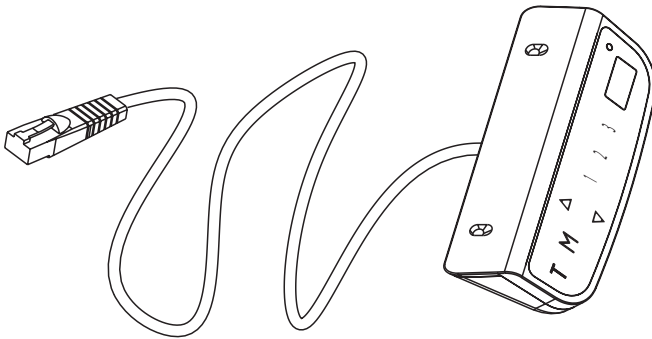




Black Electric Dual Motor Desk Frame Controller Instruction Manual



SKU: DESK-V103E Controller



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<https://vivo-us.com/products/desk-v103e>

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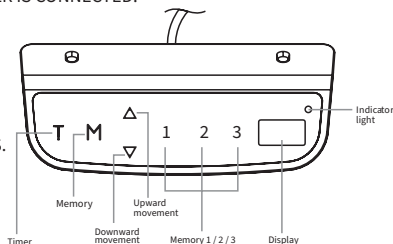
WARNING!

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 and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly, or inappropriate use.

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.



OPERATING CONTROL PANEL

When the system is powered on, you will hear a beep and the existing desktop height will be displayed on the control panel.

Sleep Mode

After resting for 10 minutes, the screen will turn off to prevent accidental operation. Touch the screen to exit sleep mode and operate the desk.

Height Adjustment: Press and hold the up or down arrow until the desk reaches the desired height. Press and release the arrow quickly for minor adjustments.

Timer: To set the timer, press “T”. The display will flash “0.5h” representing 30 minutes. Press “T” repeatedly to increase 0.5 hours at a time. The maximum timer setting is 2 hours. The timer is set when the display stops flashing and the light in the top right corner of the controller is on. When the timer has reached the set time, a beep will sound reminding the user to adjust the working position. Once the timer setting has expired (5 beeps), the unit’s timer is canceled. To deactivate the timer, press “T” five times or until the current height is displayed and the light in the upper right corner is turned off.

Memory Setting: To store a certain height in the controller’s memory, first press “M”. The letter “S-” will be displayed. Now press “1”, “2” or “3” within five seconds to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the three height settings by pressing the corresponding button. Touching any button (except for “T”) will stop the automatic adjustment.

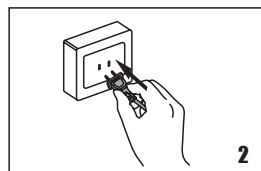
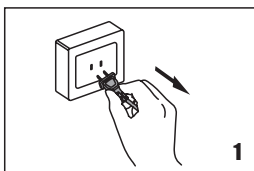
Changing between CM and INCH: The preset measurement shown on the display is cm. If you would like to change cm to inch, then press “T” for at least 3 seconds. The controller will beep twice when changed to inch. Repeat to switch back from inch to cm, and the controller will beep once.

Reset Mode: Press and hold the up and down arrows together until the desk beeps and moves to the fully lowered position (do not release until the process is complete).

TROUBLESHOOTING

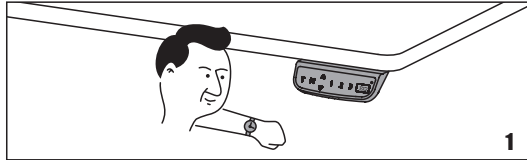
E01/E07 Troubleshooting

The system has experienced unusual electrical problems. Disconnect the power first, then wait for 30 seconds (until the display stays off) and reconnect.



HOT Troubleshooting

The system is overheating. Allow your desk to cool down and remain idle for approximately 18 minutes.



CODE	DESCRIPTION	RESOLUTION
E02	Uneven leg height	Reset the desk
E04	Control panel connection error	Check the connection then reconnect desk power
E05	Collision detected	Release button and clear obstructions
E06	Electrical problem	Replace the control unit
E08	Uneven desktop	Reset the desk and ensure weight is evenly distributed
E11	Motor 1 not connected	Check connection to control unit (M1)
E12/E22	Abnormal electrical current	Replace the control unit
E13	Motor power wire damaged	Replace the motor cable (M1)
E14	Motor sensor wire damaged	Replace the motor cable (M1)
E15	Short circuit in motor 1	Replace the motor (M1)
E16/E26	Motor problem	Reset the desk
E17	Motor 1 running in reverse	Replace the motor cable (M1)
E18/E28	Overload	Remove excess weight from the desk
E21	Motor 2 not connected	Check connection to control unit (M2)
E23	Motor power wire damaged	Replace the motor cable (M2)
E24	Motor sensor wire damaged	Replace the motor cable (M2)
E25	Short circuit in motor 2	Replace the motor (M2)
E27	Motor 2 running in reverse	Replace the motor cable (M2)
E42	Memory function failure	Replace the control unit
E43	Collision sensor failure	Replace the control unit
RSR/RST	Reset failure	Complete reset process to clear error

CUSTOM PROGRAMMING

To enter the custom programming menu, press and hold “M” and “T” together for 5 seconds. The controller will beep once and display “S-1”. If no action is taken for more than 10 seconds, the controller will automatically exit the menu. Unsaved settings may be canceled by pressing “T”. The following instructions assume the controller is in the “S-1” state.

Minimum & Maximum Height Settings

To set a minimum height limit

1. Press “M” once, then press the up or down arrow to set your desired min. height.
2. Press “M” to save. “L-S” will be displayed if successfully saved, or “L-F” shows if failed.
Note: Default min. height is 62cm (24.4”), and the adjustable range is 62-118cm (24.4”~46.4”).

To set a maximum height limit

1. Press the up or down arrows until “S-2” is displayed.
2. Press “M” once, then press the up or down arrow to set your desired max. height.
3. Press “M” to save. “H-S” will be displayed if successfully saved, or “H-F” shows if failed.
Note: Default max. height is 128cm (50.4”), and the adjustable range is 72-128cm (28.3”~50.4”).

Adjust the Anti-Collision Sensitivity (Current Sensor)

To set collision sensitivity for upward movement:

1. Press the up or down arrows until “S-3” is displayed.
2. Press “M” once, then press the up or down arrow to change the sensitivity level.
3. Press “M” to save. “S-S” will be displayed if successfully saved, or “S-F” shows if failed.
Note: Default sensitivity is 4, and the adjustable range is 0-8. (0: off, 8: maximum)

To set a downwards current sensitivity

1. Press the up or down arrows until “S-4” is displayed.
2. Press “M” once, then press the up or down arrow to change the sensitivity level.
3. Press “M” to save. “S-S” will be displayed if successfully saved, or “S-F” shows if failed.
Note: Default sensitivity is 4, and the adjustable range is 0-8. (0: off, 8: maximum)

To set collision sensitivity for the gyro sensor

1. Press the up or down arrows until “S-5” is displayed.
2. Press “M” once, then press the up or down arrow to change the sensitivity level.
3. Press “M” to save. “S-S” will be displayed if successfully saved, or “S-F” shows if failed.
Note: Default sensitivity is 4, and the adjustable range is 0-8. (0: off, 8: maximum)

Displayed Height with Desktop Thickness

1. Press the up or down arrows until "S-6" is displayed.
2. Press "M" once, then press the up or down arrow to set the desktop thickness.
3. Press "M" to save. "T-S" will be displayed if successfully saved, or "T-F" shows if failed.

Screen Lock Setting

1. Press the up or down arrows until "S-7" is displayed.
 2. Press "M" once, then press the up or down arrow to change the screen lock setting. (0: off, 1: on)
 3. Press "M" to save. "A-S" will be displayed if successfully saved, or "A-F" shows if failed.
- When screen lock is enabled, the display will read "- - -" after resting 60 seconds. Press and hold "M" for 3 seconds to unlock. Screen may be locked before 60 seconds by holding "M" again for 3 seconds.

To Save the Customized Settings at one time

After adjusting one setting, press "T" to go back and enter another setting. Once finished, press "M" to save all settings.

To Reset the Customized Settings

Press "M", "T" and the up arrow simultaneously for 5 seconds. The controller will beep to indicate settings have been successfully reset.

NOTES

- Self-protection function: The unit will enter a protective mode should the system operate in excess of 2 minutes with "HOT" on the controller display. The system will return to normal operation after approximately 18 minutes.
- Over-current protection mode: While operating, should the load on the desk exceed rated specifications, the system will enter into over-current protection mode to protect the system from damage.
- Do NOT remove or reconnect power to reset the unit when in a protective or "HOT" state, as this may damage the electronics.



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AVG. RESOLUTION TIME (within office hrs): **5M 4S**



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AVG. RESOLUTION TIME (within office hrs): **< 15 M**



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AVG. RESPONSE TIME (within office hrs): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr