



PRODUCT EXCEPTION HANDLING

SERIAL	ERROR CODE	ERROR REASON	SOLUTON
1	8.8.8\...	Poor contact between manual controller and control box	1. Observe whether the crystal port of the manual controller is neat and intact; 2. Observe whether the silver needles at the interface between the control box and the manual controller chain are neat and intact; 3. If any components are significantly damaged, replace the corresponding components; 4. If there is no obvious damage to the components and they cannot be used normally after being reinstalled, then the after-sales control box+manual controller.
2	Limit height/limit low	Limit product height up and down	After the product reaches the required height, press the M key+up key or down key at the same time, and the setting is successful after a single click; Height limit: M+Up key 3 Cancel height limit/cancel low limit Remove restrictions on product height Lower limit: M+Down key
3	Cancel height limit/cancel low limit	Remove restrictions on product height	After the product reaches the original limit height, press the M key+up key or down key at the same time, and the cancellation is successful with one click; Cancel height limit: M+Up key Cancel low limit: M+Down key
4	Memory height	Memory product lifting height	When reaching the height that the product needs to be memorized, press the M key, an S - appears, and then press one of the memory keys (1.2.3.4) again
5	child lock	Lock the product height	When the product is raised to the desired locking height, press and hold the up and down keys. When the display screen pops up with "LOC", it indicates successful setting
6	Cancel child lock	Unlock product height	Press and hold the up and down keys simultaneously, and when the display screen shows normal values, it indicates successful cancellation

7	Internal parameter settings	Internal parameter settings change	By long pressing the "M" button on the manual control for 10 seconds, you can enter the setting interface, displaying "x-y" while "y" flashes. "x" is the parameter group, and "y" corresponds to the parameter value. At this point, pressing "M" can switch parameter groups, and pressing "UP" or "DOWN" can correspond to the parameter values. After setting the parameters, press and hold the "M" button for 10 seconds to return to the running interface.
8	Judging defective product components	Cross determination of defective product components when there are multiple components on the client	When E11~ E18 or E21~E28 appear.First we need to check the problem is in control box or column.We needto switch the motor cable connection M1 and M2.Let's see the error code again:When the code is same,replace the control box.If the code is different,for example,E23 change to E13, replace the column.Which column need to be replaced after motor cable switched ? E11~E18 means the column connected to M1.
9	The height of the column cannot be reset	The height of the column is severe and cannot be reset	<ol style="list-style-type: none"> 1. Flip the product with the desktop facing down; 2. Long press the down button to reset. If it still cannot be reset, apply downward thrust to the column that will not lift while resetting, and the reset is successful. 3. If the above operations still cannot be reset, replace the column
10	Stop in case of obstruction	Stop display in case of obstruction	<ol style="list-style-type: none"> 1. Release the button and run again. 2. Refer to the operating manual to adjust the corresponding sensitivity: ① "2-y" and "y" indicate the sensor's stop accuracy when encountering obstacles, 0 indicates shutdown, 1 is the most sensitive, and 8 is the least sensitive. ② "3-y" and "y" indicate the accuracy of stopping when the upward current encounters resistance, 0 indicates shutdown, 1 is the most sensitive, and 8 is the least sensitive. ③ '4-y' and 'y' indicate the accuracy of stopping when the downward current encounters resistance, 0 indicates shutdown, 1 is the most sensitive, and 4 is the least sensitive. ④ "5-Y" and "y" indicate the tilt angle of the sensor when it encounters obstruction, 0 indicates shutdown, 1 is the most sensitive, and 8 is the least sensitive. Remarks: Press and hold

			<p>the M key for 10 seconds to enter the program, and after making changes, press and hold the M key until the display shows the product height value.</p> <p>3. If the accuracy adjustment still cannot be resolved, replace the pillar and control box</p>
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ERROR CODES & SOLUTIONS

SERIAL	ERROR CODE	ERROR REASON	SOLUTION
1	rst	When the product is abnormal, it can be initialized to remove interference information	<p>1. When the product is abnormal, it can be initialized to remove interference information. 1. Press and hold the down button for 5 seconds after the motor stops running. Continue to press and hold the down button, and the display screen will display RST until you hear a beep and RST disappears, indicating successful initialization.</p> <p>2. All product exceptions can be initialized and eliminated first.</p>
2	E1	Main power supply voltage too high	<p>1. Power on again 5 minutes after power off;</p> <p>2. Replace the power board</p>
3	E2	The height deviation between the screw rods exceeds 1cm	After reinitializing and resetting, if it is still E2, replace the column and there is a problem with the motor magnetic ring
4	E4	Manual controller communication error	<p>1. Check if the manual control cable is properly inserted (when the motherboard is not sleeping, the code E04 will appear when the manual control is just inserted, and it can be used normally after the manual control screen goes black!)</p> <p>2. If the manual control is inserted properly and often jumps out of E04, replace the control box</p>
5	E6	Main power supply failed to start	<p>1. Power off for 3 minutes and then power on again.</p> <p>2. Replace the control box</p>

6	E7	Protection during main power operation	<ol style="list-style-type: none"> 1. Power off for 3 minutes and then power on again. 2. Replace the control box
7	E8	Tilt the desktop while running	<ol style="list-style-type: none"> 1. Reinitialize 2. If the column cannot be lowered, invert the product and initialize the desktop downwards. During initialization, press the column that cannot be lowered accordingly
8	Hot	Power supply temperature too high	<ol style="list-style-type: none"> 1. Wait for the temperature of the 18 minute power supply to decrease and restart. 2. Cut off the power supply and wait for the monitor to turn black before powering on again
9	E11/E21	Motor 1 not connected	<ol style="list-style-type: none"> 1. Check the connecting wires. 2. Connect the motor wires of the two pillars directly to the control box. If E11 is still displayed, replace the pillars
10	E13/E23	Motor 1 is out of phase, with phase line disconnected	<ol style="list-style-type: none"> 1. Check if the product connection wires are not properly connected. 2. Connect the motor wires of the two pillars directly to the control box. If E13 is still displayed, replace the pillars (If E13 is not displayed, replace the adapter cable)
11	E14/24	Motor 1 Hall error, or Hall wire disconnected	<ol style="list-style-type: none"> 1. Check if the link line is disconnected. 2. Reset. 3. Swap the two pillars to become E24. Replace the pillars
12	E15/E25	Motor 1 internal short circuit	<ol style="list-style-type: none"> 1. Reinitialize 2. Replace the pillar
13	E16/E26	Motor 1 locked rotor	<ol style="list-style-type: none"> 1. Reinitialize. If the column exceeds the range, it may not be able to reset properly. A downward force is needed to cooperate with the reset. 2. Reduce the load. 3. Replace the column

14	E17/E27	Motor 1 running direction error	1. Reinitialize 2. Replace the pillar
15	E18/E28	Motor 1 has too much load and is overloaded	1. Reinitialize 2. Reduce load 3. Replace column
16	E40	There is a controller disconnected in series	1. Initialization 2. Check the connection line 3. Replace the controller
17	E41	There is an error in the series signal	1. Initialization 2. Check the connection line 3. Replace the controller
18	E42	memory error	1. Initialize 2. Replace controller
19	E43	Stopping sensor error in case of obstruction	1. Initialize 2. Replace controller
20	8.8.8\...	Poor contact between manual controller and control box	1. Observe whether the crystal port of the manual controller is neat and intact; 2. Observe whether the silver needles at the interface between the control box and the manual controller chain are neat and intact; 3. If any components are significantly damaged, replace the corresponding components; 4. If there is no obvious damage to the components and they cannot be used normally after being reinstalled, then the after-sales control box+manual controller.