

Desk Riser

SKU: DESK-V000VL/D/N/O/W

Instruction Manual

Assembly Video & Product Info
<https://vivo-us.com/products/desk-v000vl>



! 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.



WARNING: PINCH POINT

DO NOT PLACE HANDS ON OR NEAR SUPPORT BARS. MOVING PARTS CAN CRUSH AND CUT. PINCH POINTS ARE CREATED DURING LIFTING AND LOWERING THE WORKSURFACE. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL 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**

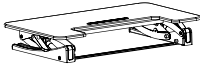


Email Us:
help@vivo-us.com

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 (x1)
Desk Riser



B (x1)
Extended Feet



C (x1)
Keyboard
Brackets



D (x3)
Keyboard
Tray



E (x4)
Cable Clips



F (x2)
Zipties

Included Hardware & Tools



S-A (x10)
M5x10mm Screw

Tools Needed:



**Phillips
Screwdriver**



Scissors

Weight Capacity:

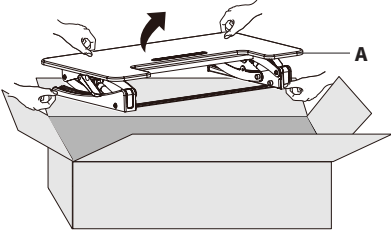


**33lbs
(15kg)**

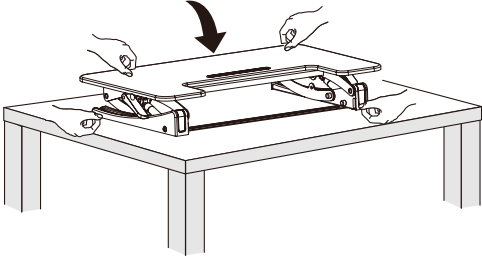
ASSEMBLY STEPS

STEP 1

Carefully remove Desk Riser (A) from the packaging.

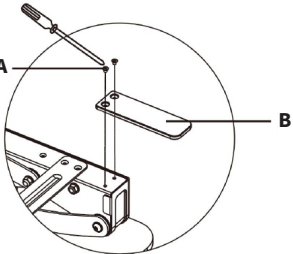
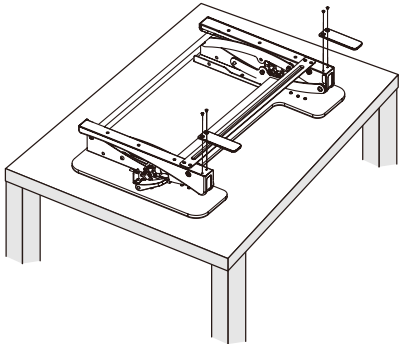
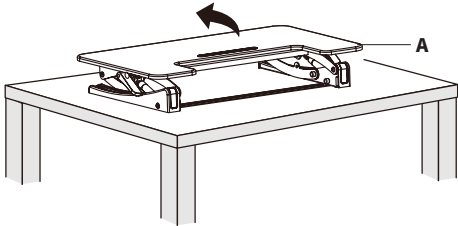


WARNING:
IMPACT HAZARD! MOVING
PARTS CAN CRUST & CUT.



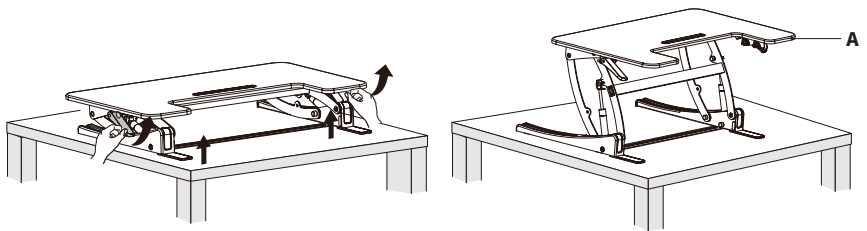
STEP 2

Flip Desk Riser (A) upside down, then attach the Extended Feet (B) to frame using M5x10mm Screws (S-A).



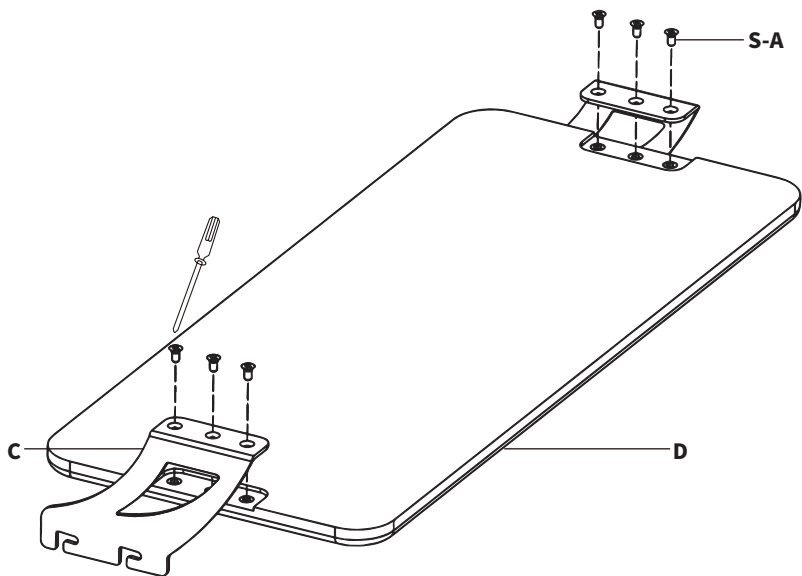
STEP 3

Press the handles on each side and lift Desk Riser (A).



STEP 4

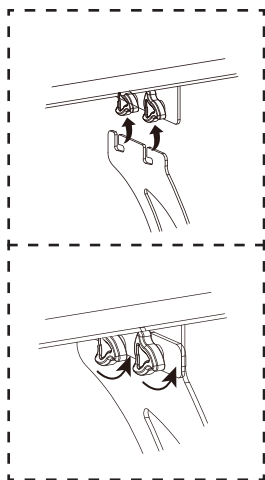
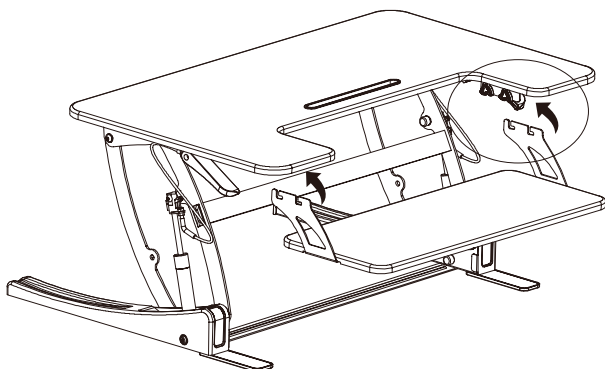
Mount Brackets (C) to Keyboard Tray (D) using M5x10mm Screws (S-A).



STEP 5

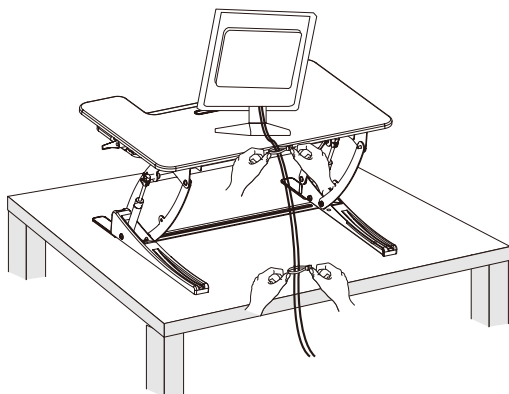
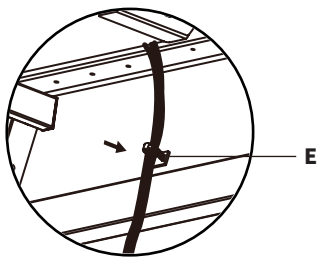
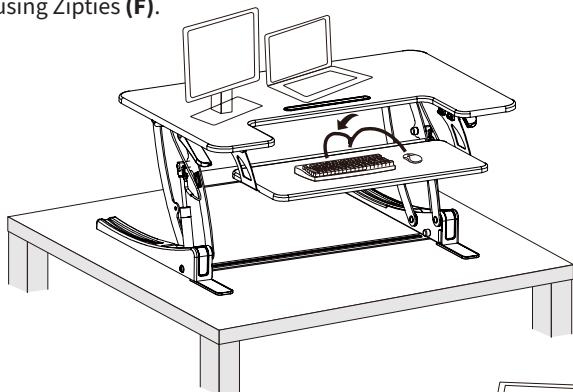
Hang assembled keyboard tray onto pre-installed knobs, and tighten knobs to secure.

NOTE: Make sure the keyboard brackets are curving towards the user, not towards the inside of the desk.



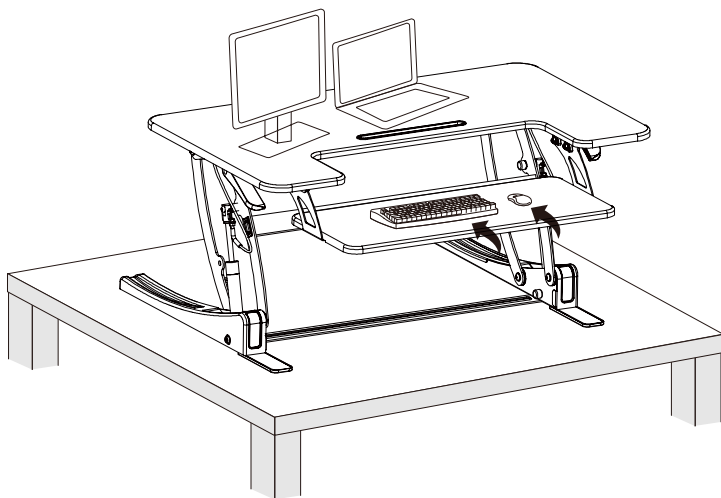
STEP 6

Attach Cable Clip (E) to desk to manage keyboard and mouse cables. Manage cables using Zipties (F).



ASSEMBLY COMPLETE

Assembly is complete and your desk riser is now ready for use.



Press both side levers to raise or lower your desk riser.

When lowering without any weight on the desktop, lightly press down on riser as you lower it to allow for a smoother lowering process. If it feels difficult to lower after placing laptop and other intended setup items, apply light pressure to lower smoothly or add additional weight.

Please note the 33lb weight capacity when adding weight.

TENSION ADJUSTMENT

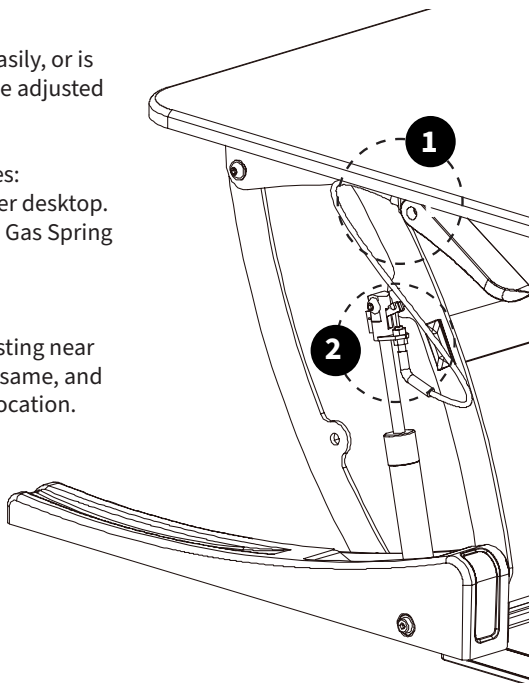
If your desk riser lifts up or down too easily, or is too difficult, the gas spring cable can be adjusted to your desired tension.

This adjustment is located in two places:

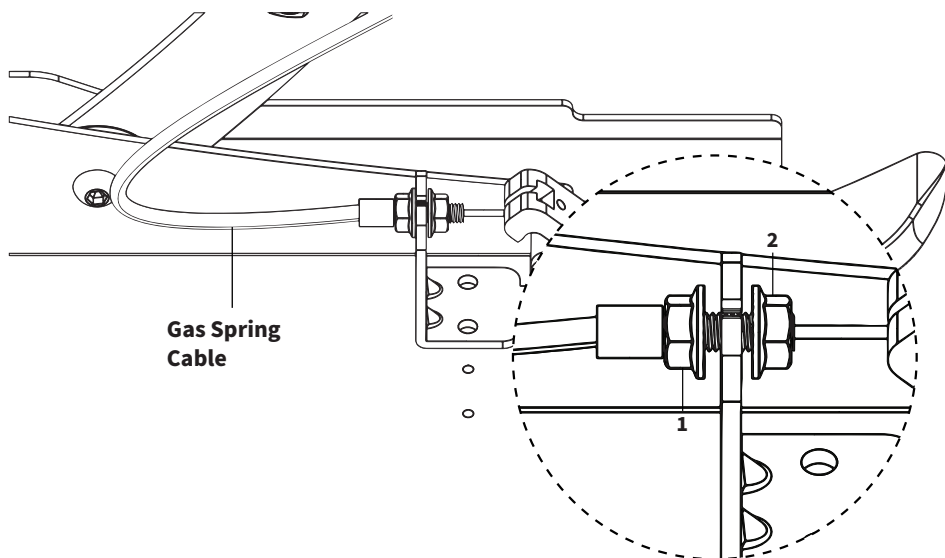
- 1. Levers:** Behind both levers, under desktop.
- 2. Gas Spring Tip:** At the tip of the Gas Spring

Notes:

- The images will focus on the adjusting near the Levers, but the process are the same, and the steps can be applied to either location.
- Any adjustments made need to be applied to both side of the riser.
- Images shown here show the maximum and minimum tensions. In most cases, your ideal tension will be somewhere in the middle.

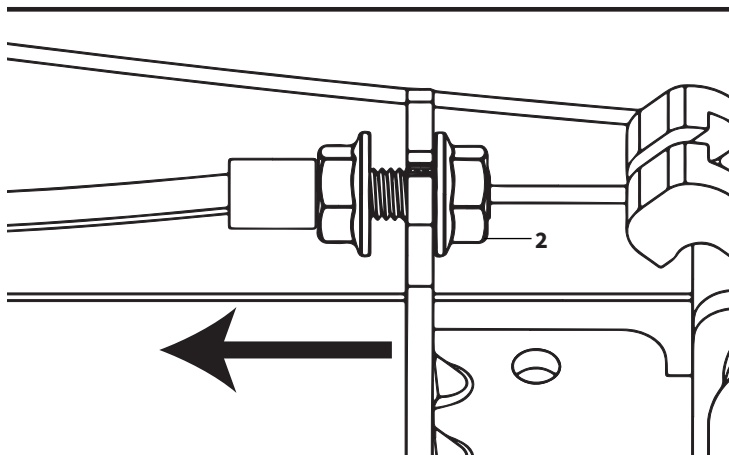


Begin by loosening the Inner (1) and Outer (2) Nuts using an adjustable wrench. Loosen Nuts until they are both on the opposite ends of the Gas Spring Cable.

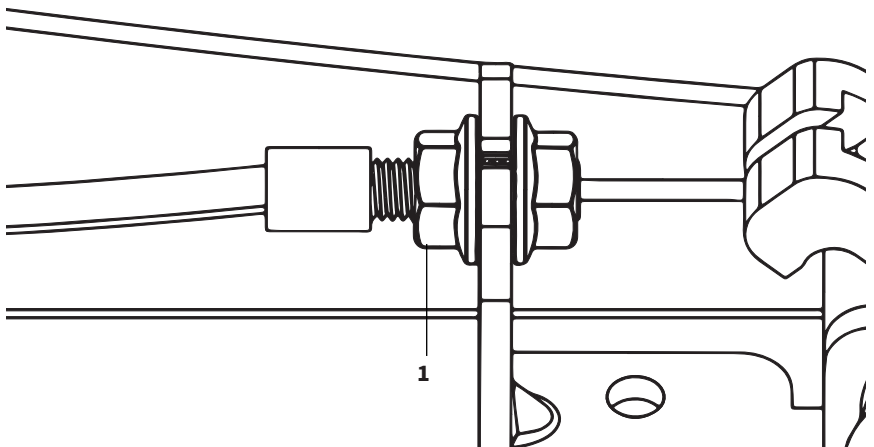


Option A:
Desk Is Difficult to Raise/Lower | Increase Tension

If the desk feels difficult to raise and lower, then you will need to increase the Gas Spring Cable tension. Gently pull the cable away from the Lever until the Inner Nut (2) is firmly pressed against the middle divider.

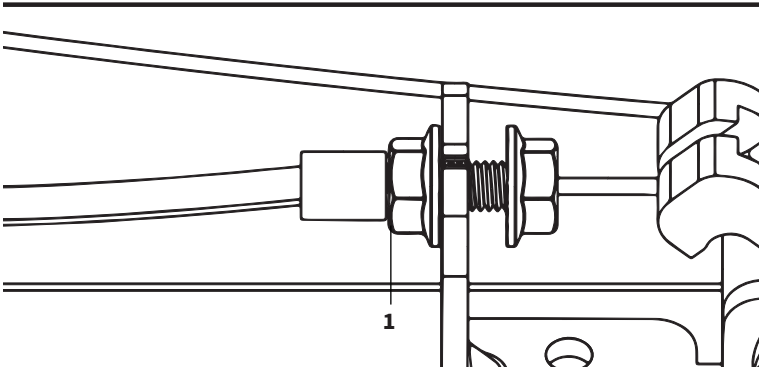


Tighten Outer Nut (1) until it firmly holds the cable in its position, as shown below.

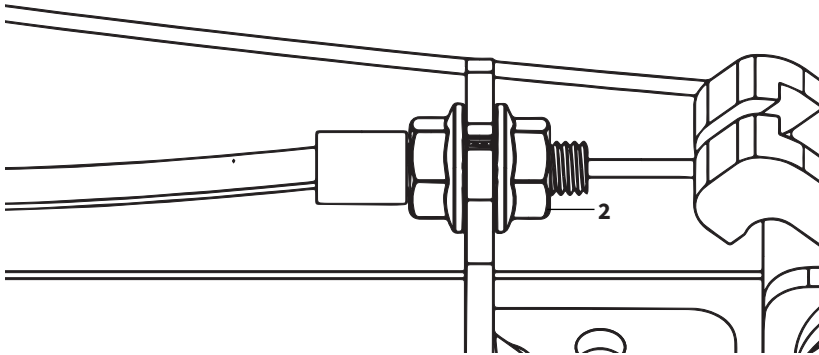


**Option B:
Desk Raises/Lowers Too Easily | Decrease Tension**

If the desk is raising or lowering without the handle being pressed, then the tension needs to be loosened. Gently push the cable towards the Lever the Outer Nut (1) is firmly pressed against the middle divider.



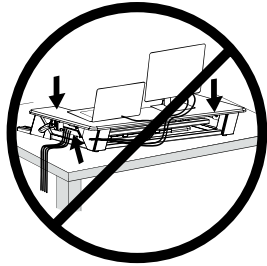
Tighten Inner Nut (2) until it firmly holds the cable in its position, as shown below.



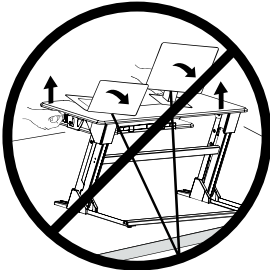
⚠ CAUTION!



Keep monitor and laptop base fully on the desktop.



Follow the cable routing instructions to avoid the potential to pinch cables.



Leave enough slack in cable to allow for full range of vertical motion (15" / 38 cm).



Raise desktop slowly to keep items stable.

Failure to follow these instructions may result in property damage and/or personal injury.



Need Help? 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



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