

PRO+ Troubleshooting

<u>Error Code</u>	<u>Fault Cause</u>	<u>Solution</u>
E01, E02, E04, E06, E12, E22, E32, E15, E25, E35, E17, E27, E37, E42, E43, 888	Hardware abnormality	Contact the manufacturer for handling
E05	Obstacle rebound	Remove the obstacle
	Too high sensitivity	Reduce the sensitivity (see setting function)
	Gyroscope is triggered	Fix the control box/control panel
E07	Ineffective plug insertion	Re-plug the plug
	Overload	Reduce the desk load
E08	Gyroscope is triggered	Fix the control box/control panel
	Abnormal connection between motor and control	Ensure correct connection
E11, E13, E21, E23, E31, E33	Hardware abnormality	Contact the manufacturer for handling
	Abnormal connection between motor and control box/Handset	Re-plug the motor wire
E14, E24, E34	Overload	Reduce the desk load
	Exceed the operation stroke	Perform factory settings (see initialization)
	Hardware abnormality	Contact the manufacturer for handling
E16, E18, E26, E28, E36, E38	Exceed the operation stroke	Perform factory settings (see initialization)
	Hardware abnormality	Contact the manufacturer for handling
HOT	Over-frequency operation	Stop operating for 20 mins, then it will recover automatically
Hold Down To Reset	Reset signal	Perform the reset operation (see initialization)

- Forced Initialization:**

- Hold the **V** button, until the desk frame reaches its lowest point, then release it.
- Hold the **V** button again for about 5 seconds until "Hold Down To Reset" is on the display screen and then the numbers are shown again, at the same time the desk frame rebounds, the initialization/reset is completed.