

Product Exception Handling

Serial Number	Abnormal issues	Description	Solution
1	8.8.8\...	Poor contact between hand controller and control box	1.check whether the hand controller port is intact 2.check whether the silver pin connecting the control box and the hand controller is intact 3.Replace the obviously defective parts in appearance 4.If there are no defective parts in appearance,replace the control box&hand controller
2	Minimum and maximum limit setting	Limit desk height	Hold the "M" + "∨" button at the corresponding height for 5 seconds, then you will hear the buzzer sound, indicating that the lowest position is successfully stored.
3	Cancel height limit/ low limit	Remove restrictions on product height	Press M and the "∧"+"∨" button together, when hear beeps it means the feature is canceled.
4	Memory height	Memory required height position	Ascend or descend to your desired height. Press and hold the M key until show "S-" Press the "1" key to complete the setting of the first memory. ("2" key and "3" key are the same as above)

5	child lock	Lock the product height	Hold "∧"+"∨" for 5 seconds at the same time, when the digital tube shows "Loc ",it indicates successful setup
6	Cancel child lock	Unlock product height	Hold "∧"+"∨" for 5 seconds at the same time, when the digital tube is displayed from Loc to the normal digital display, indicating that the system has been unlocked.
7	Internal parameter settings	Internal parameter settings change	By long pressing the M key for 10 seconds, you can enter the setup interface, showing the x-y simultaneously y flashing, where x is the parameter group, and the parameter value corresponding to y . The parameter group can be switched by pressing "SET" and the value of the parameter can be changed by pressing "up" or "down ". Set the parameters by pressing the "M" key for 10 seconds to return to the running interface

8	Judging defective parts	Cross determination of defective product components when there are multiple components on the client	STEP 1. Switch the motor cable connection M1 and M2 STEP 2. See the error code again. A.If the error code is the same, replace the control box B.If the code is different, for example, E21 change to E11, replace the lift column. STEP 3. Confirm which lift column needs to be replaced. A.E11-E18 means the column connected to M1 B.E21-E28 means the column connected to M2
9	The height of the column is different and cannot be reset.	The height of the column is different and cannot be reset.	1. Turn the desk frame over with the tabeltop facing down; 2. Press and hold the "∩" button to reset. If it still cannot be reset, while resetting, introduce downward thrust to the defective column to make it reset. 3. If the above operations still cannot be reset, pls replace the column.

10	Anti-collision	Anti-collision protection and sensitivity adjustment	1.Release the button and run again. 2.Refer to the operating manual to adjust the corresponding sensitivity: ① "2-y" and "y" means the the gyroscope has the resistance to stop accuracy,0 means off,1 is the most sensitive and 8 is the most insensitive.; ② "3-y"and“y”means up-current resistance stop accuracy,0 means off,1 is most sensitive and 8 is most insensitive. . ③ "4-y" and“y”means the down current meets the stop precision,0 means the off,1 is the most sensitive and 4 is the least sensitive. ④ "5-Y" and "y" indicate the tilt angle of the gyroscope 0 means off,1 is most sensitive and 8 is most insensitive. Note: Press and hold the “M” for 10 seconds to enter the setup program. After changing the parameters, press and hold the “M” until the display shows the height. 3. If it is still cannot be solved after adjusting,pls replace the column and control box.
----	----------------	---	--