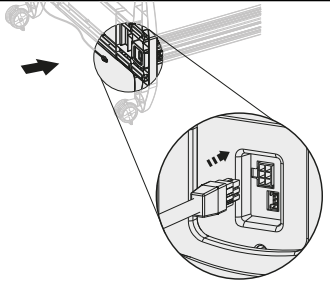


Troubleshooting guidance

M Motorized Public Floorstand Dual Pillar 180 HD
EAN: 7350105213120

Error code	Problem description	Solution	
EE01	Short circuit for Left motor or right motor.	Step 1	Remove display (if any) from the floorstand.
		Step 2	Unplug the power cord and carefully lay the floorstand down on the floor.
		Step 3	Check the cable connections at the base of both columns and ensure they are securely connected. 
		Step 4	Stand the product upright and plug the power cord back in.
		Step 5	Restart the stand.
EE02	Overcurrent	Step 1	Check that the display's weight does not exceed the maximum load capacity of 136 kg.
		Step 2	Ensure the TV is properly assembled and centered on the stand.
EE03	Overheated	Step 1	Stop using the stand for at least 18 minutes to allow the internal motor to cool down.
		Step 2	If step 1 doesn't work, unplug the power cord, wait 3-5 minutes, then plug it back in and restart the stand.
EE04	Height imbalance detected Difference of 4 mm or more between the two columns	Step 1	Power off the stand for a few minutes, then reconnect the power.
		Step 2	If the error code disappears, move the stand upward for a short distance, then move it downward slightly to confirm that the stand moves up and down normally.
		Step 3	Perform the reset procedure once only to set the stand to the starting height of 1100 mm.
		How to Perform a Reset Press and hold the "R" button until "---" flashes. The stand will then move downward automatically. When the display shows "1100", the stand has reached its lowest height and the reset is complete. Note: Do not perform the reset procedure repeatedly when the stand is already at 1100 mm.	
		Before resetting: If the lock symbol appears, press and hold the "LOCK" button until the symbol disappears from the display.	
EE00	Communication failure between the driver board and touch control panel.	IMPORTANT NOTES 1. Do not perform the reset procedure repeatedly. 2. Resistance or non-parallel columns may affect the movement speed. 3. Keep the UP or DOWN button pressed continuously during movement. 4. If the stand moves up and down correctly, the functionality is considered normal. 5. It is normal for the upward and downward movement speeds to differ.	
		Step 4	If EE04 remains, replace the control panel.

