

**VERSION A**  
**June 2024**

# TEKair Frame Kit Replacement Guide



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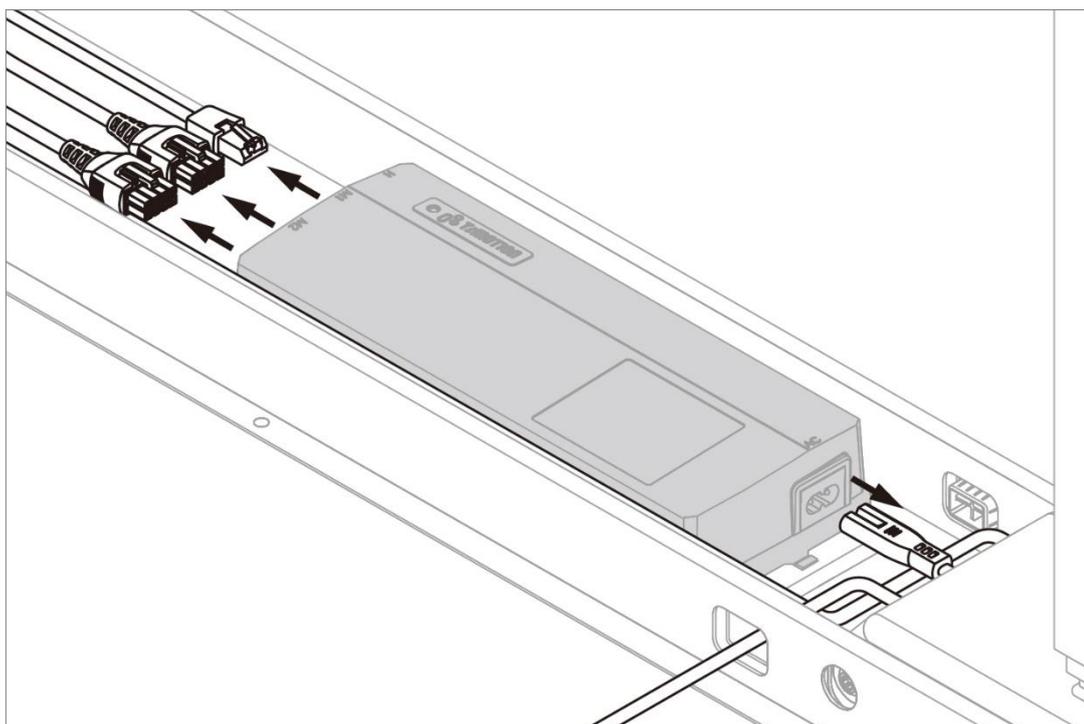
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# 1. Replacement Instruction

## 1.1 Control Box

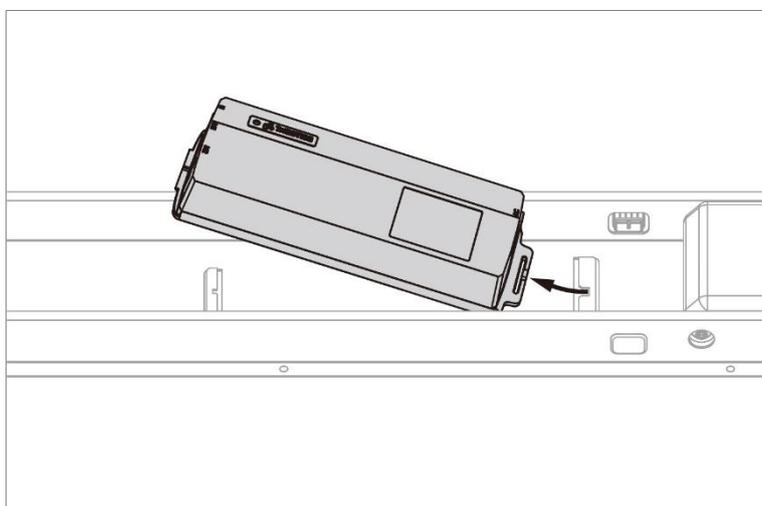
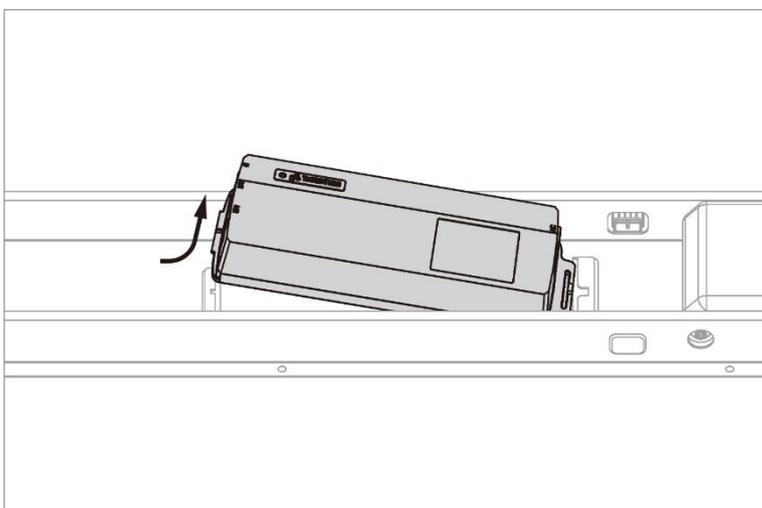
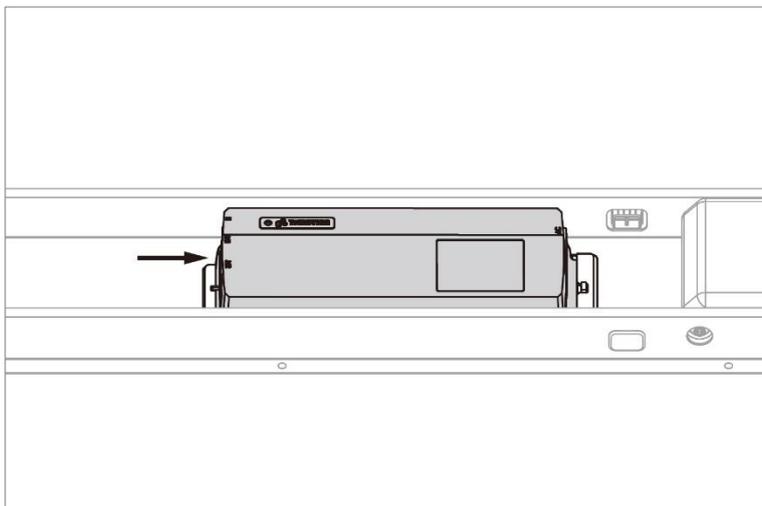
### a. Step 1

Disconnect the motor, power, and hand control cables from the control box.



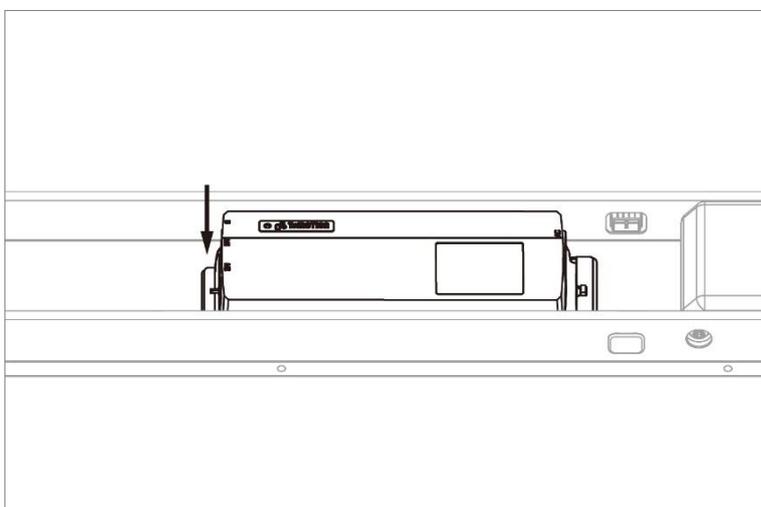
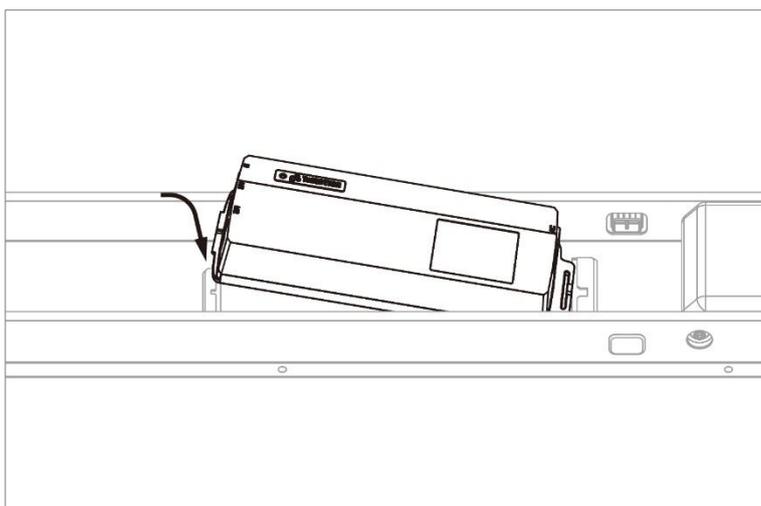
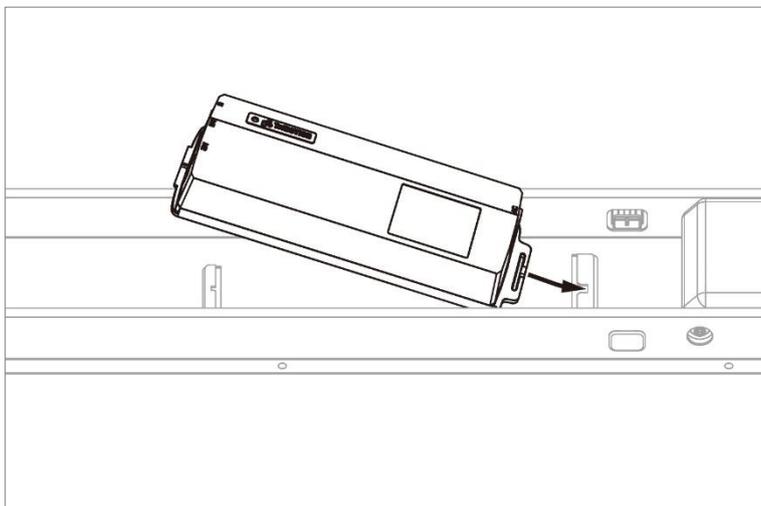
## b. Step 2

Detach the control box by depressing the side of the control box, and lifting both of its ends from the desk frame (See picture).



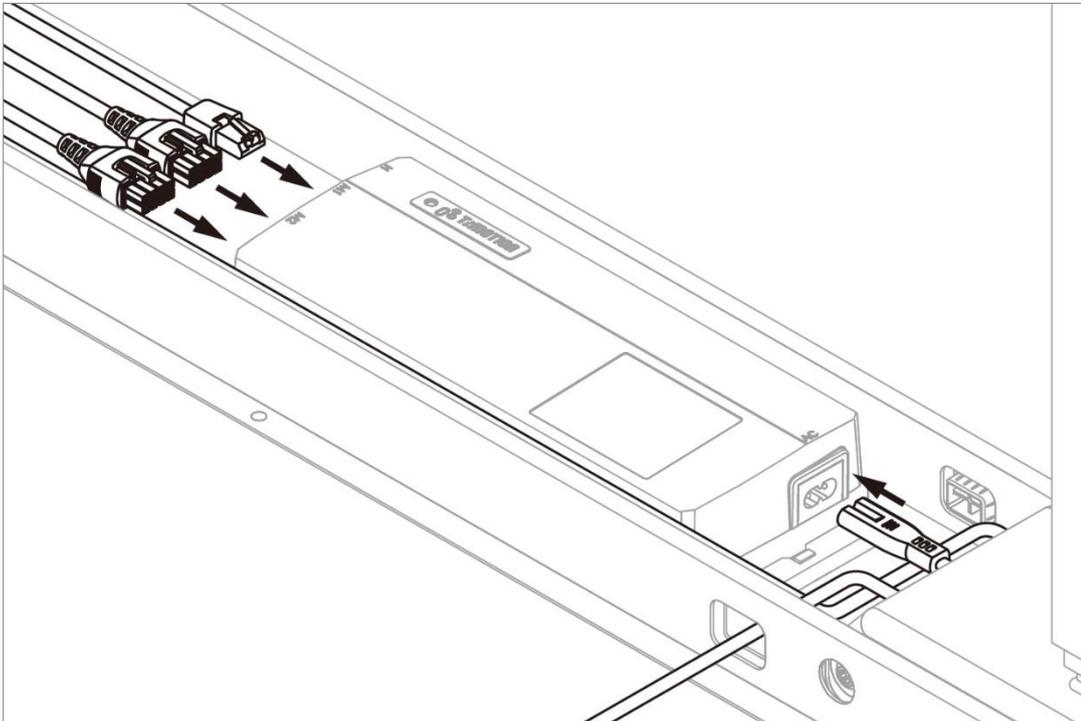
### c. Step 3

Attach the new control box by pressing the plastic tabs on either end until it clicks into place.



#### d. Step 4

Plug the motor, power, and hand control cables into the control box.



#### e. Step 5

Perform the reset procedure:

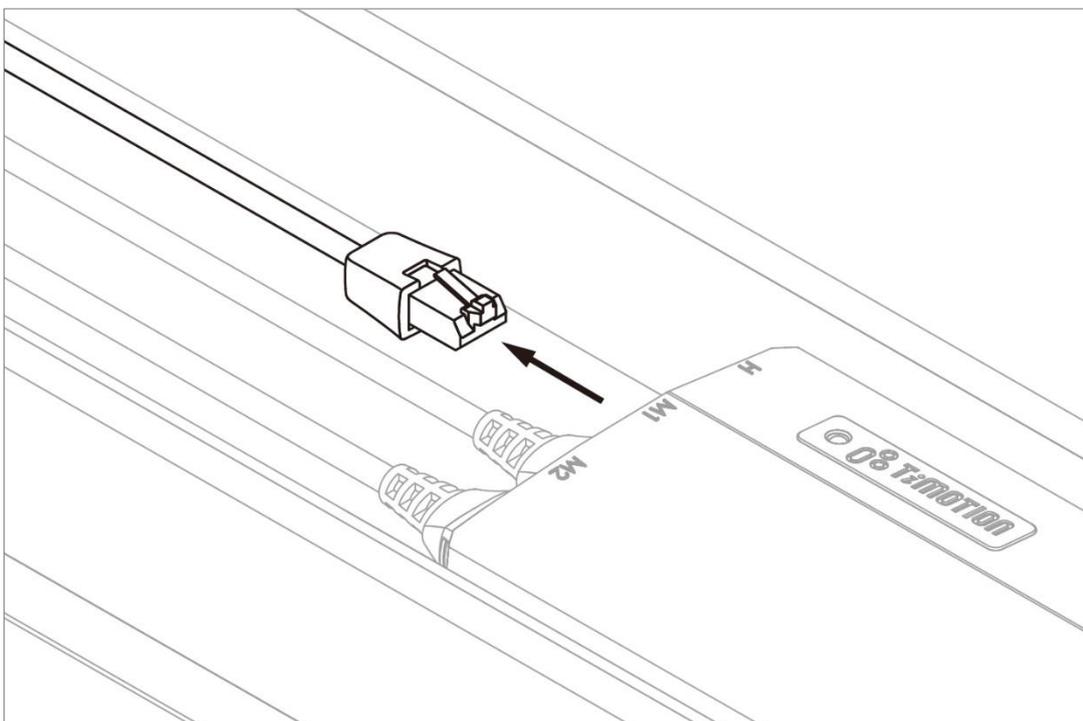
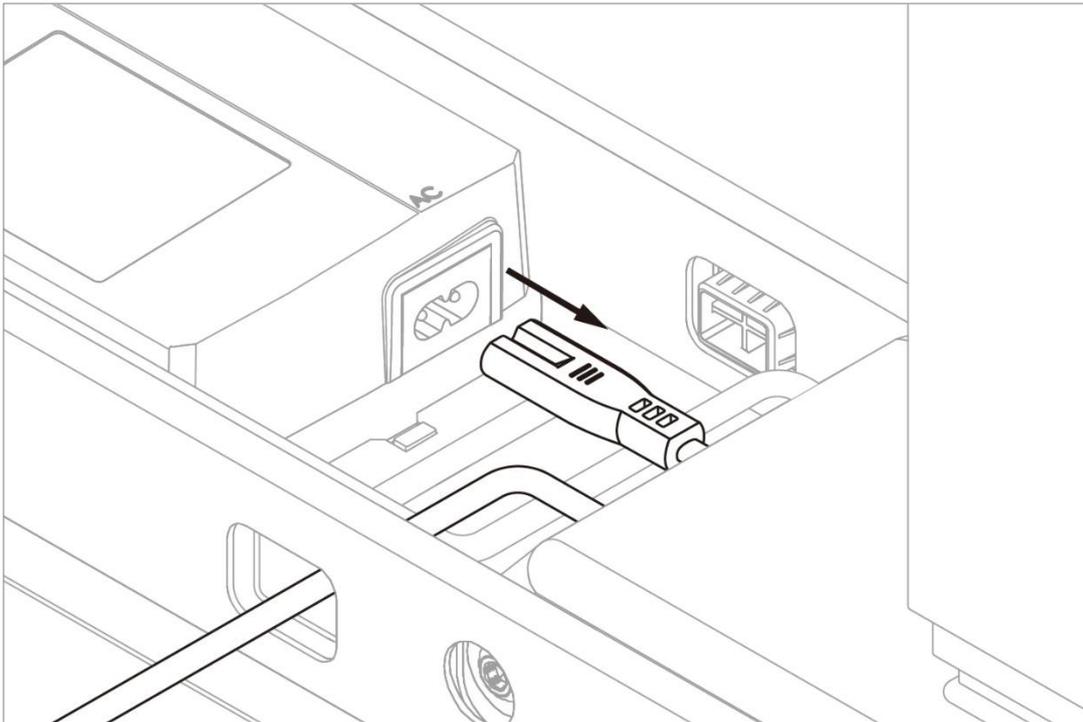
1. Press and hold the ▲ and ▼ buttons on the hand control simultaneously for 3 seconds.
2. Continue holding both buttons until both legs reach their lowest position.
3. When reset is complete, the hand control will beep once, and the buttons can be released.

\* **Note:** The hand control may vary. For detailed information, please contact the dealer, shop, or manufacturer from whom you purchased this product.

## 1.2 Hand Control

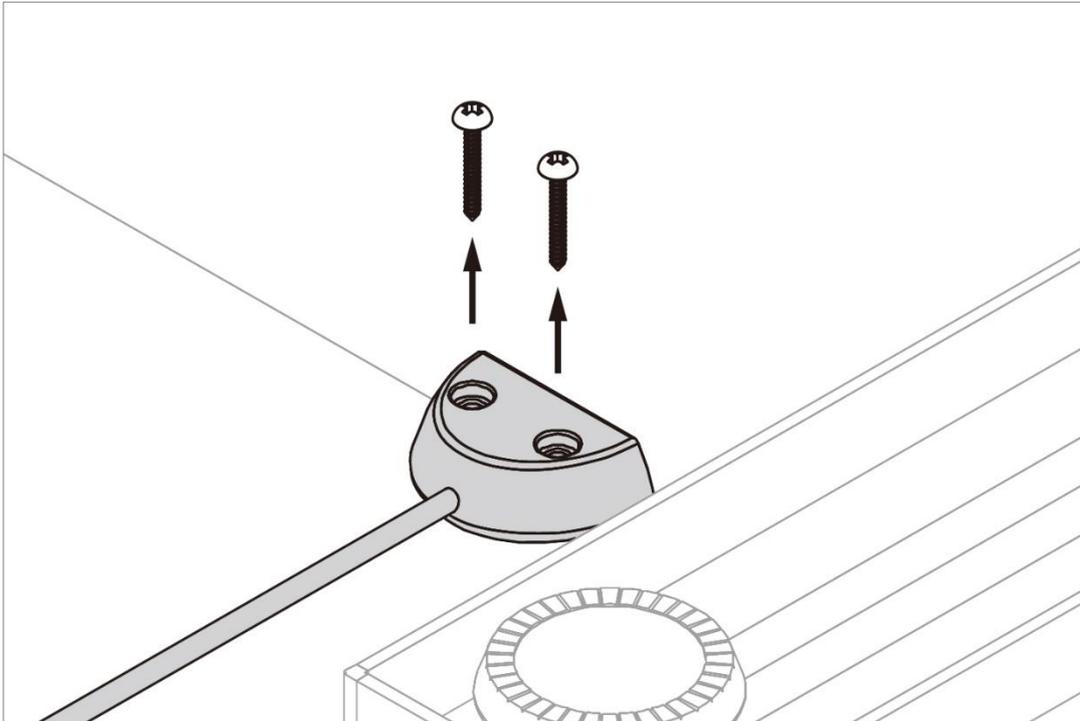
### a. Step 1

Disconnect the power and hand control cables from the control box.



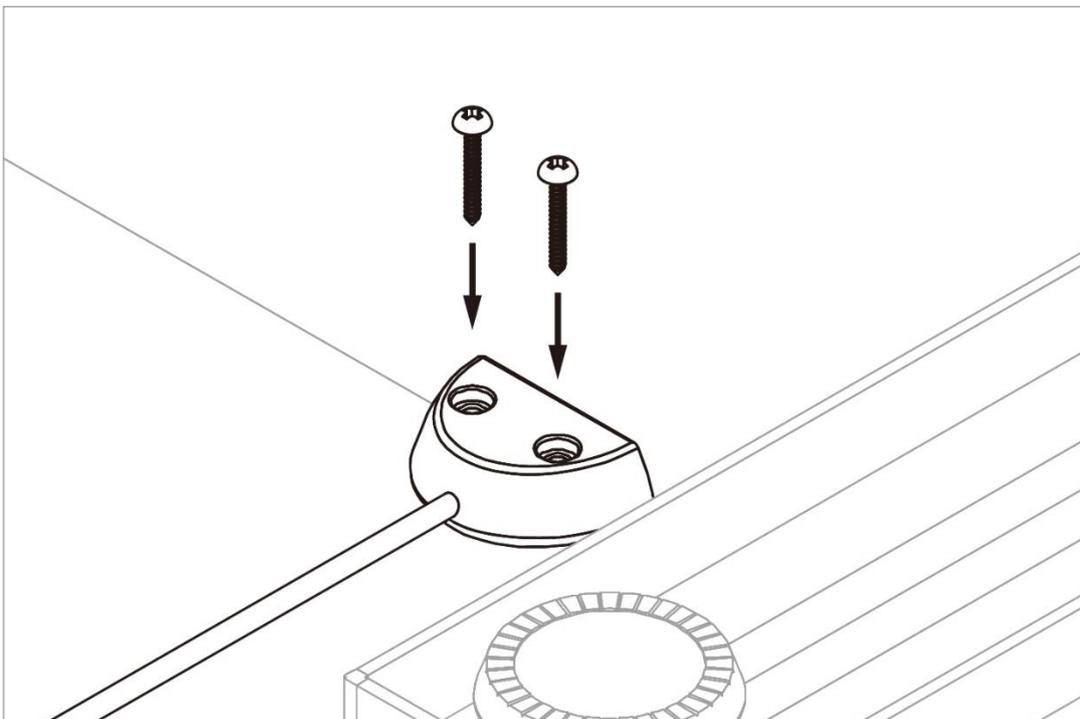
### b. Step 2

Remove the two screws from the hand control.



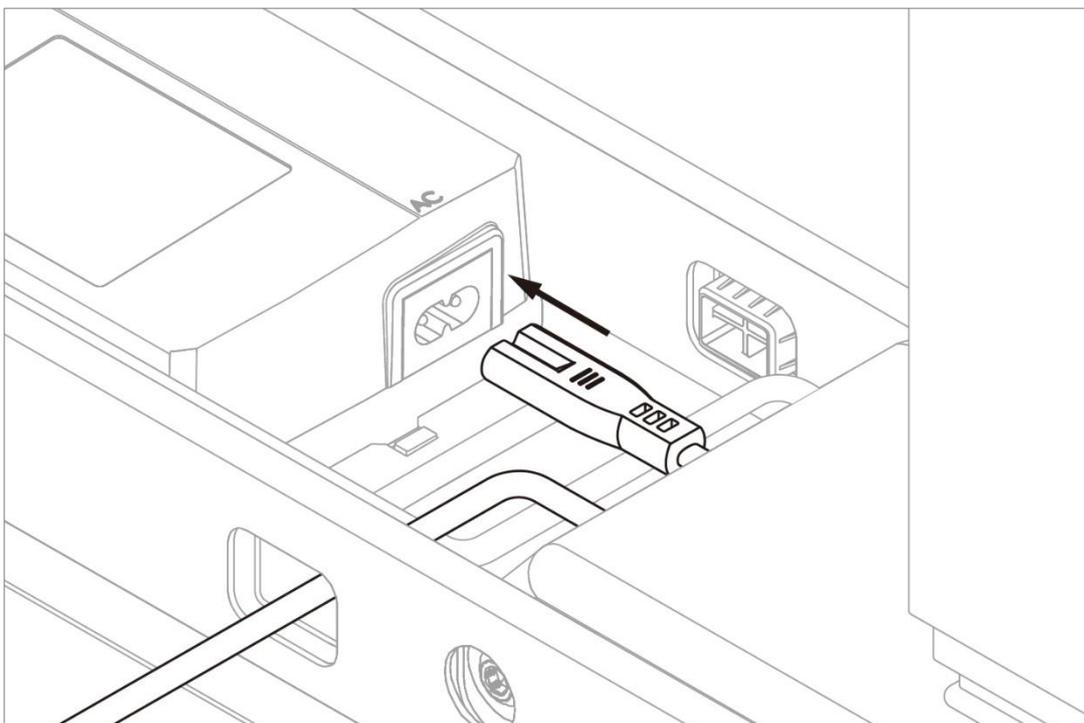
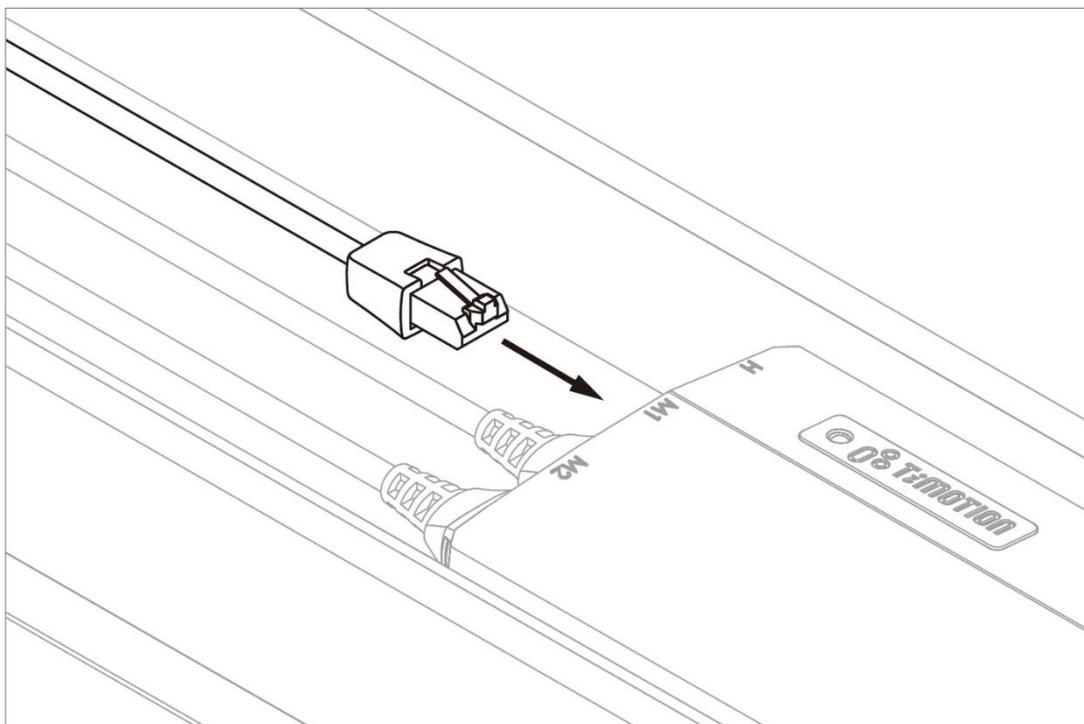
### c. Step 3

Fasten the new hand control onto the desk using the two screws mentioned above (See Step 2).



#### d. Step 4

Plug the power and hand control cables to the control box.



### **e. Step 5**

Perform the resetting procedure:

1. Press and hold the ▲ and ▼ buttons on the hand control simultaneously for 3 seconds.
2. Continue holding both buttons until both legs reach their lowest position.
3. When reset is complete, the hand control will beep once, and the buttons can be released.

\* Note: The hand control may vary. For detailed information, please contact the dealer, shop, or manufacturer from whom you purchased this product.

## 1.3 Columns

### a. Step 1

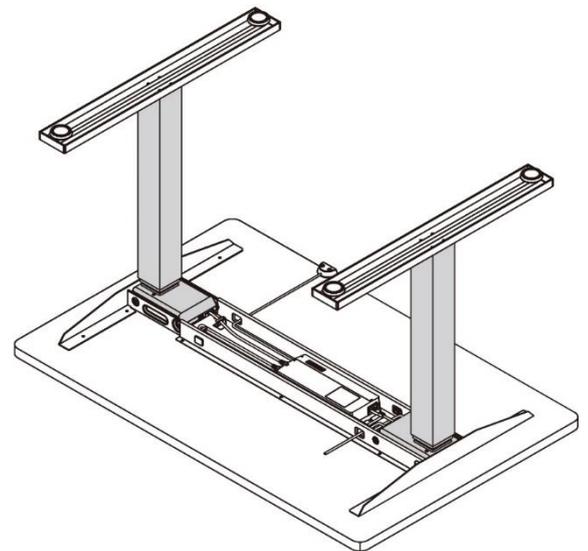
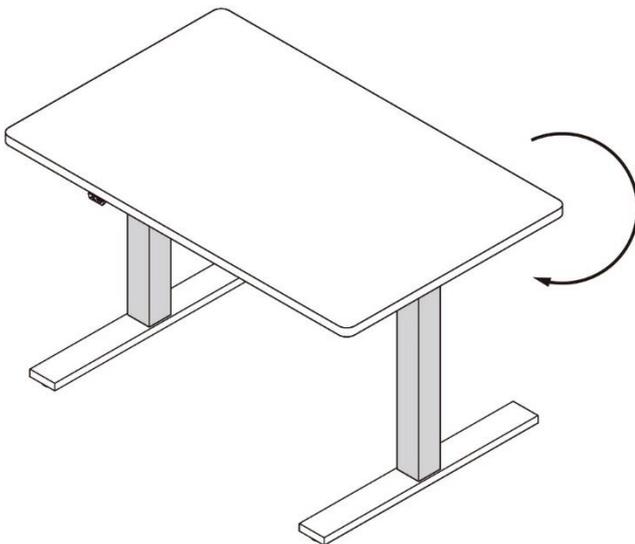
Perform the reset procedure:

1. Press and hold the ▲ and ▼ buttons on the hand control simultaneously for 3 seconds.
2. Continue holding both buttons until both legs reach their lowest position.
3. When reset is complete, the hand control will beep once, and the buttons can be released.

\* Note: The hand control may vary. For detailed information, please contact the dealer, shop, or manufacturer from whom you purchased this product.

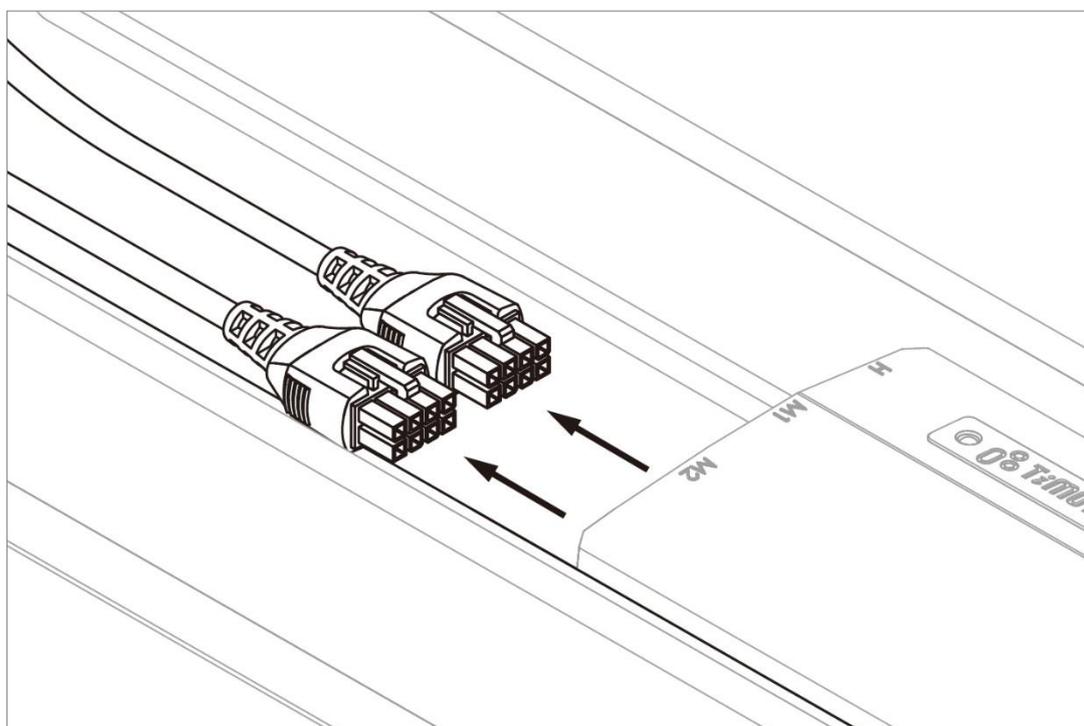
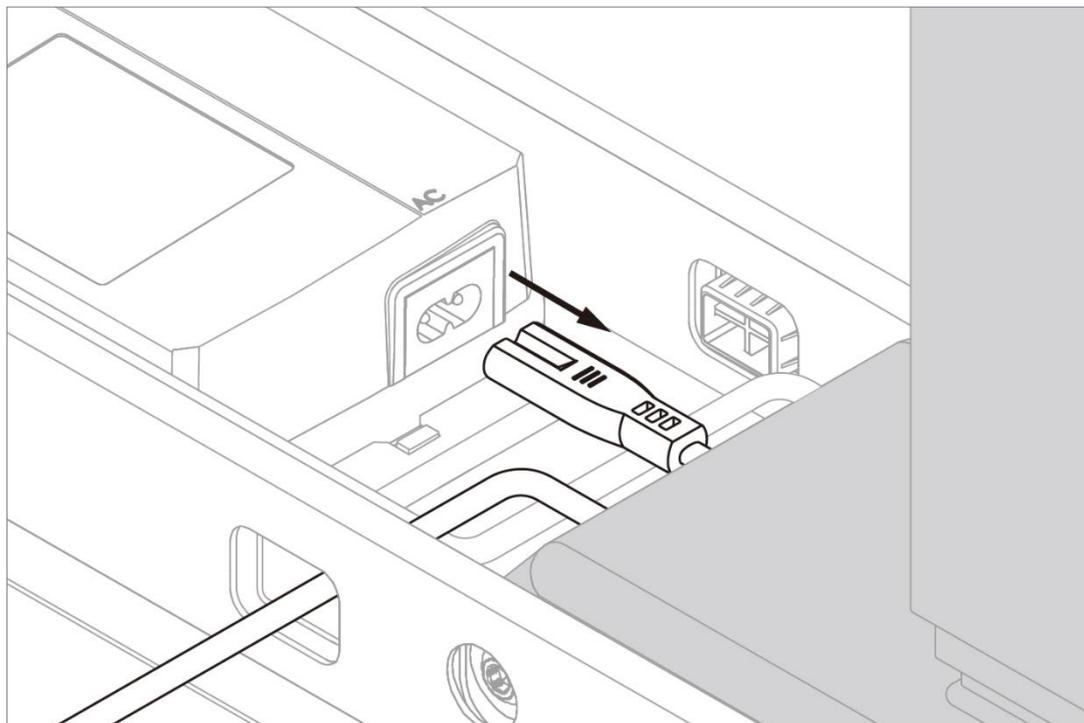
### b. Step 2

Carefully flip the desk frame over, being careful to grab the frame itself and not the desktop, such that the desktop is down on the ground.



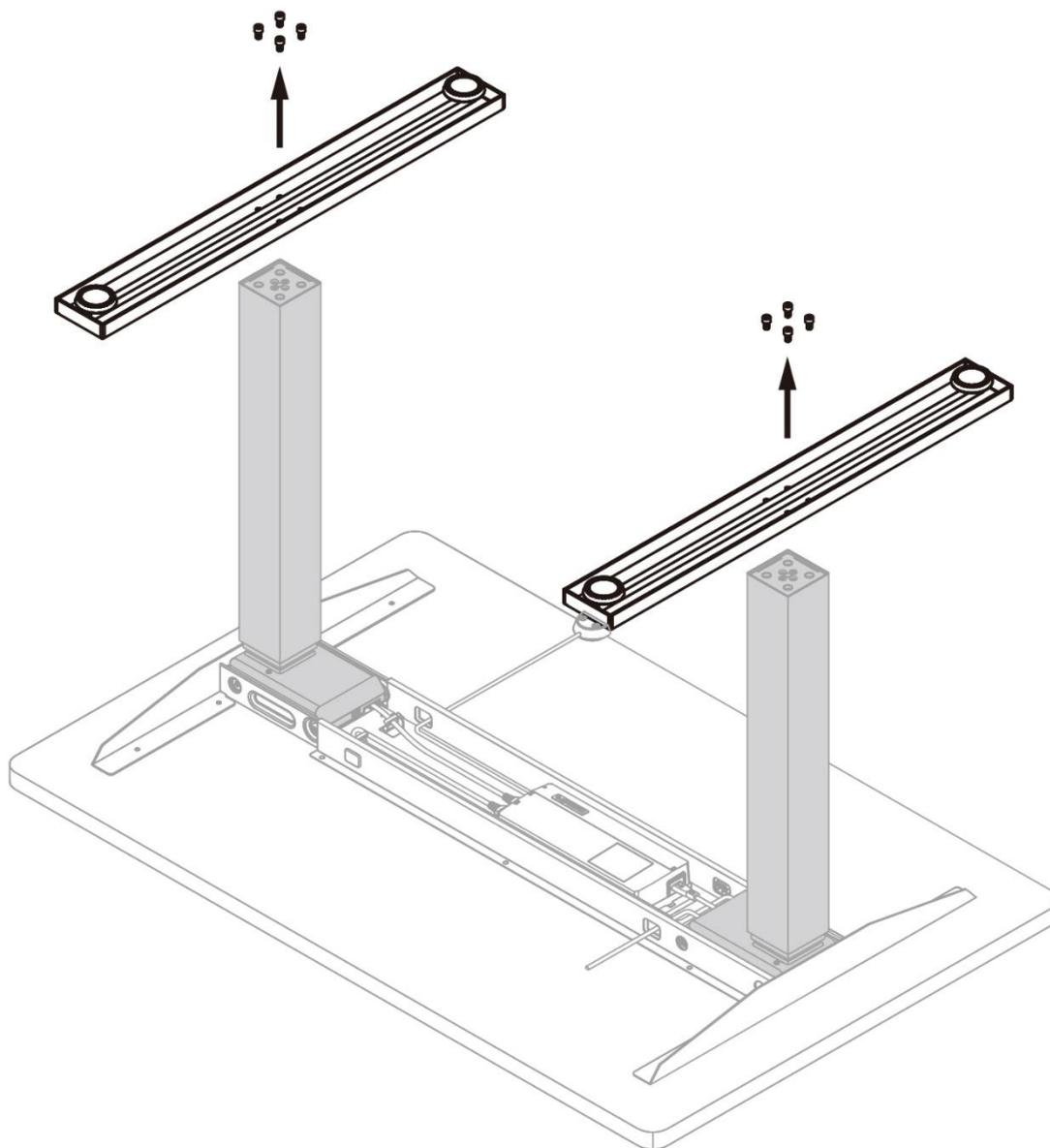
**c. Step 3**

Disconnect the motor and power cables from the control box.



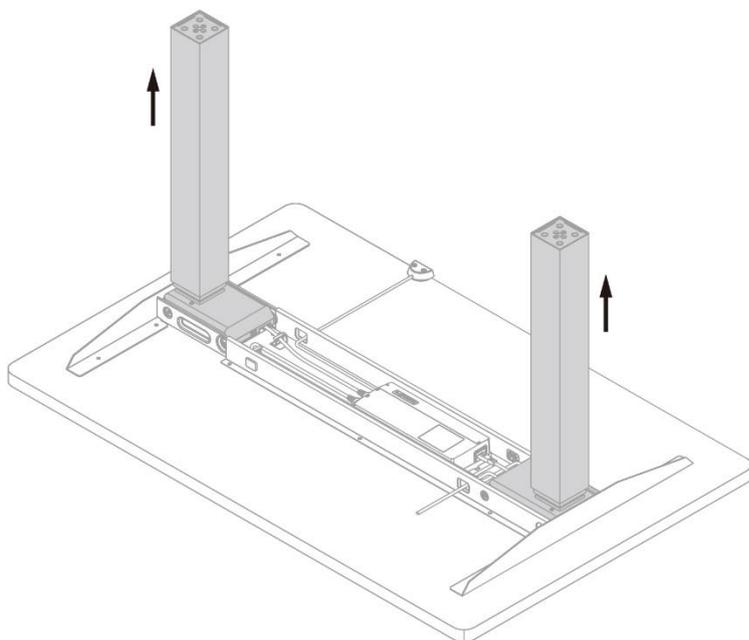
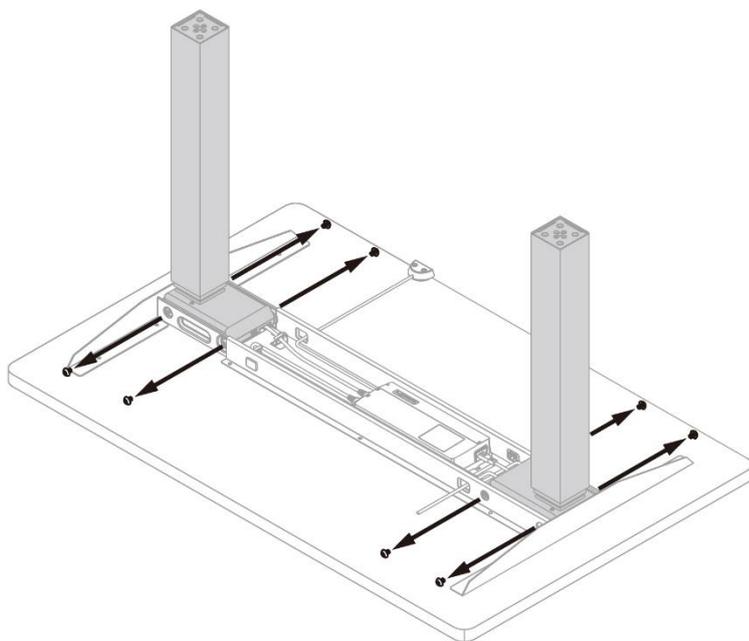
#### d. Step 4

Remove the screws from the feet (4 screws per column, 8 screws for 2 columns in total).



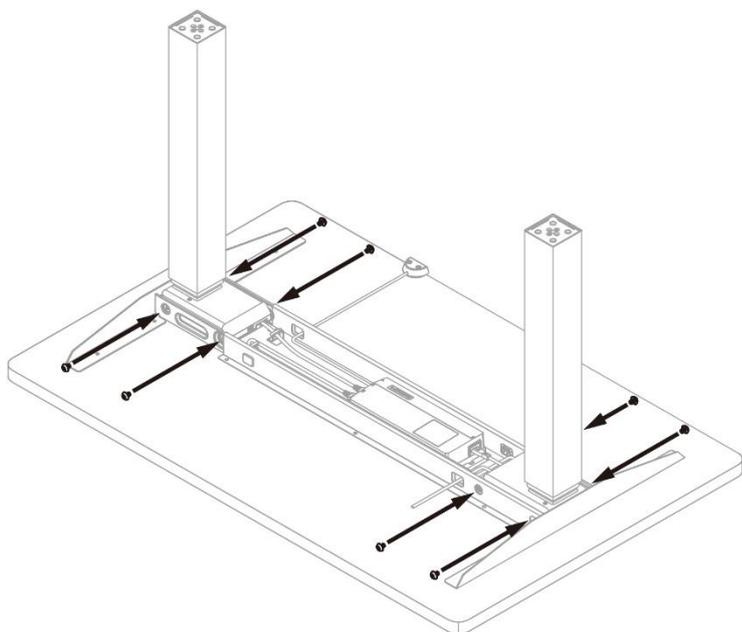
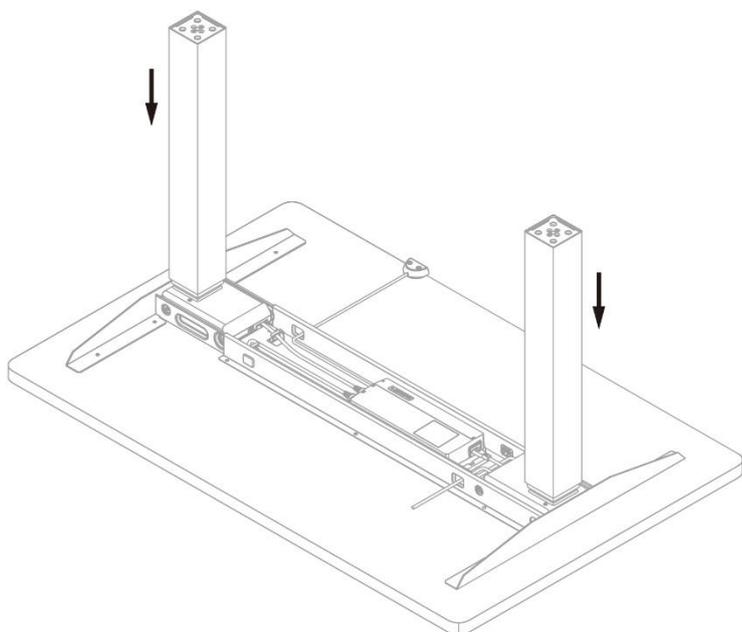
### e. Step 5

Remove the screws connecting the columns and the outer desk frame (4 screws per column, 8 screws for 2 columns in total).



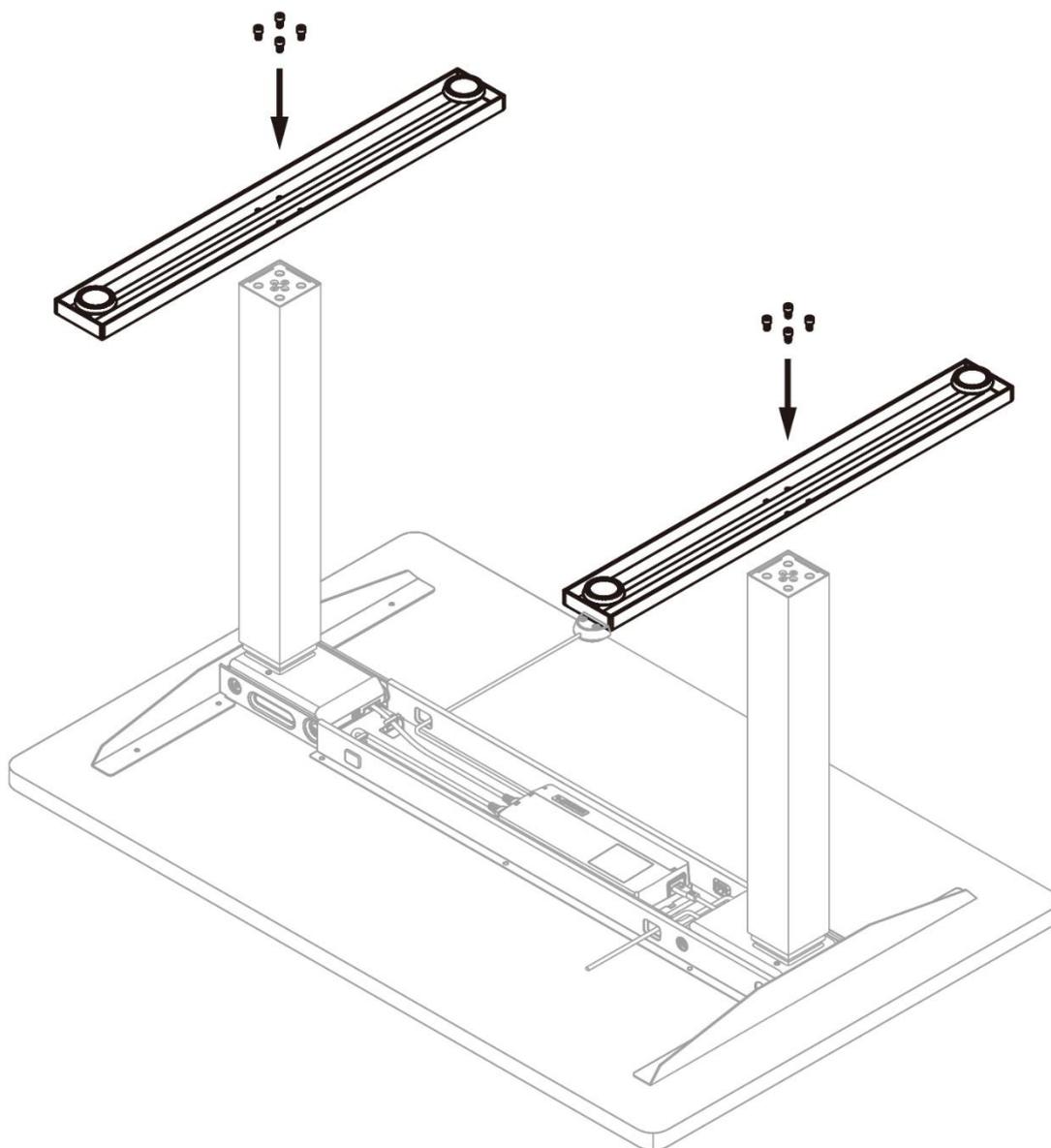
## f. Step 6

Install the new columns, fasten them and the end pipe brackets using screws that were previously embedded into the desk frame (4 screws per column, 8 screws for 2 columns in total).



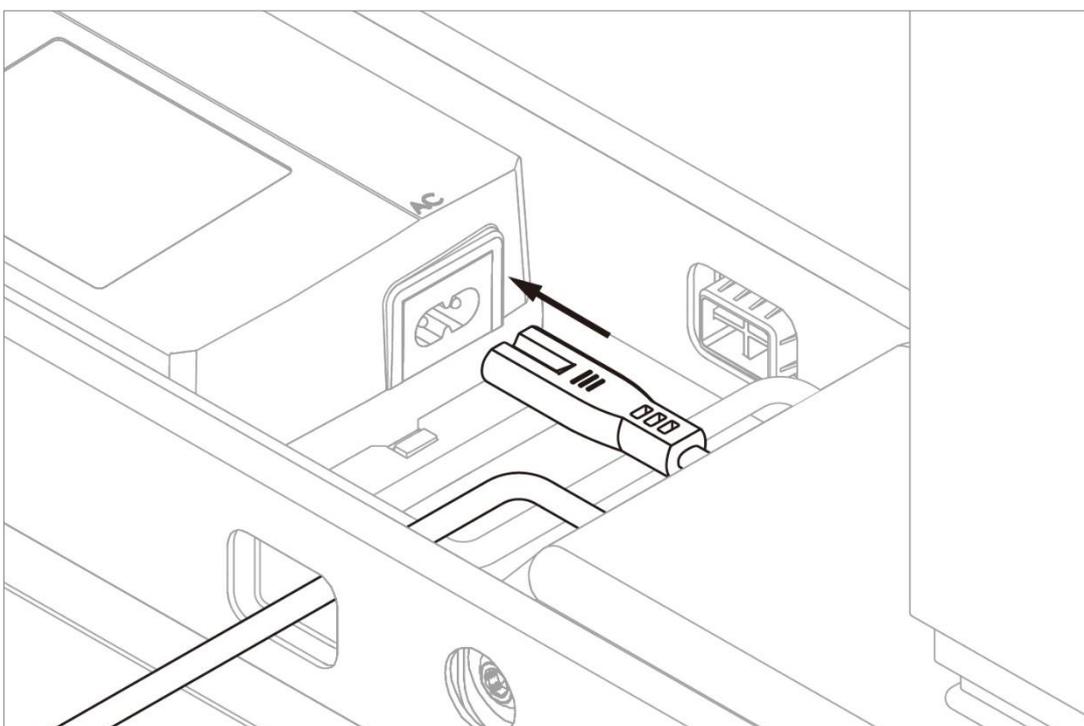
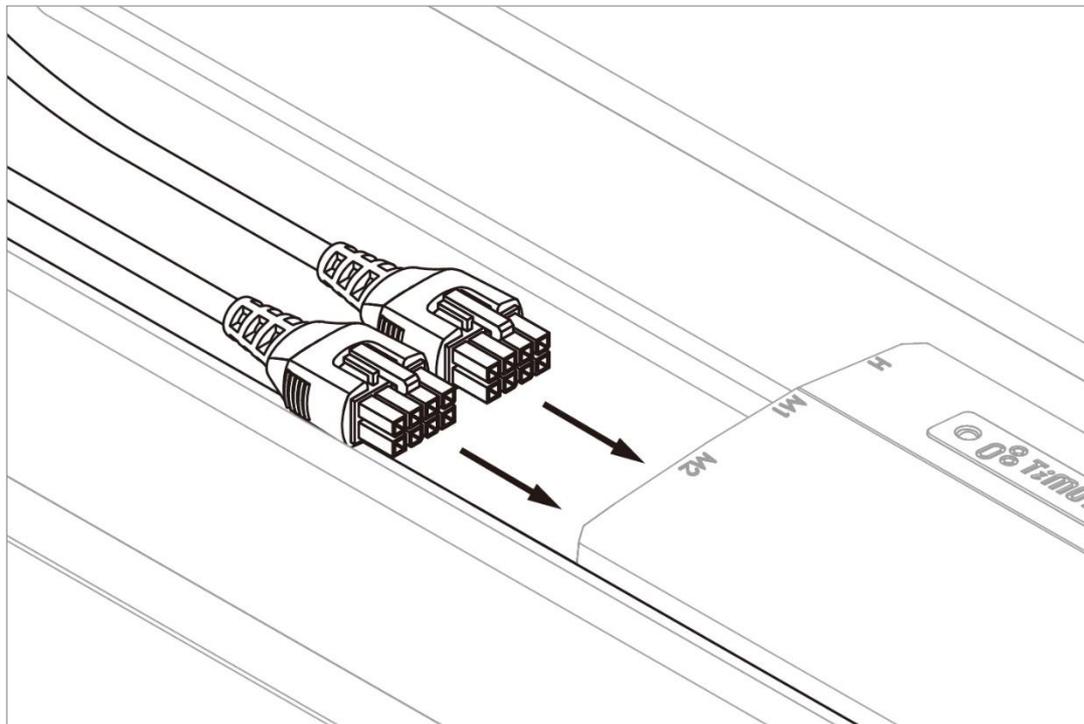
**g. Step 7**

Reinstall the feet by tightening the screws. (4 screws per column, 8 screws for 2 columns in total).



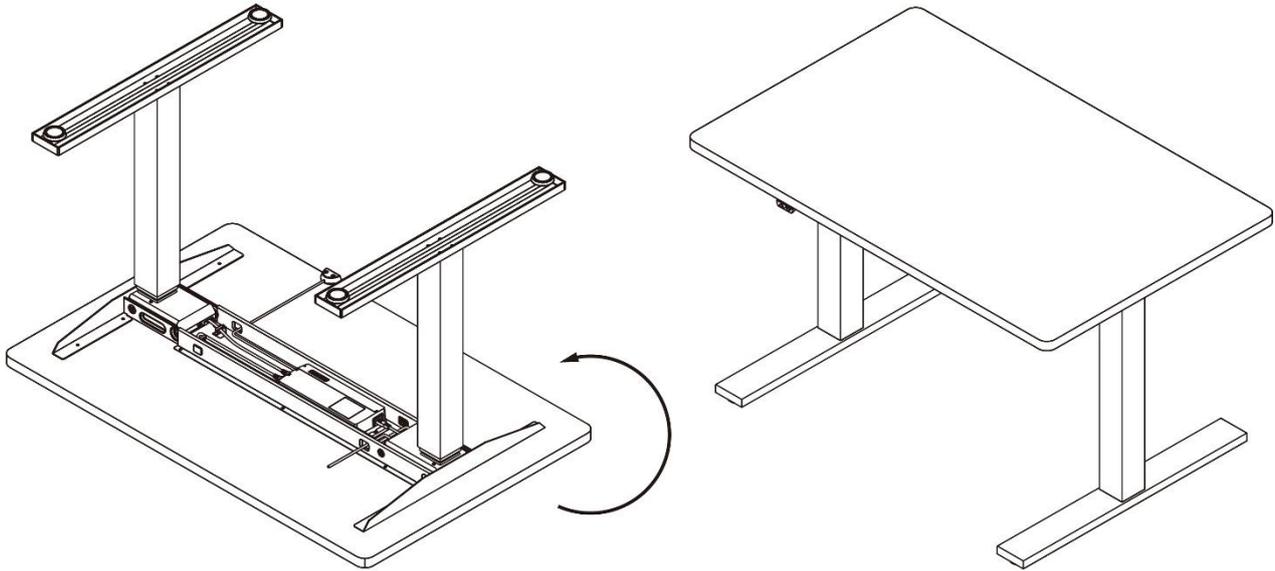
### h. Step 8

Plug the motor and power cables into the control box.



### i. Step 9

Flip the desk frame back over, careful not to grab it by the desktop, so the desktop is facing upward.



### j. Step 10

Perform the reset procedure:

1. Press and hold the ▲ and ▼ buttons on the hand control simultaneously for 3 seconds.
2. Continue holding both buttons until both legs reach their lowest position.
3. When reset is complete, the hand control will beep once, and the buttons can be released.

\* **Note:** The hand control may vary. For detailed information, please contact the dealer, shop, or manufacturer from whom you purchased this product.

TiMOTION continuously updates the functions of its products to ensure they satisfy the needs of customers. Please contact TiMOTION for the dimensions of spare parts.

## 2. Troubleshooting

Please refer to the chart (below) to diagnose and implement frame kit troubleshooting actions.

Symptom	Action	Suggested Replacement
Damaged Cable	Identify components with damaged cables and replace them.	Cable or component with damaged cable.
No Green Light on the control box	1. Firmly connect AC power cable to control box. 2. Test power outlet.	If there is still no green light, replace the control box and AC power cable.
	Test power outlet	
Cannot Reset (Synchronize)	When the reset is not possible, press the hand control button, either Up or Down. If either one makes a click sound, it indicates the hand control may need to be replaced.  Conditions: a. Press Up with a click sound, but Down makes no sound. b. Press Down with a click sound, but Up makes no sound.	Hand control
	Press both hand control Up and Down buttons. If both make a click sound, it indicates that the control box may need to be replaced.	Control Box
No Movement: When pressing the "Up" or "Down" buttons, the control box makes a click sound, but the columns fail to move.	This indicates a control box problem.	Control Box
One column does not move	Switch column cables at the control box. If the same column does not move, then change the inoperable column.	Column
	Switch column cables at the control box and observe if the problem moves to the	Control Box

	other column.	
Moves in one direction only		Handset
One column moves faster than the other.	Replace the faster moving column.	Column
No Display		Handset
	The control box may be damaged.	Control Box
Intermittent movement but desk remains level	Replace handset.	Handset
No movement, 5 beeps	Over Current Condition: <ul style="list-style-type: none"> <li>• Ensure desk is not overloaded</li> <li>• Ensure desk is free from obstruction</li> <li>• Replace column</li> </ul>	Possible column