

Error codes and Solution

Serial Number	Error code	Description	Solution
1	rst	When an error code or "RST" appears on the display, please reset the table.	Unplug the power cord from the Control Box. Unplug the cable that connects the Keypad to the Control Box. Wait 30 minutes and plug all the cables back in again. Press the Down button and hold for 10-15 seconds until the table stutters and beeps.
2	E1	Main power supply voltage too high	1. Power on again 5 minutes after power off; 2. Replace the power board
3	E2	The height deviation between the screw rods exceeds 1cm	Reset first,if it still shows E2,replace the column
4	E4	Keypad default	1. Check whether the controller cable is plugged in properly (when the main board is not in sleep state, the code E04 will be displayed just after the hand controller is inserted, and it can be used normally after the hand controller goes black!) 2. On the premise of plugging in the controller, If E04 often pops up, replace the hand controller

5	E6	Main power supply failed to start	1. Power off for 3 minutes and then power on again. 2. Replace the control box
6	E7	Protection when mains power is running	1. Power off for 3 minutes and then power on again. 2. Replace the control box
7	E8	Tabletop tilts when running	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.
8	Hot	Power supply temperature too high	Wait for 18mins or unplug the desk for 15seconds then plug it again
9	E11/E21	Channel M1/M2 connection abnormal	switch connection port M1/M2 If it show same code,please change connection cable. If it still show different code, please replace lift column.
10	E13/E23	circuit default phase	switch connection port f it show same code,please change connection cable. f it still show different code, please replace lift column.

11	E14/24	Hall sensor default	1. unplug and replug connection cable 2. Reset 3. If it didn't work properly, please change column.
12	E15/E25	Motor 1 internal short circuit	1. Reset 2. Replace the column
13	E16/E26	Motor 1 locked rotor	1.Reset.If the column exceeds the range,it may not be able to reset properly. A downward force is needed to cooperate with the reset. 2. Reduce the load. 3. Replace the column
14	E17/E27	Motor 1 running direction error	1. Reset 2. Replace the column
15	E18/E28	Motor 1 overloaded	1. Reset 2. Reduce load 3. Replace column
16	E40	Control box disconnected	1. Reset 2. Check the connection cable 3. Replace the control box
17	E41	There is an error in the series signal	1. Reset 2. Check the connection cable 3. Replace the control box
18	E42	memory error	1. Reset 2. Replace hand control box

19	E43	Anti-collision fallback sensor error	1. Reset 2. Replace hand control box
20	8.8.8\...	Poor contact between manual 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