

# Error messages on the Handset Display

**HOT**

The display reads **HOT**.

Cause	Remedy
The SMART control unit is fitted with overheating protection. Overheating has caused it to stop the control unit.	Wait until the control unit has cooled down and <b>HOT</b> is no longer displayed. The SMART control unit is then operational again.

**E00**

The display reads **E** + an error code.

Cause	Remedy
There is an internal fault in the SMART control unit.	Proceed as indicated in the following list.

Code	Description	Remedy
00	Internal Error Channel 1	Unplug the power cord and contact the customer service.
01	Internal Error Channel 2	
12	Defect Channel 1	Unplug the control unit.
13	Defect Channel 2	Fix the external short circuit.
		Or
		Plug in the correct motor to the motor socket that shows the error.
24	Overcurrent Motor M1	Start the control unit again.
		Remove jammed objects from the driving area.
		Desk might be overloaded → Remove load from desk.
25	Overcurrent Motor M2	Contact customer service
48	Overcurrent Motor Group 1	
60	Collision protection	
62	Overcurrent Control Unit	
36	Plug detection in Motor socket M1	Plug in the correct motor to the motor socket that shows the error.
37	Plug detection in Motor socket M2	Reset all motors.
61	Actuator changed	Remove load from desktop. Reset all motors.  If error occurs after reset again, contact customer service.
55	Synchronization lost motor group 1	
67	High voltage	
70	Motor configuration changed	See chapter 4.3.5
81	Internal error	Make a manual reset  Unplug the power cord and plug it in again after a few seconds.  If this error occurs frequently, unplug the power cord and contact the customer service.



**Note:** the **PowerFail detection** identifies mains power breakdowns and saves all relevant data before the voltage falls below a critical threshold.

In some exceptional cases, this storage is not possible and the error **E81** is shown on the handswitch display (if available) and the SMART clicks three times.

To rectify this error, a **manual reset** is necessary (see chapter 4.2.4)



**Note:** if the mains power breaks down or is disconnected from the control unit during movement of the drives, a manual reset might be necessary.

### 6.3 Click codes

When the control unit is switched on the SMART uses its relays to inform the user acoustically about the system state and the reason why the control unit was switched off before. The table below shows which number of clicks corresponds to certain information.

Number of clicks	State information
2x	<b>Normal operation:</b> No problems detected
1x	<b>Emergency operation:</b> The system is in Safe-State, movement is not possible. Check LED indication and/or error codes on the display of the handswitch.
3x – 6x	<b>Last shutdown incomplete / forced reset:</b> Check LED indication and/or error codes on the display of the handswitch.