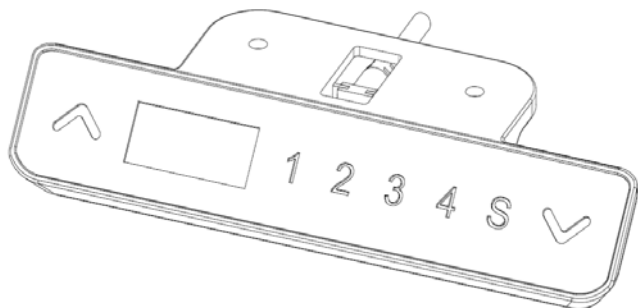# My-Hite 2 Stage Troubleshooting Reference Sheet

My-Hite 2 Stage Display

2 Stage Reset Operation

The reset operation must be performed after installing the MyHite.

The reset must be performed to completion, otherwise the display will present error code E04.

1. **Hold** "Λ" and "V" simultaneously until the legs begin to move down at half speed.

2. Keep holding the buttons until legs move down to the lowest position, rebound 2-5 mm, then stop.

3. Release the buttons together. The reset is now complete.

Error Code	Explanation	Cause	Solution
E01	Connection Issue	The leg is disconnected from the control box.	1. Check the cable connections between the leg and computer 2. **Perform the reset operation** If problem persists, contact Friant Customer Success
E02	Continuous Operation	Motor has overheated from 5 minutes of continuous use.	1. Let the table rest for ten minutes. 2. The table will be operational. If problem persists, contact Friant Customer Success.
E03	Tabletop Overload	The tabletop load exceeds the weight limit.	Check that the weight on table does not exceed weight limit. 220 lbs for Straight table. 330 lbs for Corner table. If problem persists, contact Friant Customer Success.
E04, E05, E07, E09, E11, E12	Control Box Malfunction	Various reasons	**Perform the reset operation.** If problem persists, contact Friant Customer Success.
E06	Communication Disconnected	Connection lost between display and control box	1. Check cables. 2. **Perform the reset operation.** If problem persists, contact Friant Customer Success.
E08	Motor Short Circuit	Motor cable damaged	Check the motor cable for damage. If problem persists, contact Friant Customer Success.
E10	Actuator error	Failure of control box actuator.	Disconnect power supply for 1 minute then plug in. If problem persists contact Friant Customer Success.
LOC	Locked Display	Various Reasons	1. **Hold** "S" and "4" for more than three seconds. 2. "-C-" will appear on the display, clearing the error. If problem persists contact Friant Customer Success.
N/A	Table doesn't reach minimum or maximum height	There is a setting restricting minimum or maximum height	**Clear the Minimum/Maximum Height:** 1. **Hold** "S". Without releasing "S", **immediately hold** "2" **for about three seconds.** 2. "-C-" will appear on the display, confirming the minimum/maximum heights are cleared. If problem persists contact Friant Customer Success.
N/A	Table suddenly drops while going up	Automatic anti-collision rebound is too sensitive	**Adjust the automatic rebound sensitivity:** 1. **Hold** "S" for ten seconds until the display flashes "———". 2. **Release** "S" button and **press** "3" within three seconds, the display will show "G-x" (x indicates the current level of sensitivity, G-0 to G-4) 3. **Press** "Λ" to change the rebound sensitivity level. The higher the number, the higher sensitivity: Level 0 indicates no sensitivity. Level 4 indicates highest sensitivity. 4. **Hold** "S" to confirm the sensitivity level.

General Tips

- Follow assembly instructions closely.
- Do not overload the tables (220 lbs maximum straight, 330 lbs maximum corner).
- The input voltage should be within 108-132V.
- Use the glides to properly level the table before use.
- When moving the table, do not tilt the table on one leg or misalignment may occur.
- Before first use, perform reset operation.
- If after troubleshooting the problem persists, contact Customer Success for further assistance.
- **The reset procedure must be completed after parts are replaced.**

Programming the memory control panel

1. Use "∧" & "∨" buttons to adjust table to desired height.

2. **Hold** "S" for three seconds.

3. **Release** "S", then **press EITHER** "1", "2", "3" or "4" within next three seconds.

4. The height profile is now saved.

NOTE: After a reset, the memory settings need to be set again.

Toggle height profile adjustment mode

"H-1" - indicates function is on. The table will adjust to its programmed profile by **tapping** the number.
"H-0" - indicates function is off. The table will adjust to its programmed profile by **holding** the number.

1. **Hold** "S" for about ten seconds, until the display flashes "———"

2. **Release** "S" then **immediately press** "1" within three seconds. The screen displays "H-1" or "H-0" indicating preset is on or off.

3. **Press** "∧" or "∨" to turn the current function on or off.

4. **Hold** "S" for about two seconds to confirm the setting.

Set Minimum Height

1. Use "∧" or "∨" to adjust table to the desired minimum height.

2. **Hold** "S", Without releasing "S", **immediately hold "1" for about three seconds.**

3. "_L_" will appear on the display, confirming the minimum height has been set.

Set Maximum Height

1. Use "∧" or "∨" to adjust table to the desired maximum height.

2. **Hold** "S". Without releasing "S" **immediately hold "3" for about three seconds.**

3. "‾L‾" will appear on the display, confirming the maximum height is set.

Clear Minimum/Maximum Height

1. **Hold** "S". Without releasing "S", **immediately hold "2" for about three seconds.**

2. "-C-" will appear on the display, confirming the minimum/maximum heights is cleared.

Display in Inches or Centimeters

1. **Hold** "S". Without releasing "S", **immediately hold** "∨" for about three seconds.

2. The height information will change to either inches or centimeters.