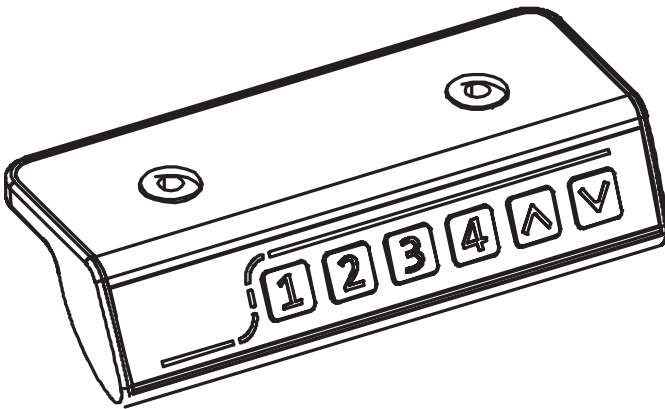




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## DESK-E155TB/C/N/W Controller Instruction Manual



**SKU: DESK-E155TB/C/N/W 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-e155tb>

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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

**OPERATING INSTRUCTIONS:** Press the up arrow, the desk will automatically raise to the highest position. Pressing the down arrow will automatically lower the desk to the lowest position.

### **Memory Mode**

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

| <b>Error Code</b> | <b>Description/Resolution</b>  |
|-------------------|--|
| <b>E10</b>        | Sensorless Alarm. 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. |
| <b>E20</b>        | Overload Alarm. Remove desk items and try again.   |
| <b>E02</b>        | Rebound Protection. Check for desk vibration, obstacles, or desk incline. If no issues found, complete the reset process and try again.                                |
| <b>E32</b>        | Overvoltage Alarm. Voltage is higher than allowed value. Power off desk and check connection between power and control panel. Power on again.                          |
| <b>E31</b>        | Undervoltage Alarm. Voltage is lower than required value. Power off desk and check connection between power and control panel. Power on again.                         |
| <b>HOT</b>        | Overheated Alarm. Power off and wait 18 minutes before use again.  |



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**



[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