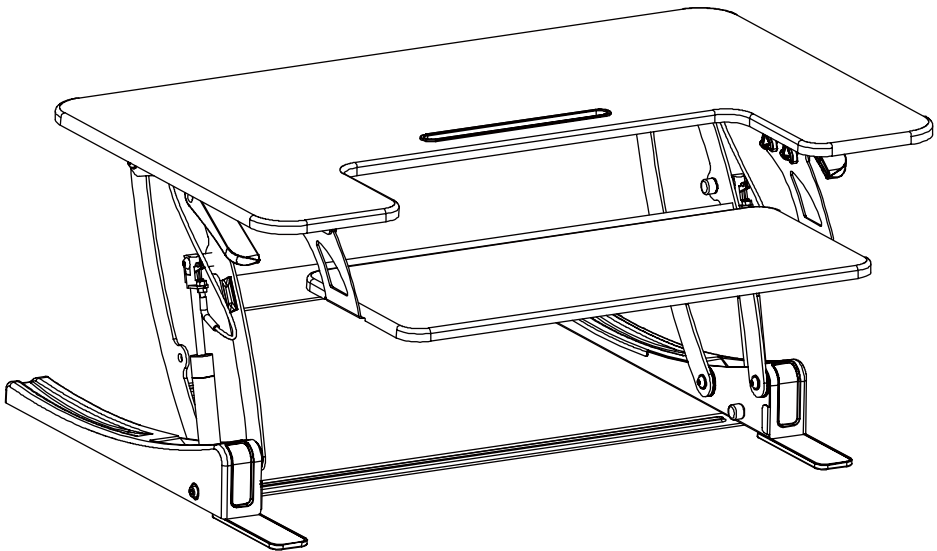


36" Desk Riser

SKUS: DESK-V000V/VA/VD/VG/VN/VO/VW

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-v000v

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



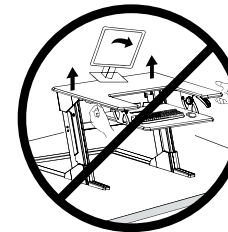
If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. Check carefully to make sure there are no missing or defective parts. Improper installation may 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

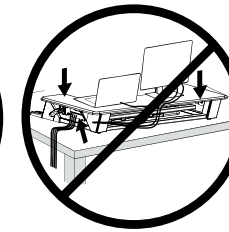
SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.

WEIGHT CAPACITY

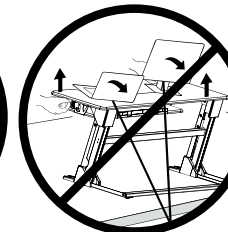
DO NOT EXCEED WEIGHT CAPACITY. Failure to do so may result in serious injury.



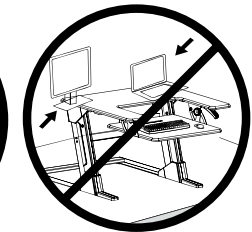
Keep monitor and laptop base fully on the desktop.



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.



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-v000v



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



Scissors

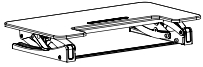
WEIGHT CAPACITY



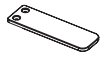
33lbs
(15kg)

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)
Desk Riser



B (x2)
Foot Extension



C (x2)
Keyboard Bracket



D (x1)
Keyboard Tray



S-A (x10)
M5x10



S-B (x1)
Cable Clip



S-C (x2)
Zipties

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

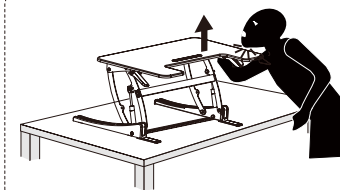
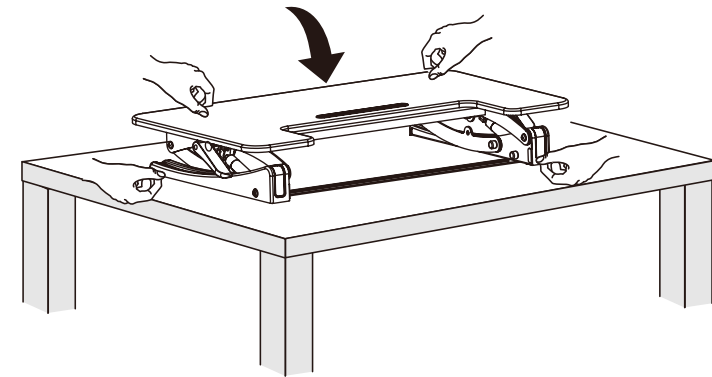
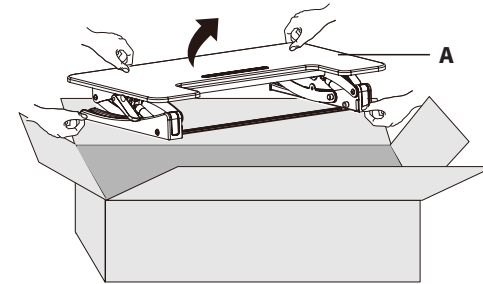
ASSEMBLY STEPS

STEP 1: Open Packaging

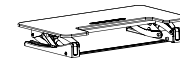
Carefully remove the Desk Riser (**A**) from the packaging.



TEAM LIFT



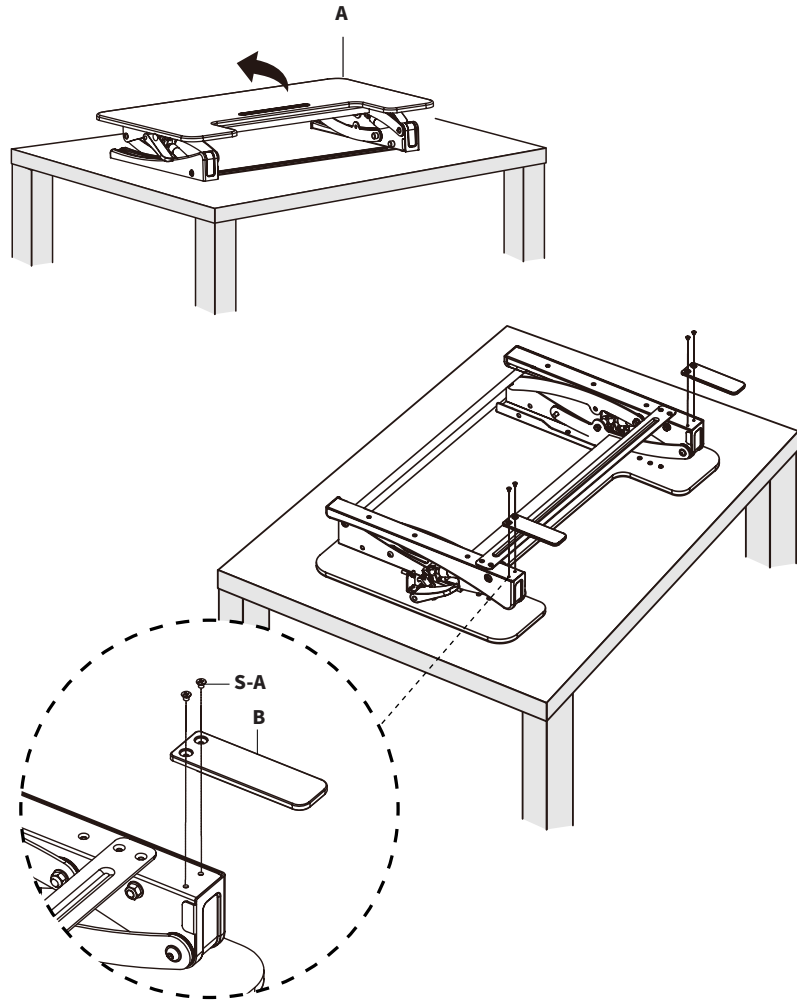
WARNING: Impact Hazard!
Moving Parts can Crush and Cut!



A (x1)
Desk Riser

STEP 2: Install Feet Extensions

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



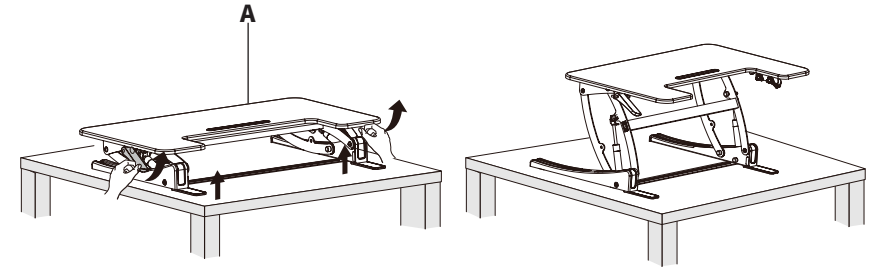
B (x2)
Foot
Extension



S-A (x4)
M5x10

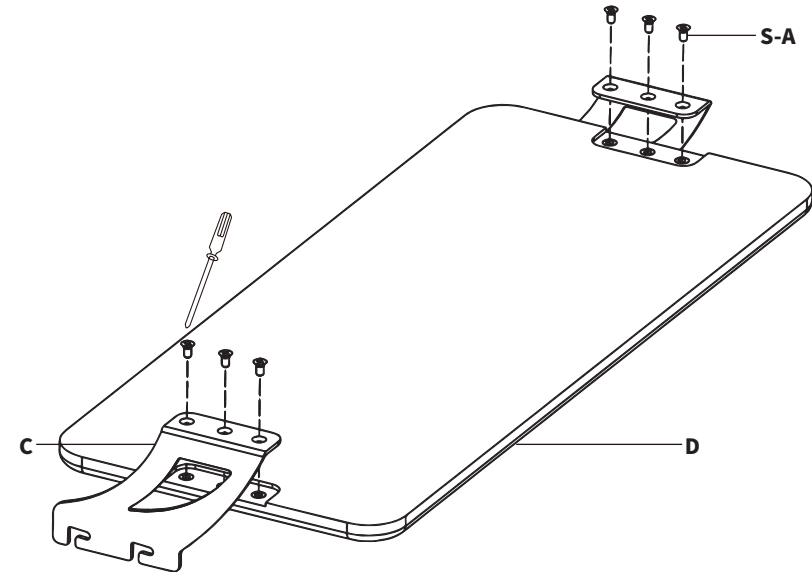
STEP 3: Raise Desk Riser

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



STEP 4: Mount Keyboard Brackets

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



C (x2)
Keyboard
Bracket



D (x1)
Keyboard
Tray

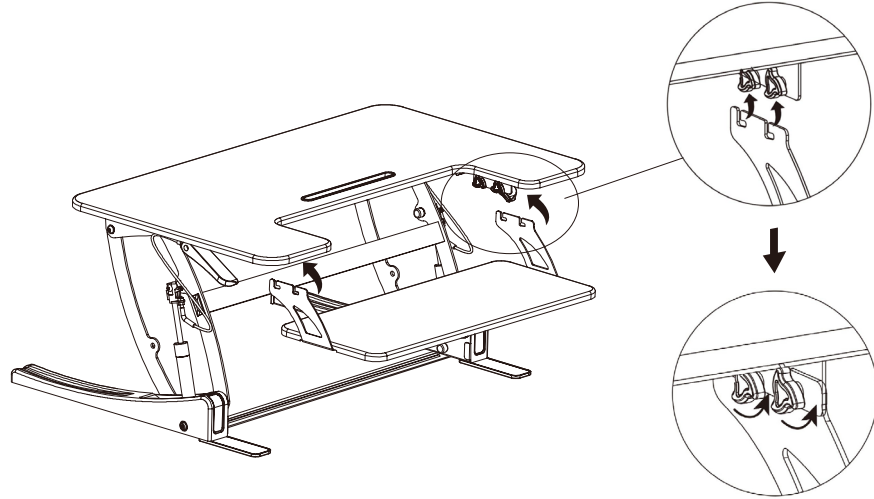


S-A (x6)
M5x10

STEP 5: Install Keyboard Tray

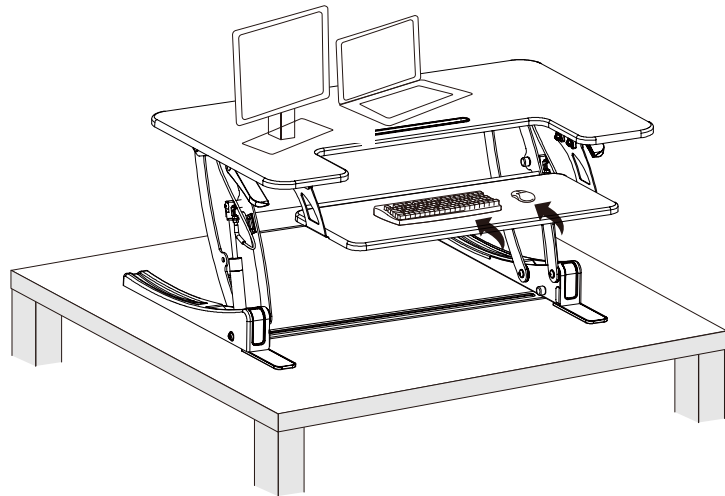
Hang assembled keyboard tray onto pre-installed knobs, and tighten knobs to secure.

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



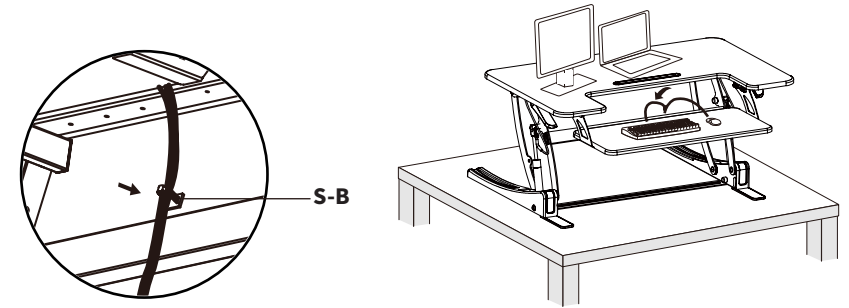
STEP 6: Place Items on Desk Riser

Place monitor, laptop and other items on desk surface.



STEP 7: Install Cable Clip

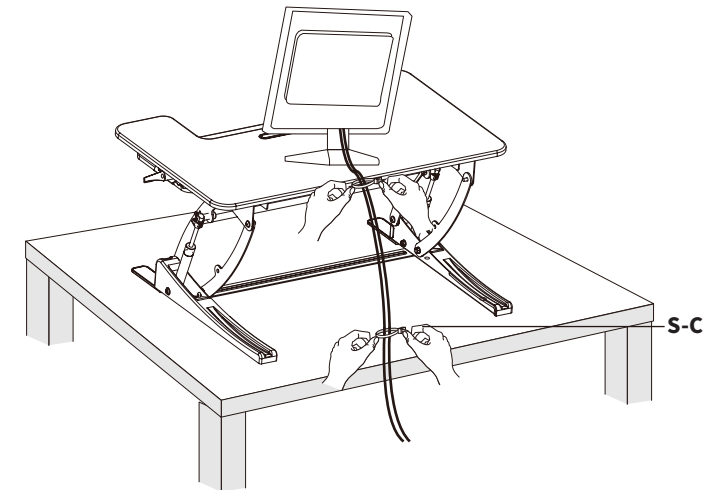
Attach Cable Clip (**S-B**) to desk to manage keyboard and mouse cables.



S-B (x1)
Cable Clip

STEP 8: Manage Cables

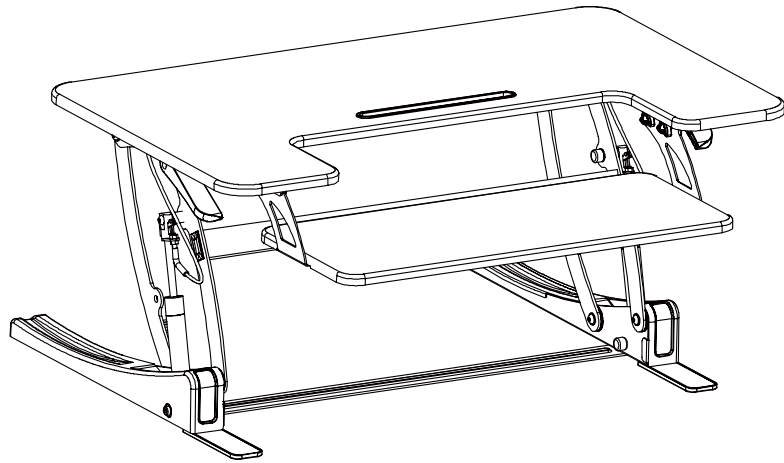
Manage cables using Zip Ties (**S-C**).



S-C (x2)
Zipties

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

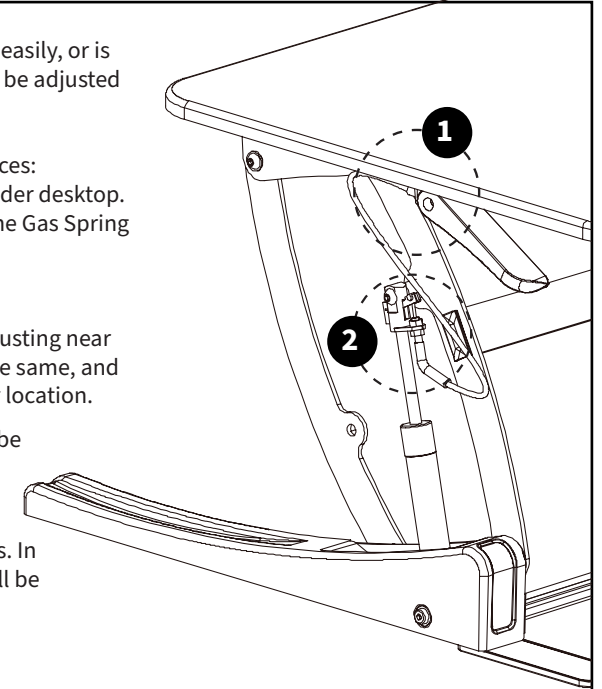
If your desk riser lifts up or down too easily, or is too difficult, the gas spring cable can be adjusted to your desired tension.

This adjustment is located in two places:

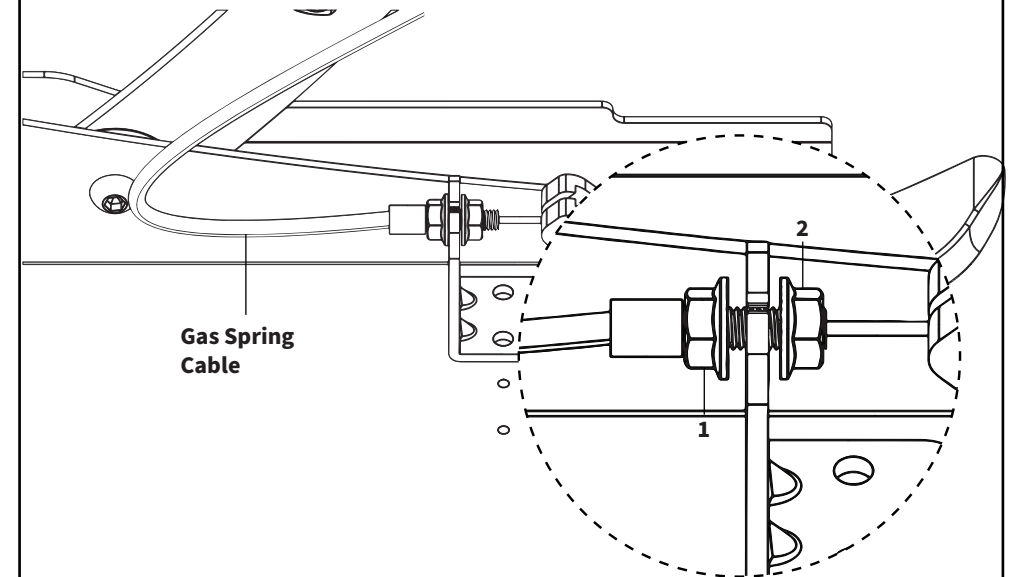
- 1. Levers:** Behind both levers, under desktop.
- 2. Gas Spring Tip:** At the tip of the Gas Spring

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.

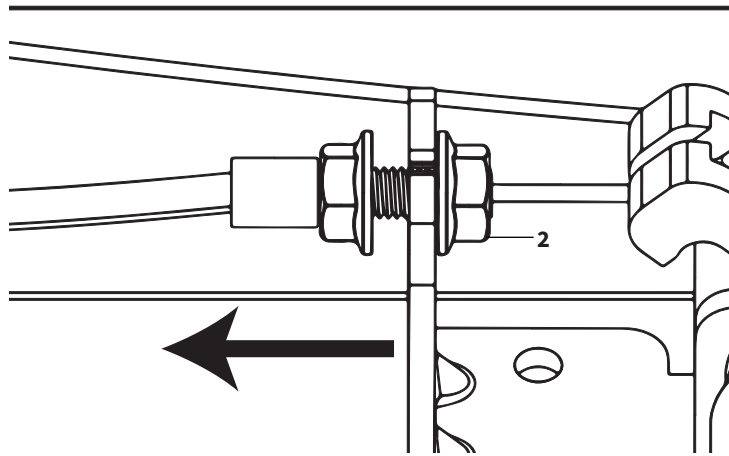


Begin by loosening the Inner (1) and Outer (2) Nuts using an adjustable wrench. Loosen Nuts until they are both on the opposite ends of the Gas Spring Cable.

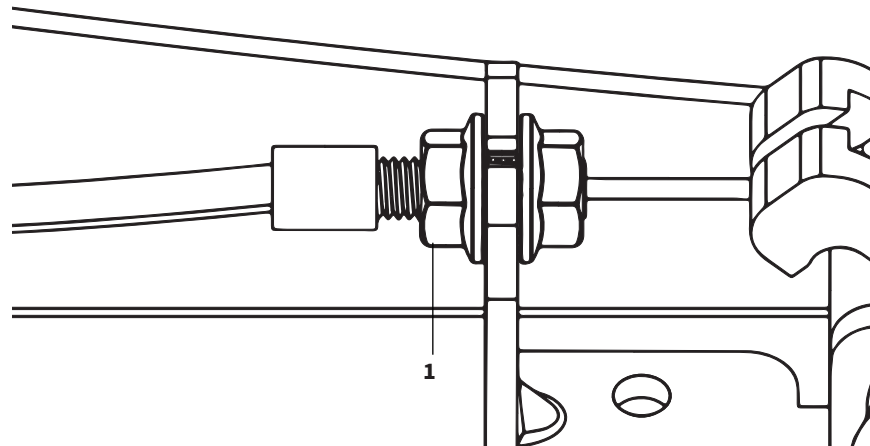


Option A:
Desk Is Difficult to Raise/Lower | Increase Tension

If the desk feels difficult to raise and lower, 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.

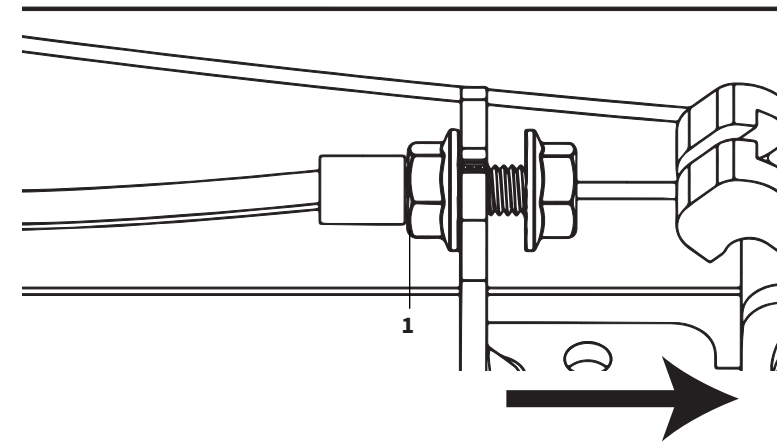


Tighten Outer Nut (1) until it firmly holds the cable in its position, as shown below.

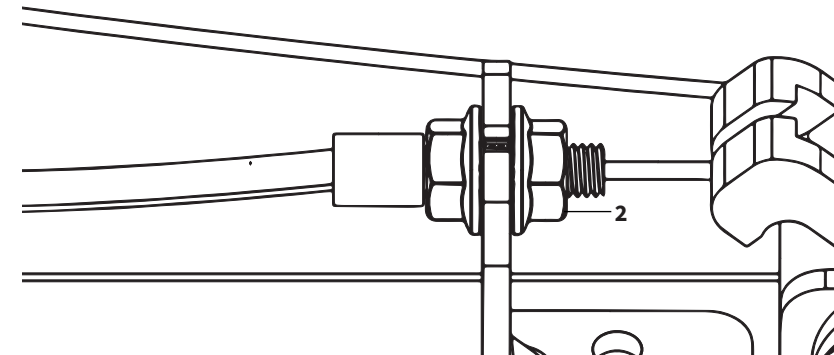


Option B:
Desk Raises/Lowers Too Easily | Decrease Tension

If the desk is raising or lowering without the handle being pressed, 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.

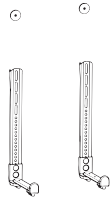


CHECK OUT OTHER GREAT PRODUCTS FROM



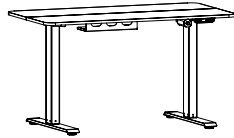
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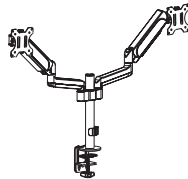
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Whether you're mounting a soundbar or surround sound system, we've got a mounting solution to fit your needs.



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We offer electric & manual crank standing desks, corner frames, desk & top combos, and more!



MONITOR MOUNTS

From single monitor mounts to hex mount, grommet or clamp-ons, we've got a mounting solution for your setup.



WHO WE ARE



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.



Need Assistance?

We Would Love to Help!



Personable Customer Support | Mon-Fri 7am-7pm

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



Call Us: **309-278-5303**

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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