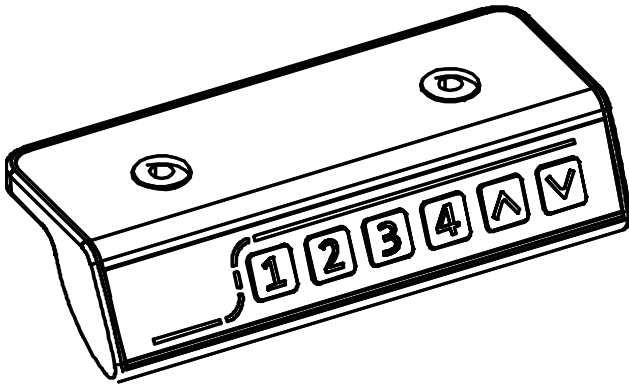


DESK-E151EB Controller

Instruction Manual



SKU: DESK-E151EB 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-e151eb>

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



help@vivo-us.com



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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 be displayed on the control panel.

Upward and Downward Movement

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



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

Press and hold the down button until "RES" is displayed. Continue holding until the desk lowers completely, then moves up slightly. The desk is now reset.

TROUBLESHOOTING

Error Code Description/Resolution

- HOT** **Overheating Warning:** Let the desk rest for at least 20 minutes before operating.
- E10** **Sensor Malfunction Warning:** Motor safety sensor cannot be detected. Unplug the desk and check the connection between the motor and control panel. Restore power to the desk.
- E20** **Overload Warning:** Decrease desk load before operating. If error appears after reducing weight, the AC adapter may need to be replaced.
- E02** **Operation Status Warning:** The desk will stop moving if vibration, impact, or incline are detected. If this occurs, follow the reset process before proceeding.
- E31** **Undervoltage Protection.** 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** **Overvoltage Protection.** 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.
- **Cable Disconnection Warning:** Check motor and cable connections. Normal operation should resume once connections are properly restored.

NOTES

- If you install a new control panel, you must perform a reset for the desk to function properly
- Over-current protection mode: While operating, should the load on the desk exceed rated specifications, the system will enter into over-current protection mode to protect the system from damage. When this happens, the desk will move downward approximately 30mm and come to a stop with the current height displayed.
- Do NOT remove or reconnect power to reset the unit when in a protective or “HOT” state, as this may damage the electronics.

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.



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.



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