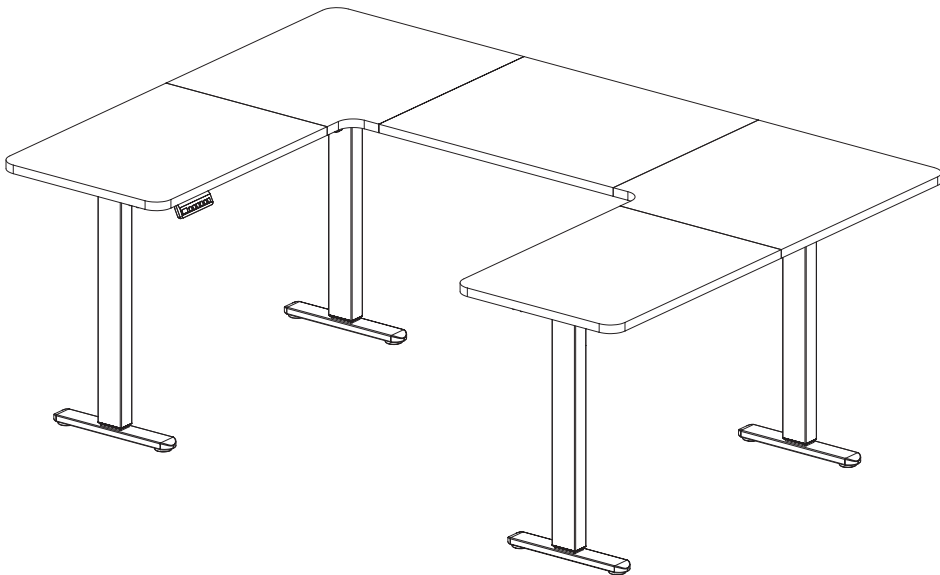


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## U-Shaped 83" x 60" Dual Motor Electric Desk

**SKUS: DESK-E4UBB**

Instruction Manual



**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-e4ubb](https://vivo-us.com/products/desk-e4ubb)

# 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](http://www.vivo-us.com)**



Email Us:  
**[help@vivo-us.com](mailto:help@vivo-us.com)**

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## 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.



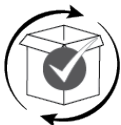
220lbs  
(100kg)



### **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-e4ubb](https://vivo-us.com/products/desk-e4ubb)



### **Returns | Product Didn't Work Out?**

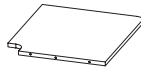
We offer a hassle-free 30 day return on all products. Contact customer support at 309-278-5303 or [help@vivo-us.com](mailto:help@vivo-us.com). Please note: For items ordered in error or no longer needed, the return shipping charges will be at the buyer's expense.

# 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.



**1 (x1)**  
Right Extension



**2 (x1)**  
Right Corner



**3 (x1)**  
Middle Desktop



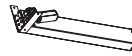
**4 (x1)**  
Left Corner



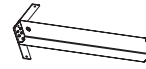
**5 (x1)**  
Left Extension



**6 (x1)**  
Motorized Leg A



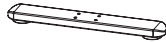
**7 (x1)**  
Motorized Leg B



**8 (x1)**  
Leg A



**9 (x1)**  
Leg B



**10 (x4)**  
Foot



**11 (x2)**  
Side Bracket



**12 (x2)**  
Short Right Crossbar



**13 (x1)**  
Long Right Crossbar



**14 (x2)**  
Short Left Crossbar



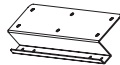
**15 (x1)**  
Long Left Crossbar



**16 (x1)**  
Middle Crossbar



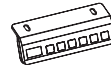
**17 (x2)**  
Sync Rod



**18 (x2)**  
Long Connector Bracket



**19 (x2)**  
Short Connector Bracket



**20 (x1)**  
Controller



**21 (x4)**  
Extension Cables



**22 (x1)**  
AC Adapter



**23 (x1)**  
Power Cord



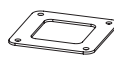
**24 (x4)**  
Cable Clips



**25 (x36)**  
Anti-Vibration Pads



**26 (x2)**  
Hook



**27 (x8)**  
Connector Plates



**28 (x1)**  
Adapter Bracket

## HARDWARE



**S-A** (x30)  
M6x11mm  
Screw



**S-B** (x18)  
M6x35mm  
Screw



**S-C** (x74)  
M5x15mm  
Screw



**S-D** (x5)  
M8x12mm  
Screw



**S-E** (x14)  
Wooden  
Dowels



**T-A** (x1)  
5mm Allen  
Wrench



**T-B** (x1)  
2mm Allen  
Wrench

### TOOLS NEEDED:



*Phillips Screwdriver*

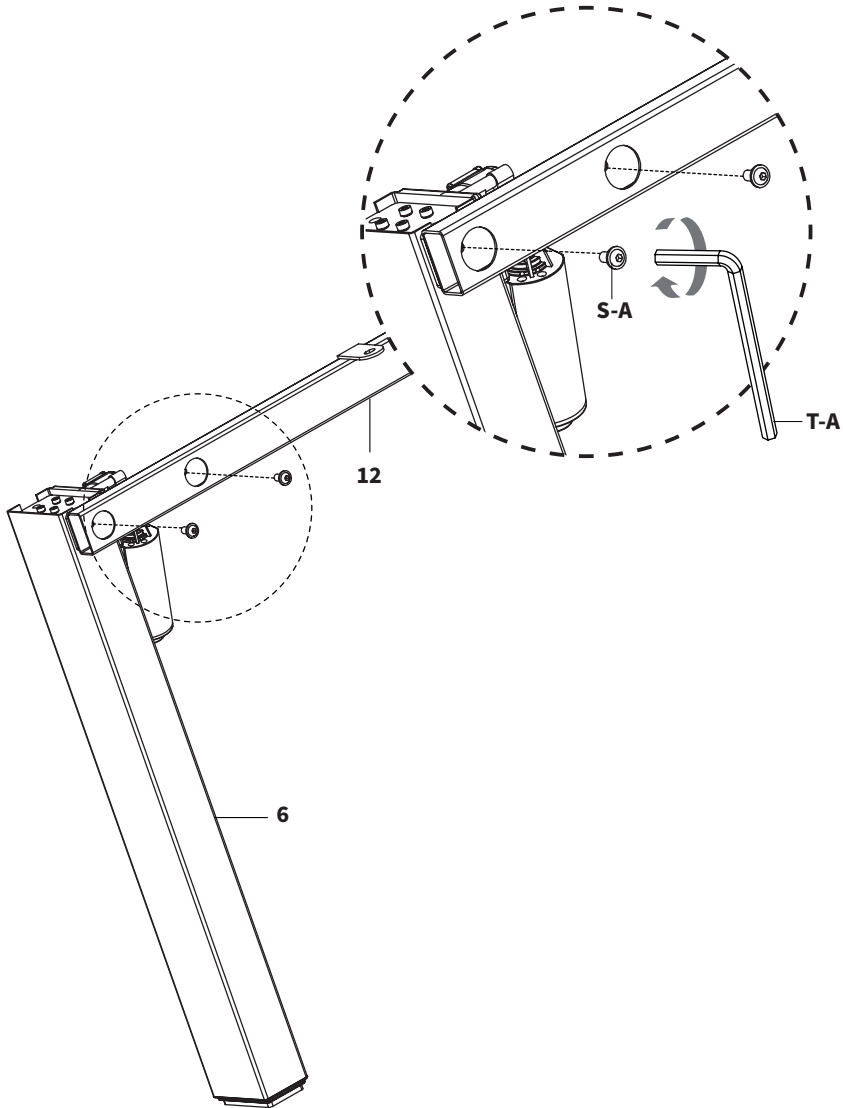


*Level*

# ASSEMBLY STEPS

## STEP 1.1 Forming Leg Assembly A

Attach Short Right Crossbar (**12**) to Motorized Leg A (**6**) with M6x11mm Screws (**S-A**) using 5mm Allen Wrench (**T-A**).



**6** (x1)  
Motorized  
Leg A



**12** (x1)  
Short Right  
Crossbar



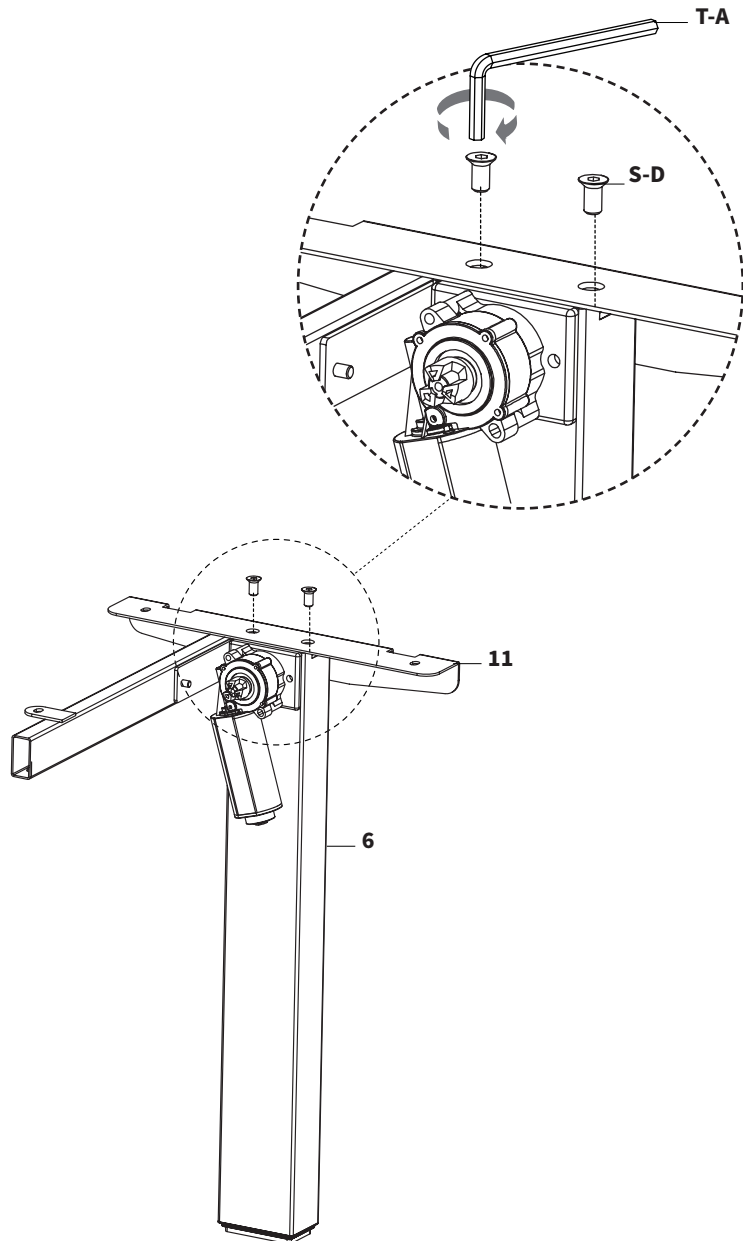
**S-A** (x2)  
M6x11mm  
Screw



**T-A**  
5mm Allen  
Wrench

## STEP 1.2 Connect Side Brackets

Attach Side Bracket **(11)** to Motorized Leg A **(6)** with M8x12mm Screws **(S-D)** using 5mm Allen Wrench **(T-A)**.



**11** (x1)  
Side Bracket



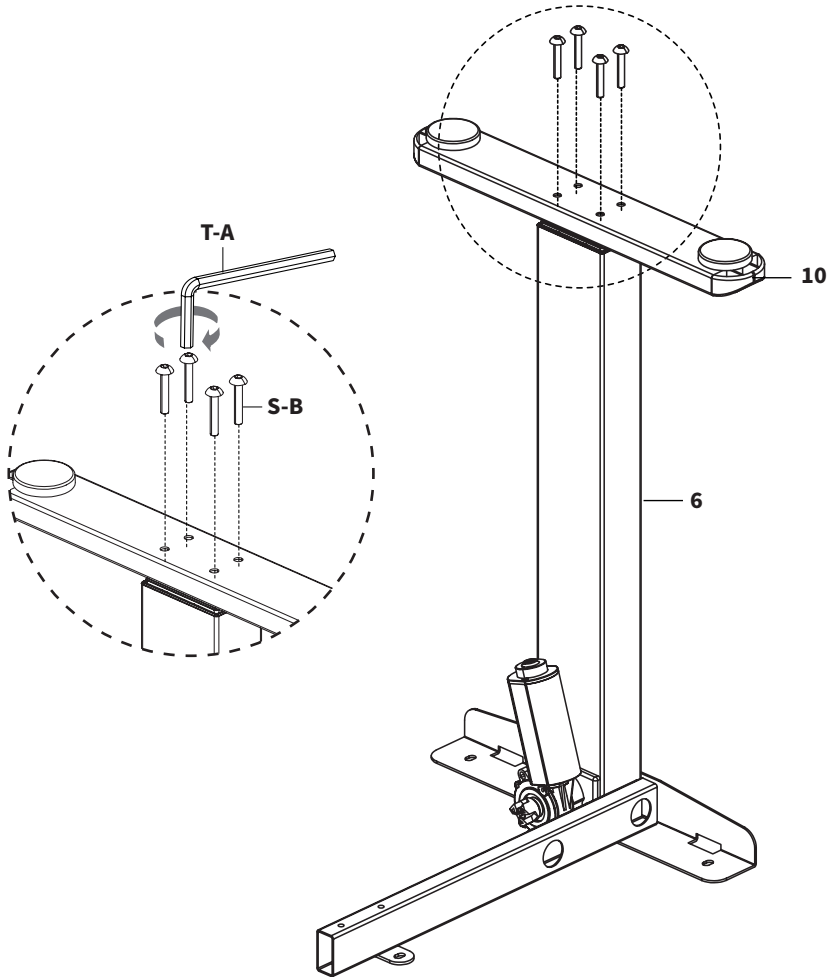
**S-D** (x2)  
M8x12mm  
Screw



**T-A**  
5mm Allen  
Wrench

### STEP 1.3 Attach Foot

Connect Foot **(10)** to underside of Motorized Leg A **(6)** with M6x35mm Screws **(S-B)** using 5mm Allen Wrench **(T-A)**.



**10** (x1)  
Foot



**S-B** (x4)  
M6x35mm  
Screw

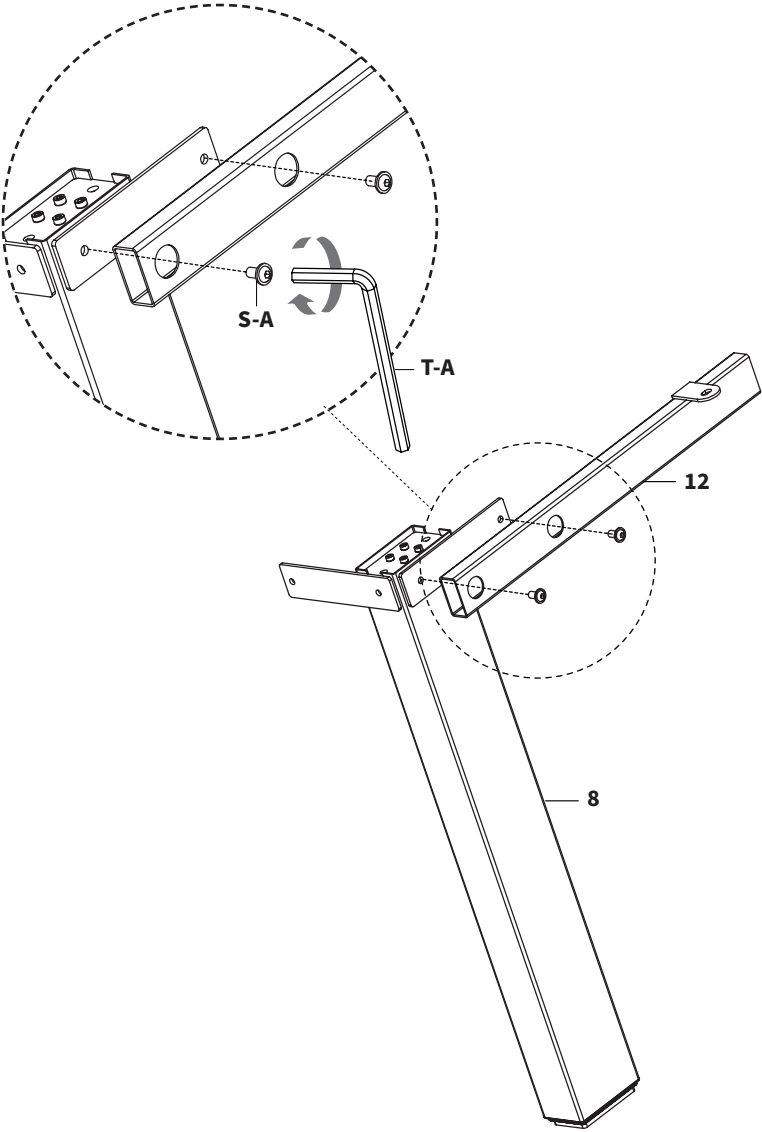


**T-A**  
5mm Allen  
Wrench



**STEP 2.1** Forming Leg Assembly B

Attach Short Right Crossbar (12) to Leg A (8) with M6x11mm Screws (S-A) using 5mm Allen Wrench (T-A).



**8** (x1)  
Leg A



**12** (x1)  
Short Right  
Crossbar



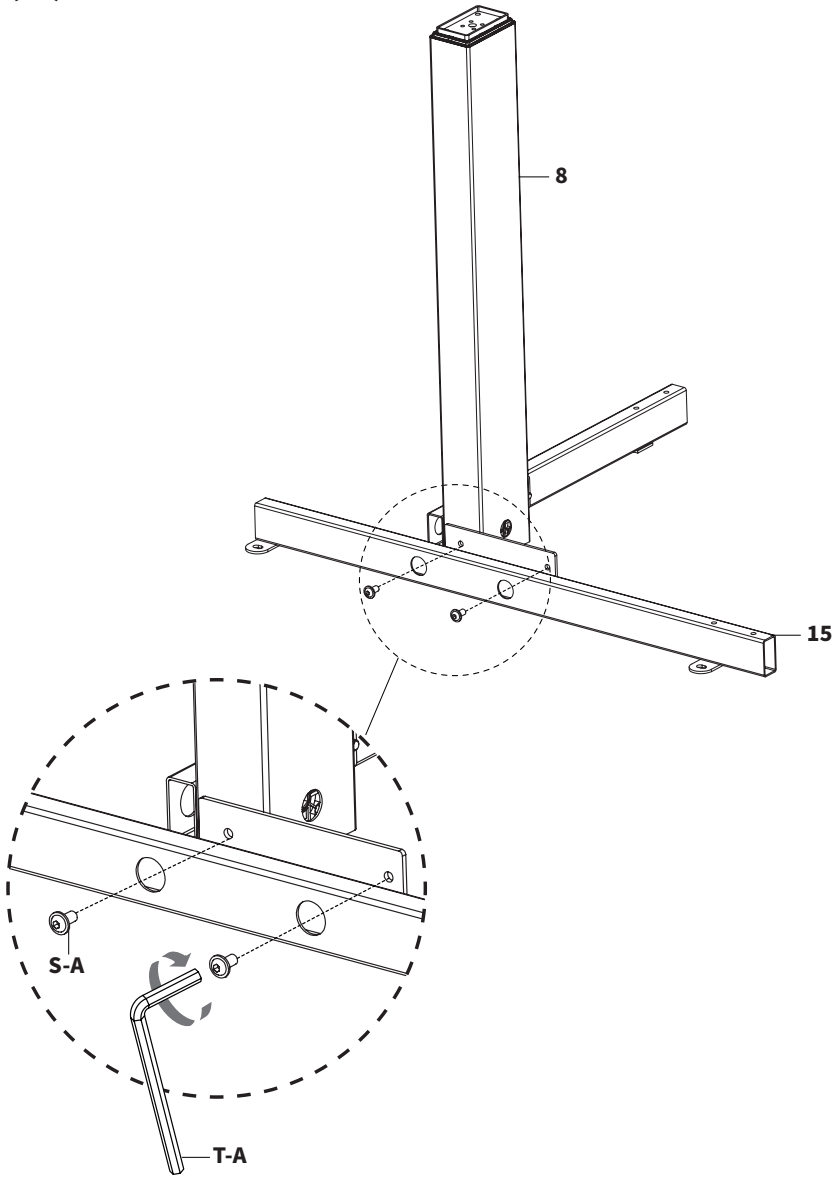
**S-A** (x2)  
M6x11mm  
Screw



**T-A**  
5mm Allen  
Wrench

## STEP 2.2 Attach Crossbar

Attach Long Left Crossbar **(15)** to Leg A **(8)** with M6x11mm Screws **(S-A)** using 5mm Allen Wrench **(T-A)**.



**15** (x1)  
Long Left  
Crossbar



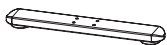
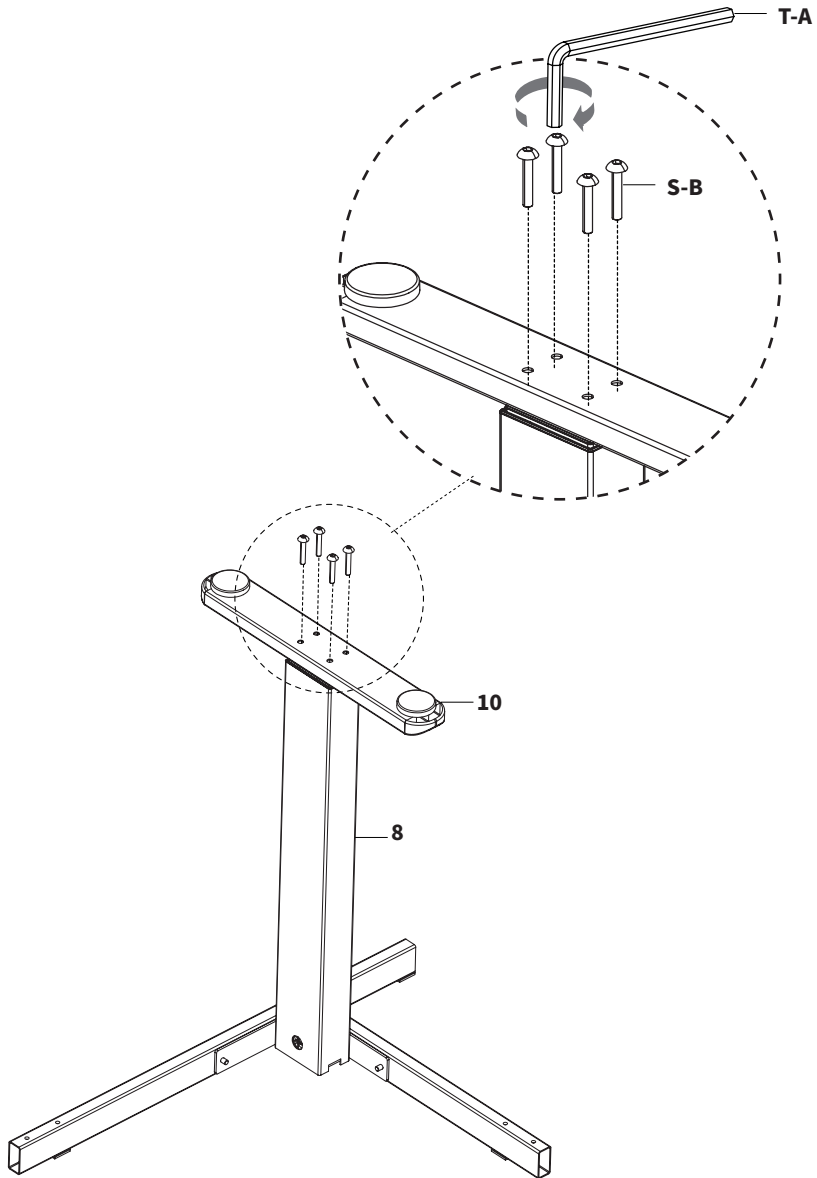
**S-A** (x2)  
M6x11mm Screws



**T-A**  
5mm Allen  
Wrench

## STEP 2.3 Attaching Foot

Connect Foot (10) to the underside of Leg A (8) with M6x35mm Screws (S-B) using 5mm Allen Wrench (T-A).



**10** (x1)  
Foot



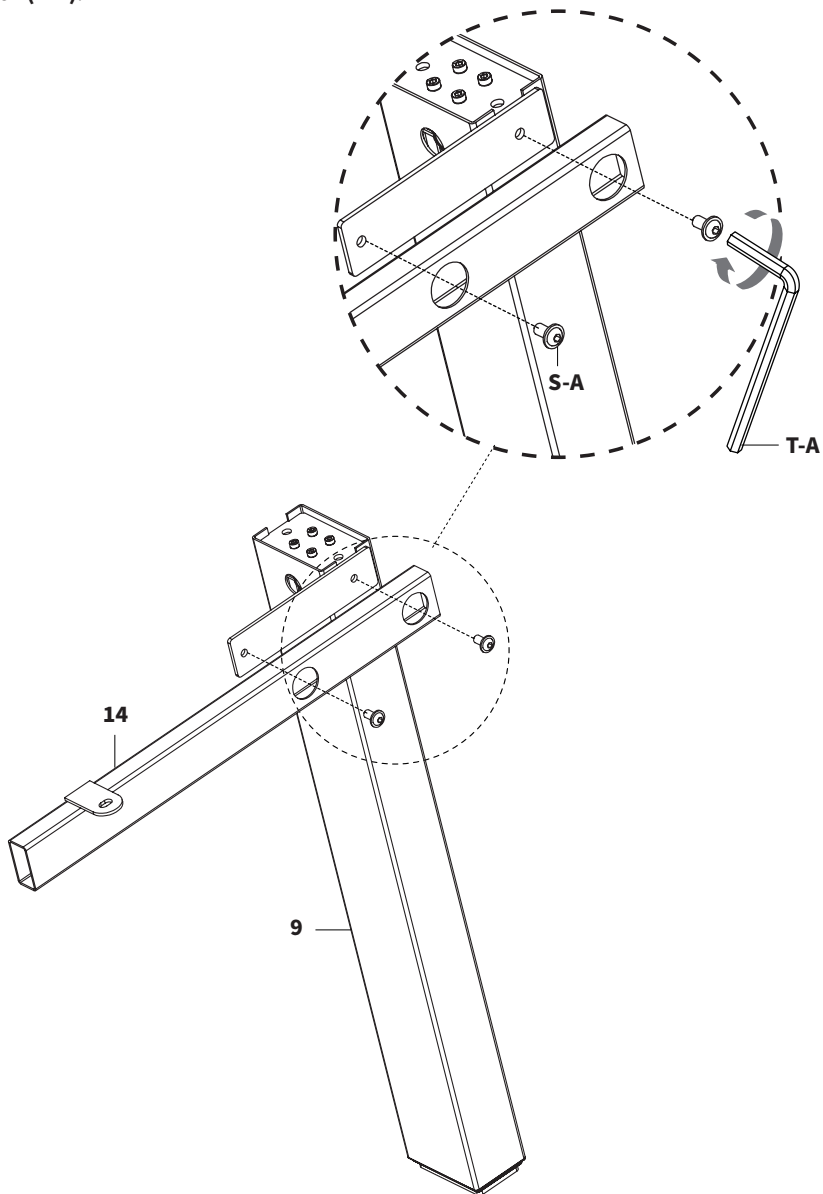
**S-B** (x4)  
M6x35mm Screws



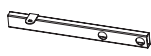
**T-A**  
5mm Allen  
Wrench

### STEP 3.1: Forming Leg Assembly C

Attach Short Left Crossbar (**14**) to Leg B (**9**) with M6x11mm Screws (**S-A**) using 5mm Allen Wrench (**T-A**).



**9** (x1)  
Leg B



**14** (x1)  
Short Left  
Crossbar



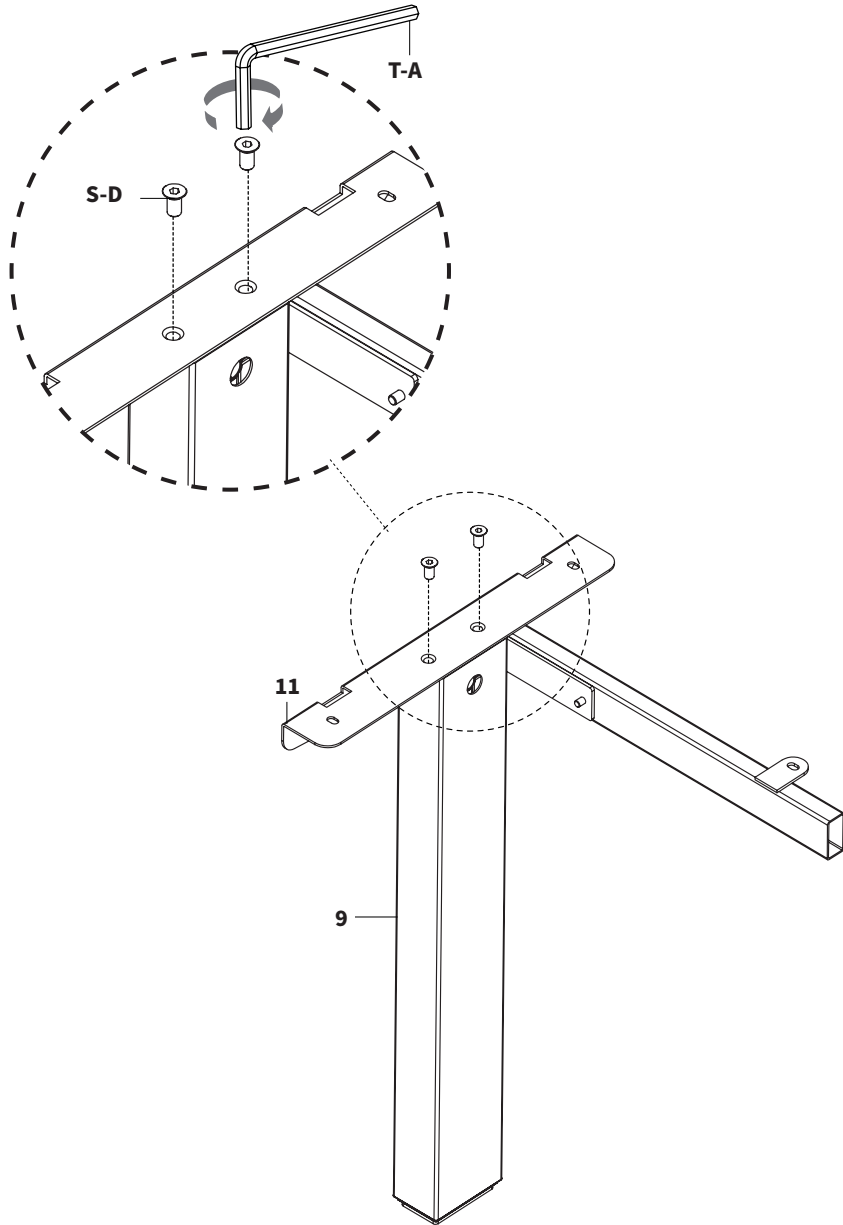
**S-A** (x2)  
M6x11mm  
Screws



**T-A**  
5mm Allen  
Wrench

### STEP 3.2 Attaching Side Bracket

Connect Side Bracket **(11)** to Leg B **(9)** with M8x12mm Screws **(S-D)** using 5mm Allen Key **(T-A)**.



**11** (x1)  
Side Bracket



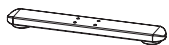
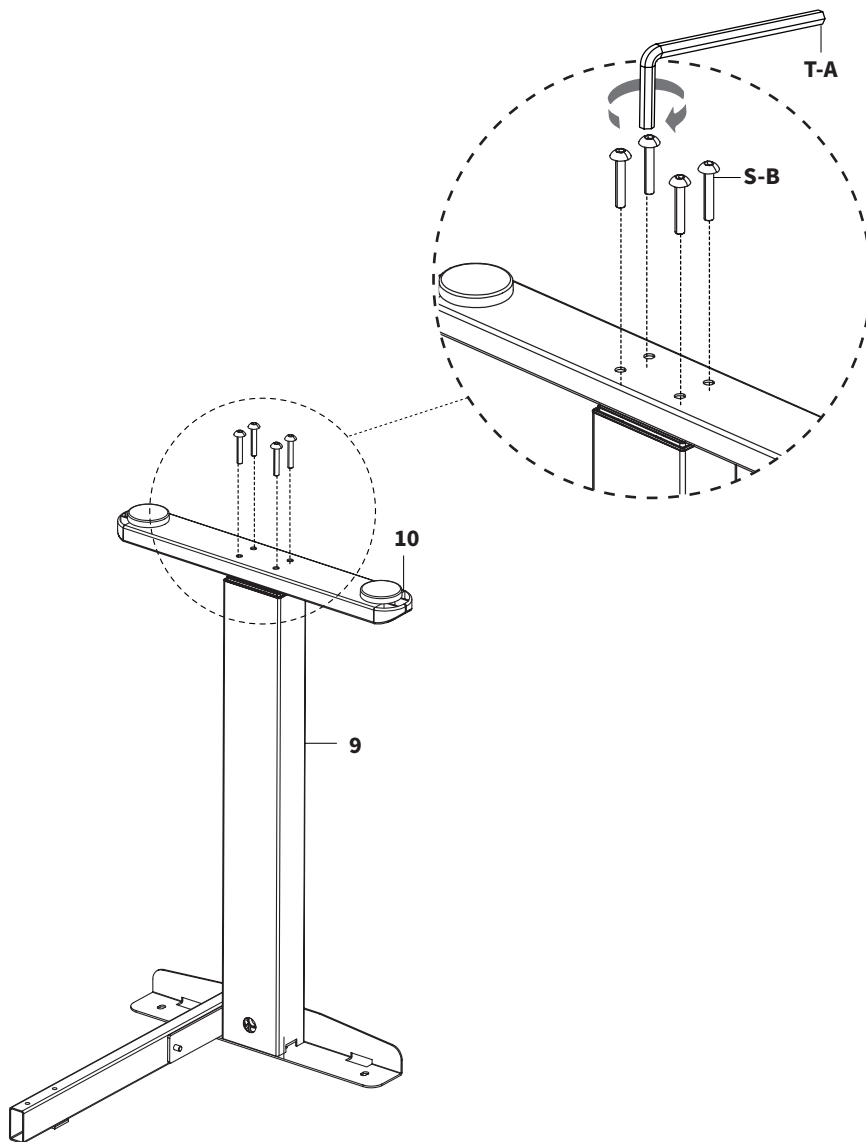
**S-D** (x2)  
M8x12mm  
Screws



**T-A**  
5mm Allen  
Wrench

### STEP 3.3 Attach Foot

Connect Feet **(10)** to the underside of Leg B **(9)** with M6x35mm Screws **(S-B)** using 5mm Allen Wrench **(T-A)**.



**10** (x1)  
Foot



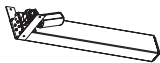
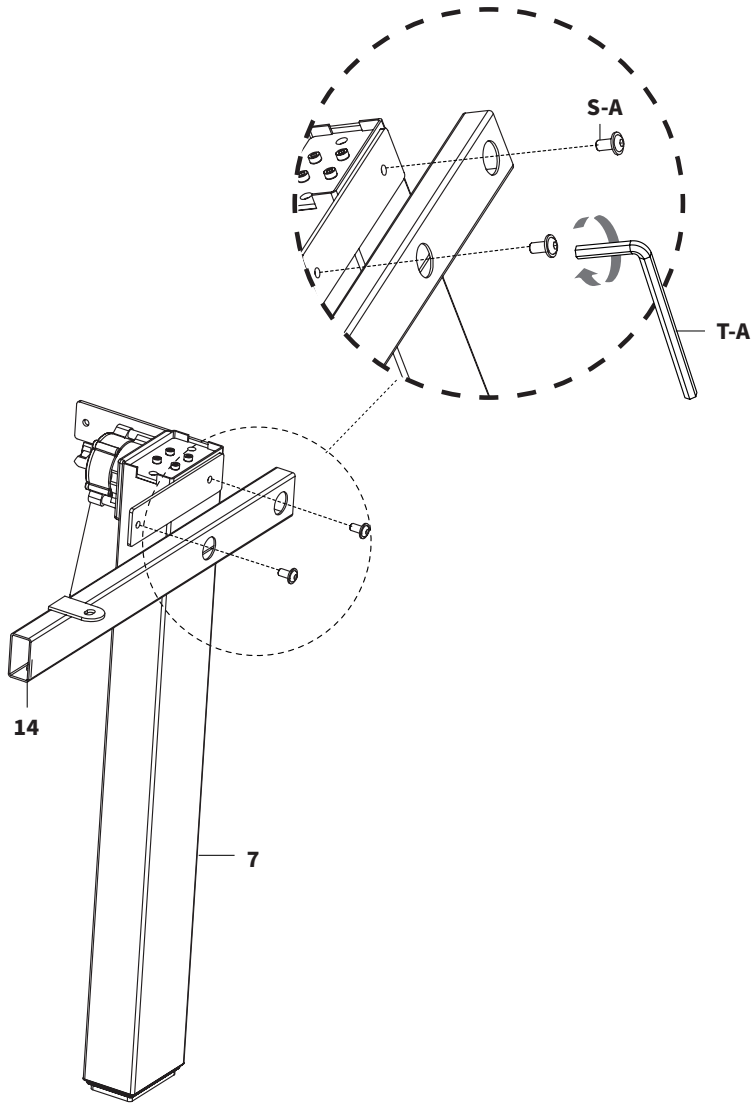
**S-B** (x4)  
M6x35mm Screws



**T-A**  
5mm Allen  
Wrench

### STEP 4.1: Forming Leg Assembly D

Attach Short Left Crossbar (14) to Motorized Leg B (7) with M6x11mm Screws (S-A) using 5mm Allen Wrench (T-A).



7 (x1)  
Motorized Leg B



14 (x1)  
Short Left Crossbar



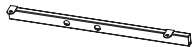
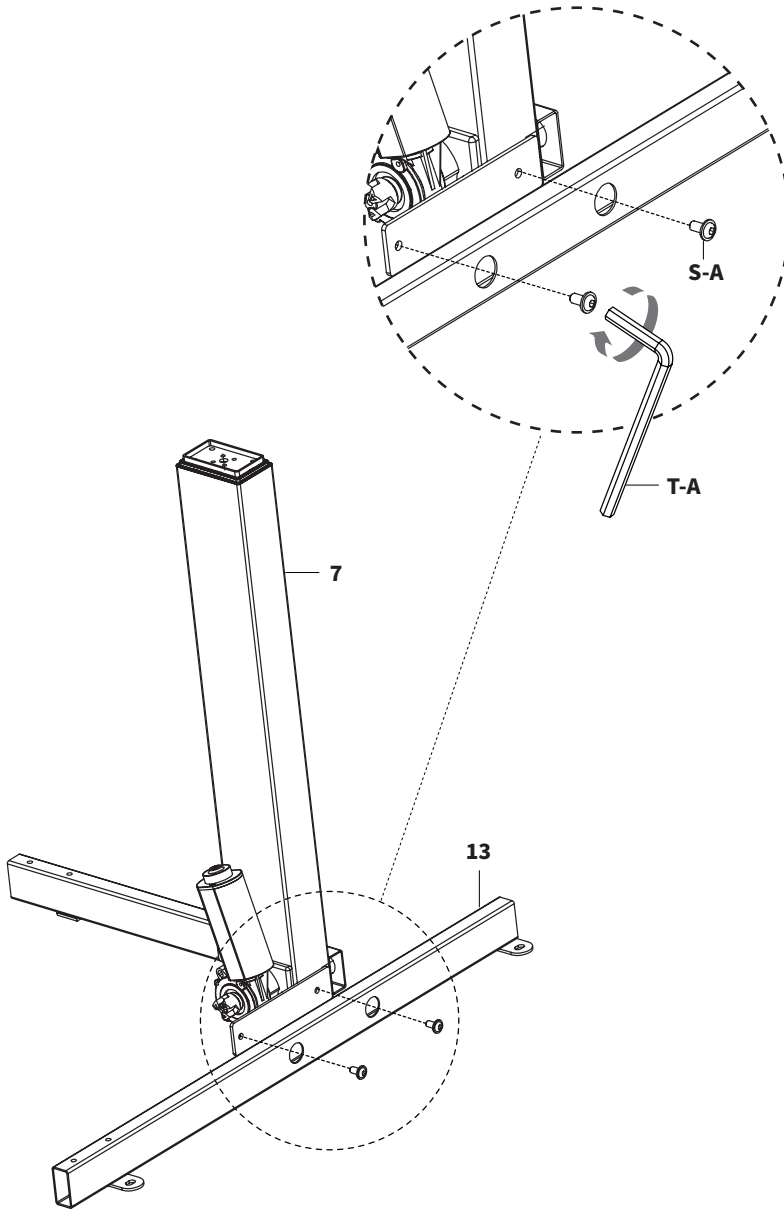
S-A (x2)  
M6x11mm Screws



T-A  
5mm Allen Wrench

## STEP 4.2 Secure Crossbar

Attach Long Right Crossbar (**13**) to Motorized Leg B (**7**) with M6x11mm Screws (**S-A**) using 5mm Allen Wrench (**T-A**).



**13** (x1)  
Long Right  
Crossbar



**S-A** (x2)  
M6x11mm Screws

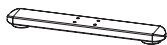
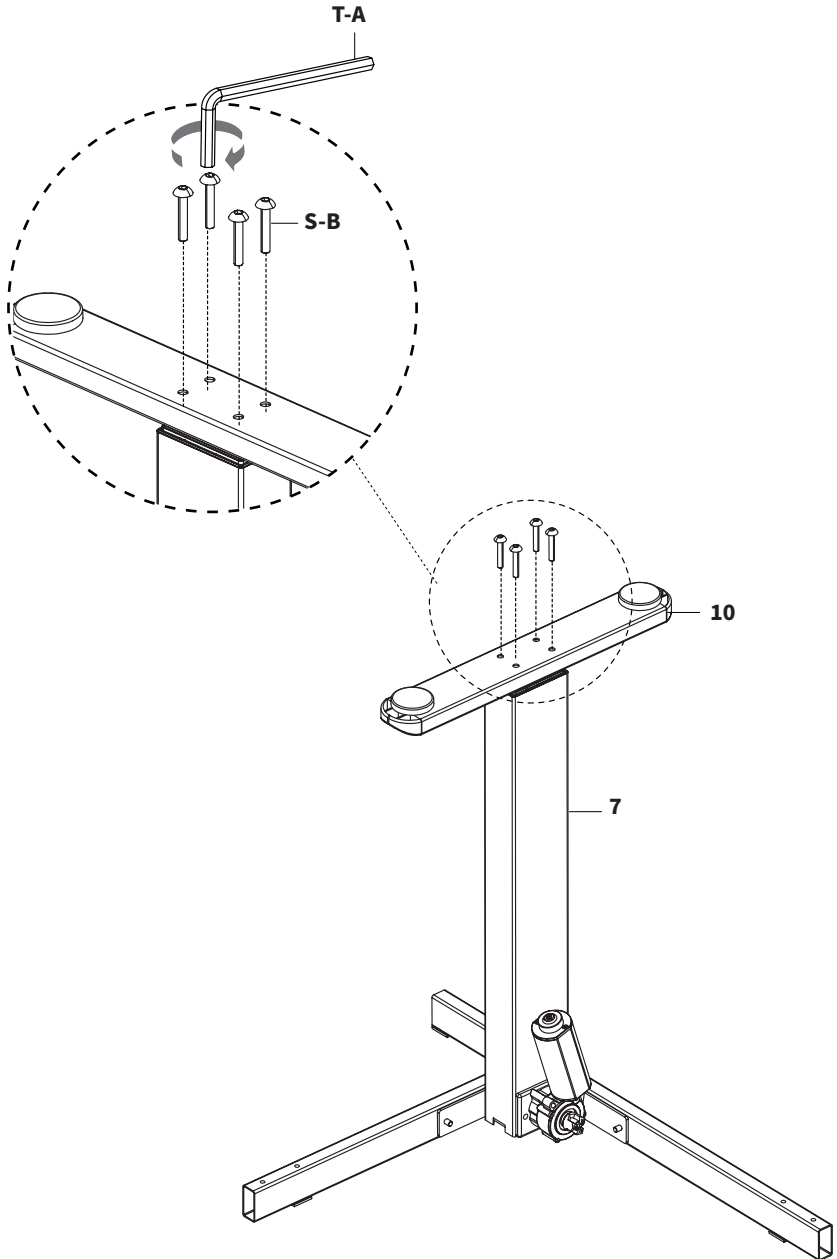


**T-A**  
5mm Allen Wrench



### STEP 4.3 Attach Foot

Connect Foot **(10)** to underside of Motorized Leg B **(7)** with M6x35mm Screws **(S-B)** using 5mm Allen Wrench **(T-A)**.



**10** (x1)  
Foot



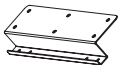
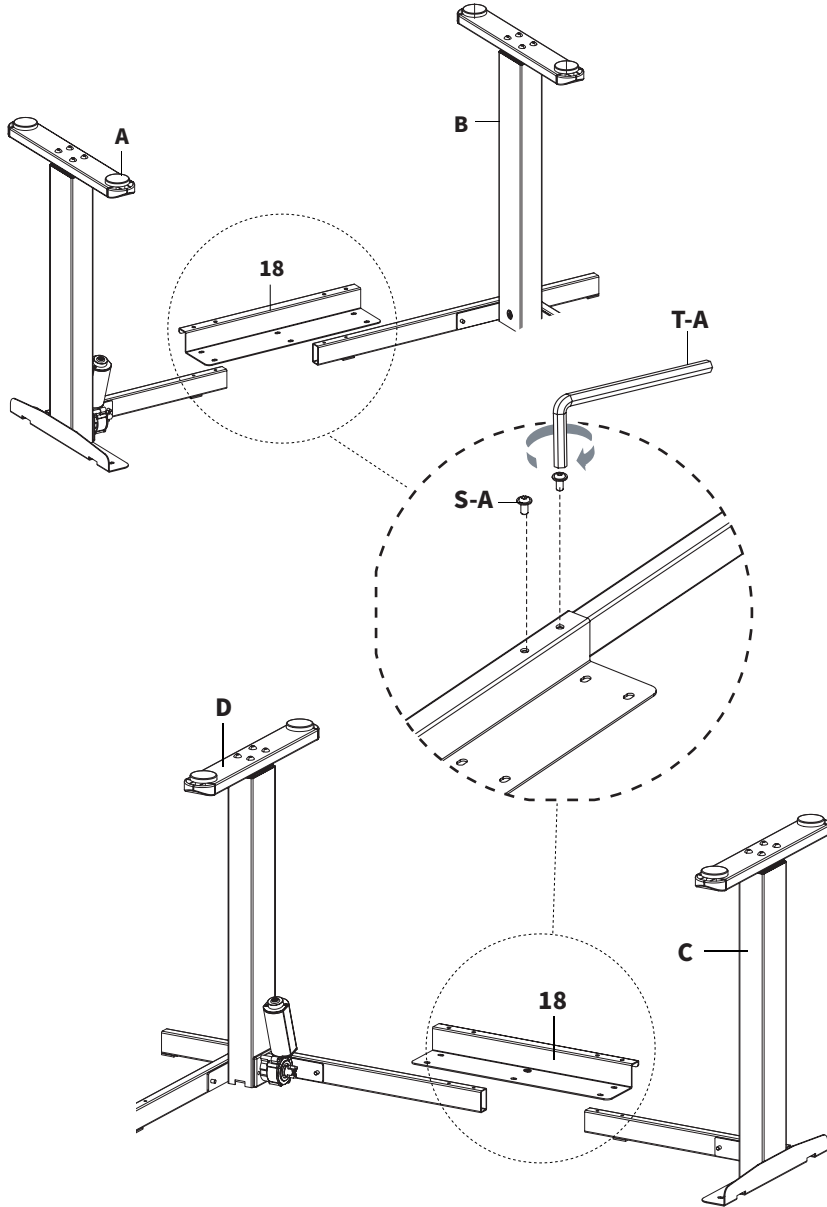
**S-B** (x4)  
M6x35mm Screws



**T-A**  
5mm Allen Wrench

## STEP 5 Combining Leg Assemblies

Connect the **Leg Assembly A** to **Leg Assembly B**, and **Leg Assembly C** to **Leg Assembly D** with Connector Brackets (**18**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



**18** (x2)  
Long Connector Bracket



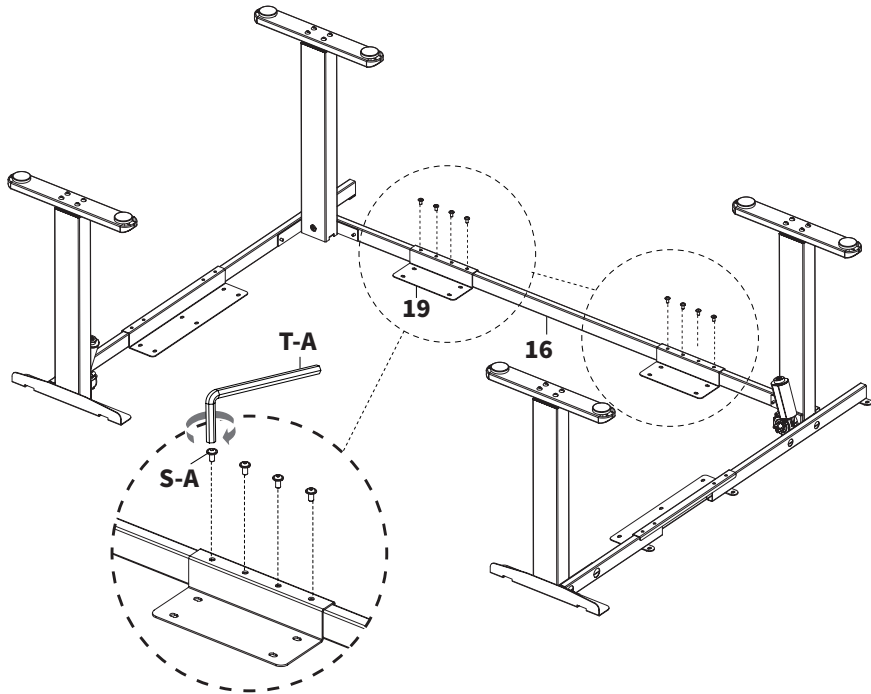
**S-A** (x8)  
M6x11mm Screw



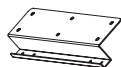
**T-A**  
5mm Allen Wrench

## STEP 5 *Continued*

Connect both combined assemblies together with Short Connector Brackets (**19**) and Middle Crossbar (**16**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



**16** (x1)  
Middle Crossbar



**19** (x2)  
Short Connector Bracket



**S-A** (x8)  
M6x11mm Screw

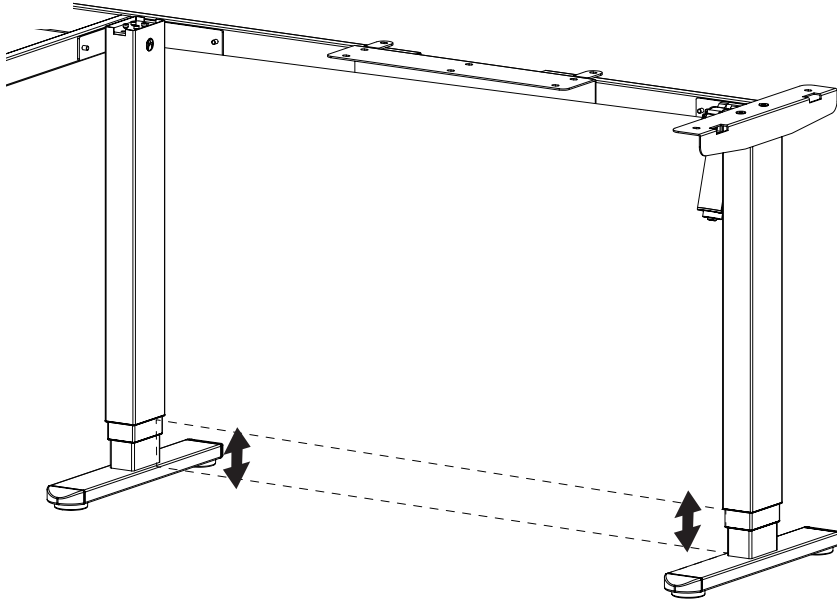


**T-A**  
5mm Allen Wrench

## STEP 6 Level Legs

Flip the frame right side up using help from a second person. Ensure all of the legs are level by measuring from the top of the feet to the bottom of the upper stage on the legs.

**If both legs are level, proceed to STEP 7 on page 22. If uneven, follow steps at right.**



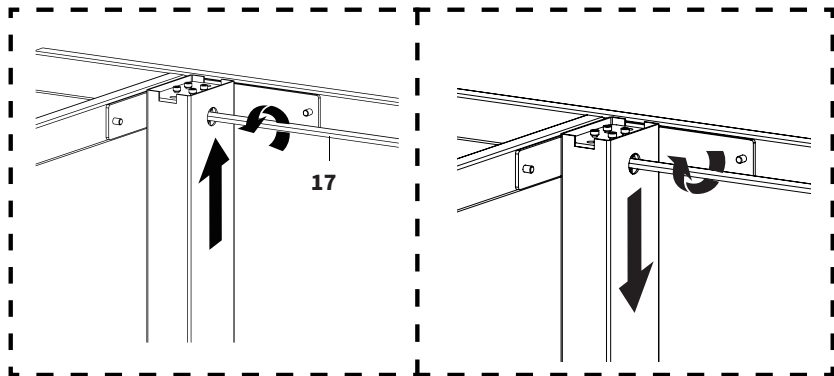
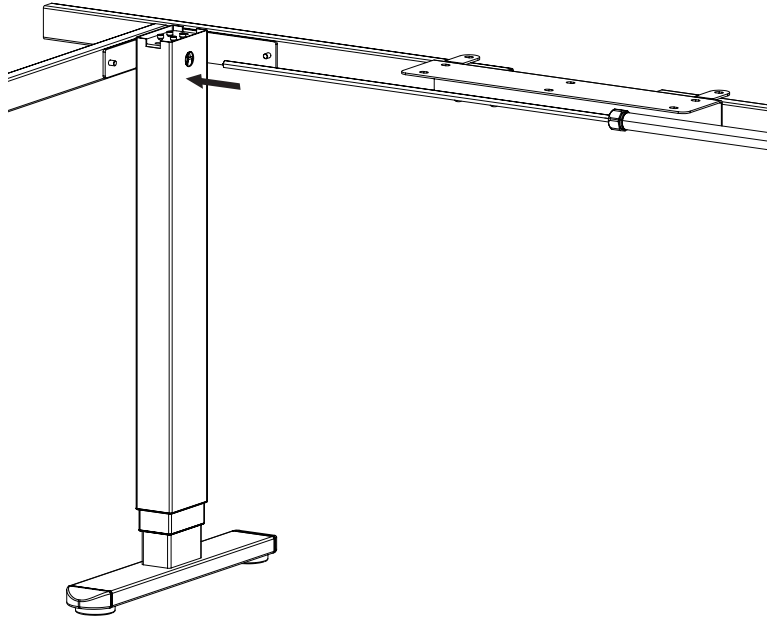
**17 (x2)**  
Sync Rod

## STEP 6 Level Legs - Cont'd

### \*\* FOLLOW STEPS BELOW TO LEVEL LEGS \*\*

Insert the Sync Rod (**17**) into the non-motorized leg (**8 or 9**) that is uneven. Turn the rod to adjust the leg height until it is level with the motorized leg (**6 or 7**).

Turn the sync rod counterclockwise to raise the leg and clockwise to lower it.

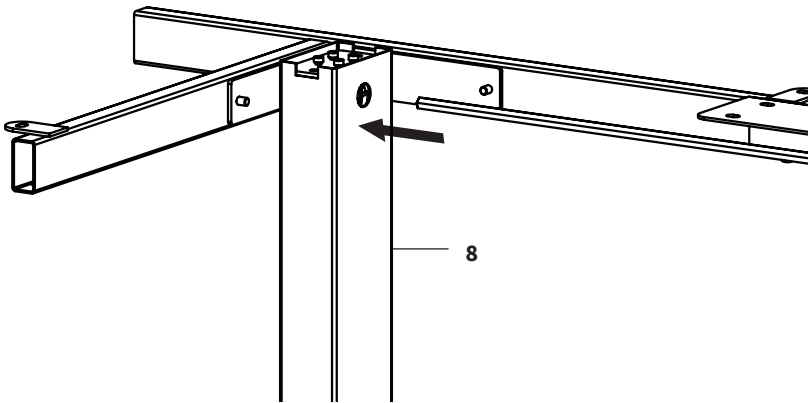


## STEP 7 Connect Sync Rod

1. Loosen the nut on Sync Rod **(17)**.



2. Insert the hex end of Sync Rod into Leg A **(8)**.



**17 (x2)**  
Sync Rod

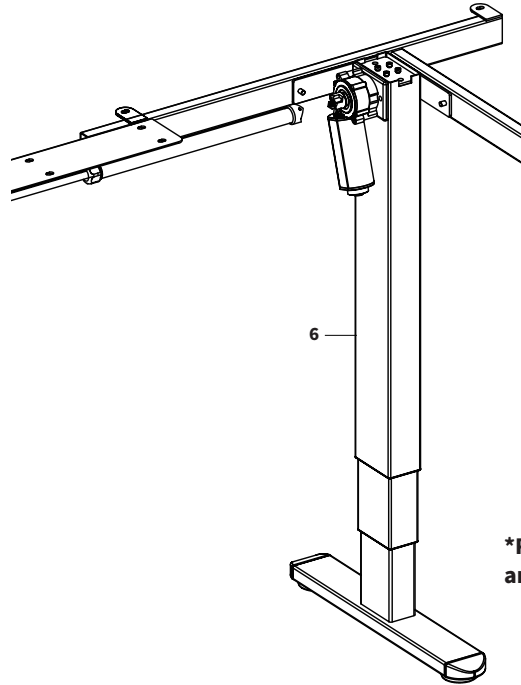


**T-B**  
2mm Allen Wrench

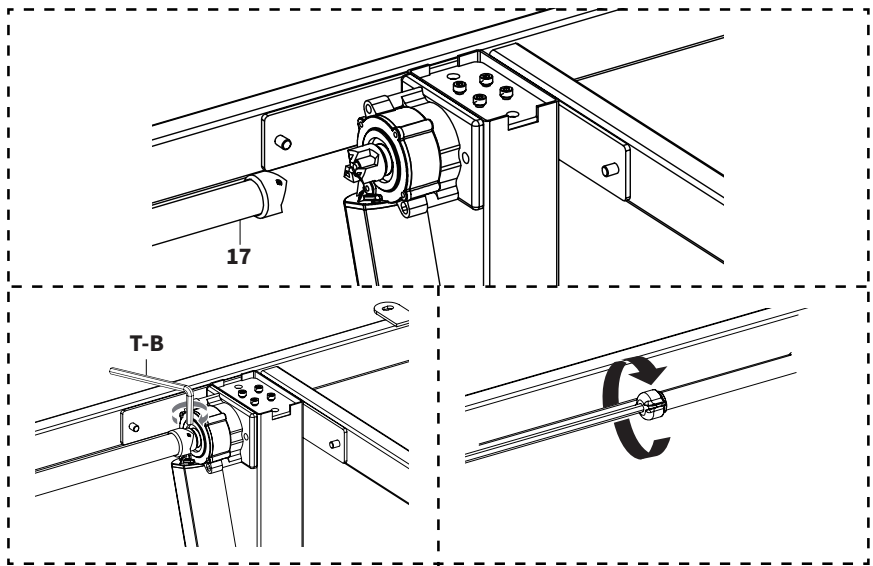
## STEP 7 Connect Sync Rod - Cont'd

3. While holding the hex end, pull the larger rod out until the connector engages with Motorized Leg A (**6**).

4. Tighten the set screw on Sync Rod (**17**) using 2mm Allen Wrench (**T-B**), then tighten the nut.

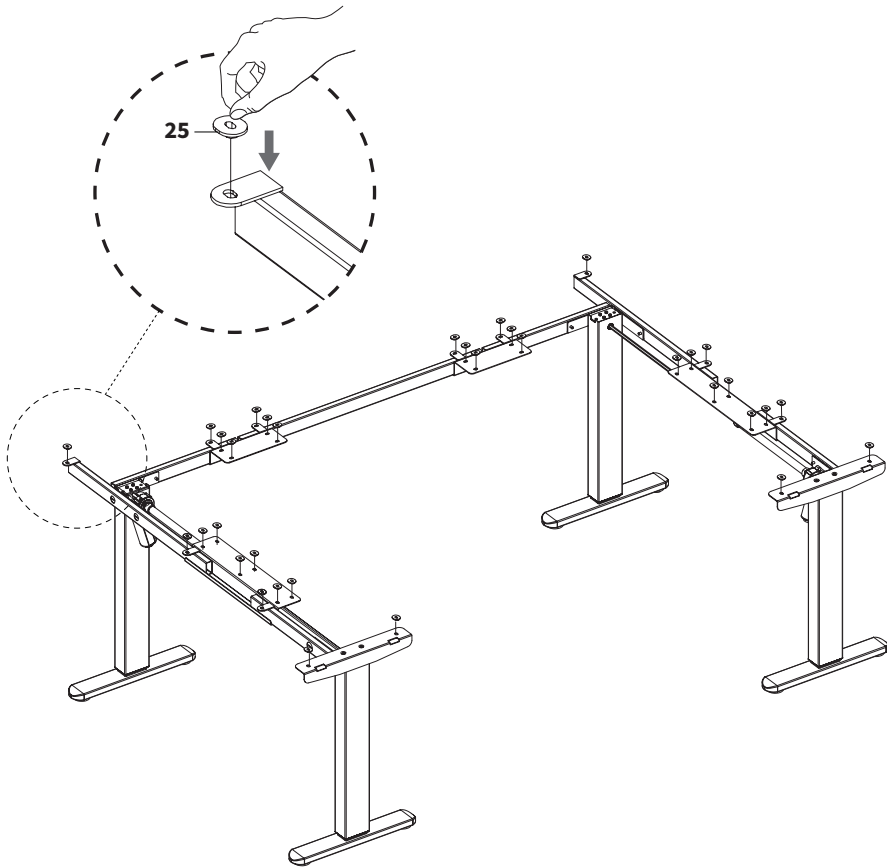


**\*Repeat with Leg B (9)  
and Motorized Leg B (7).**



## STEP 8 Installing Anti-Vibration Pads

Press Anti-Vibration Pads (**25**) into tabs on crossbars, supports, and side bracket tabs, as shown below.

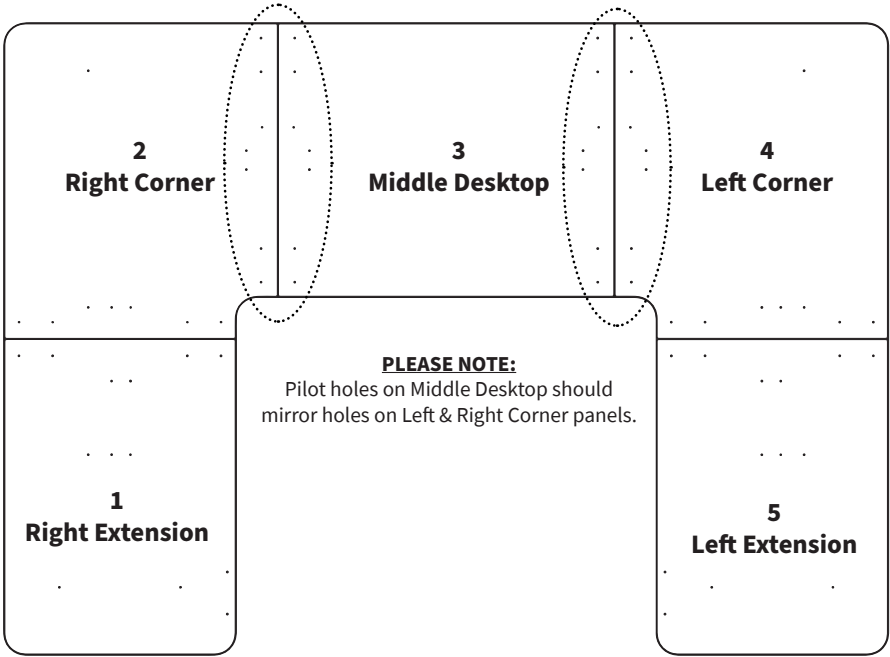


**25** (x34)  
Anti-Vibration Pads

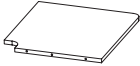


**STEP 9 Lay Out Desktops**

Align all five Desktops (**1 thru 5**) laying on a clean flat surface with the pilot holes facing up, and arrange using diagram below:



**1 (x1)**  
Right Extension



**2 (x1)**  
Right Corner



**3 (x1)**  
Middle Desktop



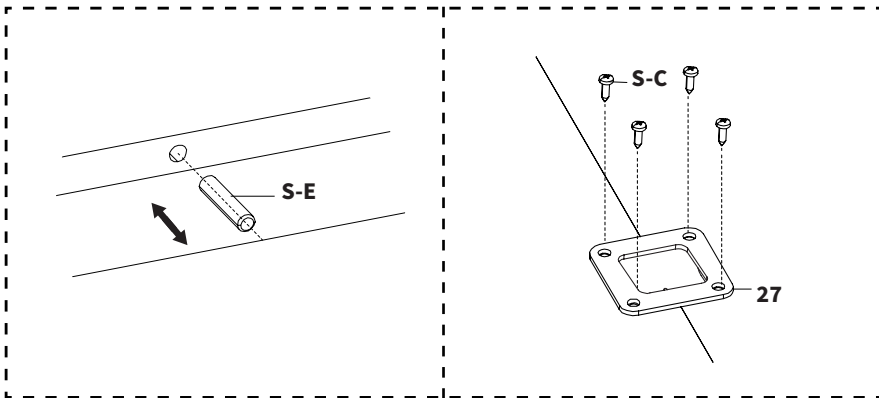
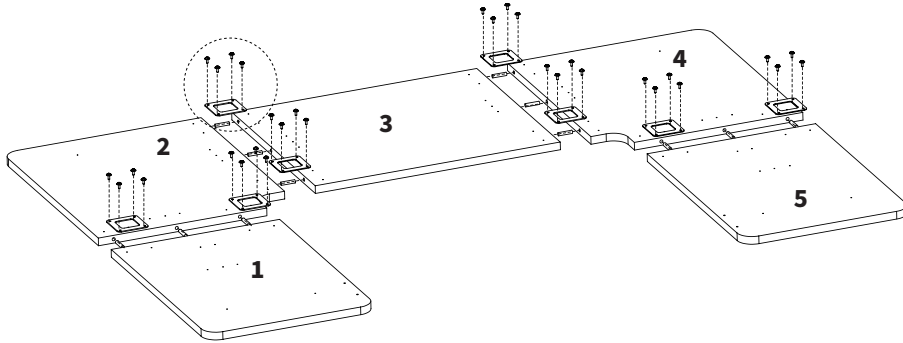
**4 (x1)**  
Left Corner



**5 (x1)**  
Left Extension

## STEP 10 Assemble Desktop

Secure Desktops **(1-5)** using three Wooden Dowels **(S-E)** in between each desktop. Secure together using two Connector Plates **(27)** for each piece, overlapping the seams, M5x15mm Screws **(S-C)** and a Phillips screwdriver.



**27** (x8)  
Connector  
Plates



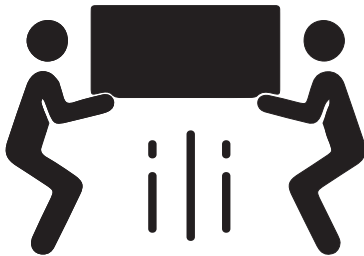
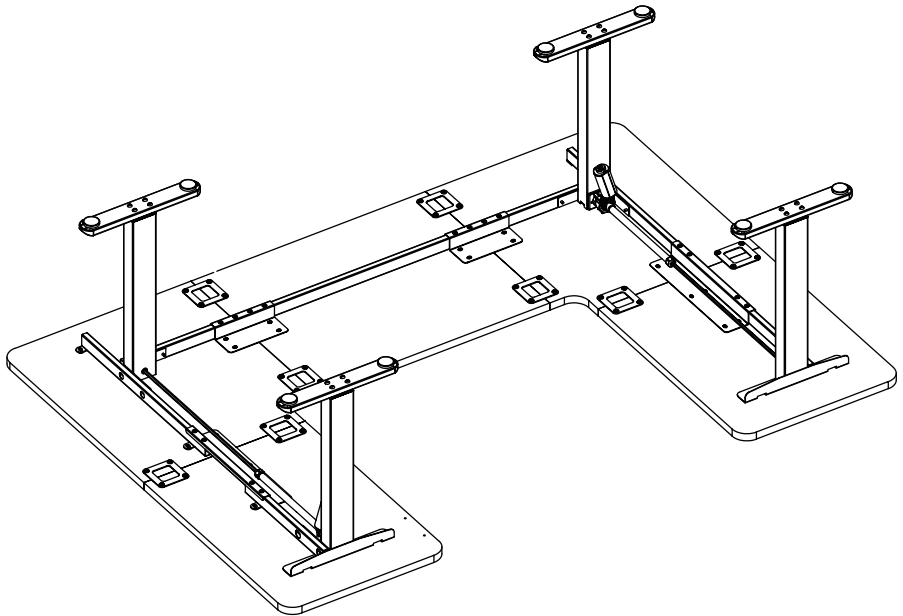
**S-C** (x32)  
M5x15mm  
Screw



**S-E** (x12)  
Wooden  
Dowels

## STEP 11 Place Desktop on Frame

With the aide of two or more people, flip the assembled desk frame upside down and place onto the assembled desktop. Begin aligning the frame pilot holes with the desktop holes.

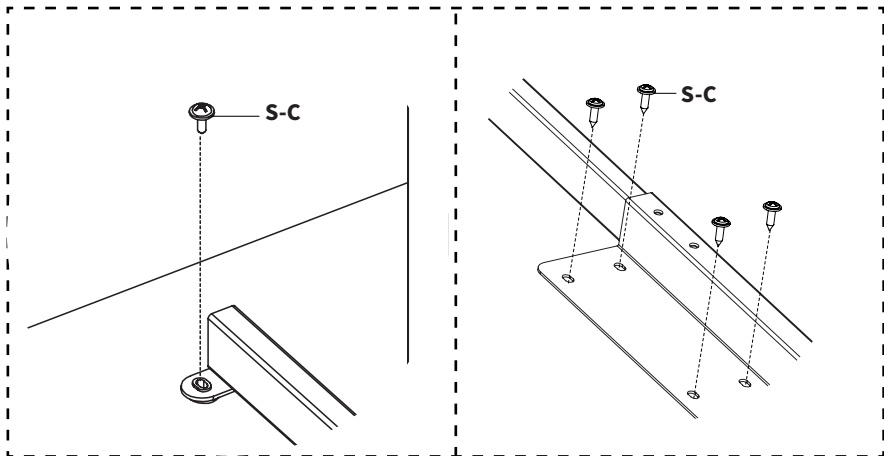
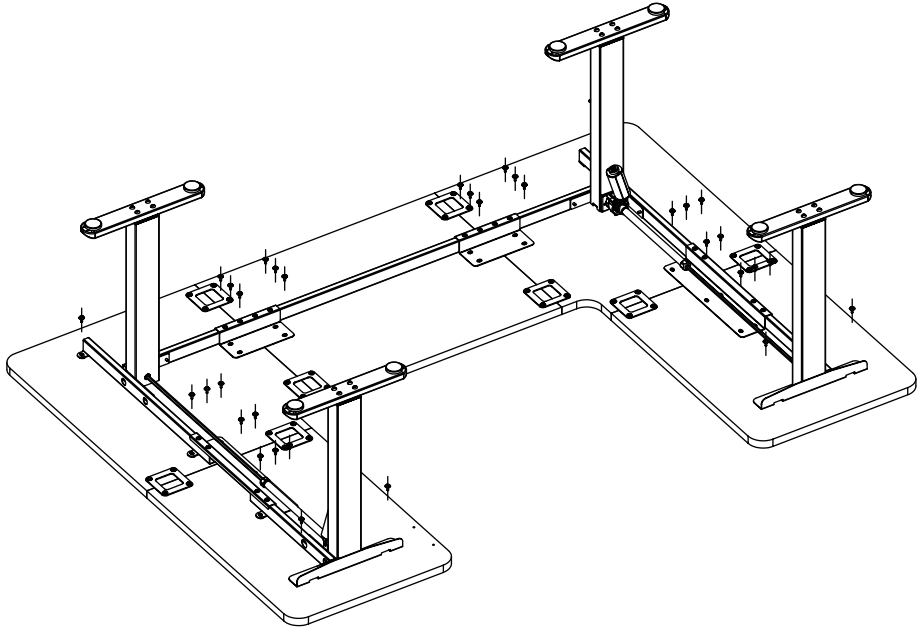


### **TEAM LIFT:**

**It is recommended to lift and place desk frame onto desktop with the aide of 2 or 3 people.**

## STEP 12 Secure Desktops

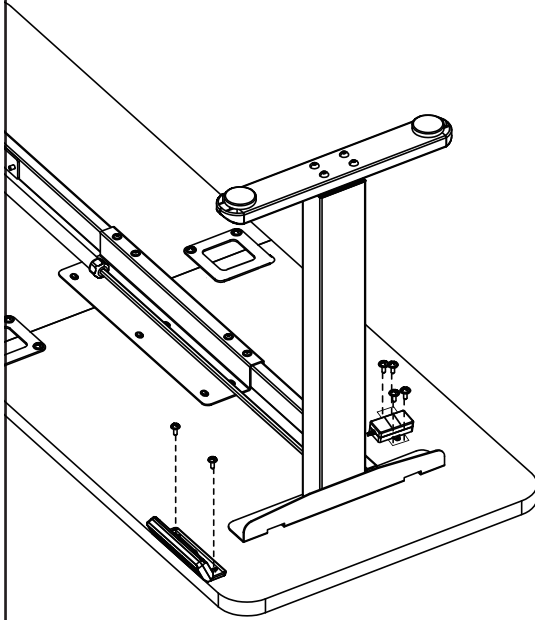
Secure each desktop panel to assembled desk frame using M5x15mm Screws (**S-C**) and a Phillips screwdriver.



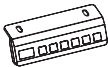
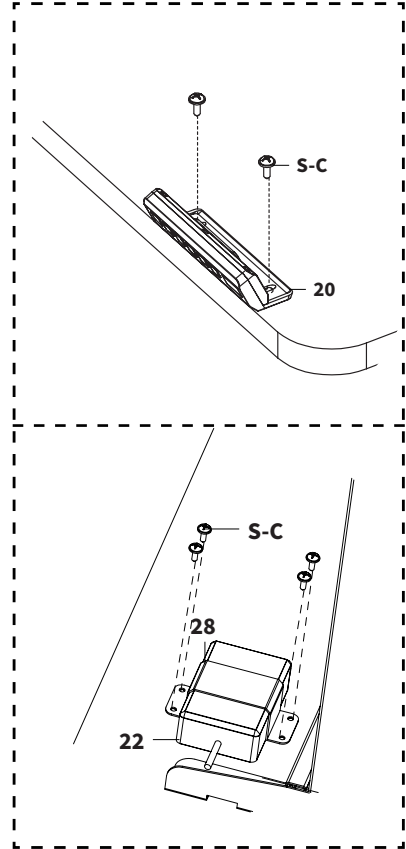
**S-C** (x34)  
M5x15mm  
Screw

### STEP 13 Connect Control Panel & AC Adapter

Connect Control Panel **(20)** to desktop using M5x15mm Screws **(S-C)** and a Phillips screwdriver. Place Adapter Bracket **(28)** over AC Adapter **(22)** and secure to desktop using M5x15mm Screws **(S-C)** and a Phillips screwdriver.



**Note: Controller can be installed on either side of desk using provided pre-drilled holes.**



**20** (x1)  
Controller



**22** (x1)  
AC Adapter



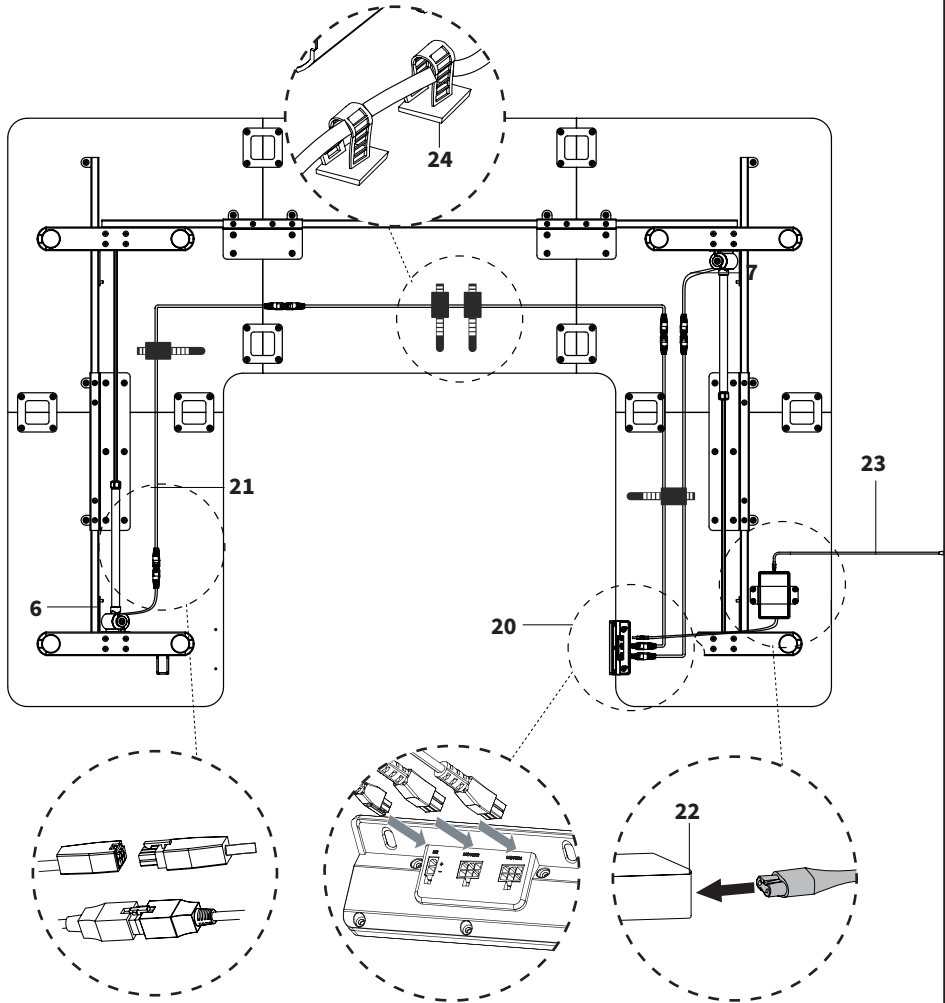
**S-C** (x6)  
M5x15mm Screw



**28** (x1)  
Adapter Bracket

## STEP 14 Attach Power Cords

Connect cables from the Motorized Legs (**6, 7**) to slots marked M1 & M2 on Controller (**20**), using Extension Cables (**21**) to connect furthest motor cable. Connect cord from AC Adapter (**22**) to Controller (**20**) and then connect Power Cord (**23**) to AC Adapter (**22**). Plug end of Power Cord into a wall outlet to power desk. Use provided Cable Clips (**24**) to secure cables to desktop.



**21** (x4)  
Extension Cables

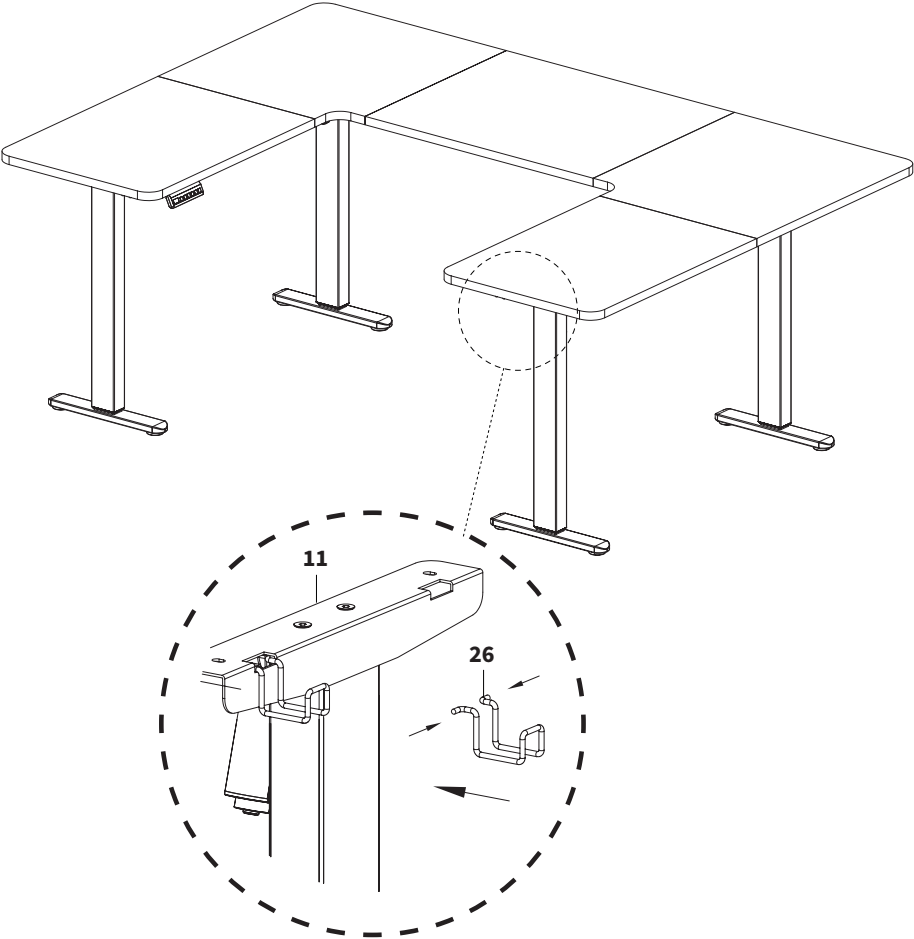
**23** (x1)  
Power Cord



**24** (x4)  
Cable Clips

**STEP 15** Installing Hooks

With the aide of two or more people, flip the assembled desk right side up. Install Hooks **(26)** by squeezing at the top and sliding them into the slots in Side Brackets **(11)**.

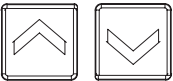
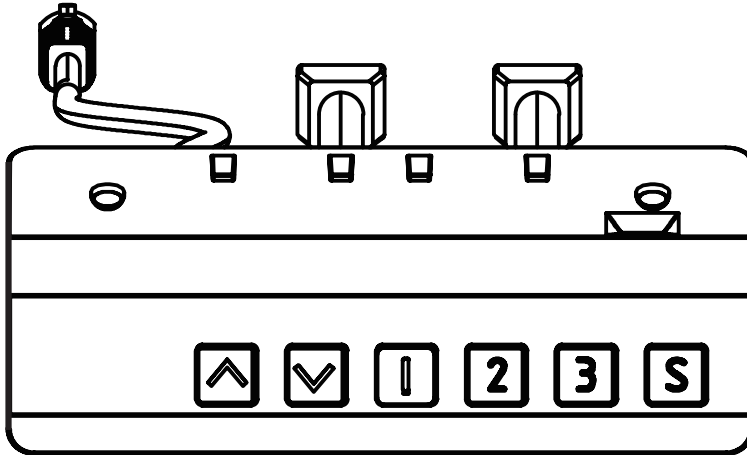


**TEAM LIFT:**  
It is recommended to lift assembled  
desk with the aide of 2 or 3 people.



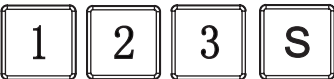
**26** (x2)  
Hook

# CONTROLLER - USER MANUAL



## 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 Presets

Save your preferred heights.

1. Press the "S" key and the display will flash.
2. Press any of the number keys to save the current height to that Memory Preset.
3. To return to a Memory Preset, simply press the corresponding number and the desk will automatically return to that height.



### Reset Mode

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.

### Change Display Height Unit

To change the display unit of height from metric to imperial, press and hold the “S” button until a flashing “S-” is displayed. Press “S” again and “Un” will display. Use the “S” key to select, then use the up or down arrow to switch between “IN” (imperial) or “SI” (metric). Press “S” again to save your selection.

### Change Collision Detection Sensitivity

This desk features Collision Detection and will automatically stop raising or lowering if an obstacle is detected. To change the sensitivity, begin by pressing and holding the “S” button until a flashing “S-” is displayed. Press “S” again and “Un” will display. Use the up or down arrow to switch to “CF” and press “S” to select it. Use the arrows to switch between OFF, LOW, NORMAL, or HIGH sensitivity. Press “S” again to save your selection.

## TROUBLESHOOTING

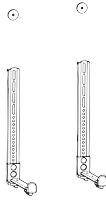
<b>Error Code</b>	<b>Description/Resolution</b>
<b>E10</b>	<b>Sensor-less Alarm:</b> This alarm triggered when the sensor cannot be detected. Power off desk and check the connection between the motor and control panel, then re-power.
<b>E20</b>	<b>Overload Alarm:</b> Remove desk items and try again.
<b>E02</b>	<b>Rebound Protection:</b> Check for desk vibration, obstacles, or desk incline. If no issues found, complete the reset process and try again.
<b>E32</b>	<b>Overvoltage Alarm:</b> Voltage is higher than allowed value. Power off desk and check connection between power and control panel. Power on again.
<b>E31</b>	<b>Undervoltage Alarm:</b> Voltage is lower than required value. Power off desk and check connection between power and control panel. Power on again.
<b>E60</b>	<b>Uneven Legs:</b> Desk legs are not at same height. Power off and check to see if legs are level. If not, power desk on again and perform Reset.
<b>HOT</b>	<b>Overheated Alarm:</b> Power off and wait 15 minutes before use again.
-	<b>Cable Disconnection Warning:</b> Check motor and controller cable connections. Normal operation should return once all connectors are properly connected.

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*We offer a wide array of home & office products to fit your needs. From height adjustable desks to monitor mounts to keyboard trays and more!*



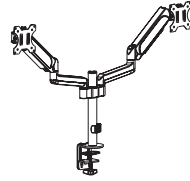
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Average Resolution Time: **< 15m**



Email Us: **[help@vivo-us.com](mailto: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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