

# Error codes sheet for:

## WP-H146.

| 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        | Main power startup unsuccessful, voltage below 20V                     | Change the main power supply, or check the cable of the main power supply |
| E07        | Protection triggers below 20V during main power operation              | Reconnect power                                                           |
| E08        | Tilts during frame operation                                           | Initialize the frame                                                      |
| HOT        | Motor overheated after running for more than 2 minutes                 | 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               | Verify the proper connection of the motor's phase line                    |
| 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                                                    |
| E23        | Motor 2 is out of phase and has phase line disconnection               | Verify the proper connection of the motor's phase line                    |
| E24        | The Motor 2 sensor error, or wire disconnected                         | Check the signal, or change the power cable of motor 2                    |
| E25        | Short-Circuit inside the Motor 2                                       | Change the motor                                                          |
| E26        | Locked-Rotor inside Motor 2                                            | Initialize the frame                                                      |

| Error code | Possible cause                                                | Action                                                      |
|------------|---------------------------------------------------------------|-------------------------------------------------------------|
| E27        | Motor 2 runs in the wrong direction                           | Change the motor wire                                       |
| E28        | Weight capacity of Motor 2 is over the limit                  | Reduce the weight by removing items from the desk           |
| E31        | The Motor 3 is not connected.                                 | Check motor 3 connection cable.                             |
| E32        | Error in the Motor 3 current sampling channel.                | Release the button and restart                              |
| E33        | The Motor 3 is out of phase and has phase line disconnection. | Verify the proper connection of the motor's phase line      |
| E34        | The Motor 3 Hall sensor error, or Hall wire disconnected.     | Check the Hall signal, or replace motor 3 connection cable. |
| E35        | Short-Circuit inside the Motor 3.                             | Change the motor.                                           |
| E36        | Locked-Rotor inside the Motor 3.                              | Initialize the frame. Reset the operation.                  |
| E37        | The Motor 3 runs in the wrong direction.                      | Change the motor wire or Hall wire.                         |
| E38        | Weight on Motor 3 is over the limit.                          | Reduce the weight by removing items.                        |
| E40        | The control box is disconnected                               | Check the connection wires                                  |
| E41        | Error in the serial signal.                                   | Check the connection wires, or change the control box.      |
| E42        | EEPROM error.                                                 | Change the control box.                                     |
| E43        | Error in Anti-Collision Sensor.                               | Change the control box.                                     |
| E91        | Motor 1, Motor 2 and Motor 3 are not connected.               | Check the three motor connection cables.                    |