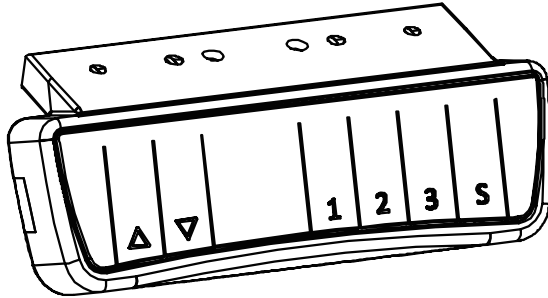




DESK-E3CVB/C/D/N/W Controller

Instruction Manual



SKU: DESK-E3CVB/C/D/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-e3cvb>

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: 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 Mode

To store a certain height in the controller's memory, first press "S". The interface will flash. Now press "1", "2" or "3". Release the button to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the three height settings by pressing the corresponding button.

Power-Saving Mode

When no actions are made for over 30 seconds, the system will enter power-saving mode, touch any button to enter operation mode.

Switch the Displayed Unit of Measurement

The preset measurement shown on the display is cm. If you would like to change cm to inch, press and hold the "S" button for 5 seconds until "S--" begins to flash on the display. Press "S" again until "Un" is displayed. Press "S" to select. Press the up or down arrow to select "SI" (metric), or "In" (imperial). Hold "S" for 2 seconds to save the setting.

Collision Force Detection (CF)

Long press the "S" button until "S--" shows and flashes. Press "S" button again for the display to show "Un". Press the up or down arrow to switch "CF". Press "S" button to select. Press the up or down arrow to switch between "OFF", Low (L), Normal (N) or Heavy (H) Collision Force Detection. Press "S" button to save your choice.

Reset Mode

If the desk must be reset, first lower the desk until it stops, then restart the system by unplugging for at least 5 seconds and plugging back in. Press and hold the down button until "RES" is displayed. Continue holding until the desk lowers completely, then moves up slightly.

TROUBLESHOOTING

Error Code Description/Resolution

HOT	Let the desk rest for at least 20 minutes before operating.
E10	Signal Loss. Method 1: Perform a reset operation. Method 2: Disconnect desk power, disconnect the motor, reconnect the motor, then reconnect power.
E20	Desk weight limit exceeded. Decrease desk load before operating. If error appears after reducing weight, the AC adapter may need to be replaced.
E02	Obstacle protection. Desk will automatically move back 4cm after collision
E31	Low voltage alarm. The voltage is lower than required to power the desk. Check the connection between the AC adapter and power cable.
E32	High voltage alarm. The voltage is higher than required to power the desk, Check the connection between the AC adapter and power cable

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.



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**



www.vivo-us.com
Chat live with an agent!

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



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