

TROUBLESHOOTING

UNIT

ERROR CODE	SOURCE	SOLUTION
Table does not move	No power supply	Plug in the power cord or check the connection on the control box
	No connection or a loose connection to the drives	Verify the plug connections of the motor cable to the control box
	No connection or a loose connection to the handswitch	Verify the plug connections of the motor cable to the control box
	Max lifting capacity is exceeded	Reduce the weight or load on the desktop
	Max time limit is exceeded	Control is activated automatically after approx. 9 minutes
	Defective drive	Contact customer service
	Defective control box	Contact customer service
	Handset is defective	Replace the handset
Table moves down at a slow rate	Control box expects new reset	Reset control box. (see product user guide)
During operation, tables moves at a slow rate	Max lifting capacity is exceeded	Reduce weight
Table moves on one side only briefly and then stops	No connection or a loose connection to the drives	Verify the plug connections of the motor cable to the control box and reset the control box
	Defective drive	Contact customer service

HANDSWITCH DISPLAY

ERROR CODE	SOURCE	SOLUTION
HOT	The control box monitors the duty cycle (time-controlled) and its max temperature. A value has been exceeded.	Wait until the "HOT" display goes out - the table is working properly again
E00	M1 - Internal Fault	Unplug and contact 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. Plug cables into the control box and re-run table.
E13	M2 - Defect	
E14	M3 - Defect	
E24	M1 - Overcurrent	Collision → resolve if necessary
E25	M2 - Overcurrent	Max load exceeded → remove excess load from the table
E26	M3 - Overcurrent	If the problem still exists, please contact customer service
E36	M1 - Not connected	Motor not connected. Check cable / connector to the drive. Reset the table (see product user guide).
E37	M2 - Not connected	
E38	M3 - Not connected	
E48	Overcurrent drive 1	Collision → resolve if necessary
E49	Overcurrent drive 2	Max load exceeded → remove excess load from the table
E55	Drive 1 - Synchronization is lost	If necessary, reduce the load on the table
E56	Drive 2 - Synchronization is lost	Reset the table (see product user guide)
E60	Collision identified	Option ISP function. Remove source.
E61	Drive replaced	The connection to the drive is interrupted or a new drive is connected. Reset the table (see product user guide).

If it is not possible to resolve an error as described, disconnect the power cord, wait a few minutes and reset the table again. If the error still occurs, remove the table from the power source and contact customer service.
(Error Code list is valid from firmware 1.7.5 and higher)