

# Align Motorized Adjustable Height Bench

(with CBD3 Controller)

## Troubleshooting Guide

Use the following steps to troubleshoot, reset and resynchronize the control box and drive motors. This process also needs to be performed when replacing electrical components. Supply power must be 110-120 volt AC. Manufacturer recommends a maximum duty cycle of 2 minutes every 18 minutes for these electrical components. For optimal performance, do not exceed this usage.

1. Unplug the power cord from the wall outlet.
2. Verify that the wall outlet has power by plugging in a light or other appliance.
3. Visually inspect all cords, plugs and sockets for damage, wear, or crimping. Replace any worn, damaged, or crimped items found.
4. Verify that all cords are plugged firmly into place on the control box. This includes the power cord, two motor cords, and the keypad cord. Take special care not to bend the 8-pin connectors, as this can cause the controller to malfunction.
5. Re-plug the power cord into the wall outlet.
6. Press and release the down button continuously. The legs should move downward incrementally. Continue until both legs are in their fully down positions. Then press & hold the down button for at least four seconds. The bench should now function properly, and the legs should be synchronized.
7. If the bench still does not function properly after following the steps above, try the following:
  - Unplug the bench from the wall outlet and switch the positions of the two motor cords on the control box. Repeat steps 5 and 6.

### **Manual Reset of System with CBD3 / CBD3B Controller (to clear existing upper or lower limit only):**

1. If a bench with a CBD3 or CBD3B controller runs against an obstacle twice in succession, this position will become the new endstop of the system. Thereafter it will not be possible to obtain a full stroke length.
2. To bring the system back to the original function, it is necessary to reset it manually.
3. This is accomplished by pushing the up and down button on the keypad control simultaneously for a minimum of five (5) seconds, then following step 6 above.

*If the bench will not function after performing the preceding steps, the cause could be a faulty: Cord and/or connection; Keypad; Control Box; or Drive Motor/Actuator.*

For technical support call 1-800-722-3020.