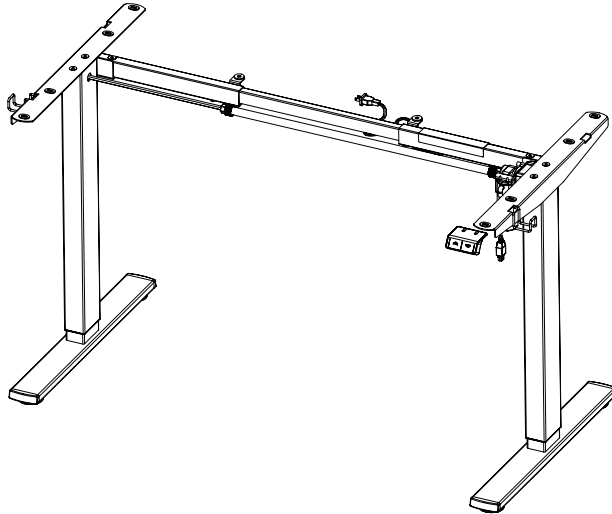




Black Electric Single Motor Desk Frame

SKU: DESK-V100EB

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-v100eb

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 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.

ELECTRICAL WARNING :

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.

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-v100eb



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



Drill

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.



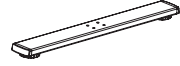
A (x1)
Crossbar



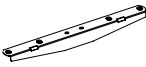
B (x1)
Leg



C (x1)
Motorized
Leg



D (x2)
Foot



E (x2)
Side Bracket



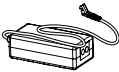
F (x1)
Tray



G (x1)
Sync Rod



H (x1)
Controller



I (x1)
AC Adapter



J (x1)
Power Cable



K (x2)
Hook



S-A (x4)
M8x50mm Screw



S-B (x4)
M8x12mm Screw



S-C (x8)
M6x35mm Screw



S-D (x12)
ST4.2x16mm Screw



S-E (x5)
Cable Clip



T-A (x1)
5mm Allen
Wrench



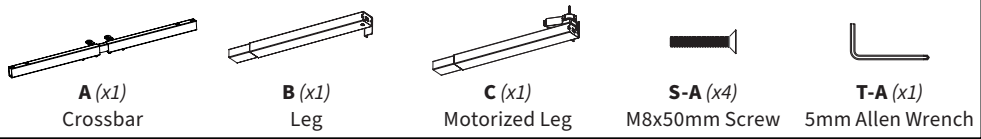
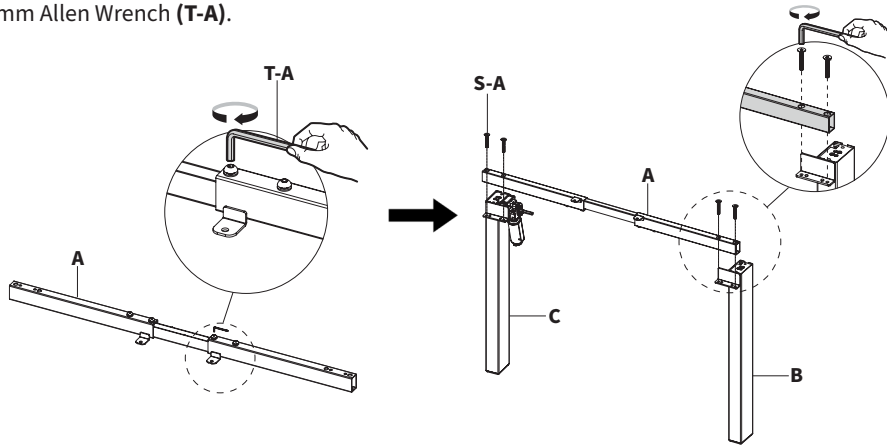
T-B (x1)
Wrench

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

ASSEMBLY STEPS

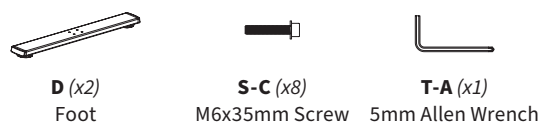
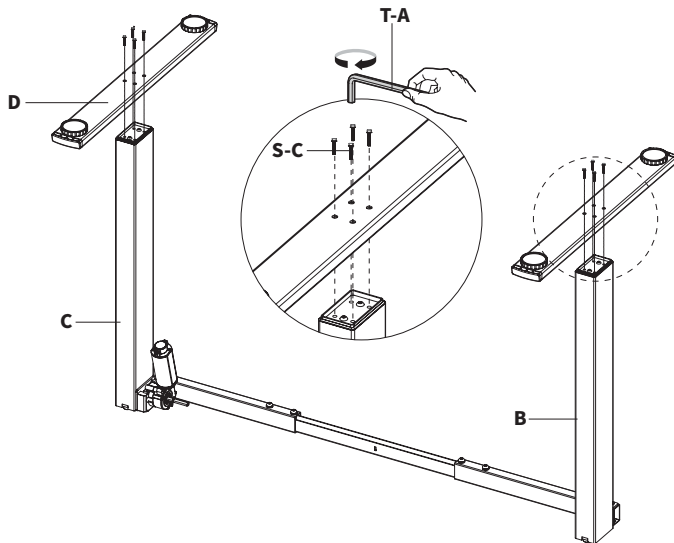
STEP 1: Mount Crossbar

Loosen screws on Crossbar (A) using 5mm Allen Wrench (T-A), extend, and then re-tighten screws. Mount Crossbar (A) to Leg (B) and Motorized Leg (C) using M8x50mm Screws (S-A) and 5mm Allen Wrench (T-A).



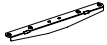
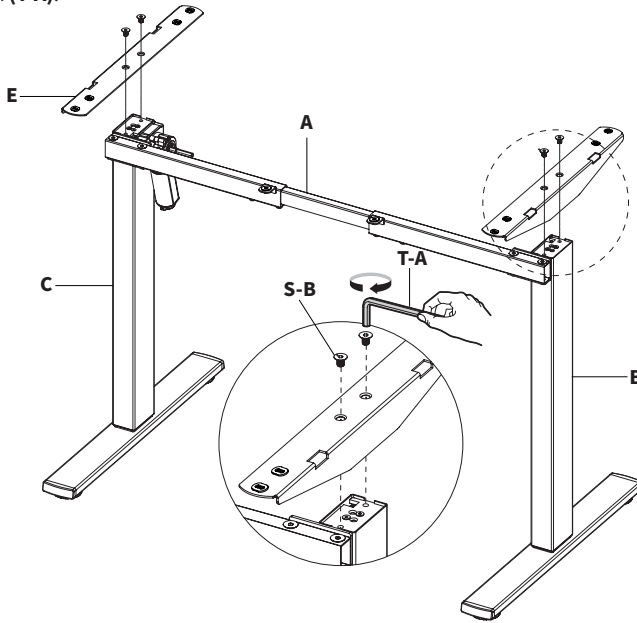
STEP 2: Install Feet

Place Feet (D) on Leg (B) and Motorized Leg (C). Secure using M6x35mm Screws (S-C) and 5mm Allen Wrench (T-A).



STEP 3: Install Side Brackets

Assemble Side Brackets (E) to Leg (B) and Motorized Leg (C) using M8x12mm Screws (S-B) and 5mm Allen Wrench (T-A).



E (x2)
Side Bracket



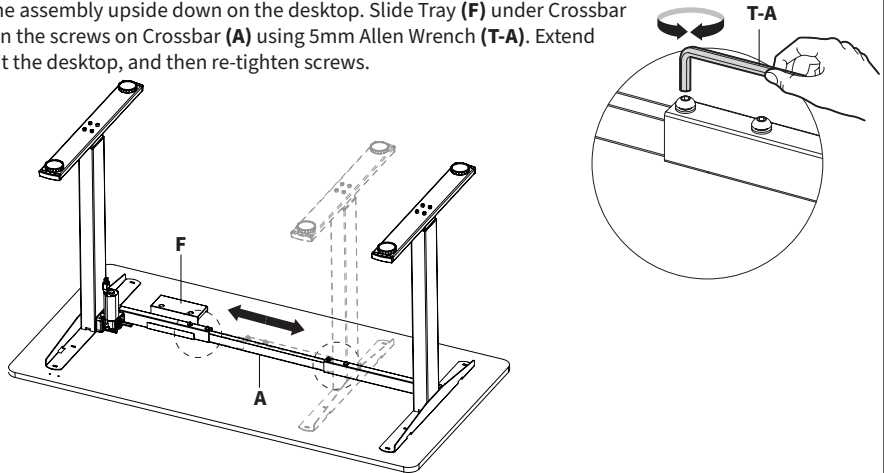
S-B (x4)
M8x12mm Screw



T-A (x1)
5mm Allen Wrench

STEP 4: Fit Desktop

Place frame assembly upside down on the desktop. Slide Tray (F) under Crossbar (A). Loosen the screws on Crossbar (A) using 5mm Allen Wrench (T-A). Extend frame to fit the desktop, and then re-tighten screws.



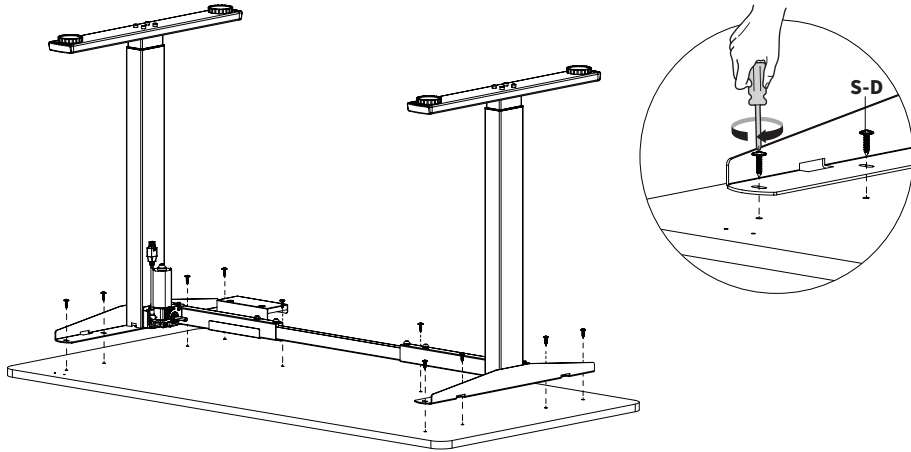
F (x1)
Tray



T-A (x1)
5mm Allen Wrench

STEP 5: Attach Frame to Desktop

Secure frame assembly to the desktop with ST4.2x16mm Screws (**S-D**) and a Phillips screwdriver.

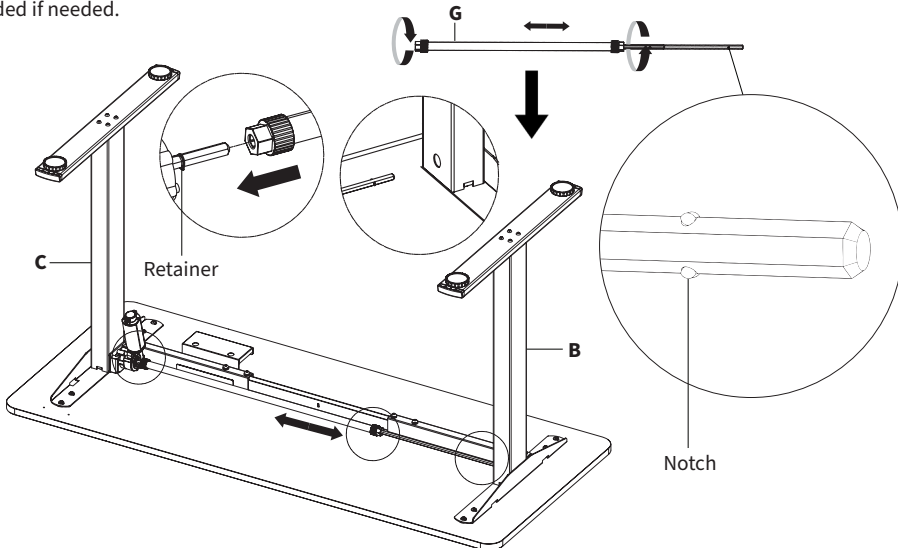


S-D (x10)
ST4.2x16mm Screw

STEP 6: Install Sync Rod

Loosen the knobs on Sync Rod (**G**). Insert the hex shaft into Leg (**B**) until it reaches the notch. While holding the hex shaft, extend Sync Rod (**G**) onto the hex shaft of Motorized Leg (**C**) until it reaches the retainer. Re-tighten the knobs.

NOTE: Hand tightening is recommended for the knobs on Sync Rod (**G**), but Wrench (**T-B**) has been provided if needed.



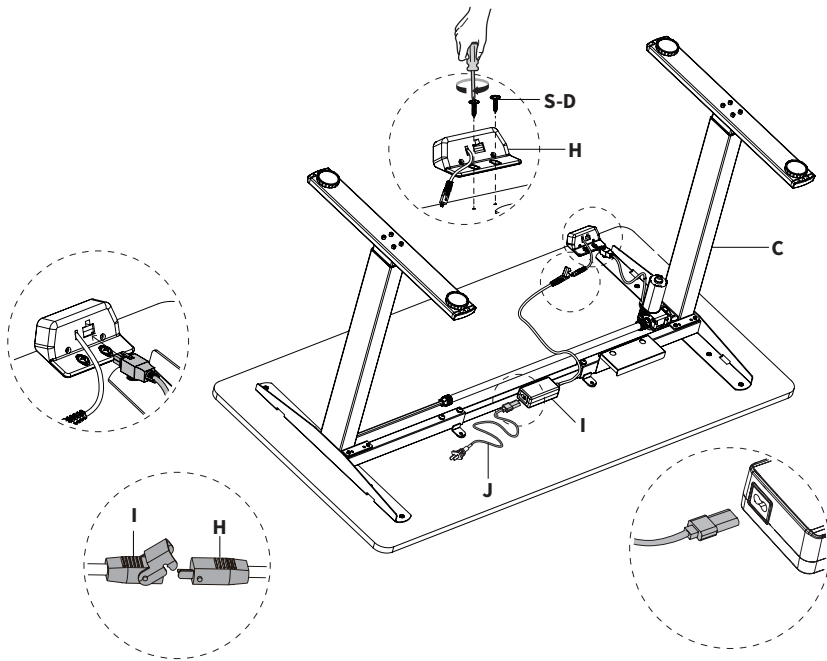
G (x1)
Sync Rod



T-B (x1)
Wrench

STEP 7: Install and Connect Controller

Mount Controller (**H**) to the desktop using ST4.2x16 Screws (**S-D**) and a Phillips screwdriver. Connect cables from Motorized Leg (**C**) and AC Adapter (**I**) to Controller (**H**). Connect Power Cable (**J**) to AC Adapter (**I**).



H (x1)
Controller



I (x1)
AC Adapter



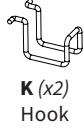
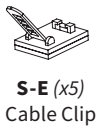
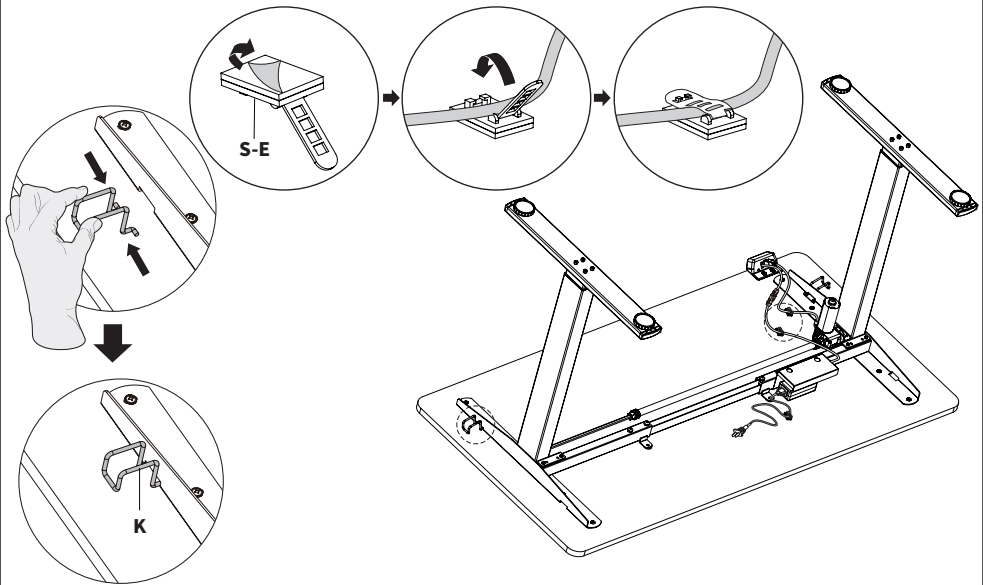
J (x1)
Power Cable



S-D (x2)
ST4.2x16mm Screw

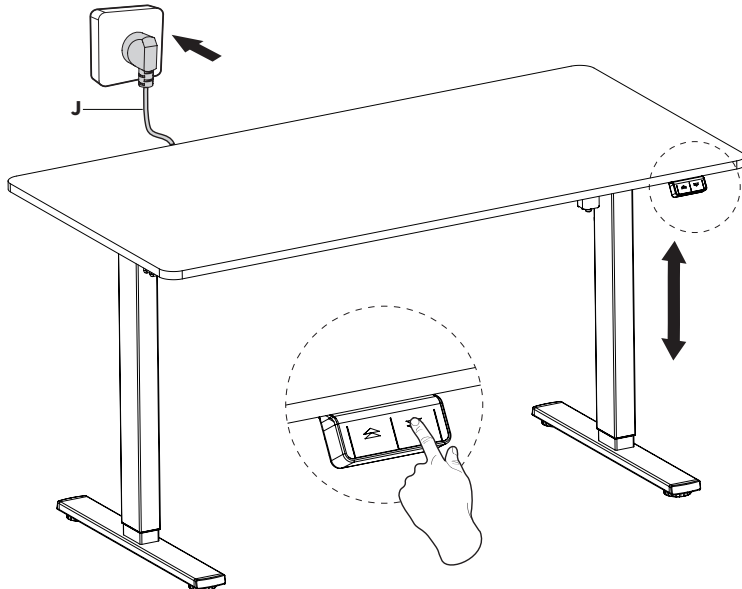
STEP 8: Secure Cables

Manage cables using Cable Management Clips (**S-E**). Insert Hooks (**K**) into Side Brackets (**E**).



STEP 9: Controller

Plug Power Cable (**J**) into an AC outlet. Follow the reset process to initialize the desk (*pg 10*). The desk is now ready for use.



TROUBLESHOOTING

DESCRIPTION	RESOLUTION
No response while pressing button	Check to make sure all cables are fully connected. If cables are good, perform reset.
The desktop cannot be lifted	Make sure the desktop and other items do not exceed the weight limit (154lbs).
Duty cycle exceeded (max. 2min operating)	Allow desk to rest for 30 minutes.

Reset Process

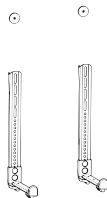
- Press and hold the up and down arrows until the red light between buttons turns on.
- Press and hold the down arrow. The desk will lower to the lowest point and then raise to the home position. Continue to hold the down arrow until the desk stops moving and the red light turns off.

CHECK OUT OTHER GREAT PRODUCTS FROM



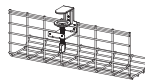
EXPLORE MORE AT [VIVO-US.COM](https://vivo-us.com)

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!



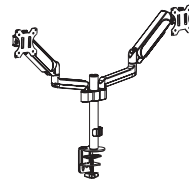
SPEAKER MOUNTS & STANDS

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



CABLE MANAGEMENT

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



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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