

Error codes sheet for:

WP-CB01-001

*Reset procedure:

Press and hold «↓» until the frame has reached the lowest position.

Then press and hold «↓» for 5 seconds until you hear a beep.

Error code	Cause of error	Display error on handset	Solution
HOT	Excessive use (the frame has been actively used for two minutes)	The frame stops immediately and the handset indicates HOT.	Unplug the power supply, release the remaining power of the control box and plug it in again. Then wait for 20 minutes.
E05	1. Anti-collision protection	Display shows E05, frame rebound 50 mm.	<ol style="list-style-type: none"> 1) Check whether the control box is installed horizontally at the bottom of the table top. 2) Check that the screws are fastened. The control box may not move. 3) Please remove the obstacle. 4) In the manual you can see how to adjust the anti-collision sensitivity. Try to lower the sensitivity. Paragraph S2 explains how to do this.
	2. Upward current blockage	Display shows E05, frame rebound 50 mm.	<ol style="list-style-type: none"> 1) Make sure that the control box is mounted horizontally at the bottom of the table top. The falling state triggers the E05. 2) In the manual you can see how to adjust the upward anti-collision sensitivity. This is mentioned in the manual under paragraph S3.
	3. Down current blockage in case of resistance	Display shows E05, frame rebound 50 mm.	<ol style="list-style-type: none"> 1) Make sure that the control box is mounted horizontally at the bottom of the table top. The falling state triggers the E05. 2) In the manual you can see how to adjust the downward anti-collision sensitivity. This is mentioned in the manual under S4.
E11	Motor cable 2 is not connected	Display shows E11	<ol style="list-style-type: none"> 1) Check whether the motor cable and control box interface are well connected. 2) Check whether there is obvious damage to the motor cable or check if the cable is broken. 3) Check that the motor and motor cables are correctly connected.
E18	Motor 2 is overloaded.	Display shows E18	<ol style="list-style-type: none"> 1) Reduce the load.
E21	Motor cable 1 is not connect	Display shows E21	<ol style="list-style-type: none"> 1) Check whether the motor cable and control box interface are well connected. 2) Check whether there is obvious damage to the motor cable or check if the cable is broken. 3) Check if the motor cable is well connected to the motor.
E28	Motor 1 is overloaded	Display shows E28	<ol style="list-style-type: none"> 1) Reduce the load.
E08	The two columns are unbalanced	Display shows E08	<ol style="list-style-type: none"> 1) Perform reset* and operate the desk.
AST	Reset is in progress but not yet completed.	Display shows AST	<ol style="list-style-type: none"> 1) Perform reset* and operate the desk.
-	The frame does not work at all and the handset does not show anything.	No notification on display	Make sure that the power plug is correctly connected to the socket.