



DeskPro 1



DeskPro 2X



DeskPro 3X



BenchPro

FAULT HANDLING PROTOCOL

1. In the event your desk is not working we advise all customers to do the following:
2. **SYSTEM RE-BOOT**
3. Take the plug out from the socket.
4. **Wait 10 seconds.**
5. Put the plug back in again and then push the “down” button until the desk reaches its lowest position.
6. Keeping your finger on the “down” button, and hold for another 10 seconds.
7. The system should then “click” once or twice (and may make a humming noise).
8. Now the system has been rebooted and should work normally.

REPLACEMENT / REPAIR

If the system reboot hasn't fixed the problem please call us and we will send out an engineer to repair/replace the desk on site free of charge as long as it is still under guarantee. If the guarantee has expired then once on site we can work out the problem will be and advise the price of the repair.

**Under no circumstances should the customer take apart the sealed units.
Should you do so you will nullify our guarantee.**

WATER DAMAGE

Our motors/power boxes come as sealed units. Should for whatever reason they suffer from liquid damage we will only be able to ascertain this once it has been opened. If you think that the motor failure may have resulted from water damage it would be advisable you inform us when you schedule the call out.

CONDITIONS OF MAKING A CALL-OUT

It is important to follow our step by step fault handling manual prior to booking a call-out by one of our technicians. In the event our installer deems that the fault manual has not been followed and there is not genuine technical fault we will be obliged to charge you £50 Ex VAT.

Of course, if there is a technical issue we will endeavour to resolve it immediately at no cost to you, so long as the product is within its warranty period.

