

Everything the handset can do, from everyday raising and lowering to memory positions, locks and error codes. Keep this guide with your desk.

1 The handset



The display shows the current desk height, plus codes such as **RST**, **Loc** and **S-** described below. Error codes are listed at the end of this guide.

Before you use the desk

Make sure nothing is in the way above or below the desk, keep it clear of walls, and check the cables have enough slack for the full lifting height.

2 Initialisation (reset)

Initialise the desk before first use, if it behaves abnormally, or if the display shows **RST**.

Press and hold ▲ until the frame reaches its highest position. Then keep holding ▲ for **5 seconds** until you hear a beep.

3 Raising and lowering

- Hold ▲ to raise the desk, up to its highest position.
- Hold ▼ to lower the desk, down to its lowest position.
- A short press of ▲ or ▼ moves the desk a small step, which is handy for fine adjustment.

4 Memory positions

The handset stores four heights on buttons 1 to 4. Saved heights are kept when the power is off.

- Move the desk to the height you want.
- Press M briefly: the display shows S- with the "-" flashing.
- Press 1 to save it as position 1. Repeat for 2, 3 and 4.

5 Height limits

Set your own top or bottom stop: move the desk to the limit height, then hold ▲ and ▼ together for **5 seconds** until the buzzer sounds. In the upper half of the travel this sets the highest position; in the lower half it sets the lowest.

To cancel a limit, either reset the system (clears both limits), or move the desk to the limit point and hold ▲ and ▼ together for 5 seconds until the buzzer sounds.

6 Lock and unlock

- **Lock:** hold **M** and **▲** together for 5 seconds. The display shows **Loc** and the desk will not move.
- **Unlock:** hold **M** and **▼** together for 5 seconds until the display returns to the height reading.

7 Factory reset

Use this after fitting a replacement leg, or to restore the factory settings. Hold **▲** and **▼** together for **10 seconds** until you hear a long beep. Settings return to factory defaults and the desk must then be initialised (section 2).

Note: holding for 5 seconds sets a height limit; 10 seconds is a full reset.

8 Sit-stand reminder timer

Press **1** and **3** together; the display shows **0.0h**. Use **▲** or **▼** to set the time in 0.5-hour steps. The setting saves and exits after 2 seconds.

While a timer is running, a decimal point flashes when the display is off. When time is up the buzzer beeps 5 times and the handset wakes.

9 Display units: cm or inches

Hold **M** for **15 seconds** until the display shows **S-x** with "x" flashing (x is the settings group). Use **▲** / **▼** to choose group **S-1** and press **M** to enter it. Use **▲** / **▼** to pick **0 = cm** or **1 = inches**, then press **M** to save and return.

10 Error codes

If a code appears, try the action below. For motor codes, the first digit after the E is the motor number.

Code	Possible cause	What to do
E04	Handset connection or communication error.	Check the handset cable.
E05	Anti-collision sensor has detected an obstacle and stopped the desk.	Release the button, clear the obstacle and restart.
E07	Main power supply running below 20V (protection).	Reconnect the power, then power-on reset.
E08	Frame tilting while moving.	Initialise the frame (section 2).
HOT	Motor too hot, or run for more than 2 minutes in 18 minutes.	Let the system rest for at least 18 minutes to cool.
E11	Motor 1 not connected.	Check the motor 1 connection cable.
E14	Motor 1 Hall sensor error, or Hall wire disconnected.	Check the Hall signal, or replace the motor 1 connection cable.
E16	Motor 1 locked rotor (motor stalled).	Initialise the frame (section 2).
E18	Load on motor 1 over the limit.	Reduce the weight on the desk.
E21	Motor 2 not connected.	Check the motor 2 connection cable.
E24	Motor 2 Hall sensor error, or Hall wire disconnected.	Check the Hall signal, or replace the motor 2 connection cable.
E26	Motor 2 locked rotor (motor stalled).	Initialise the frame (section 2).
E28	Load on motor 2 over the limit.	Reduce the weight on the desk.
E31	Motor 3 not connected.	Check the motor 3 connection cable.
E34	Motor 3 Hall sensor error, or Hall wire disconnected.	Check the Hall signal, or replace the motor 3 connection cable.
E36	Motor 3 locked rotor (motor stalled).	Initialise the frame (section 2).
E38	Load on motor 3 over the limit.	Reduce the weight on the desk.
E40	Control boxes disconnected (series connection).	Check the connecting cables.
E41	Motor 4 not connected.	Check the motor 4 connection cable.
E42	EEPROM error.	Replace the control box.
E44	Motor 4 Hall sensor error, or Hall wire disconnected.	Check the Hall signal, or replace the motor 4 connection cable.
E46	Motor 4 locked rotor (motor stalled).	Initialise the frame (section 2).
E48	Load on motor 4 over the limit.	Reduce the weight on the desk.
E91	Motors 1, 2, 3 and 4 all not connected.	Check all four motor connection cables.

Still showing an error?

Call us on **090 967 3261** or email **info@rackzone.ie** with the model number and the code on the display. We're Irish-owned and happy to help.