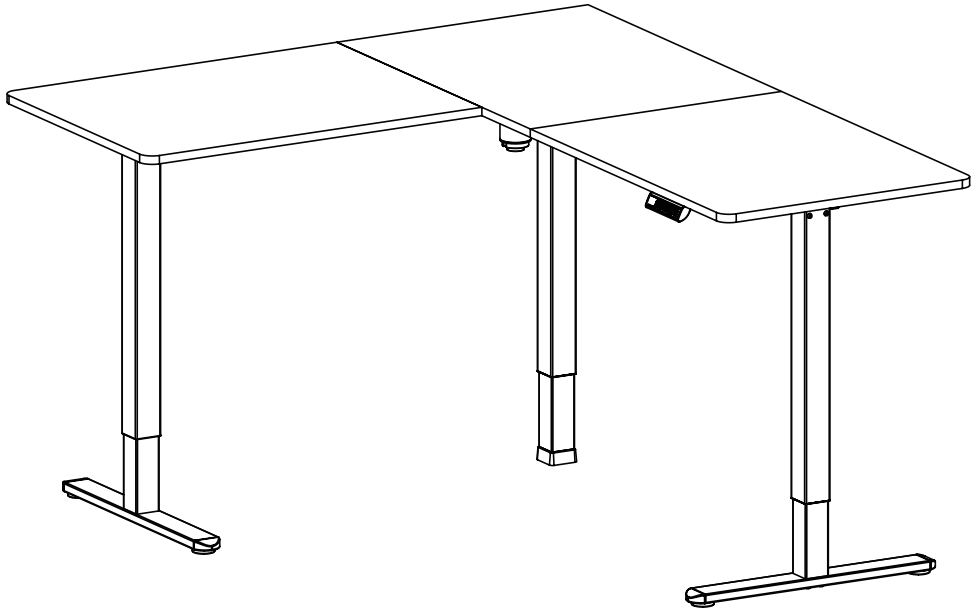


63" x 55" Corner Electric Desk

Instruction Manual



SKU: DESK-E3CT SERIES

Frame:

DESK-E355B
DESK-E355G
DESK-E355W

Table Top:

DESK-E3CTB-A
DESK-E3CTC-A

DESK-E3CTD-A
DESK-E3CTG-A

DESK-E3CTN-A
DESK-E3CTW-A



ASSEMBLY VIDEO AVAILABLE:

Follow along step-by-step with our video walk through by scanning the QR code with your mobile device or by following the product link: [vivo-us.com/products/desk-e3ctb](https://www.vivo-us.com/products/desk-e3ctb)

Contact Us First!

DO NOT RETURN ITEM

Our friendly product support team is here to help!



PERSONABLE CUSTOMER SUPPORT

7AM - 7PM

Monday-Friday



Give us a Call:
309-278-5303



Chat Us:
www.vivo-us.com



Email Us:
help@vivo-us.com

We're Here for You!

Our customer-minded support team is here for YOU,

Monday-Friday 7am-7pm CST.

We offer immediate assistance with rapid response times from customer service agents and product technicians to help you every step of the way!



Missing a Part?

If any parts are received damaged / defective OR you are missing a part, please reach out to us ***within 30 days of product delivery to have it replaced at no cost.***

We are happy to replace parts to ensure you have a fully functioning product

PRE-ASSEMBLY | BEFORE YOU BEGIN



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. 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.

ELECTRICAL WARNING :

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.

WEIGHT CAPACITY

DO NOT EXCEED WEIGHT CAPACITY. Failure to do so may result in serious injury.



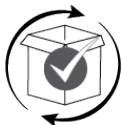
176lbs
(80kg)



Product Warranty

For the most up to date details on your product's warranty, please visit the product's listing on our website or reach out to customer support.

vivo-us.com/products/desk-e3ctb



Returns | Product Didn't Work Out?

We offer a hassle-free 30 day return on all products. Contact customer support at 309-278-5303 or help@vivo-us.com. Please note: For items ordered in error or no longer needed, the return shipping charges will be at the buyer's expense.

TOOLS NEEDED:



Phillips Screwdriver



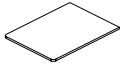
Level

DIFFICULTY LEVEL

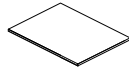


PACKAGE CONTENTS

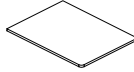
Please consult the parts list below and ensure you have everything you need to assemble your product. If parts are missing or damaged, please contact us.



A (x1)
Left Desktop



B (x1)
Middle Desktop



C (x1)
Right Desktop



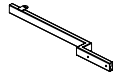
D (x1)
Left Crossbar



E (x1)
Short Left Crossbar



F (x1)
Right Crossbar



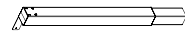
G (x1)
Angled Right Crossbar



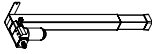
H (x2)
Sync Rod



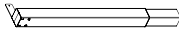
I (x2)
Side Brackets



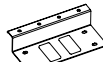
J (x1)
Right Leg



K (x1)
Motorized Leg



L (x1)
Left Leg



M (x1)
Short Connector Bracket



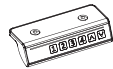
N (x1)
Long Connector Bracket



O (x4)
Desktop Connector



P (x2)
Foot



Q (x1)
Control Panel



R (x1)
AC Adapter



S (x1)
Extension Cable



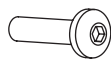
T (x25)
Anti-Vibration Pads



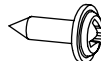
U (x2)
Cable Clips



S-A (x22)
M6x8mm
Screw



S-B (x9)
M6x35mm
Screw



S-C (x43)
M5x16mm
Screw



T-A (x1)
5mm Allen Wrench

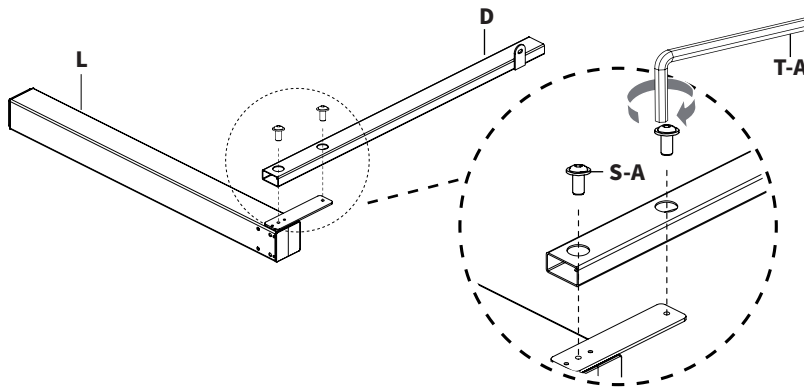


T-B (x1)
2mm Allen Wrench

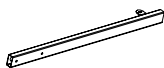
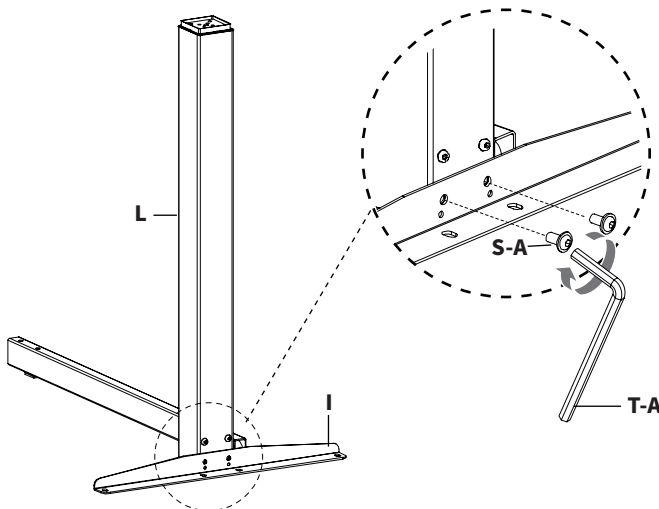
ASSEMBLY STEPS

STEP 1: Assemble Left Leg

Connect Left Crossbar (**D**) to Left Leg (**L**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



Attach Side Bracket (**I**) to Left Leg (**L**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



D (x1)
Left Crossbar



L (x1)
Left Leg



I (x1)
Side Brackets



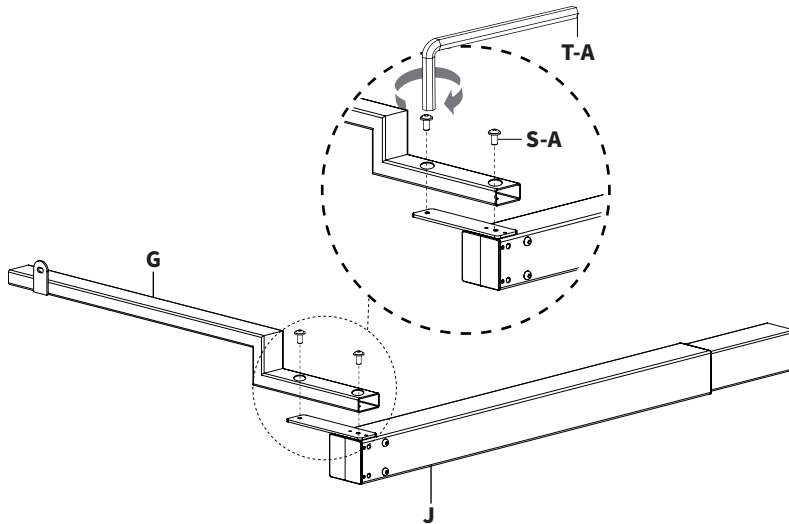
S-A (x4)
M6x8mm Screw



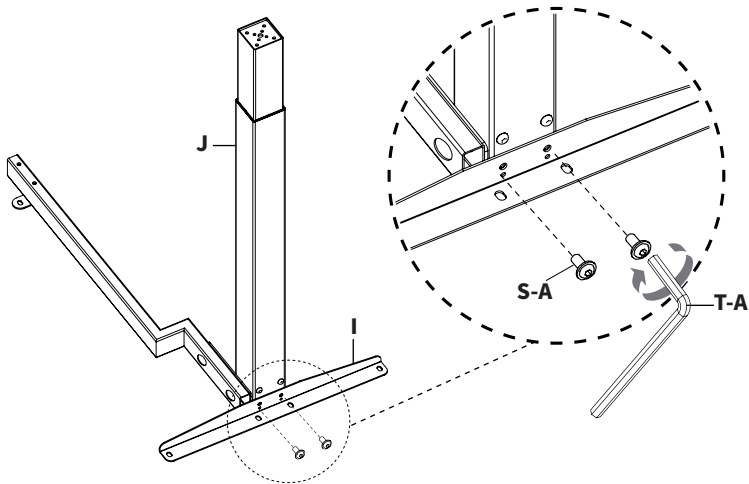
T-A
5mm Allen
Wrench

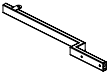
STEP 2: Assemble Right Leg

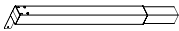
Attach Angled Right Crossbar (**G**) to Right Leg (**J**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).





Attach Side Bracket (**I**) to Right Leg (**J**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).





G (x1)
Angled Right Crossbar


J (x1)
Right Leg

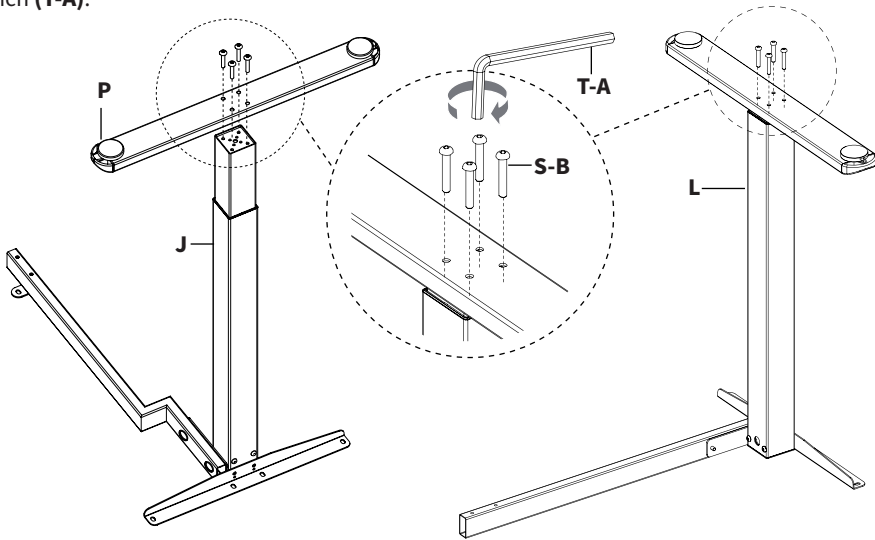

I (x1)
Side Brackets


S-A (x4)
M6x8mm Screw

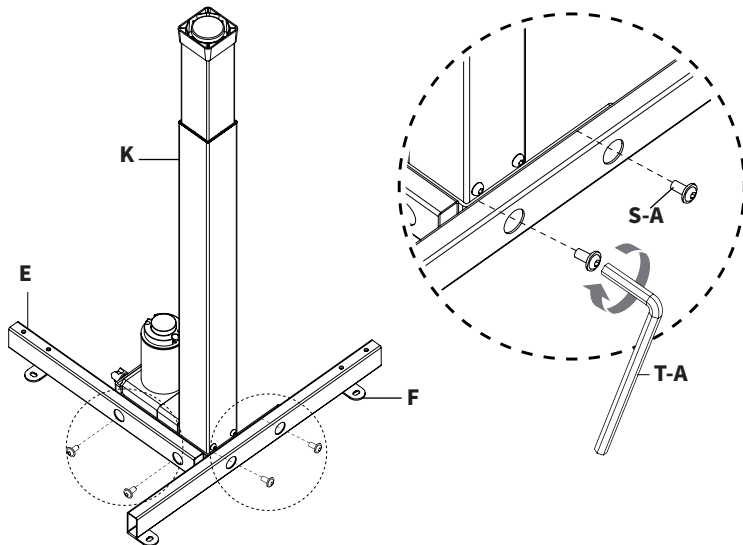

T-A
5mm Allen Wrench

STEP 3: Install Feet & Connect Motorized Leg

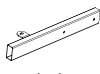
Attach Foot (P) to Right and Left Leg (J, L) using M6x35mm Screws (S-B) and 5mm Allen Wrench (T-A).



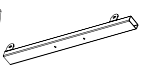
Connect Short Left Crossbar (E) and Right Crossbar (F) to Motorized Leg (K) using M6x8mm Screws (S-A) and 5mm Allen Wrench (T-A).



P (x2)
Foot



E (x1)
Short Leg
Crossbar



F (x1)
Right Crossbar



K (x1)
Motorized Leg



S-B (x8)
M6x35mm Screw



S-A (x4)
M6x8mm Screw



T-A
5mm Allen
Wrench

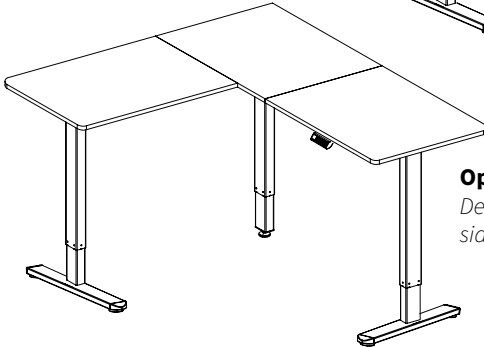
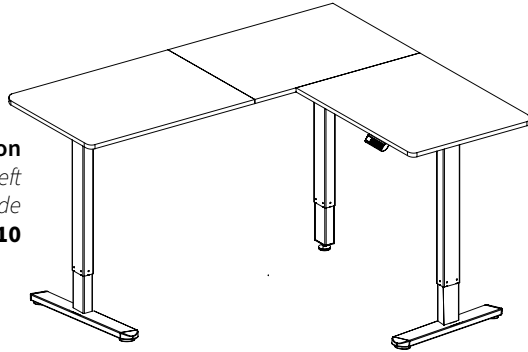
- Assembly Options -

This desk can be assembled with a left or right side extension.
Please select an option and proceed with assembly

Option A | Left Side Extension

Desk frame will extend out to left side, with a short right side

Pg 7-10



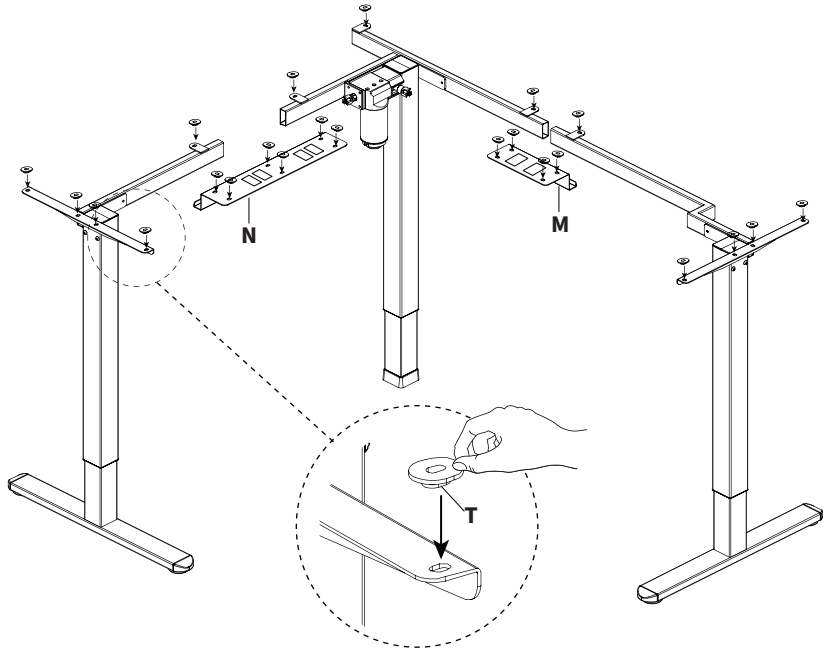
Option B | Right Side Extension

Desk frame will extend out to right side, with a short left side

ASSEMBLY OPTION A | Left Side Extension

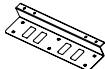
A-STEP 4: Install Anti-Vibration Pads

Affix Anti-Vibration Pads (**T**) to desk frame, Short Connector Bracket (**M**), and Long Connector Bracket (**N**). Connector Brackets will be installed in next step.



M (x1)

Short Connector Bracket



N (x1)

Long Connector Bracket

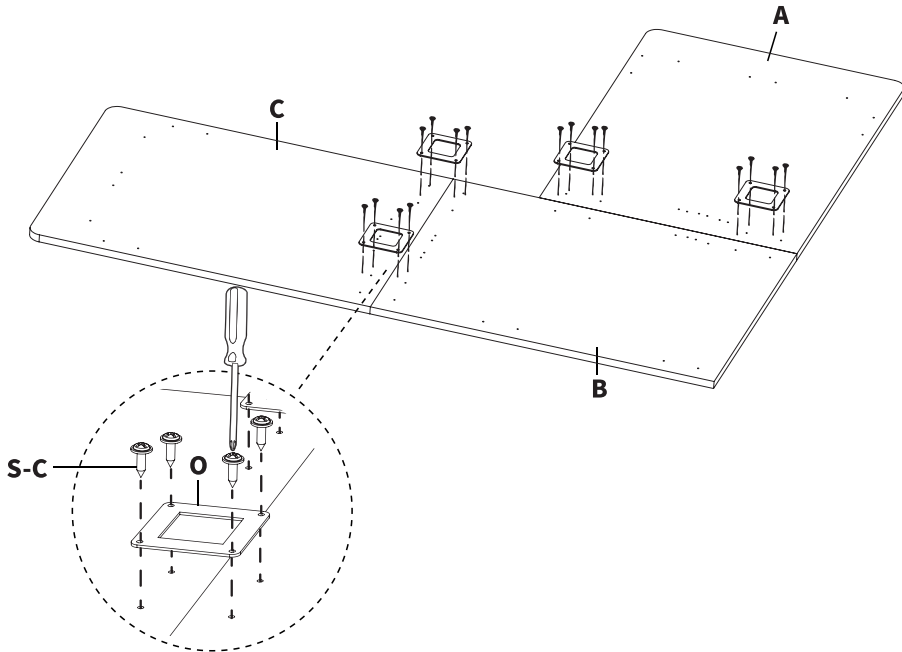
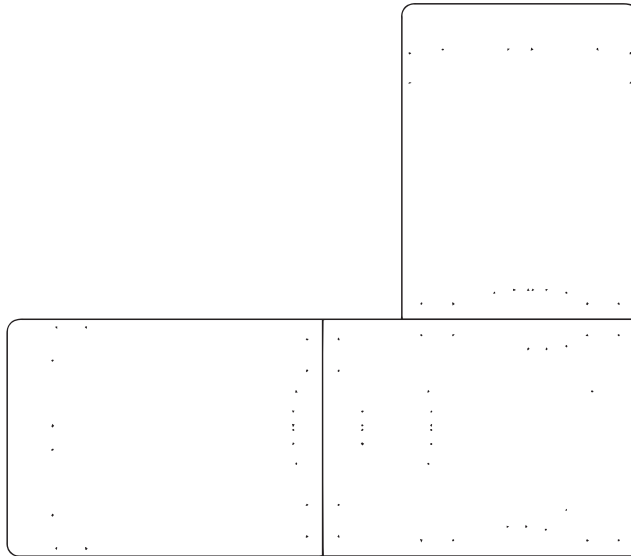


T (x23)

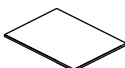
Anti-Vibration Pads

A-STEP 5: Assemble Desktop

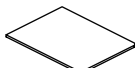
Connect Left, Middle, and Right Desktop (**A, B, C**) pieces together using Desktop Connectors (**O**), M5x16mm Screws (**S-C**) and a Phillips screwdriver.



A (x1)
Left Desktop



B (x1)
Middle Desktop



C (x1)
Right Desktop



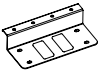
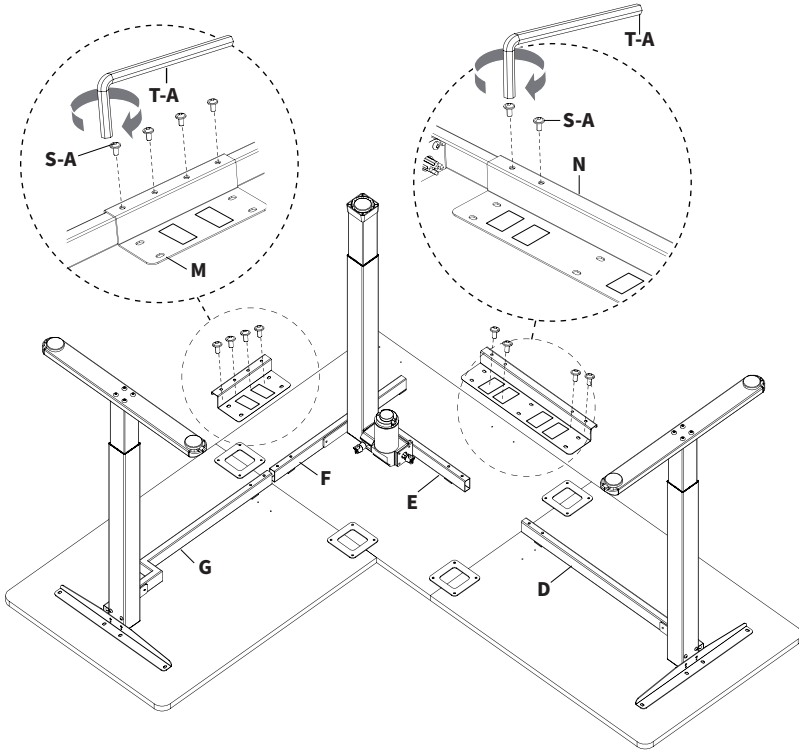
O (x4)
Desktop
Connector



S-C (x16)
M5x16mm
Screw

A-STEP 6: Install Connector Brackets

Begin connecting frame to desktop by placing assemblies on desktop as shown below. Connect Angled Right Crossbar (**G**) and Right Crossbar (**F**) to Short Connector Bracket (**M**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**). Connect Long Connector Bracket (**N**) to Short Left Crossbar (**E**) and Left Crossbar (**D**), using M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).



M (x1)
Short Connector
Bracket



N (x1)
Long Connector
Bracket



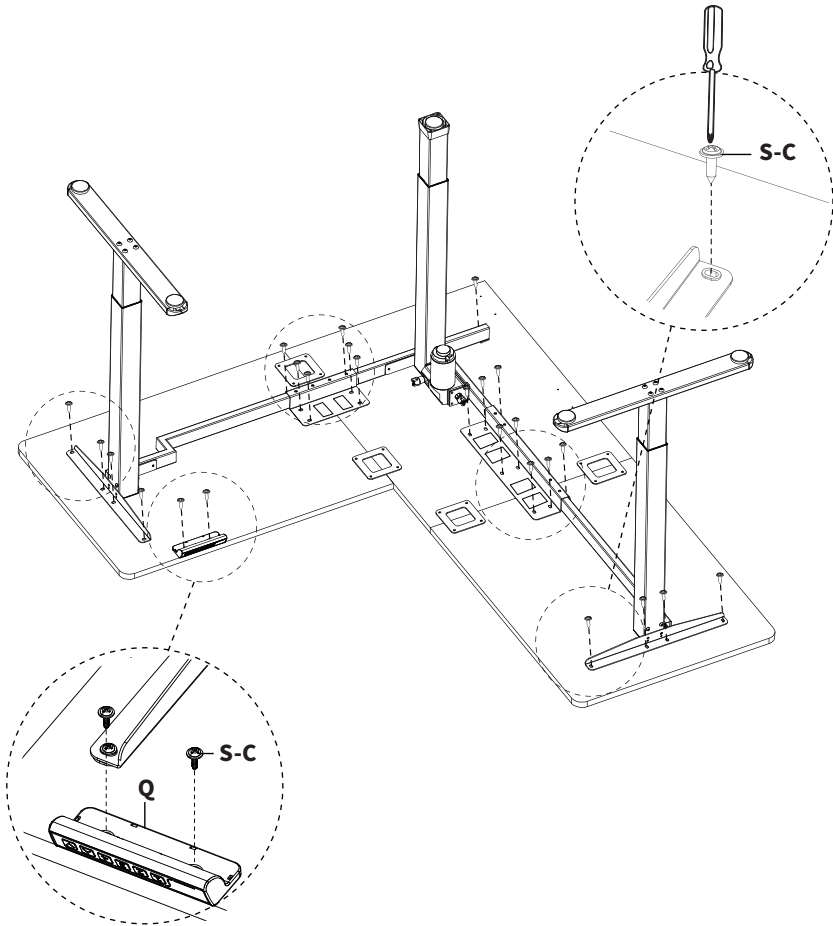
S-A (x8)
M6x8mm
Screw



T-A
5mm Allen
Wrench

A-STEP 7: Secure Frame & Desktop

Secure to desktop with M5x16mm Screws (**S-C**) and a Phillips screwdriver, using the screw locations shown below. Connect Control Panel (**Q**) to desktop using M5x16mm Screws (**S-C**) and a Phillips screwdriver.



Q (x1)
Control Panel

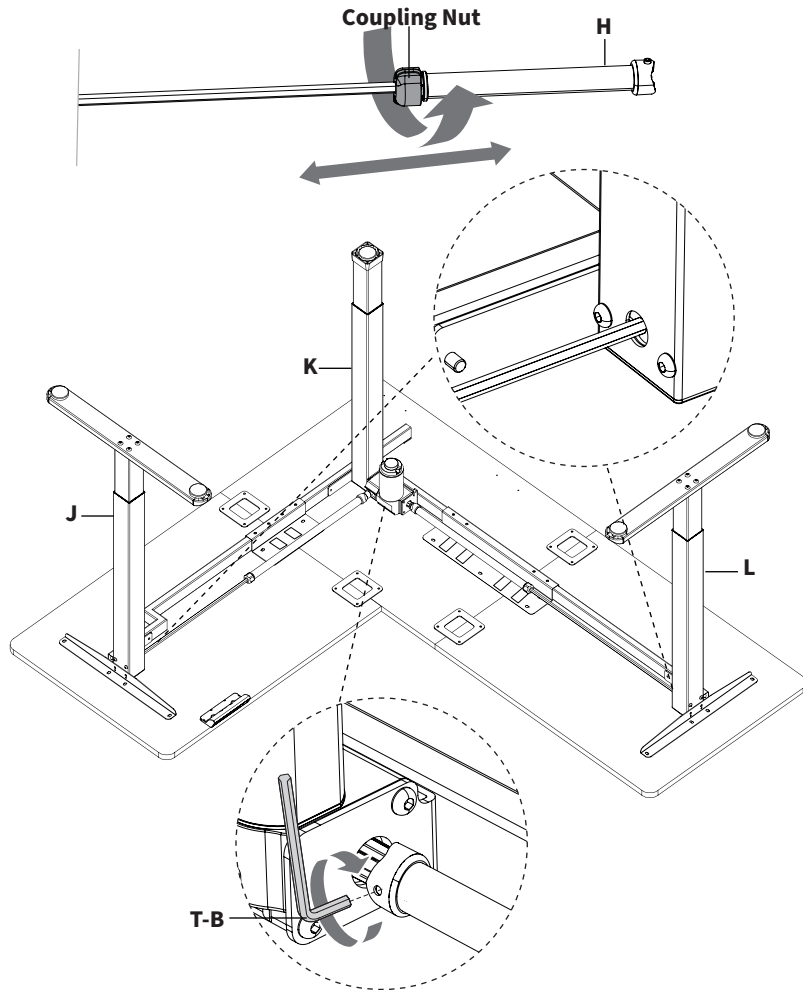


S-C (x25)
M5x16mm Screw

A-STEP 8: Install Sync Rod

Loosen the coupling nut on Sync Rods (**H**) and insert hex shaft into Left and Right Leg (**L, J**), making sure the metal retaining ring makes contact with the leg. Ensure that all three legs are the same height. If not, turn the Sync Rod (**H**) clockwise to raise corresponding leg, and counter-clockwise to lower.

Loosen coupling nuts on Sync Rods (**H**) and extend onto Motorized Leg (**K**). Tighten coupling nuts, then tighten both set screws on the end of Sync Rods (**H**) using 2mm Allen Wrench (**T-B**).



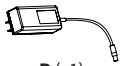
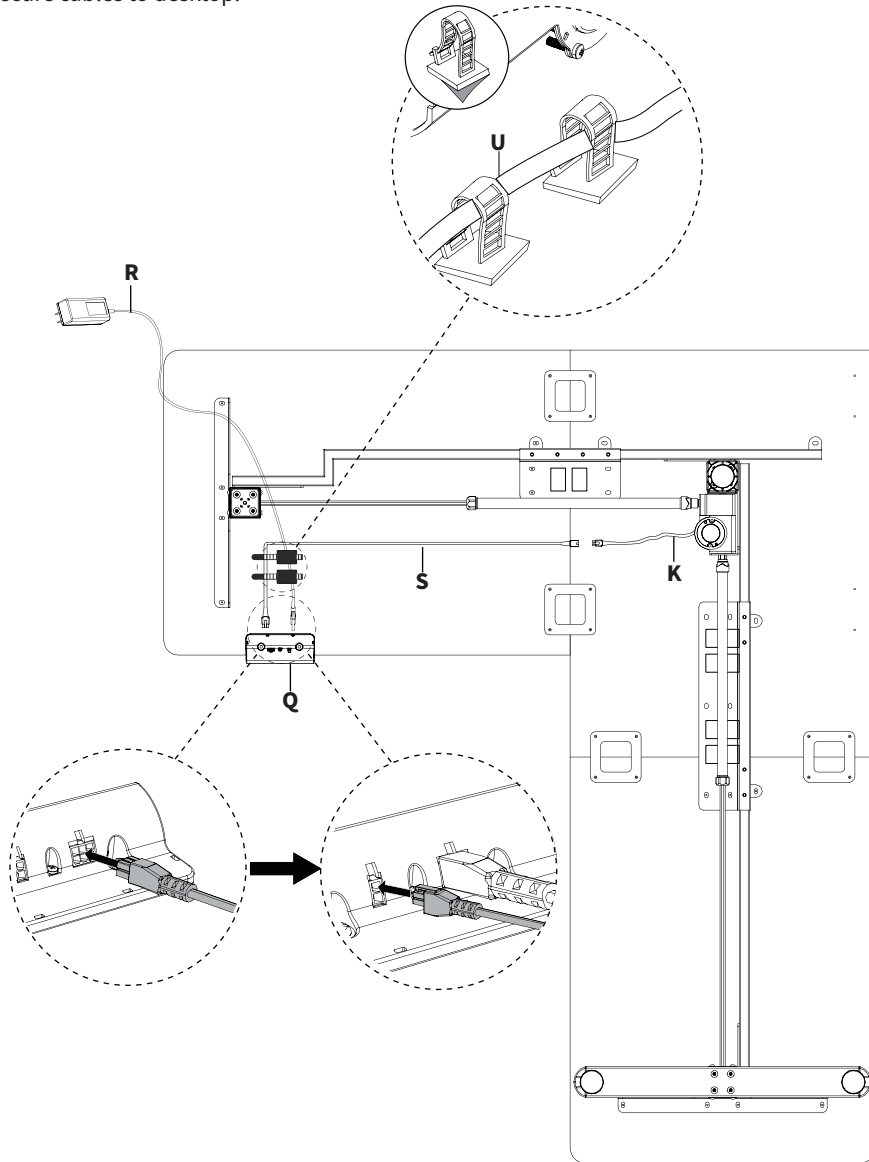
H (x2)
Sync Rod



T-B (x1)
2mm Allen Wrench

A-STEP 9: Connect Power Cables

Connect Power Cord (**R**) and cable from Motorized Leg (**K**) to Control Panel (**Q**). If needed, use Extension Cable (**S**) for cable from Motorized Leg (**K**) to extend length. Use Cable Clips (**U**) to secure cables to desktop.



R (x1)
AC Adapter



S (x1)
Extension Cable

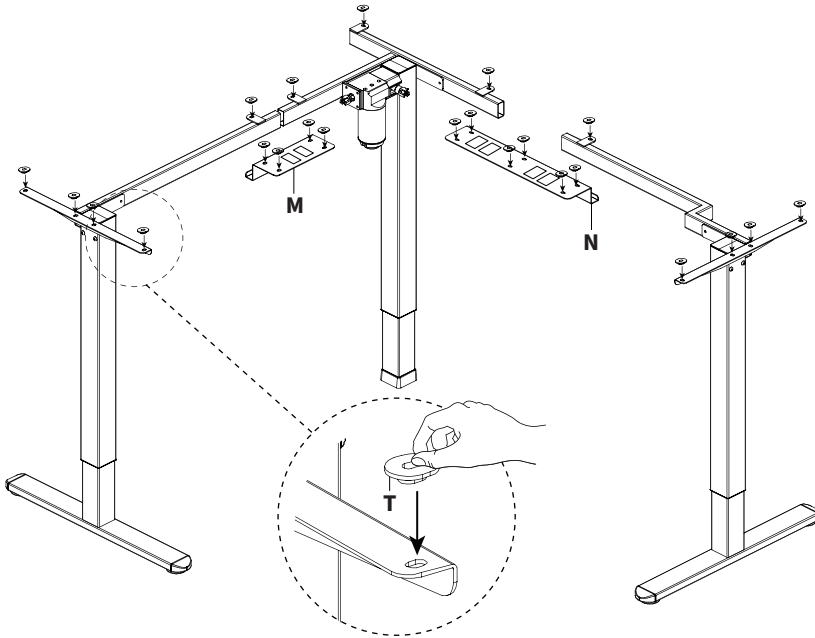


U (x2)
Cable Clips

ASSEMBLY OPTION B | Right Side Extension

B-STEP 4: Install Anti-Vibration Pads

Affix Anti-Vibration Pads (**T**) to desk frame, Short Connector Bracket (**M**), and Long Connector Bracket (**N**). Connector Brackets will be installed in next step.



M (x1)

Short Connector Bracket



N (x1)

Long Connector Bracket

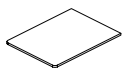
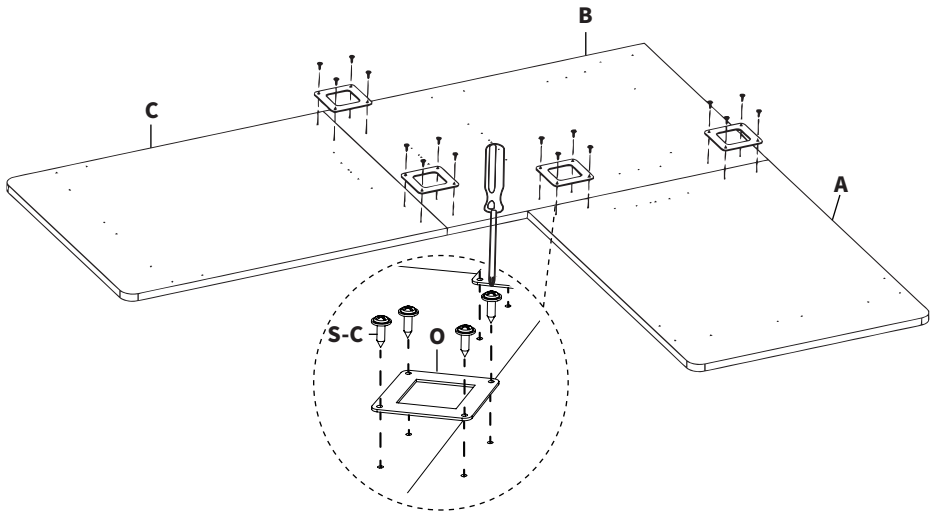
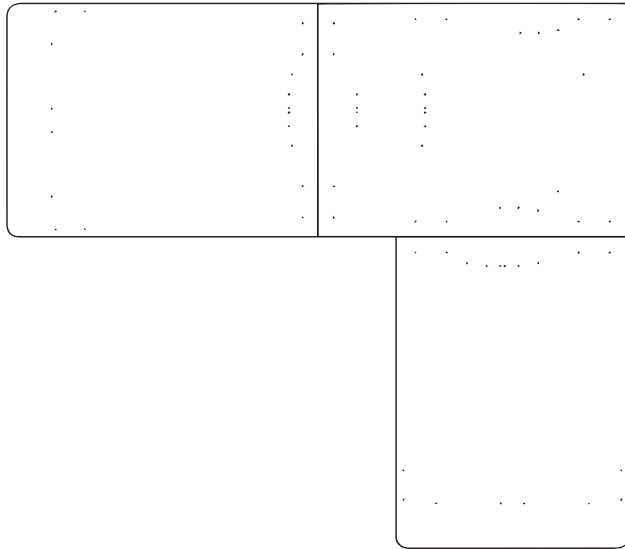


T (x23)

Anti-Vibration
Pads

B-STEP 5: Assemble Desktop

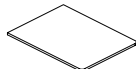
Connect Left, Middle, and Right Desktop (**A, B, C**) pieces together using Desktop Connectors (**O**), M5x16mm Screws (**S-C**) and a Phillips screwdriver.



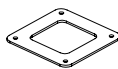
A (x1)
Left Desktop



B (x1)
Middle Desktop



C (x1)
Right Desktop



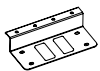
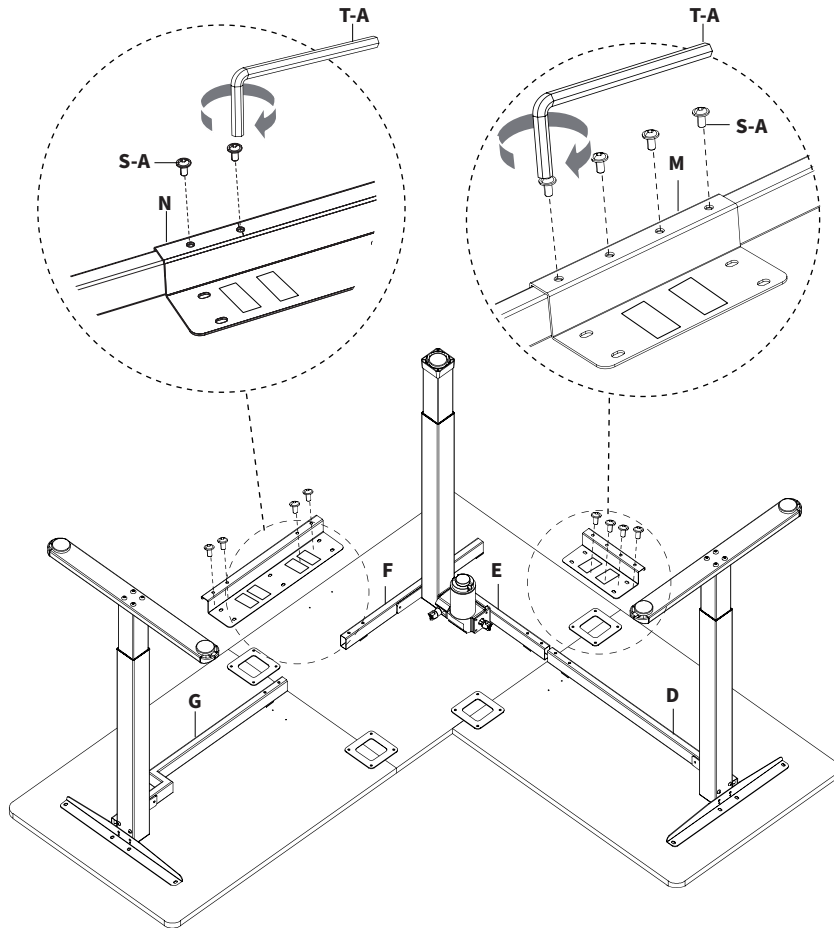
O (x4)
Desktop
Connector



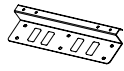
S-C (x16)
M5x16mm
Screw

B-STEP 6: Install Connector Brackets

Begin connecting frame to desktop by placing assemblies on desktop as shown below. Connect Angled Right Crossbar (**G**) and Right Crossbar (**F**) to Long Connector Bracket (**N**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**). Connect Short Left Crossbar (**E**) and Left Crossbar (**D**) to Short Connector Bracket (**M**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).



M (x1)
Short Connector
Bracket



N (x1)
Long Connector
Bracket



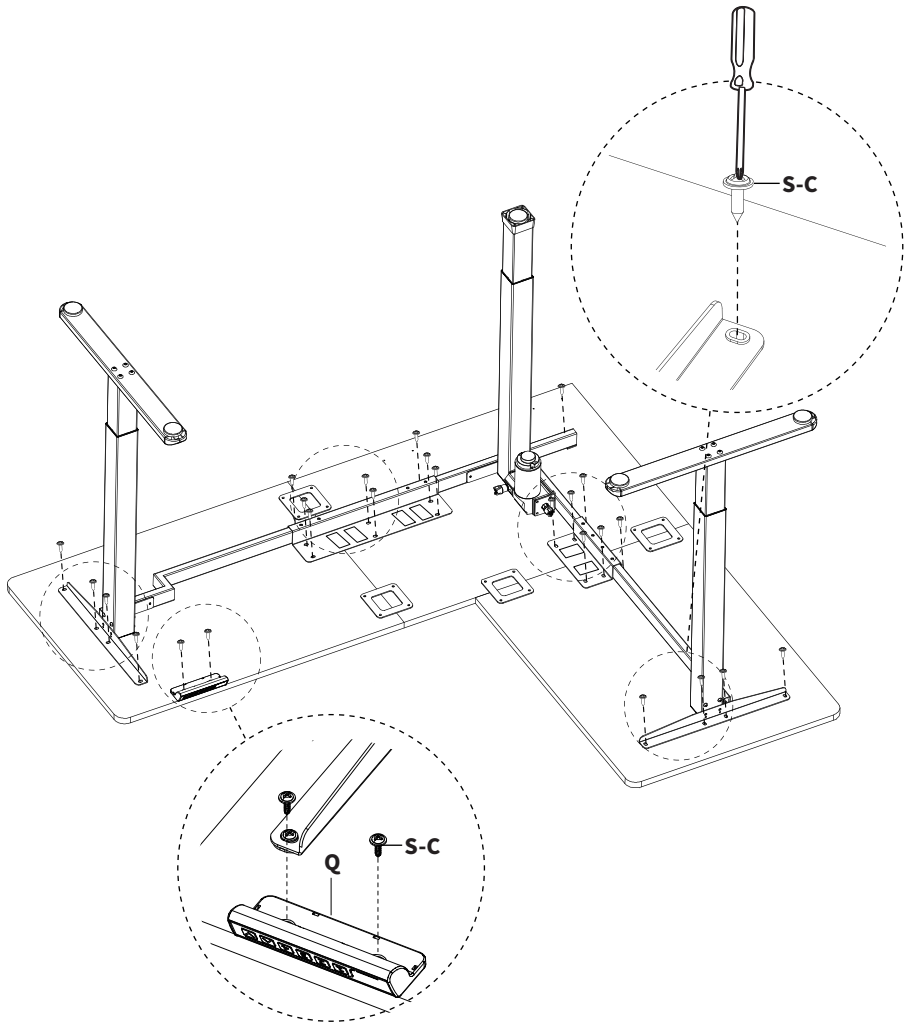
S-A (x8)
M6x8mm
Screw



T-A
5mm Allen
Wrench

B-STEP 7: Secure Frame & Desktop

Secure to desktop with M5x16mm Screws (**S-C**) and a drill, using the screw locations shown below. Connect Control Panel (**Q**) to desktop using M5x16mm Screws (**S-C**) and a drill.



Q (x1)
Control Panel

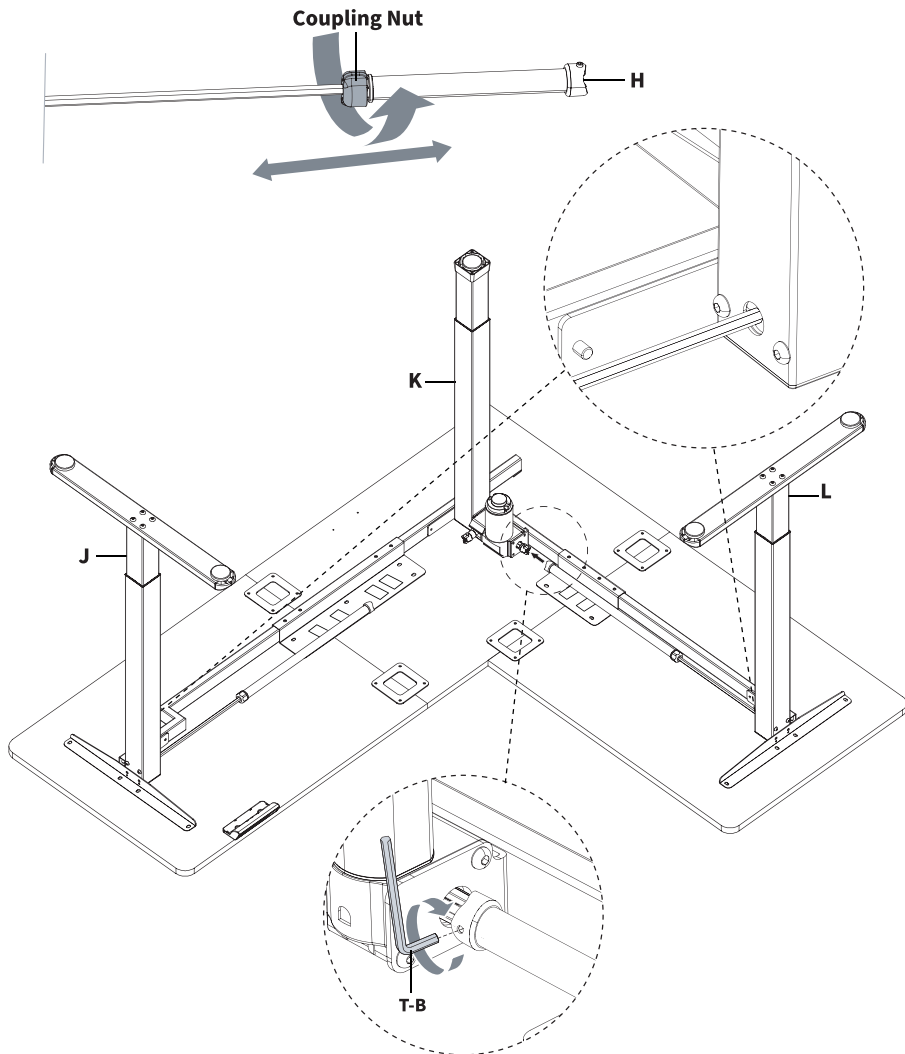


S-C (x25)
M5x16mm Screw

B-STEP 8: Install Sync Rod

Loosen the coupling nut on Sync Rods (**H**) and insert hex shaft into Left and Right Leg (**L, J**), making sure the metal retaining ring makes contact with the leg. Ensure that all three legs are the same height. If not, turn the Sync Rod (**H**) clockwise to raise corresponding leg, and counter-clockwise to lower.

Loosen coupling nuts on Sync Rods (**H**) and extend onto Motorized Leg (**K**), making sure set screw faces out. Tighten coupling nuts, then tighten both set screws on the end of Sync Rods (**H**) using 2mm Allen Wrench (**T-B**).



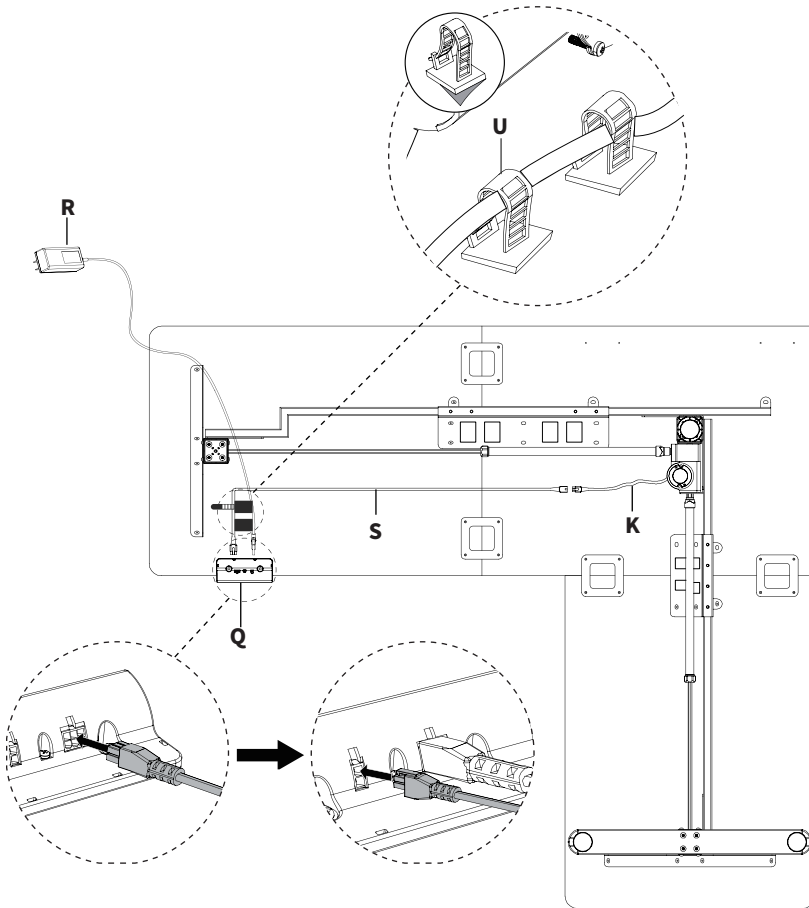
H (x2)
Sync Rod



T-B (x1)
2mm Allen Wrench

B-STEP 9: Connect Power Cables

Connect Power Cord (**R**) and cable from Motorized Leg (**K**) to Control Panel (**Q**). If needed, use Extension Cable (**S**) for cable from Motorized Leg (**K**) to extend length. Use Cable Clips (**U**) to secure cables to desktop.



R (x1)
AC Adapter

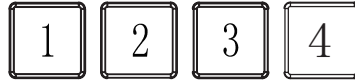
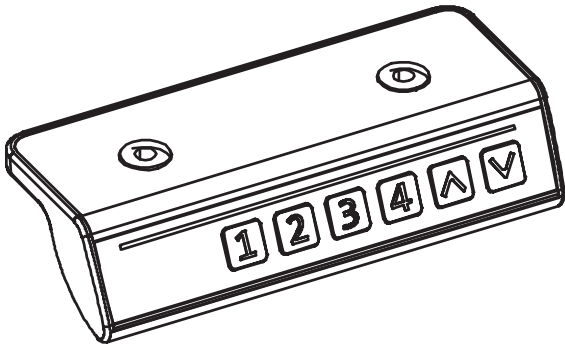


S (x1)
Extension Cable



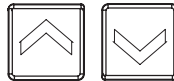
U (x2)
Cable Clips

CONTROLLER - USER MANUAL



Memory Presets

Press any number and the desk will return to the programmed height. See *Programming Memory Presets* to program presets.



Arrow Keys

Press and hold the UP arrow for the desk to begin raising. Release when desk reaches desired height. Press and hold DOWN arrow to lower desk. Release button when desired height is reached.

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

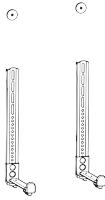
Error Code	Description/Resolution
E10	Sensorless Alarm: This alarm triggered when the sensor cannot be detected. Power off desk and check the connection between the motor and control panel, then re-power.
E20	Overload Alarm: Remove desk items and try again.
E02	Rebound Protection: Check for desk vibration, obstacles, or desk incline. If no issues found, complete the reset process and try again.
E32	Overvoltage Alarm: Voltage is higher than allowed value. Power off desk and check connection between power and control panel. Power on again.
E31	Undervoltage Alarm: Voltage is lower than required value. Power off desk and check connection between power and control panel. Power on again.
HOT	Overheated Alarm: Power off and wait 18 minutes before use again.

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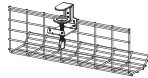
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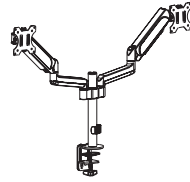
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VIVO is more than a brand of ergonomic office furniture. We are a team of creative and innovative individuals working together to offer high quality, affordable ergonomic solutions. We think and work outside of the box to serve you, our customer, to the best of our ability.



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Average Resolution Time: **5m 4s**



Chat Us: **www.vivo-us.com**

Average Resolution Time: **< 15m**



Email Us: **help@vivo-us.com**

Average Resolution Time: **1HR 8M**

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



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