

# Error codes sheet for: TC15S, TC15P & TC16P

Version: 16-9-2021

## \* 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        | The reset procedure is not fully completed. (if desk is 100 mm from the lowest position or less, the desk cannot synchronise during reset) | 1) Make sure the frame is completely reset.   |
| 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 in stand-by modus. After this standby mode, the desk should work again.  |
| E02        | 2 beeps   | Unbalance protection             | Difference between 2 columns is more than 10 min.  | 1) Perform reset * and operate the desk.<br>2) If the desk still cannot be operated normally. Then make sure the desk is cleared. After that, perform another reset.  |
| 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 no 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 desk has collided with an object, become uneven or has shifted in angles during operation.                                |   |
| E11        | 5 beeps   | M1 motor over-current protection | Column M1 (motor 1) is overloaded or internal transmission is jammed.  | 1) Remove heavy load (if any) from desk to lower the power consumption to operate the desk.<br>2) If the desk still can't be operated normally, preform reset* and operate the desk.  |
| E12        | 5 beeps   | M2 motor over-current protection | Column M2 (motor 2) is overloaded or internal transmission is jammed.  | 3) If reset* can't be performed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, preform reset* and operate the desk.   |
| 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 performed 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.  |   |
| E23        | 1 long beep (2 seconds)   | No hall sensor from M3           | 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). One column is not moving and the other columns slightly shakes.                           | 1) Check if the column plugs are well connected, preform a reset* and operate the desk.<br>2) If reset* can't be performed or the error keeps being triggered, column or control box could be defect. Now try to switch the cables connected to M1, M2 or M3 on the control box to see if the error code changes and perform solution 2a or 2b. |
| E32        | 4 beeps   | No current from M2               | No current is detected from column M2 (motor 2). One column is not moving and the other columns slightly shakes.                           | 2a) If the error code changes, the column is defect and need to be replaced.<br>2b) If the error code remains the same, the control box is defect and needs to be replaced.   |
| E33        | 4 Beeps   | No current from M3               | No current is detected from column M3 (motor 3). One column is not moving and the other columns slightly shakes.                           |   |
| -          | No beep   | No current                       | The frame does not move and the green power light on the control box does not light up.  | Make sure that the power plug is correctly connected to the socket.   |