

# Allegretto Troubleshooting Guide

The following chart highlights some of the possible problems you may face when using your Allegretto Height Adjustable Table. If you are unsuccessful in correcting the problem, call Knape & Vogt Customer Service at 1-800-253-1561.

Please note, most software problems can be fixed with a reset of the control switch.

1. Press both ▲ and ▼ buttons at the same time for 3 seconds. While holding the two buttons, the table will begin to lower; continue until the table has reached its lowest position.
2. The control box will 'beep' when the table has been reset. The two buttons can then be released.
3. When conducting the reset for the programmable controller, the display will show '000'. When the reset is finished, the display will show the default or programmed starting height.



PROBLEM	EVALUATION CHECK THE FOLLOWING:	COURSE OF ACTION TO CORRECT PROBLEM
Table is not moving up or down.	Is the power cable connected to a power outlet with the correct voltage?	Make sure the power cable is connected to the power outlet. Is the correct voltage present at the power outlet?
	Are all the power cables, column cables and switch cables inserted correctly?	Check all connections.
	Are any of the columns/cables defective?	Perform reset and operate the table in the upwards direction. If a column will not operate upwards after resetting, it is defective. Contact KV Customer Service -1-800-253-1561
	Is there any visible damage to cables, control box or columns?	Damaged parts must be exchanged - Contact KV Customer Service -1-800-253-1561
The table operates irregularly and is tilted.	Are all column cables plugged in?	Check all connections. Perform reset.
The table stops and can only operate downwards.	Is the table at its highest position?	When the table has reached the maximum height, it can only operate downwards.
	Is the table overloaded?	Remove some of the load and operate again.
The table only operates downwards even though the table is not overloaded.	Visual observation.	Perform reset.
The table always stops at the same position before reaching maximum height.	Has the system been programmed to this specific height?	Perform reset.
	Is the table at its highest position?	When the table has reached the maximum height, it can only be operated downwards.
	Is the table overloaded?	Remove some of the load and operate again.
Not all columns operate when the table operates downwards.	Visual observation.	Check all connections, then perform reset. If a column will not operate upwards after resetting, it is defective. Contact KV Customer Service -1-800-253-1561