



i-rise RESET INSTRUCTIONS

For correct operation of the i-rise, **users should beware that holding the down button after down stroke has completed will cause the i-rise to go into a calibration process.** If this process is interrupted, then the unit will appear to have failed.

To cure this issue follow the steps listed below, this first set describes how to resolve an issue where the i-rise is at the lowest point — or below it's normal lowest point.

1. Press and release the down button once
2. Press and hold the down button for 20 seconds, then release
3. Press the down button

Please note, during this time you should see the i-rise centre section go down, then rise and fall a few millimetres. After this has been completed, normal operation should resume.

If the above does not work, check power connections & batteries in the infra-red remote (if applicable) and repeat the process above. This second set of instructions is more unlikely where the i-rise is stuck partway through its stroke.

1. Press and release the down button once
2. Press and hold until the i-rise has reached its normal down position and then follow the instructions in the above section.

Please note, you may notice that, the stroke is much slower than normal, this is a safe guard and is nothing to worry about, after the reset—normal operation should be resumed.

If you encounter further problems with your i-rise please contact i-desk either by e-mail support@i-desk.co.uk or phone 01889 837 730