

Error codes sheet for:

Handset 6

English

* Reset procedure:

Select "Hard reset mode" in the menu and press « OK ». The handset will display "Please wait".

A long buzzer will be heard in about 25 seconds, and the handset will display "Please keep pressing down to reset"

Press « V » to reset.

| Error code | Possible cause | Action |
|------------|--|--|
| E01 | The main power supply voltage is over 45V | Check the main power supply |
| E02 | Rod height difference between the two legs is more than 1 cm | Initialize the frame |
| E04 | Handset connection or communication error occurred | Check the power cable of handset |
| E05 | The Anti-Collision sensor encounters an obstacle and stops functioning | Release the button and restart |
| E06 | The main power supply failed to start, is below 20V | Change the main power supply, or check the cable of the main power supply |
| E07 | Protection when the main power supply is running, is below 20V | Reconnect power |
| E08 | Frame tilts when running | Initialize the frame |
| HOT | Temperature of motor is high, running time exceeds 2 mins within 18 mins | Wait for the motor to cool, let the system rest for at least 18 mins |
| E11 | Motor 1 is not connected | Check the power cable of motor 1 |
| E12 | Error in Motor 1 current sampling channel | Change the control box |
| E13 | Motor 1 is out of phase and has phase line disconnection | Check the motor to determine whether the phase line connection is abnormal |
| E14 | Motor 1 sensor error, or wire disconnected | Check the signal, or change the power cable of the motor |
| E15 | Short-Circuit inside the Motor 1 | Change the motor |
| E16 | Locked-Rotor inside Motor 1 | Initialize the frame |
| E17 | Motor 1 runs in the wrong direction | Change the motor wire |
| E18 | Weight capacity of Motor 1 is over the limit | Reduce the weight by removing items from the desk |
| E21 | Motor 2 is not connected | Check the power cable of motor 2 |
| E22 | Error in Motor 2 current sampling channel | Change the control box |
| E23 | Motor 2 is out of phase and has phase line disconnection | Check the motor to determine whether the phase line connection is abnormal |
| E24 | The Motor 2 sensor error, or wire disconnected | Check the signal, or change the power cable of motor |

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| E25 | Short-Circuit inside the Motor 2 | Change the motor |
| E26 | Locked-Rotor inside Motor 2 | Initialize the frame |
| E27 | Motor 2 runs in the wrong direction | Change the motor wire |
| E28 | Weight capacity of Motor 2 is over the limit | Reduce the weight by removing items from the desk |
| E40 | The control box is disconnected | Check the connection wires |
| E41 | Error in the serial signal | Check the connection wires, or change the control box |
| E42 | Eeprom error | Change the control box |
| E43 | Error in Anti-Collision Sensor | Change the control box |
| E91 | Neither motor 1 nor motor 2 are connected | Check cables of motor 1 and motor 2 |