V·I·V·O

Electric Single Motor Desk Frame

DESK–V1O2E Series

Assembly Manual

Individual Product SKUs

DESK-V102E
DESK-V102EW

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	**Chat with Live Agent**	**Give Us a Call**
help@vivo-us.com	www.vivo-us.com	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-v102e

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.
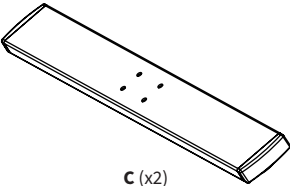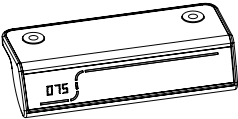- OUTDOOR USE IS PROHIBITED.
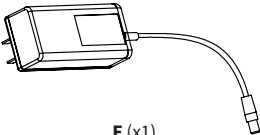
Package Contents
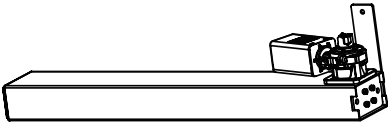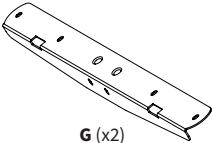
A (x1)
Motorized Leg
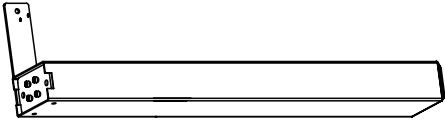
B (x1)
Leg

C (x2)
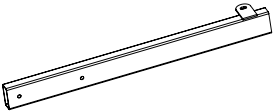Feet

D (x1)
Sync Rod

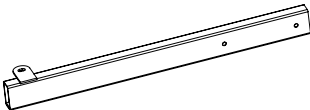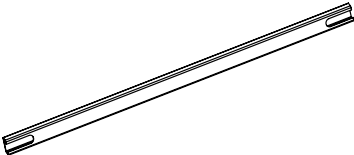**E** (x1)
Control Panel

F (x1)
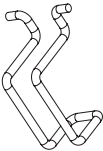Power Cable

G (x2)
Side Bracket

H (x1)
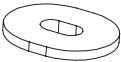Left Crossbar

I (x1)
Right Crossbar

J (x1)
Inner Crossbar
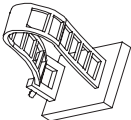
K (x3)
Cable Clip

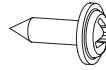**L** (x2)
Hook

M (x12)
Rubber Pad

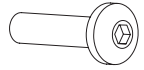## Included Hardware & Tools

S-A (x14)
M6x11mm Screw

S-B (x5)
M8x18mm Screw

S-C (x14)
ST5x15mm Screw

S-D (x9)
M6x35mm Screw

T-A (x1)
2mm Allen
Wrench

T-B (x1)
5mm Allen
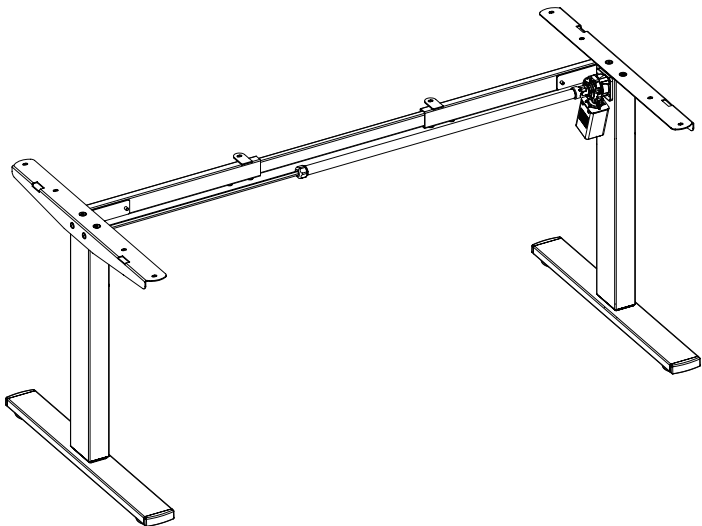Wrench

Extra hardware has been included.

Tools Needed:

**Phillips
Screwdriver**

Drill

Weight Capacity:

**220lbs
(100kg)**

User Guide

Desk Frame Assembly

pg. 7-14

Control Panel Instructions
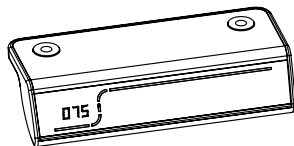
Assembly Steps

STEP 1

Attach the Left Crossbar **(H)** to Leg **(B)** and Right Crossbar **(I)** to the Motorized Leg **(A)** using M6x11mm Screws **(S-A)** and 5mm Allen Wrench **(T-B)**.

Tab

Ensure the metal **Tabs** are pointing away from the Legs.

T-B

S-A

A

I

B

H
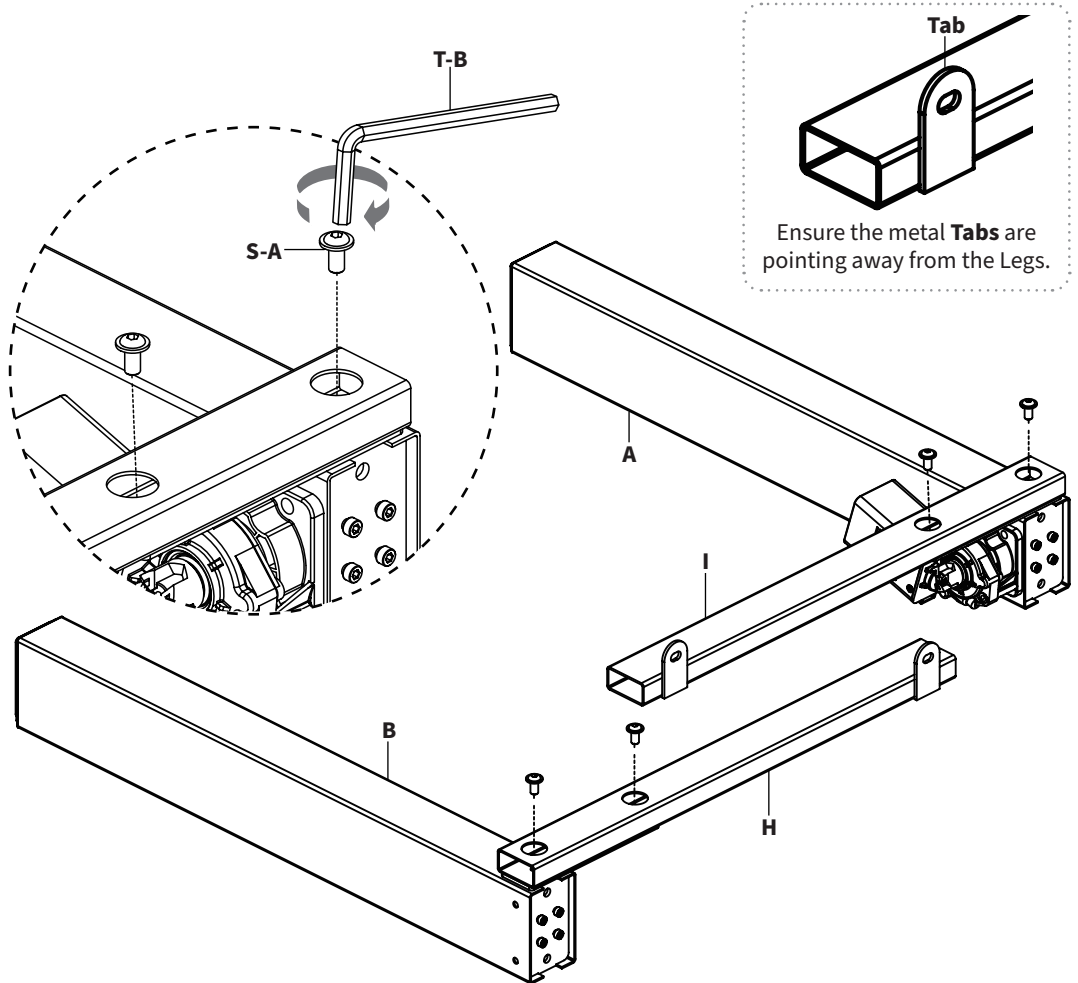
STEP 2

2.1 Place the Side Brackets **(G)** onto the Legs **(A,B)** facing inwards with the **Inset Holes** on top. Loosely attach Side Brackets using M8x18mm Screws **(S-B)** through the top holes using 5mm Allen Wrench **(T-B)**.
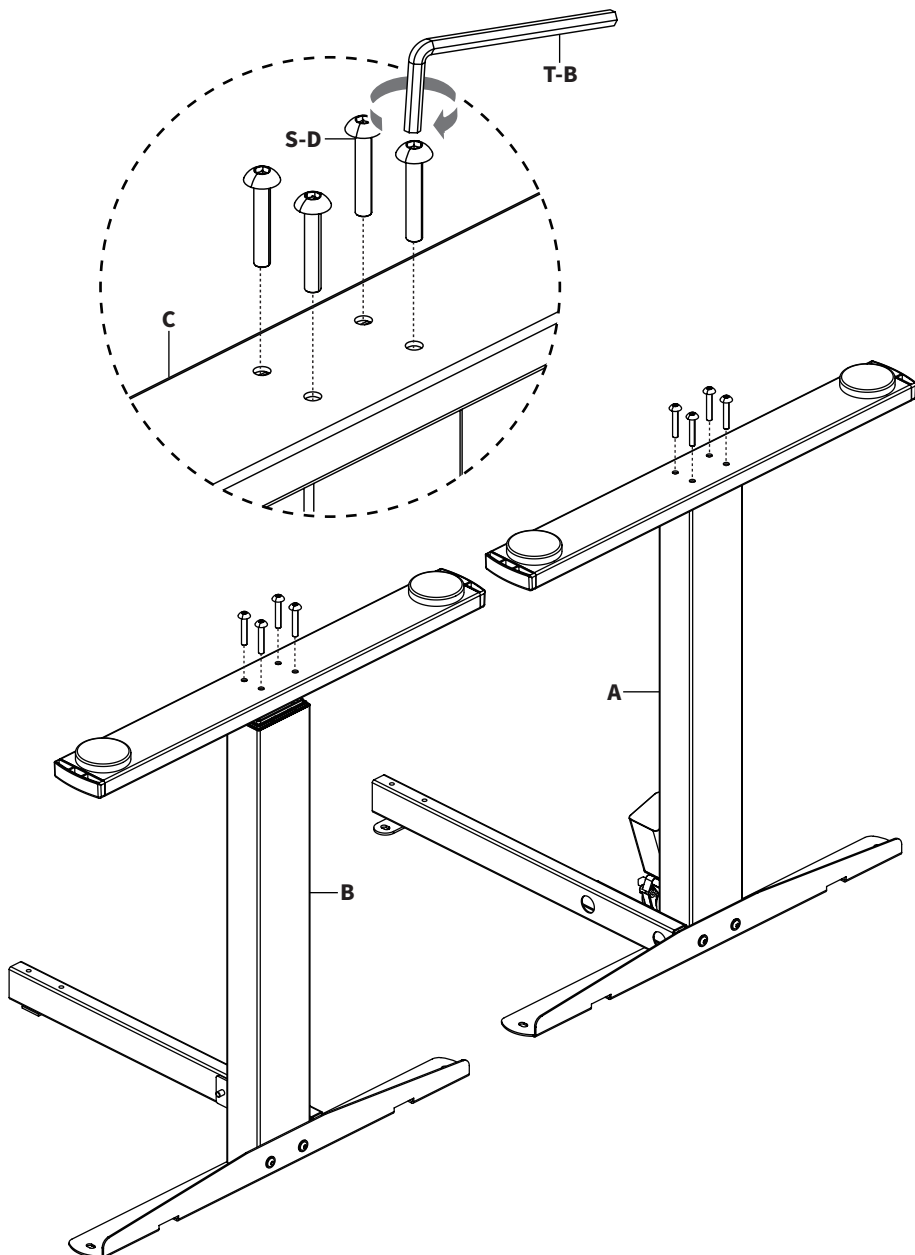
2.2 Secure the Side Brackets **(G)** using M6x11mm Screws **(S-A)** through the side holes using 5mm Allen Wrench **(T-B)**.

2.3 Tighten the M8x18mm Screws **(S-B)** from **2.1** using 5mm Allen Wrench **(T-B)**.
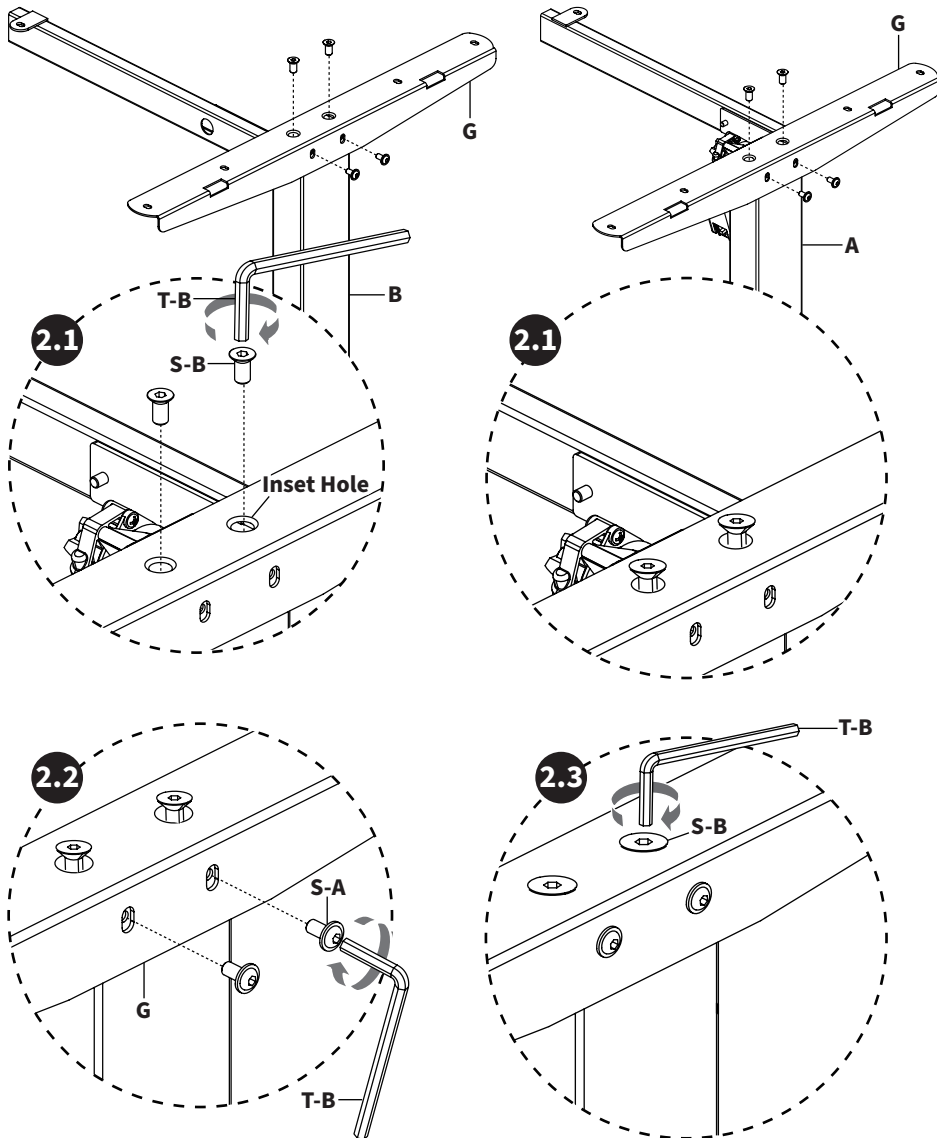
STEP 3

Attach the Feet **(C)** to the Legs **(A,B)** using the M6x35mm Screws **(S-D)** and 5mm Allen Wrench **(T-B)**.

Insert the Inner Crossbar **(J)** into the **Left Assembly** and into the **Right Assembly**.

Slot

Ensure the **Slots** on Inner Crossbar are facing inward.

J

Right Assembly

Left Assembly
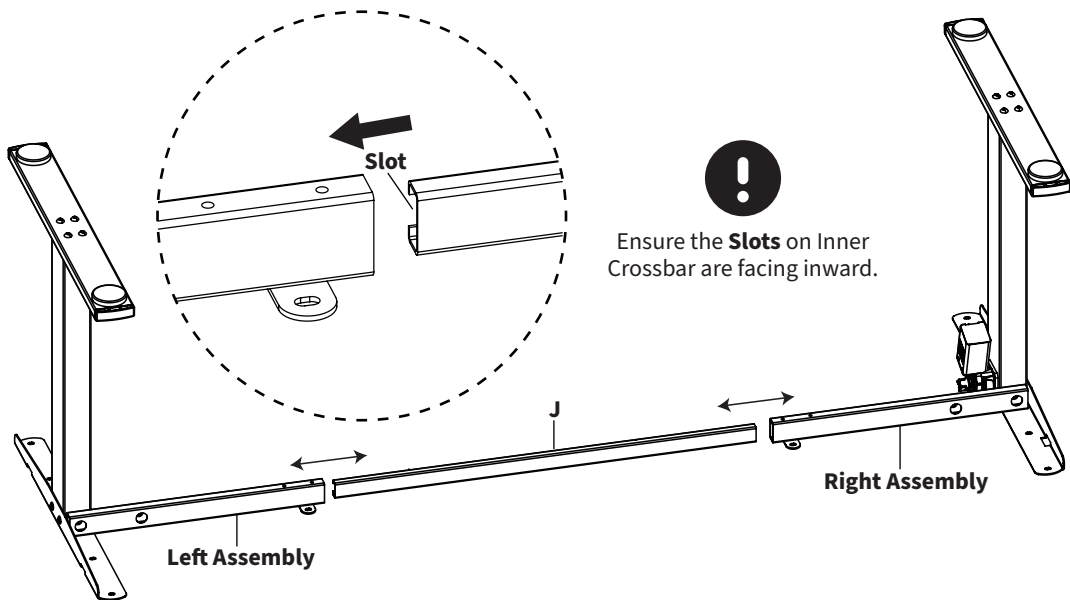
Partially thread M6x11mm Screws **(S-A)** into the Left and Right Crossbars **(H,I)** using 5mm Allen Wrench **(T-B)**.
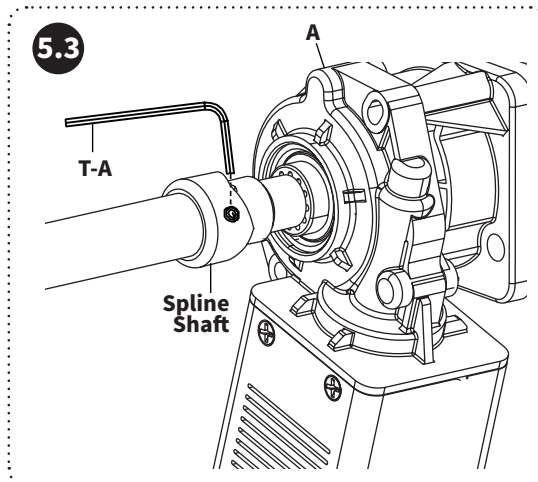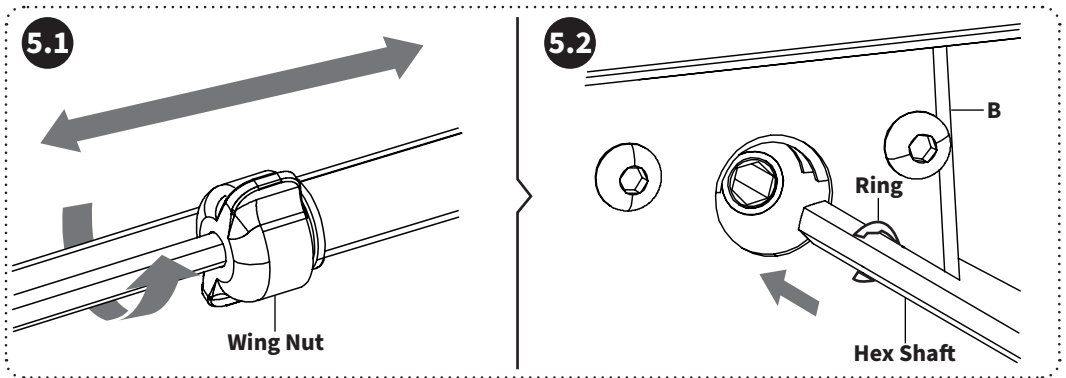
T-B

S-A

I

H
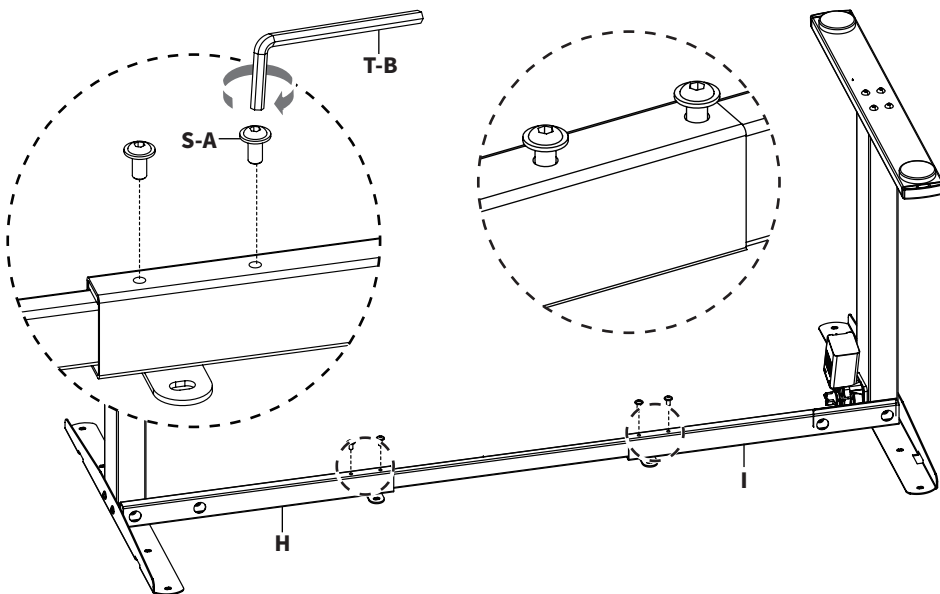
STEP 5

5.1 Loosen the **Wing Nut** on the Sync Rod **(D)** so that it freely extends.

5.2 Fully insert the **Hex Shaft** into Leg **(B)** so that the **Ring** makes contact.

5.3 Extend the **Spline Shaft** to fit into the Motorized Leg **(A)**. Tighten the set screw using 2mm Allen Wrench **(T-A)**. Leave the **Wing Nut** loosened.
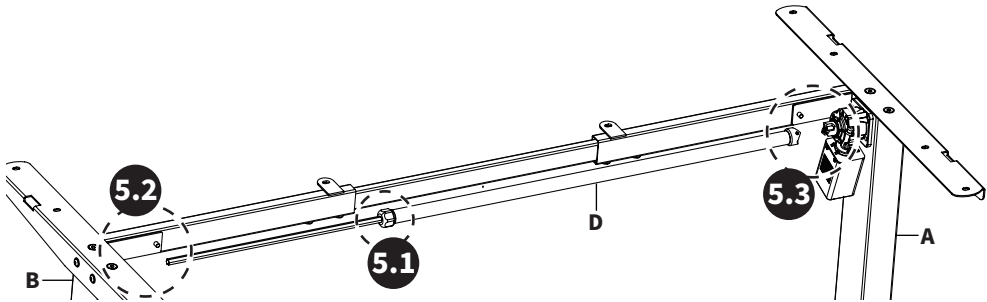
STEP 6

Insert the Rubber Pads **(M)** into the holes on Side Brackets **(G)** and Left and Right Crossbars **(H, I)**.
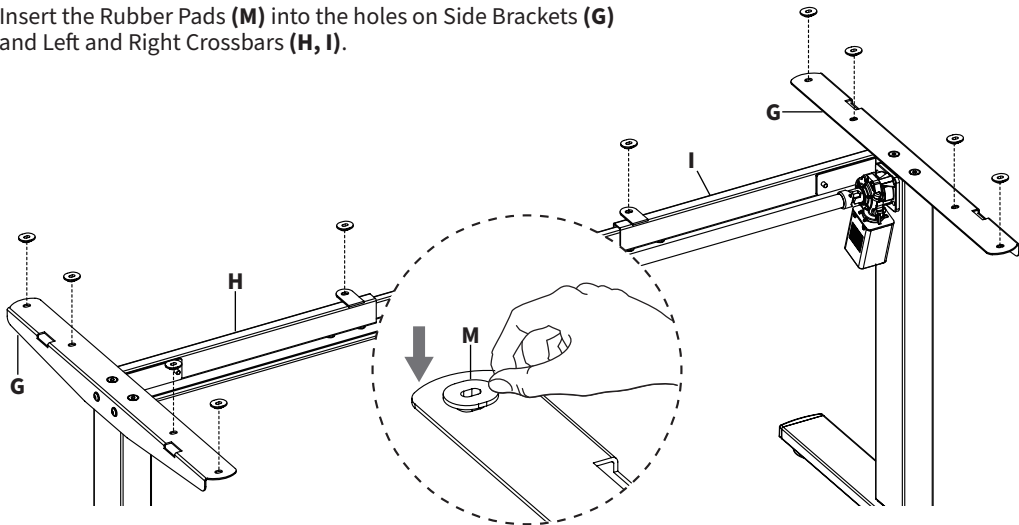
Pinch together the ends of Hooks **(L)** and insert into the slots on Side Brackets **(G)**.
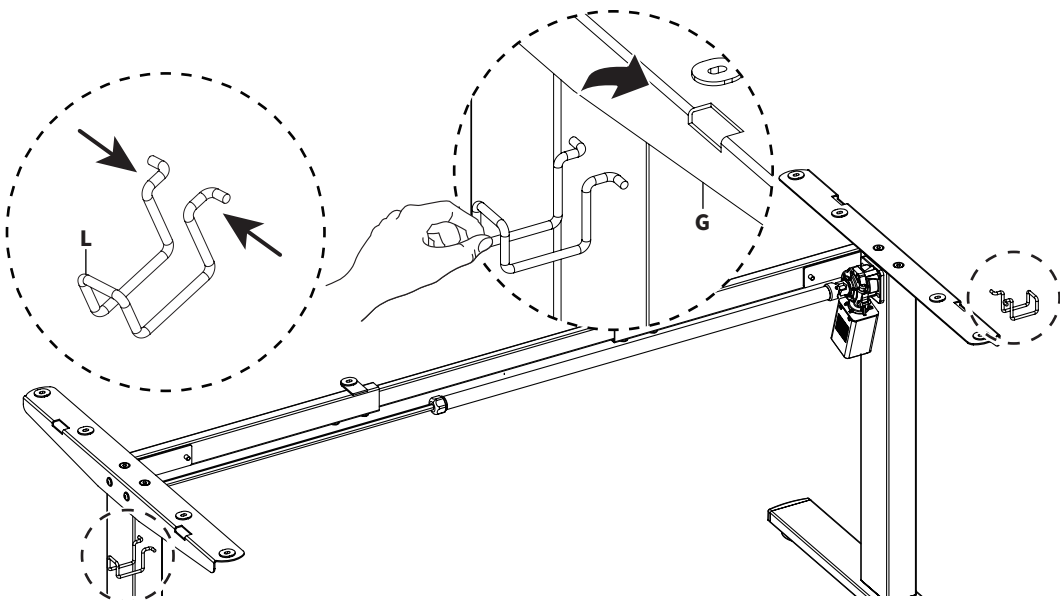
Before Proceeding
Follow the instructions included with your desktop (not included) to assemble your desktop.

For VIVO Desktops

7.1 Flip the desk frame upside down onto the desktop and extend the frame until the holes on the Side Brackets **(G)** line up with the pilot holes on the desktop.

7.2 Attach the frame and Control Panel **(E)** to the desktop using ST5x15mm Screws **(S-C)** through the Side Brackets **(G)** and Crossbars **(H,I)** using a Phillips screwsdriver or drill.
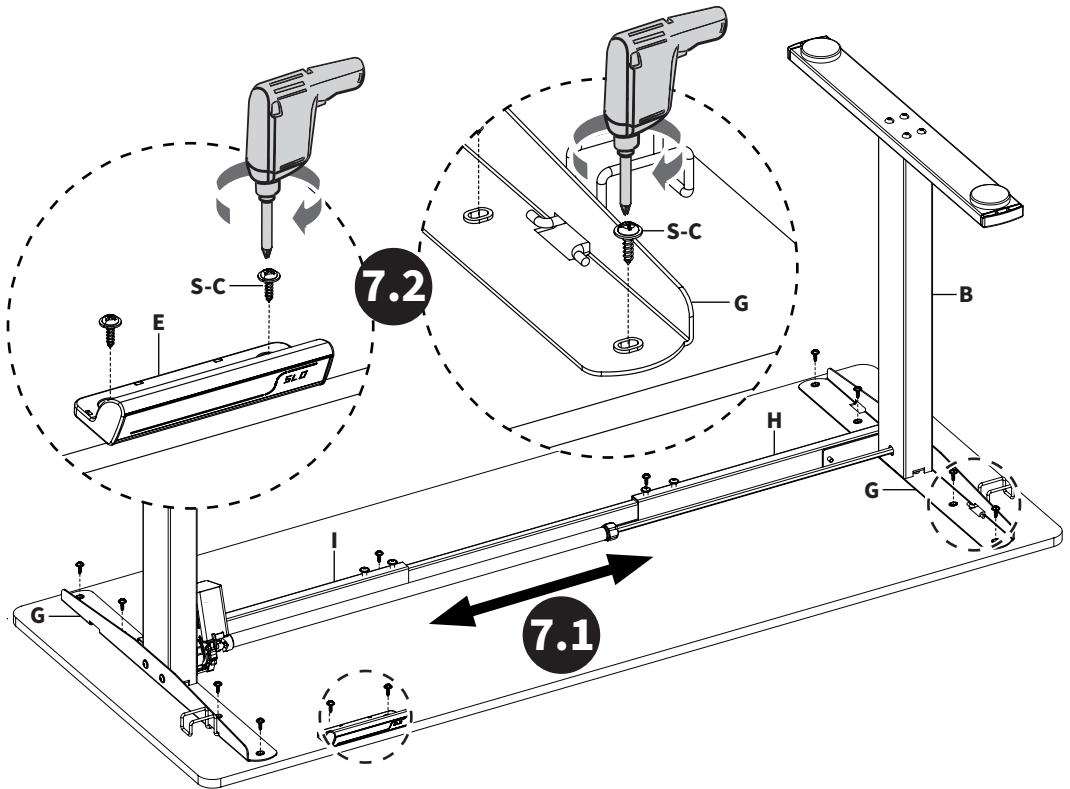
For Non–VIVO Desktops

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

Drill Bit: 1/8" (3mm)

Hole Depth: 0.4" (10mm)
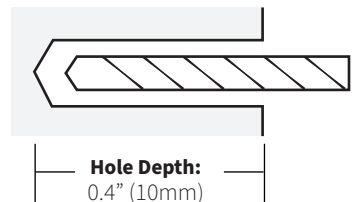
STEP 7 - Cont'd

Secure the Inner Crossbar **(J)** by tightening the previously installed M6x11mm Screws **(S-A)** using 5mm Allen Wrench **(T-B)**. Tighten the **Wing Nut** on the Sync Rod **(D)**. If the Sync Rod has disconnected, insert back into Leg **(B)**.
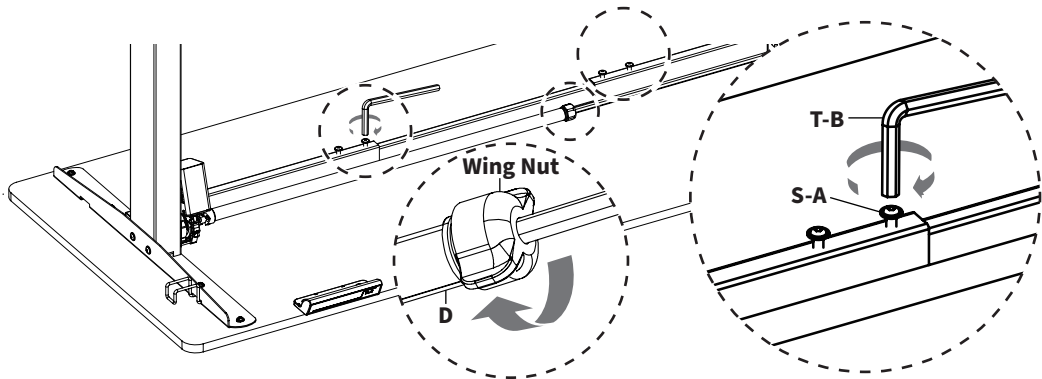
STEP 8

Plug the Power Cable **(F)** and the cable from the Motor **(A1)** into the Control Panel **(E)**. Remove adhesive backing from Cable Clips **(K)** and place them on the underside of desktop to route cables.
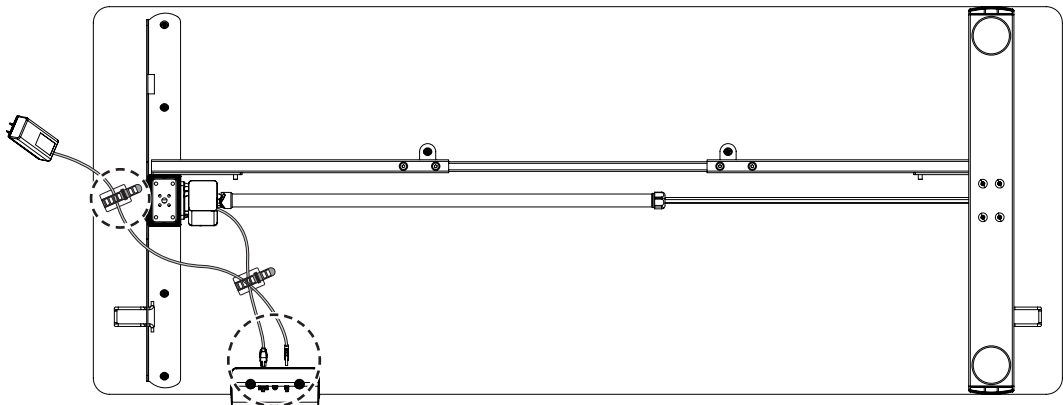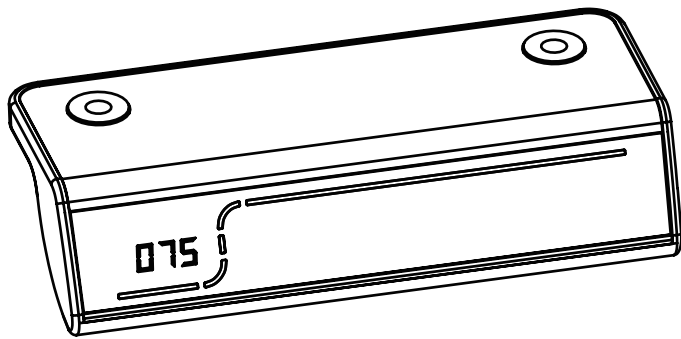
Controller
Overview & Troubleshooting

Controller Manual
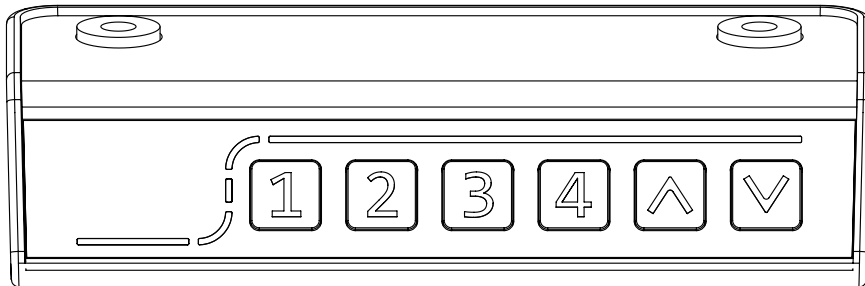
Standard Operation

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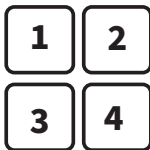
Memory Settings
Use these settings to save and return to your desired height. These can be used to save a sitting and standing height for easy sit-to-stand transitions.

Programming a Memory Setting
Use the arrow keys to adjust the desk height. To program, press and hold the desired Memory Button. For example, press and hold the **1** button until "H1" displays. Height is now saved.

Once the height is saved, quick press the corresponding **Memory Setting** Button to return to that position.

Troubleshooting

Reset Process

If the height of the desk does not match the displayed height, the desk will need to be reset. Unplug the desk for 10 seconds, then plug it back in and lower the desk to its lowest position. Press and hold $\boxed{\vee}$ for 10 seconds. 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 18mins 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 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.
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	**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. 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. If the 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. If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance

Custom Programming

Change Displayed Height Metric

To switch between inches and Centimeters, press and hold buttons 1 & 3 for 2 seconds. Repeat process to switch again.

Child Safety Lock

To activate the child safety lock, press and hold buttons 1 & 2 for 2 seconds. LOC will be displayed when controller is locked, and normal display height will show when unlocked. Repeat process to switch back.

Collision Force Detection (CF)

To change the sensitivity of the Collision Force Detection, press and hold buttons 1 & 4 for 2 seconds until the display shows "H". Press up or down to select "OFF", Low (L), Normal (n) or Heavy (H) collision force detection. Wait for 2 seconds to save the setting.

Brightness Adjustment

To adjust the control panel brightness, press and hold the 3 and 4 button for 2 seconds until "L", "n" or "H" is displayed. Use the up and down arrow buttons to select the desired brightness level.
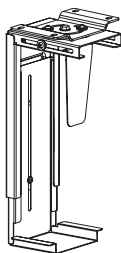
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Better Products for a Better Workspace Experience

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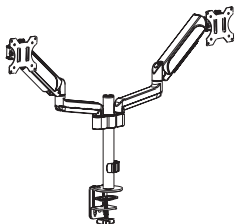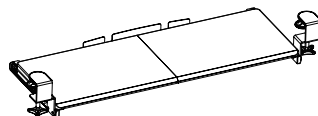
Monitor Mounts

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.

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