

# Error codes sheet for:

## WP-CB20

\* Reset procedure:

Press and hold "UP" & "DOWN" for 10 seconds at the same time until you hear a long buzzer

Error code	Possible cause	Action
E01	The main power supply voltage is over 45V	Check the main power supply
E02	Rod height difference between the two legs is more than 1 cm	Initialize the frame
E04	Handset connection or communication error occurred	Check the power cable of handset
E05	The Anti-Collision sensor encounters an obstacle and stops functioning	Release the button and restart
E06	The main power supply failed to start, is below 20V	Change the main power supply, or check the cable of the main power supply
E07	Protection when the main power supply is running, is below 20V	Reconnect power
E08	Frame tilts when running	Initialize the frame
HOT	Temperature of motor is high, running time exceeds 2 mins within 18 mins	Wait for the motor to cool, let the system rest for at least 18 mins
E11	Motor 1 is not connected	Check the power cable of motor 1
E12	Error in Motor 1 current sampling channel	Change the control box
E13	Motor 1 is out of phase and has phase line disconnection	Check the motor to determine whether the phase line connection is abnormal
E14	Motor 1 sensor error, or wire disconnected	Check the signal, or change the power cable of the motor
E15	Short-Circuit inside the Motor 1	Change the motor
E16	Locked-Rotor inside Motor 1	Initialize the frame
E17	Motor 1 runs in the wrong direction	Change the motor wire
E18	Weight capacity of Motor 1 is over the limit	Reduce the weight by removing items from the desk
E21	Motor 2 is not connected	Check the power cable of motor 2
E22	Error in Motor 2 current sampling channel	Change the control box

<b>E23</b>	Motor 2 is out of phase and has phase line disconnection	Check the motor to determine whether the phase line connection is abnormal
<b>E24</b>	The Motor 2 sensor error, or wire disconnected	Check the signal, or change the power cable of motor
<b>E25</b>	Short-Circuit inside the Motor 2	Change the motor
<b>E26</b>	Locked-Rotor inside Motor 2	Initialize the frame
<b>E27</b>	Motor 2 runs in the wrong direction	Change the motor wire
<b>E28</b>	Weight capacity of Motor 2 is over the limit	Reduce the weight by removing items from the desk
<b>E40</b>	The control box is disconnected	Check the connection wires

<b>E41</b>	Error in the serial signal	Check the connection wires, or change the control box
<b>E42</b>	Eeprom error	Change the control box
<b>E43</b>	Error in Anti-Collision Sensor	Change the control box
<b>E91</b>	Neither motor 1 nor motor 2 are connected	Check cables of motor 1 and motor 2