

Error codes sheet for:

WP-H94

* Reset procedure:

Select "Hard reset mode" in the menu and press « OK ». The handset will display "Please wait".

A long buzzer will be heard in about 25 seconds, and the handset will display "Please keep pressing down to reset"

Press « V » to reset.

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