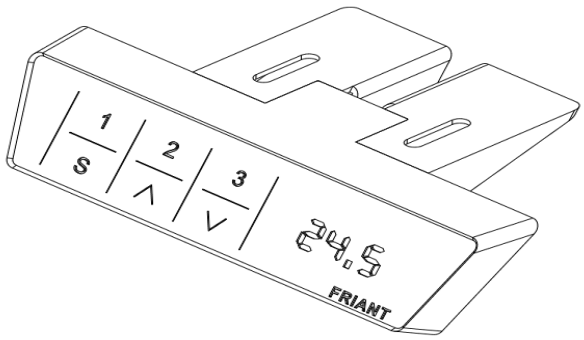
My-Hite 3 Stage Troubleshooting Reference Sheet

My-Hite 3 Stage Display



3 Stage Reset Operation

The reset operation must be performed after installing the MyHite.

1. Lower the table to its lowest height by **holding** “V”. Release once the table stops moving.
2. **Hold** “V” until ASR flashes, then **release.**
3. **Hold** “V” until the table shifts all the way down then slightly back up again, displaying 24.5”.

Error code	Explanation	Cause	Solution
H01	Motor has overheated	Overuse	1. Let motor rest for 10 minutes. 2. Perform reset operation . 3. **If problem persists** contact Friant Customer Success.
ERR, ASR or RST (solid or flashing)	System is locked	Various Reasons	1. Remove plug from outlet for 15 seconds, then plug unit back in. 2. Perform reset operation. 3. **If problem persists** contact Friant Customer Success to replace control panel.
No display	Control Panel has lost power	Disruption in power supply to base	1. Remove plug from outlet for 15 seconds, then plug unit back in. 2. Perform reset operation. 3. **If problem persists** contact Friant Customer Success to replace control panel.
E01, E02, or E03	Excessive weight distribution	Too much weight (limit exceeded) **or** other problem	1. Check that weight on table does not exceed limit. 2. Perform reset operation. 3. **If problem persists** contact Friant Customer Success to replace control panel.
E07, E08, or E09	Signal Interruption	Signal is interrupted between leg and computer	1. Perform reset operation. 2. **If problem persists** contact Friant Customer Success
LOC	Locked display	Various Reasons	1. **Hold** “S” button for 10 seconds until display shows numbers indicating height. 2. Display is now unlocked. 3. **If problem persists** contact Friant Customer Success

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 trouble shooting the problem persists, contact Customer Success for further assistance.

Display in Centimeters

1. **Press** “V” until the display shows ASR.
2. **Hold** “2” until the display shows “10.3”
3. **Perform reset operation.** After reset, the display will be in centimeters.

Display in Inches

1. **Press** “V” button until the display shows ASR.
2. **Hold** “2” button until the display shows “10.4”
3. **Perform reset operation.** After reset, the display will be in inches.

Programming the memory control panel

1. Adjust the table to its desired preset height.
2. **Press** “S” once.
3. **Press EITHER** “1”, “2”, or “3” on the display. This position is now saved.

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Setting Minimum and Maximum Heights

The steps for adjusting the minimum and maximum heights have two versions.

Set Minimum Height (Version 1)

Note: “V” must be the last button pressed to set the minimum height. You cannot press “Λ” when trying to set the minimum height.

1. **Press** “V” until table is at desired minimum height.
2. **Hold** “S” until “S-” flashes once.
3. **Immediately tap “S” twice.**
4. “000” will apear on the display, confirming that the minimum height is set.

Set Minimum Height (Version 2)

Note: “V” must be the last button pressed to set the minimum height. You cannot press “Λ” when trying to set the minimum height.

1. **Press** “V” until table is at desired minimum height.
2. **Press** “S” once.
3. **Immediately press** “V” button.
4. **Hold** “S” button until “000” appears on the display, confirming the minimum height is set.

Set Maximum Height (Version 1)

Note: “Λ” must be the last button pressed to set the maximum height. You cannot press “V” when trying to set the maximum height.

1. **Press** “Λ” until table is at desired maximum height.
2. **Hold** “S” until “S-” flashes once.
3. **Immediately tap “S” twice.**
4. “999” will appear on the display, confirming that the maximum height is set.

Set Maximum Height (Version 2)

Note: “Λ” must be the last button pressed to set the maximum height. You cannot press “V” when trying to set the maximum height.

1. **Press** “Λ” until table is at desired maximum height.
2. **Press** “S” once.
3. **Immediately press** “Λ”
4. **Hold** “S” button until “999” appears on the display, confirming the maximum height is set.

Clear Min/Max Height (Version 1)

1. Table can be at **ANY HEIGHT** but **NOT** the minimum or maximum.
2. **Hold** “S” until “S-” flashes once.
3. **Immediately tap** “S” about eight times, **or until** “555” appears on display.
4. The minimum/maximum height is now cleared.

Clear Min/Max Height (Version 2)

1. Table can be at **ANY HEIGHT** but **NOT** the minimum or maximum.
2. **Press** “S” once.
3. **Immediately hold** “S” until “555” appears on the display.
4. The minimum/maximum height is now cleared.

Special Clear Maximum & Minimum Height

This reset procedure is used when the minimum and maximum height is set within 1” of each other.

1. Unplug unit for 10 minutes.
2. Connect unit to power; do not touch “Λ” or “V”.
3. **Hold** “S” until “S-” flashes on the display once.
4. **Immediately tap** “S” until “555” appears on the display.
5. The minimum/maximum height is now cleared.

Adjust the Automatic Anti-Collision Rebound Sensitivity

1. **Hold** “V” until the table is at its lowest height, then **release.**
2. **Hold** “V” again until ASR flashes on the display, then **release**.
3. **Hold** “Λ” button for about five seconds. The current sensitivity level will display: **10.5**, **10.6**, or **10.7**
Note: 10.5 is the most sensitive, 10.7 is the least sensitive
4. Repeat this process to cycle through the sensitivity settings.
5. **Hold** “V” until the table shifts up and down slightly. The setting is now confirmed.