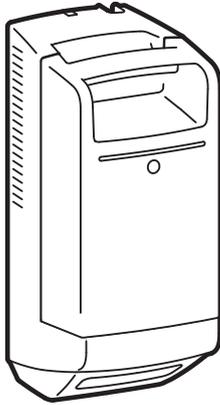


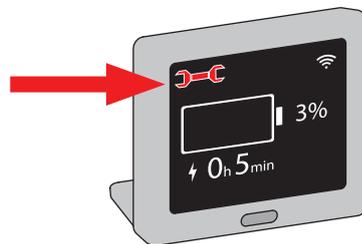
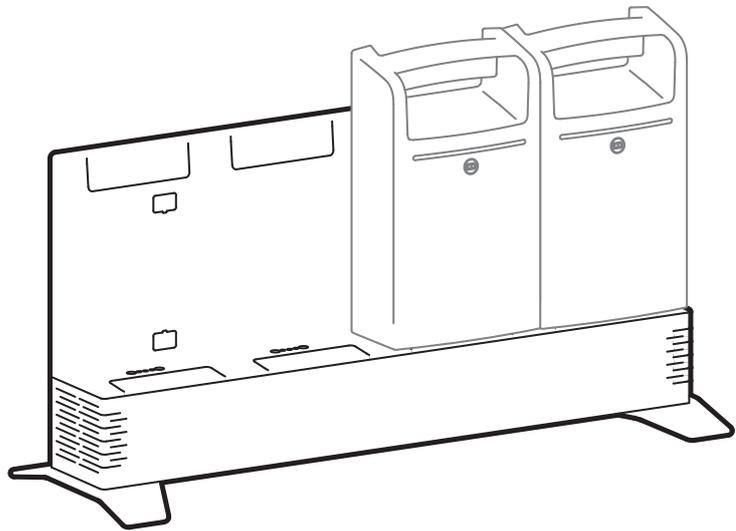
ergotron[®]

LiFeKinnex[™] Troubleshooting Guide

Smart Dock



4-Bay Charger



If you see the red wrench in the top left corner of the display on the Smart Dock,
leave the battery attached and the power on,
then follow the instructions on the next page.
If you are troubleshooting the 4-Bay Charger, follow the instructions on the next page.

If your device is **NOT** connected to eKinnex: (The set-up tool is required to identify a fault message)

1. Download the set-up tool here: <https://www.ergotron.com/en-us/ekinnext>
2. Install the LiFeKinnex set-up tool.
3. Connect the device to a computer with a USB cable.
4. Open the LiFeKinnex set-up tool and locate the FAULT on the Dashboard in the set-up tool and reference that with the Faults listed in this document.

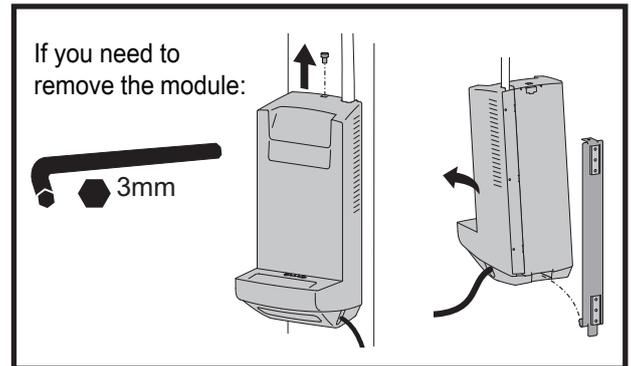
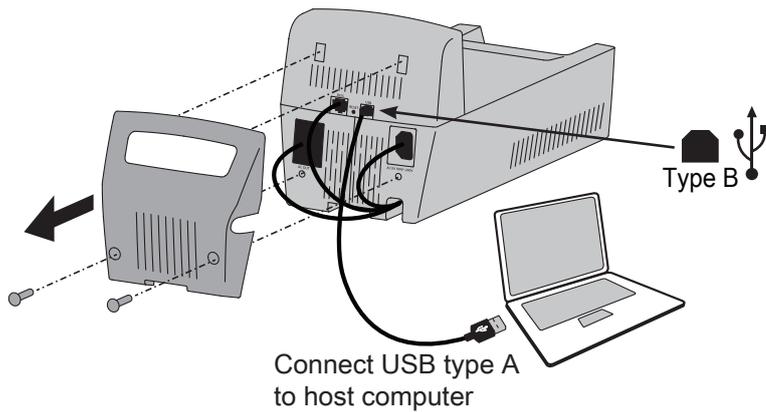
If your device **IS** connected to eKinnex, you have two options for identifying the Fault:

1. Login to your eKinnex web portal, view the device log for that device and reference that with the Faults listed in this document.
2. You can subscribe to email alerts within eKinnex which will send you an email at the time the Fault occurs, then reference the Fault with the Faults listed in this document.

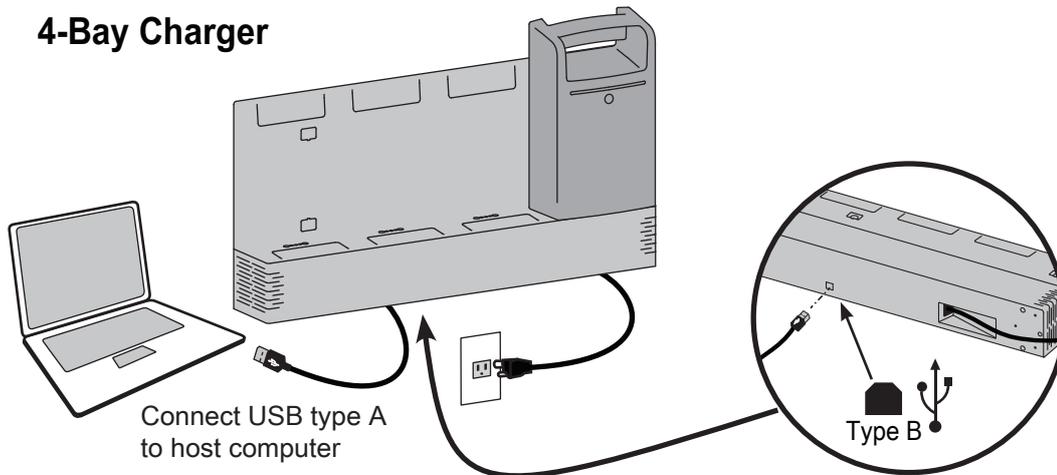
Connect a Device to the Set-up Tool via USB.

Smart Dock

Note that it is underneath the cable management cover.



4-Bay Charger



LiFeKinnex Set-up Tool Dashboard



NOTE:

BUB = Internal Back Up Battery in Smart Dock
 BATT = Hot Swap Battery (BATT-1/2/3/4)

Fault Displayed	Models	Description	Suspected Issue	Recommended Action
DC IN OVER TEMPERATURE	Smart Dock 4-Bay Charger	AC/DC power supply is over temperature	High ambient temperature or Insufficient Cooling	Move to cooler area, Use compressed air to clean air/fan duct
DC IN UNDER TEMPERATURE	Smart Dock 4-Bay Charger	AC/DC power supply is under temperature	Low ambient temperature	Move to warmer area
CHARGER CIRCUIT OVER TEMPERATURE	Smart Dock 4-Bay Charger	Charger Circuit Over Temperature	High ambient temperature or Insufficient Cooling	Move to cooler area, Use compressed air to clean air/fan duct
CHARGER CIRCUIT UNDER TEMPERATURE	Smart Dock 4-Bay Charger	Charger Circuit Under temperature	Low ambient temperature	Move to warmer area
DC OUT CONVERTER OVER TEMPERATURE	Smart Dock	DC-OUT Converter Over Temperature	High ambient temperature or Insufficient Cooling	Move to cooler area, Use compressed air to clean air/fan duct
DC-OUT CONVERTER UNDER TEMPERATURE	Smart Dock	DC-OUT Converter Under Temperature	Low ambient temperature	Move to warmer area
POGO PIN+ OVER TEMPERATURE	Smart Dock 4-Bay Charger	Pogo Pin (+) connector temperature is too high	High ambient temperature or poor contact to battery	Move to cooler area, ensure pogo pins and battery contact pads are clear and clean of debris
POGO PIN- OVER TEMPERATURE	Smart Dock 4-Bay Charger	Pogo Pin (-)connector temperature is too high	High ambient temperature or poor contact to battery	Move to cooler area, ensure pogo pins and battery contact pads are clear and clean of debris
INVERTER OVER TEMPERATURE	Smart Dock	Inverter temperature is too high	High ambient temperature or Insufficient Cooling	Move to cooler area, Use compressed air to clean air/fan duct
INVERTER UNDER TEMPERATURE	Smart Dock	Inverter temperature is too low	Low ambient temperature	Move to warmer area
DC OUT AVERAGE POWER OVER LOAD	Smart Dock	Load on system has exceeded the high 5 minute load limit	Load on system is exceeded its intended use	Remove high load equipment from system
DC OUT PEAK POWER OVER LOAD	Smart Dock	Load on system has exceeded the peak load limit	Load on system is exceeded its intended use	Remove high load equipment from system
DC OUT SHORT	Smart Dock	Short Circuit detected on DC output	Short circuit on output	Remove equipment powered by system, verify no pinched wires or faulty equipment
DC OUT BUB AVG PWR OVR LOAD (10 sec AVG)	Smart Dock	Load on system is too high for back up battery during battery swap	Load on system is exceeded its intended use	Remove high load equipment from system
SYSTEM CHARGE ERROR	Smart Dock 4-Bay Charger	Error appears with other system errors	Error appears with other system errors	Clears when all system errors cleared. No action required.
SYSTEM DISCHARGE ERROR	Smart Dock	Error appears with other system errors	Error appears with other system errors	Clears when all system errors cleared. No action required.
BATTERY DOCK FAULT	Smart Dock 4-Bay Charger	Amount of Hot Swap battery dockings within specific time span is abnormal	Battery has been docked many times in a short amount of time or Pogo Pins are making intermittent connection	Check Pogo Pin Condition
LCD MODULE DETECTION	Smart Dock	LCD module is not detected	LCD module is unplugged/detached from the system	Check connection of LCD module
BATT CHARGE OVER TEMPERATURE	Smart Dock 4-Bay Charger	Battery temperature is too high while charging	High ambient temperature	Move to cooler area
BATT DISCHARGE OVER TEMPERATURE	Smart Dock	Battery temperature is too high while discharging	High ambient temperature	Move to cooler area
BATT UNDER TEMPERATURE	Smart Dock 4-Bay Charger	Battery temperature is too low	Low ambient temperature	Move to warmer area
BATT OVER VOLTAGE	Smart Dock 4-Bay Charger	Battery has been over charged	Fully charged battery has been repeatedly been attempted to charge	Allow battery to discharge then resume normal operation. Monitor for repeat errors
BATT UNDER VOLTAGE	Smart Dock 4-Bay Charger	Battery has been deeply discharged	Battery is deeply discharged	Charge battery overnight
BATT PERMANENT FAIL STATUS	Smart Dock 4-Bay Charger	Error appears when battery senses over temperature, over current, short circuit, over voltage, under voltage, or open thermistor	Error appears with other battery errors	Error will clear when other battery errors clear. No action required.

Fault Displayed	Models	Description	Suspected Issue	Recommended Action
SUV FAULT	Smart Dock 4-Bay Charger	Battery is in Severe Under Voltage condition	Battery is deeply discharged	Charge battery overnight
BATT CHARGE ERROR	Smart Dock 4-Bay Charger	Battery error related charging	Error appears with Battery Charge Over Temp, Battery Under Temp, or Battery Over Volt errors	Cleared when other corresponding errors are cleared. No action required.
BATT DISCHARGE ERROR	Smart Dock	Battery error related to discharging	Error appears with Battery Discharge Over Temp, Battery Under Temp, or Battery Under Volt errors	Cleared when other corresponding errors are cleared. No action required.
RATIONALITY TEST FAILURE	Smart Dock 4-Bay Charger	Abnormal reading from battery	Battery deeply discharged or battery discharged and temperature readings are more than 40C apart	Allow battery to charge
BUB TIMEOUT 3 MIN	Smart Dock	This is not a fault. This occurs when the dock is unplugged from AC power and the battery has been removed from the dock without another charged battery being attached within 3 minutes	The battery has been removed from the dock without another battery being attached within 3 minutes all while the dock is unplugged from AC power	Cleared when a battery is attached to the dock, the dock is plugged in to AC power and powered ON
BATT CHARGE END and BATT DISCHARGE END are non-error messages. These messages occur in normal operation.				
BATT CHARGE END	Smart Dock 4-Bay Charger	Battery has completed charge	Battery has completed charge	Discharge battery/operate normally
BATT DISCHARGE END	Smart Dock	Battery has discharged	Battery has discharged	Charge battery



For Warranty visit: www.ergotron.com/warranty

For Service visit: www.ergotron.com

For local customer care phone numbers visit: <http://contact.ergotron.com>

NOTE: When contacting customer service, reference the serial number.

www.ergotron.com | USA: 1-800-888-8458 | Europe: +31 (0)33-45 45 600 | China: 400-120-3051 | Japan: japansupport@ergotron.com

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