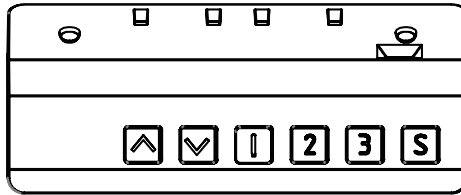


Black 2 Tier 48" x 24" Mobile Electric Desk Controller Instruction Manual



SKU: DESK-E-Y48SB 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-e-y48sb>

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, you will hear a beep and the existing desktop height will be displayed on the control panel. **You must follow the Reset Mode instructions prior to first use!**

Upward and Downward Movement

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

Reset Mode

Unplug the power cable and hold the down button for 30 seconds. Plug the power cable back in. Hold the down button for 10 seconds, or until the desk desk lowers a bit more, then raises slightly. The control panel should then display the current height, and is now ready for use.

Memory Mode

To store a certain height in the controller's memory, first press "S". Now press "1", "2" or "3" to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the three height settings by pressing the corresponding button.

Control Panel Lock

The control panel can be locked to prevent accidental activation.

To Lock: Press and hold the up and down buttons at the same time for five seconds until the display reads "Loc".

To Unlock: Press and hold the up and down buttons at the same time for five seconds until the display changes from "Loc" to the current height.

TROUBLESHOOTING

CODE	DESCRIPTION	RESOLUTION
SC0	Abnormal Standby Current	Power on again. If code persists, replace Control Box.
SC1	Abnormal Power Supply Board	Power on again. If code persists, replace Control Box.
SC2	Abnormal Memory	Power on again. If code persists, replace Control Box.
SC3	Abnormal Sensor	Power on again. If code persists, replace Control Box.
R-2	Collision Protection by Sensor	The desktop will stop and retract 2" (5cm).
R-3	Unsynchronized Legs	Perform reset procedure.
HOT	Overheated	Let the desk rest for 18 minutes.
R-5	Communication Failure	Check connection between panel and control unit.
R-6	Abnormal Voltage	Power on again. If code persists, replace Control Box.
R-8	Mechanical Failure	Perform reset procedure. If code persists, replace leg.
RST	Reset Not Completed	Perform reset procedure.
EX0	Short Circuit	Power on again. If code persists, replace Control Box.
EX1	Overload	Reduce the load on desk.
EX2	Motor Open Phase	Perform reset procedure. If code persists, replace leg.
EX3	Wrong Running Direction	Perform reset procedure. If code persists, replace leg.
EX4	Collision Protection	The desktop will stop and retract 2" (5cm).
EX5	Motor Stalling	Perform reset procedure. If code persists, replace leg.
EX6	Disconnections of Motor Cable	Check connection between leg and control unit.

NOTE: The "X" represents the leg. 1 = first leg, 2 = second leg.

CAUTION!



Keep monitor and laptop base fully on the desktop.



Follow the cable routing instructions to avoid the potential to pinch cables.



Leave enough slack in cable to allow for full range of vertical motion (15" / 38 cm).



Raise desktop slowly to keep items stable.

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.



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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