

## ERROR TRACING

**\* How to perform reset:**

**Press both buttons (up & down buttons) at the same time for 3 seconds - Continue pressing the buttons until both columns are in lowest position.**

**When controlbox makes 1 beep it is confirmed that reset has been completed and buttons can be released.**

**Now the desk is operational.**

Error Code	Beeps - Buzzer Alert	Protection	Situation	Solution
E00	No Beep	Not reset completely	When reset is required but not fully reset / completed. (If desk is 100 mm from the lowest position or less, the desk cannot synchronise during reset).	1) Perform reset* and operate the desk.
E01	3 beeps 3 beeps when operating, until it has completely recovered	Overuse protection	Continuous running the frame for 300 sec. or frequently use of the buttons will activate the overheat protection.	1) The desk will recover after 3 minutes and you can operate the desk again.
E02	2 beeps	Unbalance protection	Difference between 2 columns is over 10 mm.	1) Perform reset* and operate the desk. 2) If the desk still cannot be operated normally, even out the load on the desk, then perform reset* and operate the desk.
E03	No Beep Reverses 40mm, no matter pressing the button or not.	Anti-collision	Detecting the variation of electric current column will stop when excessive variation detected in a certain time.	1) If no obstacle occurs, the desk is operational after reversing, 2) If any obstacle occurs: Remove the obstacle and the desk is operational.
E04	No Beep Reverses 50 mm, no matter pressing the button or not.	Sensi touch Protection	Detecting if the desktop has collided with an object, become uneven or has shifted in angles during operation.	
E11	5 beeps	M1 Motor over-current protection	When the column M1 (Motor no) is overloaded or internal transmission is jammed.	1) Remove heavy load (if any) from your desk to lower the power consumption to operate the desk.
E12	5 beeps	M2 Motor over-current protection	When the column M2 (Motor no) is overloaded or internal transmission is jammed.	2) If the desk still cannot be operated normally, perform reset* and operate the desk. 3) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, perform reset* and operate the desk.
E21	1 long beep (2 seconds)	No hall sensor from M1	Only current is detected, no hall sensor. Column is not moving.	1) Perform reset* and operate the desk.
E22	1 long beep (2 seconds)	No hall sensor from M2	Only current is detected, no hall sensor. Column is not moving.	2) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, perform reset* and operate the desk.
E31	4 beeps	No current from M1	No current is detected from column M1 (Motor no). 1 column is not moving and the other column slightly shakes.	1) Check if the column plugs are well connected and perform reset* and operate the desk.
E32	4 beeps	No current from M2	No current is detected from column M2 (Motor no). 1 column is not moving and the other column slightly shakes.	2) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, perform reset* and operate the desk.