



Troubleshooting

| Error | Source | Solution |
|---|---------------------------------------|---|
| Table does not move | No power supply | Plug in the power cord if necessary check the connections on the control unit |
| | Loose or no connection to the drives | Verify the plug connections of the motor cable to the control unit and the drives, respectively establish it. |
| | Loose or no connection to the handset | Verify the plug connections of the handset to the control unit and the drives, respectively establish it. |
| | Max lifting capacity is exceeded | Reduce the weight or load on the desktop |
| | Max time limit exceeded | Control is deactivated automatically for about 9 minutes |
| | Defective drive | Contact customer service |
| | Defective control unit | Contact customer service |
| | Handset is defective | Replace the handset |
| Table moves slowly down | Control unit expects new reset | see below* |
| Table moves only slowly | Max lifting capacity is exceeded | Reduce weight |
| Table moves on one side only briefly and then stops | Loose or no connection to the drives | Verify the plug connections from the motor cable to the control unit and the drives. |
| | Defective drive | Contact customer service |

Reset

The desk may need to be reprogrammed / reset after any of the following:
After assembly, after disconnection from the power supply or after any impact on the table top.

To reset you have to drive the table to the lowest position by holding the down button of the hand switch until all drives reach the lowest position. Then press the down button again and hold it for about 5 seconds until a slight movement of the table drops down to the machine zero point and back up to the operation zero point and the table stops moving. Release the button. If the button is released too early, the table will malfunction. If this occurs you must repeat the process.

The upper end position is pre-set in the control unit. For this reason, only control units that have been provided for each specific desk frame should be used. Under no circumstance should a control box from one desk be moved to another.

Error Code in the display of the handset (optional)

| Display | Source | Remedy |
|---------|---|--|
| HOT | The control unit monitors the duty cycle (time-controlled) and its max. temperature. A value has been exceeded. | Wait until the "HOT" disappears, then the table is working properly again. |
| E00 | M1 – Internal fault | Unplug! Contact the customer service |
| E01 | M2 – Internal fault | |
| E02 | M3 – Internal fault | |
| E12 | M1 – Defect | Unplug! Correct the external short circuit and / or verify the cable to the drives Resume operation. |
| E13 | M2 – Defect | |
| E14 | M3 – Defect | |
| E24 | M1 – Overcurrent | Collision? -> resolve if necessary |
| E25 | M2 – Overcurrent | Max load exceeded -> remove the load from the table. |
| E26 | M3 – Overcurrent | If the problem still exists contact customer service. |
| E36 | M1 – Not connected | Motor not connected Check cable / connector to the drive Reset the table. |
| E37 | M2 – Not connected | |
| E38 | M3 – Not connected | |
| E48 | Overcurrent drive 1 | Collision? -> resolve if necessary |
| E49 | Overcurrent drive 2 | Max load exceeded -> remove the load from the table. |
| E55 | Drive 1 – Synchronization is lost | Position table to different height setting. If necessary reduce the load on the table. Reset the table. |
| E56 | Drive 2 – Synchronization is lost | |
| E60 | Collision identified | Optional ISP function. Remove source. |
| E61 | Drive replaced | The Connection to the drive is interrupted or a new drive is connected. Reset the table. |

| Display | Source | Remedying |
|---------|---|---|
| E62 | Overcurrent | Control unit - Overall current overload |
| E63 | External sensor or the cable is not connected | External sensor or other add-on module is not connected. Check the plug connection if necessary |
| E64 | Authentication error | Reset the table. |
| E65 | Overcurrent or short circuit | If errors occur during the drive. Collision? -> resolve if necessary Max load exceeded -> remove the load from the table. |
| E67 | Overvoltage | Power or power supply fluctuations? Verify that the correct power voltage/ frequency is being used. |
| E70 | Change of the drive configuration | Unplug the system and wait 5 seconds, then reset table. |
| E81 | Internal fault | Memory or reset fault? Reset the table |

If it is not possible to resolve an error as described, disconnect everything from the control box, wait a few minutes and then follow the step listed below.

1. Plug the power into the control box
2. Then plug the legs into the control box
3. After that plug the hand switch into the control box
4. Once everything is plugged in make sure the base is zeroed out first.
 - a. Hold the down button until both legs zero out and rise up about 1/4"

If the error still occurs, remove the table from power and contact Customer Support.

(Error Code list is valid from firmware 1.7.5 and higher!)