

## Memory Control Error Code Guide

Premium Electric Adjustable Height Base

Error Code	Protection	Situation	Buzzer Alert	Solution
<b>0</b>	Resetting	Press UP&DOWN buttons at the same time for 3 seconds. Continue pressing the buttons until both columns are in lowest position.	1 Beep	Keep pressing UP&DOWN buttons at the same time til hear 1 Beep from control box(TC).
<b>E00</b>	Incomplete reset	Reset incomplete. <i>ex. release of any button while retracting</i>	None	Keep pressing UP&DOWN buttons at the same time til hear 1 Beep from control box(TC).
<b>E01</b>	Overuse protection (10% duty cycle)	The protection will be activated after operating continuous use for 1min.	E01 flashes for 5 secs. Long 3 beeps.	Stop playing the desk for 2 mins at least, it needs calm down for a while after working too hard.
<b>E02</b>	Unbalance protection	Protection mode comes into play when the height of the gap is over 10mm between the two columns during the system operation.	E02 flashes for 5 secs. 2 beeps.	Reset the desk.
<b>E03</b>	Anti-collision (Basic function in control box)	Collision detection during operation.	E03 flashes for 5 secs. No beep, desk reverses for 40mm.	Remove the obstacle. Desk can be operated again after it stops from reversing.
<b>E04</b>	Anti-collision T-touch Protection	1. Collision detection during operation. 2. T-touch does not fixed well.	E04 flashes for 5 secs. No beep, desk reverses for 30mm.	Remove the obstacle or fix t-touch well. Desk can be operated again after it stops from reversing.
<b>E11</b>	Motor(M1) overcurrent	1. Loading over 80kg on one side (M1) of the desk 2. Internal transmission of column is jammed	E11 flashes for 5 secs. 5 beeps.	Check the load on the desk if one side overloaded. If no overload issue, please contact supplier for column inspection.
<b>E12</b>	Motor(M2) overcurrent	1. Loading over 80kg on one side (M2) of the desk 2. Internal transmission of column is jammed	E12 flashes for 5 secs. 5 beeps.	
<b>E21</b>	Motor(M1) no Hall sensor signal	One column moves and the other does not. (the working column does not move)	E21 flashes for 5 secs. 2 beeps.	Check the cable status if any damage, reset before operating.
<b>E22</b>	Motor(M2) no Hall sensor signal	One column moves and the other does not. (the working column does not move)	E22 flashes for 5 secs. 2 beeps.	Contact supplier for motor or motor cable replacement.
<b>E31</b>	Motor(M1) No current	(M1) Motor wire not correctly connected to the control box. One column is not moving (Another column might slightly shakes)	E31 flashes for 5 secs. 4 beeps.	Check all the plugs if connecting well. Replug all the plugs are recommended.
<b>E32</b>	Motor(M2) No current	(M2) Motor wire not correctly connected to the control box. One column is not moving (Another column might slightly shakes)	E32 flashes for 5 secs. 4 beeps.	