

Electric Dual Motor Desk Frame

SKU: DESK-V103E/EW

Instruction Manual

Assembly Video & Product Info
www.vivo-us.com/products/desk-v103e



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

⚠ 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 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.



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.



TIPOVER WARNING

**SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER.
TO HELP PREVENT TIPOVER:**

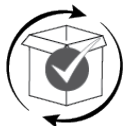
- NEVER ALLOW CHILDREN TO CLIMB, STAND, HANG, OR PLAY ON ANY PART OF TV OR TV CART
- USE TIPOVER RESTRAINT OR ANCHOR STAND TO WALL

USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.



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/



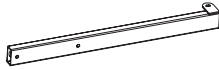
Returns | Product Didn't Work Out?

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.

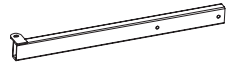
Package Contents



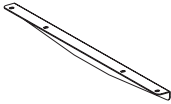
A (x2)
Inner Crossbar



B (x2)
Left Outer
Crossbar



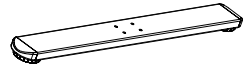
C (x2)
Right Outer
Crossbar



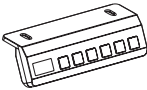
D (x2)
Side Bracket



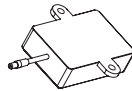
E (x2)
Leg



F (x2)
Foot



G (x1)
Control Panel



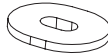
H (x1)
AC Power
Block



I (x1)
Extension Cable



J (x1)
Power Cable



K (x14)
Anti-Vibration
Pad

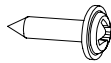


L (x2)
Cable Clip

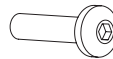
Included Hardware & Tools



S-A (x22)
M6x11mm Screw



S-B (x18)
ST5x15mm Screw



S-C (x9)
M6x35mm Screw



T-A (x1)
5mm Allen Wrench

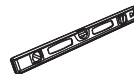
Tools Needed:



**Phillips
Screwdriver**



Power Drill



Level

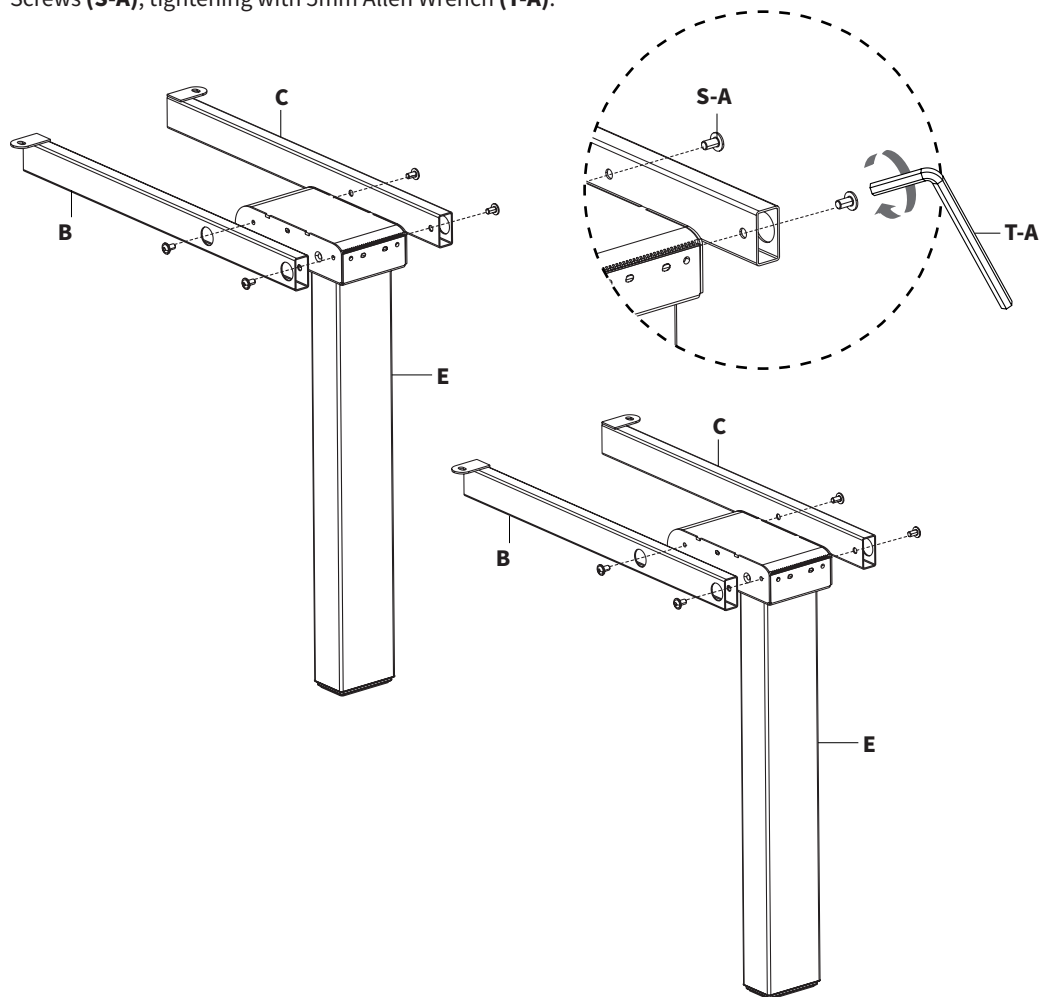
Weight Capacity:



ASSEMBLY STEPS

STEP 1

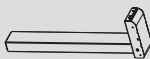
Attach one set of Left and Right Outer Crossbars (**B,C**) to each Leg (**E**) using M6x11mm Screws (**S-A**), tightening with 5mm Allen Wrench (**T-A**).



B (x2)
Left Outer
Crossbar



C (x2)
Right Outer
Crossbar



E (x2)
Leg



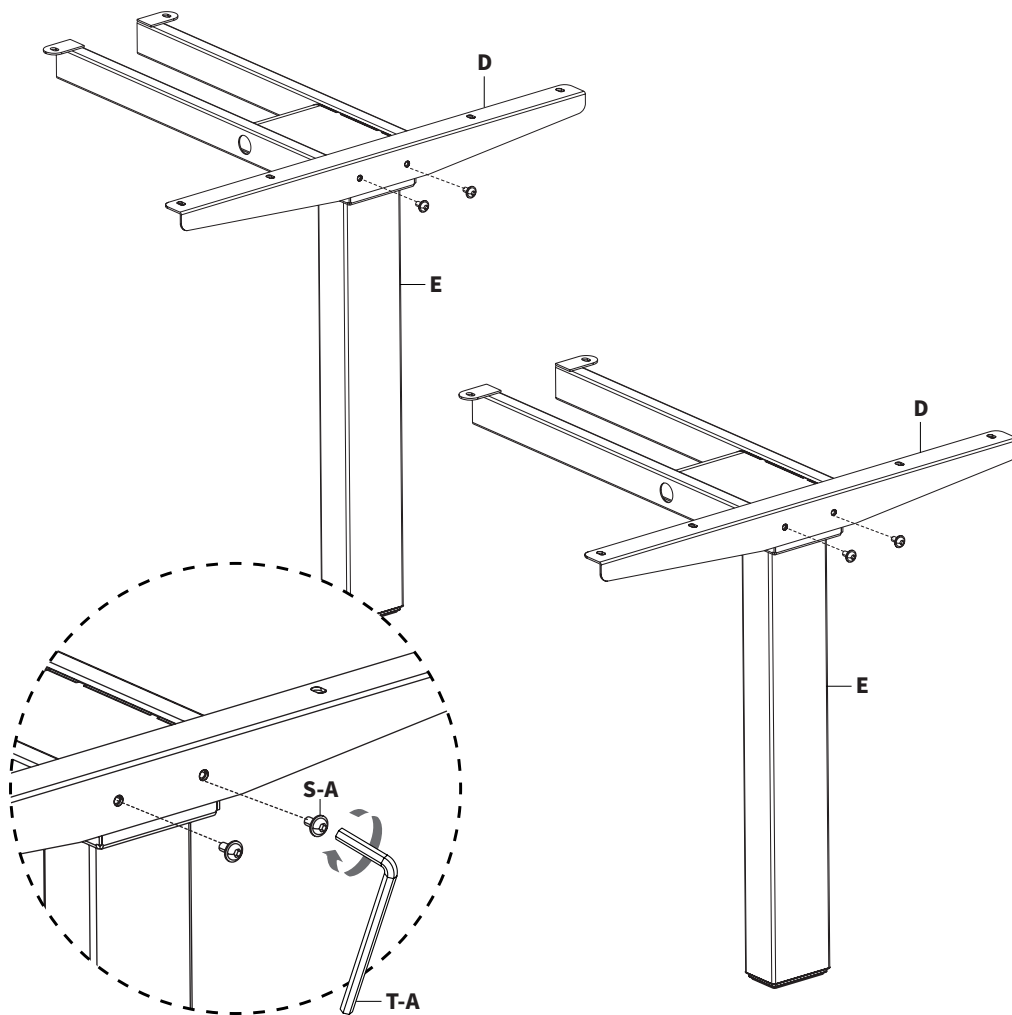
S-A (x8)
M6x11mm
Screw



T-A
5mm Allen
Wrench

STEP 2

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



D (x2)
Side
Brackets



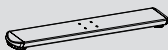
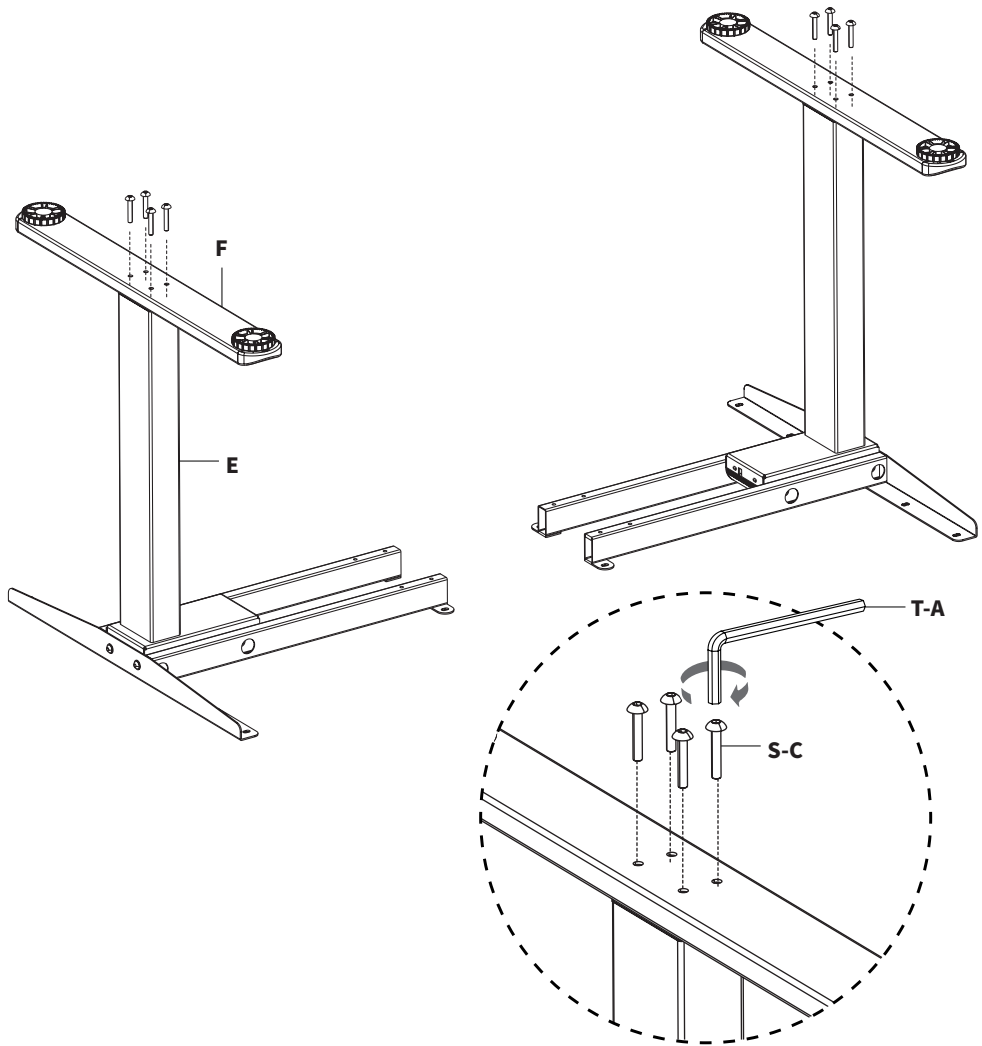
S-A (x4)
M6x11mm
Screw



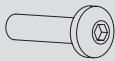
T-A
5mm Allen
Wrench

STEP 3

Attach Feet (**F**) onto the bottom of Legs (**E**) using M6x35mm Screws (**S-C**), tightening with 5mm Allen Wrench (**T-A**).



F (x2)
Foot



S-C (x8)
M6x35mm
Screw

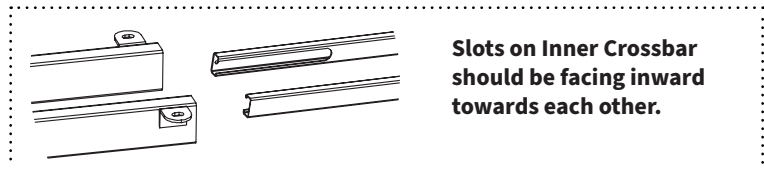
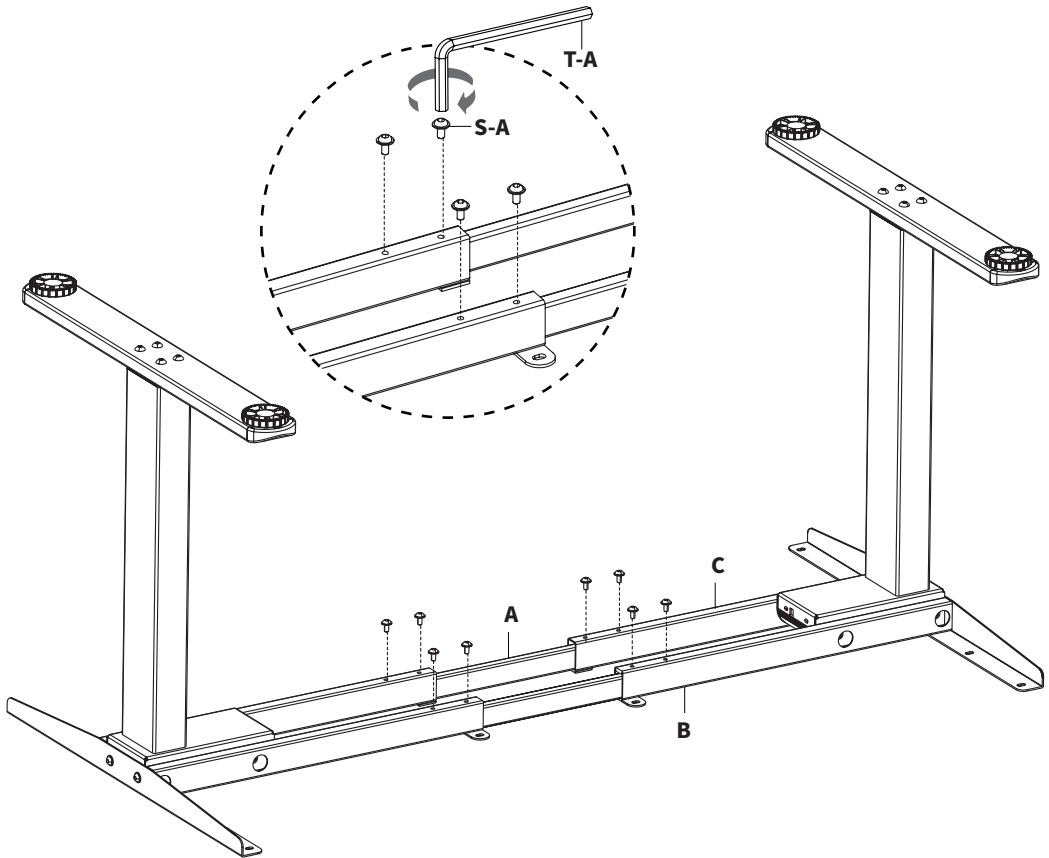


T-A
5mm Allen
Wrench

STEP 4

Slide Inner Crossbars (**A**) into the Left and Right Outer Crossbars (**B,C**) making sure the slots on the Inner Crossbars are facing inward.

Adjust the frame to the desired width to match your desktop [not included]. Lock frame width using M6x11mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



A (x2)
Inner Crossbar



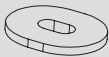
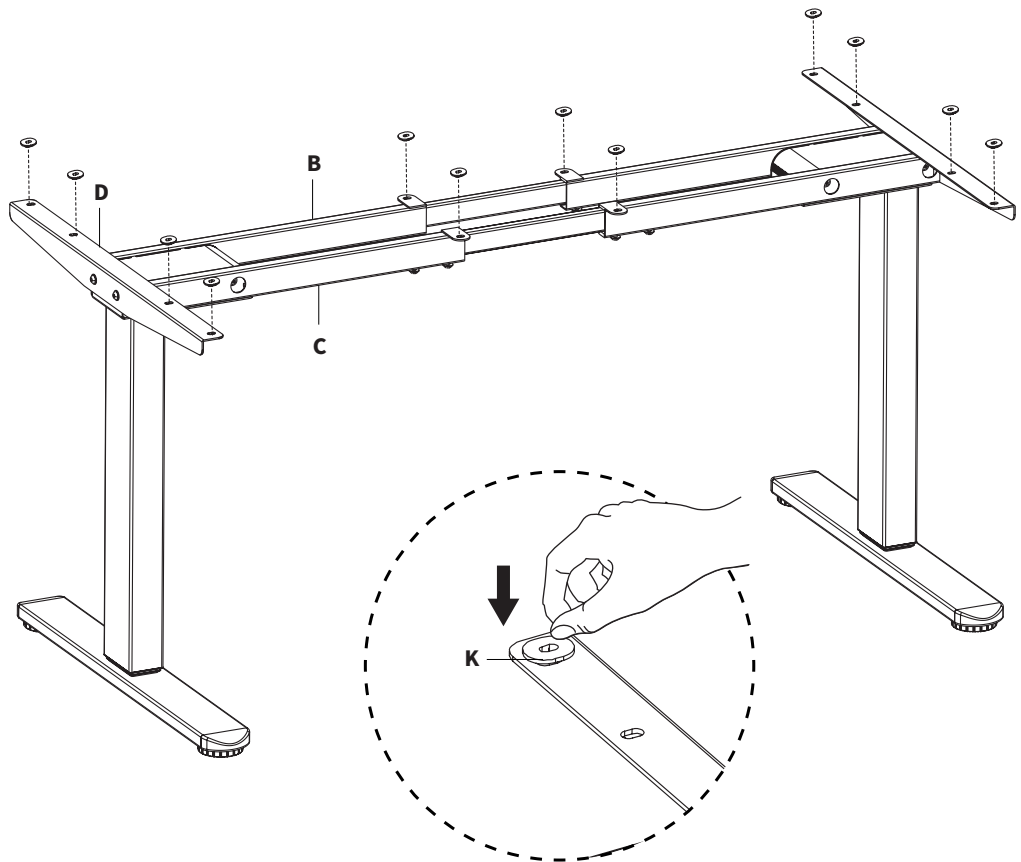
S-A (x8)
M6x11mm
Screw



T-A
5mm Allen
Wrench

STEP 5

Install Anti-Vibration Pads (**K**) into the holes and tabs on Side Brackets (**D**) and Outer Crossbars (**B,C**).



K (x12)
Anti-Vibration Pads

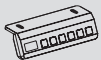
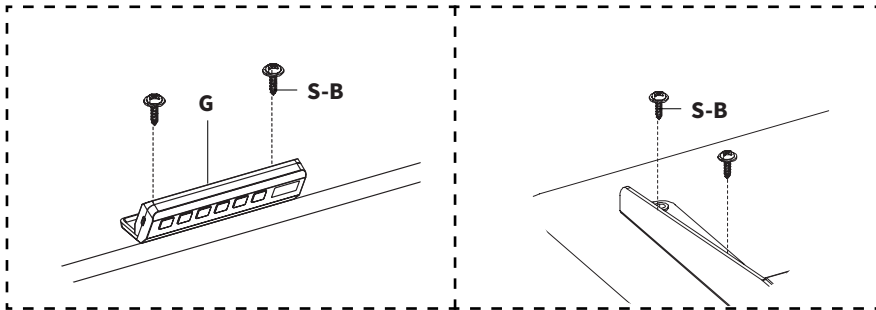
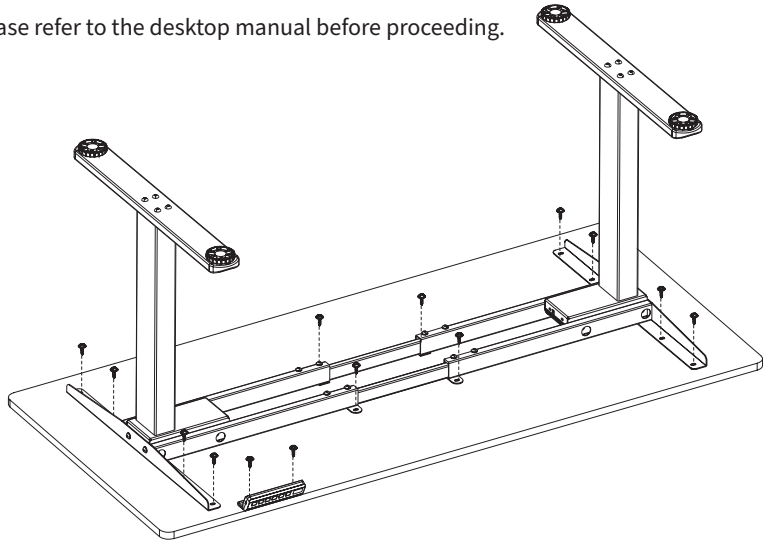
STEP 6

1. Flip your desktop [not included] on a flat surface with underside facing up. Place the assembled frame over your desktop. If your desk has compatible pilot holes adjust the frame width as needed.

2. Use ST5x15mm Screws (**S-B**) and a drill to secure the frame and Control Panel (**G**) to the desktop.

Pilot Hole Drilling Instructions: Mark hole locations and drill 0.40" (10mm) deep pilot holes using a 1/8" (3mm) drill bit.

VIVO Desktops: Please refer to the desktop manual before proceeding.



G (x1)
Control Panel

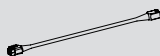
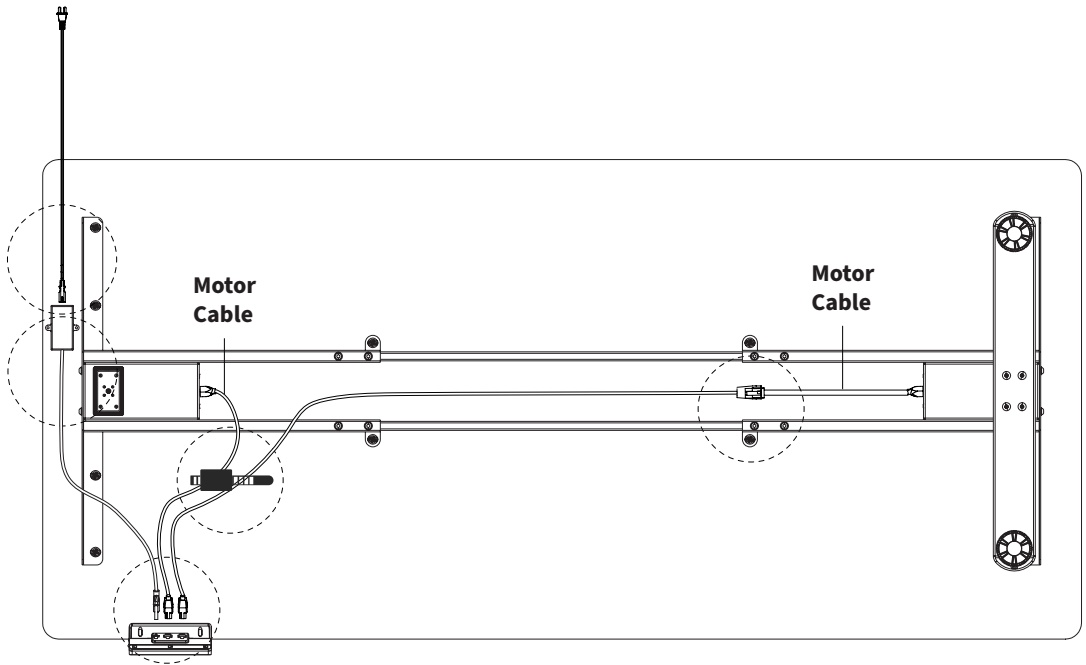


S-B (x14)
ST5x15mm Screws



STEP 7

1. Attach the Extension Cable (**I**) to the **Motor Cable** on the Leg (**E**) that is furthest from Control Panel (**G**). Connect **Motor Cable** from the closer Leg, other end of Extension Cable, and AC Power Block (**H**) into the back of Control Panel (**H**).
2. Plug Power Cable (**J**) into the AC Power Block (**H**).
3. Secure AC Power Block to the desktop using ST5x15mm Screws (**S-B**) and a drill.
4. Remove the protective film from Cable Clips (**L**) and place where desired to manage cables.



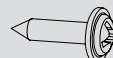
I (x1)
Extension Cable



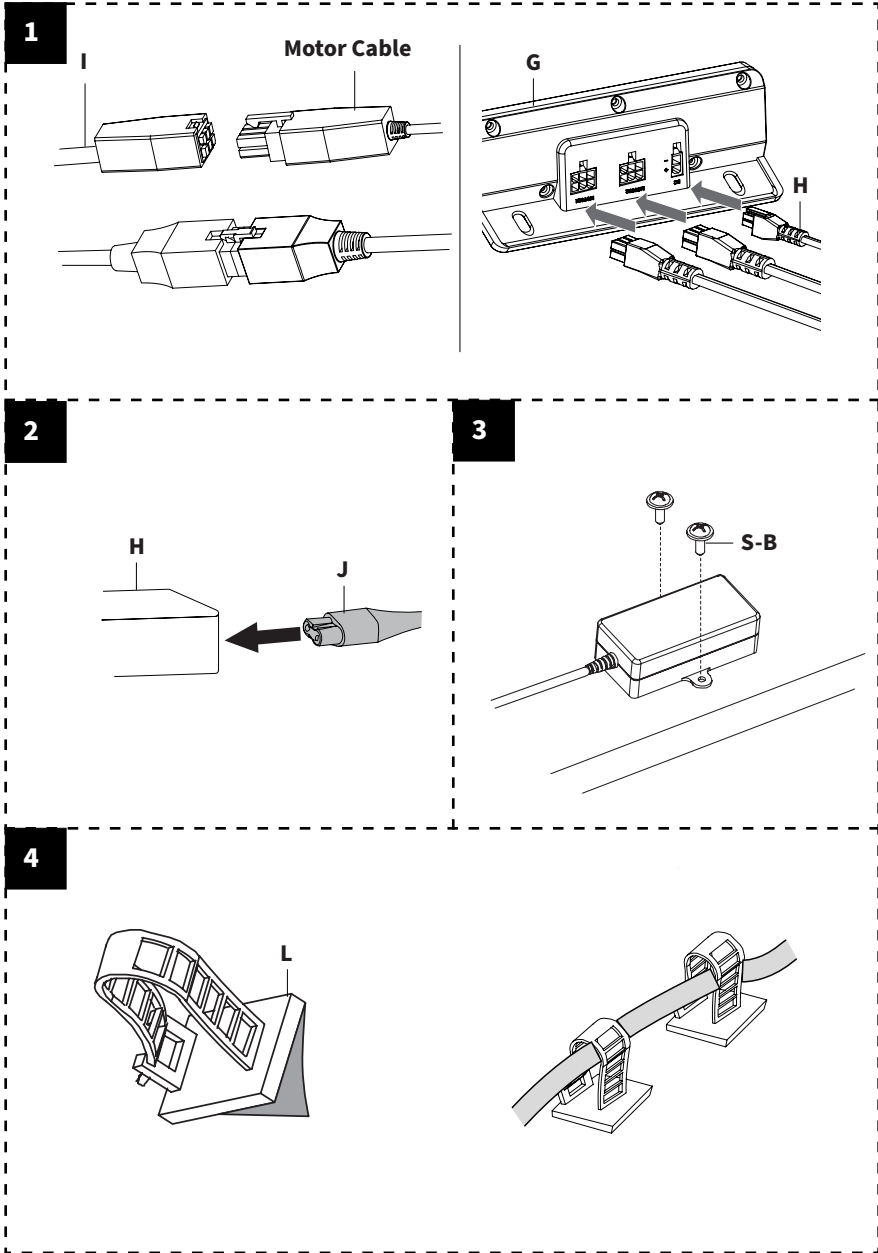
J (x1)
Power Cable



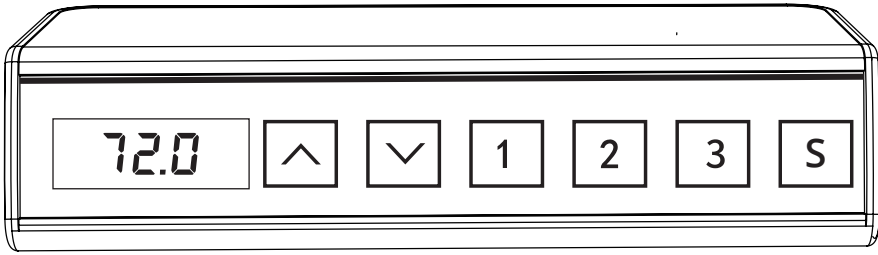
H (x1)
AC Power Block



S-B (x2)
ST5x15mm Screw



LED CONTROLLER



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.



Program Button

See *Programming a Memory Setting* below.



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. To program, press and hold the **S** button until the **LED Panel** flashes. Then press the number key that you want to be assigned to that height.

Reset Process

Press and hold . The display will show **RES** and the legs will move to their lowest setting. When the desk no longer lowers, you can release button.

Error Codes:

CODE	Description/Solution
HOT	Overheated: 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	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 RESET process before proceeding with height adjustments.
E20	Overload Warning: The 154lbs/70kg 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.
E02	Operation Warning: If vibration, collision, or incline is detected the desk will stop raising/lowering. If the warning in error, follow the RESET process before attempting height adjustments.
E32	<p>Overvoltage Warning: The input voltage is too high. If correct AC adapter is being used, 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.</p> <p>If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance</p>
E31	<p>Undervoltage Warning: The input voltage is too low. If correct AC adapter is being used, 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.</p> <p>If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance</p>
E60	Uneven Desk Legs: This code will display when uneven desk legs are detected. Unplug your desk from the wall and check whether the legs are even with each other. If not, repeat STEP 3 and ensure legs are level. Restore power to the desk.

CHANGE DISPLAYED HEIGHT UNIT

Press and hold **[S]** until **5--** shows and flashes. Press **[S]** again and the display will show **UN**.

Press **[S]** to select. Press **[^]** or **[v]** to switch between **SI** (cm) and **IN** (imperial/").

To save your selection, press **[S]** again.

COLLISION DETECTION

Press and hold **[S]** until **5--** displays and flashes. Press **[S]** again and the display will show **UN**.

Use **[^]** or **[v]** to switch to **CF** and press **[S]** to select. Press **[^]** or **[v]** to switch between **OFF**,

L (low), **N** (Normal), and **H** (heavy) collision force detection. Press **[S]** to save your selection.

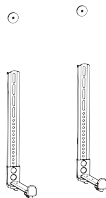
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CHECK OUT OTHER GREAT PRODUCTS FROM



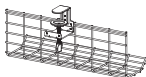
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We offer a wide array of home & office products to fit your needs. From height adjustable desks to monitor mounts to keyboard trays and more!



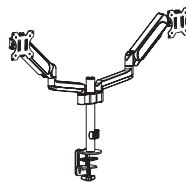
SPEAKER MOUNTS & STANDS

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



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?

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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



Need Help? Get In Touch

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