

1 Troubleshooting

Fault	Cause	Repair
Desk does not move	No power supply	Check and plug in the mains cable. Verify all connections.
	Loose or disconnected cables	Verify all connections. Check and securely reconnect the cables.
	Maximum lifting capacity exceeded	Reduce the load on the desk.
	Maximum duty cycle exceeded	Wait 18 minutes for the system to automatically reactivate.
	Malfunction of the Column	Contact customer service.
	Malfunction of the Control Unit	Contact customer service.
	Malfunction of the power supply	Contact customer service.
Desk only moves slowly down	Reset required	Perform reset operation as described in Display Functions
Desk only moves slowly up	Overloaded	Reduce the load on the desk.
Desk only moves briefly on one side and then remains stationary	Column not connected or loose	Check and reconnect motor cables. Check motor cables.
	Column defective	Contact customer service.

Table 1: Troubleshooting

If the problem cannot be resolved with the steps above, disconnect the power plug, wait several minutes, then attempt a reset.

If the issue persists, contact customer service and **do not use the desk** further.

2 Fault code table

Displayed Code	Description	Remedial action
E31	Mains voltage too low (below 20 V)	Replace the power supply unit.
E32	Mains voltage too high (above 36 V)	Replace the power supply unit.
E02	Encounters resistance and rebounds in reverse direction for 4 cm.	Remove obstacles. Correct the alignment of the table columns. Adjust the sensitivity of the collision detection.
E03		
HOT	System overheated: operated for 2 minutes	Let the system cool down for 18 minutes before using again.
E10	Motor cable not connected	Check the motor wiring and reconnect if necessary.
E20	Overload, blockage, or top impact	Reduce the load.
E60	Synchronization error	Perform a full reset.

Table 2: Description of the display codes (motor = drive inside the column)



Note: If a power outage occurs during height adjustment or if a cable is disconnected, a **manual reset** may be required

If the error **persists after reset**, unplug the system, wait a few minutes, and try again. Should the issue remain unresolved, contact **authorized customer service** and refrain from further use.