

# XYBIX SYSTEMS, INC.

## Dispatch Console Product Manual & Trouble Shooting Guide



This page is intentionally left blank

XYBIX SYSTEMS INC.

# Dispatch Console Product Manual & Trouble Shooting Guide

---

Xybix Systems, Inc.  
8207 SouthPark Circle  
Littleton, CO 80120  
Phone 800.788.2810 • Fax 303.683.5454  
[www.xybix.com](http://www.xybix.com)





Dear Customer,

Thank you for purchasing Xybix Systems! We look forward to helping make your working environment a success.

Xybix is a family owned business based out of Littleton, Colorado. Xybix Ergonomic Furniture has been an experience manufacturer of Height-Adjustable Ergonomic Furniture since 1991. Our user friendly, highly-customizable workspace help employees get into their productivity zone and stay there.

Xybix has earned an invaluable reputation as the industry leader in manufacturing ergonomic furniture for 24/7 mission critical environments. We are dedicated to providing our customers with the highest standard for ergonomics and service.

Our expertise in design and ergonomics combined with your company's processes and functionality requirements unite to create a state of the art work station that empowers your company by aligning form and functionality for better health and overall performance.

Our consultative approach ensures customers get the right solution, and that each individual get the most benefits of health and productivity available through the proper fit and adjustment.

The attached "Product Manual" will help you easily identify all areas of importance to assure the smooth performance of your new console furniture.

Please review each document carefully and contact us if you have any further questions.

Xybix looks forward to a long and mutually rewarding working relationship with your company.

Sincerely,

Barry Carson  
Xybix Systems, Inc.  
President

# Table of Contents

<b>6</b>	<b>Initial Steps</b>
6	Warranty Information
7	Safety Instructions
7	Console Maintenance
8	Customer Receiving Responsibilities

<b>9</b>	<b>Console</b>
9	Welcome to your console
9	A General Overview

<b>9</b>	<b>Console Features</b>
10	MyClimate
10	Personal Heater
11-12	Task Lighting
13	Rollervision®
14	DataDock
15	Hand Controls (surface)
16	IFit®

<b>17</b>	<b>MyClimate Controls</b>
17	AirSpeed
18	Filter Maintenance
18	Heat Control
18	Light Adjustment

<b>19</b>	<b>Console Operation</b>
20	Console Movement
21	Console Obstruction

## *Trouble Shooting Guide*

<b>22</b>	<b>A More In-Depth View of your Console</b>
23	Lift Columns
23	Hand Controls
24	Control Box(s)
24	IFit®
25	Powerbar
25	Energy Chain

<b>26</b>	<b>Operations Trouble Shooting</b>
26-27	Identifying your hand control
26-27	Reset Instructions
28-29	Console Trouble Shooting Guide

# Initial Steps

*Warranty Information, Safety Procedures, Receiving Responsibilities*

Xybix is dedicated to helping you achieve your project goals. This manual and guide is to be used as an aide to help users identify the parts, features and types of consoles available to Xybix customers. Should further questions arise that cannot be addressed by this manual, please contact our Customer Service professionals. They are ready to help!

## Warranty Information

### Xybix Dispatch Console Limited Warranty Information

#### Warranty Terms and Conditions

Defects in Xybix manufactured products and components covered by this warranty and found during the applicable warranty period (see below) will be repaired or replaced (at Xybix's sole option) upon prompt notice from the original buyer. Troubleshooting tasks (as outlined in the Buyer's responsibility clause below) must be performed before product repair or replacement will be provided. Repairs, substitute products or replacements of equal or higher value used to resolve a warranty claim will in no way extend the applicable warranty period applied to the original product. Xybix will assume responsibility for all shipping and return shipping expenses of any defective product covered by this warranty.

This warranty does not apply to:

- Normal wear and tear and consumable items such as light bulbs
- Xybix products which have undergone unauthorized modifications or reconfiguration
- Products subject to improper use or conditions including negligence, accident or alterations
- Products damaged by AC power disturbances
- Any account not paid in full
- Matching of color, grain or texture

#### WARRANTY PERIOD

##### Limited Lifetime Warranty

Except as listed below, any defective Xybix manufactured components will be replaced at no charge for as long as the original purchaser owns the product. Labor and all associated expenses for defective products covered by this warranty will be provided to the original buyer for three years from the date of acceptance or beneficial usage whichever occurs first.

##### Limited Term Warranty

Lift columns, electronic controls, switches, heating devices and all moving parts found to be defective, will be replaced or repaired (at Xybix's option) for the first three years of original ownership. This warranty includes parts, labor and shipping costs.

## BUYER'S RESPONSIBILITY

The execution of this warranty requires the cooperation of the buyer with Xybix. The buyer agrees to perform basic troubleshooting tasks to determine the nature of the defect (and quickly self correct – if possible) with assistance from Xybix customer service before Xybix personnel will provide on-site assistance. In the event that Xybix personnel must provide on-site assistance and the product failure or defect is found to have resulted from items to which this warranty does not apply, the buyer agrees to reimburse Xybix for all expenses resulting from the warranty claim. Expenses include, but are not limited to: product, shipping, installation, transportation and accommodations. An hourly labor rate will be applied for work performed. Xybix makes no other express or implied warranties to any product except as stated above, and in particular, makes no warranty or claim of merchantability or fitness for a particular purpose. Product repair or replacement is the buyer's exclusive remedy for any and all product defects except as outlined in the foregoing warranty.

*Additional Safety Note  
As with any moving object, failure to  
operate according to instructions may  
cause hazardous situations for  
persons and equipment!*

## Safety Instructions

At Xybix, the safety of our customers and installers is a top priority. Please follow all safety instructions under all circumstances.

- Opening and service of electronic components must be carried out by trained personnel only.
- If product malfunctions i.e. the development of smoke, odors or unusual noises, all system components need to be turned off and all tables connected or power cables need to be disconnected.
- The duty cycle printed on the control box plate may not be exceeded.
- Power cables must not be exposed to pinching, bending to less than 2" radius, or tensile stress.
- Modification of the control box or the hand control is not recommended and will void any warranty.
- ErgoPower tables are not to be operated in an explosive atmosphere!
- When operating tables, the operator must watch to ensure the table will not come into contact with other objects (i.e. chairs, bins, etc).
- ALWAYS disconnect the power cables before plugging and unplugging the motor and hand control cables.

## Console Maintenance and Procedures

- In case of a malfunction, contact **Customer Service at: 800.788.2810**, so we can better serve you. Please try to identify the components, part numbers and gather as much information regarding the problem as possible.
- In the case a part needs to be exchanged, we will ship it at no cost while you are still under warranty; however, to avoid being charged for the replacement components, please return the old ones to us within 30 days. You will find a return label inside the box where the new part is ready for use.
- When the replacement part has arrived to your office, please call to let us know. We will either show you how to properly exchange the pieces or we will schedule a time for one of our installers to go in and repair it for you.

## Customer Receiving Responsibilities

*Very few items we ship every year are damaged; however, occasional damage does occur. If there is a problem with a shipment, it will save all parties time and money if these procedures are followed carefully, as many items shipped are heavy and are shipped by common carrier (truck). Your help is greatly appreciated.*

**DO NOT LET THE TRUCK DRIVER INTIMIDATE YOU OR PREVENT YOU FROM CHECKING FOR HIDDEN DAMAGE. IF THEY TRY TO DO THIS, CALL US (303-683-5656) ON THE PHONE AND PUT THE DRIVER ON THE PHONE LINE.**

**PLEASE NOTE: THE DISCOVERY OF HIDDEN DAMAGE IS YOUR RESPONSIBILITY AND MUST BE DONE AT THE TIME OF DELIVERY!**

**OPEN** the shipment and **INSPECT** the shipment while the truck driver is there. Check for hidden damage regardless of whether or not the shipment appears in good condition. If you do not check for hidden damage and mark it on the bill of lading, you will be responsible for any damage.

**IT IS YOUR RESPONSIBILITY TO BE AT THE DELIVERY LOCATION OR HAVE SOMEONE THERE TO UNLOAD AND SIGN FOR THE SHIPMENT AT THE TIME THE TRUCKING COMPANY SAYS THEY WILL BE THERE. IF THERE IS VISIBLE DAMAGE, DO NOT UNLOAD THE SHIPMENT WITHOUT CALLING XYBIX FIRST.**

Open all boxes and containers and let us know the extent of any damage. If a part needs to be replaced we may have you keep the shipment and replace the part at your option. \* *You may be instructed to refuse severely damaged items, and make note of damage on the bill of lading.*

**While most truck drivers are helpful and will try to accommodate you, again remember, that they do not have to help you unload the freight unless you have paid for and made previous arrangements for a lift gate.** They have to be courteous and allow you to inspect the merchandise. You can be courteous to them by unloading the shipment in a timely manner.

**While shipping damage is never the consignee's (customer's fault), we request that you allow us to offer a reasonable solution on minor damage as opposed to complete product replacement or refund as most items are shipped by truck with a large freight cost. If there is hidden damage and you sign for and accept the shipment, describe the damage in detail and write it on the bill of lading.**

If the item has major damage and cannot be repaired, and/or it has been damaged severely and you do not want it repaired and you simply want a new product, refuse the item and we will ship you out a new product. If an item is refused because of damage, make the truck driver note the specific damage on the bill of lading, just as you would if you had accepted it. If you are refusing the item, again, make sure you do so before it is unloaded from the truck and before the trucking company leaves. If a shipment is unloaded and you decide to return it for any reason, then you will be responsible for return shipping cost.

If you are refusing a shipment because of damage, call Xybix at 800-788-810 while the trucking company is there, and ask for someone that can help you with a freight claim on an order you just received from us. We will assist you before the truck leaves, in case we need any additional information.



## Welcome to your Console

*A General Overview – Console Features, Helpful Hints, Console Operation*

Our consoles are the perfect furniture for use in public safety/911 dispatch centers, help desk call centers and virtually any venue where 24/7 mission critical operations are conducted. Numerous studies have shown that an employee operating within a comfortable, safe and low stress environment will have the capacity to reach a much higher level of productivity and yield greater quality output. Let's review some of the product features on your console.

### Console Features



In the following section, we will be discussing common features found on Xybix's furniture. Although some features are optional and may not be found on your particular console. The features discussed will include:

- My Climate (optional)
- Heater (optional)
- Lighting (optional)
- Rollervision
- Data Dock (optional)
- Hand Control (surfaces)
- Optional I-Fit® Software

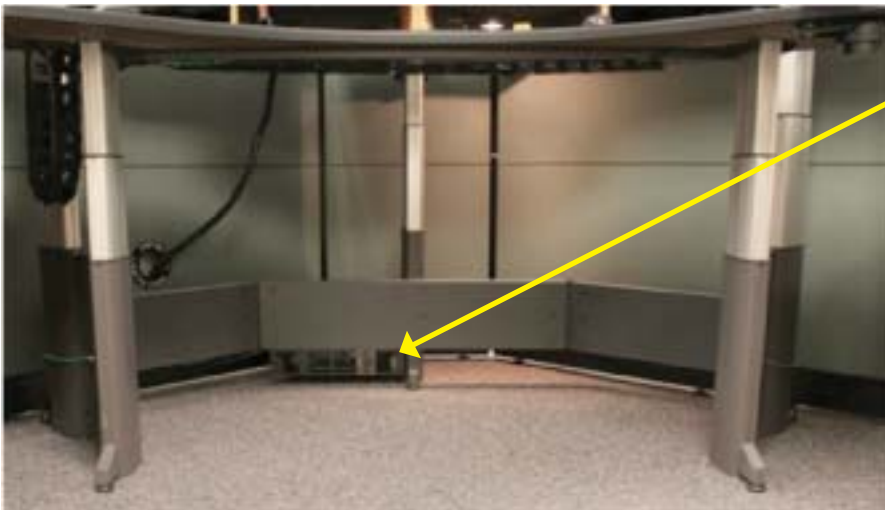
## My Climate

Optional MyClimate feature is a user friendly personal climate control located on top of the front work surface. This controller is an energy saving motion detector. It turns all functions off if there is no presence for 15 minutes, resumes when occupant returns. As indicated on the reverse side of the control, users can adjust their fan speed, dim one or both lights, turn “on” or “off” Status Indicator light, turn “on” or “off” forced air heat or heat pad.



## Personal Heater

The personal heater feature will be located under your console, just beneath the cross bar toward the back of the station. Personal heating options include 1000w forced heat or radiant 90w floor mat.



## Task Lighting

### Trillium Personal Task Light

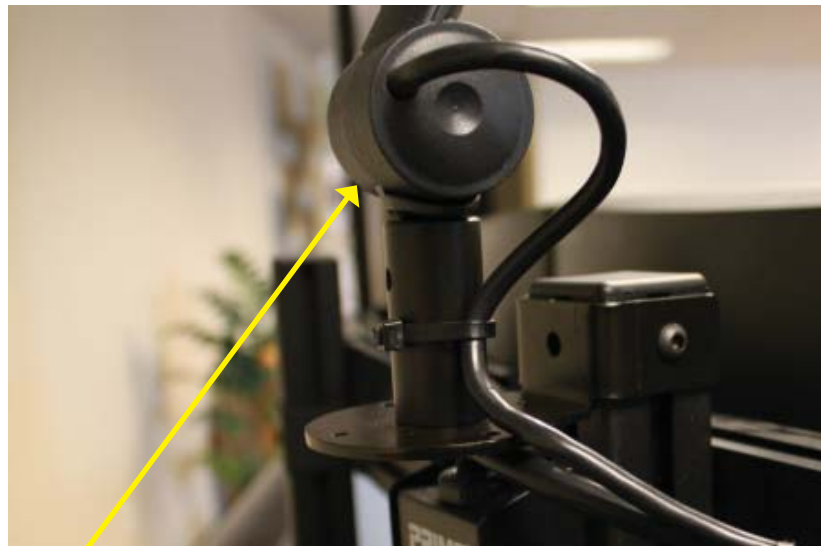
The 3.7 watt single LED personal task light with “on” or “off” switch located on the bottom of the head. This light is compatible with the MyClimate light dimming feature.

This light will be mounted to your work surface or attached behind your monitors (to Rollervision®).



### Features

- This LED light is both practical and space saving. Offering consistent bright lighting to any console.
- The Trillium light has parabolic lens with an optic diffuser to brighten.
- Double articulating arm provides simple movement and easy stay-put positioning.
- Lamp head stays cool to touch and can be aimed for precise light



## Task Lighting Cont...

### I-Bar LED Task Light

The I-Bar LED Desk Lamp is a compact space-saving design with maximum adjustability.

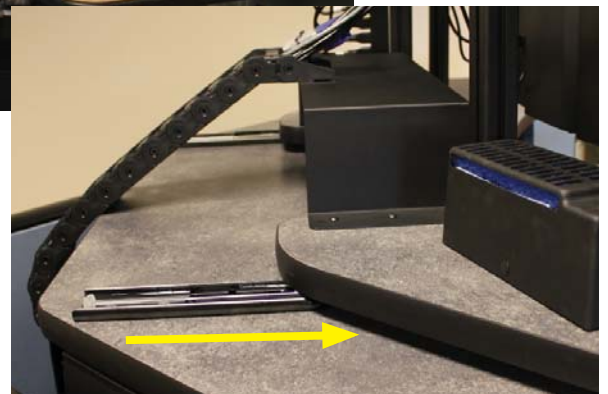
Providing over 15,000 hours of illumination, this slim LED lamp provides the equivalent of 30-40 watt incandescent bulb.

With four steps of dimming, the I-Bar is a great keyboard lighting option.



## Rollervision®

Rollervision® is patented by Xybix. This focal depth adjustment feature, allows for up to 6 computer monitors to seamlessly glide (at the same time) on ball bearing wheels in a forward and reverse motion, allowing user's effortless adjustment in their monitor focal viewing plane.



### Features

- All monitors move simultaneously to achieve the optimal focal depth for each user.
- Reduces eye strain.
- Easily add and reposition monitors.
- Smooth, whisper-quiet gliding operation.

## Data Dock

Data Dock is a flip-open configurable data port located on the keyboard worksurface.



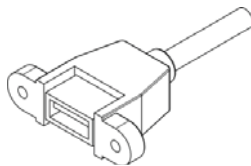
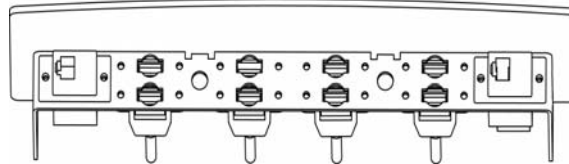
Flips open for easy user access and closes flush to desktop surface.

Allowing users to add/change keyboards, mice and other personal input devices without having access to the CPU unit.

The cable management channel at the back edge of the keyboard surface allows for easy cable changes. All wiring is concealed and organized, eliminating dangling cords and clutter.

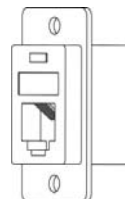


### Data Dock Cable Port Options



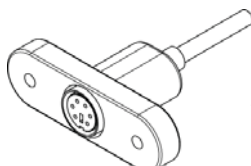
USB Port

Ext Cable USB Type A to Type A  
Panel Mount for Datadock  
*(used for multiple computer devices)*



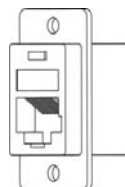
RJ11

Datadock - Panel Mount RJ11  
CAT3 Coupler *(used for phone)*



PS2 Port

Ext Cable PS2 Panel Mount  
for Datadock  
*(used for keyboard and mouse extension)*



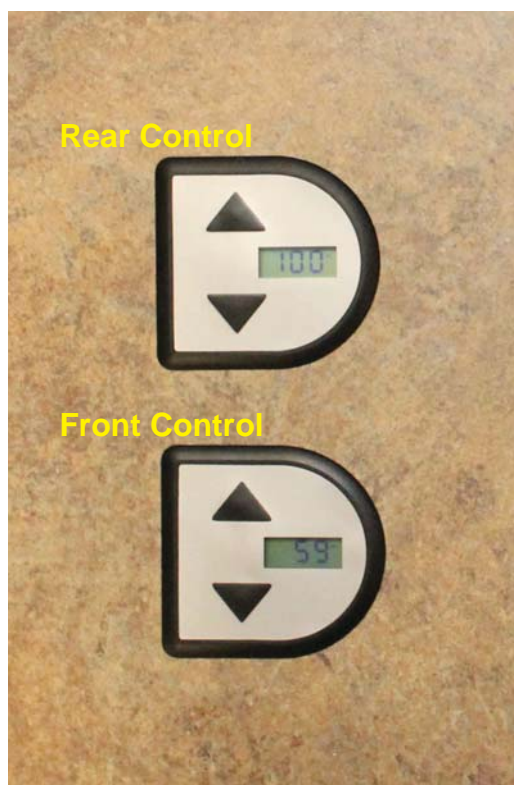
RJ45

Datadock - Panel Mount RJ45 CAT5  
Coupler *(used for data)*

## Hand Controls

While there are a variety of options available in Xybix's Hand Controls, most of our current consoles offer a recessed, independent front and rear control. The number displayed on the hand control is worth noting. Users can revert their console back to their desired height setting using this number.

*Discussed later in this document will be trouble shooting for hand controls and surface movement.*



### **Note:**

*If you are having trouble operating your console, i.e. only one side is adjusting. Please **STOP** immediately and see our trouble shooting section.*

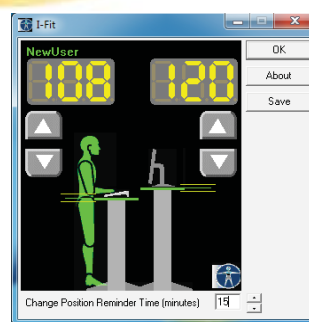
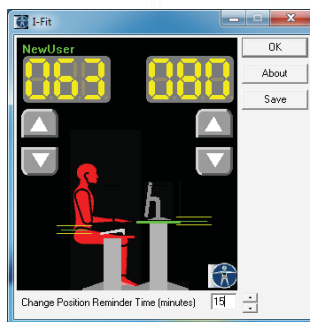
## I-Fit Ergonomic Software

Xybix's patent pending I-Fit® Software is an optional feature available on any Xybix console. This software will allow users to adjust their console according to current ANSI-HFES100-2007 Ergonomic Standards.

A color coding scheme identifies optimum positions with a green icon, acceptable range of adjustment positions are indicated by a yellow icon and positions outside the acceptable range are designed with a red icon.

The I-Fit® Software program records the table usage by each individual user based on log-in name and password.

*Discussed later in this document will be trouble shooting for hand controls and surface movement.*



### Features

- Workers of all sizes from the 5th to 95th percentile get precise ergonomic height-adjustment with Xybix's patent pending I-Fit® Personal Ergonomic Adjustment Software.
- Once established, optimum individual heights for the keyboard and monitor surfaces are easily achieved using I-Fit®.
- Upon login, software identifies the individual's unique settings and enables the precise achievement of the setting with a simple "click and hold" of the mouse. Each worker can instantly adjust any station to his/her personal ergonomic settings with effortless precision.
- Key features include: simple and precise color indicator, management reporting and sit/stand reminder signal.



## Helpful Hints

### MyClimate Controls

MyClimate is personal climate control for Xybix's ergonomic consoles. MyClimate should be located on the main keyboard surface; it is equipped with a motion activated sensor located on the base of the controller. In order for the hand control to properly work, please ensure that it is facing the user and that there is nothing obstructing the sensor on the lower, front part of the controller.



### Air Speed

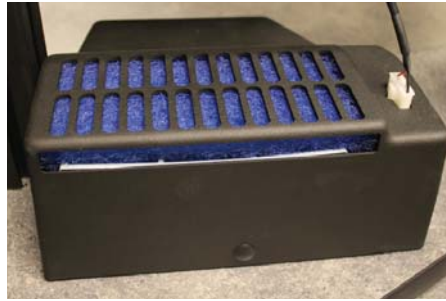
To adjust the air speed and flow of the MyClimate personal control fan, turn the knob, located on the hand control in a clockwise motion. The further to the right you turn the knob, the higher the airflow.



## Filter Maintenance

The MyClimate system is equipped with air filters, similar to car vent filters, which trap and lock dust and debris. From time to time, these filters need to be cleaned and replaced. Xybix has made this easy, with removable filters that can simply be washed.

First, ensure your fan speed is in the “off” position. Remove the blue fiber filter clean by soaking in a warm soapy water mixture for approximately 5min, then rinse with cool water. After the filter is dry, replace the filter as it was found.



## Heat Control

To turn “on” or “off” the heat on your console, find the push button that shows three wavy lines, located on the MyClimate hand controller. Simply press this button to turn on the heating feature of your console. Please note, this feature will also turn off if no motion is detected at the console for more than 15min.



## Lighting Adjustment

Similar to the fan feature, to adjust the lighting at your console, find the two knobs labeled with the small light bulb located on the MyClimate hand controller. You will need to turn these knobs in a clockwise motion. This will dim and brighten your task lighting. The further to the right you turn the knob, the brighter the task light will become. Likewise, the further you turn the knob to the left (counter clockwise), the more dim your lighting will become.



*This lighting feature can also be operated manually without My Climate by use of the “on/off” switch located near the LED bulb at the head of the light.*

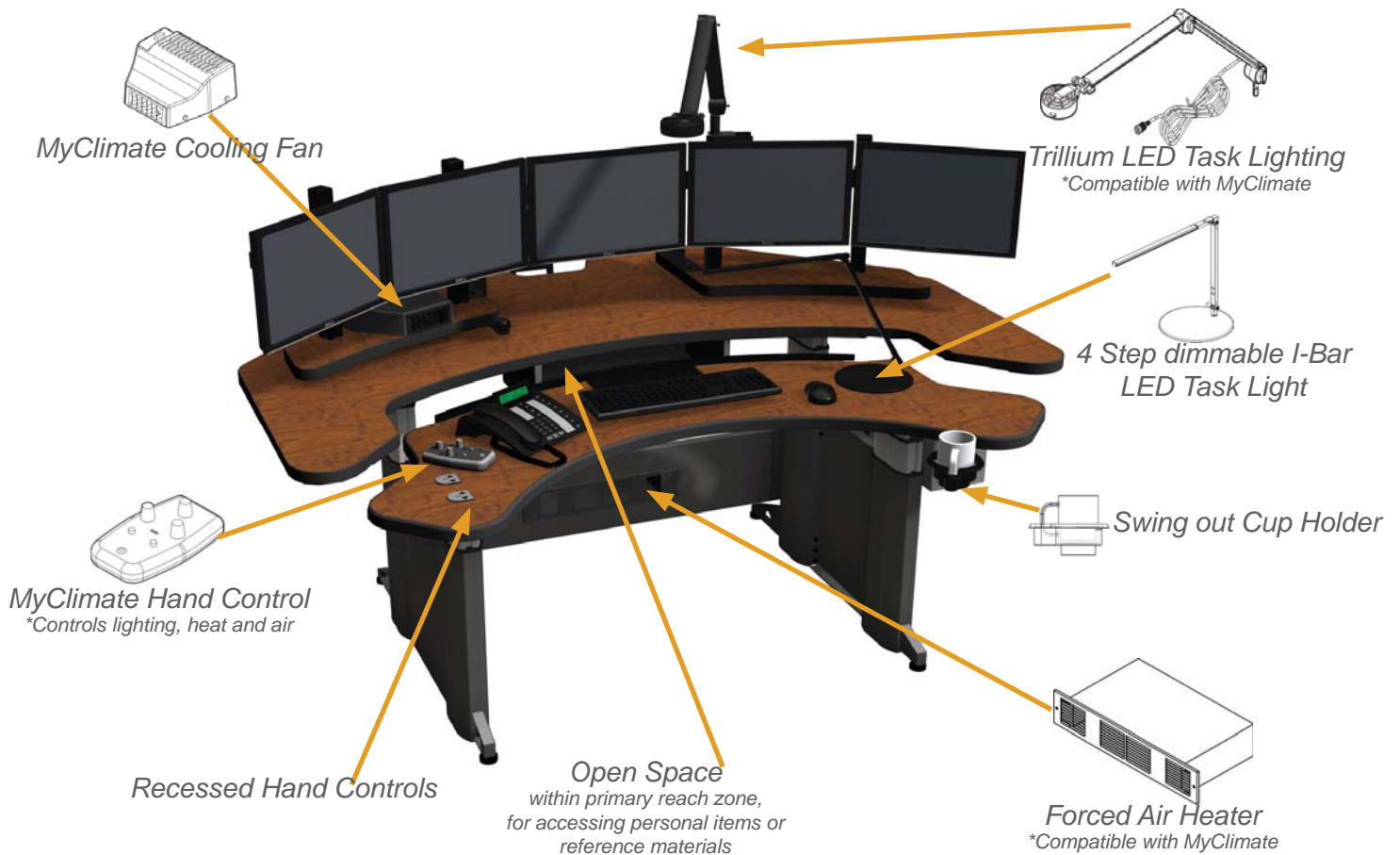
## Console Operation

Operating your Xybix console will be easy and effortless.

Xybix consoles offer two separate work surfaces, a front and a rear. The rear surface will contain Rollervision<sup>®</sup>, the focal depth adjustment feature, as well as any lighting features attached to the rear arc. Attached to Rollervision<sup>®</sup> will be your computer monitors (as noted earlier, Rollervision<sup>®</sup> allows for up to 6 monitors to be seamlessly adjusted with one simple forward and reverse movement). Located under your monitors, on the rear work surface will be your MyClimate personal fan. (If applicable this is also where the CPU hangers are located).

The front surface, is the work surface closest to the user; this is where your keyboard and mice will be located, as the optional data dock, cup holder and hand controls.

### Basic Console Components and Features



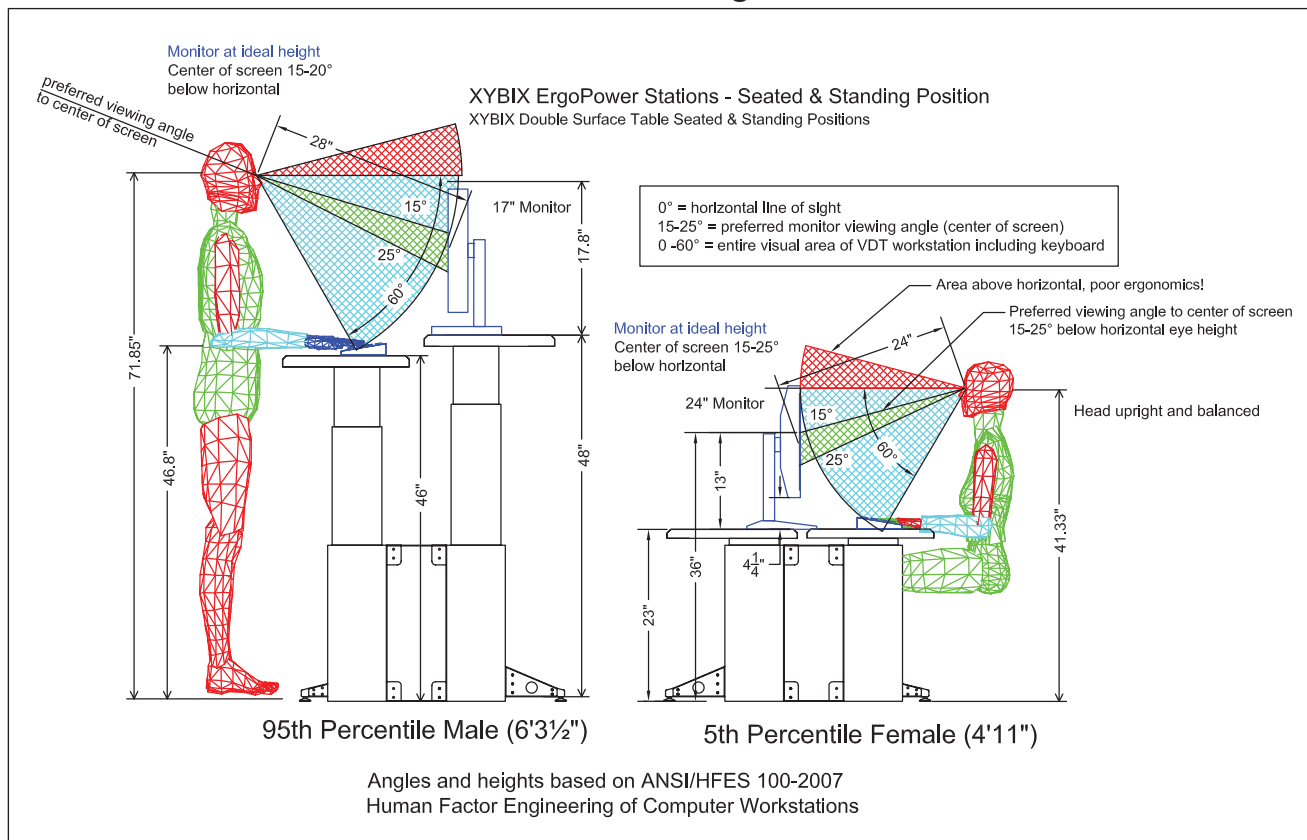
## Console Movement

Your console can be operated by use of the hand controls located on the front work surface. The rear control, controls the rear or back surface only. The front control, controls the front surface only. When pressing the “up” arrow, you will find the surface moving in the upward motion. Likewise, when pressing the down arrow, the surface will move downward.

### Helpful Hint on Console Operation

*Xybix hand controls, display a two or three digit number when adjusting the work surfaces. This number can be easily referenced when multiple users operate the same console. Users should make note of their optimal ergonomic number and reference it for future console operation.*

### Optimal ergonomic settings for your console can be achieved by following the ANSI/HFES 100-2007 Ergonomic Standards.



REVISIONS				Xybix Systems ANSI/HFES 100-2007 performance	XYBIX Systems, Inc. PHONE: 303-683-5656	
REV	DESCRIPTION	DATE	DSGN		8207 SouthPark Circle 800-788-2810	
0	Drawing Creation Date	2/7/10	brc		Littleton, CO 80120 FAX: 303-683-5454 E-MAIL: barryc@xybix.com	
				Drawing Name: Furniture Layout	Material:	Finish:
				SCALE: NONE	NOTE: This design and layout is the property of XYBIX Systems, Inc. and is not to be used in any manner without express written permission by XYBIX Systems, Inc.	
				SHEET: Overall View	REV 0	

## Console Obstruction

**Before the operation of your console**, it is critical that you check to make sure that all areas of movement are clear and there are no obstructions to inhibit movement of your console.

When moving the console downward, areas that most frequently should be checked are under the work surface (trash bins, coats, bags, filing cabinets, etc). Ensure that all cabinet doors are closed and nothing is between the two work surfaces.



When moving the console upward, areas that should be checked are cabinet doors and anything attached to the panel walls (your cubical walls). Check to make sure that any objects on top of the work surface are cleared from area of movement. Check to make sure that nothing is between the two work surfaces.



### **Console Operation Problems**

**STOP!!!!** If you are having further operating problems with your console, please call  
**Xybix Customer Service at 800.788.2810.**  
Or, visit the **Trouble Shooting Section of this guide.**

# Trouble Shooting Guide

## A More In-Depth View of your Console and Components

*Under your console, parts and features, connection of parts*

Under your console you will find several parts that can help you understand more about your new furniture and its features. Let's take a further look!



## Parts and Features

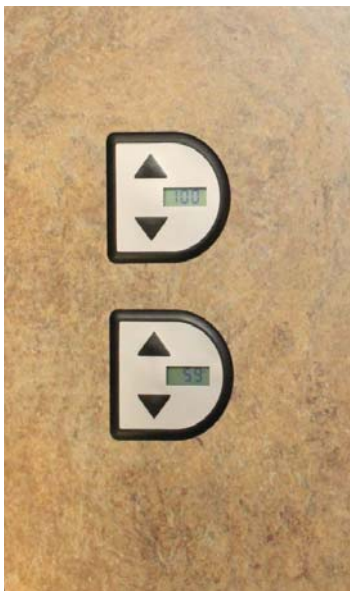
### Lift Columns

The lift columns of your console can vary between 4, 5 and 6. The smaller sized station with 4 lift columns is referred to as an X4. Xybix's larger X5 workstations contain 5 lift columns. The X5 has a rear lift column, usually centered behind the middle of the console. The lift column will have a grayish base with steel looking columns and black adjustment glides for support and leveling.



### Hand Controls

As previously noted, your hand controls will control the height of your front and rear work surfaces. Operation and troubleshooting can be achieved by looking at the digital display on your hand controls.



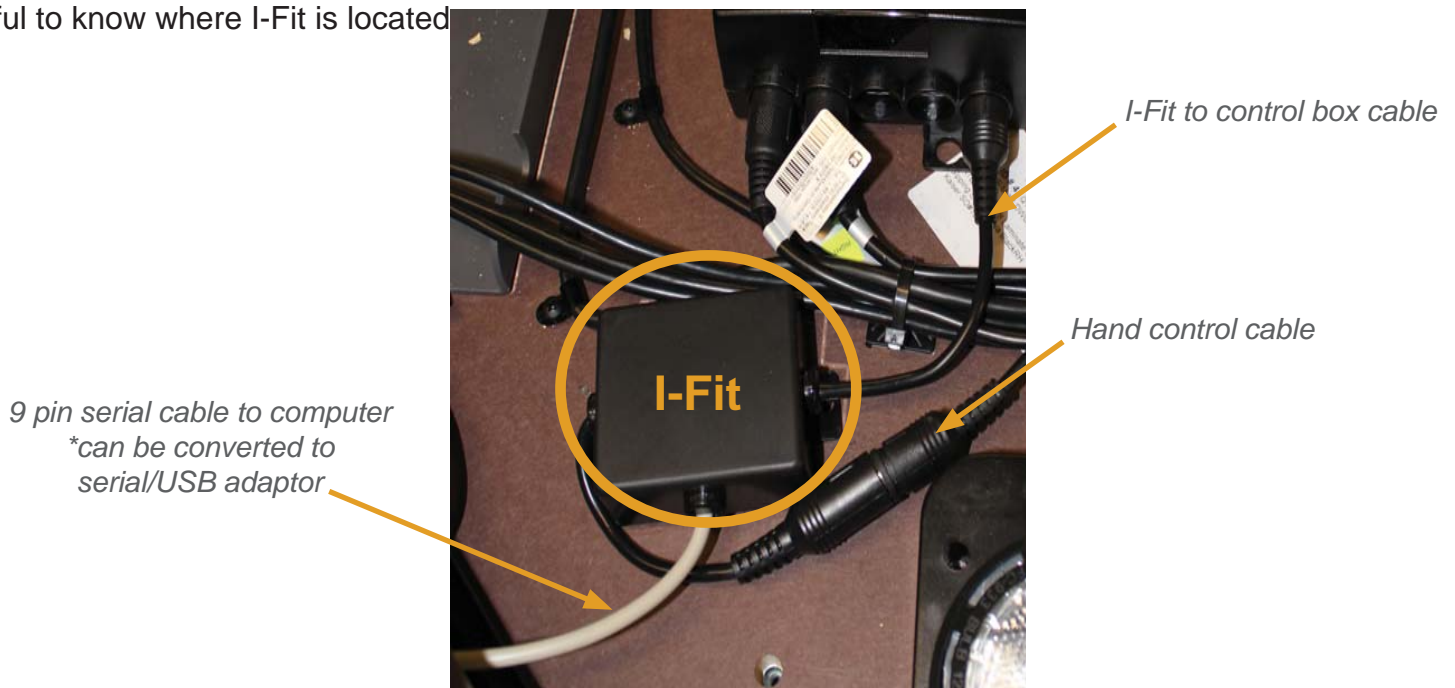
## Control Box(s)

The control box operates the lift columns or the adjustment of your height adjustable desk. This is a black brick shaped box located under your console. You may have up to two boxes controlling each of the work surface lift column. The primary cord inputs to this device are the lift column, hand controls and power supply.



## I-Fit

I-Fit is a small squared shaped black box located near the control box. You will see one hand control cord connected to I-Fit and then, I-Fit is connected to the control box. For troubleshooting purposes, it is helpful to know where I-Fit is located.





## Power Bar

The power bar supplies power to all of your console components. There are usually three power bars per console. Equipment can be plugged into this surge protecting device. Please note there is an “on/off” red toggle switch as well as a reset button on the side of the power bar.

*Power bars are installed throughout your console for your convenience.*

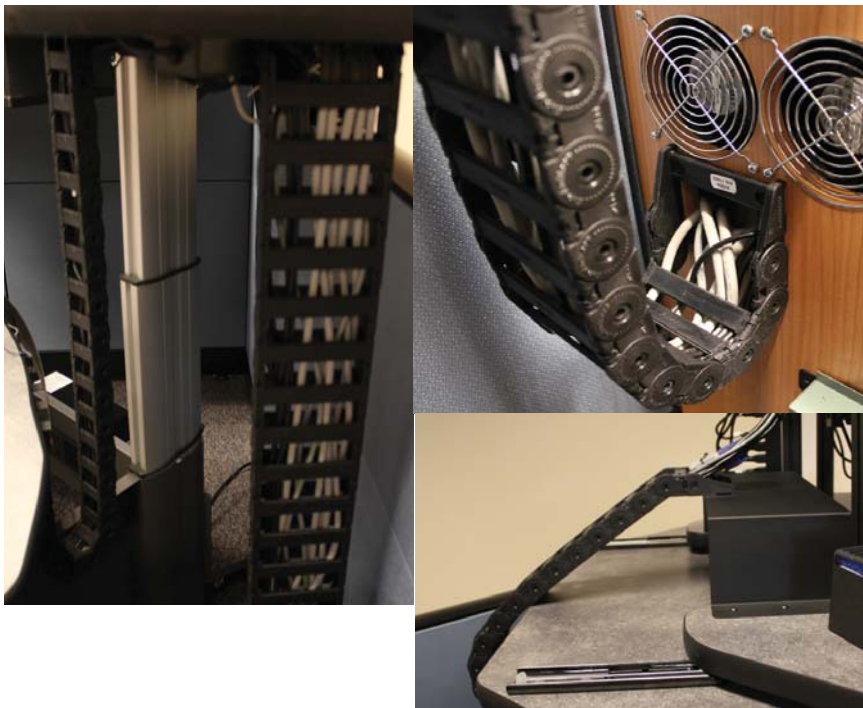
*\*For specific power requirements or needs, please contact Xybix directly.*

*Reset Button*



## Energy Chain

The energy chain(s) are located on your rear work surface and will connect to either your front work surface or to your CPU storage unit. One energy chain will connect from your rear work surface to the Roll-ervision®, focal depth adjustment technology. The chain linked black cord containment system is used for cable management and will prevent cable cords from being tangled or damaged. This also ensures that the proper cable length is being used to accommodate the adjustable height table.



*Easy Access Clips allow you to easily add/change cabling*

*Simply use a flat-head screwdriver and press and left the clip open.*

## Operations Trouble Shooting Guide

Trouble Shooting your console

### Identifying your hand control

It is important to identify which hand control your console has for troubleshooting desk height adjustment problems.



KB Flush Mount TMU- 30 pt. # 13062

KB Pull Out TMK- 30  
Discontinued pt. #12534

KB Recessed TME-20 pt. # 12814

*\*Please note, if you do not see your specific hand control pictured above, please contact Customer Service.*

### KB Reset Instructions

To reset -make sure that nothing is under the console to bind it up or hit (like a trash can etc) and make sure nothing is hanging over the work surface edges to get caught in between the front and rear surface. Then hold the “**up**” and the “**down**” button on the hand control that displays the A64 error code.

The surface should move slowly and evenly all the way down to the very bottom of the last leg stage. Once it is down all the way, let go of the buttons and the surface will move up slightly by itself about a quarter of an inch, to the control box’s “Memory Bottom”. You will also hear the control box make a beeping tone sound (not very loud) alerting you that its reset. The hand control will then display 59 and should move up and down normally.

-If the hand control continues to say A64, it **has not finished the reset**, and you need to continue to hold the buttons down.

-If only one leg moves or if the hand control says A6F, **stop trying to reset**. Call Customer Service to continue or see trouble shooting graph for further instructions.

## Identifying your hand control, cont...



Logic Data Flush Mount 2-4 Leg  
Memory pt. # 14175 & 14181  
for multi leg

Logic Data Swing Out 2-4 Leg pt.#  
11009 or Multi Leg Memory  
Discontinued pt. #11011

Flush Mount Logic Data 2 Leg  
Memory pt.# 14175 & 14181

*\*Please note, if you do not see your specific hand control pictured above, please contact Customer Service.*

## Logic Data Reset Instructions

To reset -make sure that nothing is under the console to bind it up or hit (like a trash can etc) and make sure nothing is hanging over the work surface edges to get caught in between the front and rear surface. Then hold “**down**” button on the hand control.

The surface should move slowly and evenly all the way down to the very bottom of the last leg stage. Once it is down all the way, continue to hold the down button until you hear the control box make a “clicking” noise. Then, let go of the button and the surface will move up slightly by itself about a quarter of an inch, to the control box’s “Memory Bottom”.

-If the surface does not move or if only one leg moves during reset, **stop trying to reset**. Call Customer Service to continue or see trouble shooting graph for further instructions.

## Console Trouble Shooting Graph

	Failure	Questions	Questions	Questions	Solution	Action	Further Action Steps
1	No Display-no power	Is the control box /transformer connected to working power outlet?	Are the leg motor cables properly connected to the control box (Insufficient plug contact)?	Is the hand control connected at the Control Box? When pulling on Hand Controller cable, are the colored wires exposed?	If all connections are good, then unplug from power for minimum 10 sec and re-plug	Reset Control Box according to the Trouble Shooting instructions	EMail Customer Service and reference failure line number
2	Hand control beeps when pressing a button	Are the leg motor cables properly connected to the control box (Insufficient plug contact)?	Check for poor connections on Extension Cables		If all connections are good, then unplug from power for minimum 10 sec and replug	Reset Control Box according to the Trouble Shooting instructions	EMail Customer Service and reference failure line number
3	Handset shows "E"	Does the work surface move up or down?	When pulling on Hand Controller cable, are the colored wires exposed?		If all connections are good, then unplug from power for minimum 10 sec and replug	Turn power off-open Hand Controller by removing screws-place cable connection in strain relief	Handset still shows "E"Replace handset EMail Customer Service and reference failure line number
4	Intermittent hand control operation	Is the hard wired connection to the hand control loose?			If you push the wires towards the hand control and it works this is an internal short.		Replace handset EMail Customer Service and reference failure line number
5	Table leans to one side, after/ during movement	<b>If solution causes the table to become more out of level-STOP-and contact Customer Service</b>	Is there an obstruction or overload?	Are the leg motor cables properly connected to the control box (Insufficient plug contact)?	If all connections are good, then unplug from power for minimum 10 sec and re-plug	Remove overload/ obstruction -Reset	EMail Customer Service and reference failure line number
6	Table moves 2 inches in opposite direction while moving	Are there any obstacles in the movement path?				Remove obstacle	EMail Customer Service and reference failure line number
7	Control beeps twice when pressing a button	Is the child lock activated?				Deactivate child lock by pressing the "M"button for 10 sec.	EMail Customer Service and reference failure line number

	Failure	Questions	Questions	Questions	Solution	Action	Further Action Steps
8	While resetting, only one leg moves, no function afterwards	If solution causes the table to become more out of level-STOP-and contact Customer Service	Are the leg motor cables properly connected to the control box (Insufficient plug contact)?		If all connections are good, then unplug from power for minimum 10 sec and re-plug	Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
9	Beep on key-press				If all connections are good, then unplug from power for minimum 10 sec and re-plug	Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
10	After reset, no movement possible	Are the leg motor cables properly connected to the control box? (Insufficient plug contact)				Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
11	No reset possible	Is the control box / transformer connected to working power outlet?	Are the leg motor cables properly connected to the control box (Insufficient plug contact)?	Is the hand control connected?	If all connections are good, then unplug from power for minimum 10 sec and re-plug	Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
12	Legs stop while performing reset procedure	Are the leg motor cables properly connected to the control box? (Insufficient plug contact)				Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
13	Handset shows an ERROR code	"A64"-Reset	"A6F"-Check for obstructions in movement. Check motor cables. Reset.	"Hot"-The LogicS control unit is fitted with overheating protection. Overheating has caused the unit to stop.	Consult ERROR code list-If code is not in list, contact Customer Service	Reset Control Box according to the Trouble Shooting instructions	EEmail Customer Service and reference failure line number
14	Control Box clicks & Console does not move	Are the leg motor cables properly connected to the control box? (Insufficient plug contact)					