

Error Code List - ControlForce 2 Pro (CF2 pro)

Error Code	Name	Error Condition	Description	Solution
E01	ERR_OVERLOAD	System operates at Max System Current which cause the movement speed to drop lower than 75% more than 500ms	System incorporate software protection against heavy load	Remove some loads from the table top
E03	ERR_SYSTEM_ERROR	- Erase flash sector failed - Write flash data failed	System failed to erase/write data to flash	Replace the control box
E04	ERR_OVERCURRENT	System detected motors have exceeded the total current limit	System has exceeded the total current limit for all motors combined	Remove some loads from the table top
E05	ERR_OVERCURRENT_MOTOR1	System detected Motor 1 to be loaded at more than preset motor current (6A)	Over current / Short Circuit on Ch1 Motor	Remove some loads or distribute the load more evenly on table top
E06	ERR_OVERCURRENT_MOTOR2	System detected Motor 2 to be loaded at more than preset motor current (6A)	Over current / Short Circuit on Ch2 Motor	Remove some loads or distribute the load more evenly on table top
E07 / Hot	ERR_OVERHEAT	Total System Work (Joule) hits the preset Heat monitor Threshold	System incorporate software protection against motor overheating	Rest the table top for 10 mins to resume full desk capability.
E08	ERR_MISSING_MOTOR1	System unable to detect the present of Motor Channel 1	Motor 1 not detected	Check whether the Motor Cable plug for M1 was properly plugged in
E09	ERR_MISSING_MOTOR2	System unable to detect the present of Motor Channel 2	Motor 2 not detected	Check whether the Motor Cable plug for M2 was properly plugged in
E10	ERR_RESET_TRIGGERED	System undergo the Reset Process	Reset Process	Press the "DOWN" button to move the desk to the lowest position to complete the RESET process
E11	ERR_ACTISENSE_TRIGGERED	System detected high rotational movement through Gyro Sensor	Collision detected	Check if the desk hits any obstacles along the desk's movement path or getting held by any hanging wires
E12	ERR_OPERATIONMODE_CHANGED	Changed of standalone or cascading mode	Controller operation mode changed to standalone or cascading mode	Reset the table top by long press the "DOWN" button to perform the RESET process

Error Code	Name	Error Condition	Description	Solution
E13	<i>ERR_CASCADING_CONFIG_MISMATCH</i>	Configuration mismatch for both cascading controller	Both controllers has different configuration settings	Remove the Cascading connection.
E14	<i>ERR_CONFIG_FORCE_RESET</i>	System detected Configuration Change	Controller was updated with new parameter file	Reset the table top by long press the "DOWN" button to perform the RESET process
E15	<i>ERR_RESET_REQUIRED</i>	System detected uncorrectable error that require to perform Desk System reset	Reset is required to correct detected error.	Reset the table top by long press the "DOWN" button to perform the RESET process
E16	<i>ERR_SLEEP</i>	System stuck in sleep mode	System failed to update the low power mode flag and system might still be in low power mode	Disconnect control box from power source, wait for at least 10 seconds and power it on again.
E18	<i>ERR_CASCADING_SYNC</i>	Two tables are out of sync	Position difference of 5mm or more between two tables	Reset both table tops by long press the "DOWN" button to perform the RESET process
E20	<i>ERR_MOTOR_NUM_MISMATCH</i>	Mismatched in number of connected motor	Number of motor detected by system does not match the settings	Check whether both of the Motor Cable plug was properly plugged in
E99	<i>HandSwitch Reading Error</i>	- Handswitch plugged into COM port instead of HS port - Cable connector inside the switch is loose	Handswitch can't read data from Controller	Plug Switch into HS port instead of COM port