

Electric Desk

SKU: DESK-E144B/C/D/W

Instruction Manual

Assembly Video & Product Info
www.vivo-us.com/products/desk-e144b



! CAUTION! !

If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. 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. Do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.



WARNING: CHOKING HAZARD

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



DO NOT EXCEED WEIGHT CAPACITY

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.

We're Here for You

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.



Give us a Call:
309-278-5303

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



Chat Us:
www.vivo-us.com

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

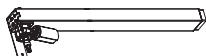


Email Us:
help@vivo-us.com

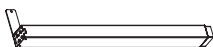
AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

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

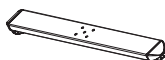
Package Contents



A (x1)
Motorized Leg



B (x1)
Leg



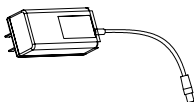
C (x2)
Foot



D (x1)
Sync Rod



E (x1)
Control Panel



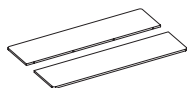
F (x1)
AC Adapter



G (x2)
Side Bracket



H (x1)
Crossbar



I (x1)
Desktop Set



J (x2)
Cable Clip



K (x2)
Hook



L (x1)
Connecting Plate

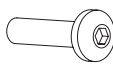
Included Hardware & Tools



S-A (x9)
M6x8mm Screw



S-B (x18)
ST5x15mm Screw



S-C (x9)
M6x35mm Screw



S-D (x6)
Wooden Dowel



T-A (x1)
2mm Allen Wrench



T-B (x1)
5mm Allen wrench

NOTE: Extras of some hardware included.

Tools Needed:



**Phillips
Screwdriver**

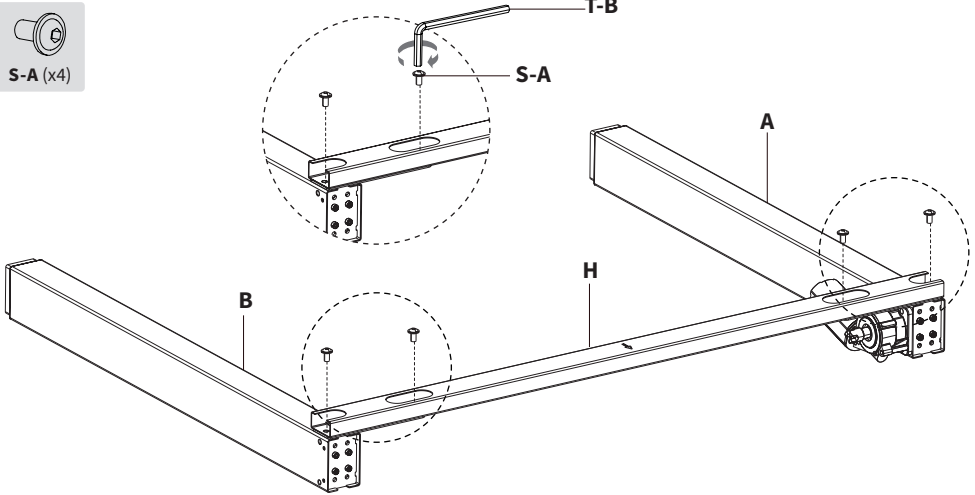
Weight Capacity:



ASSEMBLY STEPS

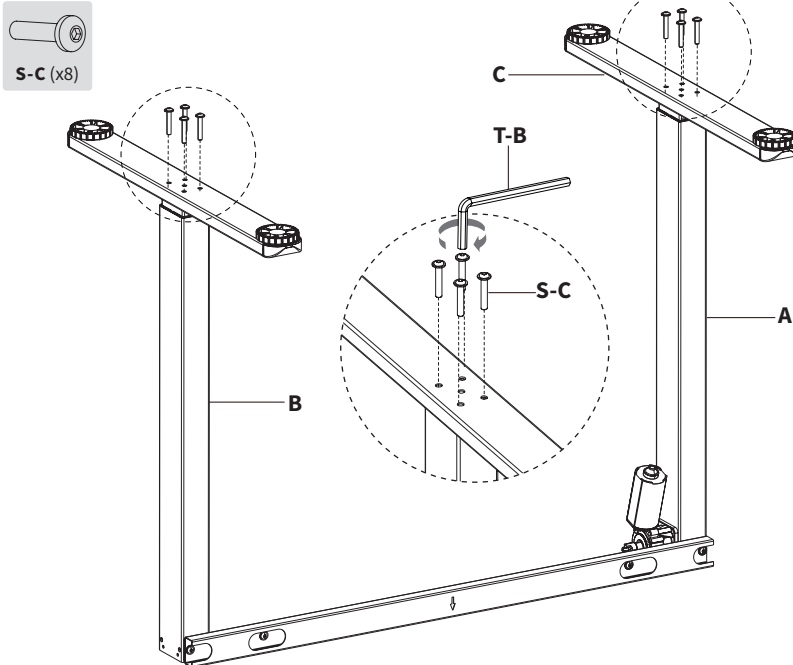
STEP 1

Attach Crossbar (**H**) to Leg (**B**) and Motorized Leg (**A**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-B**).



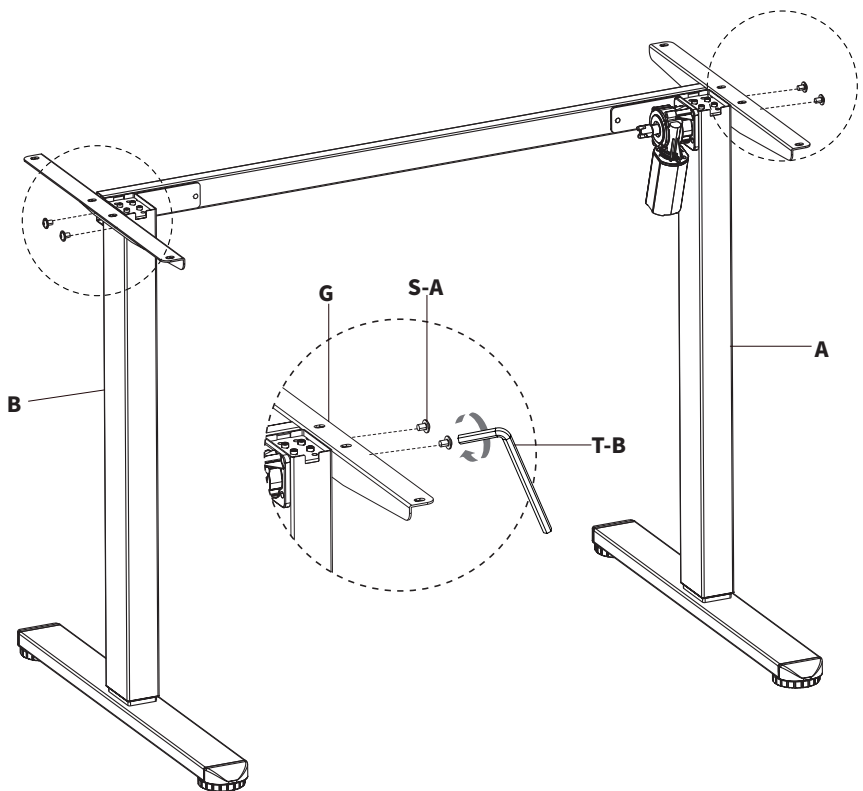
STEP 2

Attach Feet (**C**) onto Leg (**B**) and Motorized Leg (**A**) using M6x35mm Screws (**S-C**) and 5mm Allen Wrench (**T-B**).



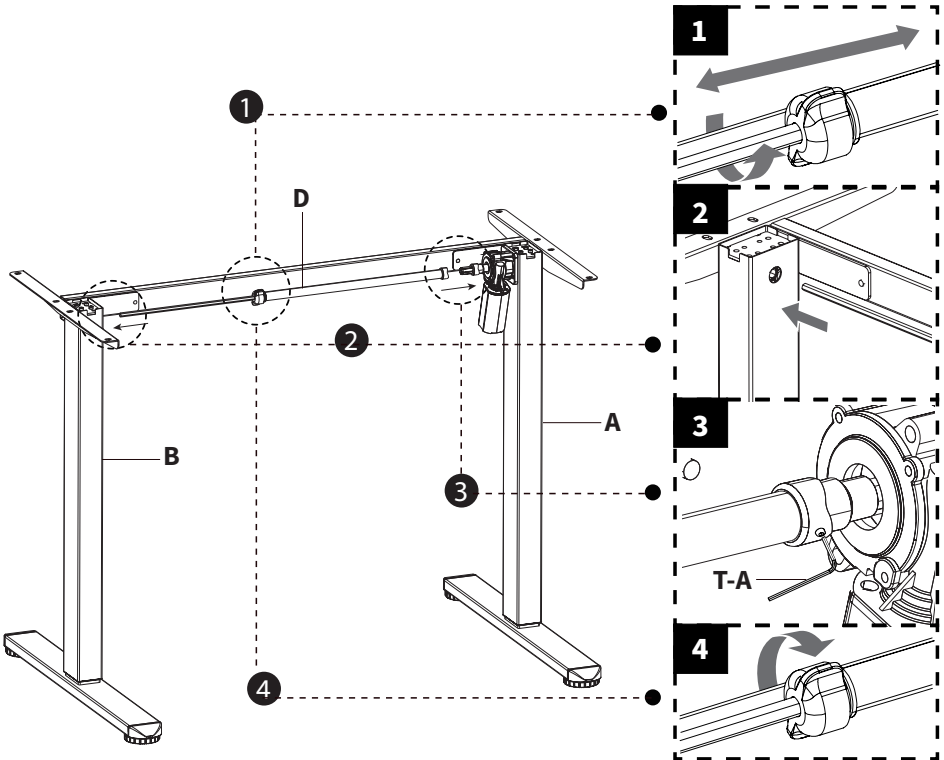
STEP 3

Attach Side Brackets (**G**) onto Leg (**B**) and Motorized Leg (**A**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-B**).



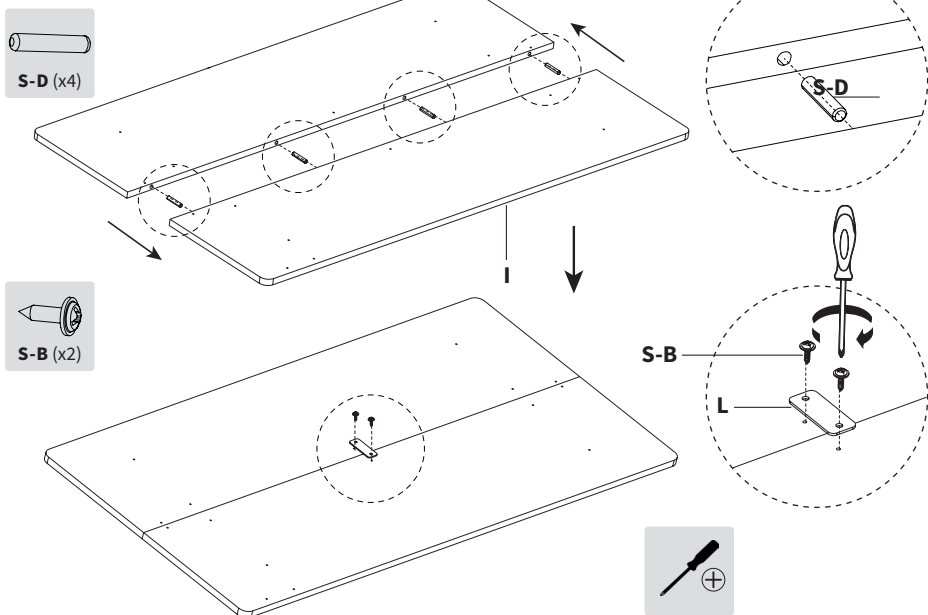
STEP 4

1. Loosen the knob on Sync Rod (**D**) and extend the hex shaft.
2. Insert hex shaft into Leg (**B**), making sure the metal retaining ring makes contact with Leg (**B**).
3. While holding the hex shaft with one hand, extend Sync Rod (**D**) onto the spline shaft of Motorized Leg (**A**). Tighten Sync Rod (**D**) using 2mm Allen Wrench (**T-A**).
4. Retighten knob.

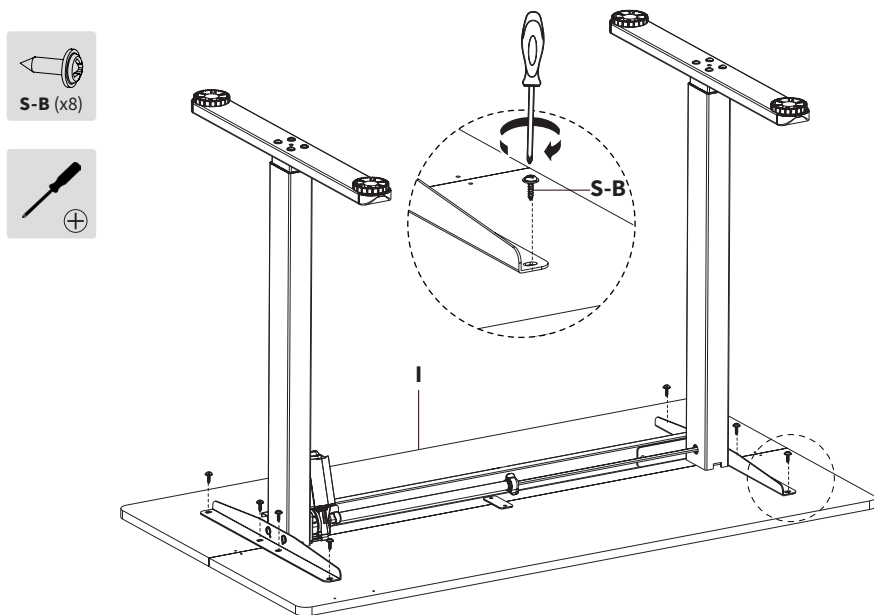


STEP 5

Insert Wooden Dowels (**S-D**) into the holes on the sides of Desktop Set (**I**). Slide the panel sections from Desktop Set (**I**) together. Secure the panels together using Connecting Bracket (**L**) and ST5x15mm Screws (**S-B**). Tighten with a Phillips screwdriver.

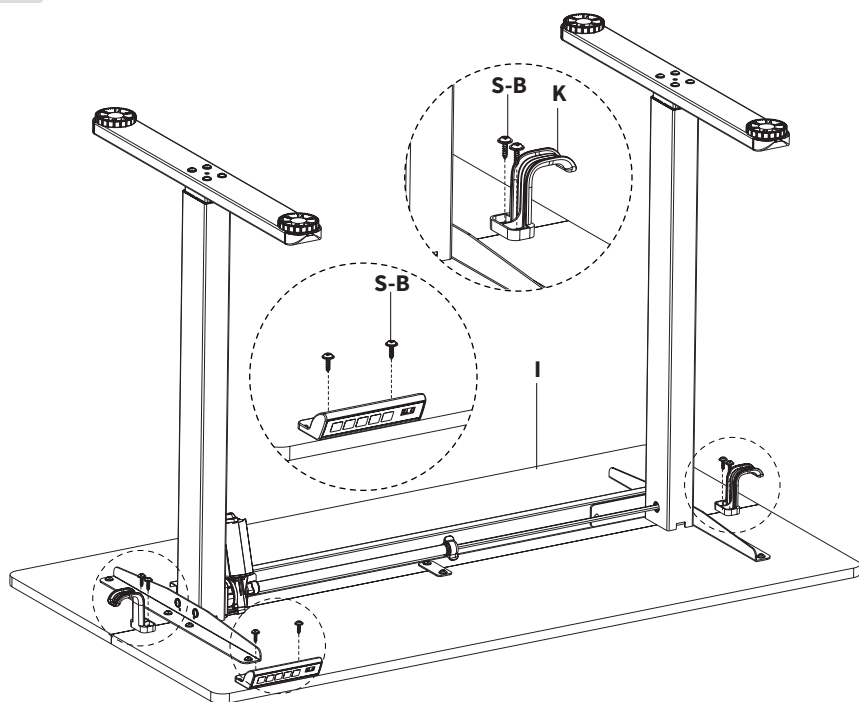


Install the frame assembly to Desktop (**I**) using ST5x15mm Screws (**S-B**) tightening with a power drill or a Phillips screwdriver.



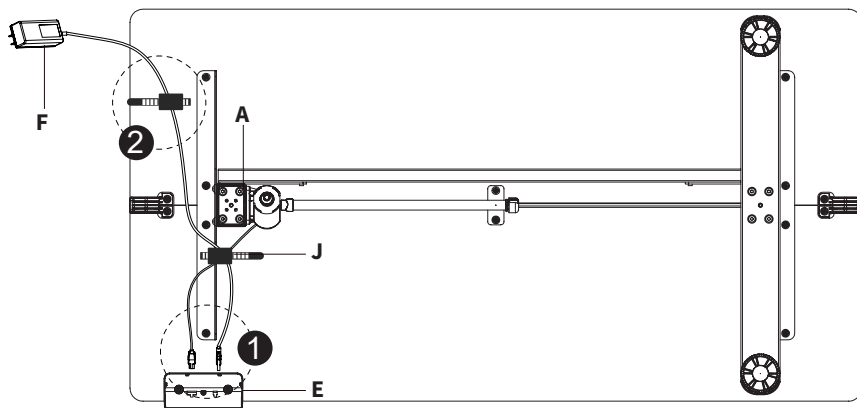
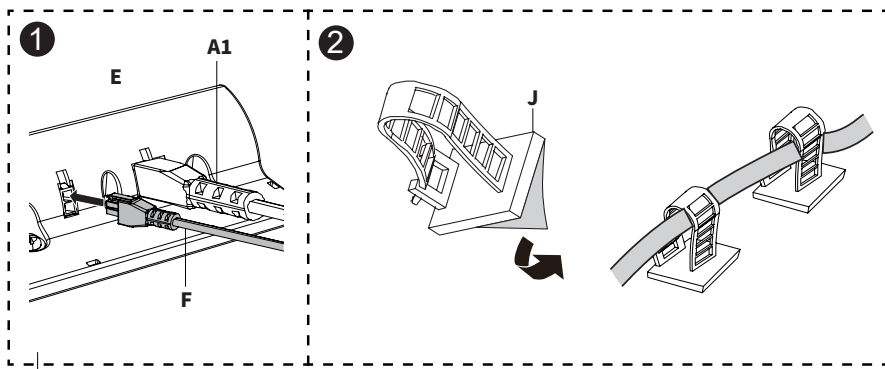
STEP 6

Install Hooks (**K**) and Control Panel (**E**) to Desktop (**I**) using ST5x15mm Screws (**S-B**), tightening with Phillips screwdriver.

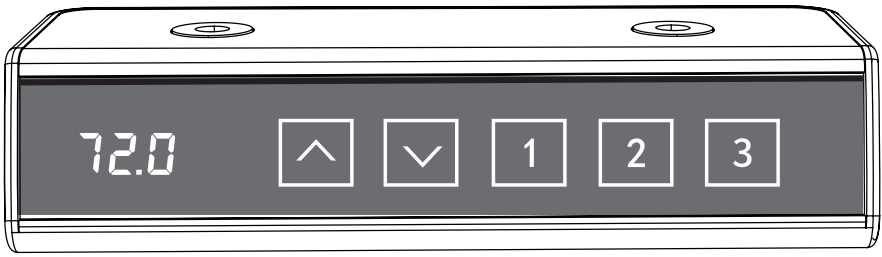


STEP 7

Connect AC Adapter (**F**) and the cable on Motorized Leg (**A**) into the back of Control Panel (**E**). Remove the film from Cable Clips (**J**) and organize cables on the bottom of the desktop.



LED CONTROLLER



OPERATION



LED Panel

Displays the current desk height



Up Arrow

Press and hold to raise the desk. Release when desired height is reached.



Down Arrow

Press and hold to lower the desk. Release when desired height is reached.



Memory Settings

Use these settings to save and return to your desired height. These can be used to save a sitting and standing height for easy sit-to-stand transitions.




Programming A Memory Setting

To program, use the arrows key to raise or lower the desk to your desired height, then press and hold the number key that you want to assign that height to. LED Panel will display “H1”, “H2”, or “H3” for 3 seconds, and will then return to the displayed height.

TROUBLESHOOTING

Reset Process

Press and hold the  and the LED Panel will display “RES”. Continue to hold until the desk lowers down all the way, then raises up again slightly. The desk is now reset.

Error Codes:

CODE	Description/Solution
H0T	Overheated: If the desk motor has been running continuously for 5 more minutes, the motor will automatically shut off prevent damage from overheating. Wait at least 15mins before attempting any furth height adjustments.
E10	Sensor Malfunction: Motor safety sensor cannot be detected. Power off the desk, unplug the cables, and wait 5mins. Reconnect cables and restore power to the desk. Perform RESET process before proceeding with height adjustments.
E20	Overload Warning: The 154lbs/70kg weight capacity of the desk has been exceeded. Unplug the desk and remove extra items on desk. Restore power to the desk and attempt height adjustment again.
E02	Operation Warning: If vibration, collison, or incline is detected the desk will stop raising/lowering. If the warning in error, follow the RESET process before attempting height adjustments.
E32	Overvoltage Warning: The input voltage is too high. If correct AC adapter is being used, unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform RESET process. If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance
E31	Undervoltage Warning: The input voltage is too low. f correct AC adapter is being used, unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform RESET process. If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance
-	Cable Disconnection Warning: There may be an incomplete cable connection to controller. Unplug the desk, unplug all cables, and wait 5 minutes. Reconnect cables to controller and restore power, then perfrom RESET process.



Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



help@vivo-us.com



www.vivo-us.com

Chat live with an agent!



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