



Height Adjustable Desks - FAQs

When is a reset required?

- Every time a cable has been disconnected or a power cut has taken place
- On installation – a desk needs to be reset and left for 15 minutes before use
- If a desk appears unresponsive

How do I reset a control box without an anti-crush sensor?

1. Disconnect one leg – this can be either leg

The control box will make 3 clicking noises to say there is a fault. If there is a digital panel on the switch, this will show an error code of E37/E38 depending on the leg that has been disconnected.

2. Reconnect the disconnected leg

On a digital display, an error code of E61 will show, this is a request for the control box to be reset.

3. To complete the reset, press and hold the down button.

The legs will now slowly start to travel down to its lowest point. Once it reaches this point, continue to hold the button down – the legs will then dip down then back up a further half inch. Do not let go of the switch until the desk stops moving. This completes the reset.

How do I reset a control box with a sensor?

1. Disconnect the sensor from the control box
2. Hold the 'up' button on the switch and drive the desk to the highest position

Keep your finger pressed on the up button for at least 10 seconds before the legs start to move. Once it reaches its highest point, the control box will click 3 times. This indicates that the sensor has been deactivated and the desk should work

3. Reconnect the sensor to the control box – ensuring all cables are correctly fitted
4. Remove the power plug from the control box for 10 seconds then reconnect

Wait a further 10 seconds following the reconnection, the control box should now click twice. This will indicate the sensor is now activated and the control box has been reset.

Please wait 10 seconds following these clicks before operating the table.



I need to raise a SIF for an issue, what do I need to include?

Description of the fault

Detail any error codes, what steps have been taken to diagnose the faulty item – this will ensure we understand if a replacement part will be the most effective step. We want the resolution is reached as soon as possible so by providing as much detail as possible, we can action the SIF straight away without needing to ask further questions.

Attachment demonstrating the fault

By providing a photograph or video of a fault, it helps us greatly in being able to effectively diagnose the fault. Even if a desk is unresponsive, by videoing an attempt to use it we can then understand the fault better. If the attachment is too large or you have multiple documents, you can upload a ZIP folder or list a Share Link.

I would like a digital switch to diagnose error codes, how do I source one?

These can be provided free of charge; please note we will provide one per dealership. To receive yours, please contact Bethan Credicott using details provided and one will be sent to you.

Do I need to return the faulty items if a replacement is being sent?

We will arrange for a collection to take place for all faulty items reported on SIFs, we will aim for this to take place two weeks following your replacement delivery. Should the faulty items be removed from the client's site and moved to your office, please advise the Aftercare coordinator so that the collection can be redirected.

Why are collections required?

All faulty components need to be tested by our suppliers to confirm if the part is faulty as reported. Should we find the part is functioning to standard, these will be returned to yourselves and a charge will apply for the replacement sent. We endeavour to ensure all replacement requests are valid to avoid any unnecessary cost for you, so please refer to the troubleshooting guides for assistance.

Who do I contact about an ongoing SIF?

For all SIF enquiries, please contact Bethan Credicott, your Aftercare Coordinator, who will be able to assist.

Bethan Credicott

Email: bethan_credicott@hermanmiller.com

Mobile: 07725 433 047



Troubleshooting Guide

This is a guide to allow dealers to diagnose and check what corrective actions can be done. Should the issue persist, please contact the Aftercare Coordinator.

Fault	Cause	Repair
Desk do not move	No power supply	Plug in Mains Cable; If applicable, check plug connector on the controller
	No connection or loose connection to drives/side panels	Check connections from the motor cable, to the controller and the drives
	No connection to the hand-switch	Check the cable linking the switch to the control box
	Max. lifting force exceed	Reduce weight on the desk
	Max. operating time exceed	The controller will independently reactivate after approximately 3 minutes. Please note – The max. travel time of 3 minutes is only available after an ideal time of at least 18 minutes
Desk only lowers slowly	Control box is expecting reset	Carry out desk reset
Desk only moves slowly	Max. lifting force exceeded	Reduce weight
Desk only moves briefly on one side and then remains stationary	No connection or loose connection to drives/side panels	Check connections from the motor cable, to the controller and the drives



Error Codes and their meaning

Digital switches will show an error code if there is a fault with a desk. To effectively diagnose, please refer to the below table. On some occasions, there will be repairs that will require replacements to be ordered by raising a Service Form, this will be indicated below.

Display	Cause	Repair	Service Form Required
HOT	The control box monitors the operating time and its max. temperature value was exceeded	Wait until the controller has cooled off and the 'HOT' display has disappeared. The desk will then be operational again. Please note: Operating time is calculated for only if the mains voltage is applied. If the mains is disconnected, the most recent value in the controller will be saved	Not required
E00	M1 Internal error	Pull the mains plug	SIF required
E01	M2 Internal error		
E02	M3 Internal error		
E12	M1 – Defective	Pull the mains plug.	SIF Required if error persists
E13	M2 - Defective	Check connection cables and carry out reset	
E24	M1 Overcurrent	Max. load exceeded, reduce weight on desk	SIF Required if error persists
E25	M2 Overcurrent		
E36	M1 Not Connected	Leg is not connected to the box. Check connections and reset	Not required
E37	M2 Not Connected		
E48	Overcurrent – Motor Group 1	Reduce the wait on the desk	Not Required
E55	Synchronisation Lost – Motor Group 1	Motor positions are too different. If applicable, reduce weight on desk. Reset required	Not required
E60	Collision Detected	Remove cause (Anti-Crush sensor has detected an obstruction)	Not required
E61	Motor Replaced	Reset required	Not required
E62	Overcurrent	Replace control box	SIF Required
E63	External sensor or cable not detected	Check connections	SIF Required if error persists
E64	Authentication error	Reset required	Not required
E65	Overcurrent or short-circuit	Reduce weight and remove any obstructions	SIF Required if error persists
E67	Overvoltage	Disconnect power	SIF Required
E70	Change the drive configuration	Pull the mains plug and wait at least 5 seconds. Reconnect and reset	Not required
E81	Internal Error	Pull the supply cable and reconnect after several second and reset	SIF Required if error persists



What does the number of clicks indicate?

Number of Clicks	Status
2	Normal – functioning without problems
1	Emergency – System is running in emergency mode and will be unresponsive. Check display for error code
3 - 6	Forced reset – Check the display for error code