










21.01.2021 lju

## Resetting and troubleshooting







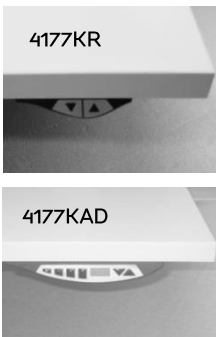

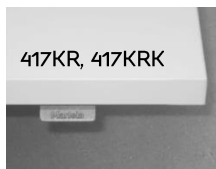

Resetting the desk should be done prior to first use or in case of malfunction. Use the pictures below to determine the type of desk (control switch/base type). Follow the instructions to reset. If the first reset does not work, *repeat the reset calmly, 1-2 times*. Remove all items on the desk before resetting. If one of the columns is not moving, it may cause the desk to tilt during the reset. If the desk does not work properly, see page 6/6 for further instructions.

Hand control	Control system	Desk type	Resetting
<p>1006338</p>  <p>100633</p> 	R	 <p>Alku S/S square</p>  <p>Alku S/S round tube</p>	<p>Simultaneously pressing the UP and DOWN buttons for minimum of 8 seconds.</p> <p>Press and hold the DOWN button and the table will slowly move to the lowest point possible.</p> <p>The table/stand is ready to use normally.</p>
<p>1010171</p> 	L	 <p>Frankie E</p>	<p>Initialise the desk by pressing and holding the DOWN button until the desk reaches its lowest position and then moves slightly upwards (5mm). Now the desk is ready to use and the control box has registered the height settings. The settings will remain if main power is disconnected.</p> <p><b>Important:</b> If any of the actuators is replaced the <b>main power must be disconnected</b> when actuator cable is disconnected. Otherwise the control box cannot be initialised and the actuators may be damaged if the desk is being used.</p>
<p>1010163</p>  <p>1010164</p> 	A	 <p>Pinta EQ From year 2014→</p>	<p>Simultaneously pressing the up and down buttons for minimum of 5 seconds.</p> <p>Hold the UP and DOWN buttons and the table will slowly move to the lowest point possible.</p> <p>The table/stand is ready to use normally.</p>

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Hand control	Control system	Desk type	Resetting
	R	 Pinta E      Pinta ES	Keep the DOWN button pressed until the desk reaches the lowest position and comes a bit upwards.
	L	 Opteam S      Pinta ES	Adjust the desk to its lowest position. Press DOWN button again for about five seconds until the desk moves slightly down and up. Do not release the button until the movement has stopped. (If the button is released too early, reset will be interrupted and the procedure must be started again.)
	A	 Pinta EQ before year 2014	Press both buttons simultaneously for about five seconds and keep them pressed until both columns are in the lowest position.
	K K1	 Pinta III	<p>K: Press both buttons simultaneously and keep them pressed until the desk is in the lowest position. Release the buttons. The control unit will beep three times to indicate succesful reset.</p> <p>K1: Drive the desk to its lowest position. Press DOWN button again for five seconds. Release the button. The control unit will beep three times to indicate succesful reset.</p>
	L1	 Aura	Adjust the desk to its lowest position. Press DOWN button again for about five seconds until the desk moves slightly down and up. Do not release the button until the movement has stopped. (If the button is released too early, reset will be interrupted and the procedure must be started again.)

## INSTRUCTIONS

### All desks:

Always check that the desk can move freely:

- there is no objects under the desk to prevent it moving to lowest position,
- there is no other obstacles, bulletin board, windowsill, side table corner etc.,
- the length of the cables is enough for the stroke.

Note! Remove all items on desk before resetting. If any of the columns is not moving it may cause the desk to incline during the reset.

### Alku S/S

- If table is not moving check all wire connections and that power is connected.
- If necessary, disconnect all wires, reconnect again and reset table.

### Pinta E:

- If the desk is not moving downwards, although it is not in the lowest position, but it moves up, the problem is likely in the hand control.
- If the desk is moving downwards but not upwards, perform the reset procedure. If the desk still does not move upwards, the hand control may be defective.

### Pinta EQ:

- If the desk does not work, check that the main switch in the control unit is in position I (power on).

### Pinta III, Pinta EQ:

- If the desk moves upwards when pressing both buttons the hand control switch is faulty and the reset procedure must be interrupted.  
When both buttons are pressed simultaneously, the desk should start moving downwards within couple of seconds and the buttons should be pressed until the desk has reached the lowest position. If the reset attempt fails, it can be repeated.

### Aura:

- If the desk is not working after reset the reason may be wrong connection of cables during installation causing errors in control box memory. The control box memory can be cleared as follows:
  - Remove the main plug from socket outlet.
  - Press UP and DOWN buttons alternatively for about 15 seconds.
  - Reconnect the main plug and perform a reset operation.

If the malfunction can not be solved with these instructions, you can order service.

Non-warranty service is charged according to the valid price list.

You can contact our international team for further information: [export@martela.com](mailto:export@martela.com).