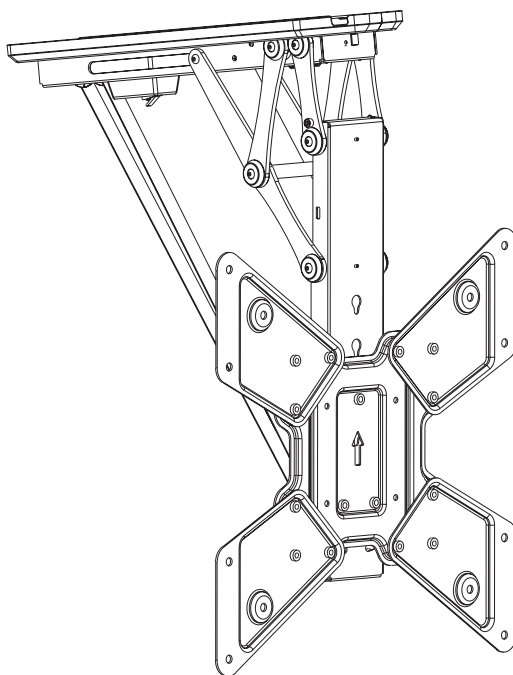




Electric Flip Down Ceiling TV Mount

SKU: MOUNT-E-FD55/W

Instruction Manual



ASSEMBLY VIDEO AVAILABLE:

Follow along step-by-step with our video walk through by scanning the QR code with your mobile device or by following the product link: vivo-us.com/products/mount-e-fd55



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



PRE-ASSEMBLY | BEFORE YOU BEGIN



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. 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.



CAUTION!

DO NOT INSTALL INTO DRYWALL ALONE. VERIFY YOUR WALL CONSTRUCTION. USE WOOD STUDS TO MOUNT. We include mounting for brick and concrete walls. If unsure, please contact us at vivo-us.com, email at help@vivo-us.com, or call us at 309-278-5303.

WEIGHT CAPACITY

DO NOT EXCEED WEIGHT CAPACITY. Failure to do so may result in serious injury.



66lbs
(30kg)



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/mount-e-fd55



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.

TOOLS NEEDED:

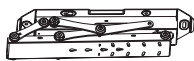


DIFFICULTY LEVEL



PACKAGE CONTENTS

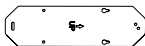
Please consult the parts list below and ensure you have everything you need to assemble your product. If parts are missing or damaged, **please contact us.**



A (x1)
Mount



B (x1)
VESA Plate



C (x1)
Ceiling Template



D (x2)
Decorative Cover



E (x2)
VESA Adapter



F (x2)
VESA Adapter



G (x1)
AC Adapter



H (x1)
Remote



I (x4)
Cable Tie



M-A (x4)
M5x14mm Screw



M-B (x4)
M6x14mm Screw



M-C (x4)
M6x30mm Screw



M-D (x4)
M8x30mm Screw



M-E (x4)
M8 Washer



M-F (x8)
Small Spacer



M-G (x8)
Large Spacer



W-A (x6)
Bolt



W-B (x6)
Anchor



W-C (x4)
Washer

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

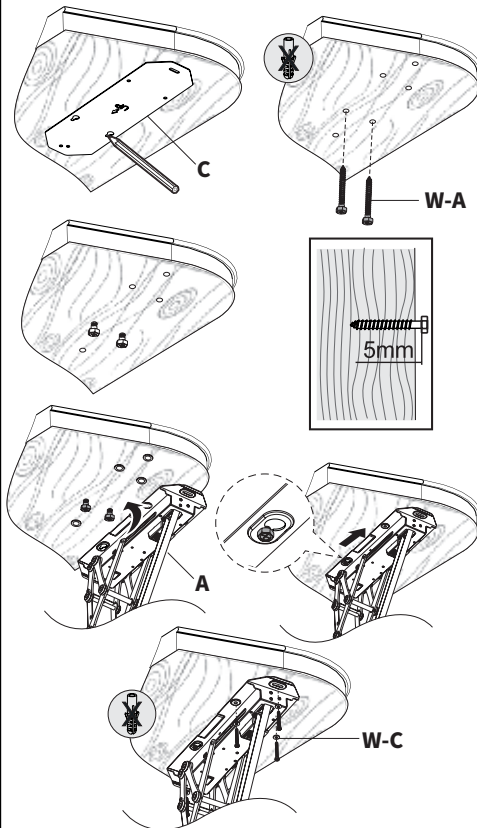


ASSEMBLY STEPS

STEP 1: Installing the Mount

OPTION A: Wood Ceiling

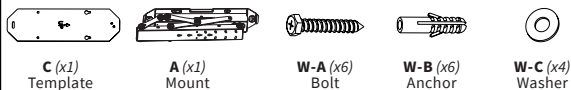
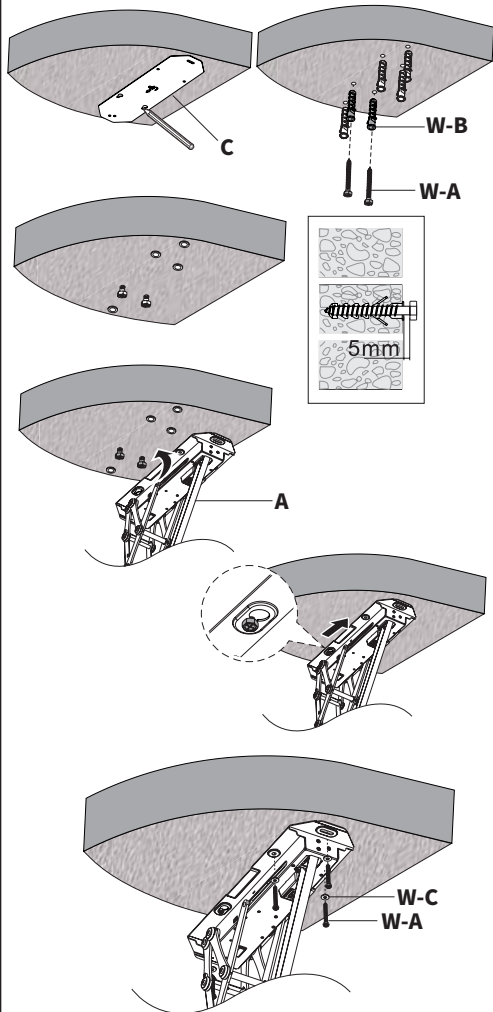
Using Ceiling Template (C), mark exact location of mounting holes. Drill pilot holes 2.2" deep using a 4.5mm drill bit. Insert two Screws (W-A), leaving a 5mm gap from ceiling. Hang Mount (A) so that the screws fit into the keyhole openings. Slide Mount (A) backward, then secure using additional Screws (W-A) with Washers (W-C).



NOTE: If mounting to a wood beam ceiling, ensure the front and back holes are used for the main support if mount is in line with the beam. If perpendicular to the beam, use keyhole openings for the main support. **Do NOT** use included Anchors (W-B) for wood or drywall.

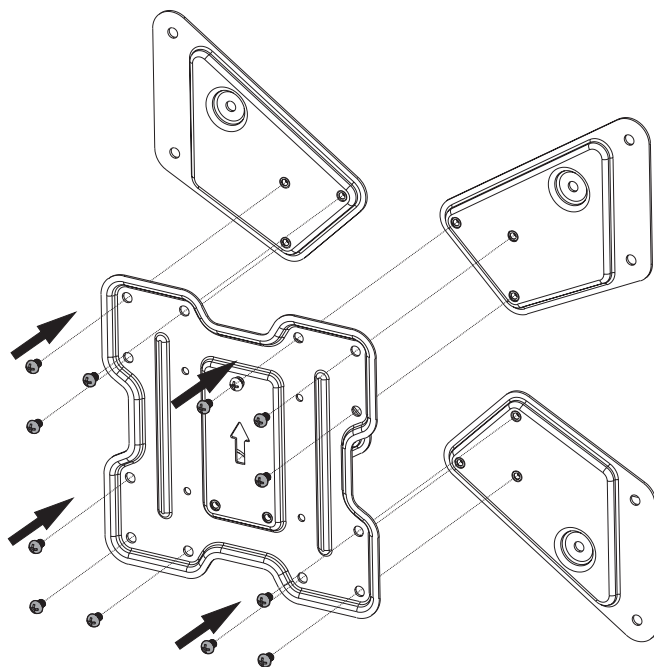
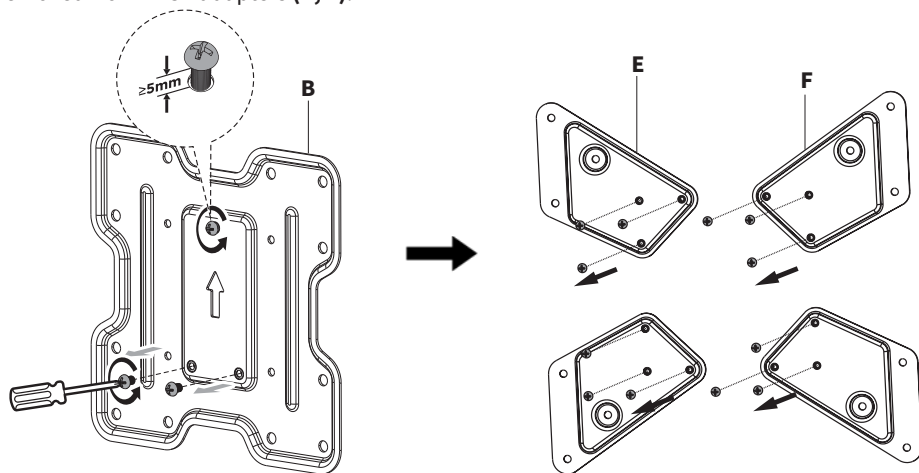
OPTION B: Concrete Ceiling

Using Ceiling Template (C), mark exact location of mounting holes. Drill pilot holes 2.4" deep, using a 10mm drill bit. Insert six Anchors (W-B), then tighten two Screws (W-A), leaving a 5mm gap from ceiling. Hang Mount (A) so that the screws fit into the keyhole openings. Slide Mount (A) backward, then secure using additional Screws (W-A) with Washers (W-C). Tighten all screws.



STEP 2: Installing Columns to the Base

Remove the two bottom screws from the VESA Plate (**B**) and set aside for later use. Loosen the top screw leaving at least 5mm of threads exposed. Remove the screws from VESA Adapters (**E, F**). Align VESA Adapters (**E, F**) with VESA Plate (**B**) and assemble, using screws previously removed from VESA adapters (**E, F**).



B (x1)
VESA Plate



E (x2)
VESA Adapter

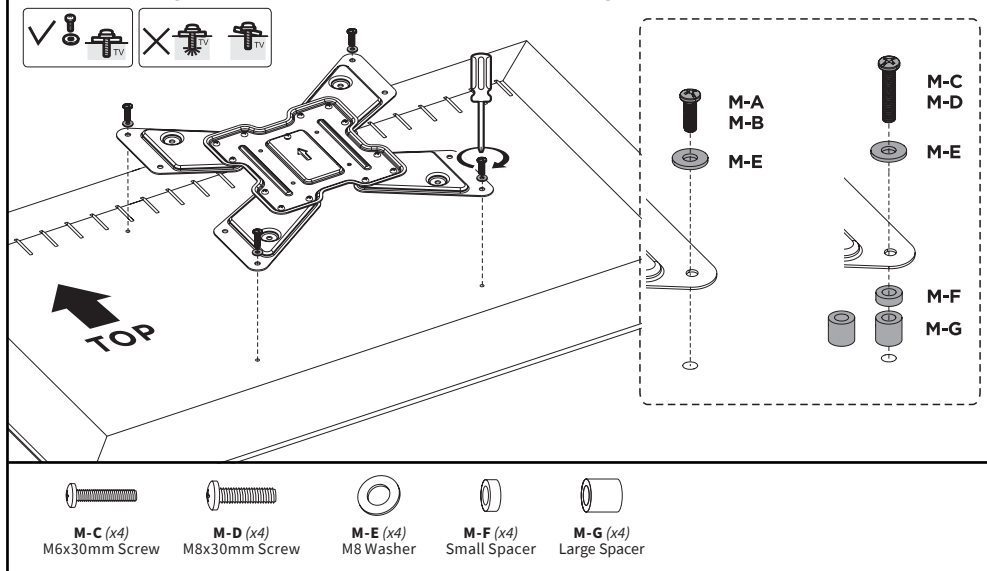


F (x2)
VESA Adapter

STEP 3: Installing the VESA Plate

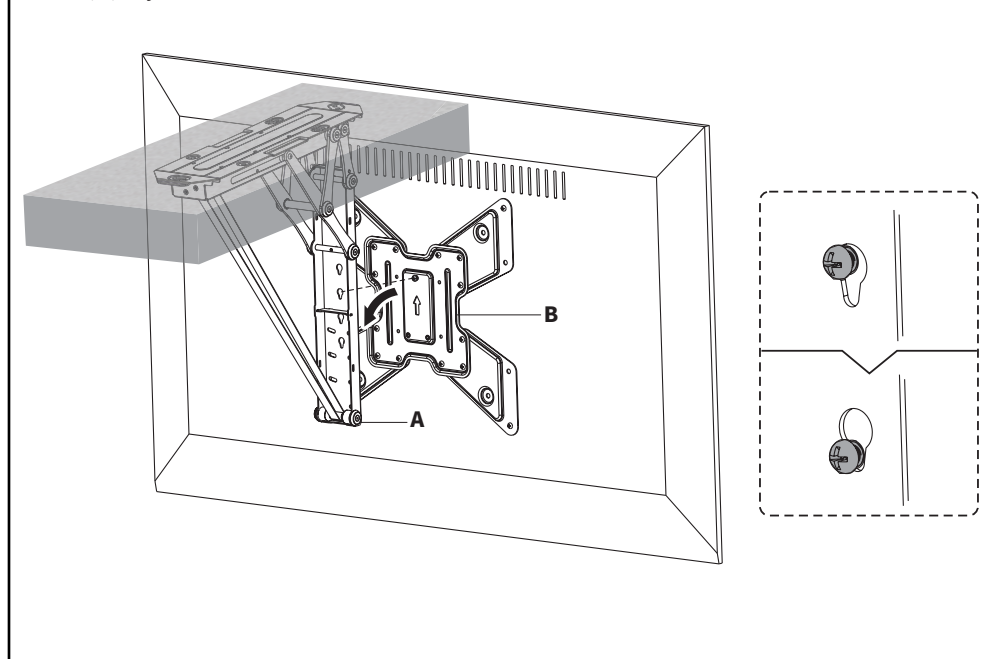
OPTION B: Curved/Recessed Back TV

Align the VESA plate assembly with the mounting holes in the back of the TV screen. Install VESA plate to TV using appropriate screws and washers according to your screen type.



STEP 4: Mounting the TV

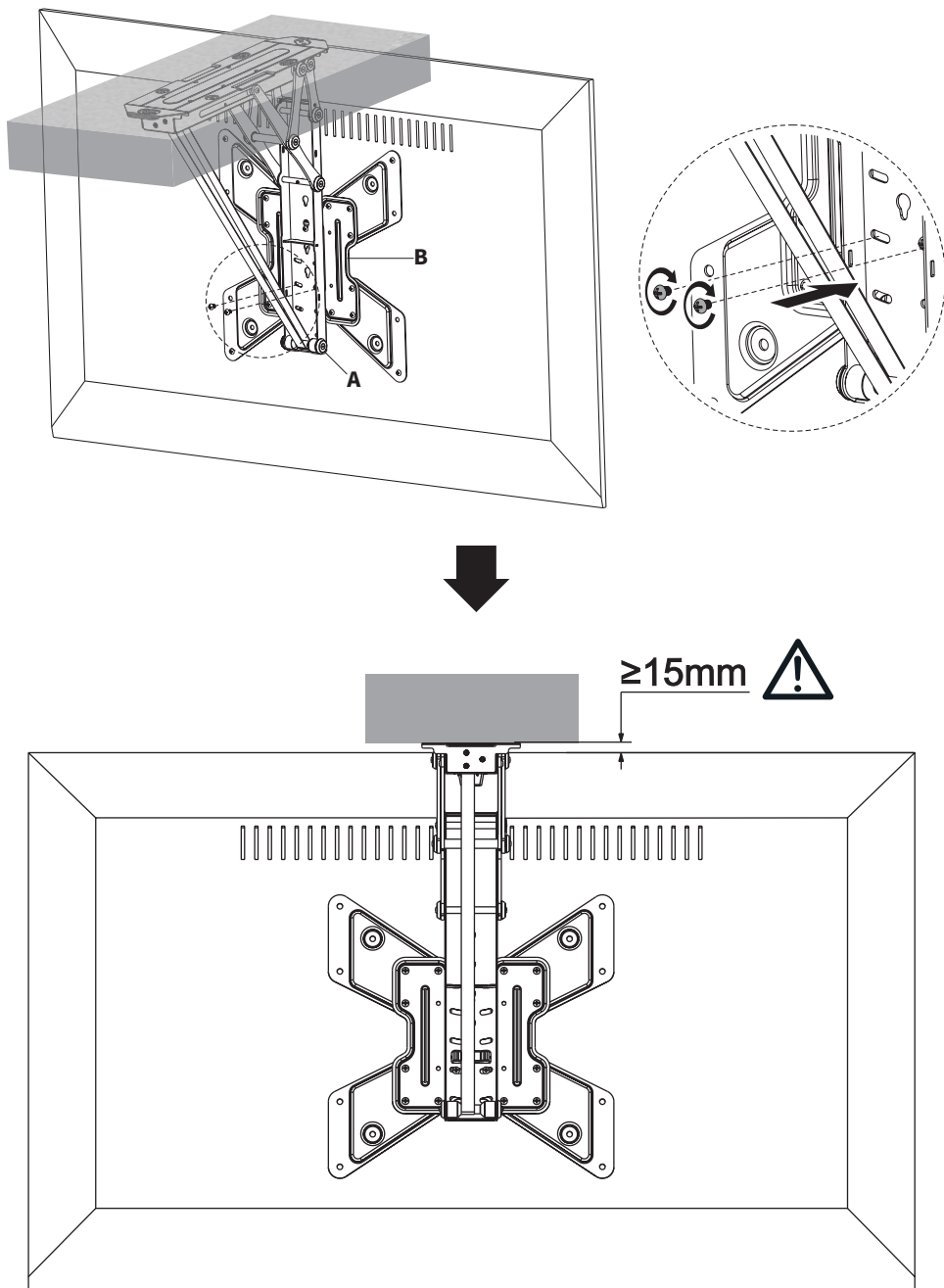
Hang VESA Plate (B) on Mount (A) by inserting the attached screw on VESA Plate (B) into the Mount (A) keyhole.



STEP 4: Mounting the TV (Continued)

Using screws previously removed from step 2, fasten VESA Plate (B) to Mount (A).

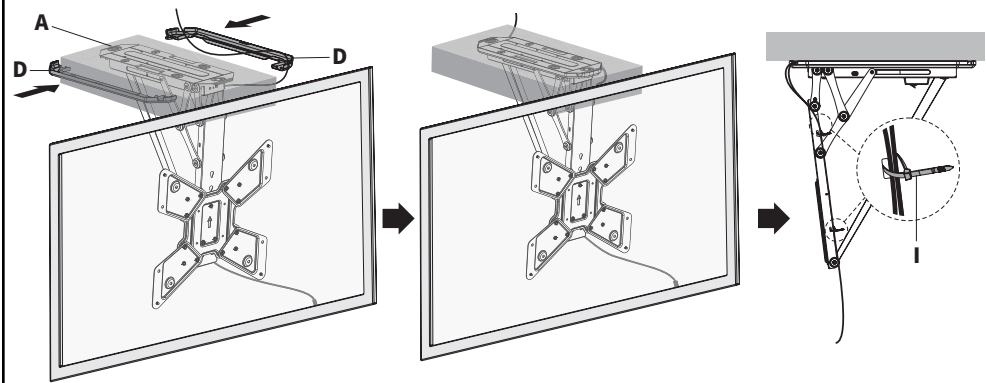
NOTE: Clearance between the ceiling and top edge of TV should be no less than 15mm when TV is in the fully lowered position



STEP 5: Cable Management

Run cables along edge of Mount **(A)**. Allow slack in cables for arm movement. Place Decorative Covers **(D)** over cables and snap into place. Using Cable Ties **(I)**, fasten cables.

NOTE: Keep cables clear from arm to avoid damage due to pinching.



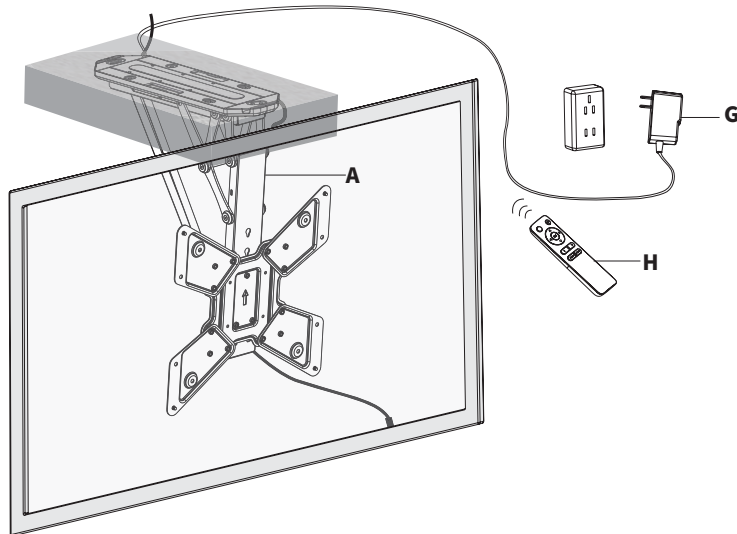
D (x2)
Decorative Cover



I (x4)
Cable Tie

STEP 6: Cable Management

Plug AC Adapter **(G)** into Mount **(A)**, and connect to an AC outlet. Use the Remote Control **(H)** manual for operating instruction. **NOTE:** Plugging AC Adapter **(G)** into an AC outlet prior to Mount **(A)** may cause a large spark when connecting to the mount.



G (x1)
AC Adapter



H (x1)
Remote Control



CHECK OUT OTHER GREAT PRODUCTS FROM



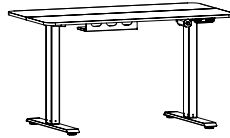
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We offer a wide array of home & office products to fit your needs. From height adjustable desks to monitor mounts to keyboard trays and more!



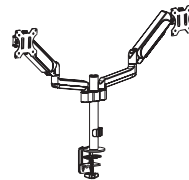
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Whether you're mounting a soundbar or surround sound system, we've got a mounting solution to fit your needs



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MONITOR MOUNTS

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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.





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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!



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



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