

# Error codes sheet for: Handset 8

Version: 1 (1-1-2024)

## \*Reset procedure:

Press and hold «↓» until the frame has reached the lowest position.

Then press and hold «↓» for 5 seconds until you hear a beep.

Error code	Cause of error	Display error on handset	Solution
<b>HOT</b>	Excessive use (the frame has been actively used for two minutes)	The frame stops immediately and the handset indicates HOT.	Unplug the power supply, release the remaining power of the control box and plug it in again. Then wait for 20 minutes.
<b>E02</b>	Height difference between both legs is more than 1 cm	Display shows E02	1) Perform reset* and operate the desk.
<b>E04</b>	Damaged handset connection	Display shows E04	Replace handset
<b>E05</b>	1. Anti-collision protection	Display shows E05, frame rebound 50 mm.	1) Check whether the control box is installed horizontally at the bottom of the table top. 2) Check that the screws are fastened. The control box may not move. 3) Please remove the obstacle. 4) In the manual you can see how to adjust the anti-collision sensitivity. Try to lower the sensitivity. Paragraph S2 explains how to do this.
	2. Upward current blockage	Display shows E05, frame rebound 50 mm.	1) Make sure that the control box is mounted horizontally at the bottom of the table top. The falling state triggers the E05. 2) In the manual you can see how to adjust the upward anti-collision sensitivity. This is mentioned in the manual under paragraph S3.
	3. Down current blockage in case of resistance	Display shows E05, frame rebound 50 mm.	1) Make sure that the control box is mounted horizontally at the bottom of the table top. The falling state triggers the E05. 2) In the manual you can see how to adjust the downward anti-collision sensitivity. This is mentioned in the manual under S4.
<b>E06</b>	Control box issue	Display shows E06	Replace control box
<b>E07</b>	Power problem	Display shows E07	Unplug and replug the power supply
<b>E11</b>	Motor cable 1 is not connected	Display shows E11	1) Check whether the motor cable and control box interface are well connected. 2) Check whether there is obvious damage to the motor cable or check if the cable is broken. 3) If the above does not solve the problem, replace motor 1.
<b>E13</b>	There is a problem with motor 1 or M1 interface of control box.	Displays shows E13	1) Switch the cables from the motors to a different input on the control box (switch the cables of M1 and M2 interface). 2) If the handset shows E13 as before, then there is a problem with M1 interface of the control box. Solution: replace control box. 3) If the handset shows E23, then there is a problem with the motor. Solution: replace motor.
<b>E14</b>	Motor 1 is not functioning	Display show E14	1) Check that the cables in the motor housing are properly connected. If not, connect the cables correctly and try to operate the desk. 2) if the above does not solve the problem, replace motor 1.

<b>Error code</b>	<b>Cause of error</b>	<b>Display error on handset</b>	<b>Solution</b>
<b>E17</b>	Motor 1 is not functioning	Display show E17	1) Check that the cables in the motor housing are properly connected. If not, connect the cables correctly and try to operate the desk. 2) if the above does not solve the problem, replace motor 1.
<b>E18</b>	Motor 1 is overloaded	Display shows E18	1) Reduce the load.
<b>E21</b>	Motor cable 2 is not connect	Display shows E21	1) Check whether the motor cable and control box interface are well connected. 2) Check whether there is obvious damage to the motor cable or check if the cable is broken. 3) If the above does not solve the problem, replace motor 2.
<b>E22</b>	Control box issue	Display shows E06	Replace control box
<b>E23</b>	There is a problem with motor 2 or M2 interface of control box.	Display show E23	1) Switch the cables from the motors to a different input on the control box (switch the cables of M1 and M2 interface). 2) If the handset shows E23 as before, then there is a problem with M2 interface of the control box. Solution: replace control box. 3) If the handset shows E13, then there is a problem with the motor. Solution: replace motor 2.
<b>E24</b>	Motor 2 is not functioning	Displays shows E24	1) Check that the cables in the motor housing are properly connected. If not, connect the cables correctly and try to operate the desk. 2) if the above does not solve the problem, replace motor 2.
<b>E27</b>	Motor 2 is not functioning	Display show E27	1) Check that the cables in the motor housing are properly connected. If not, connect the cables correctly and try to operate the desk. 2) if the above does not solve the problem, replace motor 2.
<b>E28</b>	Motor 2 is overloaded	Display shows E28	1) Reduce the load.
<b>E08</b>	The two columns are unbalanced	Display shows E08	1) Perform reset* and operate the desk.
<b>AST</b>	Reset not completely finished.	Display shows AST	1) Perform reset* and operate the desk.
-	The frame does not work at all and the handset does not show anything.	No notification on display	Make sure that the power plug is correctly connected to the socket.