

Electric Dual Motor Desk Frame

DESK-E-200B Series

Assembly Manual

Individual Product SKUs

DESK-E-200B

DESK-E-200W

DESK-E-200G

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

Contact Us First!

Our friendly US-Based Product Support Team is here to help!



We're Here For You

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

US-Based Customer Support from Trained Professionals



Email Us

help@vivo-us.com



Chat with Live Agent

www.vivo-us.com



Give Us a Call

309-278-5303 ext. 1

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-e-200b



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 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. Please note: For items ordered in error or no longer needed, the return shipping charges will be at the buyer's expense.

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.

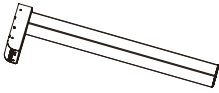


ELECTRICAL SAFETY INSTRUCTIONS

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.

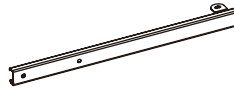
Package Contents



A (x2)
Leg



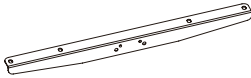
B (x2)
Inner Crossbar



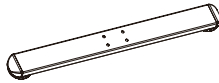
C (x2)
Left Crossbar



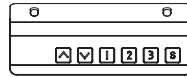
D (x2)
Right Crossbar



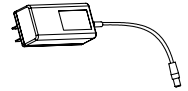
E (x2)
Side Bracket



F (x2)
Foot



G (x1)
Control Panel



H (x1)
AC Power
Adapter



I (x1)
Extension Cable



J (x2)
Hook

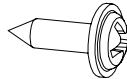


K (x2)
Cable Clip

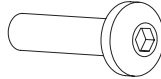
Included Hardware & Tools



S-A (x22)
M6x11mm Screw



S-B (x20)
ST5x15mm Screw



S-C (x9)
M6x35mm Screw



T-A (x1)
5mm Allen Wrench

**Extra hardware has been included*

Tools Needed:



**Phillips
Screwdriver**

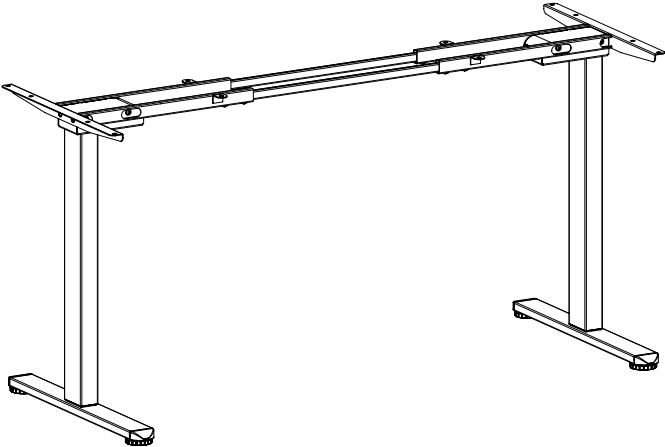


Drill

Weight Capacity:



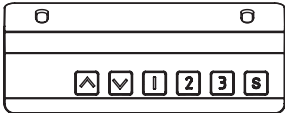
**220lbs
(100kg)**



Desk Frame Assembly

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Control Panel Instructions

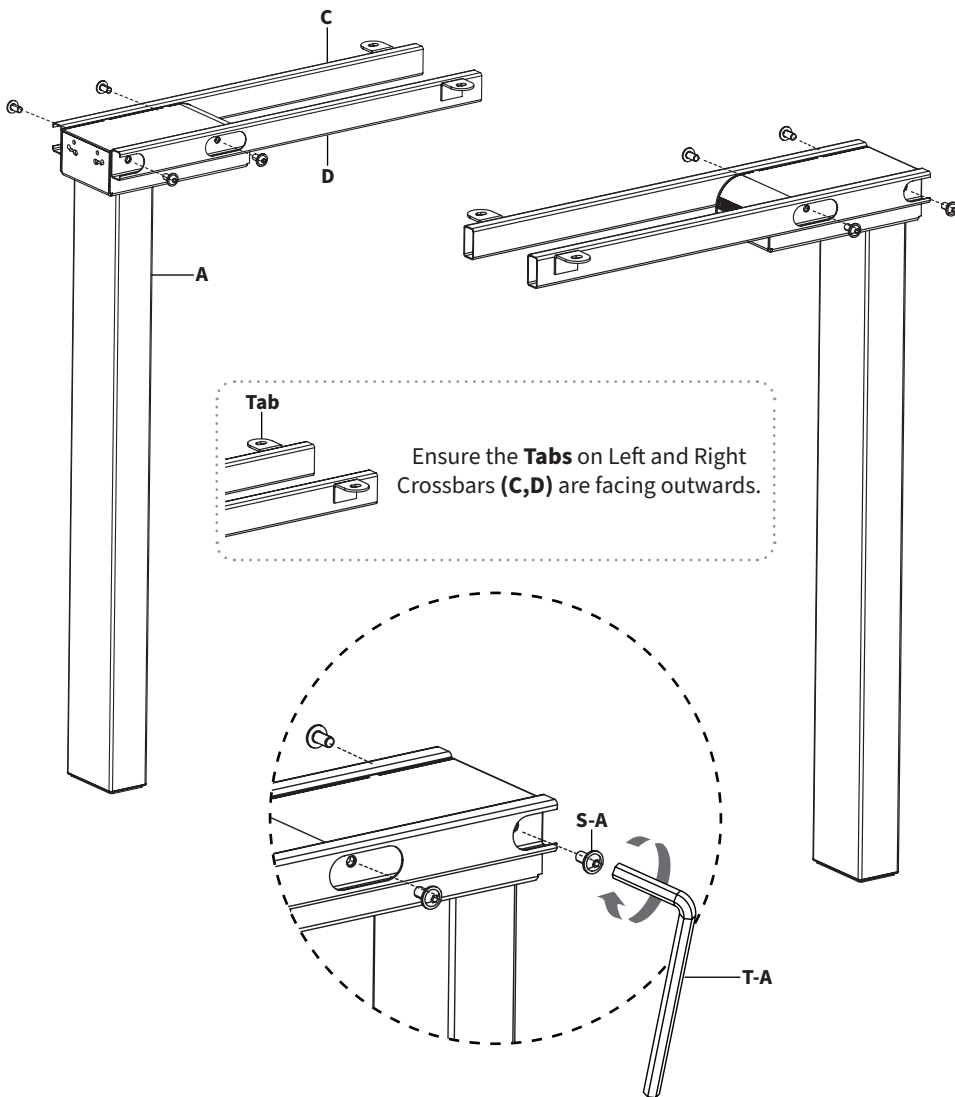


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Troubleshooting.....	pg. 16
Custom Programming.....	pg. 17

Assembly Steps

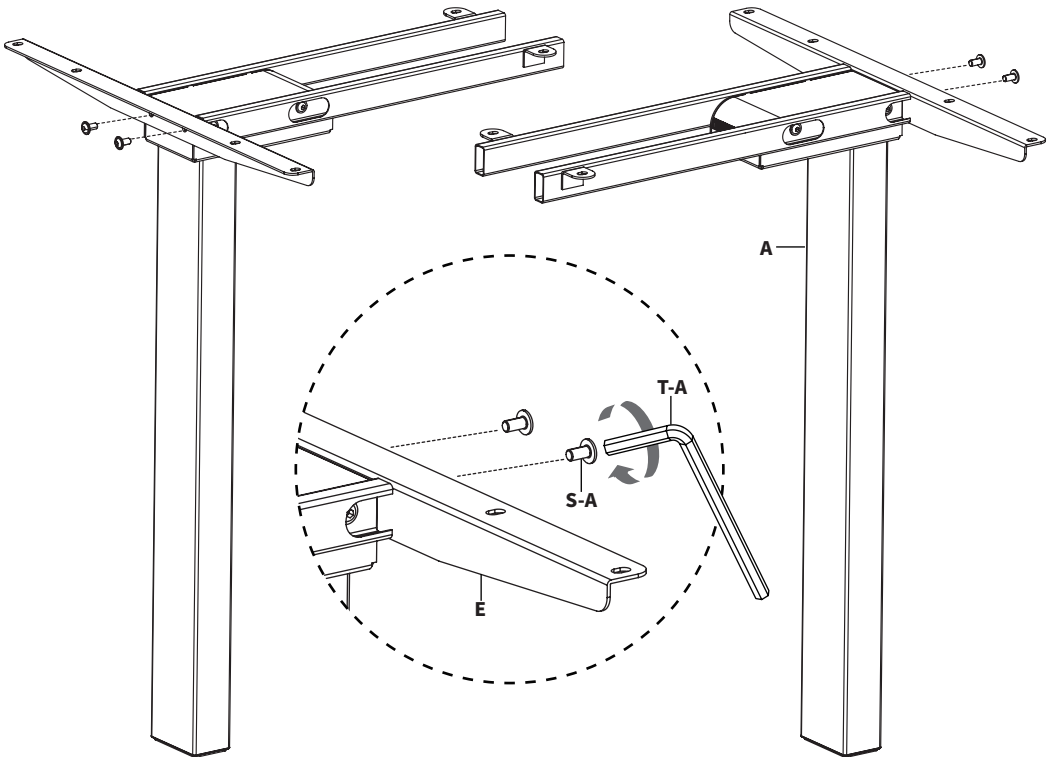
STEP 1

Install Left and Right Crossbars (**C,D**) to Legs (**A**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



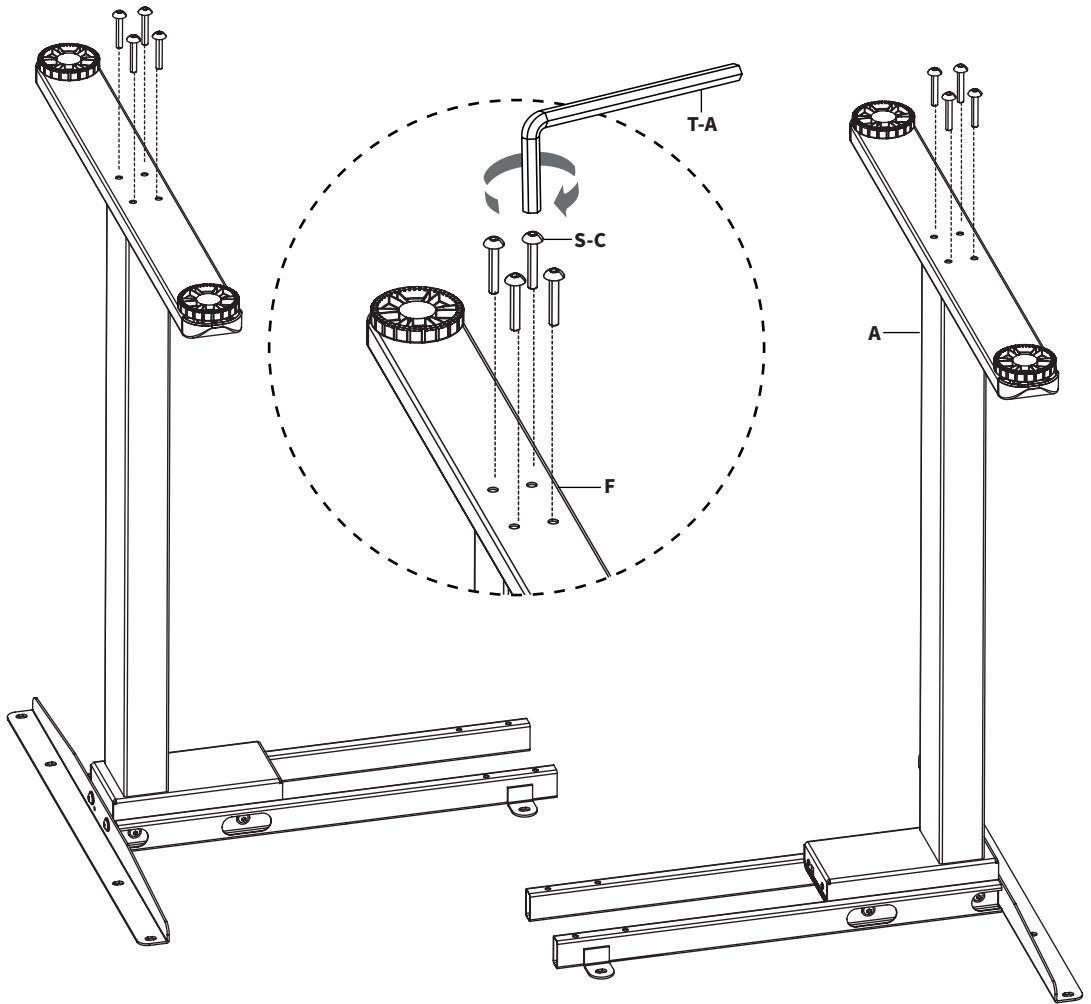
STEP 2

Attach Side Brackets (**E**) to Legs (**A**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



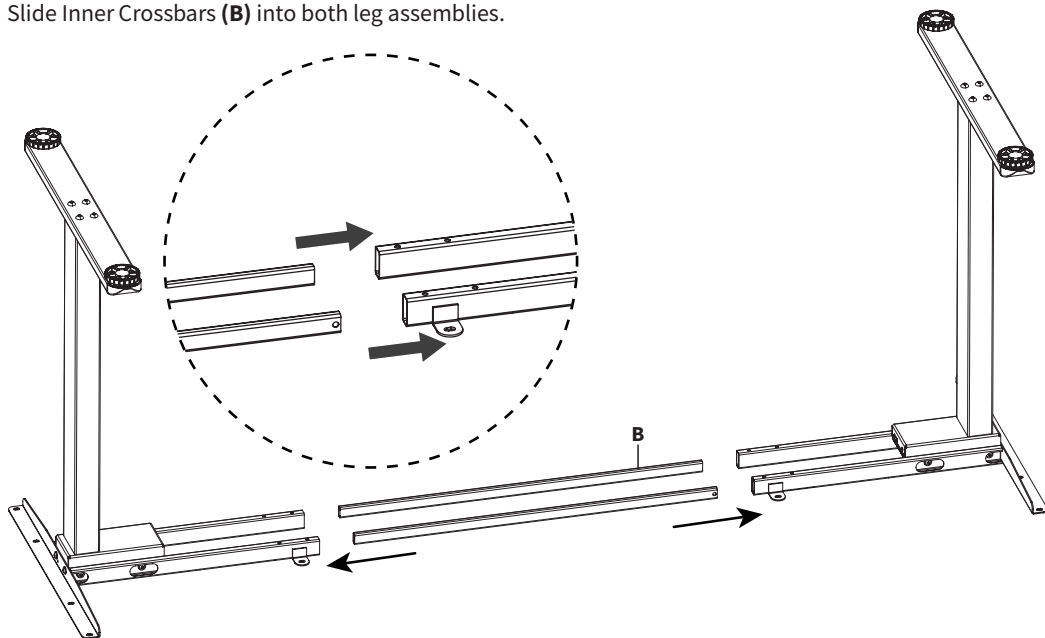
STEP 3

Install Feet (**F**) to Legs (**A**) using M6x35mm Screws (**S-C**) and 5mm Allen Wrench (**T-A**).



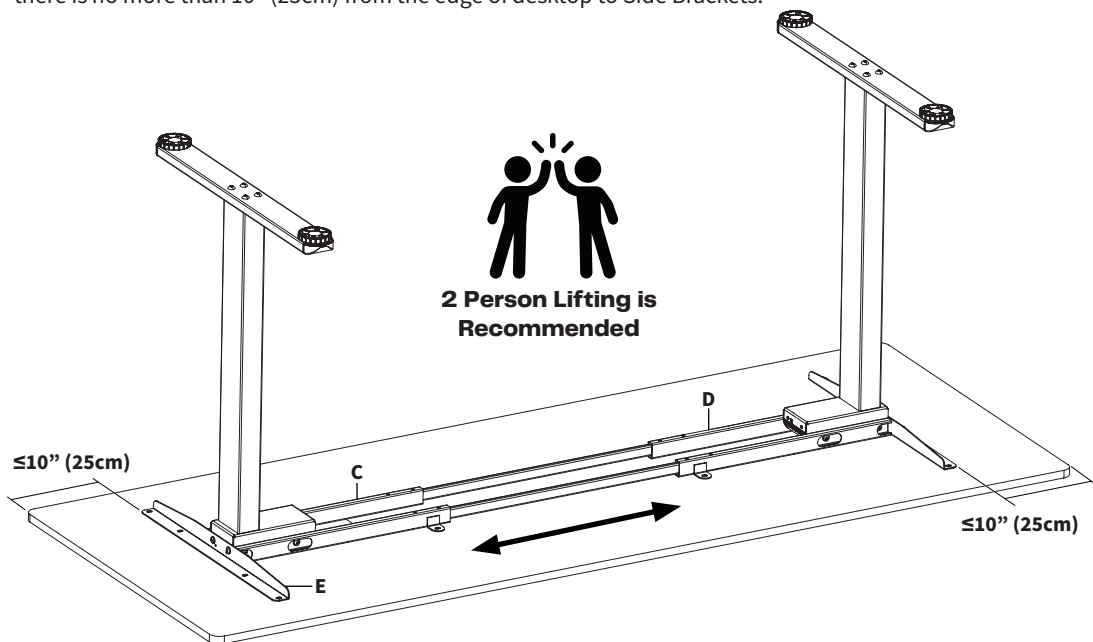
STEP 4

Slide Inner Crossbars (**B**) into both leg assemblies.



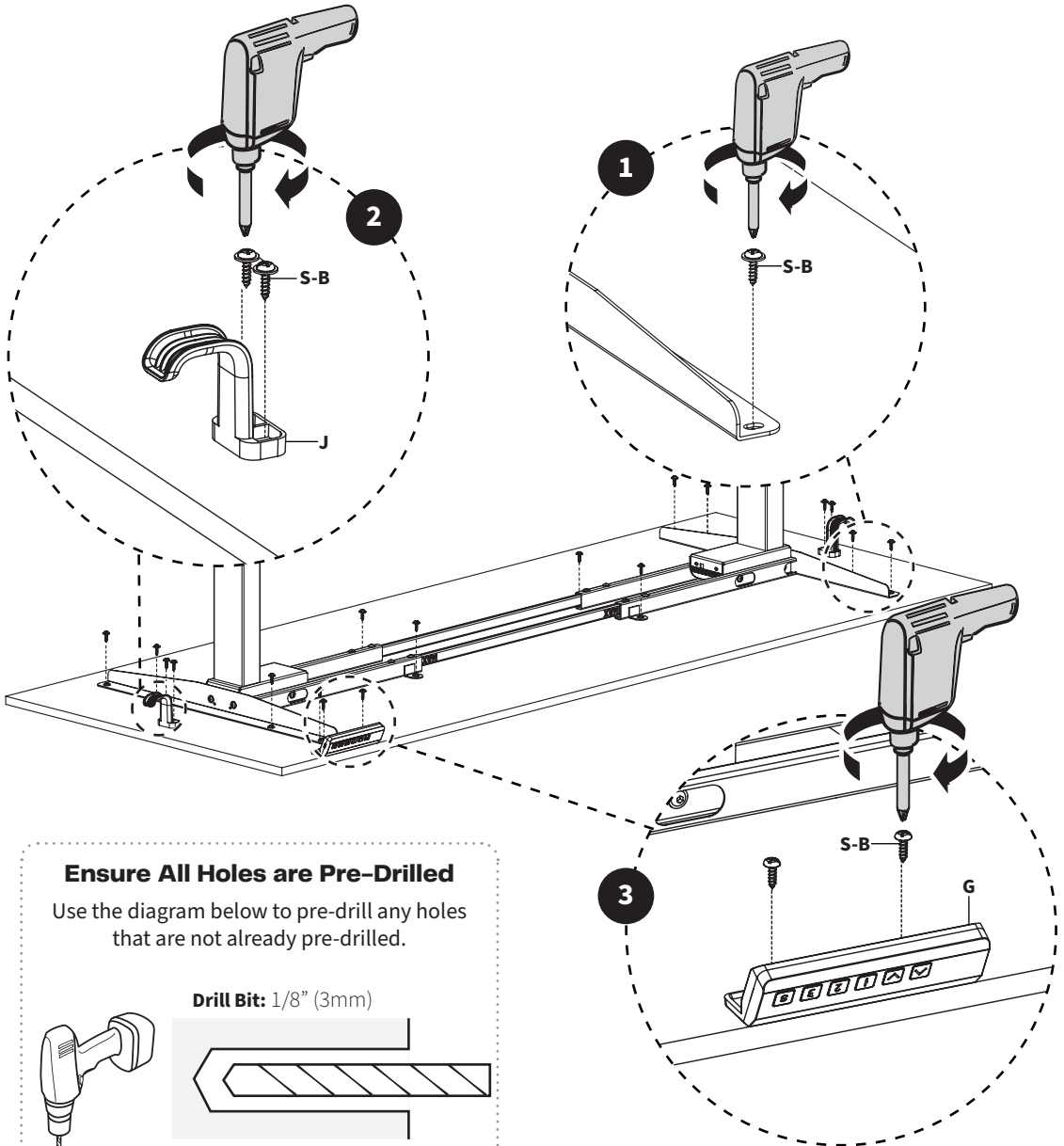
STEP 5

Flip the frame onto your desktop (not included). If your desktop has pilot holes, adjust the Crossbars (**C,D**) until the Side Brackets (**E**) align with them. If there's no pilot holes, center the frame on the desktop ensuring there is no more than 10" (25cm) from the edge of desktop to Side Brackets.



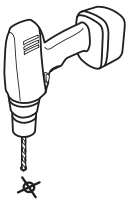
STEP 6

Attach the frame assembly, Hook (**J**) and Control Panel (**G**) to the desktop using ST5x15mm Screws (**S-B**) and a Phillips screwdriver or Drill. Ensure all holes are pre-drilled.

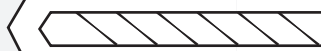


Ensure All Holes are Pre-Drilled

Use the diagram below to pre-drill any holes that are not already pre-drilled.



Drill Bit: 1/8" (3mm)

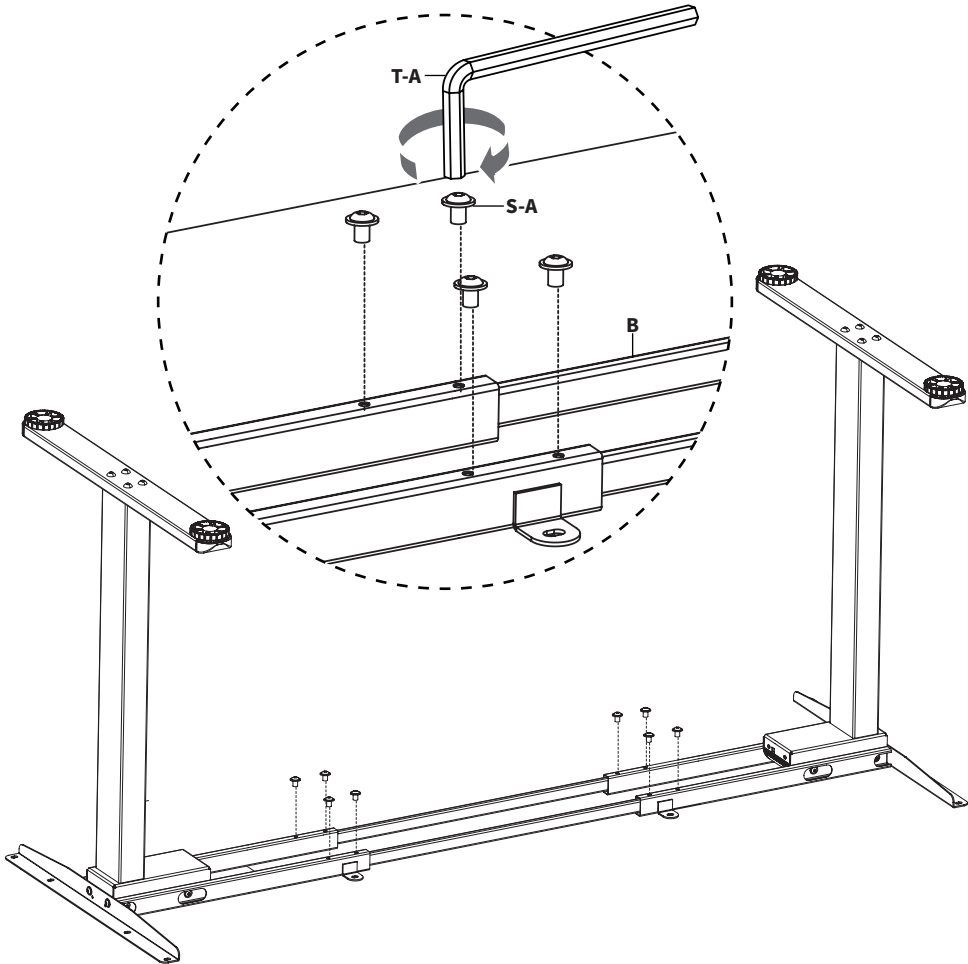


Hole Depth:
0.4" (10mm)

STEP 7

Secure Inner Crossbars (**B**) using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

Note: The Inner Crossbars are secured using friction. The M6x11mm Screws do not thread into the Inner Crossbars.

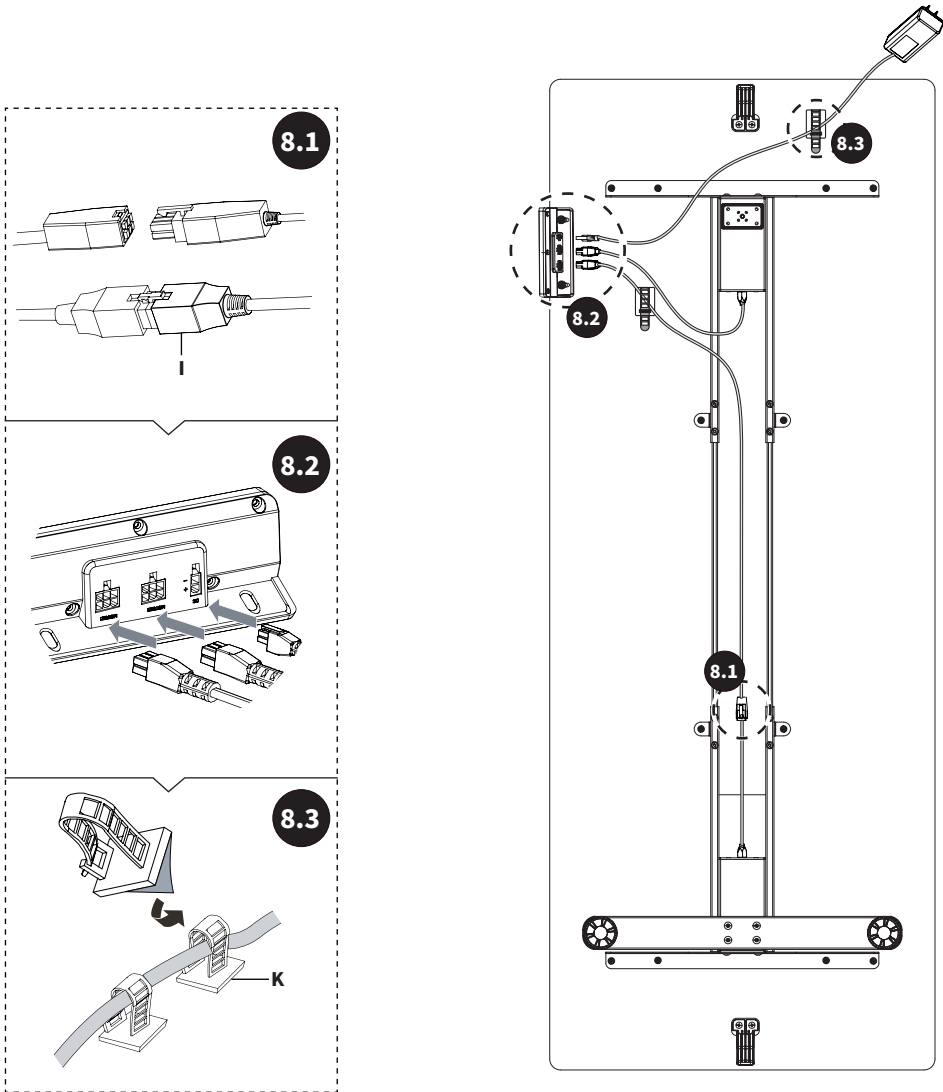


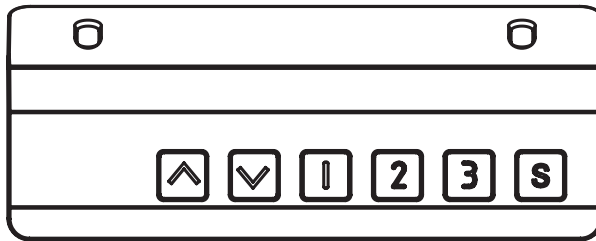
STEP 8

8.1 Connect Extension Cable (I) to the leg opposite from the control panel position.

8.2 Plug the Extension Cable (I), the cable from the nearest leg, and the AC Power Adapter (H) into the Control Panel (G).

8.3 Remove adhesive backing from Cable Clips (K) and place where desired to organize cables.

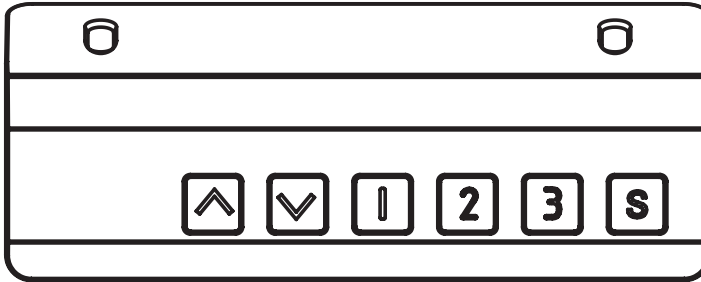




Control Panel

Overview & Troubleshooting

Controller Manual



Standard Operation



LED Panel

Displays the current desk height.



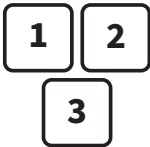
Up Arrow

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 **S** button. Once the **LED Panel** starts flashing, you have approximately 3 seconds to press the number key that you want to be assigned to that height.

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. The reset process is complete after the legs rebound slightly.

Error Codes

Code	Description/Solution
H0T	Overheated: If the desk motors have been running continuously for too long, the motors will automatically shut off to prevent damage from overheating. Wait at least 18mins before attempting any further height adjustments.
E 10	Sensor Malfunction: 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 Reset Process before proceeding with height adjustments.
E20	Overload Warning: The 220lbs/100kg 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 Reset Process .
E02	Operation Warning: If collision is detected the desk will stop raising/lowering. Check the desk for any obstructions. Once the desk is free, follow the Reset Process before attempting height adjustments.
E32	Overvoltage Warning: The input voltage is too high. 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 Reset Process . If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance.
E31	Undervoltage Warning: The input voltage is too low. 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 Reset Process . If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance.
E60	Imbalance Warning: The height difference between the Lifting Columns is too high. Perform the Reset Process . If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance.

Change Displayed Unit (UN)

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

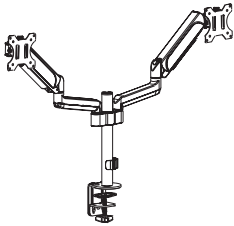
Collision Force Detection (CF)

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 the **S** button to select. Use the arrow keys to switch between four different collision detection sensitivities: **OFF**, **L** (low), **N** (normal), or **H** (heavy). Short press the **S** button to save your selection.



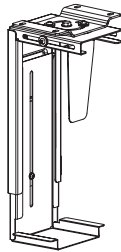
Better Products for a Better Workspace Experience

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



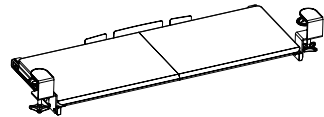
Monitor Mounts

Mount ultrawide monitors
and more with our clamp-on
and wall mount solutions.



PC Carts & Mounts

Securely store your PC in
an under desk mount or
cart for easy access.



Keyboard Trays

Clamp on & under desk
keyboard tray options for
all setup types.

Explore Endless Workspace Solutions
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