Black Electric Dual Motor Desk Frame
Instruction Manual

SKU: DESK-V103E

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-v103e

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
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.

**PACKAGE CONTENTS**

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<th>Item</th>
<th>Quantity</th>
<th>Description</th>
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</thead>
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<td>A</td>
<td>(x1)</td>
<td>Telescopic Crossbar</td>
</tr>
<tr>
<td>B</td>
<td>(x2)</td>
<td>Side Bracket</td>
</tr>
<tr>
<td>C</td>
<td>(x2)</td>
<td>Foot</td>
</tr>
<tr>
<td>D</td>
<td>(x1)</td>
<td>Shelf</td>
</tr>
<tr>
<td>E</td>
<td>(x2)</td>
<td>Lifting Column</td>
</tr>
<tr>
<td>F</td>
<td>(x1)</td>
<td>Fixing Plate</td>
</tr>
<tr>
<td>G</td>
<td>(x1)</td>
<td>Control Unit</td>
</tr>
<tr>
<td>H</td>
<td>(x2)</td>
<td>Hook</td>
</tr>
<tr>
<td>I</td>
<td>(x1)</td>
<td>Power Cable</td>
</tr>
<tr>
<td>J</td>
<td>(x1)</td>
<td>Control Panel</td>
</tr>
<tr>
<td>S-A</td>
<td>(x8)</td>
<td>M6x10 Bolt</td>
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<tr>
<td>S-B</td>
<td>(x8)</td>
<td>M6x16 Bolt</td>
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<tr>
<td>S-C</td>
<td>(x10)</td>
<td>7/8&quot; Screw</td>
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<tr>
<td>S-D</td>
<td>(x2)</td>
<td>3/4&quot; Screw</td>
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<td>S-E</td>
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<td>M4x6 Flat Head Bolt</td>
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<td>S-G</td>
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<td>Cable Clip</td>
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<td>S-H</td>
<td>(x10)</td>
<td>Anti-Vibration Pad</td>
</tr>
<tr>
<td>S-I</td>
<td>(x1)</td>
<td>Allen Wrench</td>
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**WARNING: CHOKING HAZARD**

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

- Phillips Screwdriver
- Level
- Drill

**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 work surface. Failure to follow these instructions may result in serious personal injury.

**DO NOT EXCEED WEIGHT CAPACITY.**

275lbs (124.74kg)

Failure to do so may result in serious injury.

**ASSEMBLY STEPS**

**STEP 1**

Place the side brackets (B) upside down on a flat surface, then place telescopic crossbar (A) over the brackets as shown, making sure the screw posts on the brackets fit into the holes in the crossbar (A).

**STEP 2**

Loosen the eight screws on the crossbar using the Allen wrench (S-I).

**STEP 3**

Place the crossbar with brackets on the desktop. Adjust the length to suit the desktop.
STEP 4
Tighten all screws with the Allen wrench (S-I) to secure length.

STEP 5
Drill 3/8" (10mm) deep pilot holes under the desktop with a 3/32" (or 3mm) drill bit, then remove the crossbar with brackets.

STEP 6
Attach the legs (E) to the assembled frame using M6x10 bolts (S-A). Tighten with the Allen wrench. NOTE: Insert all necessary screws into holes before completely tightening.

STEP 7
Place the feet (C) on the legs as shown. Insert the M6x16 bolts (S-B) as shown and tighten with the Allen wrench (S-I).
STEP 8
Attach the fixing plate (F) to the crossbar using M4x6 flat head bolts (S-E) with a Phillips screwdriver.

STEP 9
Connect motor cables, control panel (J) and power cable (I) to the control unit (G).

STEP 10
Slide the control unit onto the fixing plate as shown.
STEP 11
Fix the hooks (H) to the shelf (D) with M4x6 bolts and tighten with a Phillips screwdriver. Hang the shelf onto the frame as shown.

STEP 12
Tighten installed thumbscrews to secure.

STEP 13
Press anti-vibration pads (S-H) into desktop mounting holes.

STEP 14
If you are using a VIVO desktop, Refer to the manual that came with your desktop.

If you are not using a VIVO desktop, place the desktop on the frame, and secure the desktop using the ⅞” screws (S-C).
STEP 15

Place the control panel (J) at the desired location and mark drilling locations with a pencil. Drill 5/8” (16mm) deep pilot holes under the desktop with a 5/64” (or 2mm) drill bit. Attach the control panel to the desktop with 3/4” screws (S-D) using a Phillips screwdriver. Add cable clips (S-G) to organize.

STEP 16

Connect the power cable to a wall outlet to power on desk for operation.

Each foot pad can be adjusted independently for fine tuning. Slightly turn the foot pad to lower or raise the base. Use a level to ensure the desktop is even.

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**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.

**AVG. RESPONSE TIME (within office hrs): 1HR 8M**
- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr

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

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

FOR MORE VIVO PRODUCTS, CHECK OUT OUR WEBSITE AT: www.vivo-us.com