

# Error codes Up & down 1

**\* Reset procedure:**

Press up & down button at the same time until the frame has reached the lowest position. A beep will sound when the reset process is complete and the up & down buttons can be released.

Error code	Number of beep	Protection	Situation	Solution
E00	No beep	Reset not fully performed	When reset is required but not fully completed (if desk is 100mm from the lowest position or less, the desk cannot synchronise during reset.)	1) Perform reset* and operate the desk
E01	3 beep, 3 beeps when operating, until the desk is completely recovered	Overuse protection	Moving the frame for 300 seconds continuously. Or frequently use of the buttons will activate the overheat protection.	1) The desk will recover after 3 minutes and you can operate the desk again
E02	2 beeps	Unbalance protection	Difference between 2 columns is over 10 min.	1) Perform reset* and operate the desk 2) If the desk still cannot be operated normally, even out the load on the desk, then perform reset* and operate the desk.
E03	No beep, Reverses 40mm, no matter pressing the button or not.	Anti-collision	Detecting the variation of electric current column will stop when excessive variation detected in a certain time.	1) If no obstacle occurs, the desk is operational after reserving. 2) If any obstacle occurs: remove the obstacle and the desk is operational.

E04	No beep, reverses 50mm, no matter pressing the button or not	Sensi touch protection	Detecting if the desktop has collided with an object, become uneven or has shifted in angles during operation.	1) If no obstacle occurs, the desk is operational after reserving. 2) If any obstacle occurs: remove the obstacle and the desk is operational.
E11	5 beeps	No hall sensor from M1	When the column M1 (motor 1 is overloaded or internal transmission is jammed	1) Remove heavy load (if any) from your desk to lower the power consumption to operate the desk. 2) If the desk still cannot be operated normally, perform reset* and operate the desk. 3) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2 perform reset* and operate the desk.
E12	5 beeps	No hall sensor from M2	When the column M2 (motor 2 is overloaded or internal transmission is jammed	
E21	1 long beep (2 seconds)	No hall sensor from M1	Only current is detected, no hall sensor. Column is not moving	1) Perform reset* and operate the desk 2) If reset * can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, perform reset* and operate the desk.
E22		No hall sensor from M2		
E31	4 beeps	No current from M1	No current is detected from column M1 (motor 1) a column is not moving and the other columns slightly shakes.	1) Check if the column plugs are well connected and perform a reset* and operate the desk. 2) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2/M3, perform reset* and operate the desk.
E32	4 beeps	No current from M2	No current is detected from column M2 (motor 2) a column is not moving and the other columns slightly shakes.	
E33	4 beeps	No current from M3	No current is detected from column M3 (motor 3) a column is not moving and the other columns slightly shakes.	
-	No beep	No current	The frame doesn't work at all and the green power light on the control box doesn't light up.	Make sure that the power plug is correctly connected to the soeket.