Troubleshooting guide
DeskRite 500 sit-stand height adjustable desk

We are proud of the workmanship and high quality componentry used in our DeskRite 500 sit-stand desk. Like any electronic device, the desk may act up on rare occasions. Should an issue occur, this troubleshooting guide will help you quickly solve the vast majority of problems.

No Movement at All

1. Check that the desk is plugged in and switched on at the power source or plug. We've seen instances where the cleaning crew may have hit the power button on a power strip, or knocked the plug out, or an employee has switched the power off with their foot.

2. If #1 does not solve the problem, then switch the power off at the main power supply, or unplug the power cable at the main source. Check that all cables are securely plugged into the motor control box and each desk leg. Then turn on the main power and test to see that the desk works properly.

3. If not, turn off the power supply and inspect the up/down switch for damage and make sure it is properly plugged into the motor control box. If damaged, contact Posturite.

4. Visually inspect all cables for damage and look for any cables that have become pinched. If any damage is noted, leave the desk unplugged and contact Posturite.

5. Remove the blue collision detection dongle located on the back of the motor control box and follow the collision detection system procedure below.

Intermittent raising/lowering

1. Switch off the main power supply, or unplug the power cable. Check that all cables are securely plugged into the motor control box and each desk leg. Then turn on the main power and test to see that the desk works properly.

2. If not, turn the power back off and visually inspect all cables for damage. Look for any cables that have become pinched. If any damage is noted, leave the desk unplugged and notify Posturite.

3. Inspect the up/down switch for damage and make sure it is properly plugged into the motor control box. If damaged, contact Posturite.

4. If no damage to cables, turn on the main power and reset the control box – see 'collision detection system'.

Resetting the motor control box

1. Press the down button on the up/down switch and lower the desk to its lowest point.

2. Take your finger off the down button.

3. Now press the down button again and hold for a count of ten and release.

During this time you may hear the desk resetting.

At this point the desk should function normally, if not there is one final and simple thing to check.

Collision detection system

If the desk has contacted something hard during operation, the collision detection system will be activated. If this has occurred, remove any obstruction and follow the instructions above for resetting the motor control box.

1. If resetting the control box does not work, locate and unplug the blue collision detection dongle located on the back of the motor control box.

The collision detection dongle has the ability to interrupt the power to the desk.

If it has developed a fault, then its default setting is to render the desk inoperable.

2. Remove the blue collision detection dongle from the motor control box. The desk can still operate without this dongle.

3. Ensure that there is nothing obstructing desk movement.

4. Push one of the buttons on the up/down switch. If the desk now operates, the collision detection dongle is faulty. Contact Posturite for a replacement.