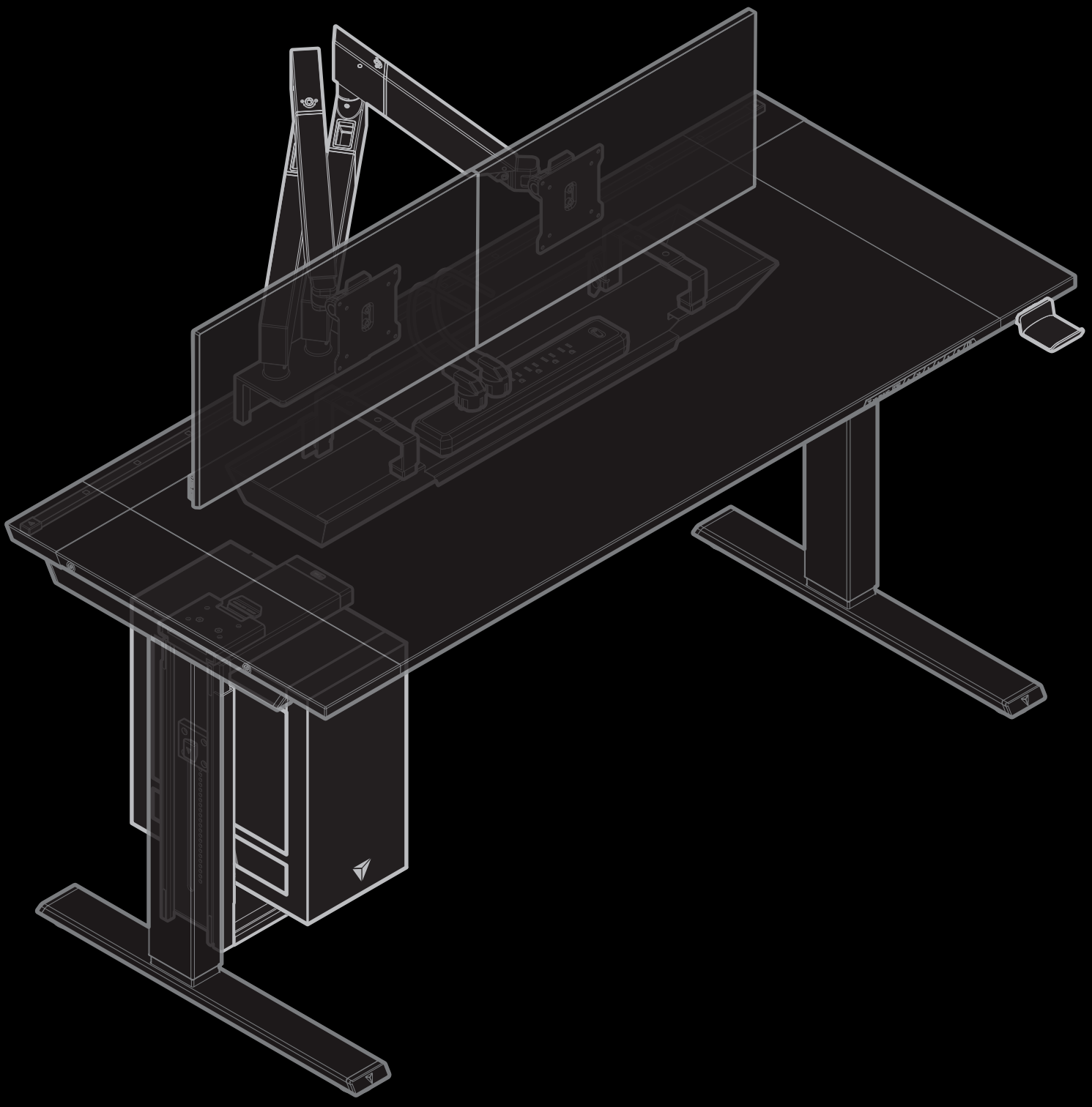
SECRETLAB MAGNUS EVO



TROUBLESHOOTING GUIDE

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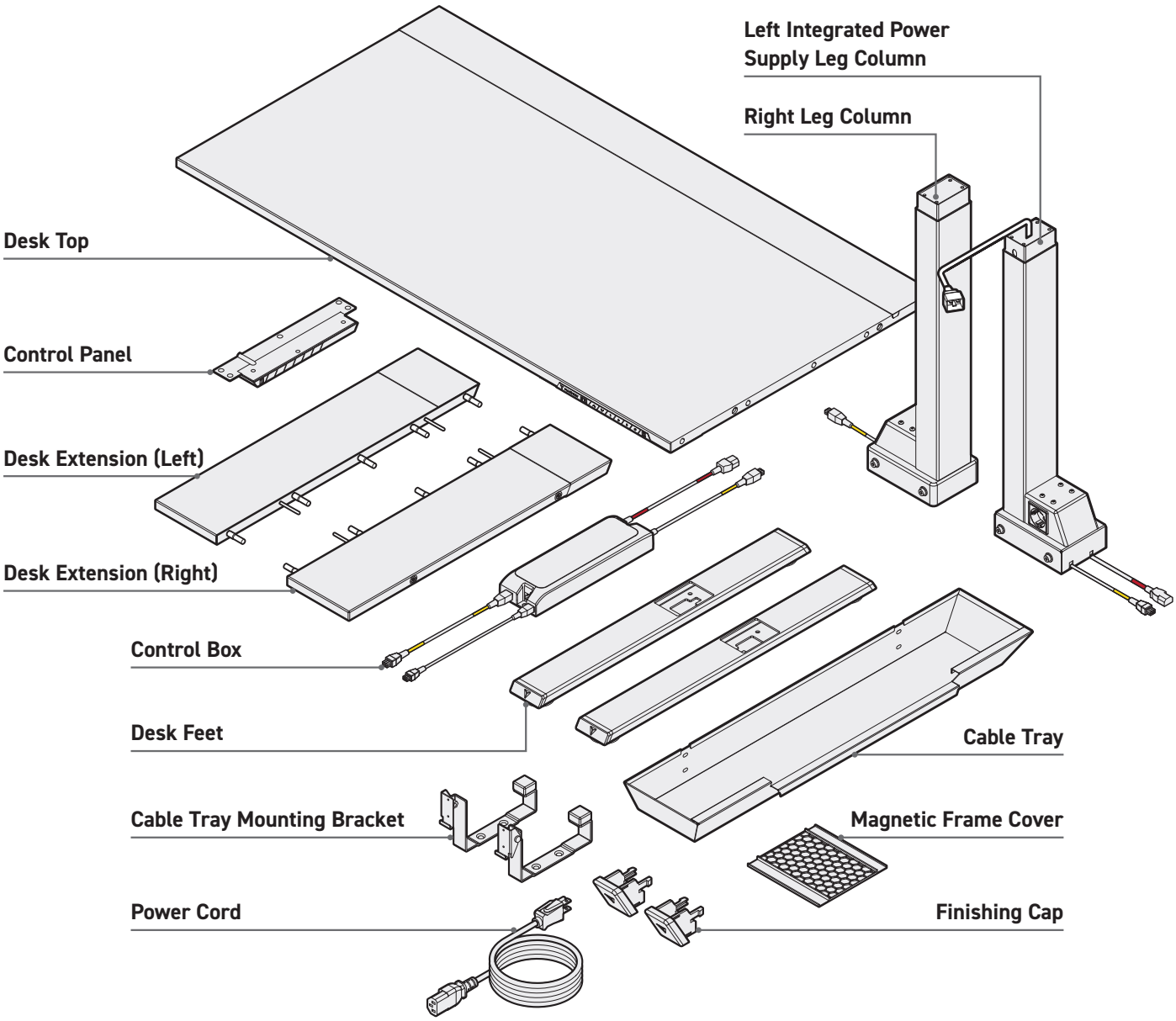
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READ THE ASSEMBLY GUIDE AND USER MANUAL

On many occasions, problems can be the result of improper assembly. Scan the QR code or visit our website **secretlab.co/resources** to reference the Secretlab MAGNUS Evo Assembly Guide and User Manual document to ensure the Secretlab MAGNUS Evo is assembled correctly. If problems persist after confirming proper assembly, reference the troubleshooting steps throughout this document.

LIST OF REPLACEMENT PARTS



WARNING: Do not attempt to open the housing of Control Box, Control Panel, Leg Columns and Motors. There are no user serviceable parts in these components. Scan the QR code or visit our website **secretlab.co/support** to contact our customer support for assistance should your desk require servicing.

GENERAL TROUBLESHOOTING STEPS

Perform the Reset Procedure

1. Press and hold the ⌄ button to lower the Secretlab MAGNUS Evo to the lowest position (720mm).
2. Release the ⌄ button.
3. Press and hold the ⌄ button until the digital display shows "RSt".
4. The desk will move up and down slightly. Do not release the button until a beep is heard.
5. The Leg Columns are now synchronized via the software in the Control Box.
6. Operate the desk to the highest (1170mm) and lowest position (720mm) to confirm proper function.

Power Cycle the Control Box

1. In the unlikely event that an error occurs, and the Secretlab MAGNUS Evo is unresponsive, disconnect power to the desk for at least 10 seconds to reset the Control Box.
2. Reconnect power to the desk and perform the reset procedure to synchronize the Leg Columns.

Check all Cable Connections

1. Check for power at the wall outlet.
2. Check that all cables are securely connected.
3. Check all cable connections for damage to the cord or pins.
4. Perform the reset procedure.

**Cable connections include the Power Cord, cables on the Leg Columns, and cables on the Control Box.*

Check for Obstructions

1. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close—above, below, or beside it.
2. Confirm that items mounted to the desk are also free from obstruction.
3. Check that the Control Box is attached firmly to the Desk Top by removing the Service Hatch on the Desk Frame.

COMMON ISSUES AND SOLUTIONS

No Power to the Desk

1. Check for power at the wall outlet.
2. Check that all cables are securely connected.
3. Check all cable connections for damage to the cord or pins.
4. Perform the reset procedure (page 2).

Desk is not Level

1. Perform the reset procedure to synchronize the Leg Columns (refer to page 2).

Control Panel is Unresponsive

Step 1	Check the circuit breaker button located on the Integrated Power Supply Column for protrusion. If there is protrusion, depress the button to reset the breaker. Check for power at the wall outlet and that all cables are securely connected. Is the power socket functioning?	Yes →	Proceed to **Step 2**.
		No →	Power Cord and/or Integrated Power Supply Column is faulty, please reach out to our Support Team.
Step 2	Remove the Service Hatch located under the Desk Top and check that all cables are securely connected to the Control Box. Is a green LED light detected on the Control Box?	Yes →	Proceed to **Step 3**.
		No →	Control Box is faulty, please reach out to our Support Team.
Step 3	Remove the Control Panel from the Desk Top and check if the Control Panel is able to power on and operating as intended. Is the Control Panel functioning?	Yes →	Issue is resolved.
		No →	Control Panel is faulty, please reach out to our Support Team.

Control Panel is Displaying Error Code

1. Refer to the **Error Codes** section (refer to page 4).

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E01	• Input voltage exceeds 36V	1. Check the input power. 2. Perform the reset procedure (refer to page 2).
E02	• Height deviation between the screw rods exceeds 10mm/0.4"	1. Perform the reset procedure (refer to page 2).
E04	• Control Panel connection or communication error	1. Check cable connections from the Control Panel to Control Box. 2. Check cable connections for damage to the cord or pins.
E05	• Collision	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close—above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Check that the Control Box is attached firmly to the Desk Top by removing the Service Hatch on the Desk Frame. 3. If error persists, it may be necessary to synchronize the desk by performing the reset procedure (refer to page 2).
E06	• Input voltage less than 20V	1. Check power supply cable connections from the Leg Columns to the Control Box. 2. Check cable connections for damage to the cord or pins.
E07	• Voltage drops below 18V while in operation	1. Disconnect power to the desk for at least 10 seconds by unplugging the Power Cord. Plug the Power Cord back in to power up the desk. 2. If Step 1 does not work, inspect the Power Cord and power supply cable connector on the Integrated Power Supply Leg Column for damage; if found, please reach out to our Support Team via the contact form on our website.

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E08	• Desk is not leveled while in operation	1. Perform the reset procedure (refer to page 2).
HOT	• Control Box is overheated • Desk has been running for more than 2 minutes	1. Wait a few minutes for Control Box to cool down or let the desk cool down for 18 minutes.
E11	• Motor Group 1 connection error	1. Check cable connections from the Integrated Power Supply Column to Control Box. 2. Check cable connections for damage to the cord or pins.
E12	• Motor Group 1 current communication channel error	1. Please reach out to our Support Team via the contact form on our website.
E13, E14 E15, E17	• Motor Group 1 error	1. Please reach out to our Support Team via the contact form on our website.
E16	• Motor Group 1 stalled	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close—above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Remove weight load from the desk; weight load should be evenly distributed. 3. If Steps 1 - 2 do not work, perform the reset procedure (refer to page 2).
E21	• Motor Group 2 connection error	1. Check cable connections from the Right Leg Column to Control Box. 2. Check cable connections for damage to the cord or pins.
E23, E24 E25, E27	• Motor Group 2 error	1. Please reach out to our Support Team via the contact form on our website.

ERROR CODES

ERROR CODE	DESCRIPTION	POTENTIAL SOLUTION
E26	• Motor Group 2 stalled	1. Check for obstructions. Confirm that there is nothing obstructing your desk's motion, clearing out anything that is too close—above, below, or beside it. Confirm that items mounted to the desk are also free from obstruction. 2. Remove weight load from the desk; weight load should be evenly distributed. 3. If Steps 1 - 2 do not work, perform the reset procedure (refer to page 2).
E18, E28	• Overloading has occurred	1. Remove weight load from the desk; weight load should be evenly distributed. 2. Perform the reset procedure (refer to page 2).
E42, E43	• Memory error • Anti-collision sensor error	1. Please reach out to our Support Team via the contact form on our website.

Secretlab MAGNUS Evo
Troubleshooting Guide (Original Version)