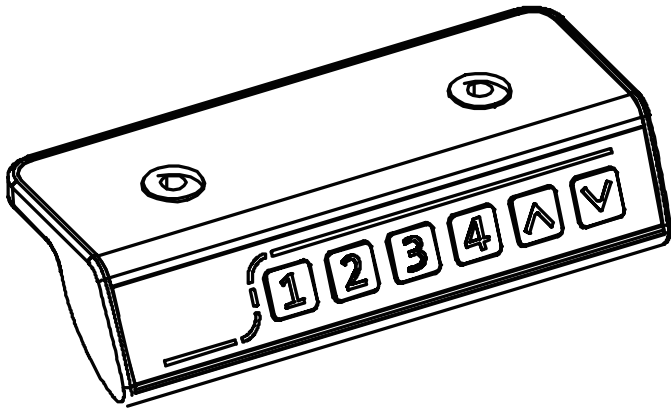


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## DESK-E144BN Controller

### Instruction Manual



**SKU: DESK-E144BN 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-e144bn>

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



help@vivo-us.com



www.vivo-us.com  
*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.

## OPERATING CONTROL PANEL



### **UP ARROW**

Press and hold to raise desk height.  
Release button when desired height is achieved.



### **DOWN ARROW**

Press and hold to lower desk height.  
Release button when desired height is achieved.



### **MEMORY SETTINGS**

To save a set height, press and hold the "1" button for 5 seconds until "H1" appears. Your height setting is now stored. Follow steps for the other numerical buttons to save up to four height settings.

### **Reset Mode**

If the height of the desk is incorrect, press the down arrow until the desk moves to the fully lowered position. Press and hold the down arrow. "RES" will be displayed and the leg will lower and rebound upwards. Release the down arrow and your frame has been reset.

# TROUBLESHOOTING

Error Code	Description/Resolution
E10	<b>Sensorless Alarm:</b> This alarm triggered when the sensor cannot be detected. Power off desk and check the connection between the motor and control panel, then re-power.
E20	<b>Overload Alarm:</b> The desk weight capacity may be exceeded. Remove desk items and try again.
E02	<b>Rebound Protection:</b> Check for desk vibration, obstacles, or desk incline. If no issues found, complete the reset process and try again.
E31	<b>Undervoltage Protection.</b> Input voltage is too low. If the correct power cable is being used, unplug the desk, check the connection between power and controller, then restore power.
E32	<b>Overvoltage Protection.</b> Input voltage is too high. If the correct power cable is being used, unplug the desk, check the connection between power and controller, then restore power.
HOT	<b>Overheating Protecton:</b> When the motor has been working continuously for 2 minutes, it will stop operating to prevent damage from overheating. Wait at least 18minutes before making further height adjustments.
-	<b>Cable Disconnection:</b> A cable may be disconnected. Check motor and controller connections. Error will resolve once cables are connected.



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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*Chat live with an agent!*

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



[help@vivo-us.com](mailto:help@vivo-us.com)

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

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