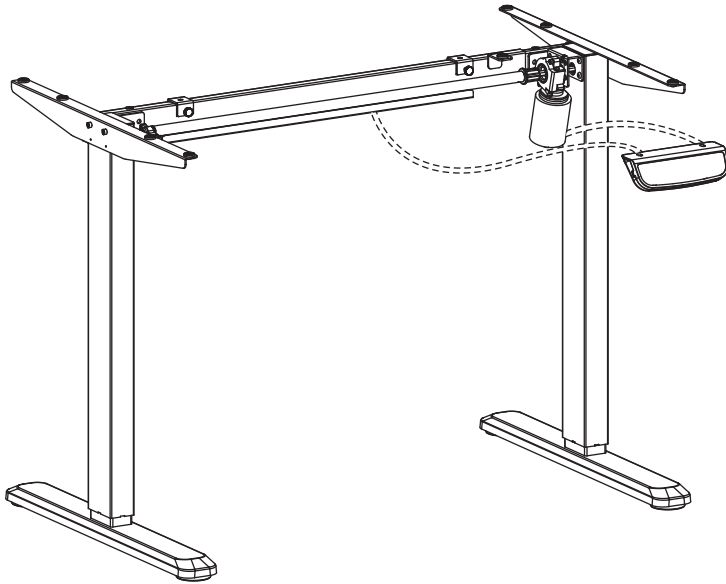


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## Black Electric Single Motor Desk Frame

**SKU: DESK-V102E**

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-v102e](https://vivo-us.com/products/desk-v102e)

# 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)**

---

## 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.

### **TIPOVER WARNING**

SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER. TO HELP PREVENT TIPOVER:

- NEVER ALLOW CHILDREN TO CLIMB, STAND, HANG, OR PLAY ON ANY PART OF TV OR TV CART.
- USE TIPOVER RESTRAINT OR ANCHOR STAND TO WALL

**USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.**

### **WEIGHT CAPACITY**

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



176lbs  
(80kg)



### **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-v102e](https://vivo-us.com/products/desk-v102e)



### **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.

**TOOLS NEEDED:**



Phillips Screwdriver



Drill













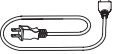










Level

**DIFFICULTY LEVEL**



**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.

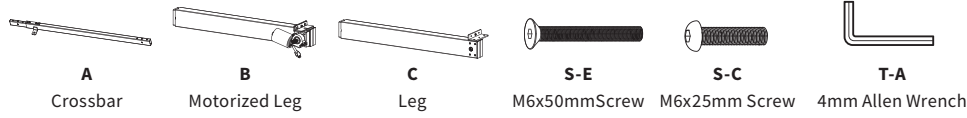
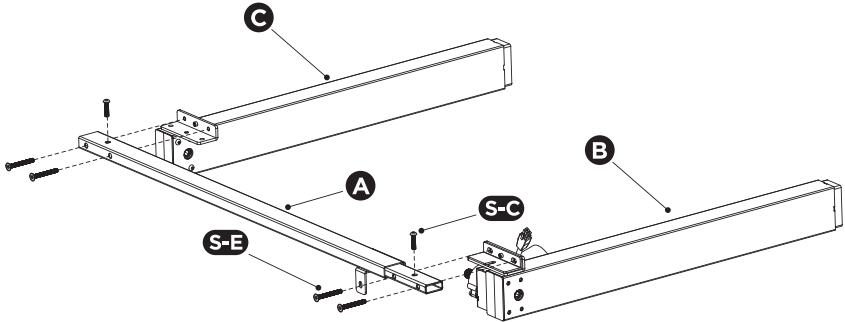
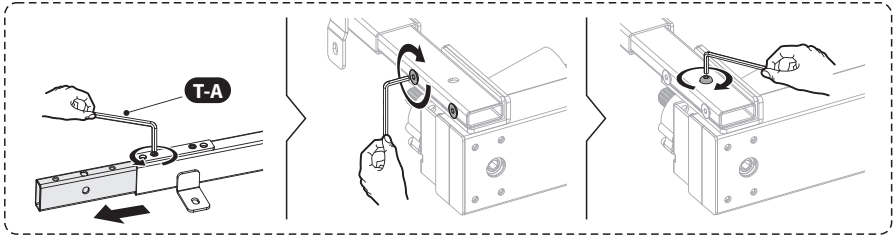
					
<b>A (x1)</b> Crossbar	<b>B (x1)</b> Motorized Leg	<b>C (x1)</b> Leg	<b>D (x2)</b> Side Bracket	<b>E (x1)</b> Sync Rod	<b>F (x2)</b> Foot
					
<b>G (x1)</b> Power Adapter	<b>H (x1)</b> Controller	<b>I (x1)</b> Shelf	<b>J (x2)</b> Hook	<b>K (x1)</b> Power Cable	<b>L (x3)</b> Cable Clip
					
<b>S-A (x4)</b> M4x4mm Screw	<b>S-B (x4)</b> M5x14mm Screw	<b>S-C (x2)</b> M6x25mm Hex Head Screw	<b>S-D (x8)</b> M6x16mm Hex Head Screw	<b>S-E (x4)</b> M6x50mm Hex Head Screw	<b>S-F (x5)</b> ST3.5x13 Screw
					
<b>S-G (x9)</b> ST4.2x16 Screw	<b>S-H (x9)</b> Anti-Vibration Pad				
					
<b>T-A (x1)</b> 4mm Allen Wrench					

**NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED**

# ASSEMBLY STEPS

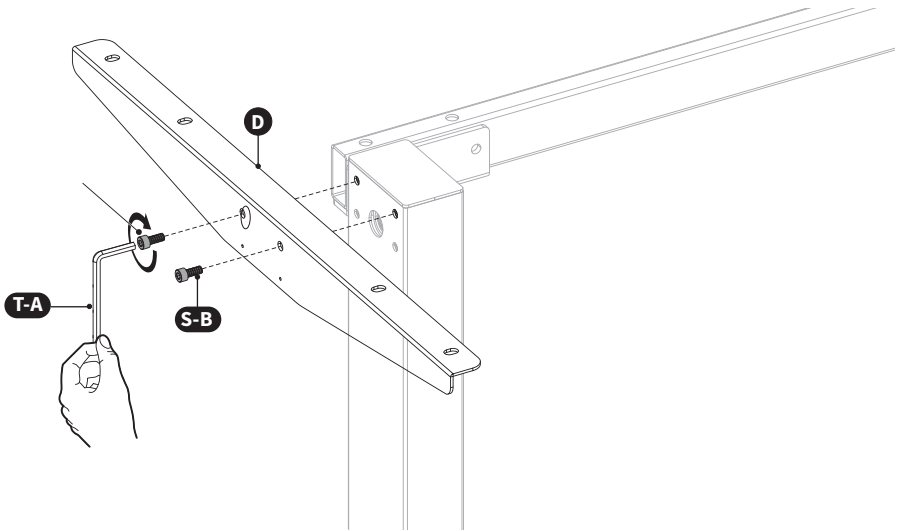
## STEP 1: Attaching the Crossbar

Loosen set screw on Crossbar (A) to adjust length and re-tighten. Attach Crossbar (A) to Motorized Leg (B) with M6x50mm Screws (S-E) and M6x25mm Screws (S-C), as shown below.



## STEP 2: Attaching Side Brackets

Attach Side Brackets (**D**) to Motorized Leg (**B**) and Leg (**C**) using M5x14mm Screws (**S-B**) using 4mm Allen Wrench (**T-A**).



**D**  
Side Bracket



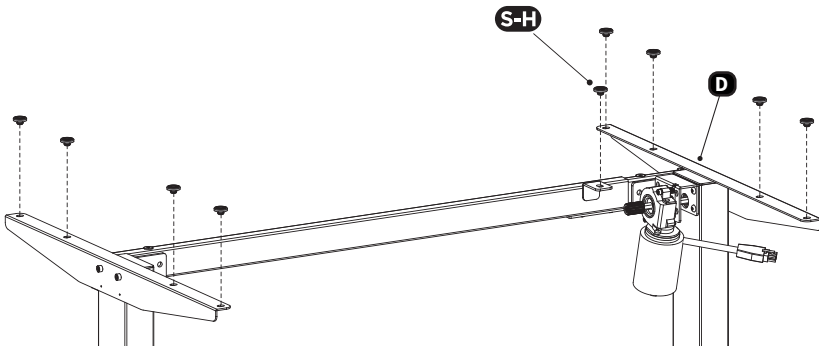
**S-B**  
M5x14mm Screw



**T-A**  
4mm Allen Wrench

## STEP 3: Apply Anti-Vibration Pads

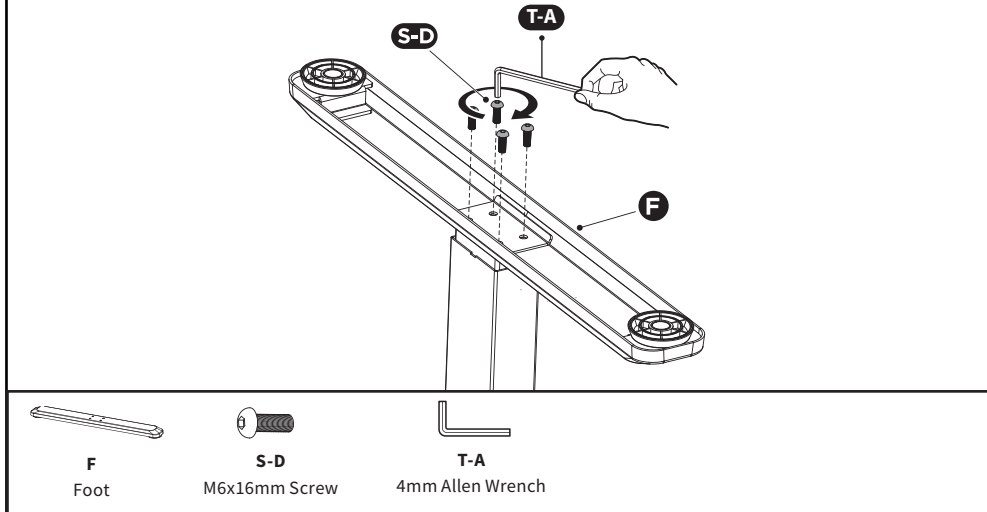
Apply Anti-Vibration Pads (**S-H**) to top of Side Brackets (**D**), as shown below.



**S-H**  
Anti-Vibration Pad

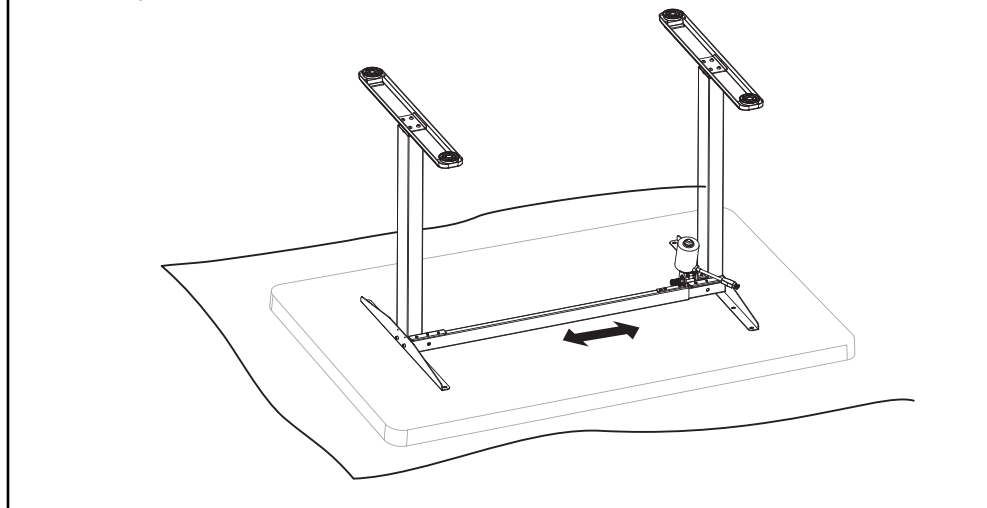
## STEP 4: Installing Desk Feet

Flip desk frame over and attach Foot (F) to bottom of Motorized Leg (B) and Leg (C) using M6x16mm Screws (S-D) and 4mm Allen Wrench (T-A).



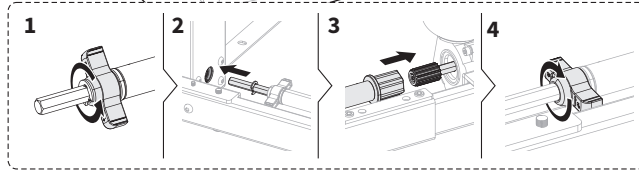
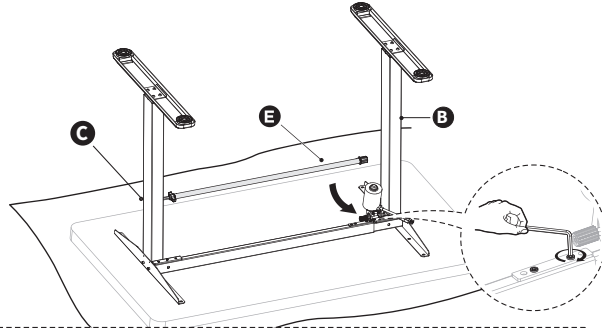
## STEP 5: Adjusting Frame Width to Desktop

Place intended desktop (not provided) upside down onto of a soft surface and then place desk frame assembly upside down on desktop. Adjust frame width to size of desktop, ensuring the that frace is centered on the desktop.



## STEP 6: Installing the Sync Rod

Loosen the knobs on the Sync Rod (**E**) and extend the hex shaft. Insert hex shaft into the Leg (**C**), making sure the metal retaining ring makes contact with the Leg. While holding the hex shaft with one hand, extend sync rod onto the spline shaft of Motorized Leg (**B**). Retighten knob. Tighten set screw on Crossbar (**A**) to secure frame width.



**E**  
Sync Rod



**B**  
Leg with Motor



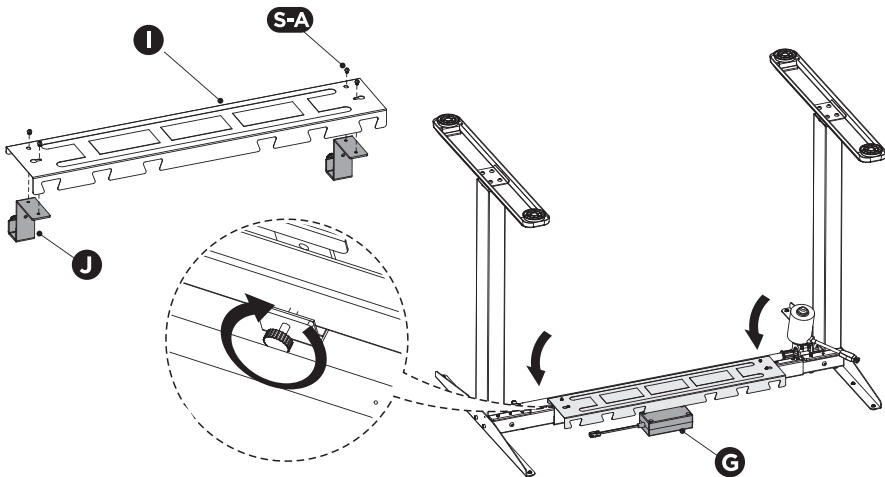
**C**  
Leg



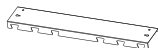
**T-A**  
4mm Allen Wrench

## STEP 7: Installing the AC Adapter

Attach Hooks (**J**) to Shelf (**I**) using M4x4mm Screws (**S-A**) with a Phillips screwdriver. Hang Cable Management Tray (**I**) onto the Crossbar (**A**) and tighten knobs to secure. Place Power Adapter (**G**) into Cable Management Tray.



**G**  
Power Adapter



**I**  
Cable Management Tray



**J**  
Hook



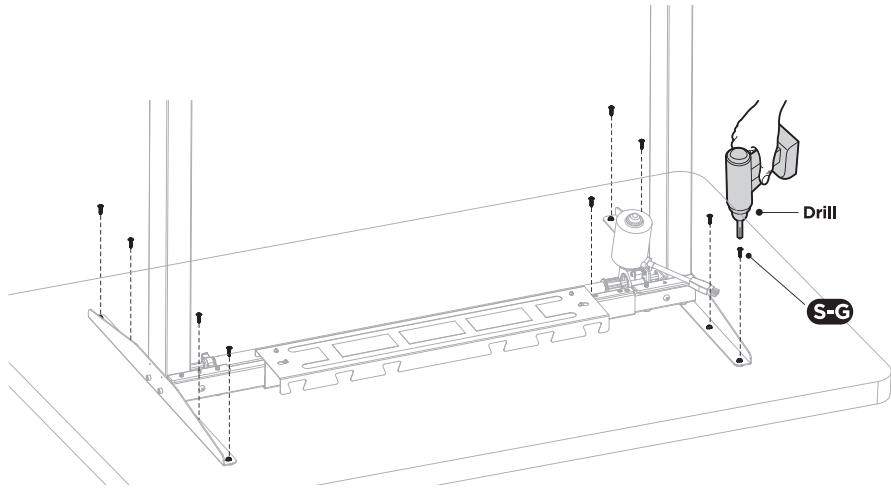
**S-A**  
M4x4mm Screw



## STEP 8: Connect Frame to Desktop

Use ST4.2x16 Screw (**S-G**) to secure desk frame to desktop with a drill.

**Note:** If using a VIVO desktop, please refer to desktop manual before proceeding.



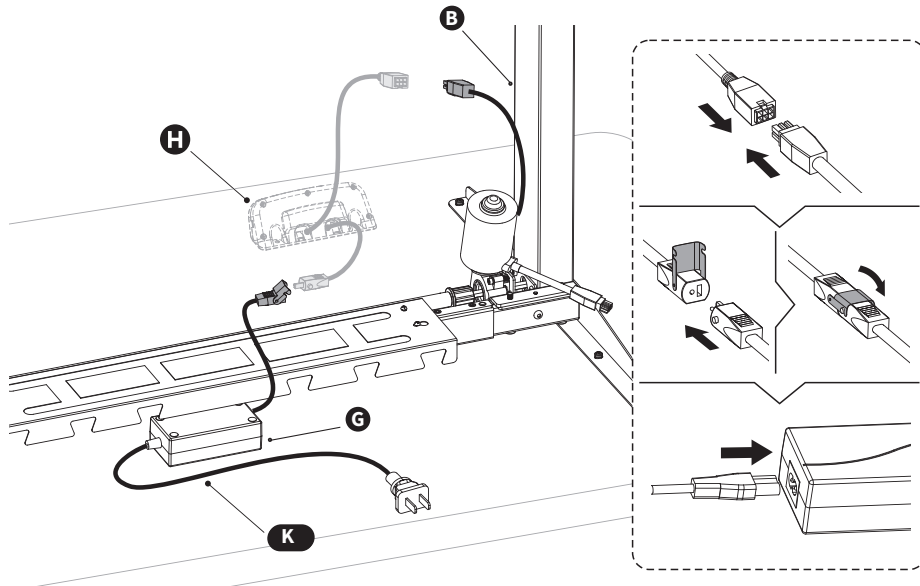
**S-G**

ST4.2x16Screw



## STEP 9: Connecting the Controller

Connect cords from Controller (**H**) to cord from Motorized Leg (**B**) and Power Adapter (**G**). Connect Power Cable (**K**) to Power Adapter (**G**).



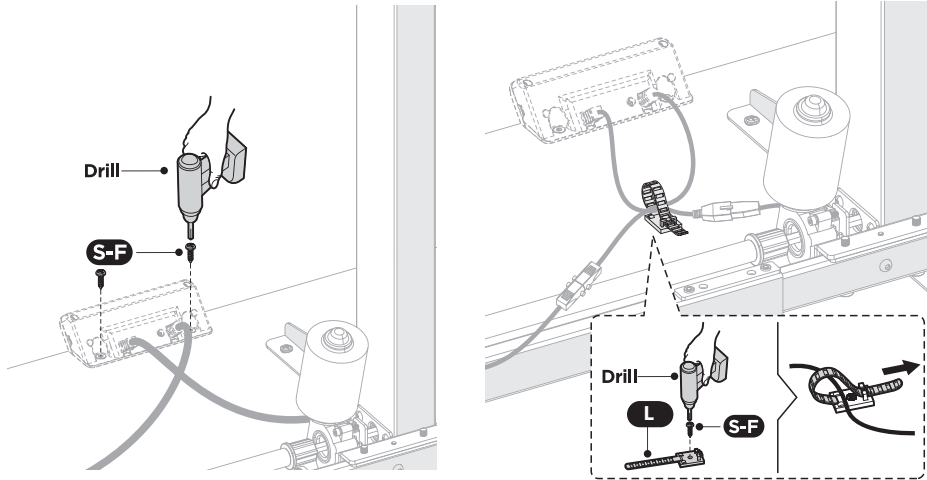
**H** (x1)  
Controller



**K** (x1)  
Power Cable

## STEP 10: Attaching the Controller

Connect Controller (**H**) to desktop using ST3.5x13 Screws (**S-F**) and a drill. Add Cable Clips (**L**) to desktop and secure with ST3.5x13 Screws (**S-F**) and a drill.



**L**  
Cable Clip

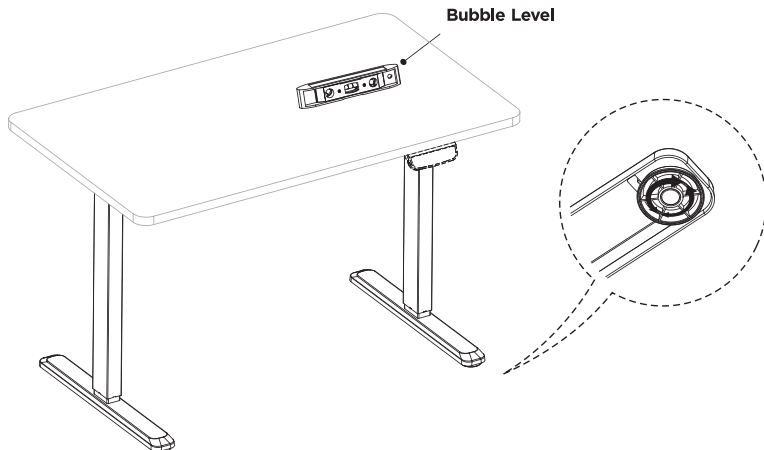
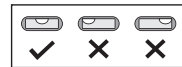


**S-F**  
ST 3.5x13 Screw

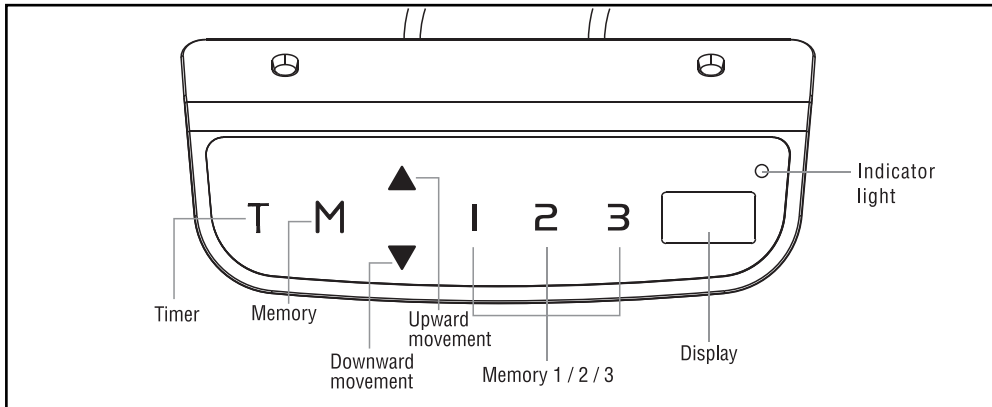
## STEP 11: Level Desk

Turn desk frame over and adjust using the leveling knobs under the desk feet, if needed. Perform **Reset Process** outlined on page 13 before using desk for first time.

**CAUTION:** At least two people are required when turning over the desk, or serious bodily injuries might occur.



## CONTROLLER



**OPERATING INSTRUCTIONS:** When the system is powered on, you will hear a beep and the existing desktop height will be displayed on the control panel.

### Sleep Mode

After resting for 1 minute, the screen will turn off to prevent accidental operation. Touch the screen to exit sleep mode and operate the desk.

### Upward and Downward Movement

Press and hold the up or down arrow until the desk reaches the desired height.

### Memory Mode

To store a certain height in the controller's memory, first press "M". The letter "S-" will be displayed. Now press "1", "2" or "3" within five seconds to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the three height settings by pressing the corresponding button. Touching any button will stop the automatic adjustment.

### Timed Reminder Mode

To set the timer, press "T". The display will flash "0.5h" representing 30 minutes. Press "T" repeatedly to increase 0.5 hours at a time. The maximum timer setting is 2 hours. The timer is set when the display stops flashing and the light in the top right corner of the controller is on. When the timer has reached the set time, three beeps will sound reminding the user to adjust the working position. Once the timer setting has expired, the unit's timer is canceled. To deactivate the timer, press "T" five times or until the current height is displayed and the light in the upper right corner is turned off.

### Switch the Display from Centimeter to Inch

The preset measurement shown on the display is cm. If you would like to change cm to inch, restart the system by unplugging for at least 5 seconds and plug back in, then press "T" for at least 3 seconds. The controller will beep twice (beeps twice if changing to inch, and beeps once changing to cm) and change the displayed unit. Repeat to switch back from inch to cm.

## Collision Detection Mode

To set the Collision Detection sensors, press and hold the “M” and “T” buttons for 5 seconds until you hear two beeps. This indicates you are in Collection Detection Settings Mode. The screen will display the current sensitivity level (Level 3 by default). Press the “up” or “down” arrows to adjust to desired level. 1 is the lowest sensitivity and 5 is the highest. When finished, press the “M” button to save and exit.

**0:** Turn Off Collection Detection

**1-5:** Sensitivity Levels. 1 is the lowest and 5 is the highest sensitivity.

*Please note:* You must press the “M” button within 8 seconds of selecting the sensitivity level or the system will revert to default setting.

## Reset Mode

While the unit is powered on, press the down arrow until the desk moves to the fully lowered position. Restart the system by unplugging for at least 5 seconds and plug back in, then hold the down arrow until RST is displayed. The desk will move to the lowest position, then raise approximately 5mm and stop to complete the reset process.

Error Code	Description/Resolution
------------	------------------------

<b>ER1</b>	Overload in downward direction. Disconnect and reconnect power.
<b>ER2</b>	Overheating in controller. Wait 18 minutes to allow controller to cool.
<b>ER3</b>	Motor connection fault. Reconnect motor and reset desk.
<b>ER5</b>	Desk weight limit exceeded. Decrease desk load before operating. If error appears after reducing weight, the AC adapter may need to be replaced.

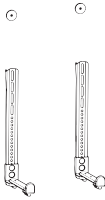
- Self-protection function: The unit will enter a protective mode should the system operate in excess of 2 minutes with “HOT” on the controller display. The system will return to normal operation after approximately 18 minutes.
- Over-current protection mode: While operating, should the load on the desk exceed rated specifications, the system will enter into over-current protection mode to protect the system from damage. When this happens, the desk will move downward approximately 30mm and come to a stop with the current height displayed.
- Do NOT remove or reconnect power to reset the unit when in a protective or “HOT” state, as this may damage the electronics.

CHECK OUT OTHER GREAT PRODUCTS FROM



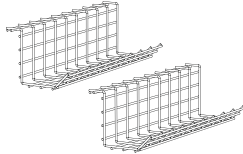
**EXPLORE MORE AT VIVO-US.COM**

*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!*



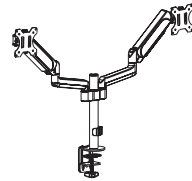
#### **SPEAKER MOUNTS & STANDS**

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#### **CABLE MANAGEMENT**

Clean up tangled work spaces with our sleek cable management solutions!



#### **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**

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

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*



**LOVE YOUR NEW VIVO SETUP?**

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Tag us in your photo!



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