



# TROUBLESHOOTING MANUAL



Applies to DESKLINE CBD4/5 Control Boxes, DL4/5/6/9/11 Legs & DB4/5/6/9 Built-in Actuator Legs

## DESK SUPPLIER INFORMATION

Service Contact: \_\_\_\_\_




Control Box Item no.: \_\_\_\_\_

Leg Item no.: \_\_\_\_\_

Desk Panel Item no.: \_\_\_\_\_

Serial No. \_\_\_\_\_

**INITIALISATION:** enables the control box to recognize the type and number of legs

1. Press & hold the  button until the legs are fully retracted - this is the END STOP position.  
Release the  button.
2. Immediately press and hold the button  for approx. 6 seconds, the legs will travel out 5mm and then retract back to the END STOP.
3. It may be necessary to perform the initialisation process twice as the system can be in different modes at start up.
4. The legs are now initialised.
5. Initialisation may be required after a power interruption or relocation of the desk.

**MEMORY SETTINGS:** up to 3 positions can be stored in the memory

1. DP1U: Desk Panel with memory function

- Drive the desk to the desired height via the Up / Down arrow buttons
- Press the "S" button, release and within 2 seconds press the desired memory button (1,2 or 3)
- The current height will be stored
- Repeat the above steps to store up to 2 more desk positions
- To drive the desk to a preset position press and hold the relevant memory button until the desk stops at the stored position.



2. DP1C: Desk Panel with memory function and LCD

- Drive the desk to the desired height via the Up / Down arrow buttons, the height will be displayed on the screen
- Press the "S" button, the display will flash "S" for 3 seconds. Within this 3 seconds press the desired memory button (1,2 or 3)
- The current height will be stored
- Repeat the above steps to store up to 2 more desk positions
- To drive the desk to a preset position press the relevant memory button (1, 2 or 3). The display will flash go1, go2, or go3 for 3 seconds. Within this 3 seconds press and hold the UP or DOWN button until the desk stops at the desired position. To drive the desk to a preset position, hold your finger on the stored number button. Once it has reached the stored position it will stop automatically. The display will show go1, go2 or go3 while the desk is driving to the memory position. The desk height will be displayed when the desk stops.



3. DPT: Control Panel with memory function and LED

- For safety reasons the DPT has a locking function
- If the DPT is locked, only a bar is shown in the display
- To unlock the control press "S" for 1 sec
- When the DPT is unlocked, the height will be shown in the display. The DPT is active for 2.5 seconds
- When pressing one of the keys you can do your adjustment.
- Hereafter the DPT will be active for 5 seconds but when there are no activations made within the mentioned time slot, the DPT will go in to locking mode again. Also if you press "S" for unlocking too long, the DPT will unlock but immediately lock again.
- **Normal operation:**  
To run the desk up or down, press the ^ or V button, and keep it pressed until the desk reaches the desired height. The display will count the height as the table is moving and will continually show the height of the desk after stopping.
- **Storing a memory position:**  
Touch the "S" button the display will flash "S" for 3 sec. While the "S" is displayed, touch the memory button 1, 2 or 3. The display will acknowledge by showing S1, S2 or S3 for 1 sec. To abort a store sequence press the ^ or V button while the "S" is flashing, or wait the 3 seconds until the display automatically returns to show the height of the desk.
- **Drive to a stored position:**  
Press memory button 1, 2 or 3 and the system will start driving to the desired memory position. Keep the button activated until the position is reached. The display will count the height as it is driving to the memory position.

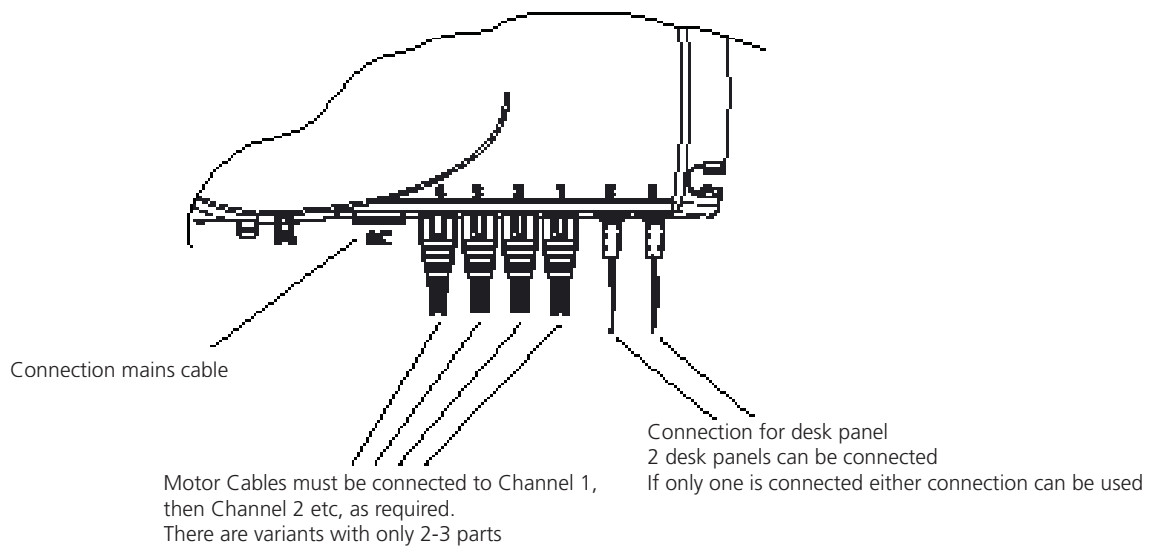
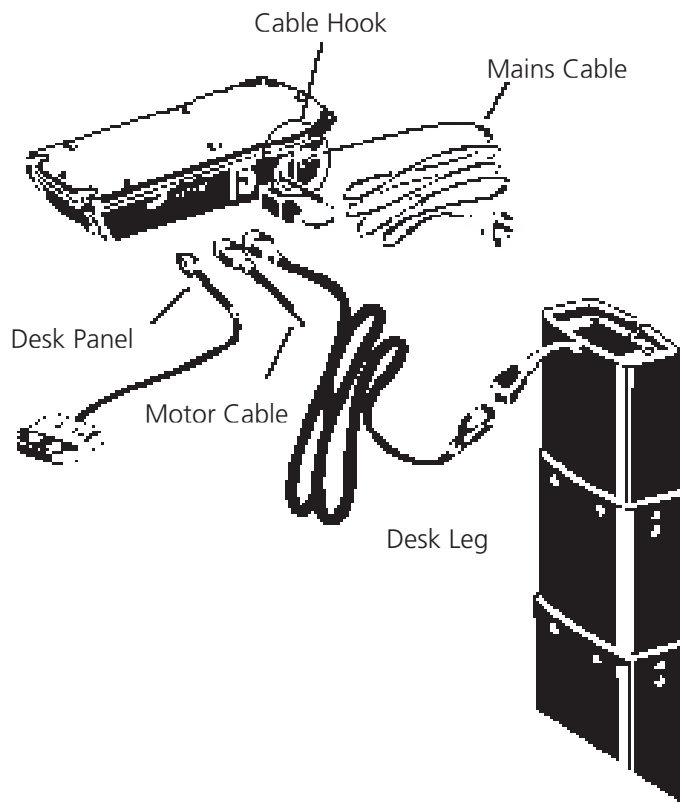


## TROUBLESHOOTING FOR THE DESK USER

| Symptom   | Possible Reason(s)  | What to do   |
|---|---|--|
| The desk will not run   | The Mains Power has been disconnected from the control box?                       | Try to connect a lamp or similar to the main supply to check that the supply voltage is OK                               |
|   | The plugs have been mounted incorrectly from the control box and to the leg?      | See drawing on back page   |
|   | Is there any visible damage to cables, controls, or the control box or legs?      | If so, damaged parts need to be replaced - contact desk supplier   |
| The desks stops and can only run in the opposite direction                                  | The desk is at its full extended position?  | When the desk has reached its maximum upper position it can only run <i>downwards</i>                                    |
|   | The load on the desk has increased compared to when the desk functioned normally? | Remove some of the load and try again  |
| The desk will only run downwards even though the desk is not overloaded                     | Requires Intialisation  | Perform intialisation procedure  |
| The desk does not run with full stroke length upwards. It always stops in the same position | Min-Max heights may be preset   | Refer to label on the control box. The system may have a set limit outwards. Perform initialisation to remove this limit |

## TROUBLESHOOTING FOR SERVICE AGENT ONLY

| Symptom   | Possible Reason(s)  | What to do   |
|---|---|--|
| The desk does not run at all. No movement is observed   | Malfunctioning desk panel or control box.<br>Poor Connection<br>Mains Cable fallen out<br>No voltage on mains cable | Check all connections. Check that there is voltage in the mains plug. Connect a desk panel that you know is OK. If it can run, the desk panel is malfunctioning. If this does not help, the control box is malfunctioning  |
| Not all legs operate when you run the desk downwards  | The leg(s) that do not run are malfunctioning or the cable connection for the leg(s) is not OK                      | Change leg/cable starting with the cable   |
| The desk is in the lower position and will not run upwards. You cannot see whether all legs are moving. | The desk is overloaded  | Remove some of the load on the desk  |
|   | One or more of the legs has malfunctioned or the cable connection between leg(s) and control box is not OK          | Remove all motor cables from the control box. Mount one leg at a time in channel 1, perform initialisation and test a small run upwards. If a leg will not run upwards after initialisation it is malfunctioning<br>Try exchanging the motor cable before exchanging the leg |



You can find data sheets and user manuals on [www.deskline.linak.com](http://www.deskline.linak.com)