

Vertilift H7 Control System Error codes and Solutions

Error code	Meaning	Possible Cause	How to do?
E1	High voltage of power supply	The electric voltage is too high at the moment	Check the power supply, unplug and plug in again or change another socket.
E2	Legs height difference more than 10mm	The left and right lifting leg height difference is more than 10mm	Press down button to finish the Reset Procedure.
E3	Handset unconnected	The handset connection to the control box is not good	Check the handset cable, Unplug and plug in the handset again.
E4	Handset communication error	The handset signal is not good	Check the handset connection, Unplug and plug in the handset again.
E5	Anti-collision function	Anti-collision	Check the desk moving direction, make sure there is no obstacles. Release and use
E6	Error on main power in the control box	The power module inside the control box is not working	Check the power cable, if the problem still exists, change the control box
E7	Protection of power module inside the control box	The electric current is too big at the moment, the control box shut down the power for self-protection	Turn off the power for a while and plug in later or change another socket
E8	Unbalance of the tabletop	Unbalance of the tabletop	Press down button to finish the Reset Procedure.
E9	The system is being hot	When the desk moves continually for 2 minutes or 3 times up and down, the system will start hot protection	Let the desk cool down for 20 minutes
E11	Motor 1 unconnected	The motor 1 connection is not	Check the cables from M1 port on the control box to the leg,

		good	unplug and plug in again.
E12	Motor 1 Communication error	Electric current transmitting error	Change control box
E13	Motor 1 lose phase line	Signal from control box to motor error	Check the cables from M1 port on the control box to the leg, unplug and plug in again.
E14	Motor 1 Hall plate error	The motor chip error	Check the cables from M1 port on the control box to the leg, unplug and plug in again. If the problem exists, change the motor.
E15	Motor 1 short circuit	Motor short circuit	Change the motor on line M1 port
E16	Motor1 blocked	Motor is not moving	Reset
E17	Motor1 faulty motor	Motor is not working	Change the motor on line M1 port
E18	Motor1 over load	Overloaded	Reduce the loading
E21	Motor 2 unconnected	The motor 2 connection is not good	Check the cables from M2 port on the control box to the leg, unplug and plug in again.
E22	Motor 2 Communication error	Electric current transmitting error	Change control box
E23	Motor 2 lose phase line	Signal from control box to motor error	Check the cables from M2 port on the control box to the leg, unplug and plug in again.
E24	Motor 2 Hall plate error	The motor chip error	Check the cables from M2 port on the control box to the leg, unplug and plug in again. If the problem exists, change the motor.
E25	Motor 2 short circuit	Motor short circuit	Change the motor on line M2 port
E26	Motor 2 blocked	Motor is not moving	Reset
E27	Motor 2 faulty motor	Motor is not working	Change the motor on line M2

			port
E28	Motor 2 over load	Overloaded	Reduce the loading
E31	Motor 3 unconnected	The motor 3 connection is not good	Check the cables from M3 port on the control box to the leg, unplug and plug in again.
E32	Motor 3 Communication error	Electric current transmitting error	Change control box
E33	Motor 3 lose phase line	Signal from control box to motor error	Check the cables from M3 port on the control box to the leg, unplug and plug in again.
E34	Motor 3 Hall plate error	The motor chip error	Check the cables from M3 port on the control box to the leg, unplug and plug in again. If the problem exists, change the motor.
E35	Motor 3 short circuit	Motor short circuit	Change the motor on line M3 port
E36	Motor 3 blocked	Motor is not moving	Reset
E37	Motor 3 faulty motor	Motor is not working	Change the motor on line M3 port
E38	Motor 3 over load	Overloaded	Reduce the loading
E42	Memory chip inside control box error	Memory chip inside control box error	change the control box
E43	Level sensor inside the control box error	Level sensor inside the control box error	change the control box