

# TROUBLESHOOTING

## UNIT

ERROR CODE	SOURCE	SOLUTION
<b>Table does not move</b>	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	<b>Contact customer service</b>
	Defective control box	<b>Contact customer service</b>
	Handset is defective	Replace the handset
<b>Table moves down at a slow rate</b>	Control box expects new reset	Reset control box. (see product user guide)
<b>During operation, tables moves at a slow rate</b>	Max lifting capacity is exceeded	Reduce weight
<b>Table moves on one side only briefly and then stops</b>	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	<b>Contact customer service</b>

## HANDSWITCH DISPLAY

ERROR CODE	SOURCE	SOLUTION
<b>HOT</b>	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
<b>E00</b>	M1 – Internal Fault	Unplug and <b>contact customer service</b>
<b>E01</b>	M2 – Internal Fault	
<b>E02</b>	M3 – Internal Fault	
<b>E12</b>	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.
<b>E13</b>	M2 – Defect	
<b>E14</b>	M3 – Defect	
<b>E24</b>	M1 – Overcurrent	Collision → resolve if necessary
<b>E25</b>	M2 – Overcurrent	Max load exceeded → remove excess load from the table
<b>E26</b>	M3 – Overcurrent	If the problem still exists, please <b>contact customer service</b>
<b>E36</b>	M1 – Not connected	Motor not connected. Check cable / connector to the drive. Reset the table (see product user guide).
<b>E37</b>	M2 – Not connected	
<b>E38</b>	M3 – Not connected	
<b>E48</b>	Overcurrent drive 1	Collision → resolve if necessary
<b>E49</b>	Overcurrent drive 2	Max load exceeded → remove excess load from the table
<b>E55</b>	Drive 1 - Synchronization is lost	If necessary, reduce the load on the table
<b>E56</b>	Drive 2 - Synchronization is lost	Reset the table (see product user guide)
<b>E60</b>	Collision identified	Option ISP function. Remove source.
<b>E61</b>	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)