

Memory Control Error Code Guide

Value Electric Adjustable Height Base

Error code	Error reason	Decision criteria	Troubleshooting solution
E01	Leg malfunction	The leg is disconnected from the control box	<ol style="list-style-type: none"> 1. legs are loose from control box, check the cable connection 2. Inner parts of legs are broken, replace the legs
E03	Table-top overload	The table-top load exceeds the control box's rated load	<ol style="list-style-type: none"> 1. Too much load on table top, reduce weight
E04	Control box malfunction	Control box malfunction	<ol style="list-style-type: none"> 1. Under extreme conditions, operating will cause control box malfunction, initial procedure needed 2. Discontinuing the initialization process will cause the control box malfunction, reinitialize needed
E05	Button of switch stuck	The handset lasted 30 seconds, and the key value was unchanged.	<ol style="list-style-type: none"> 1. Button of switch stuck, check the status of the button, if stuck then toggle the button to restore 2. Replace the switch
E06	Communication disconnected	The handset has been unable to receive data for 5S	<ol style="list-style-type: none"> 1. Disconnection between switch and control box, check the connection 2. Check the control box works correctly
E07	Lower setting of switch verifying height	The setting height of the handset is lower, the height value is below 0	<ol style="list-style-type: none"> 1. Switch setting height is low, the height value is below 0- raise height of table
E08	Motor short circuit	Motor cable damaged, resulting in short circuit	<ol style="list-style-type: none"> 1. Check whether the motor cable is damaged, and replace the motor cable if necessary 2. Power on again. If the error does not disappear, check whether the motor is working properly
E09	HALL error	HALL count error	<ol style="list-style-type: none"> 1. Reinitialization can be used normally
E10	Actuator error	The actuator part of control box has failed	<ol style="list-style-type: none"> 1. Disconnect the power supply to cool the control box for 1 minute and then repower it. Replace the control box if the error does not disappear