

# Error codes sheet for:

## TC15S, TC15P & TC16P

### \* Reset procedure:

Press up- & down button at the same time until the frame has reached the lowest position.

A beep will sound when the reset process is complete and the up- & down buttons can be released.

| Error code | Number of beeps                                                         | Protection                       | Situation                                                                                                                                       | Solution                                                                                                                                                                                                                                                                                                                                                             |
|------------|-------------------------------------------------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E00        | No beep                                                                 | Reset not fully performed        | When reset is required but not fully completed. (if desk is 100 mm from the lowest position or less, the desk cannot synchronise during reset.) | 1) Perform reset* and operate the desk.                                                                                                                                                                                                                                                                                                                              |
| E01        | 3 beeps, 3 beeps when operating, until the desk is completely recovered | Overuse protection               | Moving the frame for 300 seconds continuously. Or frequently use of the buttons will activate the overheat protection.                          | 1) The desk will recover after 3 minutes and you can operate the desk again                                                                                                                                                                                                                                                                                          |
| E02        | 2 beeps                                                                 | Unbalance protection             | Difference between 2 columns is over 10min.                                                                                                     | 1) Perform reset * and operate the desk.<br>2) If the desk still cannot be operated normally, even out the load on the desk, then preform reset* and operate the desk.                                                                                                                                                                                               |
| E03        | No beep, Reverses 40 mm, no matter pressing the button or not.          | Anti-collision                   | Detecting the variation of electric current column will stop when excessive variation detected in a certain time.                               | 1) If not obstacle occurs, the desk is operational after reserving.<br>2) If any obstacle occurs: remove the obstacle and the desk is operational.                                                                                                                                                                                                                   |
| E04        | No beep, Reverses 50 mm, no matter pressing the button or not.          | Sensi touch protection           | Detecting if the desktop has collided with an object, become uneven or has shifted in angles during operation.                                  |                                                                                                                                                                                                                                                                                                                                                                      |
| E11        | 5 beeps                                                                 | M1 motor over-current protection | When the column M1 (motor 1) is overloaded or internal transmission is                                                                          | 1) Remove heavy load (if any) from your desk to lower the power consumption to operate the desk.<br>2) If the desk still cannot be operated normally, preform reset* and operate the desk.<br>3) If reset* can't be preformed or the error keeps being triggered, coulumn could be defected. After replacement of column M1/M2, preform reset* and operate the desk. |
| E12        | 5 beeps                                                                 | M2 motor over-current protection | When the column M1 (motor 2) is overloaded or internal transmission is iammed.                                                                  |                                                                                                                                                                                                                                                                                                                                                                      |
| E21        | 1 long beep (2 seconds)                                                 | No hall sensor from M1           | Only current is detected, no hall sensor. Column is not moving.                                                                                 | 1) Preform reset* and operate the desk.<br>2) If reset * can't be preformed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, preform reset* and operate the desk.                                                                                                                                                    |
| E22        | 1 long beep (2 seconds)                                                 | No hall sensor from M2           | Only current is detected, no hall sensor. Column is not moving.                                                                                 |                                                                                                                                                                                                                                                                                                                                                                      |
| E31        | 4 beeps                                                                 | No current from M1               | No current is detected from column M1 (motor 1). 1 column is not moving and the other columns slightly shakes.                                  | 1) Check if the column plugs are well connected and preform a reset* and operate the desk.<br>2) If reset* can't be preformed or the error keeps being triggered, column could be defected. After replacement of column M1/M2/M3, preform reset* and operate the desk.                                                                                               |
| E32        | 4 beeps                                                                 | No current from M2               | No current is detected from column M2 (motor 2). 1 column is not moving and the other columns slightly shakes.                                  |                                                                                                                                                                                                                                                                                                                                                                      |
| E33        | 4 Beeps                                                                 | No current from M3               | No current is detected from column M3 (motor 3). 1 column is not moving and the other columns slightly shakes.                                  |                                                                                                                                                                                                                                                                                                                                                                      |
| -          | No beep                                                                 | No current                       | The frame doesn't work at all and the green power light on the control box doesn't light up.                                                    | Make sure that the power plug is correctly connected to the socket.                                                                                                                                                                                                                                                                                                  |