Error codes sheet for:
TC15S, TC15P & TC16P

* Reset procedure:
Press up- & down button at the same time untill 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 recoverd	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. 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 variaton 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. 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 iammed.	1) Remove heavy load (if any) from desk to lower the power consumption to operate the desk. 2) If the desk still can't be operated normally, preform reset* and operate the desk. 3) If reset* can't be preformed or the error keeps being triggered, column could be defected. After replacement of column M1/M2, 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.	
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. 2) If reset * can't be preformed 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. 2) If reset* can't be preformed 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. 2a) If the error code changes, the column is defect and need to be replaced. 2b) If the error code remains the same, the control box is defect and needs to be replaced.
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.	
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.