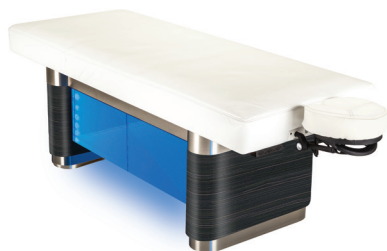




**Nuage™ Designer Cabinetry Series**



**Nuage™ Vector**



**Nuage™ Vector +Studio**



**Nuage™ Pedestal**



**Nuage™ Pedestal +Studio**

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# Introduction

Congratulations on your purchase of a table from the Nuage™ Collection. All Nuage™ tables are designed with advanced technology to bring you the quietest, smoothest, all-electric spa treatment tables in the market today. Each Nuage™ table is designed from the ground up for amazing comfort, ultra-reliability, and minimal maintenance in the most active spa environments.

Nuage™ tables are designed for licensed therapists and are intended to be used in a professional spa, massage studio, or similar commercial environment. While no special training is needed to operate the table, for safety reasons it is important that the instructions contained in this manual are reviewed in detail before the first use. This manual should be read in its entirety by each professional who will be operating the table to ensure the safety of both operator and client. This manual should be saved for future reference.

The Nuage™ table should not be used in any other manner than described in this manual. Please read, understand, and follow all safety warnings, labels, and instructions. Misuse, use of unnecessary force, or using the table for unintended or unauthorized procedures can result in injury to operator, client, and/or equipment.

Detailed instructions for use and maintenance can be found in this user manual. If you have further questions, please contact us at (800) 872-0560 for US customers, or (760) 597-2155 for international customers. We can also be reached via e-mail at [info@livingearthcrafts.com](mailto:info@livingearthcrafts.com)

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# SECTION 1: SAFETY INFORMATION

## Safety Symbols

Familiarize yourself with the following Safety & Warning symbols. They are designed to prevent damage and injury to you, your clients, and your new Living Earth Crafts product.

**IMPORTANT:** The important safety instructions and warnings in this manual cannot cover all possible problems and conditions that can occur. Use common sense and caution when installing, operating, or maintaining this appliance.



Indicates an imminently hazardous situation which could result in serious or fatal injury.



Indicates a potentially hazardous situation which could result in serious injury.



Indicates a potentially hazardous situation which could result in equipment damage and/or injury.

## IMPORTANT SAFETY INSTRUCTIONS - FOR COMMERCIAL USE ONLY

Read all instructions before using this product.



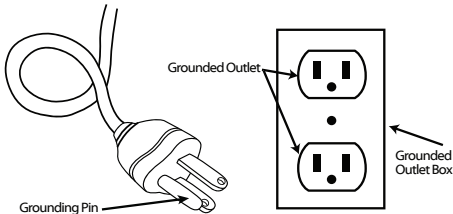
### RISK OF ELECTRIC SHOCK, FIRE, AND EXPLOSION

- 1) Always unplug this furnishing from the electrical outlet before servicing.
- 2) Never use this furnishing if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the furnishing to a service center for examination and repair.
- 3) Keep the cord away from heated surfaces.
- 4) Do not use outdoors.
- 5) Do not operate where aerosol (spray) projects are being used or where oxygen is being administered.
- 6) To disconnect, turn all controls to the off position, then remove plug from outlet.
- 7) Connect this furnishing to a properly grounded outlet only. See Grounding Instructions.

## GROUNDING INSTRUCTIONS:

**POWER SUPPLY:** (120V AC grounded) Electrical limitations: Do not use extension cord with this product, plug directly into grounded outlet. **This product must be grounded.** If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. This three prong grounded plug will only fit into wall outlet one way. If the plug does not fit fully in the outlet, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

### NORTH AMERICA ONLY



### INTERNATIONAL VERSIONS ONLY

This product is for use on a nominal 220V-240V circuit and has a grounding plug (plug type varies by country). Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product.

# SECTION 1: SAFETY INFORMATION

## WARNING

**To reduce the risk of burns, fire, electric shock, or injury to persons:**



- 1) Use this furnishing only for its intended use as described in these instructions. Do not use attachments not recommended by the manufacturer.
- 2) Do not operate this equipment unless properly trained.
- 3) Install this furnishing in treatment area not accessible to the public.
- 4) Close supervision is necessary when this furnishing is used by, or near children, invalids, or disabled persons.
- 5) This product does not have "pinch point" protection. Only operate when no possibility of any portion of the body could be caught and injured while moving the table top upward/downward, or activating the back/foot tilt.
- 6) Do not use this furnishing to support video equipment such as televisions or computer monitors.
- 7) Never attempt to use the Head or Leg lift section to support concentrated weight such as sitting or standing

## CAUTION

1) When lowering any section of the table, make sure that no supplies or any part of yours or your client's body is between the top of your table and its base. This could result in injury, or could damage your table as well as the item. It is recommended that you always return your table top to the lowest flat position to avoid leaving the base exposed.

- 2) When lowering the table height, be sure there are no foreign obstacles underneath your table that could obstruct it from lowering completely. This could damage your table.
- 3) Never set anything under the table frame to avoid collision if lowered.
- 4) Never operate your table on an uneven surface. Adjust the leveling feet so that your table is stable.
- 5) Never raise the head or leg section with a client in the prone position (face down.)
- 6) Never use or store your table in a wet or very humid environment. Water and excessive moisture can damage the wood cabinet and electrical components. Evidence of exposure to water or moisture will void your warranty.
- 7) If you have purchased the Flexible Armrest Option, never use the Armrests as handholds or body support mechanisms, especially when setting clients on or off the table.
- 8) Never drop or insert any object into any opening.

# SECTION 2: PRODUCT OVERVIEW

|   | Nuage Designer Cabinetry  | Nuage Pedestal  |
|---|---|---|
| Product Image*                              |  |  |
| Available Tops                              | Electric Salon  | Electric Salon  |
| Top Length                                  | 73"   | 73"   |
| Top Width                                   | 30" or 32"  | 30" or 32"  |
| Top Cushioning                              | Strata 4" Memory Foam   | Strata 4" Memory Foam   |
| Top Corner Style                            | Round   | Round   |
| Top Degree of Tilt<br>(Electric Salon Only) | Back Tilt: 0° - 70°<br>Leg Tilt: 0° - 43°   | Back Tilt: 0° - 70°<br>Leg Tilt: 0° - 43°   |
| Height Range                                | 25" - 37"   | 25" - 37"   |
| Cord Exit Location                          | Head end of table   | Head end of table   |
| Diagnostic Panel Location                   | Centered inside cabinet   | Centered underneath top   |
| Base  | 2 Cabinetry Options   | Pedestal Base   |
| Base/Cabinet Measurements                   | Contemporary<br>52.5" x 23.25" x 21"<br>Cuvee<br>54.5" x 23.75" x 21"             | 51.5" x 22.25" x 21"  |
| Base Construction                           | Cross braced steel frame<br>Hardwood Maple cabinet                                | Cross braced steel frame<br>Hardwood Maple base                                   |
| Included Accessories                        |   |   |
| Programmable Hand Control                   | X   | X   |
| Foot Control                                | X   | X   |
| PowerPort Outlets                           | X   | X   |
| Salon Style Neck Roll                       | X   | X   |
| Embedded Table Warmer                       |   |   |
| Smart Tablet                                |   |   |
| Strata FacePillow w/Platform                |   |   |
| LED/Chromatherapy Lighting                  |   |   |
| SO Sound                                    |   |   |
| Stereo Speaker                              |   |   |
| Aromatherapy System                         |   |   |
| Warming Drawer <sup>1</sup>                 |   |   |

\*all tables shown with optional accessories and/or finishes. Measurements may vary due to natural material variations.  
1 - see Warming Drawer User Manual for instructions for use.

## SECTION 2: PRODUCT OVERVIEW

| Nuage Pedestal +Studio   | Nuage Vector  | Nuage Vector +Studio  |
|--|---|---|
|  |  |  |
| Electric Salon   | Electric Salon  | Electric Salon  |
| 73"  | 73"   | 73"   |
| 30" or 32"   | 30" or 32"  | 30" or 32"  |
| Strata 3" Memory Foam<br>(+ 1" embedded warmer)                                  | Strata 3" Memory Foam<br>(+ 1" embedded warmer)                                   | Strata 3" Memory Foam<br>(+ 1" embedded warmer)                                   |
| Square   | Square  | Square  |
| Back Tilt: 0° - 70°<br>Leg Tilt: 0° - 43°  | Back Tilt: 0° - 70°<br>Leg Tilt: 0° - 43°   | Back Tilt: 0° - 70°<br>Leg Tilt: 0° - 43°   |
| 25" - 37"  | 25" - 37"   | 25" - 37"   |
| Head end of table  | Head end of table   | Head end of table   |
| Underneath back tilt section   | Centered underneath top   | Centered underneath top   |
| Pedestal Base  | Dual Pedestal Base  | Dual Pedestal Base  |
| 51.5" x 22.25" x 21"   | 51.5" x 22.25" x 21"  | 51.5" x 22.25" x 21"  |
| Cross braced steel frame<br>w/laminate   | Cross braced steel frame<br>w/laminate  | Cross braced steel frame<br>w/laminate  |
|  |   |   |
| X  | X   | X   |
| X  | X   | X   |
| X  | X   | X   |
| X  | X   | X   |
| X  |   | X   |
|  |   | X   |
|  |   | X   |
| X  | X   | X   |
|  |   | X   |
|  |   | X   |
|  |   | X   |
| X  |   |   |

## SECTION 3: INSTALLATION

Your Nuage™ table comes completely assembled and ready to use.

Ensure you read and follow the unpacking instructions included with your shipment. If you did not receive unpacking instructions, please contact L·E·C customer service before unpacking your table.

Once the table is unpacked, follow the “Moving Your Table” instructions below.

### Moving Your Table



Your Nuage table is very heavy - extreme caution should be used to avoid injury to yourself, others around you, and your table. DO NOT lift or move without using proper safety procedures/equipment. DO NOT turn the table on its side for any reason.

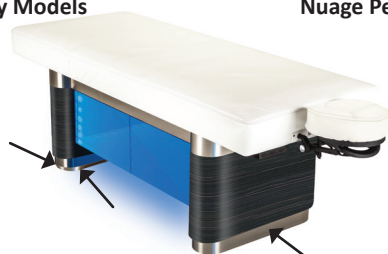
- To avoid damage to your Nuage™ table, it is very important that it only be lifted from certain positions on the table (table edges marked with **ARROWS** below)
- You may need to plug in your table and raise the table, the back section, and/or the leg section for easier access to the base for lifting purposes.
- Lift your table by grasping firmly from the bottom of the frame. Do not try to lift from the fins on the Cuvee cabinet or the cabinet doors.



**Nuage Cabinetry Models**



**Nuage Pedestal Models**



**Nuage Vector Models**

### Basic Setup Instructions

Once your Nuage™ table is positioned for use, follow these steps:

- Plug the power cord into a grounded outlet that is properly rated for the table.
- Arrange and secure the power cord so it will not create a tripping hazard.
- Place the hand and foot controls in locations where they are safe and accessible.
- Ensure the controls are not in danger of being crushed by the lift or tilt mechanisms.
- Follow the “Leveling Your Table” instructions on the next page.



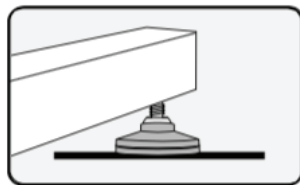
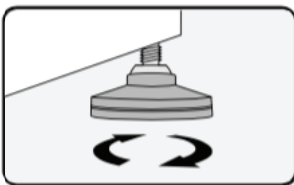
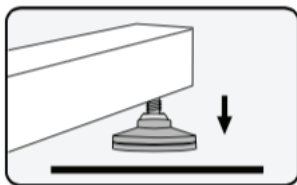
## SECTION 3: INSTALLATION

### Leveling Your Table

Leveling, or balancing, your table is very important during initial setup and routine maintenance. Your Nuage™ table is equipped with leveling feet that can adjust to uneven floors.

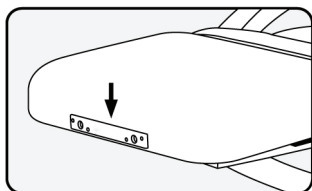
To adjust the leveler feet:

1. Place the table in the position you plan to use it.
2. To determine which foot needs adjusting, attempt to “rock” your table. If there is any movement, the leg that is lifting is the one that will need adjusting.
3. Raise table height approximately 6 inches.
4. Using your hand, or a wrench if necessary, turn the leveling foot in the needed direction. (Counterclockwise will lower the overall height, clockwise will raise the overall height)



### Table Accessories

All Nuage™ tables come with outlets at both ends, specifically designed for providing a fixed location for FacePillow platforms, salon pillows, and other accessories.



To learn about all available accessories, visit the Living Earth Crafts Website, or call Living Earth Crafts customer service to request a catalog.

### Weight & Lift Capacities

**550 lbs.**

The Nuage table is powered by a 2 heavy-duty lift columns. The recommended lift capacity is 550 lbs.

**50 lbs.**

The back and leg sections have a maximum weight capacity of 50 lbs. These sections are not meant to hold full body weight.

### Warming Drawer (Optional)

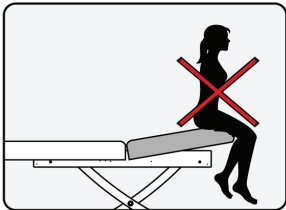
**IMPORTANT:** Please refer to separate Warming Drawer User Manual for safety warnings and instructions for use. If you did not receive one, contact LEC Customer Service before use to be sent an electronic copy.

# SECTION 4: OPERATING INSTRUCTIONS

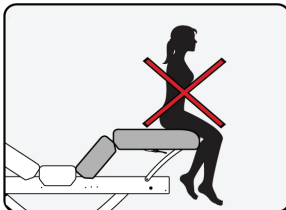
## Important Safety Notes



Always use extreme caution when making any position adjustments to your table. Ensure all body parts and objects are clear from all moving parts. The described adjustments can be done with a client on the table, but use caution to ensure that the client’s weight is supported while positioning the table section(s).



Do not sit or put unnecessary amounts of pressure on the back section of the table when it is in tilt position of any level. This can damage or destroy the tilt mechanism and cause harm or bodily injury to persons. The tilt mechanism is intended solely to be used when a client is properly seated or laying on the table top. Damage caused in this manner may void the warranty.







Do not sit or put unnecessary amounts of pressure on the leg section of the table when it is in tilt position of any level. This can damage or destroy the tilt mechanism and cause harm or bodily injury to persons. The tilt mechanism is intended solely to be used when a client is properly seated or laying on the table top. Damage caused in this manner may void the warranty.



DO NOT store or place anything under the backrest - this can damage the top and/or tilting mechanism and will void your warranty. This area is not designed for storage or as an area to hold accessories and/or massage supplies while performing any type of service.

DO NOT store or place anything between the table and the base - this can damage the table and/or base and will void your warranty. The base of the table is not designed for storage or as an area to hold accessories, including foot pedal.

## Electrical Specifications

| China <b>PLUG DESCRIPTION</b>  |   |   |   |
|--|---|---|---|
| NORTH AMERICA  | UK / MIDDLE EAST  | ASIA  | EUROPE  |
|  120V AC |  220V AC |  220V AC |  220V AC |

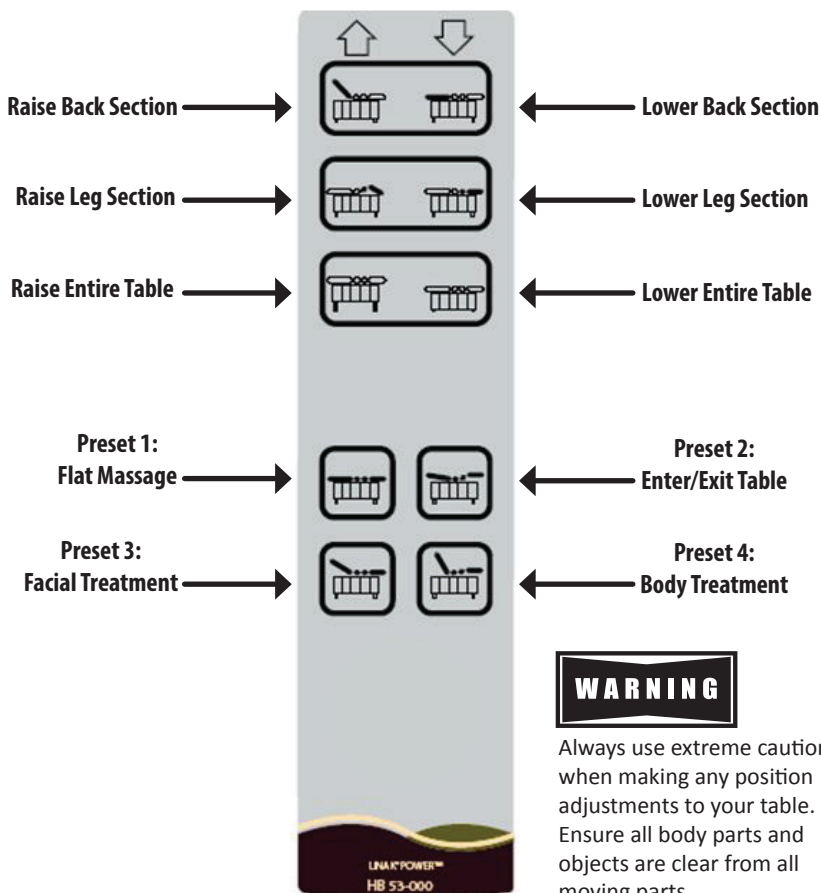
\*Other plugs also available for various countries

| Spec                         | North America       | Europe               |
|------------------------------|---------------------|----------------------|
| Input Voltage                | 120 VAC             | 220 VAC              |
| Input Frequency              | 60 Hz               | 50 Hz                |
| Input Consumption            | 5.2A, 624 Watts     | 2.8A, 624 Watts      |
| Consumption - Warming Drawer | Additional 2 Amps   | Additional 1.1 Amps  |
| Consumption - LED Lights     | Additional 0.5 Amps | Additional 0.28 Amps |
| Consumption - Table Warmer   | Additional 0.6 Amps | Additional 0.33 Amps |
| Output                       | 12-24 VDC           | 12-24 VDC            |

## SECTION 4: OPERATING INSTRUCTIONS

### Hand Control Operation

Your Nuage™ hand control is already connected and ready for use. See below for descriptions of each button's functionality, including 4 convenient memory positions.



### WARNING

Always use extreme caution when making any position adjustments to your table. Ensure all body parts and objects are clear from all moving parts.

### Foot Control Operation

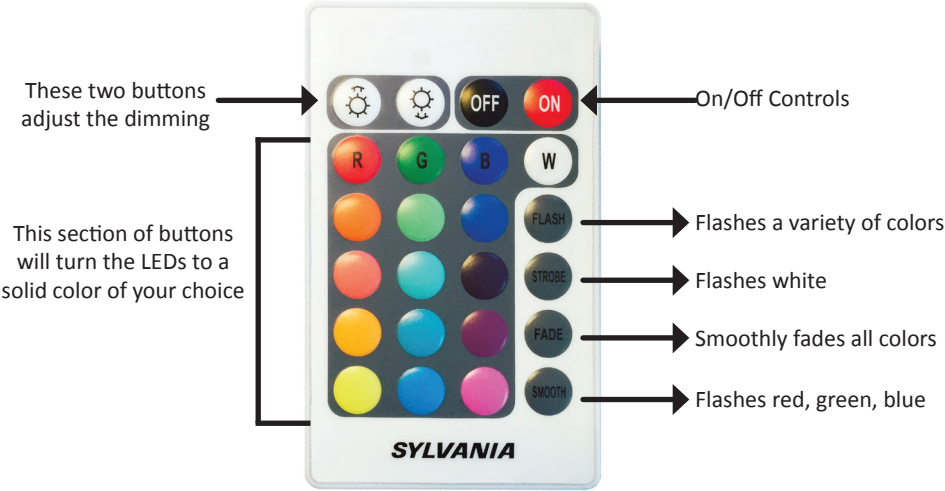
Your Nuage™ foot control is already connected and ready for use. The foot control allows you to simply raise and lower the table, allowing convenient hands-free adjustments.



# SECTION 4: OPERATING INSTRUCTIONS

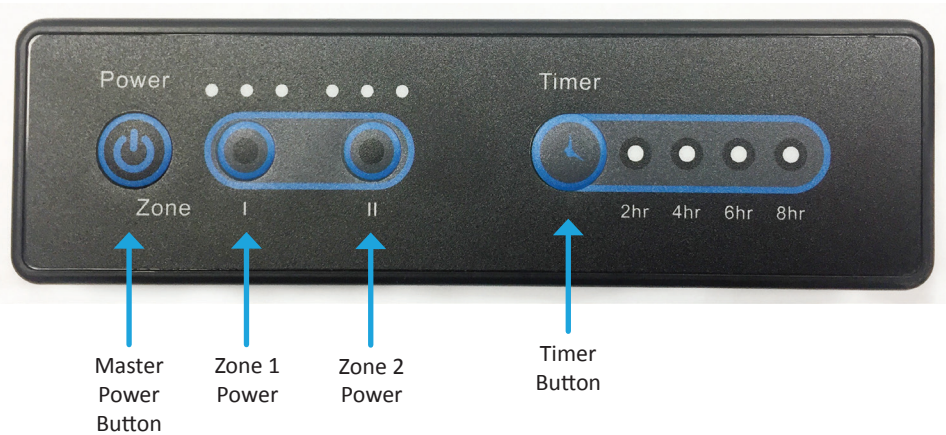
## LED Chroma Lighting Hand Control Operation (+Studio Only)

Your +Studio table is equipped with color-changing LED accent lighting, allowing you to match any decor or client preference. With the remote, the user can change the color to any one of 16 colors, or use the preset color changing patterns. See below for instructions on how to use the included remote control:



## Dual Zone Table Warmer (+Studio Only)

Your +Studio table is equipped with an embedded dual zone table warmer, that can be operated by the below control panel. The control panel will be mounted to your table cabinet.



**NOTE:** Zone 1 heats the back section of the table, and Zone 2 heats the leg section of the table.

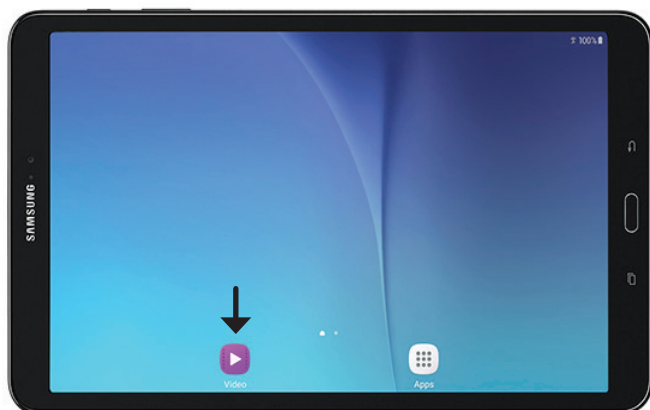
### Operating Instructions

1. Press master power button - this will turn on zone 1 and 2 to low heat, with a 2 hour timer.
2. Press zone 1 or zone 2 power buttons to choose different heat levels.
3. Press the timer button to choose different timer intervals.
4. Press the master power button again to turn off the table warmer. (Note: when you turn the table warmer back on again, it will remember your last settings.)

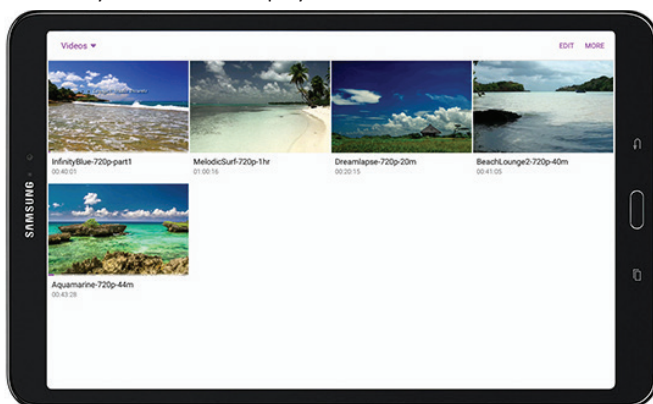
## SECTION 4: OPERATING INSTRUCTIONS

### Tablet Instructions (+Studio only)

1. Click on the "Video" icon



2. Click on the video you would like to play



Power    Volume Up/Down



Switch to  
fullscreen  
mode



Pause/Play

# SECTION 4: OPERATING INSTRUCTIONS

## Tablet Instructions (+Studio only)



Pull knob to adjust tilt of tablet if needed





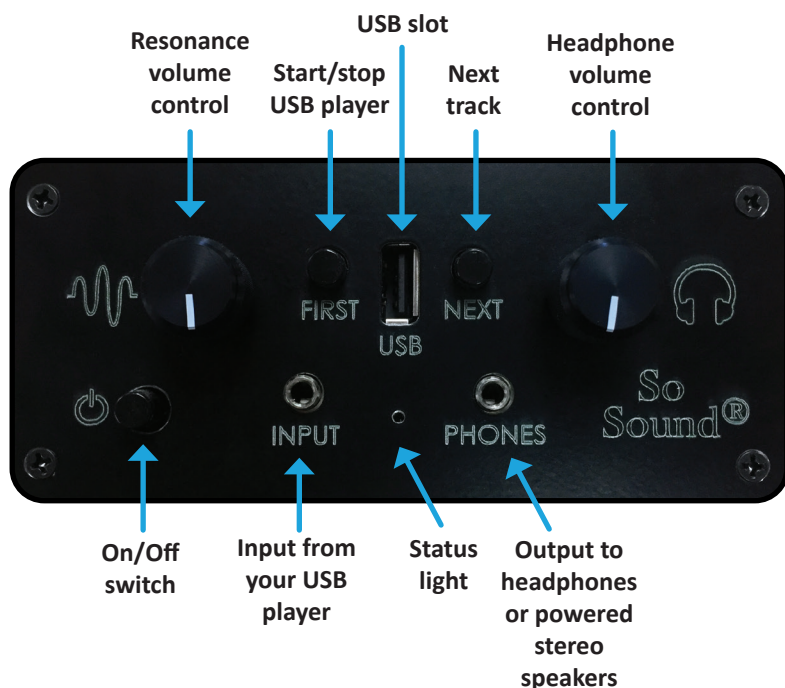
## SECTION 4: OPERATING INSTRUCTIONS

### So Sound Overview (Nuage Vector +Studio Only)

So Sound is designed to deliver the healing frequencies of sound and music, tactilely, so you feel the sound and/or music resonating through your body and brain simultaneously to hearing it; thus 'reminding' the body of it's natural state of harmony. This sensory integrative process efficiently and effectively restores a deeper sense of mental, emotional, and physical health and well-being.

### Operating the So Sound System

Your tablet comes pre-connected to the So Sound system, so when you play videos (see instructions on previous page), it will automatically begin to resonate through the So Sound transducers.



#### WARNING

Since the So Sound® System uses magnets in the So SoundHearts, people with pacemakers or any other implanted magnetically-sensitive medical device should consult with their doctor before lying on a table with this system.

#### CAUTION

Never force the connection between your phone/music player and the So Sound Amp. The correct cable connection is standard on most devices, should never require forced pressure to complete.

#### CAUTION

The So Sound Table and components has no user-serviceable parts. Never attempt to open or repair the So Sound System.

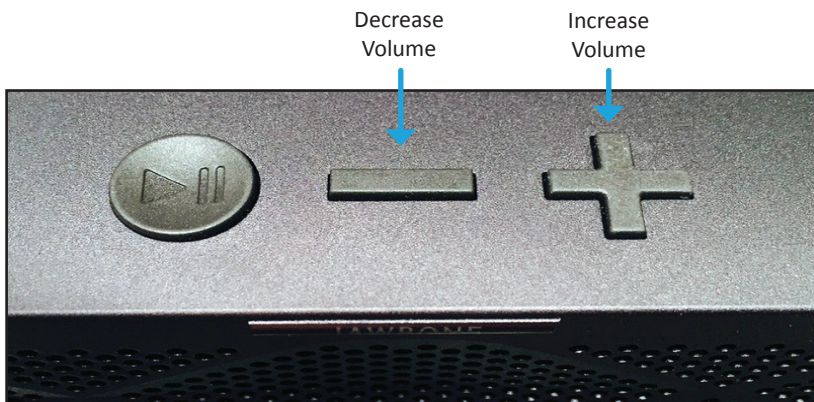
## SECTION 4: OPERATING INSTRUCTIONS

### Jawbone Jambox Speaker (Nuage Vector +Studio Only)

The integrated Jawbone Jambox speaker comes pre-connected to the tablet and So Sound system, so when you play the videos (see instructions on page 11), it will automatically begin to play through the speaker.

Playing the music simultaneously through both the So Sound System and the Jawbone speaker gives a more comprehensive sensory integration experience. Speakers are designed to deliver music through the air, while the So Sound System is designed to deliver music through mass. In other words, the frequency ranges that we hear are different from the frequency ranges we feel. By combining the two we create a fully immersive sound healing environment.

The image below shows the controls on your Jambox speaker - the only functions needing adjustment will be the volume controls, using the “+” and “-” buttons.



NOTE: Play/Pause/Stop of the videos will need to be controlled through the tablet

### Balancing Your Audio System (Nuage Vector +Studio Only)

The intent of this exercise is to find the optimum balance of sound and resonance

1. Have an individual lay on the table as if they were receiving treatment
2. Lower the resonance to the lowest possible level
3. Set the volume on the Jambox speaker to a medium level
4. Begin playing the videos on the tablet
5. Slowly turn the volume on the Jambox speaker to a comfortable level
6. Adjust the resonance level until it feels good to the individual on the table

NOTE: Once the resonance level is set, it does not need to be further adjusted on the So Sound amplifier. Control both the volume of the speaker and resonance level by changing the volume on the tablet.



## SECTION 5: CARE & MAINTENANCE

### Cleaning & Ongoing Maintenance



#### RISK OF ELECTRIC SHOCK

Always unplug this furnishing from the electrical outlet before cleaning.



DO NOT USE acetone, “Armor All” type cleaners, citrus-based cleaners, or industrial cleaners. These can seriously damage the upholstery. Such damage would not be covered under warranty.

Your Nuage™ table is relatively maintenance free, as the lifting mechanism is enclosed and sealed. However, to ensure your table will continue to function properly and keep its appearance, we recommend the following.

|                          |   |
|--------------------------|---|
| Vinyl                    | <p>After each treatment on your table, clean thoroughly, removing all residue. This and other residues may cause the vinyl to dry out and become brittle.</p> <p>We recommend a mild detergent and warm water mix, or environmentally friendly disinfectant cleaners, such as Viraguard®. Apply with cloth or spray directly onto the upholstery. Ensure surface is wiped clean of residue.</p> <p>Use caution when attempting to remove stains as you could damage your vinyl. Any stains should be treated immediately with a solution of 1 part alcohol to 10 parts water. Restore the luster to the spot with a light application of spray furniture wax.</p> |
| Laminate                 | <p>Never use abrasive cleaners. A mild liquid detergent and warm water will clean soiled surfaces. To avoid discoloration, cleaners containing petroleum distillates must not remain on surfaces.</p>   |
| Wood                     | <p>To maintain the wood finish and retouch scratches, use a high quality furniture wax.</p>   |
| Electronics              | <p>Anti-static electronic aerosol dusters can be used to keep the surfaces of electronic components, power cables, and plugs free of dust.</p>  |
| Lubrication & Mechanical | <p>If necessary, lubricate wheel joints, casters, foot glide levelers, ball joints, and other mechanical parts with a light machine oil. Periodically check and ensure all visible bolts remain tightened.</p>  |
| Leveling Feet            | <p>Regularly check to ensure the table is level and stable.<br/>See page 7 for leveling instructions.</p>   |

## SECTION 5: CARE & MAINTENANCE

### Troubleshooting

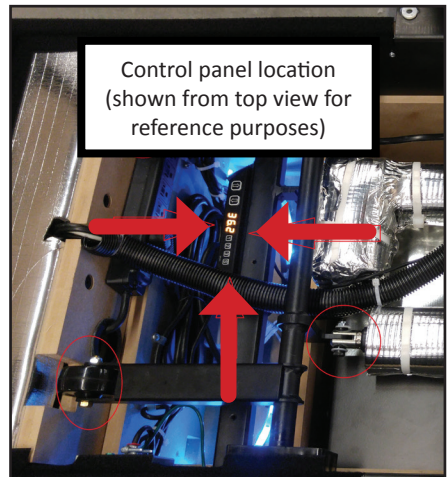
This helpful troubleshooting guide will provide you with information about how to recognize a problem with your table, determine possible causes, and find a solution.

In the event your specific situation is not covered in this guide, please contact Living Earth Crafts so our technical support department can assist you. Beyond the troubleshooting guide below, do not attempt to repair the table yourself. This can void your warranty.

Unauthorized service will not be covered. Please be sure to contact Living Earth Crafts Customer Service first at (800) 358-8292, (760) 597-2155 Int'l.

### How to access Control Box/Control Panel

You will need access to the control box/control panel to perform many of the troubleshooting operations. See below for access instructions.



### Control Box - Standard Troubleshooting Procedure

#### P1 - Initialize the Control Box ("Reset")

*NOTE: This is commonly the solution when a complaint is that a table will move down but not up. When a control box requires initialization, this is how the system is programmed to behave.*

1. Locate your table's diagnostic panel (as indicated by the red arrows)
2. Press and hold the "down" button on the diagnostic panel, continuing to hold until the table lowers to lowest point.
3. Once the table is all the way down, release button. Then press the "down" button again and there will be a slight movement down again, (you feel a slight movement when you put your hand on the top). Reset is then complete.

#### P2 - Check all Cable Connections

1. Check power cable, connected to both the control box and power outlet.
2. All motor cables, connected to both the control box and actuators. (Assuming a standard control box configuration, these must be connected in channels 1 and 2.)
3. Control panel cable, connected to the control box in either port A1 or A2 (doesn't matter which).

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### P3 - Check for Obstructions

1. Check under, above and on the sides of the table for any obstructions that could prevent movement in either direction.
2. All motor cables, connected to both the control box and actuators. (Assuming a standard control box configuration, these must be connected in channels 1 and 2.)
3. Control panel cable, connected to the control box in either port A1 or A2.

### P4 - Check for faulty component(s) WITH error codes (digital display on control panel)

NOTE: Check the error code list in the appendix of this troubleshooting guide for assistance. The code should read E##. Some error codes are channel-specific which can help pinpoint the problem.

| Symptom  | Procedure   |
|--|---|
| Table will move down but not up                                    | <ol style="list-style-type: none"> <li>1. Initialize/reset the control box (P1)</li> </ol>  |
| System unresponsive (no power to display with any button pressed). | <ol style="list-style-type: none"> <li>1. Check power cable connection.</li> <li>2. Test power outlet using another device (lamp. etc.).</li> <li>3. Plug in a new switch and test.</li> <li>4. Connect all existing cables to a new control box and test.</li> </ol> <p>NOTE: If any of the above steps activates the digital display, initialize the system (P1)</p>  |
| System is powered, but will not initialize                         | <ol style="list-style-type: none"> <li>1. Try pressing and releasing the down button a few times before pressing and holding for 5 seconds.</li> <li>2. Try to initialize by pressing and holding for 10+ seconds.</li> <li>3. Try to initialize each leg in Channel 1 by itself, with nothing else plugged into the motor channels on the control box. Also, swap the motor cables so that a different motor cable is used to initialize Channel 1 by itself. The problem could be a faulty leg or faulty motor cable.</li> </ol>  |
| Channel-specific error (Ex: E41 - Channel 1 overload)              | <ol style="list-style-type: none"> <li>1. Swap the motor cable connections at the control box (Motor cable #1 from channel 1 to 2, motor cable #2 from channel 2 to 1). If it remains E41, there could be a problem with the application (load or obstruction on one side) or a bad control box. If error changes to E42, go to step 2.</li> <li>2. Swap the motor cable connections at the legs, so that the leg that was originally connected to Channel 1 is back in Channel 1, but with the motor cable that was originally connected to Channel 2. If it remains E42, it is most likely a bad motor cable, now connected to Channel 2. If it goes back to E41, it is most likely a bad leg, now connected to Channel 1.</li> </ol>   |
| Table is uneven  | <ol style="list-style-type: none"> <li>1. Initialize the table. If both legs begin to run down, complete the initialization. If only one leg moves, stop and move to Step 2.</li> <li>2. Check motor cable connections. Check to ensure motor cables are not pulled during movement. It is possible that only one leg is connected, and connected to Channel 1. In this case, it will initialize and run Channel 1 only.</li> <li>3. If a motor cable was disconnected, try initializing again.</li> <li>4. If unsuccessful, connect the table leg from Channel 2 into Channel 1, with nothing in Channel 2, and initialize.</li> <li>5. Try initializing the same leg that's in Channel 1, but with a different motor cable. If it still won't initialize, replace the leg.</li> </ol> |

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## Appendix

### What is the Control Box Thinking?

There are many clever procedures, checks, and measurements performed in the control box. Here is a brief description of what the control box is trying to accomplish while it is activating an application:

- **Safe activation of the application**
  - Parallel, even movement of all legs in the application is critical.
    - The control box does not directly know the position of each leg. Instead, the position of each leg is constantly calculated via Hall pulses from each motor. The legs on a single reference are not allowed to be more than +/- Hall pulses out of sync. For a standard DL, this amounts to +/- 0.55mm.
  - Motor cable disconnections are also detected as errors.
- Anytime the control sees an incomplete signal, or more than one signal (multiple keys pressed, multiple table panels activated at the same time), an error is determined and no movement is allowed at that moment. This is to prevent an action of movement that is not intended by the user.
- **Protection from equipment damage**
  - Internal temperature of the control box is monitored.
  - Maximum current draw for each motor channel, as well as the system as a whole, is measured. When the current exceeds an allowable limit, an error is presented.

## Error Codes

| Error Code | Name                  | Description   | Potential Cause                             | Troubleshooting   |
|------------|-----------------------|---|---|---|
| E01        | Position Lost         | The table has an unknown position and needs to be initialized | 1. Position error<br>2. New table leg added | <ul style="list-style-type: none"><li>• Initialize the system</li></ul>   |
| E02        | General Overload Up   | Overload in upward direction has occurred                     | 1. Obstruction<br>2. Bad leg or motor cable | <ul style="list-style-type: none"><li>• Check all cable connections (P2) then initialize the system (P1)</li><li>• Troubleshoot components by initializing 1 at a time (P4)</li></ul> |
| E03        | General Overload Down | Overload in downward direction has occurred                   | 1. Obstruction<br>2. Bad leg or motor cable | <ul style="list-style-type: none"><li>• Check all cable connections (P2) then initialize the system (P1)</li><li>• Troubleshoot components by initializing 1 at a time (P4)</li></ul> |
| E08        | Watchdog              | Indicate that software failed to kick watchdog                | 1. Program fault                            | <ul style="list-style-type: none"><li>• Unplug power cable for 15 seconds</li><li>• Initialize the system (P1)</li><li>• Replace control box</li></ul>                                |

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| Error Code | Name                     | Description  | Potential Cause  | Troubleshooting  |
|------------|--------------------------|--|--|--|
| E09        | LIN collision            | Collisions detected on the LIN bus   | <ol style="list-style-type: none"> <li>1. Key pressed on two or more connected handsets simultaneously</li> <li>2. Multiple LINBUS devices activated</li> </ol>  | <ul style="list-style-type: none"> <li>• Check if another control panel is connected and being activated</li> <li>• Unplug all but one control panel and test system</li> </ul>                    |
| E10        | Power Fail               | Power fail happened, or power regulator adjusted below 10%   | <ol style="list-style-type: none"> <li>1. Power cable pulled during use</li> <li>2. Internal fault</li> <li>3. E10 is a power fail, voltage on power supply drops below a certain limit, power removed</li> </ol>  | <ul style="list-style-type: none"> <li>• Check power cable is not caught, and is allowed to freely travel</li> <li>• Use strain-relief loop built into control box</li> </ul>                      |
| E11        | Channel Mismatch         | Change in number of actuators since initialization   | <ol style="list-style-type: none"> <li>1. Disconnection</li> <li>2. Table leg added</li> </ol>   | <ul style="list-style-type: none"> <li>• Check motor cable connections and integrity (P2)</li> <li>• Change motor cable or table leg</li> <li>• Initialize the system (P1)</li> </ul>              |
| E12        | Position Error           | One channel has a position different than others   | <ol style="list-style-type: none"> <li>1. Too much back drive occurred</li> </ol>  | <ul style="list-style-type: none"> <li>• Move table to fully retracted position</li> <li>• Initialize system (P1)</li> </ul>   |
| E13        | Short Circuit            | Short circuit detected during operation  | <ol style="list-style-type: none"> <li>1. Squeezed motor cable</li> <li>2. Short in motor</li> </ol>   | <ul style="list-style-type: none"> <li>• Check motor cable connections and integrity (P2)</li> <li>• Isolate and replace motor cable (P4)</li> <li>• Isolate and replace table leg (P4)</li> </ul> |
| E15        | Power Limit              | System has reached its power limitation  | <ol style="list-style-type: none"> <li>1. Power cable pulled</li> <li>2. Internal fault</li> <li>3. Many times will see this alongside E10</li> <li>4. E15 is when power regulator has adjusted speed down on actuators without any significant current draw, usually caused by power supply dropping</li> </ol> | <ul style="list-style-type: none"> <li>• Check power cable is not caught, and is allowed to freely travel</li> <li>• Use strain-relief loop built into control box</li> </ul>                      |
| E16        | Key Error                | Illegal keys pressed (handled internally in DP1C)  | <ol style="list-style-type: none"> <li>1. Hitting multiple buttons simultaneously</li> </ol>   | <ul style="list-style-type: none"> <li>• Check control panel</li> </ul>  |
| E17        | Safety missing           | LIN bus unit does not support safety feature   | <ol style="list-style-type: none"> <li>1. DP1C/DPF1C does not have up-to-date software</li> </ol>  | <ul style="list-style-type: none"> <li>• Try DP with more recent software version (printed on label)</li> </ul>  |
| E23-E26    | Channel detected missing | E23 - Channel 1 missing<br>E24 - Channel 2 missing<br>E25 - Channel 3 missing<br>E26 - Channel 4 missing | <ol style="list-style-type: none"> <li>1. Disconnection</li> <li>2. Faulty motor cable</li> <li>3. Faulty motor in leg</li> </ol>  | <ul style="list-style-type: none"> <li>• Check motor cable connections and integrity (P2)</li> <li>• Change power cable or table leg</li> <li>• Initialize the system (P1)</li> </ul>              |

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### Warranty Information

Living Earth Crafts (L·E·C) offers an industry best warranty against defects in materials, design, and workmanship, to the original owner, as follows:

- Frame - lifetime warranty\*
- Foam and upholstery covering - warranted for three (3) years
- Motors, controls, electronics - warranted for two (2) years, including parts and labor
- Accessories and options - warranted for one (1) year, unless otherwise noted

L·E·C may repair or replace defective components at our discretion. L·E·C will return the warranted product, standard shipping pre-paid, to customers in the continental US. International customers are responsible for any applicable duties and taxes, as well as all shipping charges inbound and outbound. Normal wear and tear, and costs associated with maintenance procedures, and damage caused by accident, misuse, improper maintenance, harsh operating environments or neglect (which includes tears in the upholstery and damage caused by harsh chemical-based cleaners) are not covered under this warranty. All warranties are limited to repair or replacement, at L·E·C's discretion, unless otherwise stated.

\*Lifetime warranty applies to the original owner, as long as you own your table for 5 years after the model is discontinued, or 5 years for private label tables.