symmetry
WORK IN MOTION

Contents

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HANDSETS
USER GUIDE

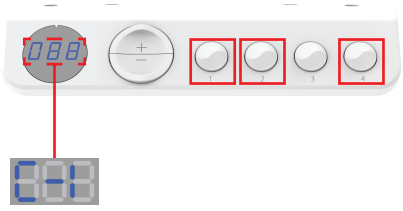
The **TDH11P-5286-00X** and **TDH14P-5286-00X** handsets are both programmed with the software that can switch between imperial and metric settings. The default is imperial.

How to convert from Imperial (standard) setting read out to Metric (mm):

STEP 1 Press the **#1**, **#2**, and **#4** buttons for 5 seconds at the same time. The readout will show "C-I" and flash.

TDH11P-5286-00X

TDH14P-5286-00X



STEP 2 *WITHIN 5 SECONDS...*

Press **#2**. The readout will show "C," which means "mm," and setup is complete.

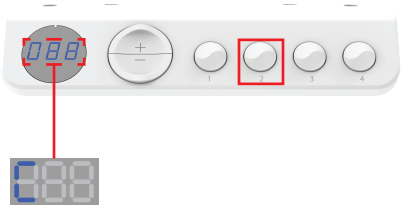
OR

Press **#3**. The readout will show "I," which means "in," and setup is complete.

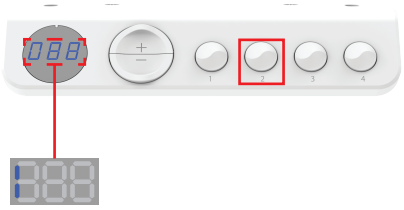
TDH11P-5286-00X

TDH11P-5286-00X

TDH14P-5286-00X



TDH14P-5286-00X



**IF STEP 2 IS NOT COMPLETED WITHIN 5 SECONDS OF COMPLETING STEP 1, START OVER.*

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ERROR CODES AND ALERTS

Note: This function requires bigger MCU #5628

Error Code	Protection	Situation	Buzzer Alert	Solution
000	Resetting	Press both buttons at the same time for 3 seconds. Continue pressing the buttons until both columns are in lowest position.	1 beep	
E00	Not fully reset	When reset is required but not fully reset.	No beep	Can be operated after resetting.
E01	Overuse protection	Continuous running the frame for 300 seconds will activate the overheat protection	3 beeps 3 beeps when operating before completely recovering	The system will recover and after 75 seconds it is possible to run the frame for 300 seconds again. If the resting time or the interval between operations is too short, the next running time will be reduced in order to give the system enough time to cool down.
E02	Imbalance protection	Difference between two motors>10mm	2 beeps	Can be operated after resetting.
E03	Anti-collison	Detecting the variation of electric current motor will stop when excessive variation detected in a certain time.	No beep Reverses 40mm completely no matter keeping press the button or not.	Can be operated after reversing.
E04	T-Touch protection	Detecting if the system has collided with an object, become uneven or has shifted during operation.	No beep Reverses 40mm completely no matter keeping press the button or not.	Can be operated after reversing or removing the obstacle.
E11	M1 Motor overcurrent protection	When one of the columns is overloaded or internal transmission is jammed.	5 beeps	Remove some load from your desk to lower the current to operate the system. If the system is not operational, nut might be broken or spindle/ bracket might be damaged.
E12	M2 Motor overcurrent protection	When one of the columns is overloaded or internal transmission is jammed.	5 beeps	Remove some load from your desk to lower the current to operate the system. If the system is not operational, nut might be broken or spindle/ bracket might be damaged.

Error Code	Protection	Situation	Buzzer Alert	Solution
E21	No hall sensor from M1	Only current is detected, no hallsensor. Column is not moving.	Beep for 2 seconds, the screen flashes E21 for 5 seconds	Change motor or motor cable. Reset before operating.
E22	No hall sensor from M2	Only current is detected, no hallsensor. Column is not moving.	Beep for 2 seconds, the screen flashes E22 for 5 seconds	Change motor or motor cable. Reset before operating.
E31	No current from M1	No current is detected from M1, column is not moving. Other column slightly shakes.	4 beeps; the screen flashes E31 for 5 seconds	Check if the motor plug is connected well.
E32	No current from M2	No current is detected from M2, column is not moving. Other column slightly shakes.	4 beeps; the screen flashes E32 for 5 seconds	Check if the motor plug is connected well.

TROUBLESHOOTING

Problem	Observance	Solutions
The column(s) will not move.	• Is the power cable connected to the main power supply with correct voltage? • Make sure that all plugs are mounted correctly in the control box and to the column(s). • One or more columns/cables are defective. • Look for visible damages on cables, control box and columns.	• Connect plug to main power supply to make sure the voltage is ok. • Check all connections. • Perform reset and move columns(s) upwards. If the column(s) will not move upwards after reset is performed, it is defective. • Damaged parts must be exchanged – contact Symmetry.
The column(s) operates irregularly or 2 (or more) columns are unbalanced.	• Visual observation.	• Perform reset.
The column(s) stops and can only move downwards.	• Is the column in the highest position? • The column could be overloaded.	• When the column has reached the maximum height, it will only move downwards. • Remove some of the load and perform again.
The column(s) will only move downwards even though column(s) is not overloaded.	• Visual observation.	• Perform reset.
The column(s) always stops at the same position before reaching maximum height.	• Has the system been programmed to this specific height?	• Perform reset.
Not all columns move when adjusting downwards.	• The column that does not move could be defective or the cable connection for the column could be defective.	• Check all connections, and then perform reset. If the column will not move after reset it is defective. • Damaged parts must be exchanged – contact Symmetry.