HermanMiller

Renew™ Sit-to-Stand Tables
Nevi Sit-to-Stand Tables
Everywhere™ Sit-to-Stand Tables
Renew Link and Nevi Link

Before you begin

- Ensure all cord connections are firmly seated and the power cord is plugged into the wall.
- If the table legs are uneven, do not adjust the table upward.
- Do not attach anything that might squeeze/compress a leg or penetrate it. This will greatly impact the performance of the table.
- Use only specified fasteners. Do not substitute.
- Your table may stop working if it's been cycled several times over several minutes. Please wait 20 minutes before attempting to operate the table.

Questions? Please call HMI Product Resources at 1-866-854-3048

Issues	Actions (Perform in Order Listed)								
	1	2	3	4	5	6	7	8	9
	Clear All Obstructions	Calibrate	Check for Correct Control Box	Forced Reset	Seat All Connections	Clear Container/Shelf Stops	Hard Reset	Leg Connection Swap	**Contact Product Resources**
Simple Switch									
Legs Are Uneven	■	■	■	■					
Legs Won't Go Up/Down/Both		■	■	■	■				
Table Goes Down A Little Then Pops Back Up	■	■							
Table Does Not Move To Expected Upper or Lower Limits			■	■		■			
Programmable Switch									
Legs Are Uneven	■	■	■	■			■		
Legs Won't Go Up/Down/Both		■	■	■	■		■	■	
Table Does Not Move To Expected Upper or Lower Limits			■	■		■	■		
Handswitch Shows Code E24,E25,or E26	■	■						■	
Handswitch Shows Code E12,E13,or E14					■			■	
The Height Readout Is Not Correct		■	■			■	■		

Wire/Cable attachment sequence

When trouble shooting, power should be removed from the control box **prior** to removing other wires. Use the below sequence to re-attach wires and continue with the trouble shooting process.

1. Attach leg wires into M1, M2, and M3 (if three leg table)
2. Attach paddle/switch wire
3. Attach power

The instructions below correspond to the actions you need to take to resolve the issues indicated in the table on the first page.

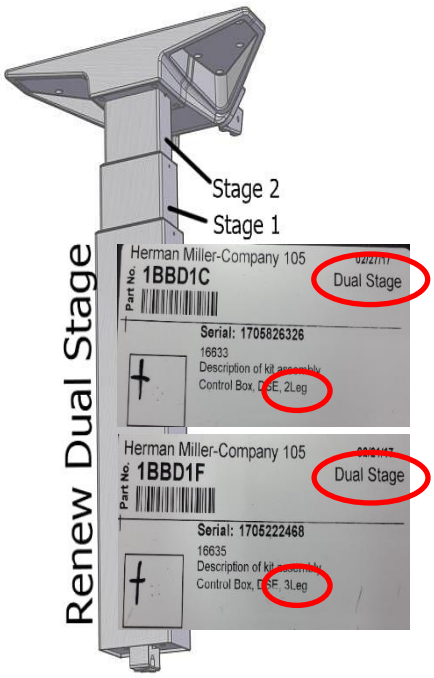
Clear all obstructions
Remove any objects that are below or above the table that could interfere with its operation, such as a pedestal or trash can beneath the table or a shelf above. Make sure there are not cords that can become tight, unplugged or caught between components.

Initialize/Calibrate
At the time of installation/office reconfiguration, or whenever your table loses power for any reason, it must be calibrated to insure proper performance. The calibration process allows the table legs to find the lowest point in their travel so that they are starting at the correct height for their program and are fully synchronized when they run in day-to-day use.

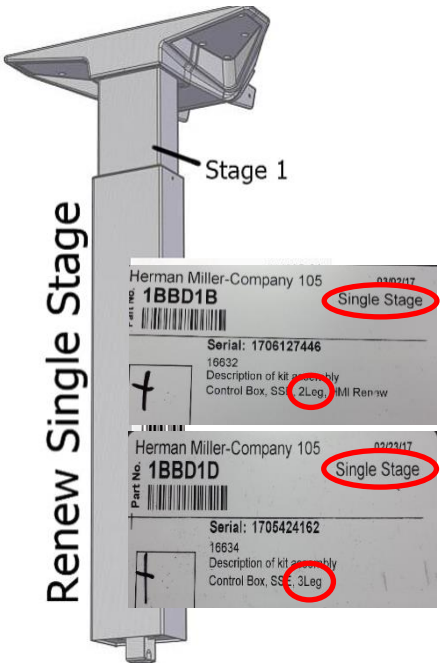
Failure to calibrate a table, such as in an office reconfiguration or when the table loses power, can lead to severe damage of the table.

Adjust the table to the lowest height and release the button or paddle. Press the down button or paddle again and hold it until the table bottoms out and then rises slightly (about 5-10 seconds). At this point the table is calibrated.

Check Control Box and Leg Compatibility
Several issues can arise from using the wrong control box, including damage to the legs, which may void the warranty. The following images show the most common legs along with the identifying label from the correct control box. Never use a single stage control box on a dual stage leg or vice versa. Never use a 3-leg control box on 2-legs or vice versa.



The image above is a dual stage, extended range leg. The dual stage leg takes a dual stage control box. The sticker on your control box should read dual stage, and/or DSE, and it will indicate if the control box is for a 2-leg or 3-leg table.



The image above is a single stage, standard range leg. The single stage leg takes a single stage control box. The sticker on your control box should read single stage, and/or SSE, and it will indicate if the control box is for a 2-leg or 3-leg table

Forced Reset

1. Clear all obstructions that are below the table.
2. Leave the power cord plugged into the outlet and control box.
3. Unplug one leg cord from the control box. You should hear the control box click three times.
4. Plug the leg cord back into the control box.
5. Next, unplug the power cord from the outlet and then plug it back in. You should hear the control box click two times.
6. Press and hold the DOWN button or paddle until the table reaches the bottom of its travel. The table will move down at half its normal speed. Continue holding the DOWN button or paddle until the table bottoms out and rises slightly.
7. Run the table through its full range of motion two times.

Re-Seat All Connections

Beginning with the power cord circled in red, unplug all the cords from the control box, unplug from the wall as well and let it sit unplugged for 60 seconds. Reinsert the cords making sure that the last cord plugged in is the power cord and then plug back into the wall. Be mindful of the snap features on the motor cords. Calibrate the table (see **Calibrate**).

Clear container/shelf stops
The container and/or shelf stop is a feature that can be turned on or off by the end user to set a bottom or top limit of the travel of the table. One lower limit (container stop) can be set in the bottom half of the table's height range. One upper limit (shelf stop) can be set in the top half of the table's height range.

To add or remove the container/shelf stop for a Renew Programmable Switch or an Everywhere Simple Switch, move the table to position to be set or removed.

Programmable Switch

On a programmable or simple switch control, press and hold the **Up** and **Down** arrows/buttons at the same time until you hear **one** click (10–15 seconds). Once you hear **one** click, release the buttons. (If you hear **two** clicks, you have set a container or shelf stop at that height. Repeat the process to remove the container or shelf stop).

Simple Switches

On a paddle control, locate the black button on the underside of the table, behind the paddle. Press the black button until you hear **one** click (10–15 seconds). Once you hear **one** click, release the button. (If you hear **two** clicks, you have set a container or shelf stop at that height. Repeat the process to remove the container or shelf stop).

Performing a Hard Reset (Programmable Switch only)

1. Press and hold buttons **1, 2**, and the **up arrow** simultaneously.
2. Once the display reads "5 5", release the buttons.
3. Press the **down arrow**. The readout must display "**5 0**". You might have to press the **down arrow** several times to get the readout to display "**5 0"**.
4. Press and hold the green **S** button. You will hear the control box click five times. Release the button. If you do not hear the clicks, press and hold the **S** button again.
5. The display will now read "E61" followed by a flashing "000". It might take several seconds for the display to change to "000".
6. Press and hold the **down arrow** until the table bottoms out, rises slightly, and the readout displays "022" or "027".
7. Run the table through its full range of motion two times.

Diagnostic Leg Connection Swap (Programmable Switch Only)
Performing a leg connection swap allows an installer to better diagnose if there is a leg issue or a control box issue. This can only be done when using a programable switch and the display shows E12, E13, E14, or E24, E25, E26.

Before starting this diagnostic effort, make sure that all the cords are plugged in properly and a recalibration has already been attempted.

Leg Connection Swap process – Using a 2-leg table as an example.

1. Note which error code the switch display is showing – E12, E13, E24 or E25.
2. Unplug the power cord.

3. Unplug the leg cords from the control box ports and swap their positions (move cord from M1 port to M2 port and move cord from M2 port to M1 port).
4. Plug the power cord back in.
5. ***Press the down button on the switch – an error code should re-appear on the display.***
6. Check the switch display to see which error code is displaying:.

    If the code had originally read E12 and now reads E13, the issue is with the leg plugged into the M2 port on the control box. If it changes from E13 to E12, the issue is with the leg plugged into the M1 port. Similar logic applies if the codes were E24 or E25.

    If the error code remains the SAME after swapping leg cords, the issue is with the control box, and it is likely that both legs are fine.

NOTE: It is common to have the original issue subside when the leg connections are swapped due to re-seating the connections.

Reference Table

Error Code	Related Control Box Port
E12	M1
E13	M2
E14, 3rd leg only	M3
E24	M1
E25	M2
E26, 3rd leg only	M3