



## ERROR CODE GUIDE

See an error code on your standing desk, and not sure what to do? Use this guide to quickly identify and fix the issue.

| Error Code | Problem   | Solution  |
|------------|---|---|
| <b>ER1</b> | Motor issue   | Complete a <b>Hard Reset</b> .  |
| <b>ER2</b> | Synchronization issue   | Complete a <b>Hard Reset</b> .  |
| <b>ER3</b> | Cable issue   | Complete a <b>Hard Reset</b> .  |
| <b>ER4</b> | Communication issue   | Complete a <b>Hard Reset</b> .  |
| <b>ER5</b> | Weight limit exceeded (desktop load is more than 397 lbs./180 kg) | Complete a <b>Standard Reset</b> . If the desk still does not function properly, complete a <b>Hard Reset</b> . |
| <b>HOT</b> | Continuous use beyond 2 minutes                                   | Complete a <b>Standard Reset</b> . If the desk still does not function properly, complete a <b>Hard Reset</b> . |
| <b>ASR</b> | Motor issue   | Complete a <b>Hard Reset</b> .  |

### Standard Reset Instructions:

Press and hold the down button until the desk is at its lowest height. Unplug the power cord for ten minutes. After ten minutes, plug the power cord back in. This should reset the unit and remove the error code. If the problem persists, try a **Hard Reset**.

### Hard Reset Instructions:

Press and hold the down button until the desk is at its lowest height. Unplug all cables attached to the desk, including connection cables, keypad, and power cord. Press the down button for 10 seconds, then allow the desk to sit for 10 minutes. After 10 minutes, plug all connection cables back in, ensuring they are attached properly. The desk should now function properly. If the desk will not lower on step one, once the connections cables are attached after the 10-minute reset, press the down button to bring the desk to its lowest height. Then complete the hard reset once more.

## VIDEO TUTORIALS

- Watch our [Trouble Shooting Video](#)
- Watch our [Programming Video](#)

## NEED ADDITIONAL HELP?

Our team of workspace professionals are here to help! Please give us a call at 855-843-7920 or send us an email at [customerservice@standupdeskstore.com](mailto:customerservice@standupdeskstore.com). We are available Monday – Friday from 8:15 am – 4:45 pm Central Time.