Upside® Troubleshooting

Simple Paddle

Challenge: My table will not move up or down (Table is in ERROR Mode)

Solution:

1. Ensure there's power to the table and the power cord is securely plugged into the wall outlet and control box.
2. Make sure the paddle cable is firmly plugged into the control box.
3. Make sure your table has been properly synchronized.
    a. To engage synchronization mode, press and hold down paddle for up to 10 seconds.
    b. Release paddle.
    c. Press down on paddle again and lower table down until movement stops and table moves slightly up.
    d. Release paddle.
    e. Your table is ready to use.

Challenge: My table moves down but won't move up (Table is in ERROR Mode)

Solution:

1. The table must be Reset/Synchronized
    a. Press down on paddle and lower table down until movement stops and table moves slightly up.
    b. Release hand from paddle once movement stops.
    c. Your table has been reset.

Challenge: My table stops and reverses direction during adjustment.

Solution:

Something may be activating the collision detection, or there is an unbalanced load on one of the leg columns.

1. Check for obstructions above or below the worksurface.
2. Ensure control box is securely fastened to the worksurface.
3. Check that all wires are properly connected to the control box.
4. Remove any unbalanced weight from the table.

Challenge: The legs on my table are out of sync

Solution:

1. Remove any unbalanced weight from the table.
2. Your table must be RESET

a. Press down on paddle and lower table all the way down until movement stops and both leg columns have reached their lowest height. *(One column may reach the lowest height before the other)*
b. Release paddle.
c. To engage **RESET** mode, press down on paddle again and hold for up to 10 seconds. **NOTE* Some tables may experience reset at this step (table will move down slightly then back up).*
d. Release hand from paddle.
e. Press down on paddle again until table moves slightly down and then up again.
f. Release paddle.
g. Your table has been reset

Programmable Paddle

Challenge: My table will not move up or down (table is in ERROR mode and is showing an error code)

Solution:

1. Ensure there's power to the table and the power cord is securely plugged into the wall outlet and control box.
2. Make sure the paddle cable is firmly plugged into the control box.
3. Make sure your table has been properly synchronized/reset.
   a. To engage synchronization/reset mode, press and hold down paddle down until the display reads **RESET**, then release hand from paddle.
   b. While **RESET** is still on the display, press down on the paddle and lower table until movement stops, and table moves slightly up.
   c. Release hand from paddle. Your table is ready to use.

Challenge: My table moves down but won't move up (table is in RESET mode and is showing RESET on display)

Solution:

1. The table must be Reset/Synchronized
   a. Press down on paddle and lower table down until movement stops and table moves slightly up.
   b. Release hand from paddle
   c. Your table has been reset.

Challenge: The legs on my table are out of sync

Solution:

1. Remove any unbalanced weight from the table.
2. Your table must be RESET
   b. To engage **RESET** mode, press and hold down paddle down until the display reads **RESET**, then release hand from paddle.
   d. While **RESET** is still on the display, press down on the paddle and lower table until movement stops, and table moves slightly up.
   e. Release hand from paddle. Your table is ready to use.

Challenge: My table stops and reverses direction during adjustment.

Solution:

Something may be activating the collision detection, or there is an unbalanced load on one of the leg columns.

1. Check for obstructions above or below the worksurface.
2. Ensure control box is securely fastened to the worksurface.
3. Check that all wires are properly connected to the control box.
4. Remove any unbalanced weight from the table.

Challenge: My table will not reach its minimum or maximum height settings.

Solution:

Your table's upper and lower storage stop needs to be cleared.

Clear Upper Storage Stop

1. Press side button and tap paddle up until **LIMITS** menu is displayed.
2. Press side button AGAIN and tap paddle up until **OFF** is displayed. Press side button AGAIN to set. Note: A check mark will appear once set.

Error Code: H01

The control unit's overheating protection has been engaged.

1. Let the table sit idle for 20 minutes before use.

Error Code: E01

Table surface may be overloaded.

1. Remove any obstructions above or below the worksurface.
2. Identify which column is plugged into M1 port on control box. Check that the 125-lb. weight limit on that column has not been exceeded and remove any excess weight.
3. Synchronize/Reset the table
   a. Press down on paddle and lower table all the way down until movement stops.
   b. Release paddle
   c. To engage synchronization/reset mode, press and hold down paddle down again until the display reads **RESET**, then release hand from paddle
      NOTE Some tables may experience reset at this step*
   d. Press down on the paddle again and lower table until movement stops, and table moves slightly up.
   e. Release hand from paddle. Your table is ready to use.

If E01 error code message is still present, contact customer service for assistance with part replacement.

Troubleshooting for replacement part

1. Swap M1 & M2 ports with the motor cables as follows:

a. Unplug the motor cable connected to port M1 on the control box and plug it into the port M2.
   b. Complete the same step with the other motor cable and remaining control box port.
   c. Unplug and re-plug M1 cable securely.
2. Perform another table RESET (see Step 3 above) and run the table up and down.
3. If the error message changed to E02, the column plugged into port with error message must be replaced.

Error Code: E02

Table surface may be overloaded.

1. Remove any obstructions above or below the worksurface.
2. Identify which column is plugged into M2 port on control box. Check that the 125-lb. weight limit on that column has not been exceeded and remove any excess weight.
3. Synchronize/Reset the table
   a. Press down on paddle and lower table all the way down until movement stops.
   b. Release paddle
   c. To engage synchronization/reset mode, press and hold down paddle down again until the display reads **RESET**, then release hand from paddle
      NOTE Some tables may experience reset at this step
   d. Press down on the paddle again and lower table until movement stops, and table moves slightly up.
   e. Release hand from paddle. Your table is ready to use.

If E02 error code message is still present, contact customer service for assistance with part replacement.

Troubleshooting for replacement part

1. Swap M1 & M2 ports with the motor cables as follows:
   a. Unplug the motor cable connected to port M1 on the control box and plug it into the port M2.
   b. Complete the same step with the other motor cable and remaining control box port.
   c. Unplug and re-plug M1 cable securely.
2. Perform another table RESET (see Step 3 above) and run the table up and down.
3. If the error message changed to E01, the column plugged into port with error message must be replaced.

Error Code: E08

One column is not plugged into the control box correctly.

1. Unplug and re-plug M2 cable securely.
2. Synchronize/Reset the table
   a. Press down on paddle and lower table all the way down until movement stops.
   b. Release paddle
   c. To engage synchronization/reset mode, press and hold down paddle down again until the display reads **RESET**, then release hand from paddle
      NOTE Some tables may experience reset at this step
   d. Press down on the paddle again and lower table until movement stops, and table moves slightly up.

e. Release hand from paddle. Your table is ready to use.

Error Code: LOC

The lock feature on your control box has been activated.

1. Wake the paddle by either lifting it up or pressing it down.
2. Unlock the paddle by pressing up for 3 seconds
3. Press menu button again. Press the button on the side of the paddle.
   Navigate to the **LOCK** menu.
4. Press side menu button again and tap paddle until unlock icon is displayed.
5. Press side button again to clear lock on paddle. Check mark will appear once complete