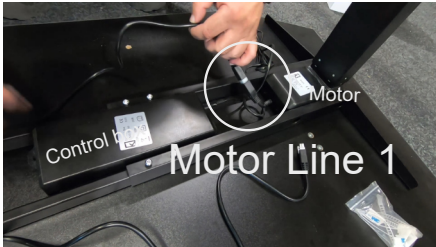


Electric platform Troubleshooting guide

If you experience that your electric platform is not responsive on your commands please do following:

1. Disconnected main plug from Electricity
2. Disconnect all the connected lines and connect them back. Check the pictures below.
3. Connect main plug back to electricity.
4. Test.



Each platform is physically checked before delivery. In 90 % of cases these procedures should solve the problem.

Troubleshooting guide based on Error codes

If Error code is shown on the display try to POWER ON RESET.

Press and hold the DOWN arrow button until the desk runs to its lowest point or "end stop" and the desk will then automatically run approximately 5 mm up again. Release the button to finish reset and try to run your desk again.

DISPLAY SHOWS LOC code

LOC means "Locking of child lock". At the same time hold down the "∧" and "∨" for 5 seconds, LCD will change to the number. That opens the lock. If you want to lock it, repeat the procedure.

Error code	Meaning	What to do?
E1	Main power is too high	Check the main power
E2	Screw clearance over 1cm	Initialization – reset the system
E3	Hand Controller no connect	Waiting for the system sleep
E4	Hand Controller communication error	Check hand controller line
E5	Blocked off Stop	Release the button, remove obstacle, rerun.
E6	Main power start error	Change controller box
E7	Main power run protect	Reconnect controller power
E8	The table tilt when it is running	Initialization – reset the system
E9	Main power High temperature protect	Let motor Cool off for 18 minutes
E11	Motor1 no connection	Check motor line
E12	Motor1 Current sampling error	Change controller box
E13	Motor1 loose phase line	Check motor line
E14	Motor1 Hall error	Check the hall or hall line
E15	Motor1 phase short	Change motor
E16	Motor1 blocked	Initialization – reset the system
E17	Motor1 direction error	Lines to change - motor or hall
E18	Motor1 overload	Reduce the load on the desk
E21	Motor2 no connection	Check motor line
E22	Motor2 Current sampling error	Change controller box
E23	Motor2 loose phase line	Check motor line
E24	Motor2 Hall error	Check the hall or hall line
E25	Motor2 phase short	Change the motor
E26	Motor2 blocked	Initialization -reset the system
E27	Motor2 direction error	Lines to change the motor or hall
E28	Motor2 overload	Reduce the load on the desk
E40	Tandem line drops	Check the tandem line
E41	Tandem signal error	Check the tandem line or change box
E42	e-prom error	change box
E43	Gyro-sensor error	change box
LOC	Desk is locked	Press DOWN and UP for 5 seconds to unlock
Ast	Asymmetric operation detected	Press Down button for 10 second to reset
ERR	Undefined error	Press Down button for 10 second to reset

Should any of these troubleshooting didn't solve the problem please contact us at customerscare@studiodesk.ne