

Allegretto Troubleshooting Guide

The following chart highlights some of the possible problems you may face when using your Allegretto Height Adjustable Table. If you are unsuccessful in correcting the problem, call Knap & Vogt Customer Service at 1-800-253-1561.

Please note, most software problems can be fixed with a reset of the control switch.

1. Press both ▲ and ▼ buttons at the same time for 3 seconds. While holding the two buttons, the table will begin to lower; continue until the table has reached its lowest position.
2. The control box will 'beep' when the table has been reset. The two buttons can then be released.
3. When conducting the reset for the programmable controller, the display will show '000'. When the reset is finished, the display will show the default or programmed starting height.



PROBLEM	EVALUATION CHECK THE FOLLOWING:	COURSE OF ACTION TO CORRECT PROBLEM
Table is not moving up or down.	Is the power cable connected to a power outlet with the correct voltage?	Make sure the power cable is connected to the power outlet. Is the correct voltage present at the power outlet?
	Are all the power cables, column cables and switch cables inserted correctly?	Check all connections.
	Are any of the columns/cables defective?	Perform reset and operate the table in the upwards direction. If a column will not operate upwards after resetting, it is defective. Contact KV Customer Service -1-800-253-1561
	Is there any visible damage to cables, control box or columns?	Damaged parts must be exchanged - Contact KV Customer Service -1-800-253-1561
The table operates irregularly and is tilted.	Are all column cables plugged in?	Check all connections. Perform reset.
The table stops and can only operate downwards.	Is the table at its highest position?	When the table has reached the maximum height, it can only operate downwards.
	Is the table overloaded?	Remove some of the load and operate again.
The table only operates downwards even though the table is not overloaded.	Visual observation.	Perform reset.
The table always stops at the same position before reaching maximum height.	Has the system been programmed to this specific height?	Perform reset.
	Is the table at its highest position?	When the table has reached the maximum height, it can only be operated downwards.
	Is the table overloaded?	Remove some of the load and operate again.
Not all columns operate when the table operates downwards.	Visual observation.	Check all connections, then perform reset. If a column will not operate upwards after resetting, it is defective. Contact KV Customer Service -1-800-253-1561

Error Codes and Alerts

ERROR CODE	PROTECTION	SITUATION	BUZZER ALERT	SOLUTION
000	Resetting	Press both buttons at the same time for 3 seconds. Continue pressing the buttons until both columns are in lowest position.	Beep	
E00	Not fully reset	When reset is required but not fully reset	No Beep	Can be operated after resetting
E01	Overuse protection	Continuous running the frame for 300 sec. will activate the overheat protection.	3 beeps 3 beeps when operating before completely recovering	The system will recover and after 75 sec. it is possible to run the frame for 300 seconds again. If the resting time or the interval between operations is too short, the next running time will be reduced in order to give the system enough time to cool down.
E02	Imbalance protection	Difference between 2 motors >10mm	2 beeps	Can be operated after resetting
E03	Anti-collision	Detecting the variation of electric current motor will stop when excessive variation detected in a certain time.	No Beep. Reverses 40mm completely no matter keeping press the button or not.	Can be operated after reversing
E04	T-Touch protection	Detecting if the system has collided with an object, become uneven or has shifted during operation	No Beep. Reverses 40mm completely no matter keeping press the button or not.	Can be operated after reversing / Remove the obstacle
E11	M1 Motor over-current protection	When one of the columns is overloaded or internal transmission is jammed)	5 beeps	Remove some load from your desk to lower the current to operate the system. If the system is not operational, nut might be broken or spindle / bracket might be damaged.
E12	M2 Motor over-current protection	When one of the columns is overloaded or internal transmission is jammed)	5 beeps	
E21	No hall sensor from M1	Only current is detected, no hall sensor. Column is not moving	Beep for 2 seconds, the screen flashes E21 for 5 seconds	Change motor or motor cable. Reset before operating
E22	No hall sensor from M2	Only current is detected, no hall sensor. Column is not moving	Beep for 2 seconds, the screen flashes E22 for 5 seconds.	Change motor or motor cable. Reset before operating
E31	No current from M1	No current is detected from M1, Column is not moving (Another column slightly shakes)	4 beeps; the screen flashes E31 for 5 seconds	Check if the motor plug is connected well
E32	No current from M2	No current is detected from M2, Column is not moving (Another column slightly shakes)	4 beeps; the screen flashes E32 for 5 seconds	Check if the motor plug is connected well