Troubleshooting Guide

Secretlab® MAGNUS Pro

Sit-to-Stand Metal Desk

OTHER LANGUAGES

To view this manual in the following languages, please scan the QR Code to the left.

Pour consulter ce manuel dans les langues suivantes, veuillez scanner le QR code à gauche.

Um dieses Handbuch in den folgenden Sprachen anzuzeigen, scannen Sie bitte den QR-Code auf der linken Seite.

Scan de QR-code naar links om deze handleiding in de volgende talen te bekijken.

이 설명서를 다음 언어로 보시려면 왼쪽에 있는 QR 코드를 스캔하세요.

Untuk melihat panduan ini dalam bahasa lainnya, silakan scan QR code di sebelah kiri.

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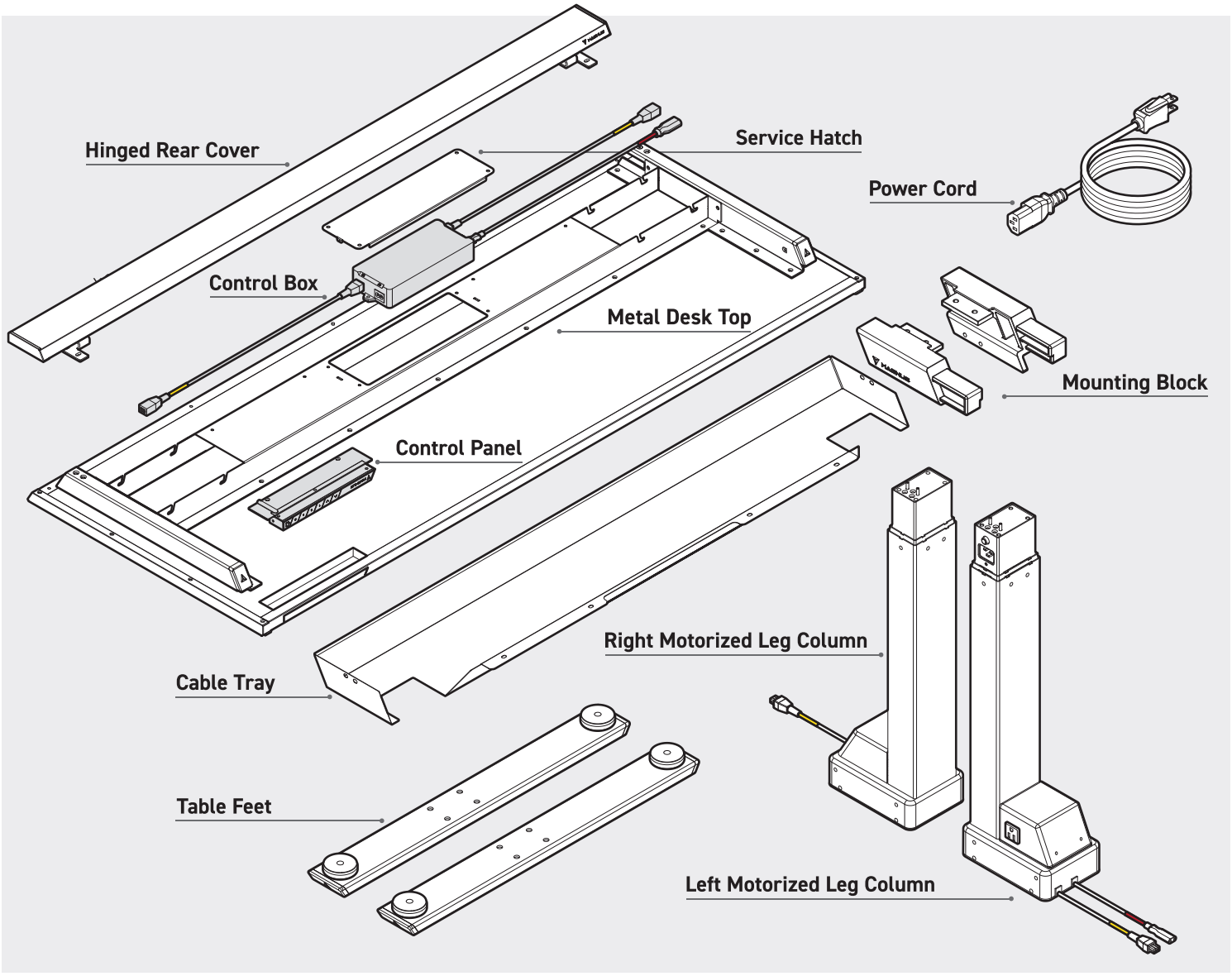
READ THE ASSEMBLY GUIDE AND USER MANUAL

On many occasions, problems can be the result of improper assembly. Scan the QR code or visit our website **secretlab.co/resources** to reference the **Assembly Guide and User Manual** document to ensure the Secretlab MAGNUS Pro is assembled correctly. If problems persist after confirming proper assembly, reference the troubleshooting steps throughout this document.

LIST OF REPLACEMENT PARTS



WARNING: Do not attempt to open the housing of Control Box, Control Panel, Leg Columns and Motors. There are no user serviceable parts in these components. Scan the QR code or visit our website **secretlab.co/support** to contact our customer support for assistance should your desk require servicing.

GENERAL TROUBLESHOOTING STEPS

PERFORM THE RESET PROCEDURE

- Press and hold the ⌄ button to lower the Secretlab MAGNUS Pro to the lowest position (650mm/25.6").
- Release the ⌄ button.
- Press and hold the ⌄ button until the digital display shows "RSt".
- The desk will move up and down slightly. Do not release the button until a beep is heard.
- The Motorized Leg Columns are now synchronized via the software in the Control Box.
- Operate the desk to the highest (1250mm/49.2") and lowest position (650mm/25.6") to confirm proper function.

POWER CYCLE THE CONTROL BOX

- In the unlikely event that an error occurs, and the Secretlab MAGNUS Pro is unresponsive, disconnect power to the desk for at least 10 seconds to reset the Control Box.
- Reconnect power to the desk and perform the reset procedure to synchronize the Motorized Leg Columns.

CHECK ALL CABLE CONNECTIONS

- Check for power at the wall outlet.
- Check that all cables are securely connected.
- Check all cable connections for damage to the cord or pins.
- Perform the reset procedure.

CHECK FOR OBSTRUCTIONS

- Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close - above, below, or beside it.
- Confirm that items mounted to the desk are also free from obstruction.
- Check that the Control Box is attached firmly to the Metal Desk Top by removing the Service Hatch on the Desk Frame.
- To adjust the anti-collision sensitivity of your Secretlab MAGNUS Pro, refer to the **Advanced Anti-collision System** section below.

ADVANCED ANTI-COLLISION SYSTEM

WARNING: The default anti-collision sensitivity setting has been calibrated for your safety. Adjust at your own risk.

- Press and hold the "S" button on the Control Panel for 5 seconds to enter the advanced setting interface.
- The digital display will show "S-1".
- Press the ⌄ button to "S-2". Press the "S" button to access and edit the setting.
- "0" indicates that the anti-collision system is turned off, "8" is the most sensitive setting, and "1" is the least sensitive setting.
- Press the ⌃ / ⌄ buttons to toggle between the settings.
- Once the desired setting is selected, press the "S" button to save and exit the advanced setting interface.
- The selected anti-collision sensitivity setting is saved and your Secretlab MAGNUS Pro is now ready to use.

COMMON ISSUES AND SOLUTIONS

NO POWER TO THE DESK

- Check for power at the wall outlet.
- Check that all cables are securely connected.
- Check all cable connections for damage to the cord or pins.
- Perform the reset procedure. (Refer to pg.2)

DESK IS NOT LEVEL

- Perform the reset procedure to synchronize the Motorized Leg Columns. (Refer to pg.2)

CONTROL PANEL IS UNRESPONSIVE

- Slide the Standby Switch to the left to turn the Control Panel off.
- Unplug the Control Panel from the Control Box for 10 seconds.
- Plug the Control Panel back in.
- Slide the Standby Switch to the right to turn it on.

CONTROL PANEL IS DISPLAYING ERROR CODE

- Refer to the **Error Codes** section. (Refer to pg.3)

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E01	• Input voltage exceeds 45V	1. Check the input power. 2. Perform the reset procedure. (Refer to pg.2)
E02	• Height deviation between the screw rods exceeds 10mm/0.4"	1. Perform the reset procedure. (Refer to pg.2)
E04	• Control Panel connection or communication error	1. Check cable connections from the Control Panel to Control Box. 2. Check cable connections for damage to the cord or pins.
E05	• Collision	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close - above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Check that the Control Box is attached firmly to the Metal Desk Top by removing the Service Hatch on the Desk Frame. 3. If error persists, it may be necessary to synchronize the desk by performing the reset procedure. (Refer to pg.2) 4. **WARNING:** The default anti-collision sensitivity setting has been calibrated for your safety. Adjust at your own risk. Refer to the **Advanced Anti-collision Setting** section (pg.2) to adjust the anti-collision sensitivity of your desk.
E06	• Input voltage less than 20V	1. Check power supply cable connections from the Left Motorized Leg Column to Control Box. 2. Check cable connections for damage to the cord or pins.
E07	• Voltage drops below 20V while in operation	1. Disconnect power to the desk for at least 10 seconds by unplugging the Power Cord. Plug the Power Cord back in to power up the desk. 2. If Step 1 does not work, inspect the Power Cord and power supply cable connector on the Left Motorised Leg Column for damage; if found, please reach out to our Support Team via the contact form on our website.

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E08	• Desk is not leveled while in operation	1. Perform the reset procedure. (Refer to pg.2)
HOT	• Control Box is overheated • Desk has been running for more than 2 minutes.	1. Wait a few minutes for Control Box to cool down or let the desk cool down for 18 minutes.
E11	• Motor Group 1 connection error	1. Check cable connections from the Right Motorized Leg Column to Control Box. 2. Check cable connections for damage to the cord or pins.
E12	• Motor Group 1 current communication channel error	1. Please reach out to our Support Team via the contact form on our website.
E13, E14, E15, E17	• Motor Group 1 error	1. Please reach out to our Support Team via the contact form on our website.
E16	• Motor Group 1 stalled	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close - above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Remove weight load from the desk; weight load should be evenly distributed. 3. If Steps 1-2 do not work, perform the reset procedure. (Refer to pg.2)
E21	• Motor Group 2 connection error	1. Check cable connections from the Left Motorized Leg Column to Control Box. 2. Check cable connections for damage to the cord or pins.
E23, E24, E25, E27	• Motor Group 2 error	1. Please reach out to our Support Team via the contact form on our website.

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E26	• Motor Group 2 stalled	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close - above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Remove weight load from the desk; weight load should be evenly distributed. 3. If Steps 1-2 do not work, perform the reset procedure. (Refer to pg.2)
E18, E28	• Overloading has occured	1. Remove weight load from the desk; weight load should be evenly distributed. 2. Perform the reset procedure. (Refer to pg.2)
E40, E41	• Control Box connection error • Serial signal error	1. Check all cable connections to the Control Box. 2. Check these cable connections for damage to the cord or pins. 3. If Steps 1-2 do not work, please reach out to our Support Team via the contact form on our website.
E42, E43	• Memory error • Anti-collision sensor error	1. Please reach out to our Support Team via the contact form on our website.
LOC	• Control Panel is locked.	1. Press the "S" and ∨ buttons on the Control Panel simultaneously.

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