

# Black & Dark Walnut /Black 71” x 30” Quad Motor Electric 4-Leg Desk

*SKU: DESK-KIT-F10BD*

*DESKTOP: DESK-TOP10BD*

*FRAME: DESK-F10B*

## Instruction Manual

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*Assembly Video & Product Info*  
[www.vivo-us.com/products/desk-kit-f10bd](http://www.vivo-us.com/products/desk-kit-f10bd)



# 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)**

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## 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

## ⚠ CAUTION! ⚠

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.



### **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.



### **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-kit-f10bd](https://vivo-us.com/products/desk-kit-f10bd)



### **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.

# Package Contents



**A (x4)**  
Leg



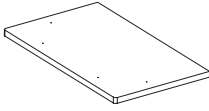
**B (x1)**  
Long Crossbar  
w/Control Panel



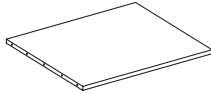
**C (x1)**  
Long Crossbar



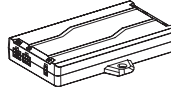
**D (x2)**  
Short Crossbar



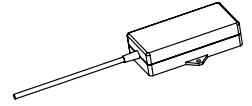
**E (x2)**  
Dark Walnut Panels



**F (x1)**  
Black Center Panel



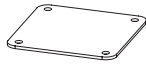
**G (x1)**  
Control Unit



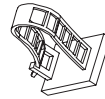
**H (x1)**  
Power Adapter



**I (x1)**  
Remote



**L (x6)**  
Connector Brackets



**M (x8)**  
Cable Clips



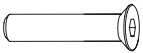
**N (x2)**  
Extension Cable



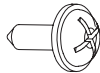
**O (x1)**  
Power Cable

## Included Hardware & Tools

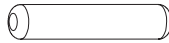
*Note: Extra screws have been provided.*



**S-A (x18)**  
M8x42mm Screws



**S-B (x38)**  
ST5x20mm Screws



**S-C (x12)**  
Wooden Dowel



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

## Tools Needed:



**Phillips  
Screwdriver**



**Power  
Drill**

## Weight Capacity:



**WITHOUT  
DESKTOP**

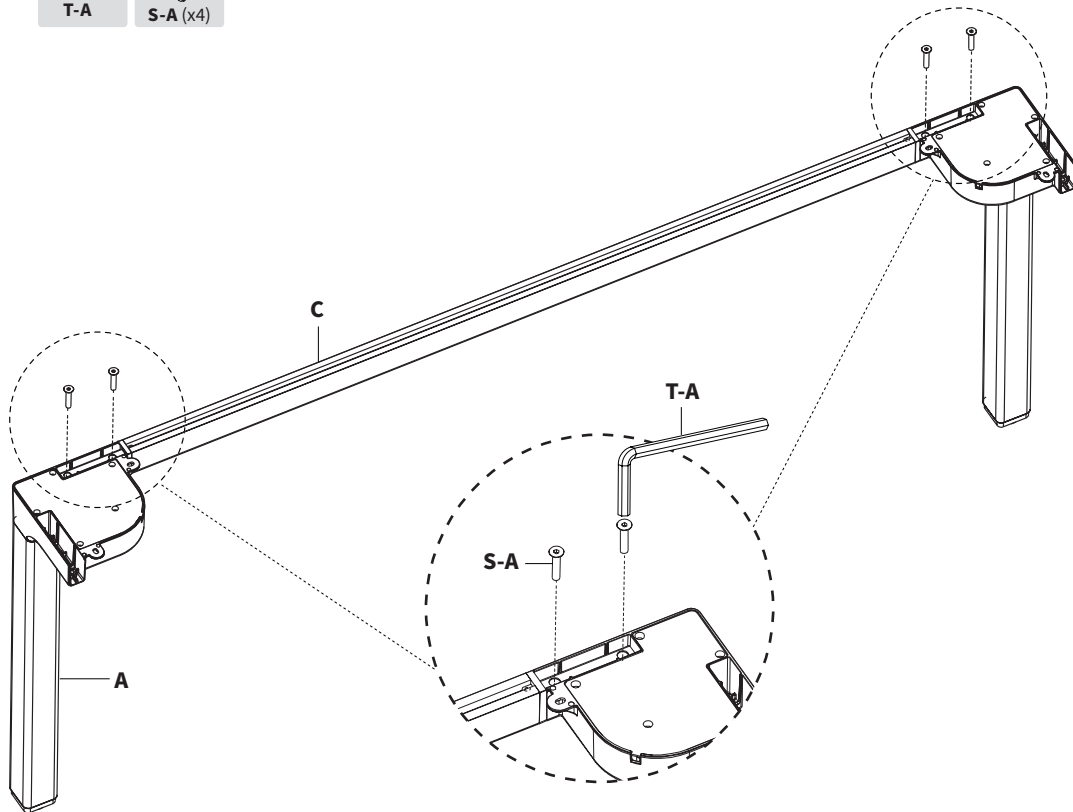
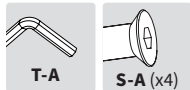


**WITH  
DESKTOP**

## ASSEMBLY STEPS

### STEP 1

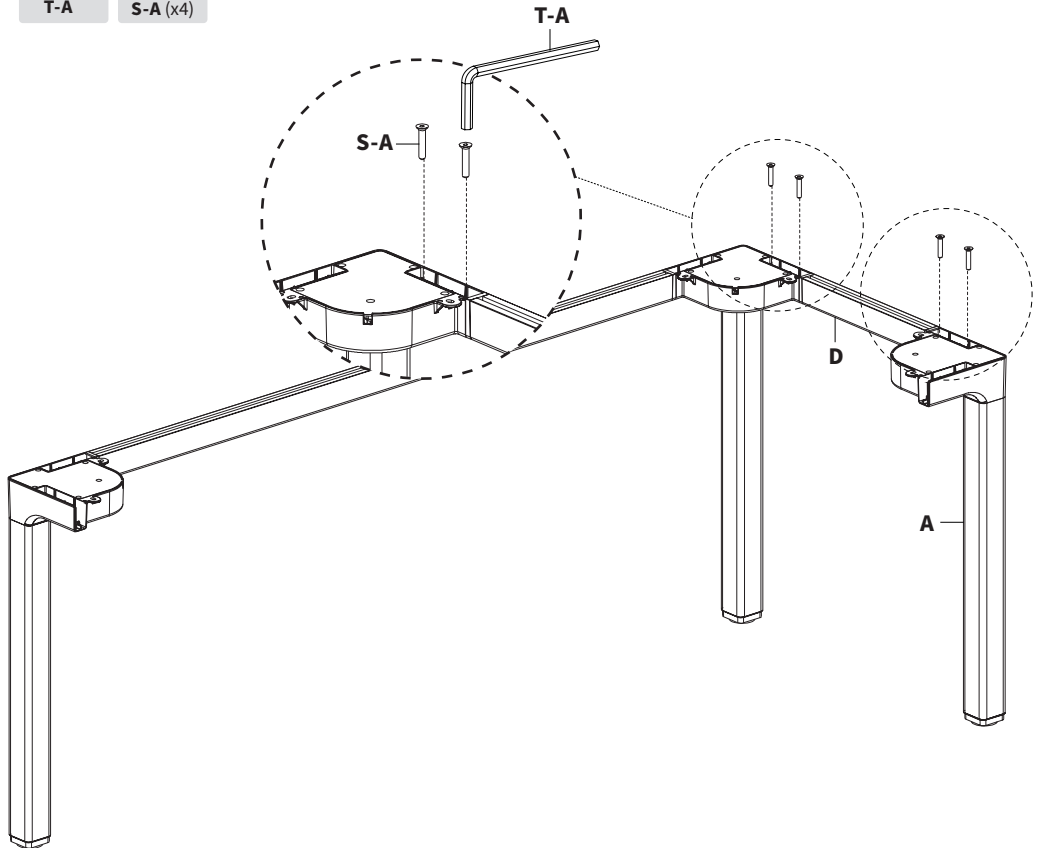
Install two Legs (**A**) onto Long Crossbar (**C**) using M8x42mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



## STEP 2

Install a Short Crossbar (**D**) to the side of the previously installed Leg (**A**), as shown below, using M8x42mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

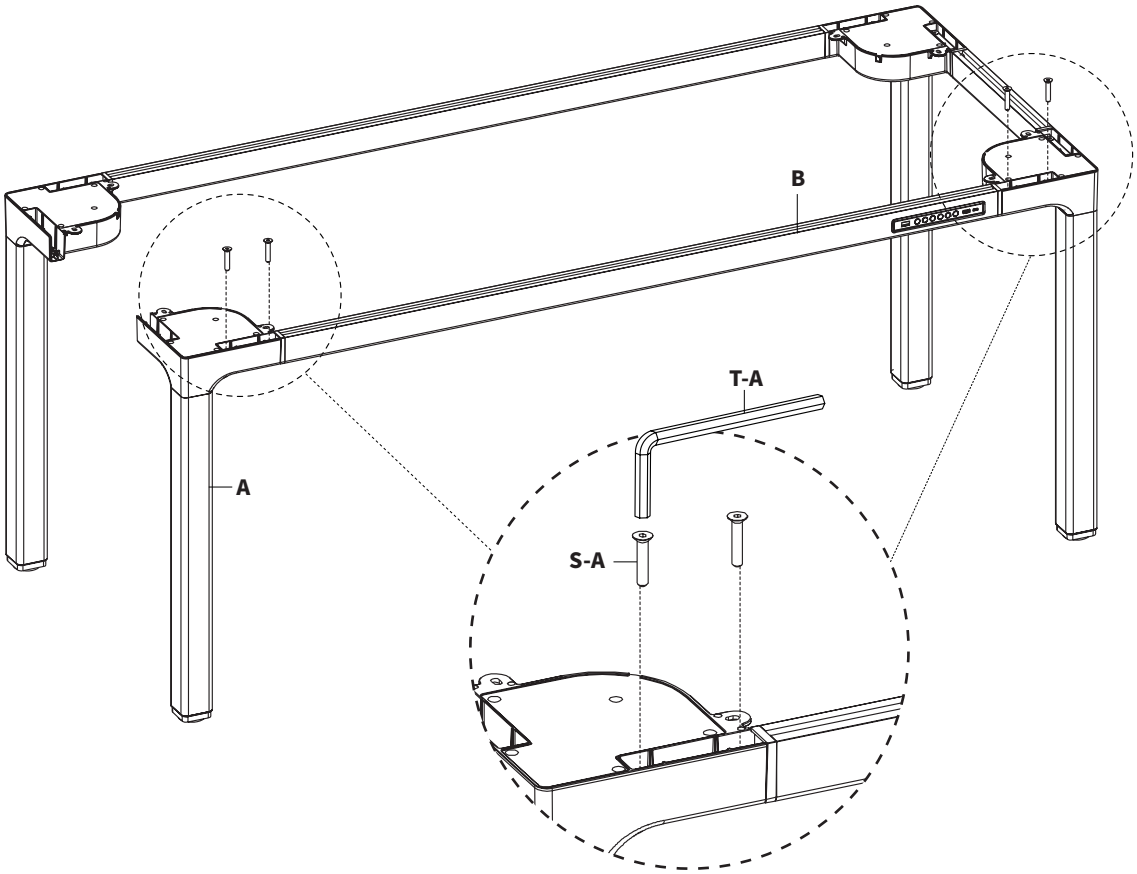
Install a third Leg onto the end of the Short Crossbar using M8x42mm Screws and 5mm Allen Wrench.



### STEP 3

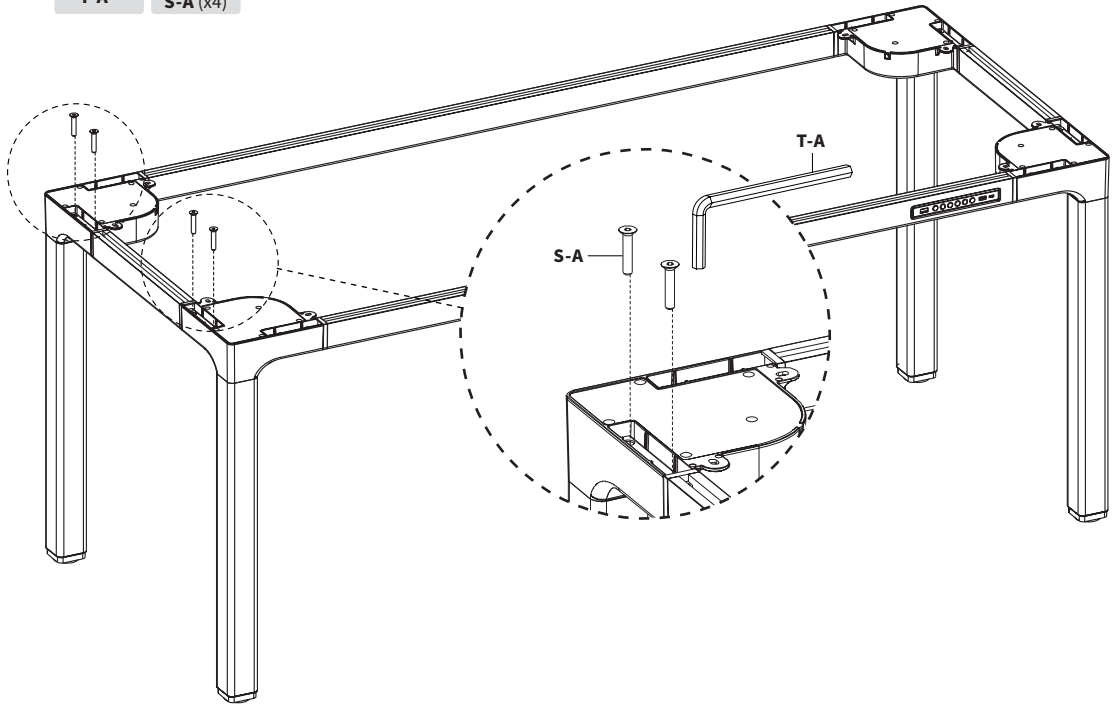
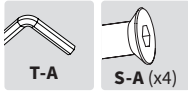
Install Long Crossbar with Control Panel (**B**) onto the frame assembly using M8x42mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

Install the remaining Leg (**A**) onto the end of the Long Crossbar with Control Panel using M8x42mm Screws and 5mm Allen Wrench



## STEP 4

Install the remaining Short Crossbar (**D**) onto the frame assembly using M8x42mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

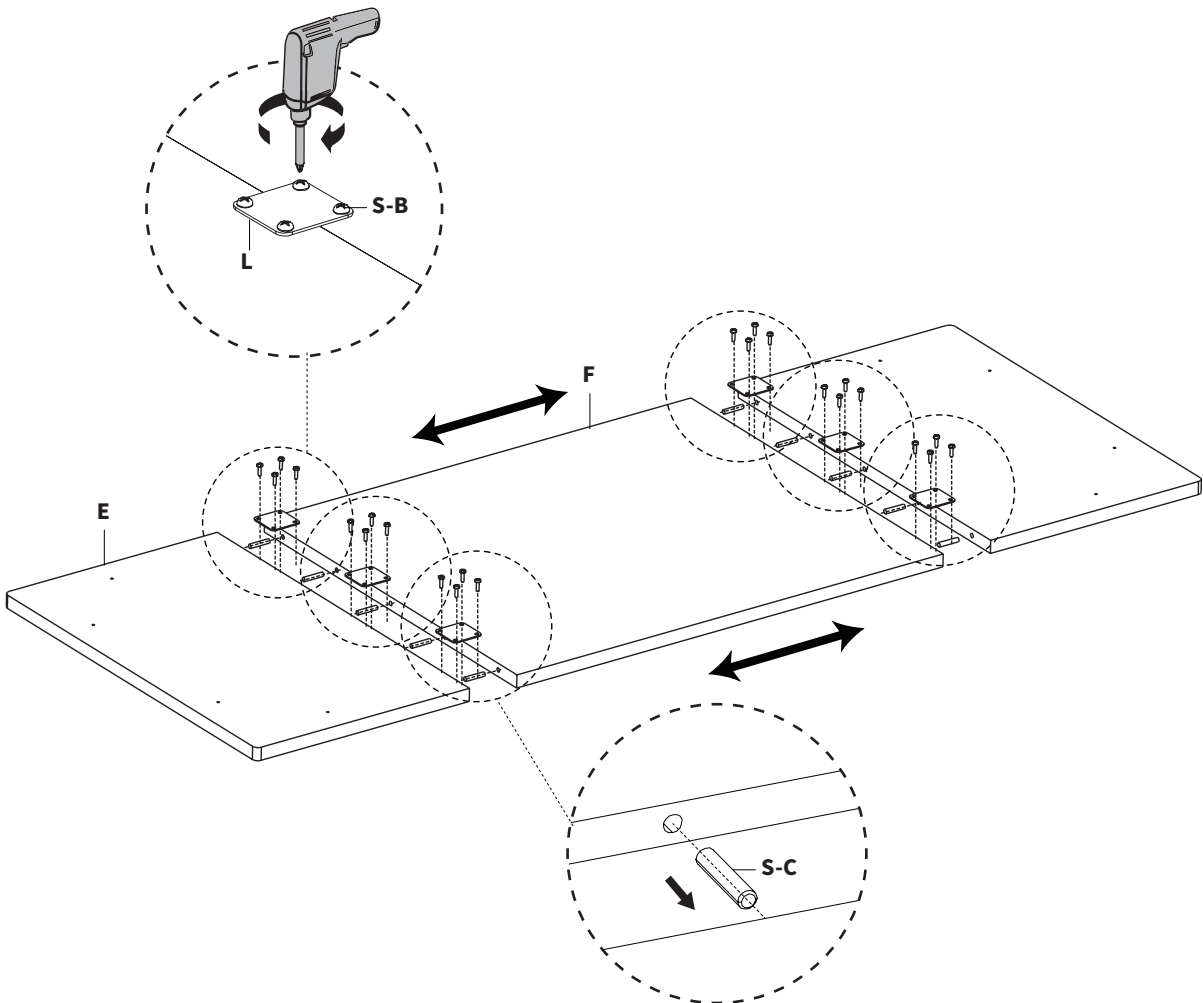
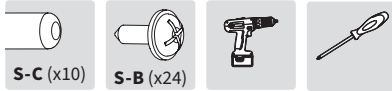


## STEP 5

Orient the Dark Walnut and Black Panels (**E,F**) as shown with the pilot holes facing up on all three panels. The Black Panel should be in the center.

Insert Wooden Dowel (**S-C**) into the sides of Black Center Panel. Slide Dark Walnut Panels over the Wooden Dowels towards Black Panel.

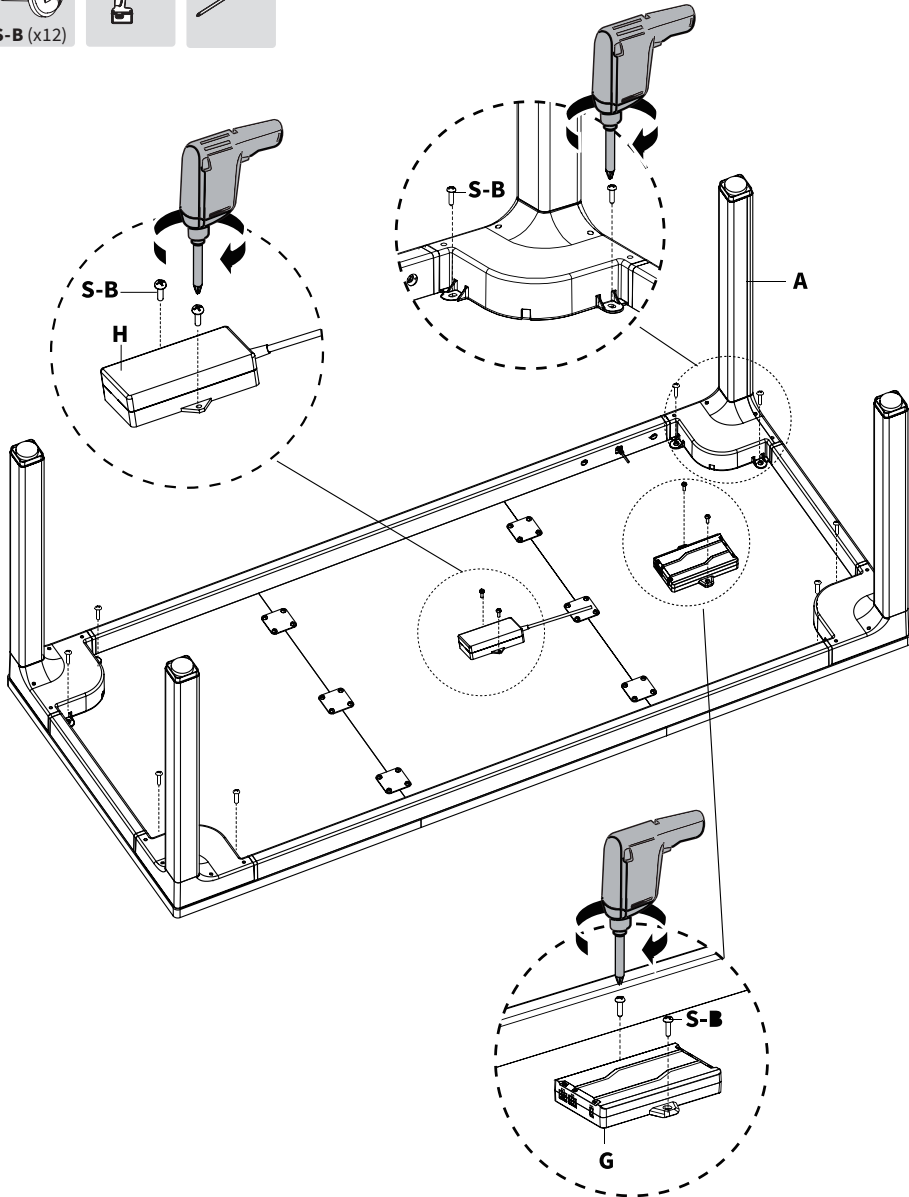
Secure Panels using Connecting Plates (**L**), ST5x20mm Screws (**S-B**), and a Phillips screwdriver or Drill.



## STEP 6

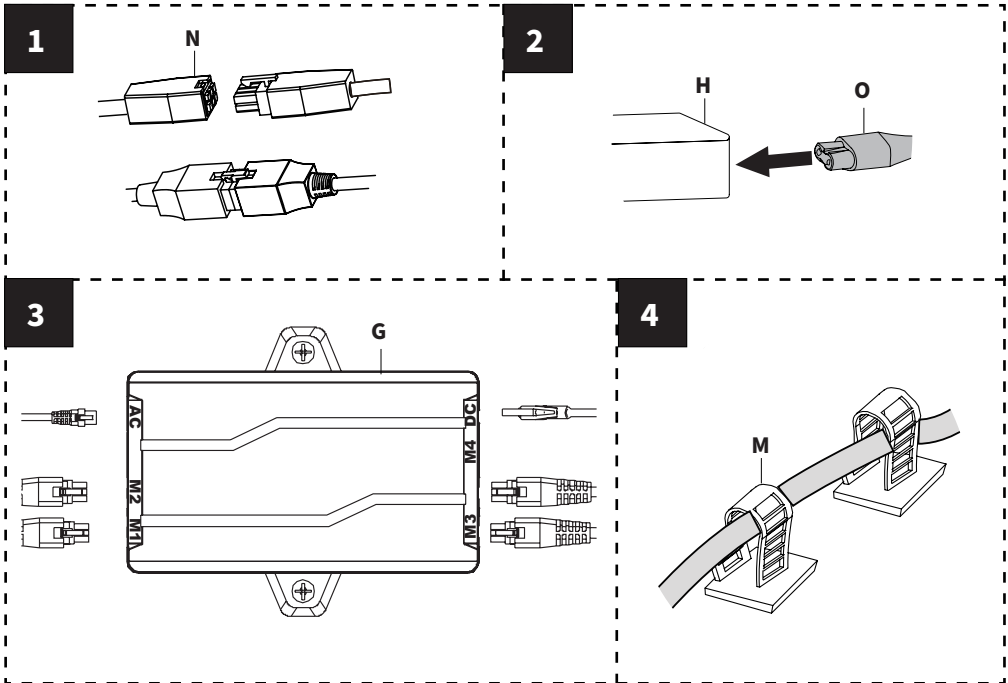
Flip over the desktop and frame assembly and secure the Legs (**A**) to the assembled desktop using ST5x20mm Screws (**S-B**) and a Phillips screwdriver or Drill.

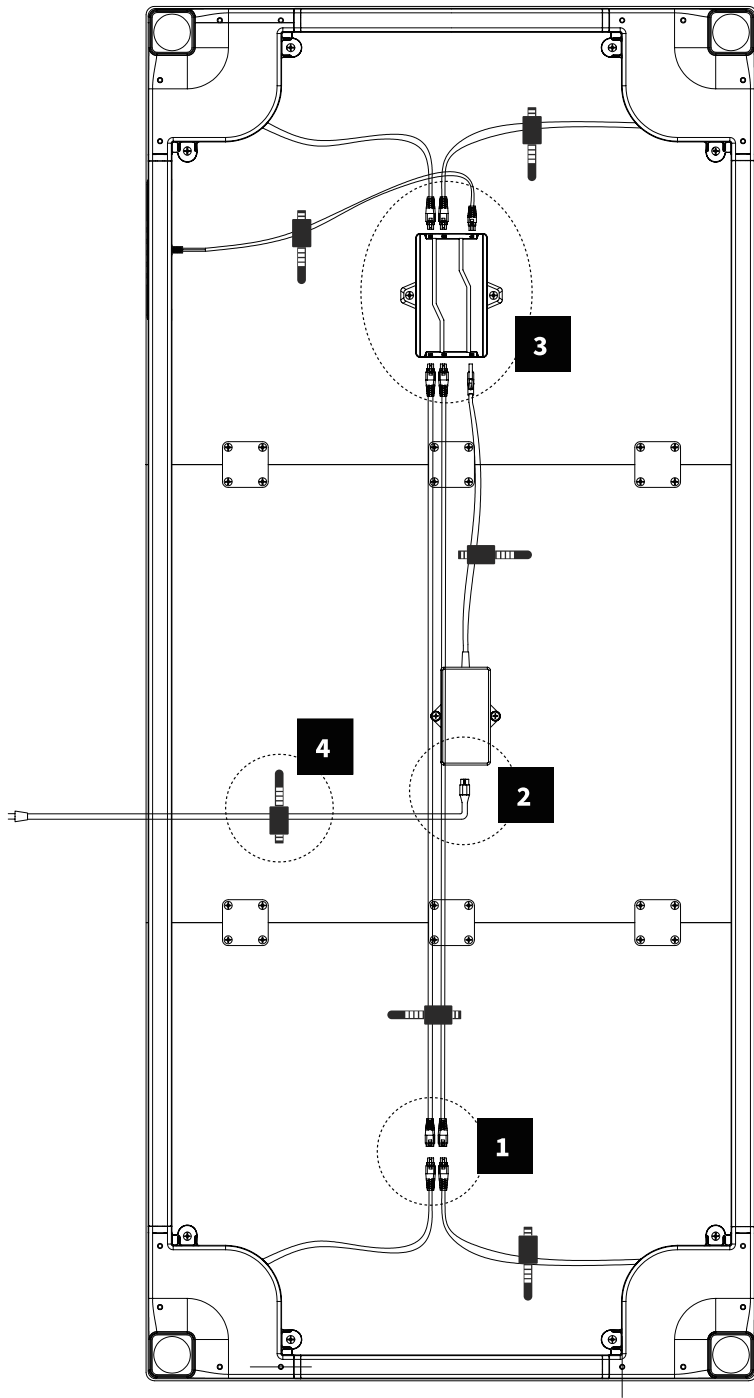
Attach the Control Unit (**G**) and Power Adapter (**H**) to the underside of the desktop using ST5x20mm Screws and a Phillips screwdriver or drill.



## STEP 7

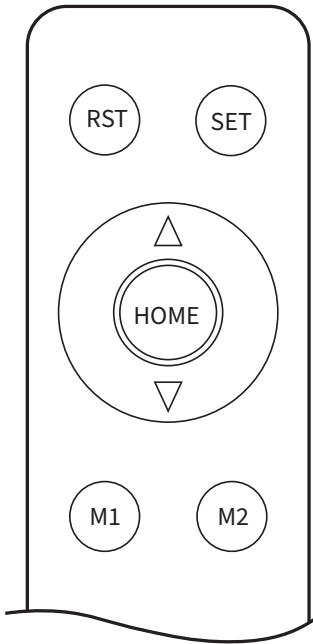
1. Connect Extensions Cables (**N**) to the cables from the legs further from the Control Unit (**G**).
2. Plug Power Cable (**O**) into Power Adapter (**H**).
3. Plug all of the cables into the Control Unit (**G**) as shown.
4. Remove the protective film from Cable Clips (**M**) and apply to the underside of the desk to aid in cable management.



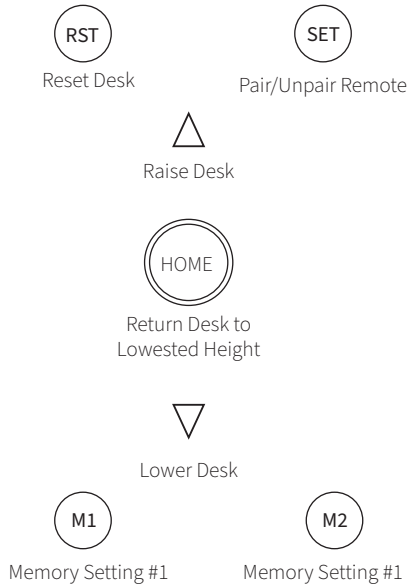


# Remote Instructions

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**Requires 2 AAA Batteries  
[not included]**




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## Pairing Remote to Desk

The Remote will need to be paired to the desk before using for the first time.



**Pairing:** The desk will need to be unplugged for the beginning of the pairing process. Press and hold the  button for 2 seconds, then plug the desk into a nearby outlet. The control panel will beep once to indicate pairing is successful.

**Unpair:** To unpair the remote, begin by unplugging the desk from the wall. Press and hold the  button, then plug the desk back into a nearby outlet. The control panel will beep once to indicate the remote has been unpaired.

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## Using Remote

### Height Adjustment

Press and hold the  or  buttons to raise or lower the desk. Release button when desk reaches desired height.

To return the lowest height setting, short press the  button. The desk will begin retracting back to its lowest height.


### Saving Height Settings

To save a preferred height setting for easy recall, press and hold either the  or  button for 3 seconds. The desk should emit a long beep, indicating that the memory setting has been saved successfully.

To return desk to a saved height, press the corresponding button. The desk will automatically begin raising or lowering to saved height.

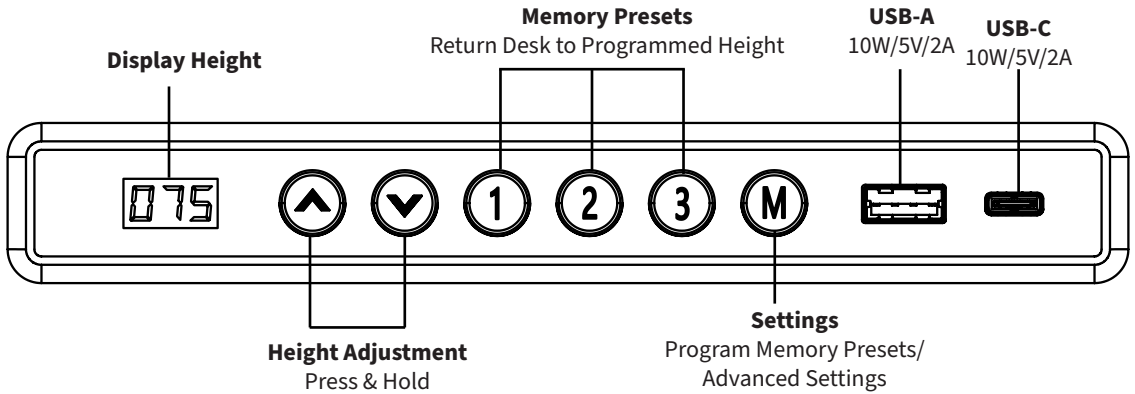
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## Reset Mode

To perform a desk reset, press and hold the  button when the desk is in a stationary state. The desk will emit a long beep and then begin lowering. The desk will retract to its lowest setting and then rebound. The desk will emit two beeps, indicating the desk has been successfully reset.

# Control Panel Instructions

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## Using Controller

### Height Adjustment

Press and hold either the or buttons to raise or lower the desk.

### Saving Height Settings

To save a preferred height setting for easy recall, press the button and the screen will display S-. Then press any of the numbered buttons and the current height will be programmed to that button. The controller will emit two beeps to indicate that the height is saved.

To return desk to a saved height, press the corresponding button. The desk will automatically begin raising or lowering to saved height. Press the corresponding button to cancel.

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## Reset Mode

To perform a desk reset, press and hold the button until the desk reaches its lowest height, then release the button.

Press and hold the button again. Desk will emit one beep and display rst, the desk will lower and bounce back a certain distance. The desk will emit two beeps, indicating the desk has been successfully reset.

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## Child Lock Settings

**To Lock Desk:** Simultaneously press and hold the AND button for 5 seconds until the screen displays LOC. This Control Panel has now been locked.

**To Unlock Desk:** Simultaneously press and hold the AND button for 5 seconds until the screen switches from LOC to the displayed height. This Control Panel has now been unlocked.

## Advanced Settings

To access custom desk settings, press and hold the **(M)** button for 5 seconds until the screen flashes. Short press the **(M)** button to select the desired setting. Use the **(V)** or **(A)** buttons to cycle through the value options, then long press **(M)** button to save selection. A progress bar will be displayed and **SUS** will be displayed once the selection has been saved. If **FRL** if the change was unsuccessful. The screen will return to the displayed height if no selection is made after 10 seconds.

SETTING	DISPLAY RANGE	OPTIONS
Upward Anti-Collision	PC0 to PC5	0: Turn off 1 thru 5: The higher the number the greater the sensitivity
Downward Anti-Collision	DC0 to DC5	0: Turn off 1 thru 5: The higher the number the greater the sensitivity
Sensor Anti-Collision	SS0 to SS5	0: Turn off 1 thru 5: The higher the number the greater the sensitivity
Unit Displayed	U-0 U-1	Metric (cm) Imperial Untits (inch)

## Troubleshooting

Code	Error	Solution
SC0	Abnormal Standby Current	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
SC1	Abnormal Power Supply Board	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
SC4	Abnormal Drive Voltage	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
SC3	Abnormal Sensor	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
R-2	Collision Protection	The desktop will stop and retract 5cm(2"). Ensure there are no obstructions in the range of motion.

<b>Code</b>	<b>Error</b>	<b>Solution</b>
R-3	Misaligned Legs	Follow Reset Process on pg 15.
HOT	Overheated	Allow desk to cool for 18mins before resuming use.
R-5	Communication Failure	Check the connection between the Control Panel and the Control Unit. If error persists, please contact Product Support for a replacement Control Panel.
R-6	Abnormal Voltage	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
RST	Reset Not Complete	Follow Reset Process on pg 15.
EX0	Short Circuit	Unplug the desk from outlet; plug in after waiting 10 seconds. If the code persists, please contact Product Support for a replacement Control Unit.
EX1*	Overload	Desk is unable to operate if the weight capacity is exceeded; remove items from the desk to reduce weight before attempting operation again. If problem persists, check to ensure there is no mechanical failure in the motorized legs.
EX2*	Motor Open Phase	Follow Reset Process on pg 15. If code persists, contact Product Support to replace leg.
EX3*	Wrong Running Direction	Follow Reset Process on pg 15. If code persists, contact Product Support to replace leg.
EX4	Collision Protection	The desktop will stop and retract 5cm(2"). Ensure there are no obstructions in the range of motion.
EX6	Motor Stalling	Follow Reset Process on pg 15. If code persists, contact Product Support to replace leg.
EX7	Disconnected Motor Cable	Check the connection between the leg and the Control Unit

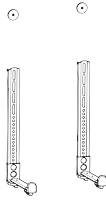
**\*Note: The numbers on these codes ONLY correspond to specific legs on the desk frame. 1= First Leg, 2 = Second Leg, & 3 = Third Leg.**

CHECK OUT OTHER GREAT PRODUCTS FROM



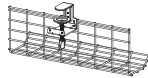
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*We offer a wide array of home & office products to fit your needs. From height adjustable desks to monitor mounts to keyboard trays and more!*



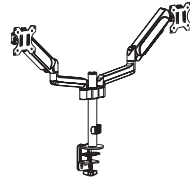
#### **SPEAKER MOUNTS & STANDS**

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**

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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!

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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*



## Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



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



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