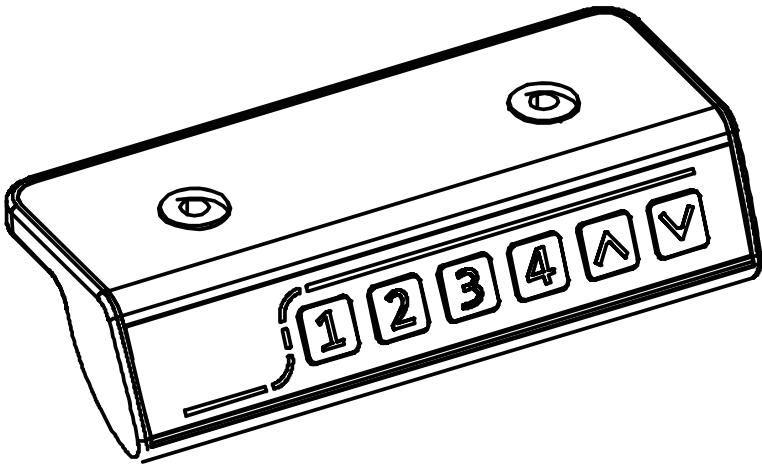




Electric Single Motor Desk Frame with Rear-Set Legs Controller

Instruction Manual



SKU: DESK-100E-RB/W Controller



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.

<https://vivo-us.com/products/desk-100e-rb>

GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST



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309-278-5303

WARNING!

If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any purpose that is not explicitly specified in this manual and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly, or inappropriate use.

ELECTRICAL SAFETY INSTRUCTIONS

THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- DO NOT CLEAN PRODUCT WHILE POWER IS CONNECTED.
- DO NOT DISASSEMBLE OR REPLACE COMPONENTS WHILE POWER IS CONNECTED.
- NEVER OPERATE THE SYSTEM WITH A DAMAGED CORD OR PLUG. PLEASE CONTACT YOUR SELLER TO REPLACE DAMAGED PARTS.
- NEVER OPERATE SYSTEM IN DAMP ENVIRONMENTS OR IF ANY ELECTRICAL COMPONENTS HAVE MADE CONTACT WITH LIQUIDS.
- ALTERATIONS OF THE GIVEN POWER UNIT ARE NOT ALLOWED.
- OUTDOOR USE IS PROHIBITED.

OPERATING CONTROL PANEL

OPERATING INSTRUCTIONS: When the system is powered on, the existing desktop height will appear on the control panel.

Upward and Downward Movement

Press and hold the up or down arrow until the desk reaches the desired height.

Memory Mode

To store a certain height in the controller's memory, press and hold any of the memory numbers (1, 2, 3, or 4). "H-" will appear to confirm height has been saved. Once programmed, press any number for the desk to return to the programmed height.

Reset Mode

While the unit is powered on, press the down arrow until the desk moves to the fully lowered position. Press and hold the down arrow for 5 seconds or until "rES" is displayed to enter reset mode. The desk will move down to the lowest possible height and then move back up slightly. The desk will then return to operating mode.

TROUBLESHOOTING

Error Code	Description/Resolution
HOT	Heat Warning: Warning will show when motor has been in continuous use for 2 minutes. Allow desk to rest for at least 18 minutes before adjusting height again.
E10	Motor Connection Error: Indicates the motor sense cannot be detected. Disconnect desk power and cable from controller. Then reconnect the cables and restore power. Error should clear.
E20	Desk Overload: Desk load is too heavy for motor to operate. Unplug desk for 10 seconds, remove heavy items, reconnect to power, and try again.
E02	Rebound Protection: Code appears when collision has occurred. Desk will automatically move back 4cm after collision. Check for collision and clear if needed. Follow Reset instructions.
E31	Under-Voltage: Voltage is less than required. Unplug desk, check connections between desk and controller, and reconnect power. Error should clear when connections are made successfully. Will clear automatically when line power is corrected.
E32	Over-Voltage: Voltage is more than required. Unplug desk, check connections between desk and controller, and reconnect power. Error should clear when connections are made successfully. Will clear automatically when line power is corrected.
Breaking Protection	Desk frame will automatically stop movement and enter protection mode if motor or power cables become disconnected. Desk will return to normal state when power is restored.

NOTES

- **Self-protection function:** The unit will enter a protective mode should the system operate continuously in excess of 2 minutes with "HOT" on the controller display. The system will return to normal operation after approximately 18 minutes.
- Do NOT remove or reconnect power to reset the unit when in a protective or "HOT" state, as this may damage the electronics.

PLEASE NOTE: The control unit has a gyroscope sensor and MUST be fixed to the desk for correct operation.



Open **Monday - Friday 7:00am - 7:00pm** CST,

our dedicated support team can offer immediate assistance with rapid response times. If any parts are received damaged or defective, please contact us. We are happy to replace parts to ensure you have a fully functioning product.



309-278-5303

AVG. RESOLUTION TIME (*within office hrs*): **5M 4S**



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AVG. RESOLUTION TIME (*within office hrs*): **< 15 M**



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AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr