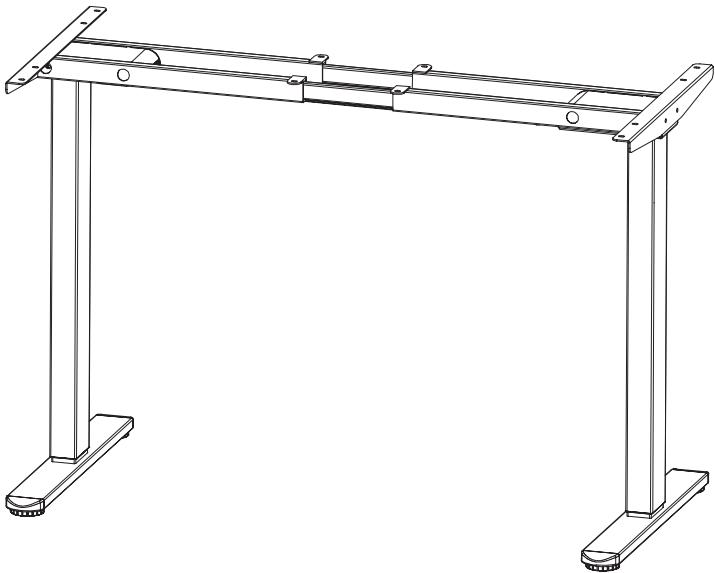




Electric Dual Motor Desk Frame

Instruction Manual



SKU: DESK-E-200B/W



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-e-200b>

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



help@vivo-us.com



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Chat live with an agent!



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.

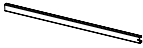
WARNING: CHOKING HAZARD

SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.

PACKAGE CONTENTS



A (x2)
Leg



B (x2)
Inner Crossbar



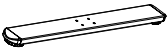
C (x2)
Left Crossbar



D (x2)
Right Crossbar



E (x2)
Side Bracket



F (x2)
Foot



G (x1)
Control Panel



H (x1)
AC Power Adapter



I (x1)
Extension Cable



J (x14)
Anti-Vibration Pad



K (x2)
Cable Clip



S-A (x30)
M6x11mm Screw



S-B (x16)
M5x16mm Screw



T-A (x1)
5mm Allen Wrench

TOOLS NEEDED

NOTE: EXTRA HARDWARE INCLUDED



Phillips
Screwdriver



Drill

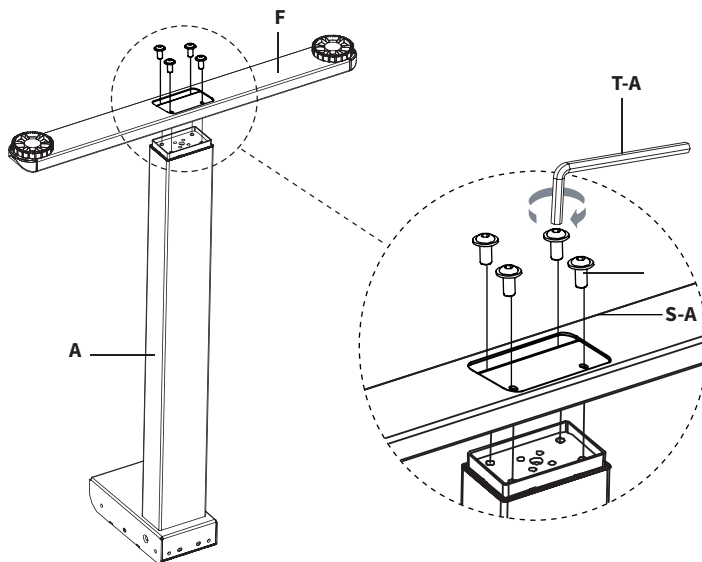
DO NOT EXCEED WEIGHT CAPACITY.
Failure to do so may result in serious injury.


220lbs
(100kg)

ASSEMBLY STEPS

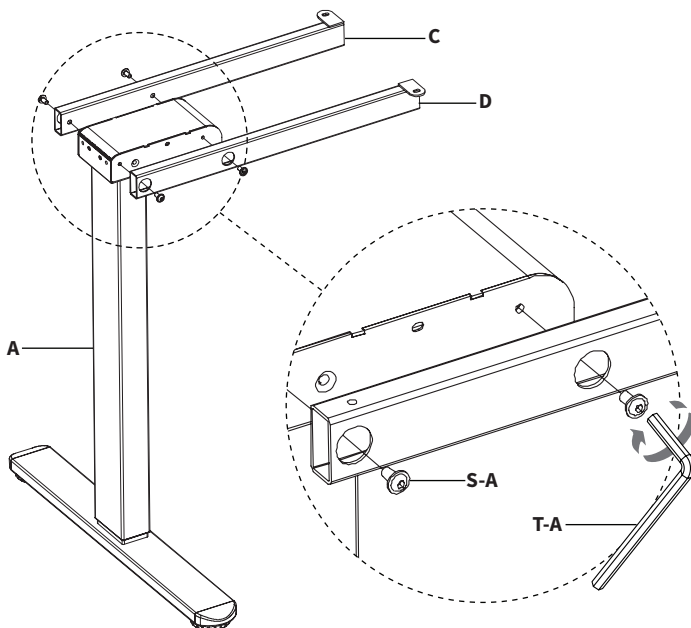
STEP 1

Install Feet (F) to Legs (A) using M6x11mm Screws (S-A) and 5mm Allen Wrench (T-A).



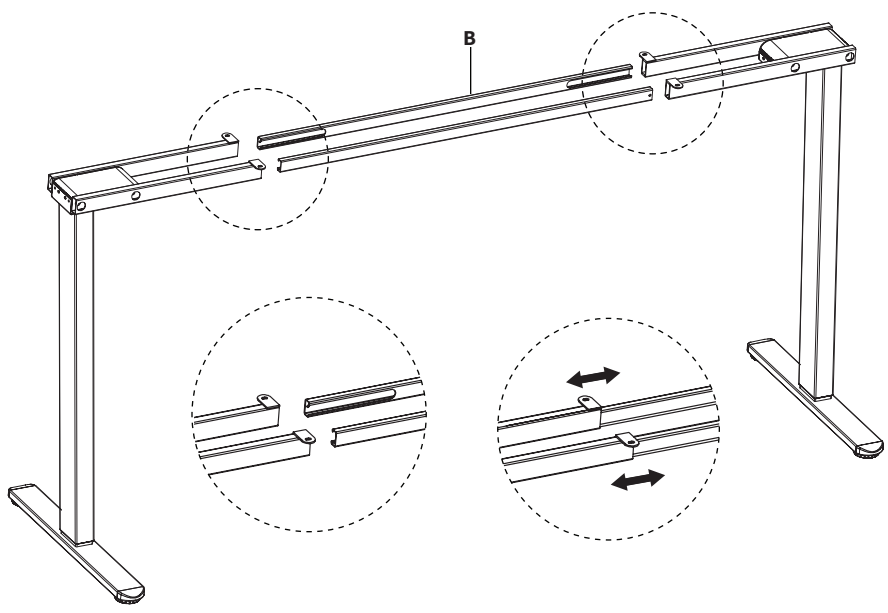
STEP 2

Install Left and Right Crossbars (C,D) to Legs (A) using M6x11mm Screws (S-A) and 5mm Allen Wrench (T-A). Ensure the tabs on Left and Right Crossbars (C,D) are facing outwards.



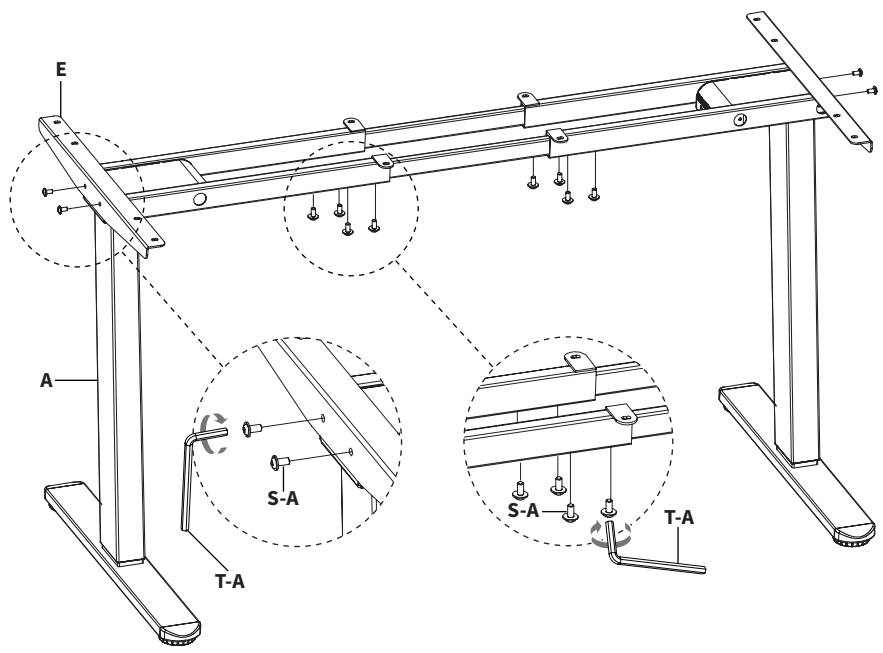
STEP 3

Slide Inner Crossbars (B) into both Leg assemblies. Ensure the slots on Inner Crossbars (B) are facing inwards towards the center of the frame.



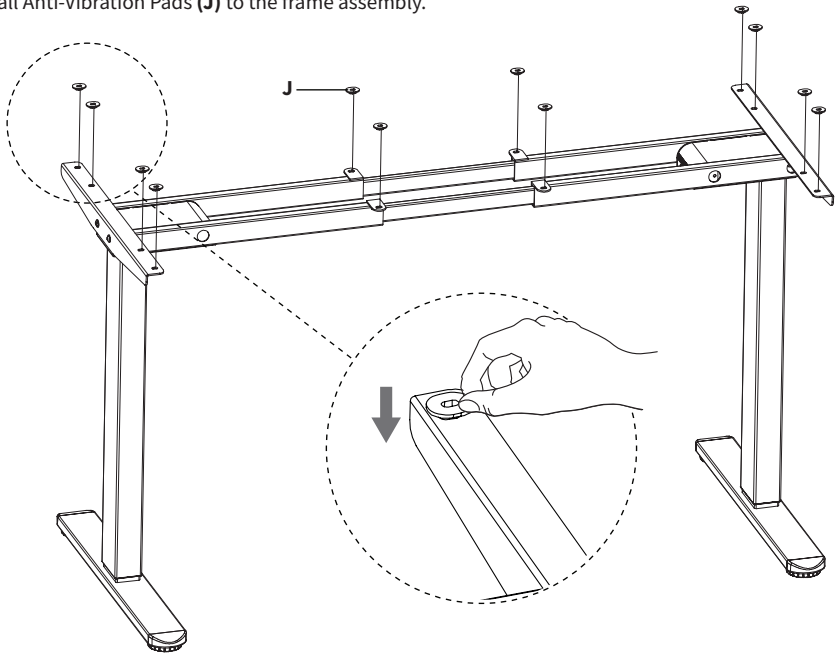
STEP 4

Attach Side Brackets (E) to Legs (A) using M6x11mm Screws (S-A) and a 5mm Allen Wrench (T-A). Partially install M6x11mm Screws (S-A) into the outer crossbars using 5mm Allen Wrench (TA).



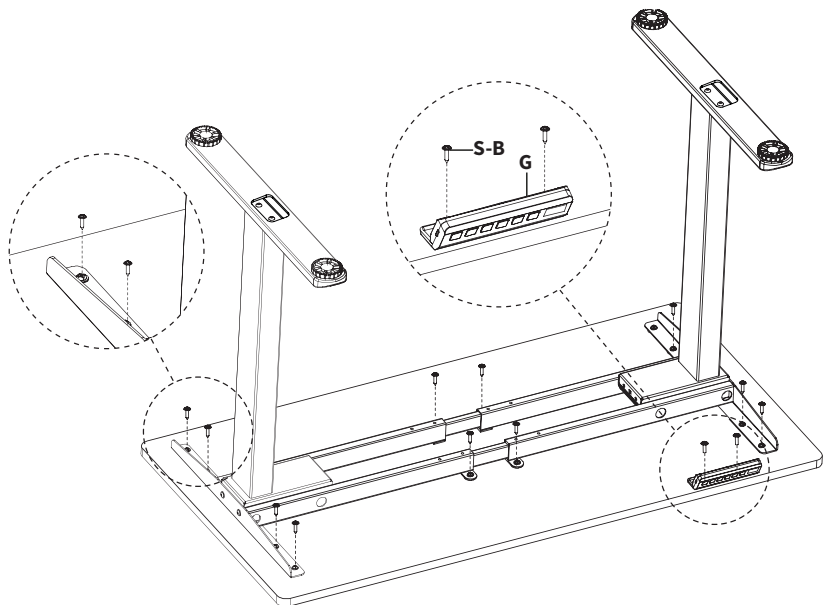
STEP 5

Install Anti-Vibration Pads (**J**) to the frame assembly.



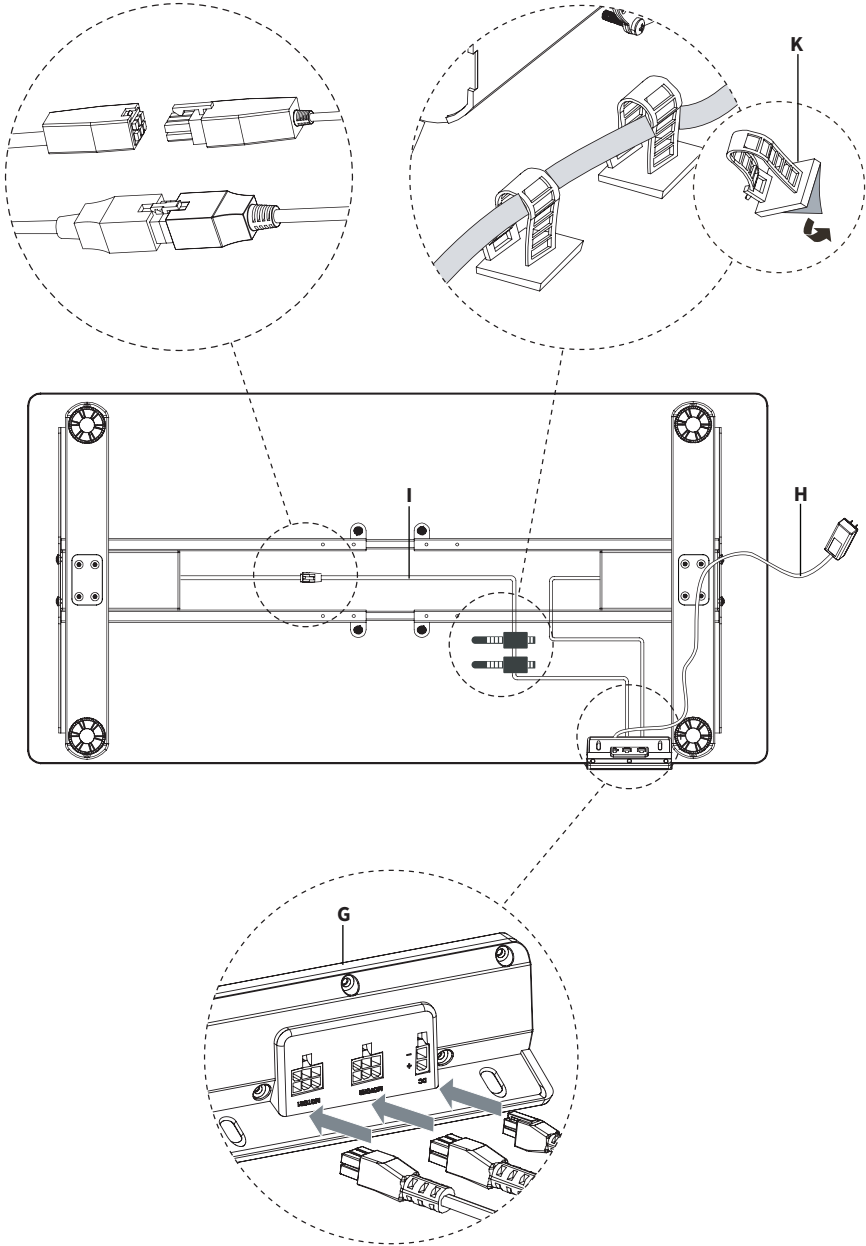
STEP 6

Adjust the crossbars to fit your desktop width. If your desktop contains pilot holes for the side brackets, adjust the width of the crossbars to match the hole positions. Attach the frame assembly and Control Panel (**G**) to the desktop using M5x16mm Screws (**S-B**) and a Phillips screwdriver



STEP 7

Connect Extension Cable (I) to the leg opposite from the control panel position. Remove protective film from Cable Clips (K) and manage cables as desired. Plug in the leg cables and AC Power Adapter (H) into Control Panel (G).



OPERATING CONTROL PANEL

OPERATING INSTRUCTIONS: Press and hold the up arrow, the desk will raise to the highest position. Holding the down arrow will lower the desk to the lowest position.

Memory Mode

To store a certain height in the controller's memory, short press **S** key and "S-" will appear. Short press one of the number buttons to store the height.

Reset Mode

If the height of the desk is incorrect, press the down arrow for 5 seconds, "RES" will be displayed until the desk moves to the fully lowered position and rebounds slightly.

Switch Unit Measurement

The controller comes preset to show desk height in centimeters. To switch to inches, long press the **S** key and "S--" will display and flash. Press the **S** key again the display will show "Un". Press the up or down arrow to switch between Metric (IN) or Imperial (SI). Press the **S** key to save your selection.

Collision Force Detection

To change the sensitivity of the collision force detection, long press the **S** key and "S--" will display and flash. Press the **S** key again to display "UN". Press the up or down arrow to switch to "CF" and press the **S** key to select. Use up or down arrow to switch between OFF, Low (L), Normal (N), or High (H). Press the **S** key to save selection.

TROUBLESHOOTING

ERROR CODE	DESCRIPTION/RESOLUTION
HOT	Overheating Warning: Wait at least 18 minutes before operating.
E10	Sensor-less Alarm: Unplug desk, check motor connections, and plug in again.
E20	Overload Alarm: If error occurs while desk is raising, remove weight and try again. If error occurs when desk is lowering, unplug the desk first, then remove weight. Restore power and try again.
E02	Rebound Protection: Error occurs when desk is bumped or collides with an object. Check desk path and remove any obstacles. Follow Reset Process.
E32	Over Voltage Alarm: Voltage exceeds the maximum required. Unplug desk and check cable connections before proceeding.
E31	Under Voltage Alarm: Desk is not receiving required voltage. Unplug desk and check cable connections.
E60	Uneven Desk Legs: Unplug desk and check to see if desk legs are uneven. If legs are even, restore power to desk and perform Reset Process, and the error should clear. If legs are in fact uneven, restore power to desk and perform Reset Process. If error persists, please contact our Product Support team.

CAUTION!



Do not exceed desk weight limit.



Keep area of vertical motion free of obstacles.



Keep weight on desk balanced for correct operation and longer life of components.



Leave enough slack in cables to allow for full range of vertical motion.

Failure to follow these instructions may result in property damage and/or personal injury.



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