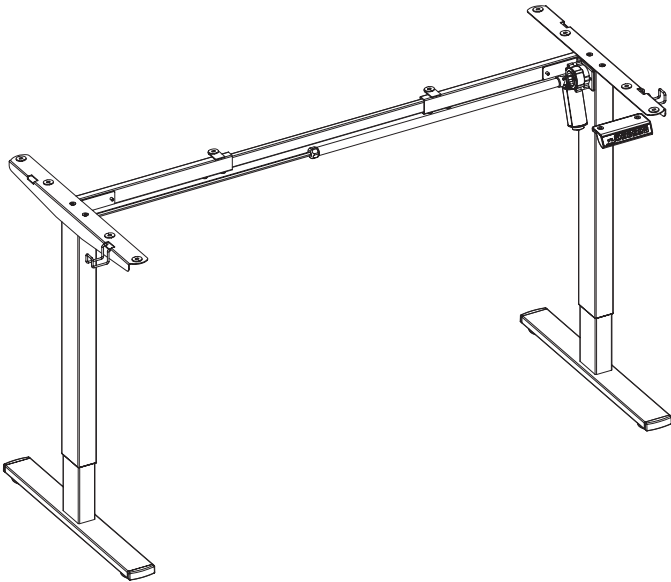




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## Electric Single Motor Desk Frame

### Instruction Manual



**SKU: DESK-V100EBY/EGY/EWY**



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-v100eby>

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**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

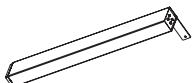
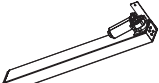

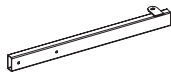
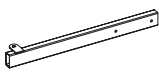
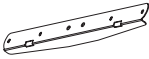

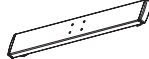










THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- 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.

## WARNING: CHOKING HAZARD

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

## PACKAGE CONTENTS

|   |   |  |  |  |
|---|---|--|--|--|
| <br><b>A (x1)</b><br>Leg                | <br><b>B (x1)</b><br>Motorized Leg         | <br><b>C (x1)</b><br>Inner Crossbar     | <br><b>D (x1)</b><br>Left Crossbar        | <br><b>E (x1)</b><br>Right Crossbar       |
| <br><b>F (x2)</b><br>Side Bracket       | <br><b>G (x1)</b><br>Sync Rod              | <br><b>H (x2)</b><br>Foot               | <br><b>I (x1)</b><br>AC Adapter           | <br><b>J (x1)</b><br>Control Panel        |
| <br><b>K (x2)</b><br>Hook             | <br><b>L (x12)</b><br>Anti-Vibration Pad | <br><b>M (x2)</b><br>Cable Clip       |  |  |
| <br><b>S-A (x18)</b><br>M6x11mm Screw | <br><b>S-B (x5)</b><br>M8x12mm Screw     | <br><b>S-C (x14)</b><br>M5x16mm Screw | <br><b>T-A (x1)</b><br>2mm Allen Wrench | <br><b>T-B (x1)</b><br>5mm Allen Wrench |

## TOOLS NEEDED

NOTE: NOT ALL HARDWARE INCLUDED WILL BE USED



DO NOT EXCEED WEIGHT CAPACITY.

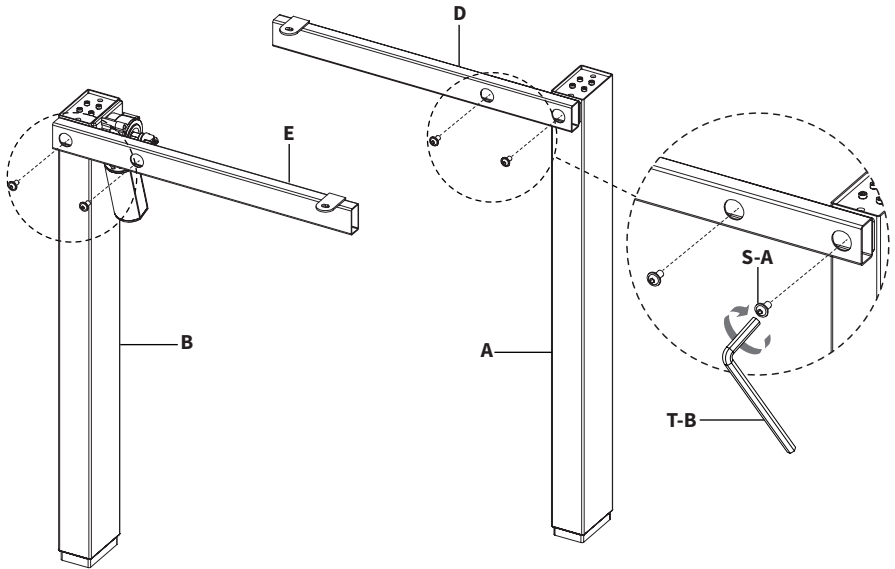
Failure to do so may result in serious injury.



# ASSEMBLY STEPS

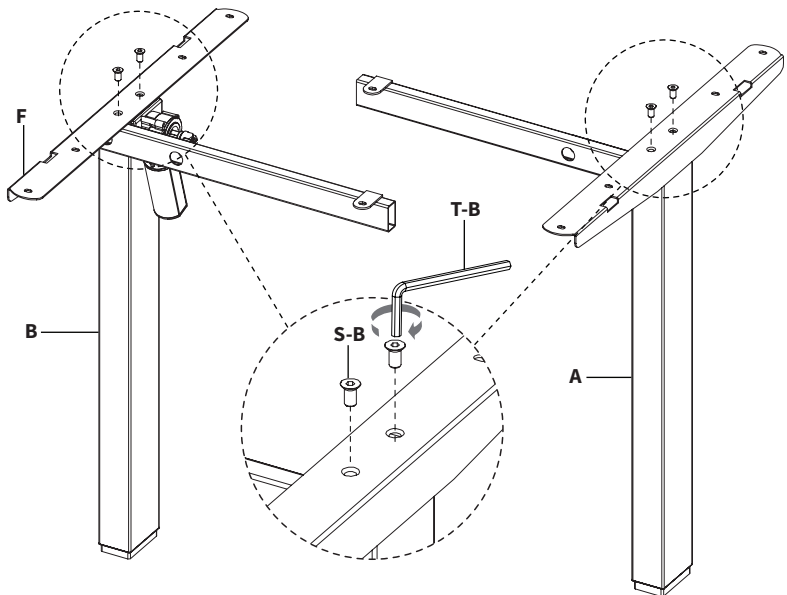
## STEP 1

Assemble Right Crossbar (**E**) to Motorized Leg (**B**) and Left Crossbar (**D**) to Leg (**A**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-B**).



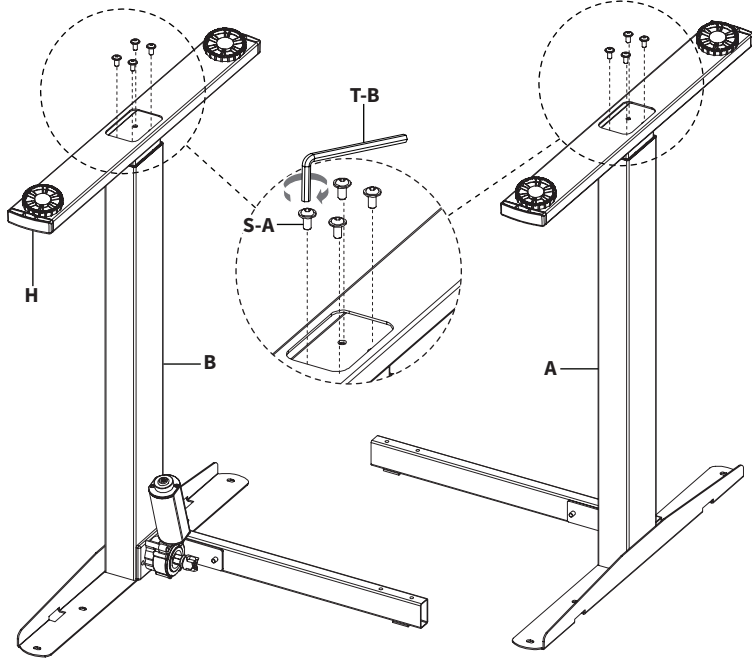
## STEP 2

Secure Side Brackets (**F**) to Motorized Leg (**B**) and Leg (**A**) using M8x12mm Screws (**S-B**) and 5mm Allen Wrench (**T-B**).



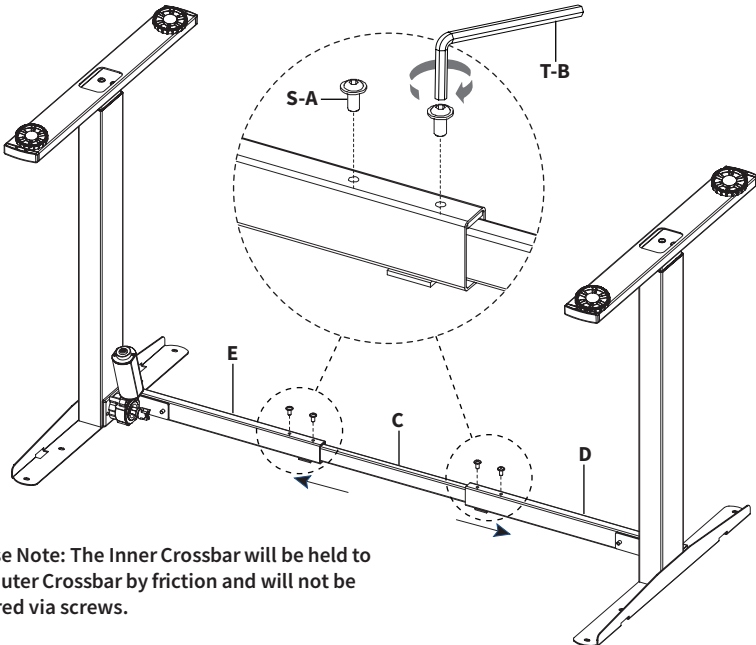
### STEP 3

Assemble Feet (**H**) to Motorized Leg (**B**) and Leg (**A**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-B**).



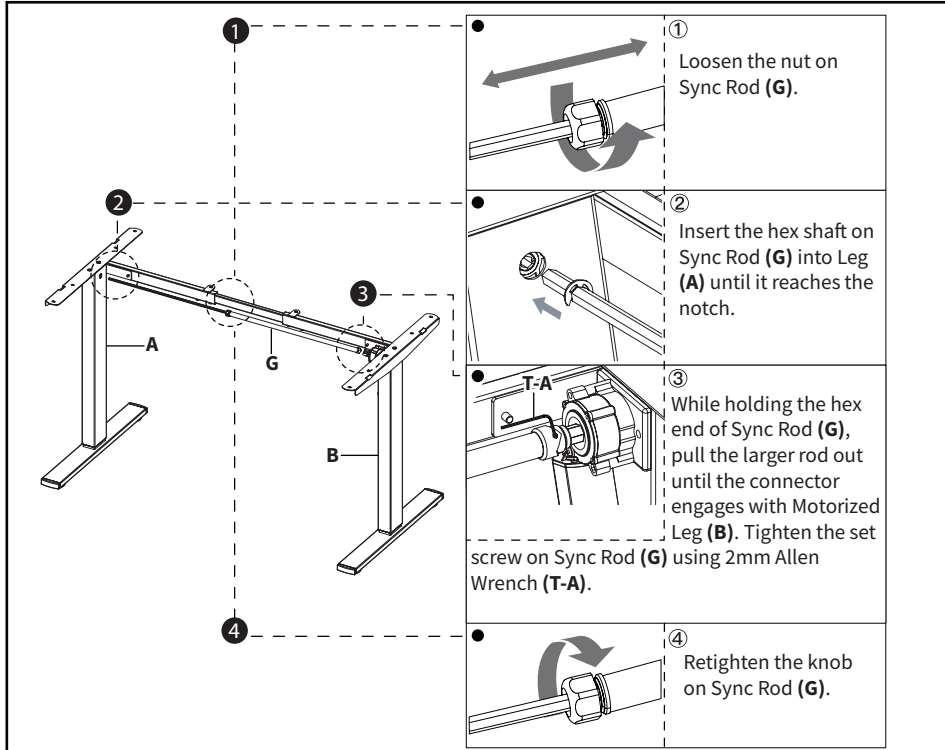
### STEP 4

Insert Inner Crossbar (**C**) into Left Crossbar (**D**) and Right Crossbar (**E**). Extend the frame to the desired length and tighten the M6x11mm Screws (**S-A**) against Inner Crossbar using 5mm Allen Wrench (**T-B**).



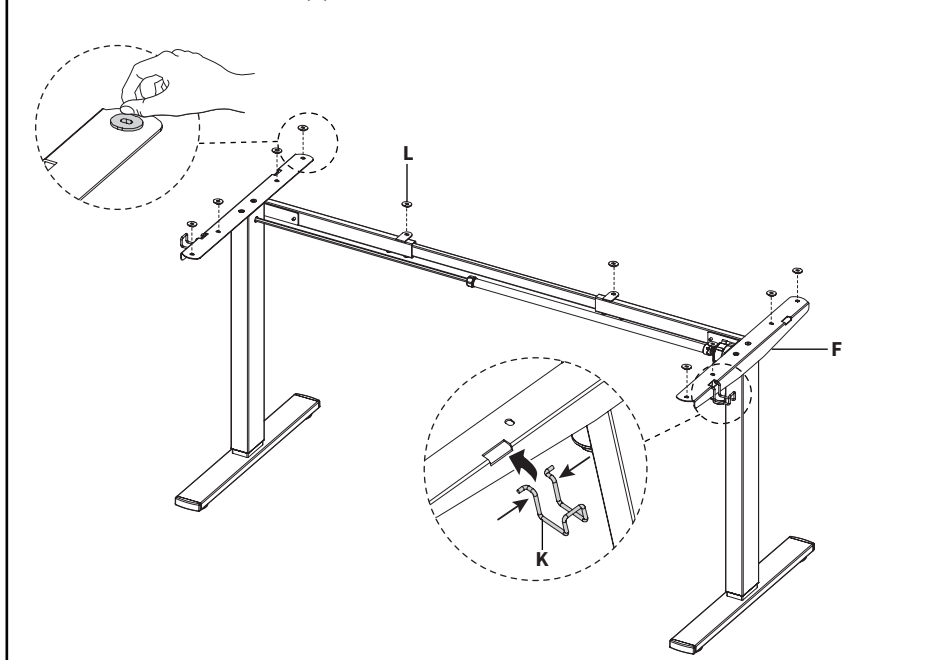
Please Note: The Inner Crossbar will be held to the Outer Crossbar by friction and will not be secured via screws.

## STEP 5



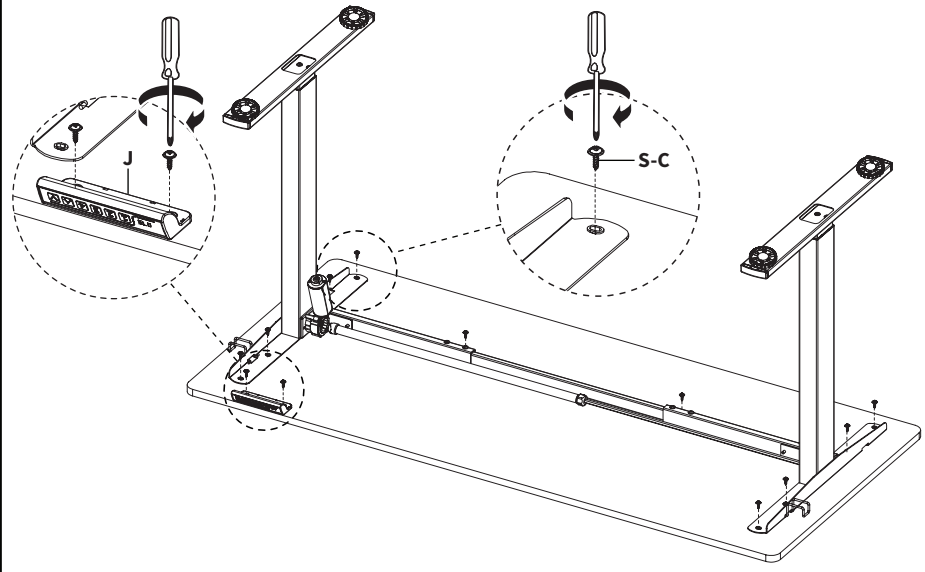
## STEP 6

Insert Anti-Vibration Pads (L) into the frame assembly. Install Hooks (K) by pinching sides and inserting into small notch in Side Brackets (F).



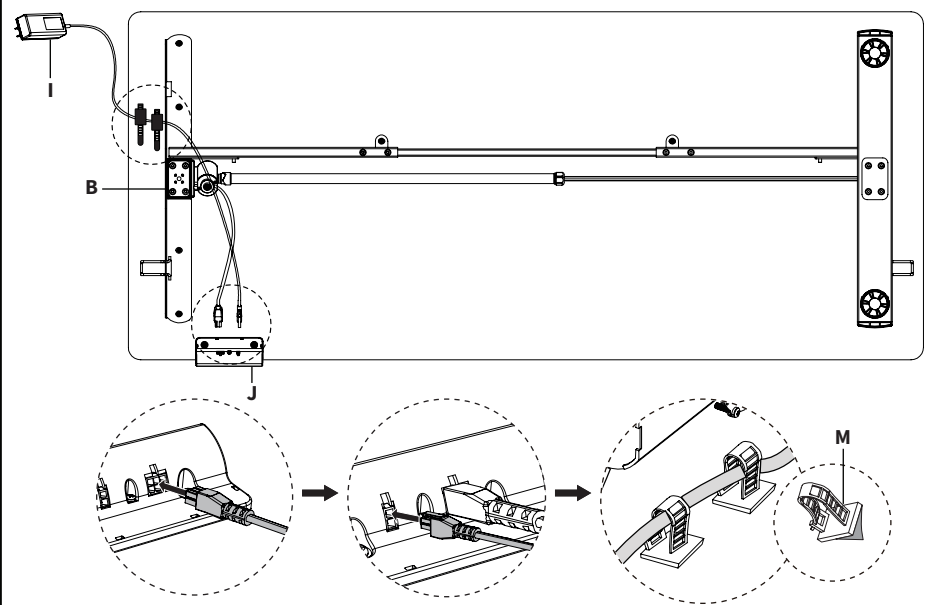
## STEP 7

Secure frame assembly and Control Panel (J) to the desktop with M5x16mm Screws (S-C) and a Phillips screwdriver. **Note:** If using a VIVO desktop, please refer to the manual that came with your desktop for instructions regarding assembly.



## STEP 8

Connect cables from Motorized Leg (B) and AC Adapter (I) to Control Panel (J) as shown. Remove adhesive backing from Cable Clips (M) and place them on the underside of the desktop to route cables.



# OPERATING CONTROL PANEL

**OPERATING INSTRUCTIONS:** Press the up arrow, the desk will automatically raise to the highest position. Pressing the down arrow will automatically lower the desk to the lowest position.

## Memory Mode

To store a certain height in the controller's memory, press and hold the 1 button for 5 seconds. "H1" will be displayed, indicating that the current height has been saved to the 1 button successfully. Repeat the process using buttons 2,3, and 4.

**Reset Mode:** If the height of the desk is incorrect, press the down arrow for 5 seconds, "RES" will be displayed until the desk moves to the fully lowered position and rebounds slightly.

**Change Display Height:** To switch between inches and centimeters, press and hold buttons 1 & 3 for 2 seconds. Repeat process to switch again.

**Child Safety Lock:** To activate the child safety lock, press and hold buttons 1 & 2 for 2 seconds. LOC will be displayed when controller is locked, and normal display height will show when unlocked. Repeat process to switch back.

# TROUBLESHOOTING

## Error Code Description/Resolution

- |            |   |
|------------|---|
| <b>Hot</b> | Over heating protection. Wait at least 15 minutes before operating.   |
| <b>E10</b> | Sensorless alarm. Power off, check motor connections, and power back on.  |
| <b>E20</b> | Overload protection. If error occurs while going up, remove weight from desk and try again. If error occurs while going down, power off, remove weight, and power back on.    |
| <b>E02</b> | Rebound protection. Error occurs when desk is bumped or collides with an object. Check the desk surrounding and remove any objects in the desks path. Follow reset procedure. |
| <b>E32</b> | Over voltage alarm. Error occurs when voltage is higher than required. Power off and check cable connections.   |
| <b>E31</b> | Under voltage alarm. Error occurs when voltage is lower than required. Power off and check cable connections.   |

## CAUTION!



Do not exceed desk weight limit.



Keep area of vertical motion free of obstacles.



Keep weight on desk balanced for correct operation and longer life of components.



Leave enough slack in cables to allow for full range of vertical motion.

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



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**



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*Chat live with an agent!*

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



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