

Black Electric Dual Motor Desk Frame

SKU: DESK-EV02RB/W

Instruction Manual

Assembly Video & Product Info
www.vivo-us.com/products/desk-ev02rb



! CAUTION! !

If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. 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.



DO NOT EXCEED WEIGHT CAPACITY

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.

We're Here for You

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.



Give us a Call:
309-278-5303

AVG. RESOLUTION TIME (*within office hrs*): **5M 4S**



Chat Us:
www.vivo-us.com

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

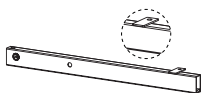


Email Us:
help@vivo-us.com

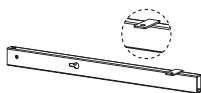
AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

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

Package Contents



A (x2)
Left Crossbar



B (x2)
Right Crossbar



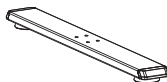
C (x2)
Inner Crossbar



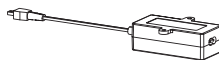
D (x2)
Side Bracket



E (x2)
Leg



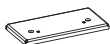
F (x2)
Foot



G (x1)
AC Adapter



H (x1)
Control Panel



I (x1)
Adapter Plate



J (x1)
Extension
Cable



K (x12)
Anti-Vibration
Pad



L (x1)
Power Cable



M (x3)
Cable Clip

Included Hardware & Tools



S-A (4x)
M6x10mm Flat Head
Screw



S-B (x16)
M6x12mm Round
Head Screw



S-C (x8)
M6x35mm Round
Head Screw



S-D (x2)
M4x30mm Round
Head Screw



S-E (x5)
ST4.2x16mm Round
Head Screw



S-F (x12)
ST4.2x16mm
Flanged Head Screw



S-G (x2)
ST3.9x38mm Round
Head Screw



S-H (x2)
ST3.5x20mm Flat
Head Screw



T-A (x1)
4mm Allen Wrench

Tools Needed:



**Phillips
Screwdriver**



Level



Drill

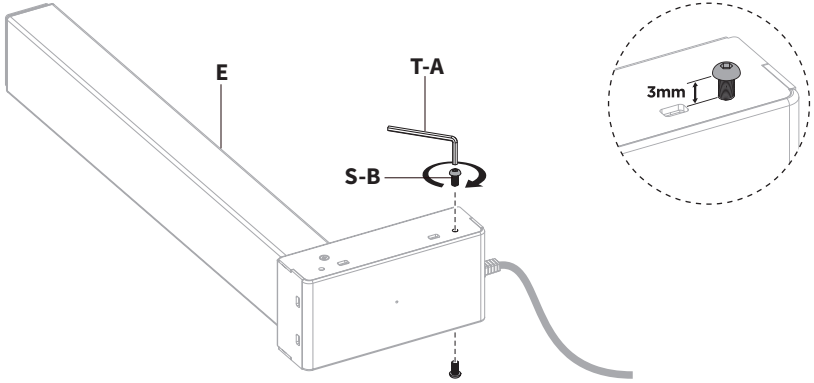
Weight Capacity:



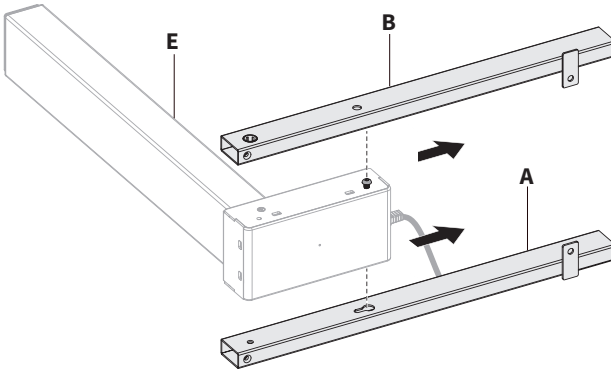
ASSEMBLY STEPS

STEP 1

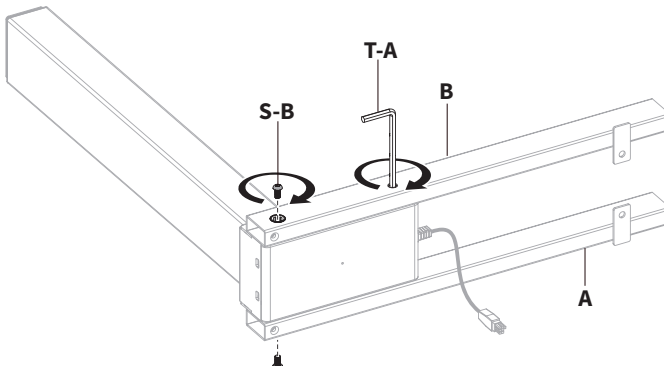
Install M6x12mm Round Head Screws (**S-B**) onto both sides of the motor on Legs (**E**) leaving a $\frac{1}{8}$ " (3mm) gap between the screw head and motor housing. Tighten using the 4mm Allen Wrench (**T-A**).



Attach the Left and Right Crossbars (**A,B**) to Legs (**E**) by inserting the previously installed screws through the keyholes on the crossbars then sliding away from the leg.

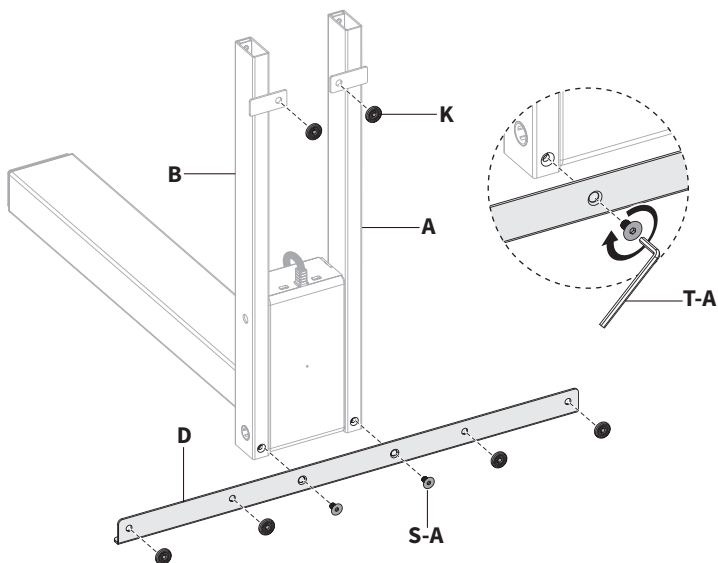


Secure the Left and Right Crossbars (**A,B**) using additional M6x12mm Round Head Screws (**S-B**). Fully tighten all the screws using the 4mm Allen Wrench (**T-A**).



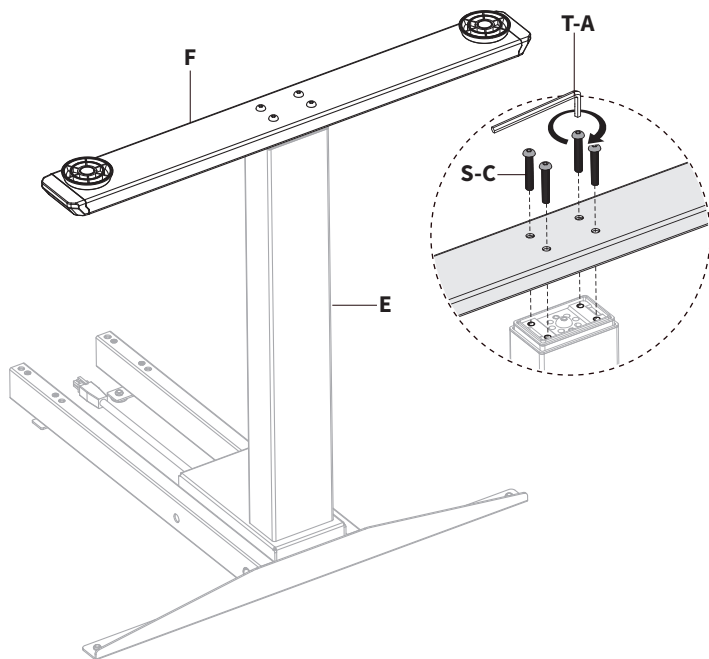
STEP 2

Attach Side Brackets (**D**) to the leg assemblies using M6x10mm Flat Head Screws (**S-A**), tightening with the 4mm Allen Wrench (**T-A**).
Press Anti-Vibration Pads (**K**) into the Crossbars (**A,B**) and Side Brackets (**D**) as shown in the image below.



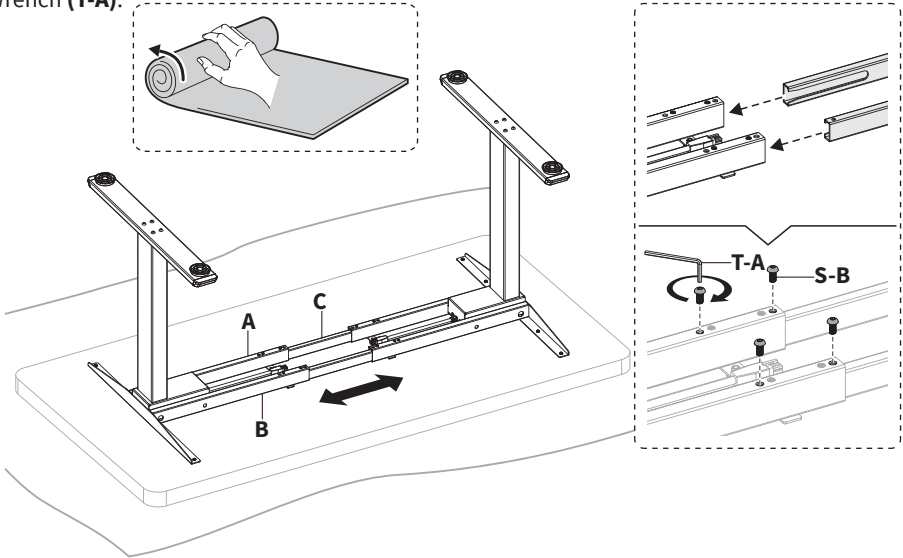
STEP 3

Attach Feet (**F**) to Legs (**E**) using M6x35mm Round Head Screws (**S-C**), tightening with the 4mm Allen Wrench (**T-A**).



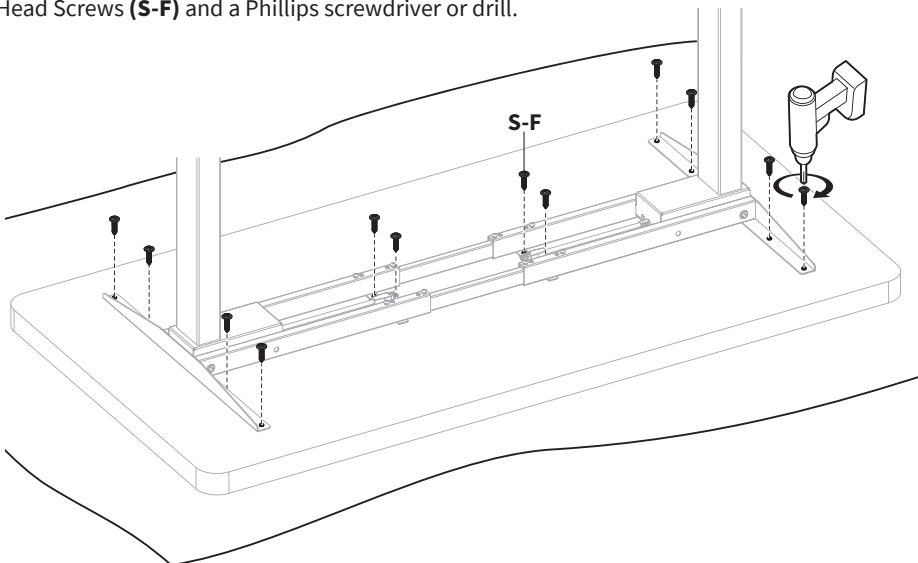
STEP 4

Carefully place the desktop upside down on the floor on top of a blanket or carpet to prevent scratching. Place the leg assemblies on each side of the desktop as shown below. Slide Inner Crossbars (C) into the Left and Right Crossbars (A,B) on both leg assemblies making sure the slotted ends on the Inner Crossbar (C) are facing inwards towards the motors. Adjust the frame width as needed making sure the distance between the sides of the desktop and the side brackets are 10" or less. Secure Inner Crossbars (C) by inserting the M6x12mm Round Head Screws (S-B) into the Left and Right Crossbars (A,B), tightening with the 4mm Allen Wrench (T-A).



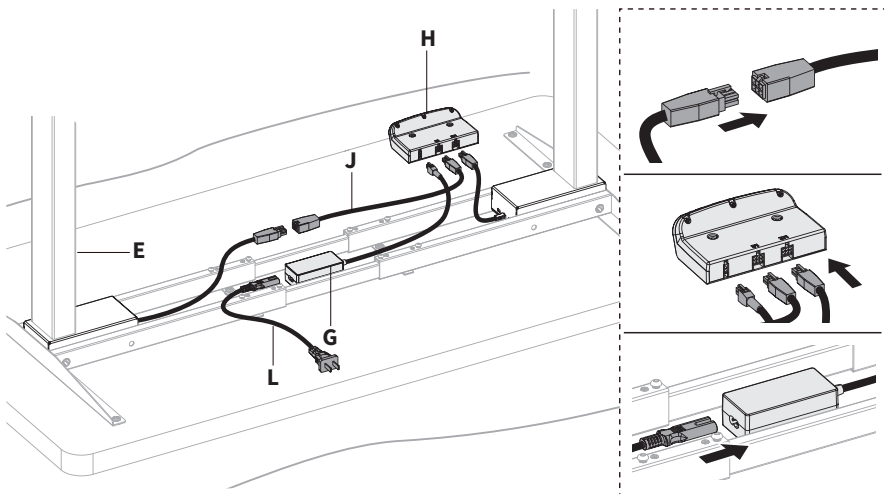
STEP 5

If you are using a VIVO desktop, proceed with the manual that came with your desktop. Mark hole locations using a pencil or marker. Drill $\frac{1}{2}$ " (12mm) deep pilot holes using a $\frac{1}{8}$ " (3mm) drill bit. Attach the frame assembly to the desktop using ST4.2x16mm Flanged Head Screws (S-F) and a Phillips screwdriver or drill.



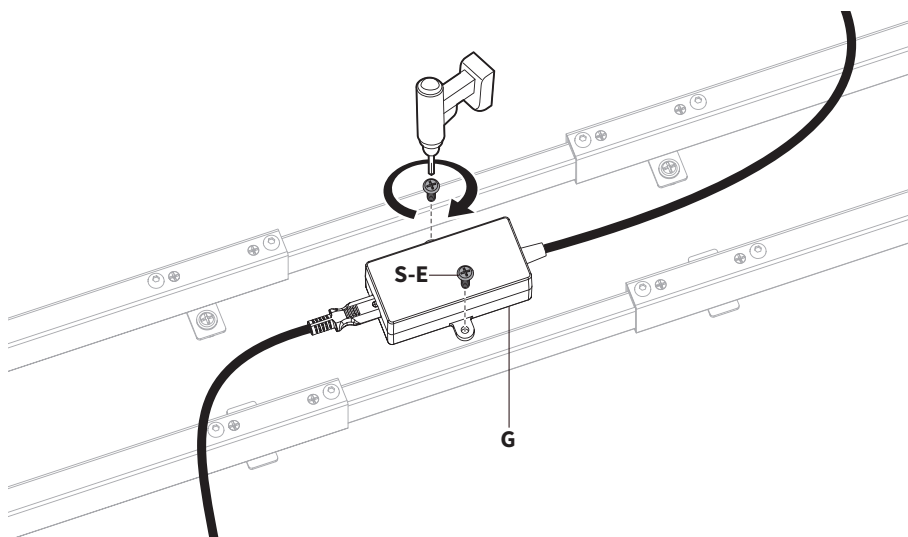
STEP 6

Connect the AC Adapter (**G**) to Control Panel (**H**). Connect the Extension Cable (**J**) to the cable on the Leg (**E**) furthest from where Control Panel (**H**) will be mounted. Connect the Extension Cable (**J**) and the cable on the Leg (**E**) to Control Panel (**H**). Connect the Power Cable (**L**) to AC Adapter (**G**).



STEP 7

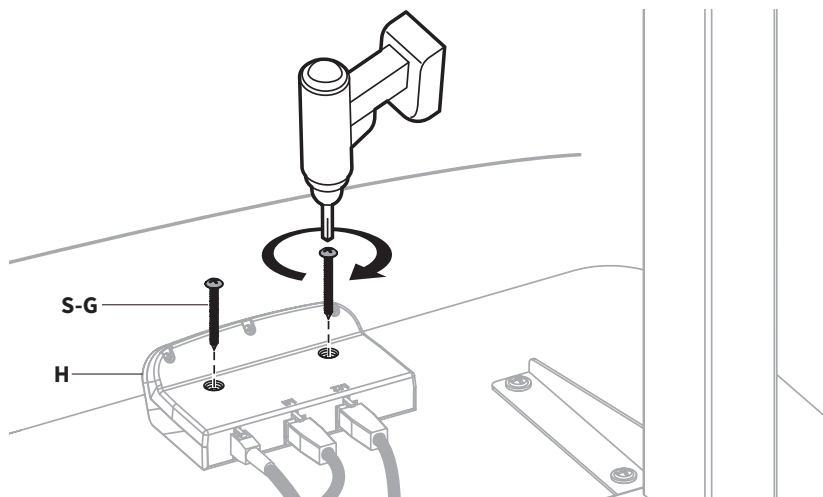
Mark hole locations for AC Adapter (**G**) using pencil. Drill $\frac{1}{2}$ " (12mm) deep pilot holes using a $\frac{1}{8}$ " (3mm) drill bit. Attach AC Adapter (**G**) to the desktop using ST4.2x16mm Round Head Screws (**S-E**), tightening with a Phillips screwdriver or Drill.



STEP 8

Without Adapter Plate:

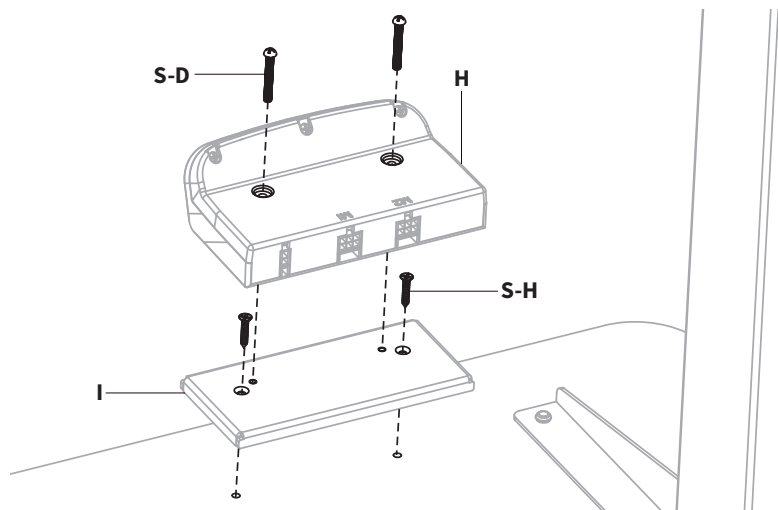
Hold Control Panel (**H**) to your desired mounting location and drill $\frac{1}{2}$ " (12mm) deep holes using $\frac{3}{32}$ " (2.5mm) drill bit. Attach Control Panel (**H**) to the desktop using ST3.9x38mm Round Head Screws (**S-G**).



OR

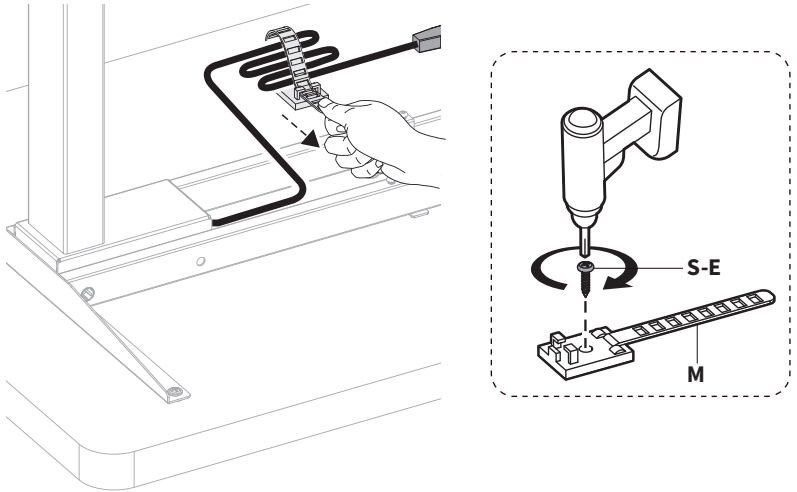
With Adapter Plate:

If you are using a VIVO desktop, attach Adapter Plate (**I**) to the desktop with pre-drilled holes using ST3.5x20mm Flat Head Screws (**S-H**), tightening with a Phillips screwdriver or drill. Attach Control Panel (**H**) to the Adapter Plate (**I**) using M4x30mm Round Head Screws (**S-D**), tightening with a Phillips screwdriver or drill.



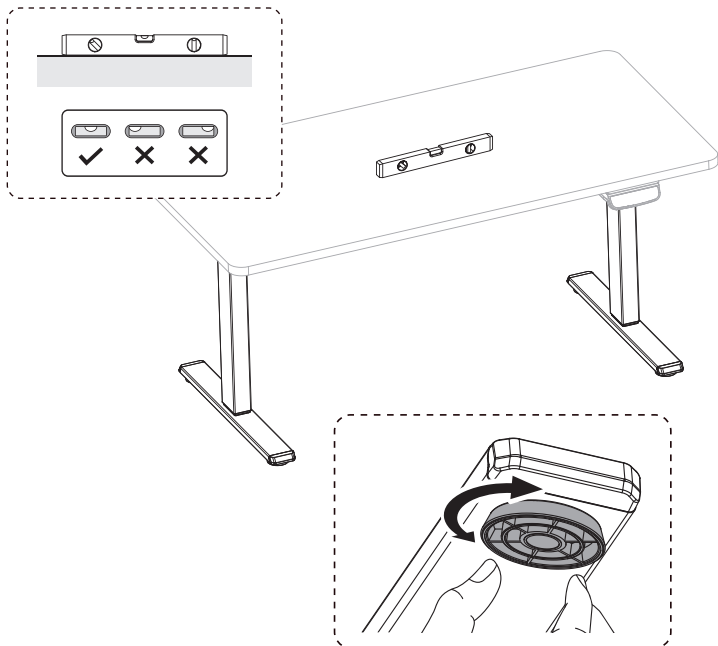
STEP 9

Mark hole locations for mounting Cable Clips (**M**) using a pencil. Drill $\frac{1}{2}$ " (12mm) deep pilot holes using a $\frac{1}{8}$ " (3mm) drill bit. Attach Cable Clips (**M**) to the desktop using ST4.2x16mm Round Head Screws (**S-E**), tightening with a Phillips screwdriver or drill. Route cables through Cable Clips (**M**) and feed the strap through the end of the cable clip to secure.

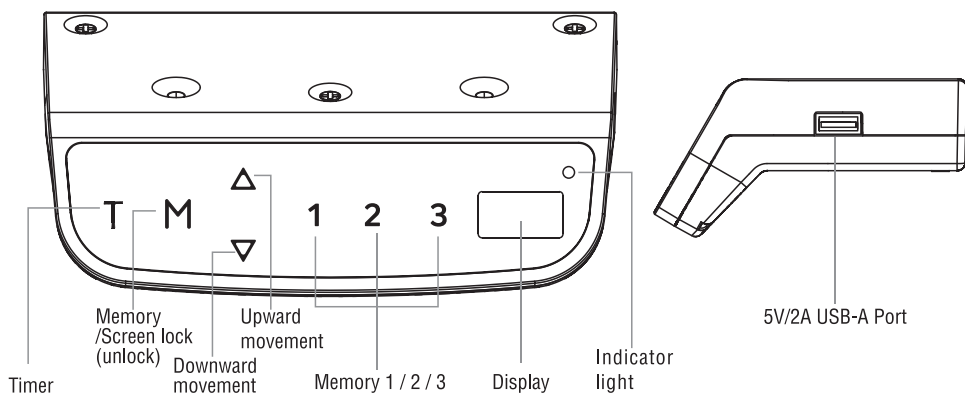


STEP 10

Flip the desk over with the help of another person. To level the desk, rotate the pads on feet.



OPERATING CONTROL PANEL



Note: If the control panel is used for the first time, please reset the system before any normal operation.

Reset the System:

- To reset the system, press and hold the “Up” and “Down” buttons simultaneously. The unit emits one beep and the display shows “r-5r” and the desk start moving downward and to the lowest position. Never release the buttons until the unit emits one beep again. The desk will move upward a little and the display shows the current desk height. The reset process is finished.

Height Adjustment: Press and hold the “UP”/“DOWN” button to lift/lower the desk to your desired height. Press and release the button to lift/lower the desk precisely.

Timer:

- Press the “T” button to set the period of time to inform users to stand up. Each press of the “T” button leads to an 0.5 hour increment. The maximal setting of time is 2 hours. After setting a period of time, the display will flash for seconds and it will automatically return to show the height of the desk. Then the indicator light on the top right of panel will be on.
- The unit emits 5 beeps to remind the users when the set time is up.
- To cancel the timer, repeatedly press the “T” button until the display shows the current height and the indicator light is off.

Memory Setting:

- To store a memory position, press “M” button and the display will flash “s-” . While the “s-” is displayed, press the button 1, 2 or 3.
- To call a stored position, press memory button 1, 2 or 3 and the system will start moving to the desired memory position. The display will count the height as it is driving to the memory position. Press any button to stop the motion.

Screen Locking Function:

- For safety reasons this control panel has a locking function. To activate / cancel the locking function, follow the “PART3-Custom Programming Guide: To Change the Screen Lock Function”.
 - To lock the control, press “M” for 3 seconds. If the control is locked, only a bar “- - -” is lighting in the display and any operation is invalid.
 - To unlock the control, press “M” for 3 seconds. The height will be shown in the display. The control will be active for 1 minute but when there are no activations made within 1 minute, the control will go in to locking mode again with the locking function is on.
- Please note the default status of S-7 is “0”, if you need to use the screen locking function, please set S-7 to be “1” by following the custom programming on page 11.

Switch between CM and INCH: Keep the “T” button pressed for approximately 3 seconds and the reading will change from the current setting.

Power-saving Mode: The system will enter into power-saving mode with display becomes dark when no actions for over 10 minutes. Touch any button to activate the control panel.

Error No.	Description
E01/E07	An electrical problem has occurred. Unplug the unit and plug back in.
HOT	System overheating. Let the desk remain idle for at least 18 minutes before operation.
E02	Legs are uneven. Reset the desk.
E04	Control panel disconnected. Check connection and unplug the unit and plug back in.
E05	Collision avoidance. Remove any obstructions within the desk's range of motion.
E06	Electrical problem has occurred. Unplug the unit and plug back in.
E08	Collision avoidance. Remove any obstructions within the desk's range of motion. Control unit isn't placed well. Insure the control is secure to the frame. Cables may also pull on the control unit. Manage cables and insure there is enough slack.
E12/E22	Electrical problem has occurred. Unplug the unit and plug back in.
E13/E23	Motor connection issue. Check the connection. E13=M1 connector, E23=M2 connector.
E14/E24	Motor connection issue. Check the connection. E14=M1 connector, E24=M2 connector.
E15/E25	Short circuit. Replace the legs. E15=M1 connector, E25=M2 connector.
E16/E26	Weight limit exceeded. Remove items from desktop and reset the unit.
E17/E27	Desk moving in the wrong direction. E14=M1 connector, E24=M2 connector.
E18/E28	Weight limit exceeded. Remove items from desktop and reset the unit.
E42	Memory can't be read. Unplug the unit and plug back in.
E43	Collision avoidance failure. Replace the control unit.

Custom Programming

To enter the custom programming mode, press “M” and “T” simultaneously for about 5 seconds until the unit emits one beep and the display flashes “S-1”. Press “UP/DOWN” button to switch between “S-1” through “S-7”. The custom mode will be active while flashing for approximately 10 seconds, but if no changes are made, the controller will exit custom programming mode. Press “M” to enter the desired setting and use “UP/DOWN” buttons to adjust. Press “M” to save the desired setting.

S-1

To Adjust Minimal Height Limit
(62~118cm/24.4"~46.4")
Press “M” to save.
“L-S”- successful
“L-F”- failing

S-2

To Adjust Maximum Height Limit
(72~128cm/28.3"~50.4")
Press “M” to save.
“H-S”- successful
“H-F”- failing

S-3

To Adjust Anti-Collision Sensitivity (Current Sensor Upward Movement)
(Level 0~Level 8)
Press “M” to save.
“S-S”- successful
“S-F”- failing

S-4

To Adjust Anti-Collision Sensitivity (Current Sensor Downward Movement)(Level 0~Level 8)
Press “M” to save.
“S-S”- successful
“S-F”- failing

S-5

To Adjust Anti-Collision Sensitivity (Gyro Sensor)
(Level 0~Level 8)
Press “M” to save.
“S-S”- successful
“S-F”- failing

S-6

To Change the Current Height and Desktop Thickness
(0~5cm/0~1.9")
Press “M” to save.
“T-S”- successful
“T-F”- failing

S-7

To Change the Screen Lock Function
(0:OFF/1:ON, 0 by default)
Press “M” to save.
“A-S”- successful
“A-F”- failing



Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



help@vivo-us.com



www.vivo-us.com

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