

StableRise®

Operation and Troubleshooting Guide



The arrow up and down buttons can be used to get your StableRise to the proper height.

You also have the ability to [program up to four preset heights on the unit](#). This can be accomplished by using the up/down buttons to find a desired height, then pressing the "M" (or "S" in some models), holding it in for 5 seconds followed by the number 1, 2, 3 or 4 and also holding it in for 5 seconds. The number pressed will be the button you will use to each preset height.

Once the preset button is pushed, the StableRise will move to the programmed height.

CAUTION -

1. Make sure there are no obstacles in the StableRise's path such as a chair arm or file cabinet.
2. Make sure the StableRise top is not touching any walls.
3. Make sure all cords are of an appropriate length to accommodate all StableRise heights.

You must reset the StableRise prior to use and possibly from time to time due to current fluctuations.

To reset the StableRise:

PUSH AND HOLD the DOWN BUTTON on the switch until the StableRise reaches its lowest height, slightly rises and stops. Release the DOWN BUTTON.

TROUBLESHOOTING

There is a specific sequence of tasks to follow to zero in on a possible defective component.

DEFINITIONS:

R5T – means “reset”

Er1 – means “error 1” (miscommunication between control box and lifting column plugged into port 1)

Er2 – means “error 2” (miscommunication between control box and lifting column plugged into port 2)

HOT – means “hot” – StableRise has reached its duty cycle limit – let StableRise base cool for 20 minutes.

PROPER RESET PROCEDURE

Make sure a full reset procedure is performed – it may take up to 10 seconds for the lifting columns to start moving. The “down” button must be held in until the base goes all the way down, pauses (could be up to 5 more seconds) and then pops up just a bit – then let go of the “down” button.

TROUBLESHOOTING

Assuming the StableRise is plugged into a working outlet and all connections (such as power cord) are securely in place...

If the handset is dark – replace the handset.

If the replaced handset is still dark – replace the control box.

If the handset say “R5T” (reset)...

Most of the time, after performing a reset procedure, the StableRise will resume normal operation or the display changes to either an “Er1” or Er2”. If the handset still says “R5T” you can replace the control box to see if that fixes the issue.

If you now get the Er1 or Er2 after a reset procedure then...

1) Make note of the error message – Er1 or Er2.

2) Switch the cables at the control box (only), do a reset, see if the error message changes.

3) If the error message changes then it is either the cable or lifting column coming from the #1

port on the control box (or #2 port, depending on the current error message) – see the

attached image of the control box with the port markings.

4) Now if you switch the cables completely (move the left cable to the right side, move the

right cable to the left side), do a reset, does the error message change?

5) If yes, the cable is bad – replace the cable (see attached to determine port locations on the control box)

6) If not, the lifting column is bad – replace the lifting column (see attached to determine the port locations on the control box)

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