

Troubleshooting guide for Tone Electric and Extended Electric



Some of the proposed actions in this guide should only be performed by a service technician. End users should not attempt replacing parts.

Homing

If a table has been reconfigured, or a component (i.e. cable, motor or electronic) has been reconnected or replaced during or after the assembly, a homing cycle must be performed. A homing cycle (sometimes referred to as a table reset) should be performed with an even weight of approx. 100 lbs. applied on the table.

Initiate a new homing cycle by:

- 1: Simultaneously pressing the up and down buttons for a minimum of 8 seconds.
- 2: Press and hold the down button and the table will slowly move the lowest point possible.
- 3: The table is ready for normal use.

1. Table not running at all

- 1.1.1. Is the green LED on the power supply light on?
 - If not, check main power and cable connections.
- 1.1.2. If the LED Light is still not on:
 - Replace the power supply.
- 1.2. LED light is on but goes out when trying to operate the table:
 - Try switching power supplies between tables. If the second power supply operates correctly, replace the original power supply.
- 1.2.1. If the problem persists:
 - Replace the column.
- 1.3. If the light on the power supply is lit all the time and still no function:
 - 1.3.1. If the table is in the lowest position:
 - Press the "down" button on the handset for 4 seconds to ensure that the table isn't in homing mode.
 - 1.3.2. The table might be overheated if the table has been running for a period of 1 minute and then has come to a halt. Wait 9 minutes to let the table cool down and try again. *)
 - If it still does not work after 5 min.:
 - Try disconnecting power for about 20 s and reconnect.
 - If there is still no function:
 - Replace handset and check all connected cables.
 - If there is still no function:
 - Replace column.

2. Table running slow

- 2.1. Slow speed both up and down:
 - If possible, measure power consumption on primary side.
- 2.1.1. If power consumption is above 250W:
 - Replace the column.
- 2.1.2. If below 250W:
 - Replace power supply.
- 2.2. Slow speed only while driving up:
 - Remove weight from table top.

3. Table moving in one direction only

- 3.1. Only running down in slow speed:
 - The table is in homing mode. To allow the table to complete the homing cycle, drive all the way down to lowest position to complete the homing cycle.
- 3.2. Only able to drive up or only down, but in normal speed:
 - Initiate a new homing cycle by holding the up and down buttons on the hand control pressed for 8 seconds. Drive the table all the way down to lowest position to complete the homing cycle.
- 3.2.1. Still no function:
 - Replace hand control.
- 3.2.2. Still no function:
 - Replace the column.

4. Table only running a short while and then stopping

- 4.1. The table stops and back off:
 - The table has detected a collision. Check for something blocking the movement, cables, furniture or other objects.
- 4.1.1. If nothing is blocking the movement of the table and the symptom persists:
 - Replace the column.
- 4.2. Only run for 2 seconds:
 - Table might be overloaded, remove weight from table top
- 4.2.1. Green light on power supply OK?
 - If not, replace power supply.
- 4.2.2. Still no function:
 - Replace the column.
- 4.3. Only running for 20 seconds or more:
 - Table might be overheating, wait 9 minutes and try again.

5. Table not moving in sync

- 5.1. Only one motor moving:
 - Disconnect from power, then reconnect all cables.
- 5.2. One motor running uncontrolled and other motor just running 2 inches up or down:
 - Replace the column.
- 5.3. Table moving up and down normally but table top not parallel to floor:
 - Initiate a new homing cycle by holding the up and down buttons pressed at the same time for 8 seconds. Drive the table all the way down to lowest position to complete the homing cycle.

6. Table not able to reach top or bottom position

- 6.1. Table stops above bottom position / not reaching bottom position:
 - Initiate a new homing cycle by holding the up and down buttons pressed at the same time for 8 seconds. Drive the table all the way down to lowest position to complete the homing cycle.
- 6.1.1. Failure to reach lowest position during homing cycle:
 - Replace the column.
- 6.2. Table not reaching top position:
 - Initiate a new homing cycle by holding the up and down buttons pressed at the same time for 8 seconds. Drive the table all the way down to lowest position to complete the homing cycle.
- 6.2.1. Still not reaching top position:
 - Replace the column.

*) The motor duty cycle is rated 10% at a nominal load of 176 lbs. E.g. if the motor runs a 1 minute cycle, allow 9 minutes for a complete cool off. If the motor is engaged during the cool off period the duty cycle will be reduced until the full cool off period is reached.