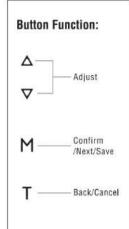# 2 Troubleshooting Guide

This repair guide intends to help you identify and solve the minor problems caused by unusual operation of the electric system of our sit-stand desk.
If the following guides can't help solve the problems, please contact your point of purchase for service and replace the accessories.

Error No.	Description	Error No.	Description
- - -	standby mode, press & hold "M" for 3s to exit	E12/E22	Electrical problem has occurred. Plug out the power and re-plug. If it doesn't work, replace the control box.
...	demo mode, press all 3 buttons ("UP, DOWN, M) simultaneously to deactivate /activate	E13/E23	Motor wires may be broken. Check the connection or replace the motor cords. E13 corresponds to M1 connector while E23 corresponds to M2 connector.
rSt	Reset system. Press & hold both "UP" & "Down" buttons till it beeps.	E14/E24	Hall wires may be broken. Check the connection or replace the motor cords. E14 corresponds to M1 connector while E24 corresponds to M2 connector.
E01/E07	Electrical problem has occurred. Plug out the power and re-plug.	E15/E25	Short circuit. Replace the motors or columns. E15 corresponds to M1 connector while E25 corresponds to M2 connector.
HOT	System overheating. Stop operating and allow your desk to remain idle for approximately 18 minutes.	E16/E26	Overload leads to the motor to fail to drive. Remove the items from the desktop then reset the system.
E02	The columns don't go together. Reset the system.	E17/E27	Desk move in wrong direction. Check the connection or replace the motor cords. E17 corresponds to M1 connector while E27 corresponds to M2 connector.
E04	The control panel is disconnected. Check the connection. Plug out the power and re-plug.	E18/E28	Overload has occurred. Remove the items from the desktop.
E05	Collision avoidance system has activated. Remove all the objects within the range of motion.	E42	Memory can not be read. Plug out the power and re-plug. If it doesn't work, replace the control box.
E06	Electrical problem has occurred. Plug out the power and re-plug. If it doesn't work, replace the control box.	E43	Collision avoidance system failure. Replace the control box.
E08	· Collision avoidance system has activated. Remove all the objects within the range of motion. · The control box isn't placed well. Please make sure the control box is properly attached to the desk frame as the instruction manual or placed well on the even surface. · The power cords have pulled the control box. Manage the cables and keep them from pulling the control box.		
E11/E21	The motor cords were disconnected, Check the connection or replace the motor cords. E11 corresponds to M1 connector while E21 corresponds to M2 connector.		

3 Custom Programming Guide

Button Function:

△ ▽ —— Adjust

M —— Confirm /Next/Save

T —— Back/Cancel

		S-1 To Adjust Minimal Height Limit (62~118cm/24.4"~46.4")	S-2 To Adjust Maximum Height Limit (72~128cm/28.3"~50.4")	S-3 To Adjust Anti-Collision Sensitivity (Current Sensor Upward Movement) (Level 0~Level 8)	S-4 To Adjust Anti-Collision Sensitivity (Current Sensor Downward Movement)(Level 0~Level 8)	S-5 To Adjust Anti-Collision Sensitivity (Gyro Sensor) (Level 0~Level 8)	S-6 To Change the Current Height and Desktop Thickness (0~5cm/0~1.9")	S-7 To Change the Screen Lock Function (0:OFF/1:ON)
Step 1:Preparing		Press "M" and "T" buttons simultaneously for about 5 seconds until the unit emits one beep and the display flashes "S-1". Press "UP"/"Down" button to switch from "S-1"to "S-7". The custom mode will be active while flashing for approximately 10 seconds but when there are no activations made within the mentioned time, the custom mode will go exit.						
Step 2:Programming		When the display is flashing "S-1", press "M" button once and the Current Minimal Height Limit is displayed (by 62.0 default). Then press "UP"/"Down" to set your desired height.	When the display is flashing "S-2", press "M" button once and the Current Maximum Height Limit is displayed (128 by default). Then press "UP"/"Down" to set your desired height. (Note: For display range reason, the display will not count the number immediately as you press the up and down buttons under the setting of the metric system.)	When the display is flashing "S-3", press "M" button once and the Current Anti-Collision Sensitivity is displayed (8 by default). Then press "UP"/"Down" to set your desired level.	When the display is flashing "S-4" , press "M" button once and the Current Anti-Collision Sensitivity is displayed (6 by default). Then press "UP"/"Down" to set your desired level.	When the display is flashing "S-5" , press "M" button once and the Current Anti-Collision Sensitivity is displayed (0 by default). Then press "UP"/"Down" to set your desired level.	When the display is flashing "S-6" , press "M" button once and the Current Desktop Thickness is displayed.(0.0 by default). Press "UP"/"Down" to set your desired height.	When the display is flashing "S-7" ,press "M" button once and the Current Screen Lock Setting is displayed. (0 by default). Press "UP"/"Down" to set your desired locking function.
Step 3:Saving		Press "M" to save. "L-S"- successful "L-F"- failing	Press "M" to save. "H-S"- successful "H-F"- failing	Press "M" to save. "S-S"- successful "S-F"- failing	Press "M" to save. "S-S"- successful "S-F"- failing	Press "M" to save. "S-S"- successful "S-F"- failing	Press "M" to save. "T-S"- successful "T-F"- failing	Press "M" to save. "A-S"- successful "A-F"- failing

Note:
· To abort a custom process, press the"T" button or wait approximately 8 seconds until the display automatically returns to show the height of the desk.
· The max./min. height limit displayed in the custom mode doesn't include the thickness of desktop.