

Troubleshooting by error codes on handset display or by beeps

Perform a reset (synchronization) operation:

Press and hold the up/down buttons simultaneously to run the desk all the way down.

You will hear a Beep when the reset has been completed.

The desk is now operational again.



Please use this QR-code for extended version of troubleshooting:

Error code	Buzzer	Description	Situation	Action
0-0	No beep, the display will show 0-0 in flashing	No built-in sensi touch or TCS1 is detected	The control box does not detect built-in sensi touch or TCS1.	1) Check to make sure the control box has a built-in T-touch. 2) Check to make sure the cable of the TCS1 is fully connected to the control box. 3) If adjusting the sensitivity cannot be performed, the device is defective, and needs to be replaced.
E00 000	No beep	Reset is in progress	1. Perform a reset. 2. Make sure to release the buttons before the reset has been completed.	Press and hold the up/down buttons simultaneously to run the desk all the way down. You will hear a Beep when the reset has been completed.). The desk is now operational again.
E01	3 beeps	Overuse protection	Operating over the duty cycle's normal. Time and frequency.	Wait for about 5 minutes, and the desk will be operational again.
E02	2 beeps	Unbalanced protection	A Desk tilt is detected.	1) Even out the load on the desk and perform a reset. 2) If a reset can't be performed, or the error keeps being triggered after a reset, one of the columns is defective and needs to be replaced.
E03	No beep Desk reverses 40 mm, no matter pressing the button or not	Anti-collision by current	Detecting if the desktop has collided with an object.	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 Desk reverses 30 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.	1) If no obstacle occurs, the desk is operational after reversing, 2) If any obstacle occurs: Remove the obstacle and the desk is operational.
E11 E12 E13 E14	5 beeps	Overcurrent protection of M1 M2 M3 M4	Overload of M1 M2 M3 M4	1) Remove the heavy load and the desk will return back to normal operation. 2) If the desk still cannot be operated normally, perform a reset and operate the desk. 3) If a reset can't be performed, or the error keeps being triggered after a reset, the column (M1, M2, M3 or M4) is defective and needs to be replaced.
E21 E22 E23 E24	1 long beep	No signal-feedback from M1 M2 M3 M4	Signal is not detected from M1 M2 M3 M4	1) Unplug the motor cable, wait for a moment, then plug it back in. 2) Perform a reset and operate the desk. 3) If a reset can't be performed, or the error keeps being triggered after a reset, the column (M1, M2, M3 or M4) is defective and needs to be replaced..
E31 E32 E33 E34	4 beeps	No power consumption M1 M2 M3 M4	No current is detected from M1 M2 M3 M4	1) Unplug the motor cable, wait a moment, then plug it back in. 2) Perform a reset and operate the desk. 3) If a reset can't be performed or the error keeps being triggered after a reset, the column (M1, M2, M3 or M4) is defective and needs to be replaced.