECTRONICS:		
Control Box		841364900SR
		
Simple Touch Controller		1093294001SR
		
Active Touch Controller		1093247001SR
		
Low-Voltage Cable (2m)		24012602SR
		
Power Cord		22047301SR (North America)
		
Power Kit		1468498001SR
Power Hardware Kit		1468497001SR

Obtaining replacement parts:

After troubleshooting the desk, if replacement parts are required refer to the Product Reference portal for assistance or contact your local Steelcase dealer. If you need help, call 888.STEELCASE.

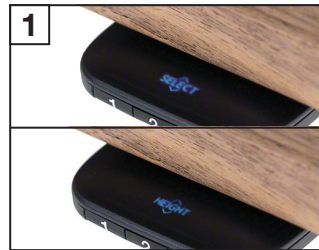
Common Procedures

Power-Saving Control Box:

1. The Control Box automatically powers down into 'Standby' mode after approximately 10 seconds of inactivity.
2. During Standby mode, the Control Box only consumes 0.1 watt of power.

How to set the Active Touch display height for the first time:

1. Upon first time install of the Active Touch controller or after a Power Cycle, the text will blink "SELECT", "HEIGHT".
2. Lift up or press down on the Controller to select the correct lowest starting height.
3. Wait for 2 seconds until the light guide fills. When all three bars are full, the height selection is saved.



How to reset the Active Touch display height:

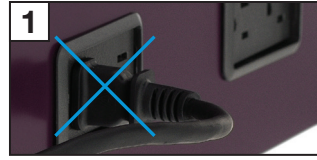
1. On the Controller, press 1, 2, 1, 2. The display will begin blinking "SELECT", "HEIGHT".
2. Lift up or press down on the Controller to select the correct lowest starting height.
3. Wait for 2 seconds until the light guide fills. When all three bars are full, the height selection is saved.



How to power cycle (initialize) the Control Box:

In the unlikely event an error occurs, and the desk is unresponsive:

1. Unplug the desk Power Cord from the outlet.
2. Wait at least 10 seconds.
3. Reconnect power to the desk.



How to test Lifting Columns:

Lifting Column can be operated independently.

1. Obtain a Control Box that is known to work. Be sure the Control Box is unplugged, or plugged in but in Standby mode.
2. Connect the Low-Voltage Cable of the Lifting Column to the known-good Control Box. Connect only to Port/Channel 1 (farthest from the Power Cable).
3. Obtain a Controller that is known to work, and connect it to the Control Box. *Tip: Verify that the Control Box software is current when using the Active Touch controller.*
4. If the Control Box is unplugged from the wall outlet, plug the Power Cable back in.
5. With the system hot, operate the Lifting Column.
 - A. Can the Lifting Column be operated through its full range of motion?
 - B. Does the Lifting Column appear to function normally?



Any faulty Lifting Column must be replaced. There are no field-serviceable parts inside the Lifting Column.

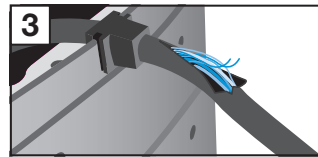
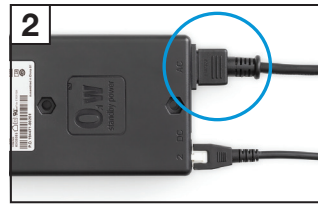
Troubleshooting Problems and Solutions




In order to prevent control box failures at installation, please use a volt meter to ensure that every outlet into which a height-adjustable desk will be connected has 120 volts, plus or minus 10 volts, between the hot and neutral contacts (the parallel openings) **BEFORE** the height adjustable desk is plugged in. If this voltage reading is above 130 volts, please contact the building electrician for correcting the building wiring.

No power to desk:

1. Check for power at the outlet.
2. Check that the Power Cord is fully seated in the Control Box.
3. Inspect the Power Cord for defects; replace the defective cord.
4. Check that all cables are connected per the Assembly Directions.



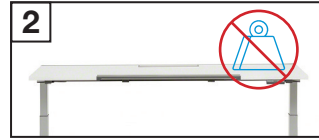
Desk height is shown in centimeters instead of inches (or vice versa):

1. On the Controller, press and hold the **1** and  buttons simultaneously for 3 seconds.
2. The display will change from “CM” to “INCH” or “INCH” to “CM”.
3. The new selection will flash until the light guide fills. When all three bars are full, the height selection is saved.

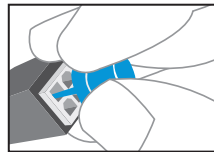
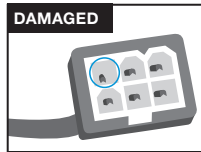
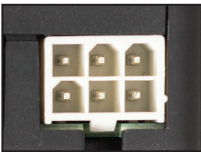


Desk will not go up or down:

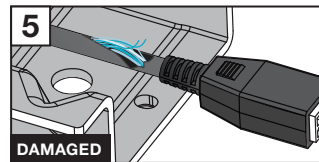
1. Check for power to desk.
(Refer to “No power to desk” on page 06.)
2. Check that the desk is not severely overloaded (Error Code E41, E42, E43, E47, E48, E49). Remove or redistribute weight on the desk; weight needs to be evenly distributed and not concentrated over one Lifting Column. Base supports a maximum distributed weight capacity of 295 lbs/133.8 kg. Overloading the Desk could lead to damage that would not be covered by warranty.
Tip: When calculating lifting capacity, subtract the weight of the worksurface, understructure and options. See spec guide for weight capacity by configuration.



3. Power cycle the Control Box. (Refer to page 06.)
4. Ensure the Desk is in Standby mode (>10 seconds of inactivity). Inspect the Low-Voltage Cables and Control Box for damaged pins. If any appear bent, use a thumb tack to correct. (Otherwise, replace necessary components with undamaged versions.)

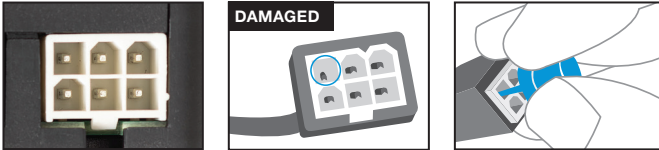


5. Carefully check the condition of the Low-Voltage Cable in the Lifting Column. If the Low-Voltage Cable is damaged, the entire Lifting Column must be replaced.
6. To prevent further damage, the Control Box will shut the whole Desk down if the Lifting Column is faulty. Test individual Lifting Columns. (Refer to page 06.)
7. Check the Low-Voltage Cable by swapping with a Low-Voltage Cable that is known to work.
8. Check the Control Box by plugging the original Power Cord, Controller and Low-Voltage Cables into a Control Box that is known to work.



Desk goes up, but does not go down (or vice versa):

1. Unplug Power Cable from wall.
2. Unplug each Low-Voltage Cable from the Control Box.
3. Inspect the Low-Voltage Cables and Control Box for damaged pins. If any appear bent, use a thumb tack to correct. (Otherwise, replace necessary components with undamaged versions.)



Desk does not go through full range of motion; Desk movement is not smooth; Lifting Column jerks or hops when raised or lowered:

1. Test individual Lifting Columns. (Refer to page 06.)

Error code displayed on digital display Controller:

ERROR CODE	POTENTIAL CAUSE	SOLUTION / TROUBLESHOOTING
E01 INITIALIZATION	<ul style="list-style-type: none"> • Position error • New Lifting Column added 	<ol style="list-style-type: none"> 1. Initialize the Control Box. <i>(Refer to page 06.)</i>
E08	<ul style="list-style-type: none"> • Program fault 	<ol style="list-style-type: none"> 1. Unplug Power Cable for 15 seconds. 2. Initialize the Control Box. <i>(Refer to page 06.)</i> 3. Replace Control Box
E10	<ul style="list-style-type: none"> • Power Cord pulled during desk adjusting up or down • Internal fault 	<ol style="list-style-type: none"> 1. Check that the Power Cord is not entangled and is allowed to freely travel. 2. Plug desk into reliable 120v/240v outlet and test. 3. Replace Power Cable or Control Box.
E11	<ul style="list-style-type: none"> • Lifting Column disconnected • Lifting Column added or replaced 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connections for damage to the cord or pins. 2. Change Low-Voltage Cable or Lifting Column. 3. Initialize the Control Box. <i>(Refer to page 06.)</i>
E12	<ul style="list-style-type: none"> • Too much back drive occurred 	<ol style="list-style-type: none"> 1. Move desk to lowest position. 2. Initialize the Control Box. <i>(Refer to page 06.)</i>
E13	<ul style="list-style-type: none"> • Squeezed Low-Voltage Cable • Short in Lifting Column motor 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connections for damage to the cord or pins. 2. Isolate and replace Low-Voltage Cable. 3. Isolate and replace Lifting Column.
E15	<ul style="list-style-type: none"> • Low-Voltage Cable pulled during adjustment • Internal fault 	<ol style="list-style-type: none"> 1. Check that the Low-Voltage Cable is not entangled, and is allowed to freely travel. 2. If not installed already, use the strain-relief loop built into the Control Box to prevent pulling in the future.
E16	<ul style="list-style-type: none"> • Hitting multiple buttons simultaneously 	<ol style="list-style-type: none"> 1. Check Controller for full function. Does the desk adjust all the way up and down?
E17	<ul style="list-style-type: none"> • Controller does not have up-to-date software 	<ol style="list-style-type: none"> 1. Check Controller.
E23, E24, E25	<ul style="list-style-type: none"> • Disconnection 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connections for damage to the cord or pins. 2. Change Low-Voltage Cable or Lifting Column. 3. Initialize the Control Box. <i>(Refer to page 06.)</i>

ERROR CODE	POTENTIAL CAUSE	SOLUTION / TROUBLESHOOTING
E29, E30, E31	<ul style="list-style-type: none"> • Change in Lifting Column type 	<ol style="list-style-type: none"> 1. Check Lifting Column type to ensure it matches other Lifting Columns. 2. Change Lifting Column to correct type. 3. Initialize the Control Box. <i>(Refer to page 06.)</i>
E35, E36, E37	<ul style="list-style-type: none"> • Loose or faulty Low-Voltage Cable • Sensor inside Lifting Column is sending errors 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connections for damage to the cord or pins. 2. Initialize the Control Box. <i>(Refer to page 06.)</i> 3. Replace Lifting Column.
E41, E42, E43 OVER-LOAD	<ul style="list-style-type: none"> • Hit obstruction • Lifting Column is overloaded • Reached end stop 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. Remove load. 3. Initialize the Control Box. <i>(Refer to page 06.)</i>
E47, E48, E49 OVER-LOAD	<ul style="list-style-type: none"> • Reached end stop • Hit obstruction 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. Initialize the Control Box. <i>(Refer to page 06.)</i>
E53, E54, E55, E59, E60, E61 COLLISION	<ul style="list-style-type: none"> • Hit obstruction 	<ol style="list-style-type: none"> 1. Remove obstruction from under the desk <i>(e.g. storage, chair).</i> 2. After too many “hit obstruction” errors, it may be necessary to initialize the Control Box. <i>(Refer to page 06.)</i>
E65, E66, E67	<ul style="list-style-type: none"> • Motor poles are crossed • Sensor cables crossed in Lifting Column 	<ol style="list-style-type: none"> 1. Check Low-Voltage Cable connection(s) for damage to the cord or pins. 2. Initialize the Control Box. <i>(Refer to page 06.)</i> 3. If steps 1-2 do not work, test individual Lifting Columns and replace if necessary. <i>(Refer to page 06.)</i>
E71, E72	<ul style="list-style-type: none"> • Damage to Power Cable • Damage to cable exiting Lifting Column 	<ol style="list-style-type: none"> 1. Inspect Power Cord for damage; if found, replace Power Cord. 2. Inspect cable exiting Lifting Column for damage; if found, replace Lifting Column.

How Slim Leg Desks Work

- Each Lifting Column contains an individual motorized lift mechanism.
- The Control Box contains a power transformer. This converts high-voltage AC current from the wall outlet (120v) to low-voltage 18v DC current, which powers the Lifting Column.
- Only the main power cable carries high voltage. All other cables are low voltage.
- The Control Box contains a computer processor with embedded software controllers.
- The Control Box controls all aspects of Desk motion.
- The Control Box will shut down the entire Desk if a collision is detected.
- The Controller is the user interface to the Desk, and directs all Desk movements by lifting or pressing down until the desired height is reached.
- Preset data is stored in the Controller itself, not the Control Box.

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