

# 71" x 30" Electric Executive Desk with Storage

DESK-EX7230D

Assembly Manual

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**\*\* DO NOT RETURN ITEM \*\***

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# Contact Us First!

Our friendly US-Based Product Support Team to help!



## We're Here For You

Monday-Friday from 7am-7pm CST  
Saturday 8am-4pm CST

US-Based Customer Support from Trained Professionals



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**Give Us a Call**

309-278-5303 ext. 1

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## Assembly Video Available

*Navigate to the middle of the product page to watch as our product specialists walk you through the assembly process.*

[www.vivo-us.com/products/desk-ex7230d](http://www.vivo-us.com/products/desk-ex7230d)



**WATCH NOW**



## PLEASE READ



### General Notice:

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](mailto: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.

### Missing Parts:

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.*** **PLEASE NOTE:** Failure to report missing parts within the stated time frame ***may result in denial of free replacement.***

### Returns:

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.

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## Product Specific Warnings:



### 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.



### 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.



### ELECTRICAL CABLE WARNING

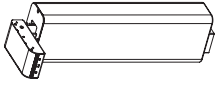
DO NOT ROUTE ANY ELECTRICAL CABLES OR PLACE OBJECTS THROUGH THE FOLDING PORTION OF MOUNT. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN ELECTRICAL SHOCK AND/OR SERIOUS PERSONAL INJURY.



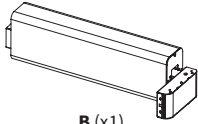
### WARNING: PINCH POINT

DO NOT PLACE HANDS ON OR NEAR SUPPORT BARS. MOVING PARTS CAN CRUSH AND CUT. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY.

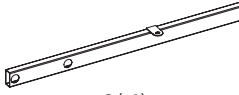
# Package Contents



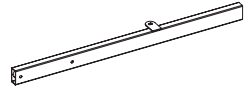
**A (x1)**  
Left Lifting  
Column



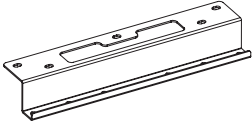
**B (x1)**  
Right Lifting  
Column



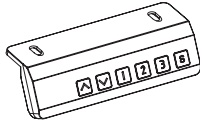
**C (x2)**  
Crossbar Set



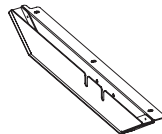
**D (x2)**  
Crossbar Set



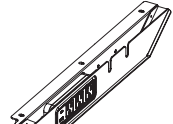
**E (x2)**  
Crossbar Connector



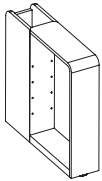
**F (x1)**  
Controller



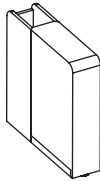
**G (x1)**  
Left Side Bracket



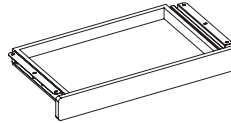
**H (x1)**  
Side Bracket with Power  
Strip



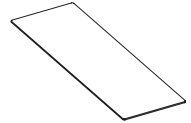
**I (x1)**  
Shelving Unit



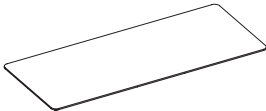
**J (x1)**  
Shelving Unit



**K (x2)**  
Drawer



**L (x4)**  
Shelf



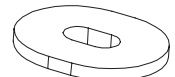
**M (x1)**  
Desktop



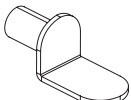
**N (x1)**  
Extension Cable



**O (x4)**  
Cable Clip

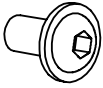


**P (x22)**  
Rubber Pad

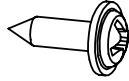


**Q (x16)**  
Shelf Support

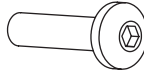
## Included Hardware & Tools



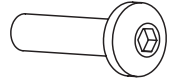
**S-A** (x22)  
M6x11mm Screw



**S-B** (x36)  
ST5x15mm Screw



**S-C** (x9)  
M6x35mm Screw



**S-D** (x3)  
M6x40mm Screw



**T-A** (x1)  
5mm Allen Wrench

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## Tools Needed:



**Phillips  
Screwdriver**



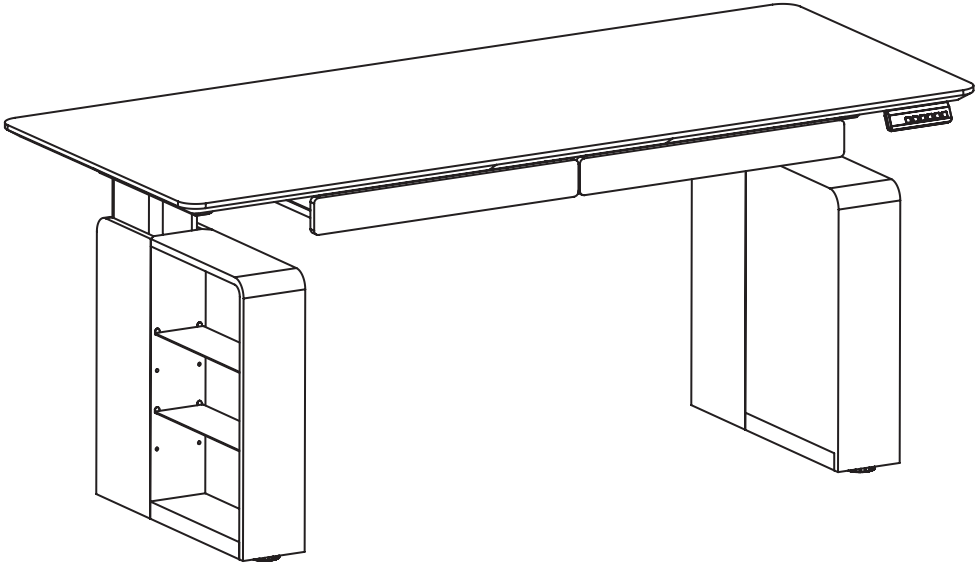
**Drill**

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## Weight Capacity:



**176lbs  
(80kg)**

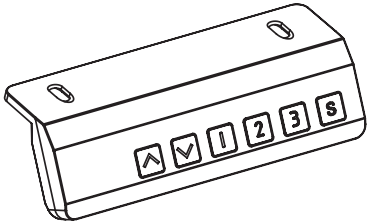


### **Desk Assembly**

pg. 7-18



### **Controller Instructions**



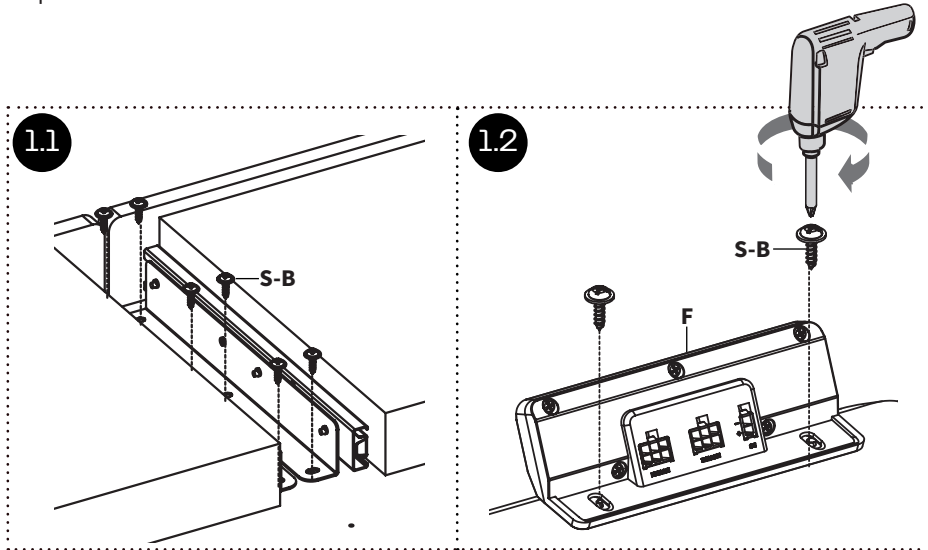
Operating/Overview.....	pg. 20
Custom Programming.....	pg. 21
Troubleshooting.....	pg. 22

## ASSEMBLY STEPS

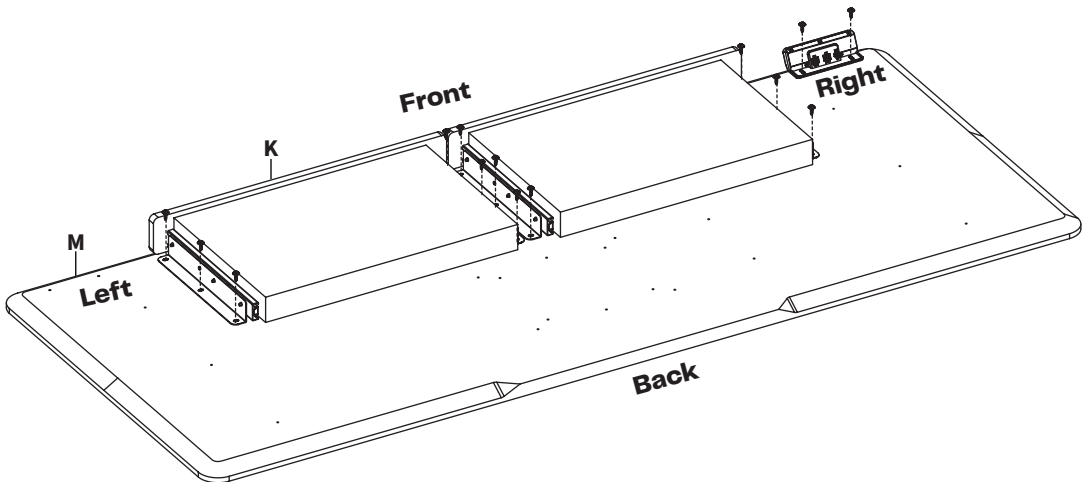
### STEP 1

**1.1** Set the Desktop (**M**) upside-down on a protective surface. Attach Drawers (**K**) to Desktop using ST5x15mm Screws (**S-B**) and a Drill or a Phillips screwdriver.

**1.2** Attach Controller (**F**) to the **Right** side of Desktop using ST5x15mm (**S-B**) Screws and a Drill or a Phillips screwdriver.

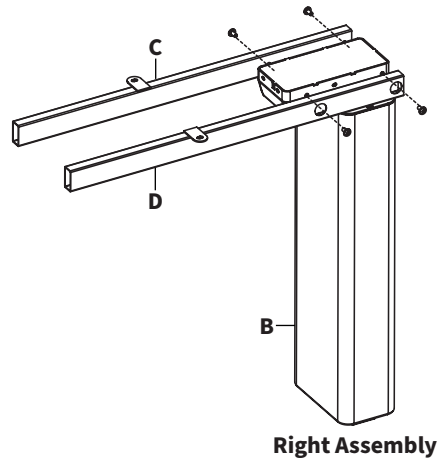
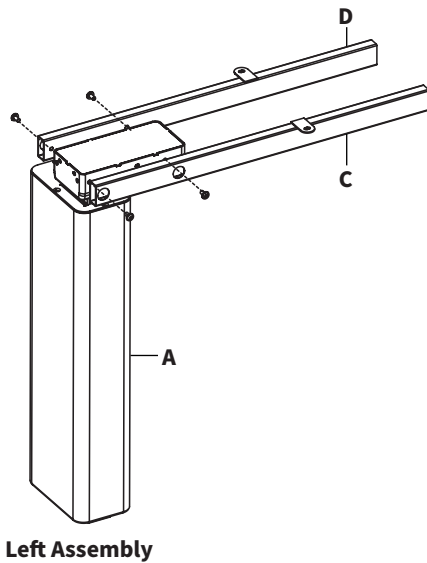
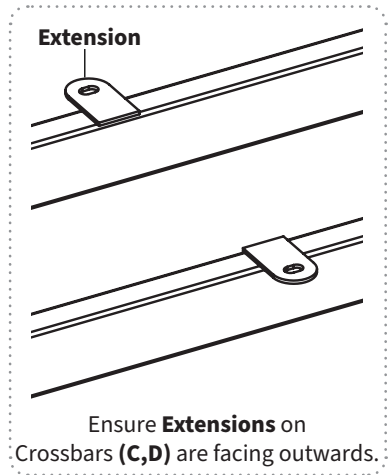
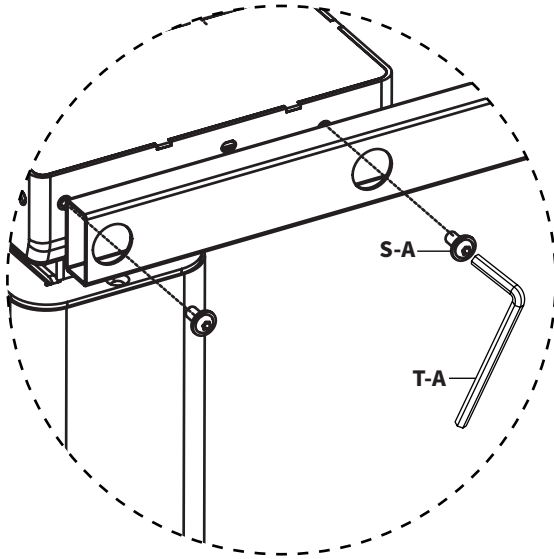


**!** Ensure Controller is installed on the **Right** side.



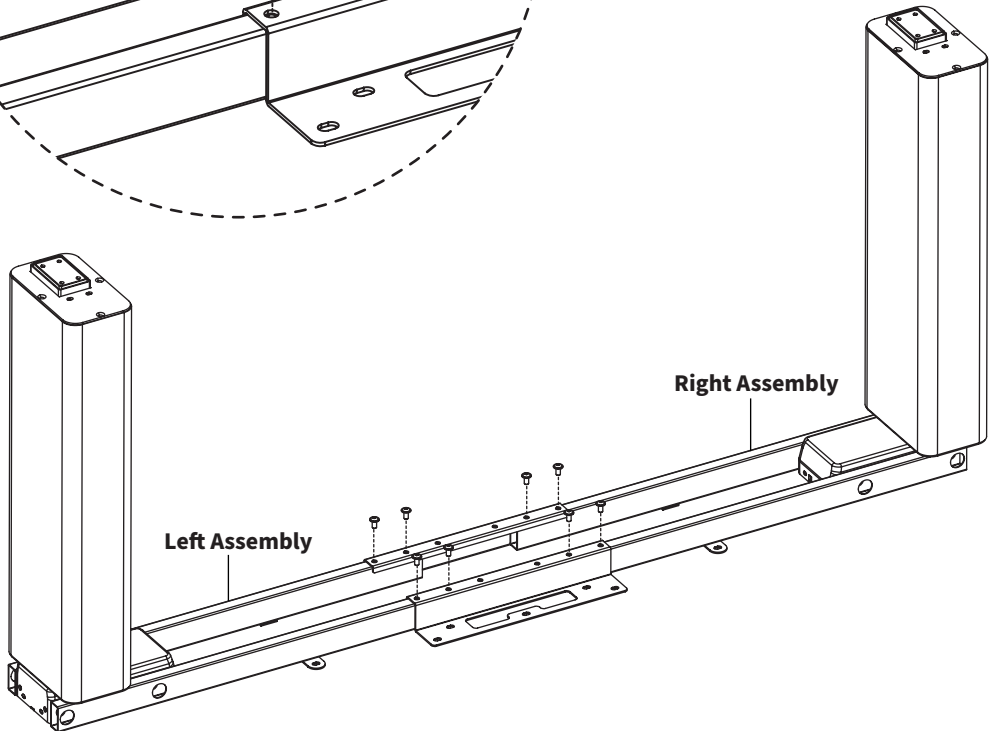
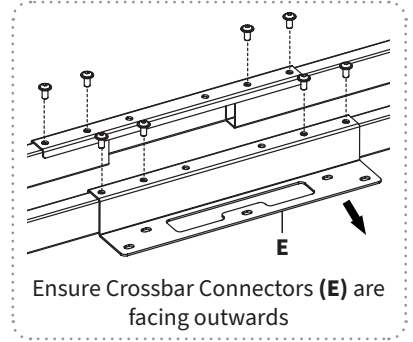
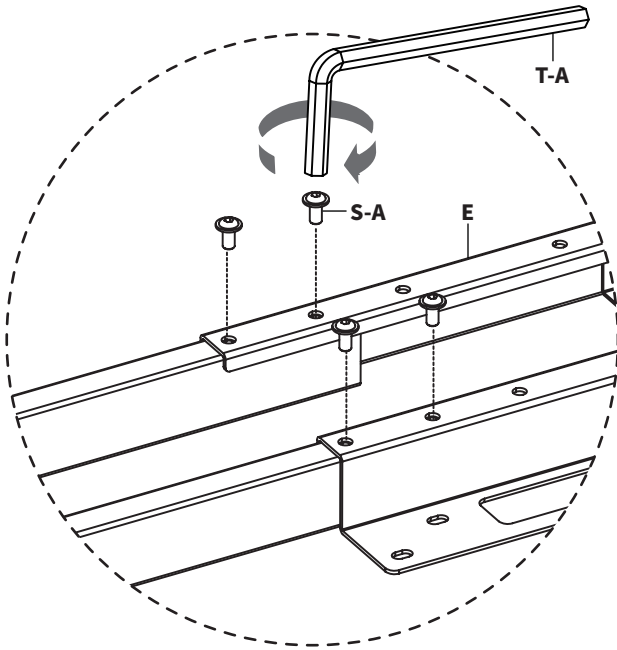
## STEP 2

Attach Crossbar Sets (C,D) to the Lifting Columns (A,B) as shown using M6x11mm Screws (S-A) and 5mm Allen Wrench (T-A) to create **Left Assembly** and **Right Assembly**.



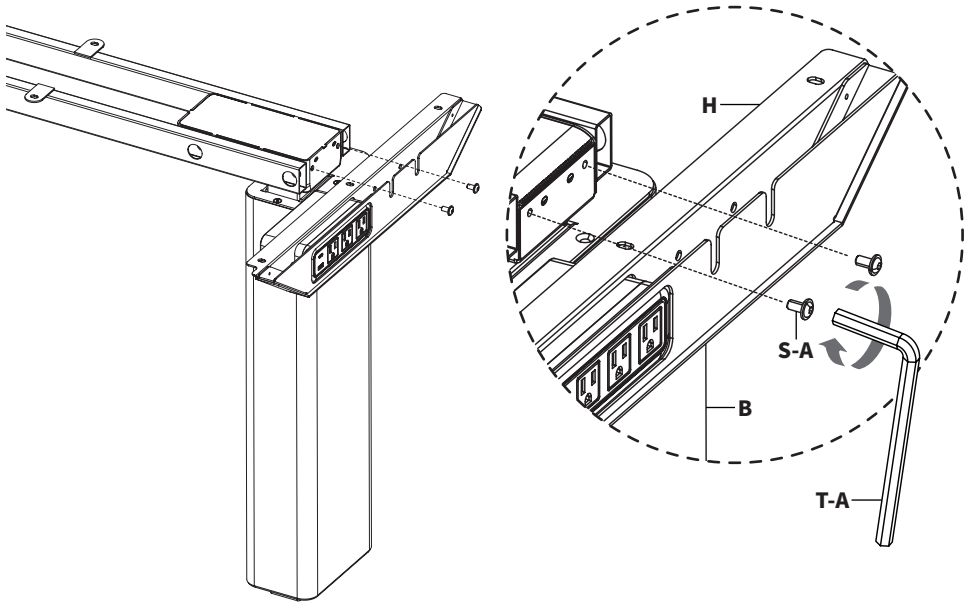
### STEP 3

Connect the **Left and Right Assemblies** together using Crossbar Connectors (**E**), M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

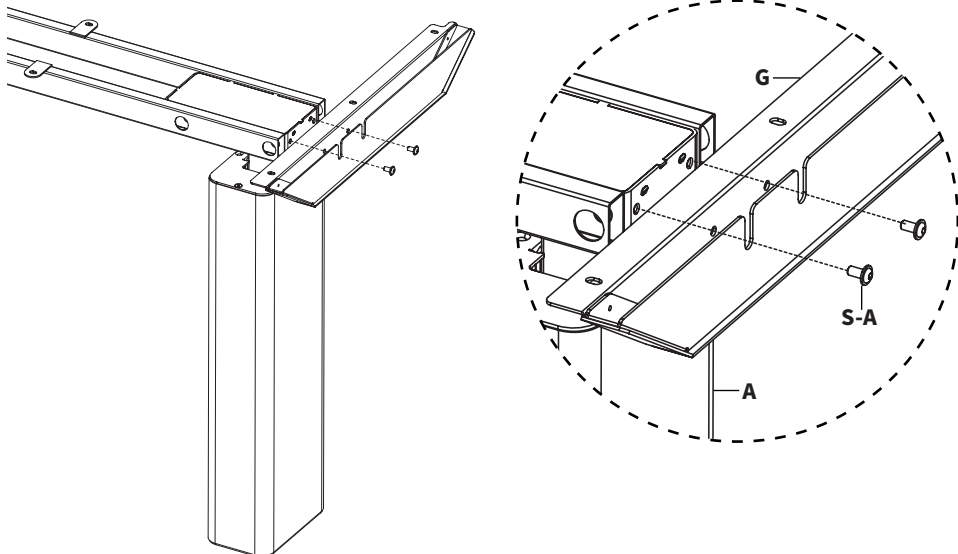


## STEP 4

Attach Side Bracket with Power Strip (**H**) to the Right Lifting Column (**B**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

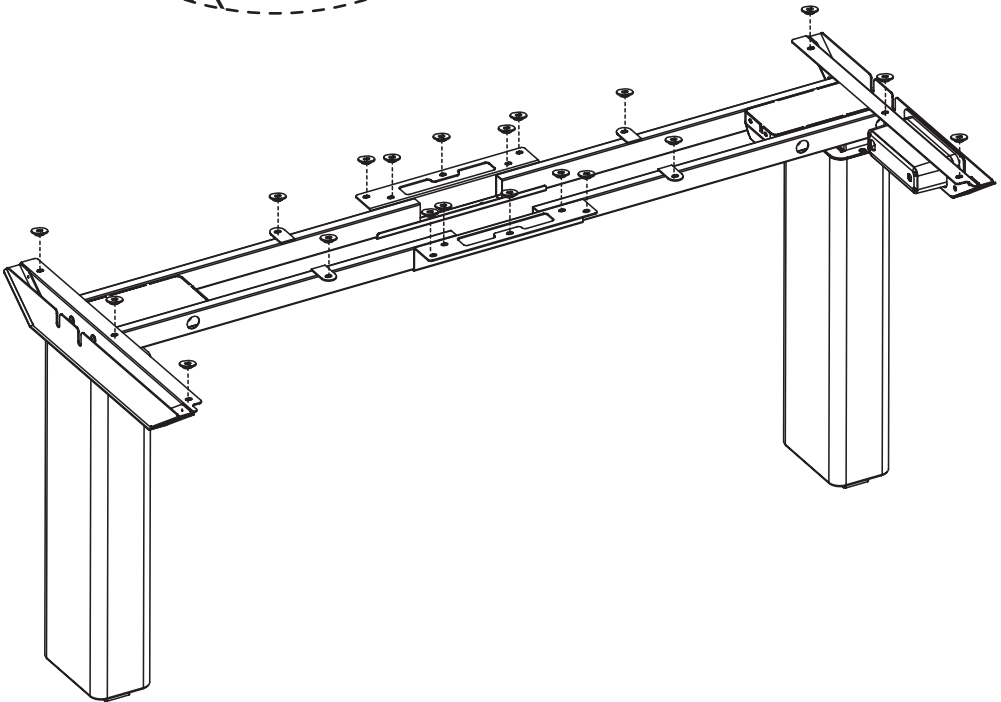
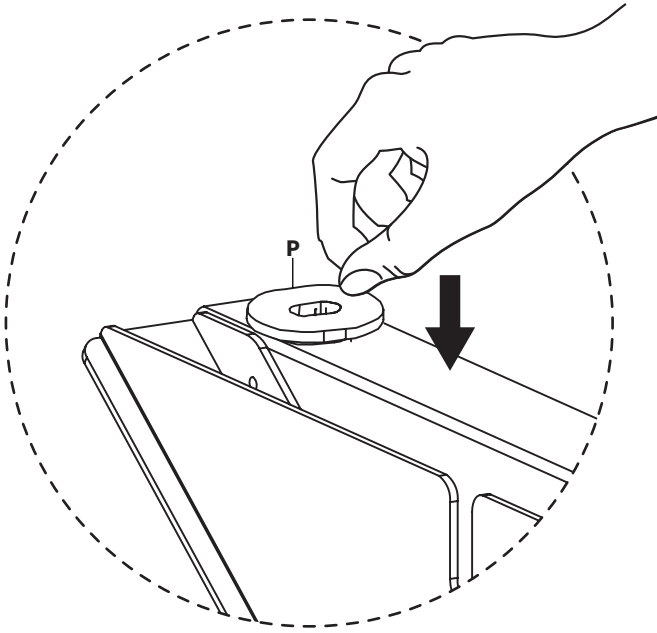


Attach Left Side Bracket (**G**) to the Left Lifting Column (**A**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



## STEP 5

Insert Rubber Pads (**P**) into the holes on top of the frame.

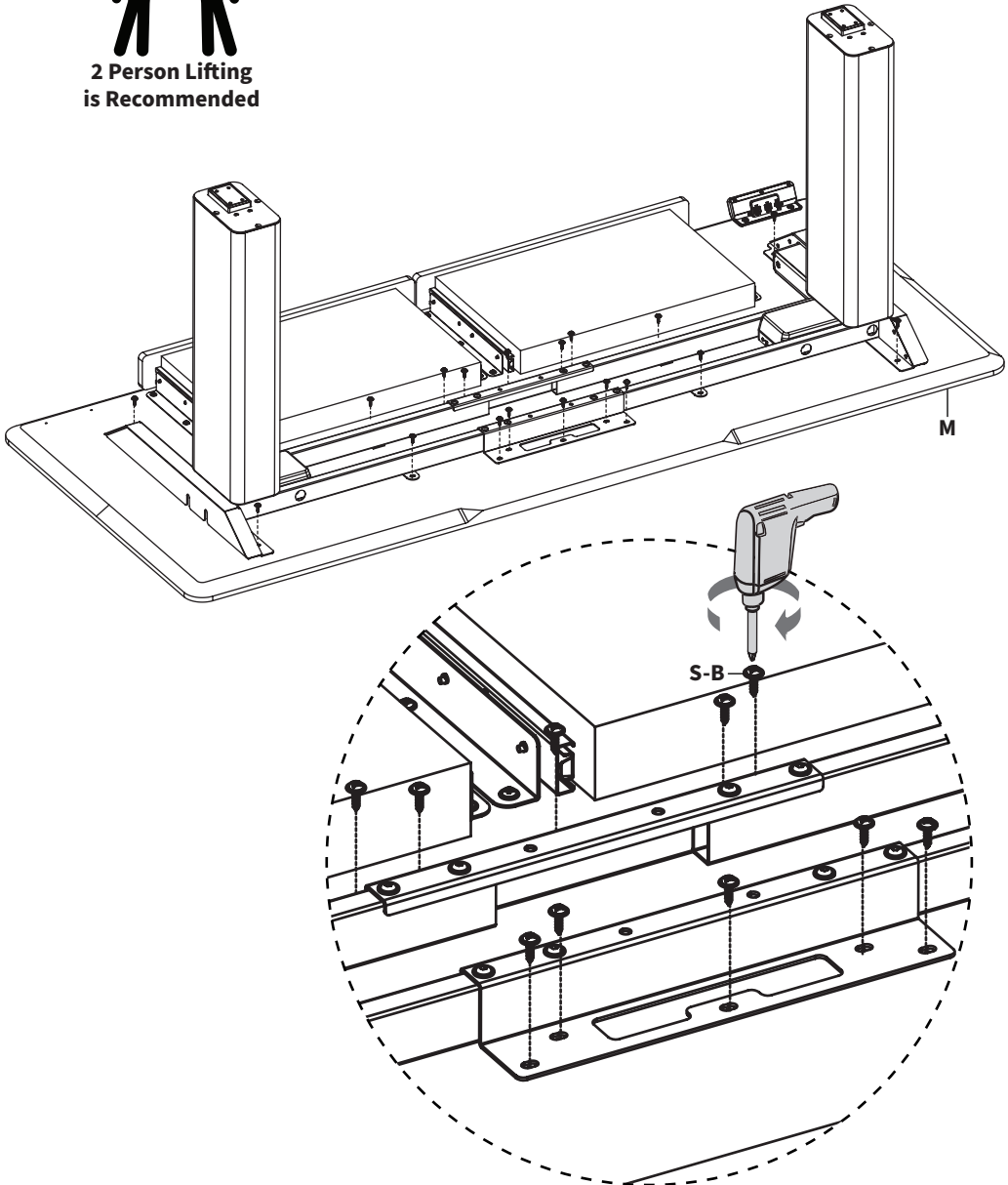


## STEP 6

Flip the Frame upside-down onto the Desktop (**M**) as shown. Secure using ST5x15mm Screws (**S-B**) and a Drill or a Phillips screwdriver.

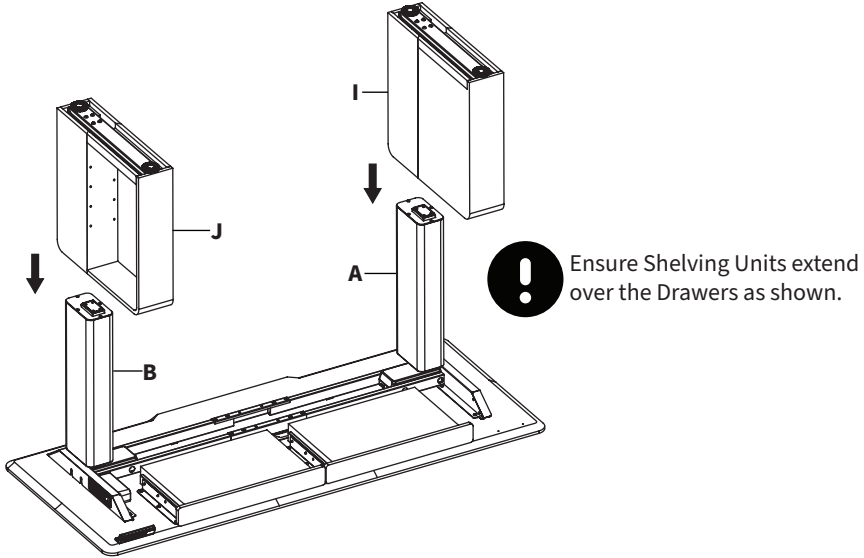


**2 Person Lifting  
is Recommended**

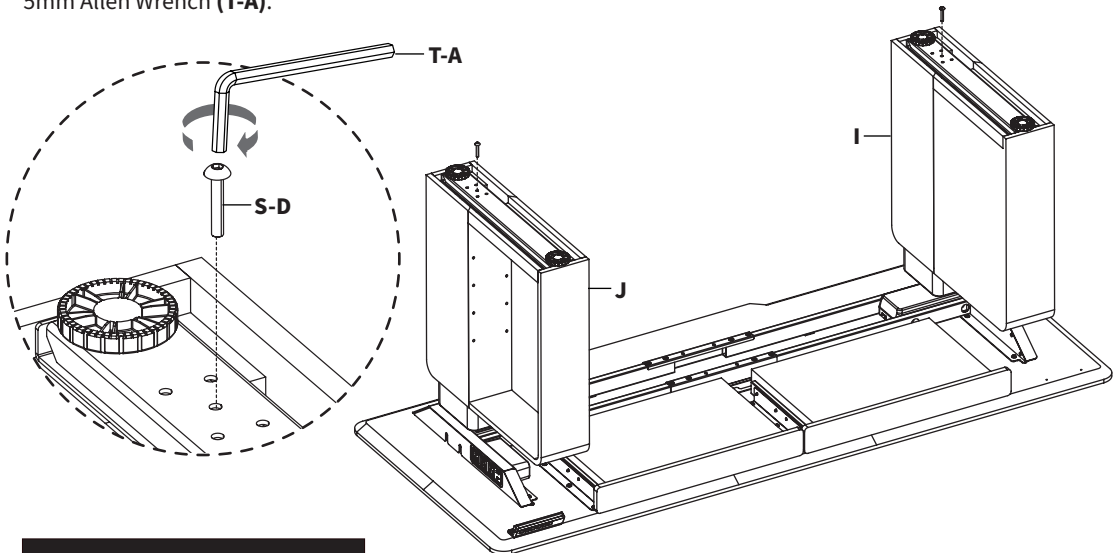


## STEP 7

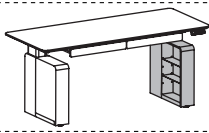
Slide Shelving Units (**I,J**) onto Lifting Columns (**A,B**) according to the desired configuration.



Thread M6x40mm Screws (**S-D**) through the center holes on Shelving Units (**I,J**) and tighten using 5mm Allen Wrench (**T-A**).

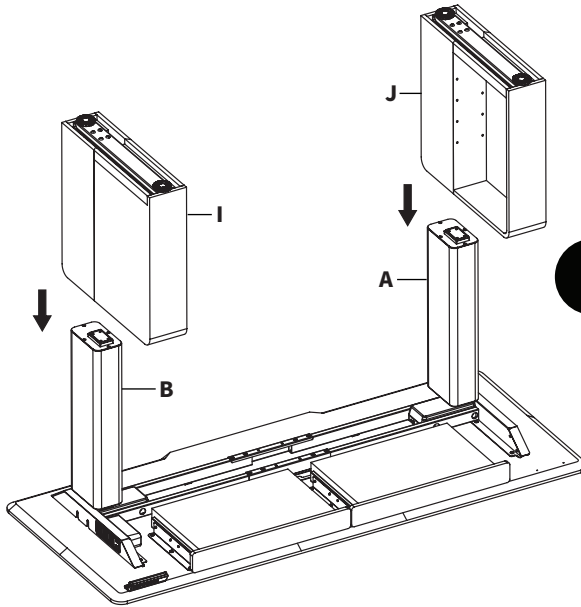


Proceed to **STEP 8**  
on **Page 15**



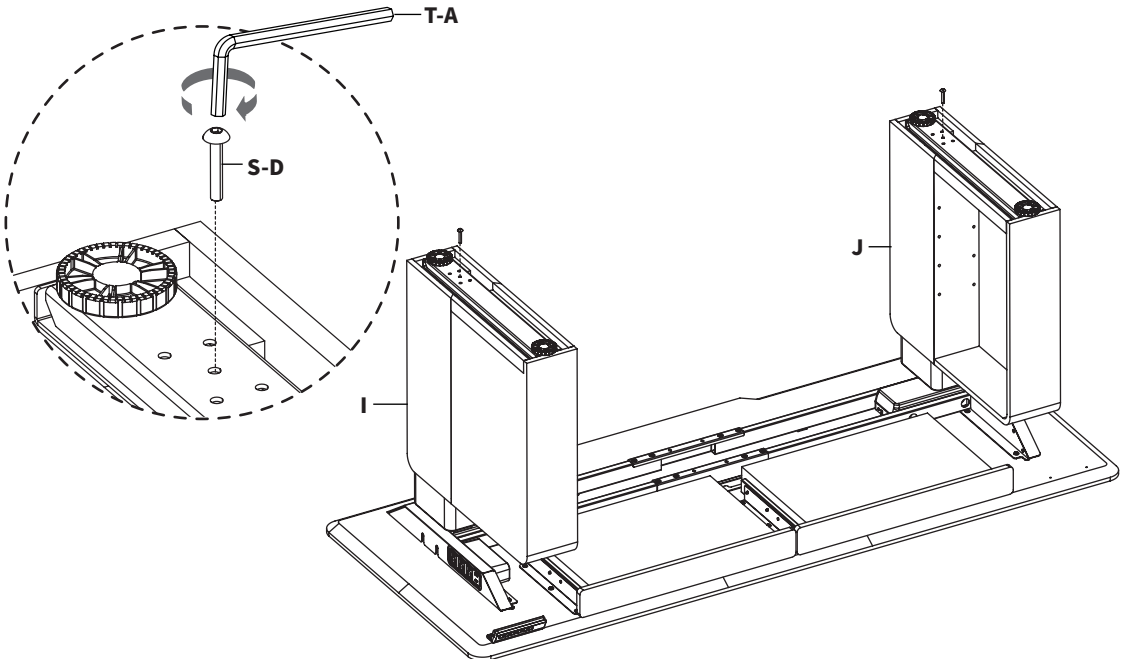
## Option 2: Inward Facing Shelves

See previous page for Option 1: Outward Facing Shelves



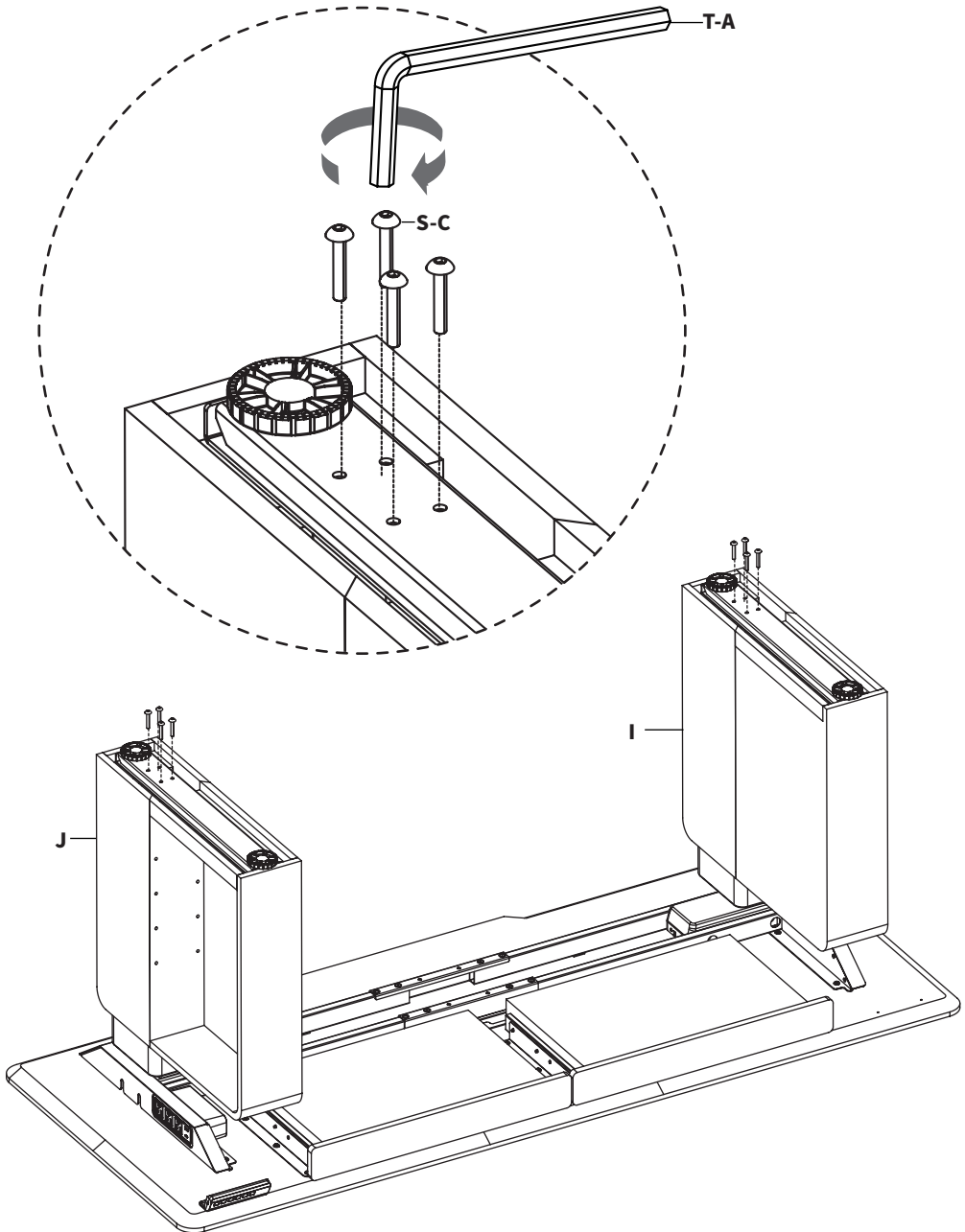
Ensure Shelving Units extend over the Drawers as shown.

Thread M6x40mm Screws (**S-D**) through the center holes on Shelving Units (**I,J**) and tighten using 5mm Allen Wrench (**T-A**).



## STEP 8

Secure Shelving Units (**I,J**) to Lifting Columns (**A,B**) using M6x35mm Screws (**S-C**) and 5mm Allen Wrench (**T-A**).



## STEP 9

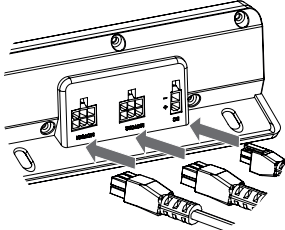
**9.1** Connect the motor cable from the Right Lifting Column (**B**), Extension Cable (**N**), and cable from **Power Strip** to the Controller (**F**).

**9.2** Connect the Extension Cable (**N**) to the cable on Left Lifting Column (**A**).

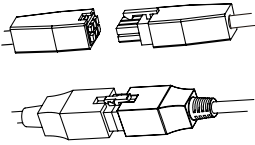
**9.3** Plug power cable from the **Power Strip** into a power outlet.

**9.4** Remove the protective film from Cable Clips (**O**) and apply them to the desktop where desired for cable organization.

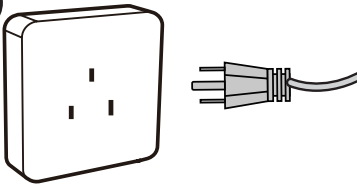
9.1



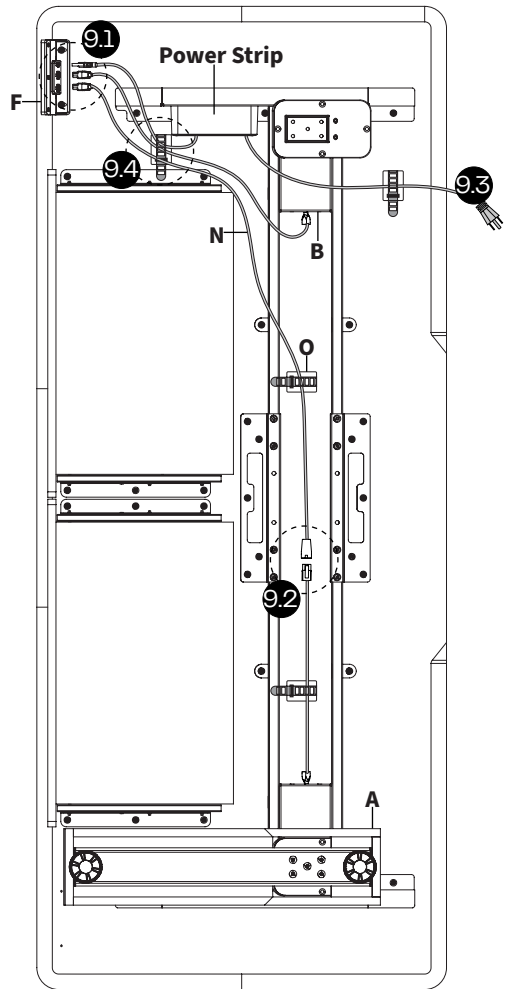
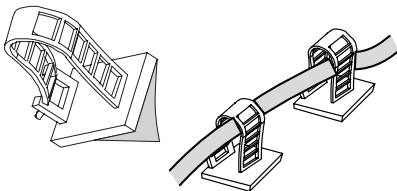
9.2



9.3



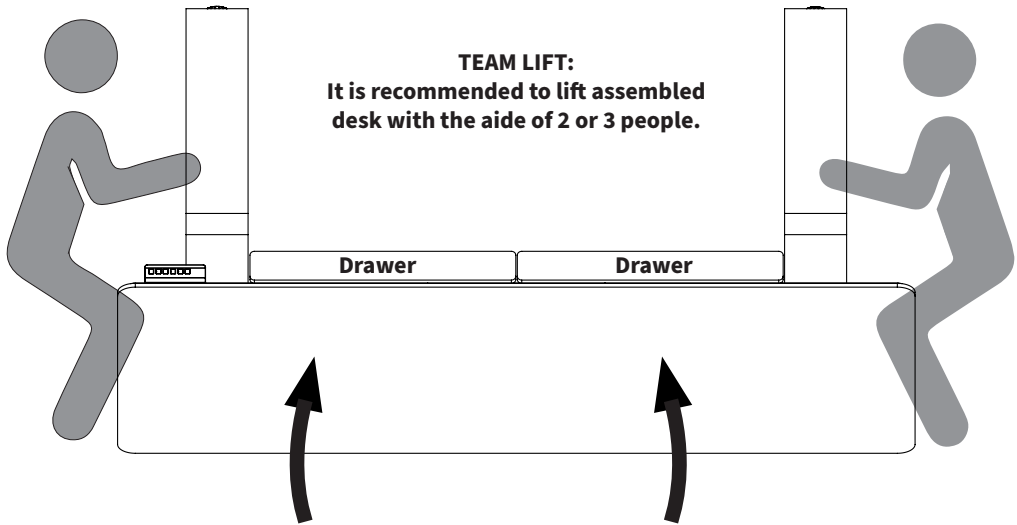
9.4



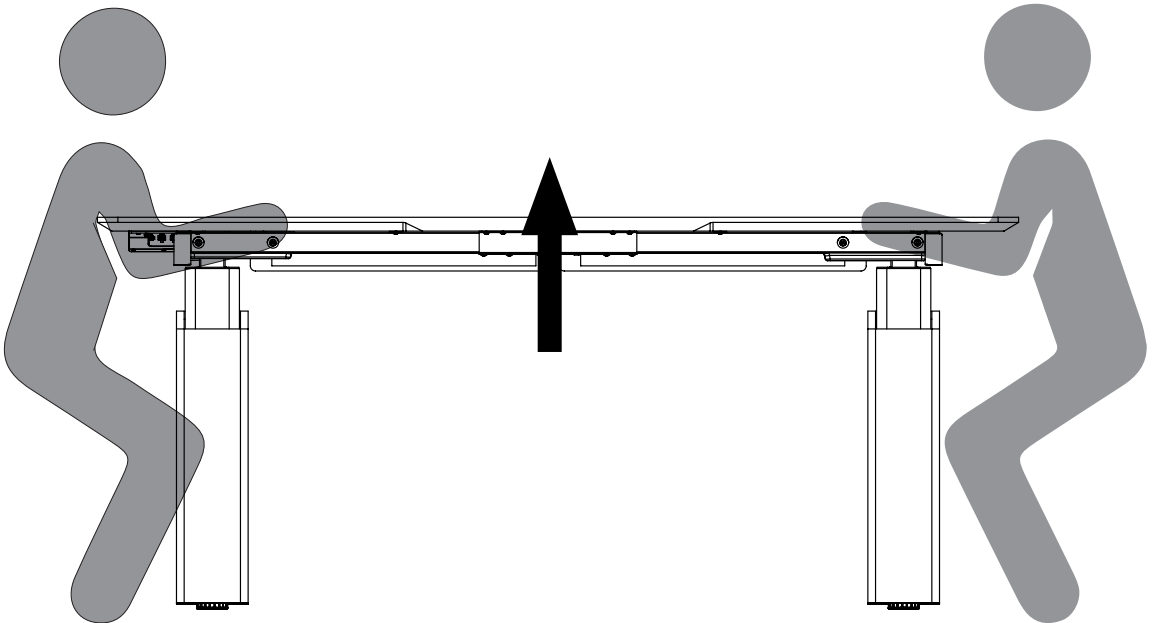
**Proceed to Page 20  
for Controller  
Instructions**

## STEP 10

With the help of another person, gently tip the desk onto its back so that the **Drawers** face upwards.

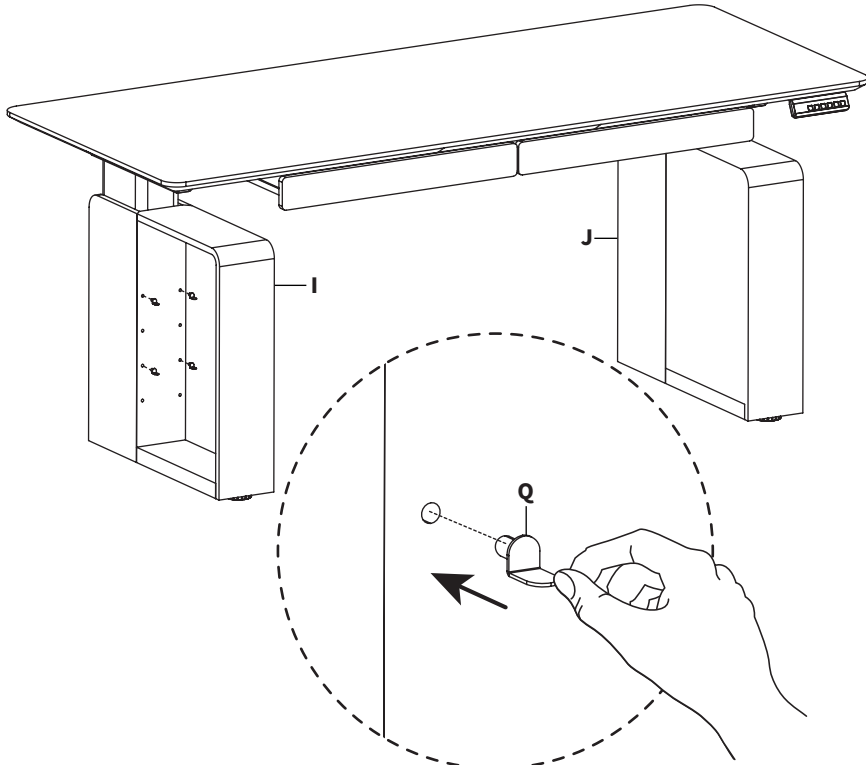


With the help of another person, gently tip the desk upright.

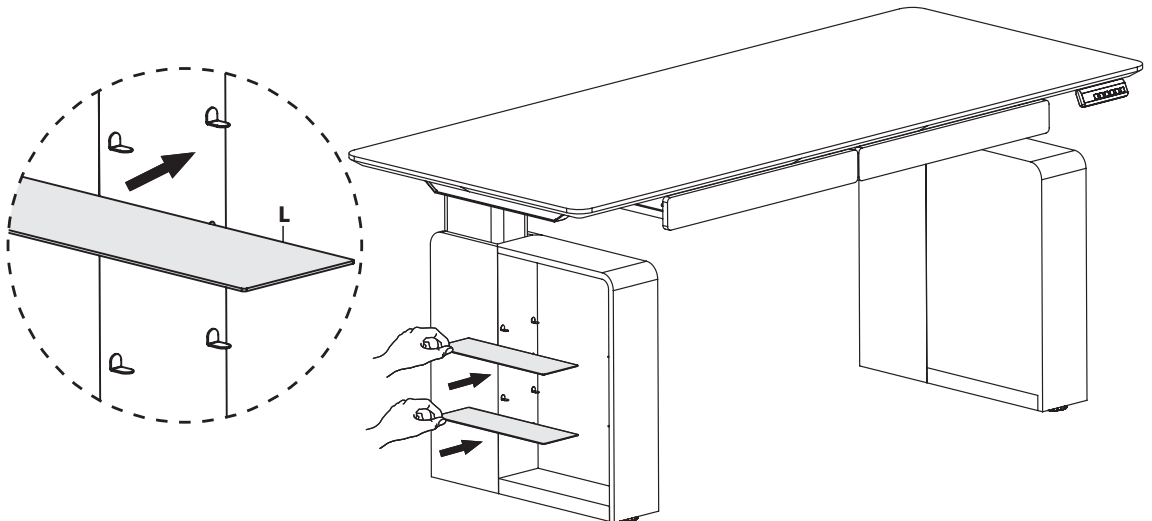


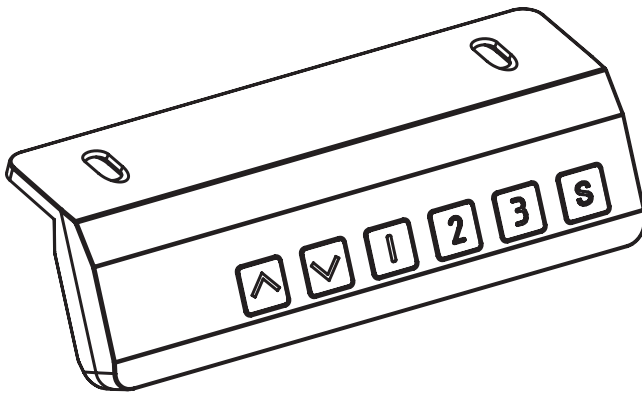
## STEP 11

Insert Shelf Supports (**Q**) into Shelving Units (**I,J**) at the desired heights.



Place Shelves (**L**) onto the Shelf Supports.





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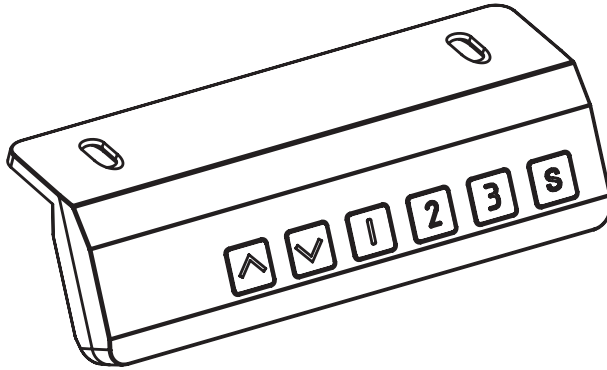
# Controller

Overview & Troubleshooting

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# Controller Manual

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## Standard Operation



### **LED Panel**

Displays the current desk height.



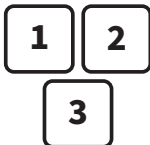
### **Up Arrow**

Press and hold to raise the desk. Release when desired height is reached.



### **Down Arrow**

Press and hold to lower the desk. Release when desired height is reached.




### **Memory Settings**

Use these settings to save and return to your desired height. These can be used to save a sitting and standing height for easy sit-to-stand transitions.



### **Programming a Memory Setting**

Use the arrow keys to adjust the desk height. Short press the  button. Once the **LED Panel** starts flashing, press the number key that you want to be assigned to that height.


### **Change Displayed Unit (UN)**

Long press the **S** button until the screen shows S--, then release button. Short press **S** again and the screen will display UN. Short press **S** to select. Use the arrow keys to switch between SI (metric) and In (imperial/inches). Short press **S** to save your selection.

### **Collision Force Detection (CF)**

Long press the **S** button until the screen shows S--, then release button. Short press **S** again and the screen will display UN. Use the arrow keys to switch to CF, then short press **S** to select. Use the arrow keys to switch between four different collision detection sensitivities: OFF, L (low), N (normal), or H (heavy). Short press **S** to save your selection.

## Reset Process

If the height of the desk does not match the displayed height or the desk behaves abnormally, the desk may need to be reset. Unplug the desk for 10 seconds, then plug it back in. Press and hold  until the display shows RES. The legs will move to their lowest setting. When the desk no longer lowers, you can release button.

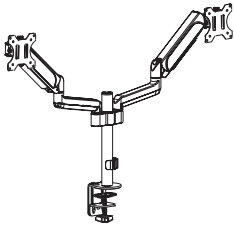
## Error Codes

Code	Description/Solution
HOT	<b>Overheated:</b> If the desk motor has been running continuously for 5 more minutes, the motor will automatically shut off prevent damage from overheating. Wait at least 15mins before attempting any further height adjustments.
E10	<b>Sensor Malfunction:</b> Motor safety sensor cannot be detected. Power off the desk, unplug the cables, and wait 5mins. Reconnect cables and restore power to the desk. Perform the <b>Reset Process</b> before proceeding with height adjustments.
E20	<b>Overload Warning:</b> The 176lbs/80kg weight capacity of the desk has been exceeded. Unplug the desk and remove extra items on desk. Restore power to the desk and attempt height adjustment again. If error persists, perform the <b>Reset Process</b> .
E02	<b>Operation Warning:</b> If vibration, collision, or incline is detected the desk will stop raising/lowering. Check the desk for any obstructions. Once the desk is free, follow the <b>Rest Process</b> before attempting height adjustments.
E32	<b>Overvoltage Warning:</b> The input voltage is too high (>240V). Unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform <b>Reset Process</b> .  If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance
E31	<b>Undervoltage Warning:</b> The input voltage is too low (<100V). Unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform <b>Reset Process</b> .  If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance.
E60	<b>Imbalance Warning:</b> The height difference between the Lifting Columns is too high. Perform the <b>Reset Process</b> .  If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance.



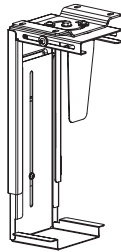
## Better Products for a Better Workspace Experience

We are dedicated to creating high-end ergonomic solutions  
for the office with top of the industry support.



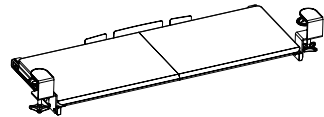
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