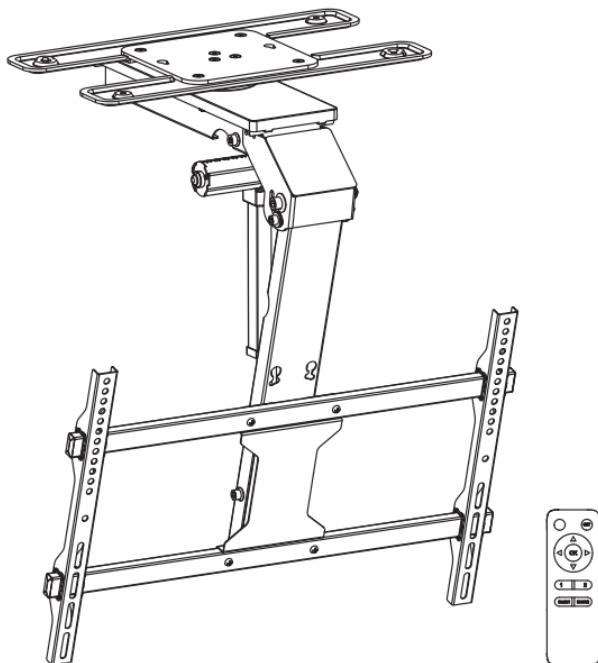


User Guide

kogan
.com



Kogan SmarterHome™ Motorised Flip Down TV Ceiling Mount

(Suitable for 37" - 75" TVs)

KATVSWC75LB

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Safety & Warnings

Read all safety notes and instructions before first use even if you are familiar with this product. Retain this user guide for future reference.


- Make sure the mounting surface is strong enough to support the product and any attached equipment.
- Do not exceed the maximum load capacity of 45kg.
- Always use an assistant or mechanical lifting device to safely lift and position heavy equipment.
- Tighten screws firmly but do not overtighten, as this can damage the product and reduce its holding strength.
- Keep a safe distance from moving parts during operation.
- Use the product only as intended. Do not stand, hang, or climb on it.
- Do not attempt to modify or reconstruct the power unit or control box.
- This product may contain small parts that are choking hazards. Keep away from children unless the product is specifically intended for their use and all instructions have been fully reviewed and understood.
- Check that the product is secure and safe to use at regular intervals, at least every 3 months.
- Closely follow the installation instructions. Improper installation may result in damage or injury.
- Safety gear and proper tools must be used. Installation should only be carried out by qualified professionals.
- This product is intended for indoor use only. Outdoor use may result in product failure and personal injury.
- Never exceed the rated weight capacity, as this may lead to instability and potential injury.
- Do not disassemble or modify the electronic components in any way.
- Ensure all components are accounted for before installation. If anything is missing, contact **help.Kogan.com** for support.

Electrical Safety Instructions

- Use only the supplied power cord. Do not substitute with any other cord.
- Do not disassemble or alter the power cord.
- If the power cord or plug becomes damaged, discontinue use immediately and contact **help.Kogan.com**.
- Do not use the product in wet or humid environments or if the electrical components have come into contact with liquids.
- Do not clean or disassemble the product while it is connected to an electrical outlet.
- Disconnect the power cord when the product is not in use and keep the plug out of reach of children.

VESA Compatible

200x100 200x200 300x200
400x200 300x300 400x300
600x200 400x400
600x300 600x400




75"
MAX

FLAT/CURVED



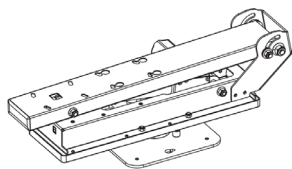
45kg
(99lbs)
RATED

Disposal



This marking indicates that this appliance should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

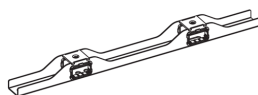
Components



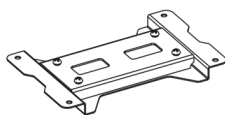
A Ceiling Mount



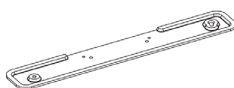
B TV Bracket
(Long) (x2)



C TV Bracket
(Short) (x2)



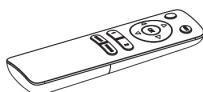
D Centre
Bracket



E Ceiling Mount
Bracket (x2)



F Template



G Remote Control



H Cable Tie (x4)



I Power
Adaptor



J Cable Guide (x3)



K M4x8 Screw (x4)



L M6x10
Grub Screw (x4)



M M6x10
Screw (x4)



N M6x25 Screw (x4)



O D6 Washer (x4)



P M6 Nut (x4)



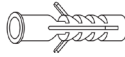
Q 3mm Allen Key



R 4mm Allen Key



W-A ST6.3x55 Screw (x4)



W-B Wall Anchor (x4)



W-C D6 Washer (x2)



M-A M6x14 Screw (x4)



M-B M8x16 Screw (x4)



M-C M6x30 Screw (x4)



M-D M8x35 Screw (x4)



M-E D8 Washer (x4)



M-F Small Spacer (x4)



M-G Large Spacer (x4)



User Guide

Tools Required



Pencil



Phillips Head Screwdriver



Step Ladder



Stud Finder



Ratchet & Sockets



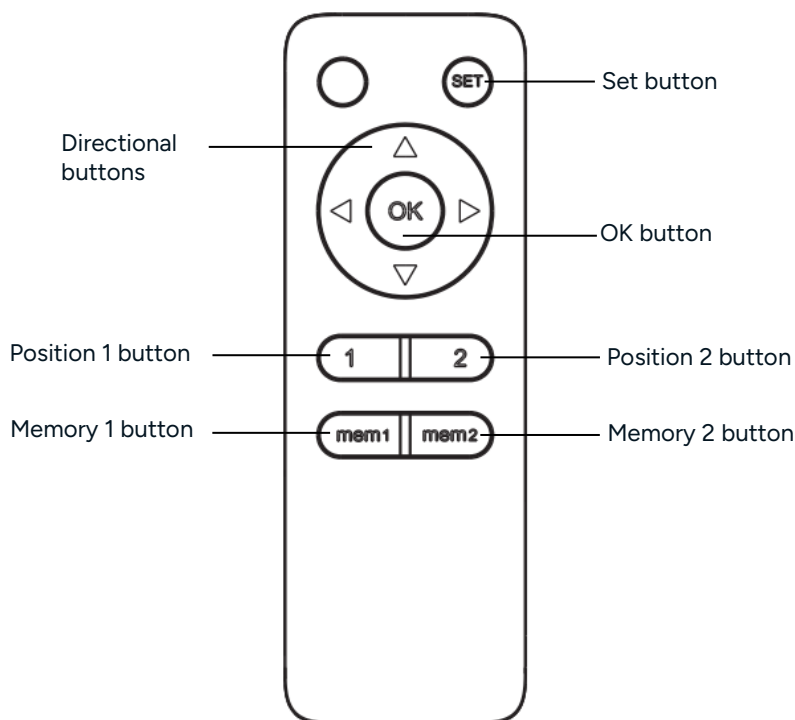
Drill & Drill Bit



Open Spanner

Overview

Remote

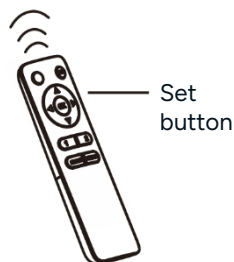
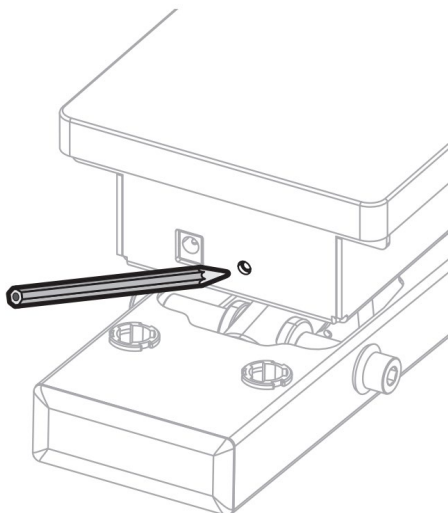


Pairing the Remote

1. Insert x2 AAA batteries (not included) into the remote **(G)**.
2. Connect the power adaptor **(I)** to the ceiling mount **(A)** and then using a pin or other small item (such as a paperclip) press the 'Code' button located on the side of the TV mount. The TV mount will emit a 'beep' indicating the control box is reading for pairing.
3. Press the 'Set' button on the remote, you will hear a series of 'beeps' for 10 seconds. When the unit stops beeping, the remote has been successfully paired to the ceiling mount.

Note:

The ceiling mount can be paired with up to 20 remotes. To clear all remote data and reset the SmarterHome™ app connection. Press and hold the 'Code' button on the TV mount for 5 seconds. The unit will emit 2 'beeps' to confirming it has been reset.



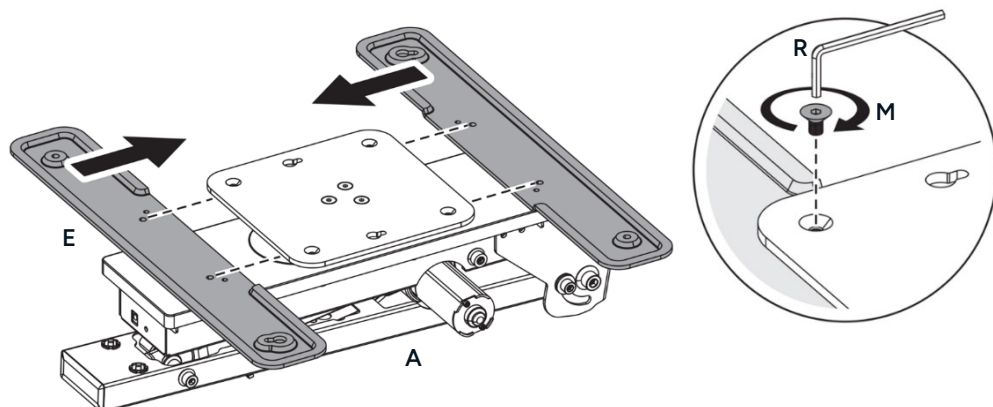
Installation

Step 1:

WARNING:

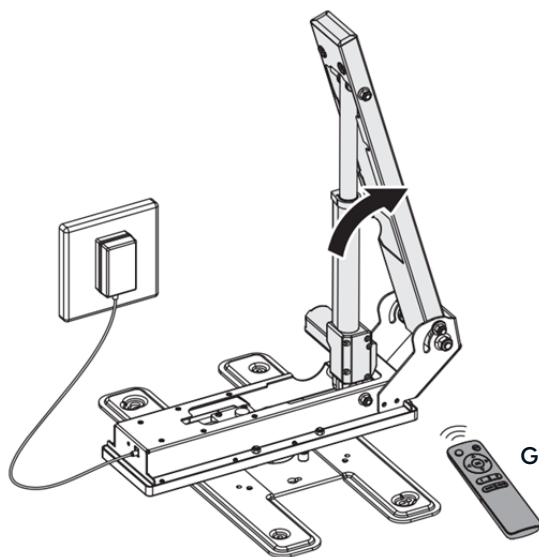
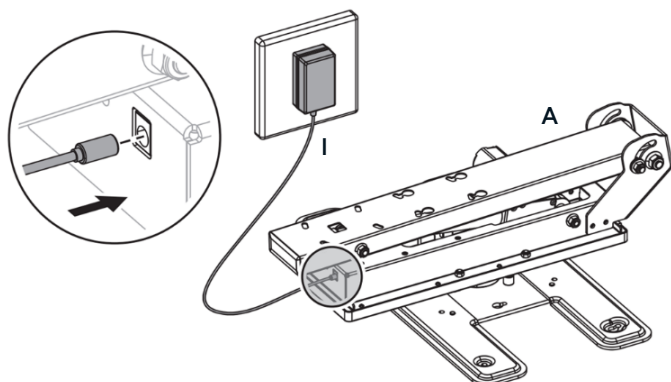
- Ensure the mounting surface will safely support the combined weight of the ceiling mount and all attached hardware.
- Do not exceed the maximum load capacity of 45kg.
- If you are not confident in installing this product or unsure as to what additional hardware you require, consult a licensed trade professional before proceeding.
- Installers are responsible for providing appropriate hardware when mounting to surfaces other than those specified.
- Installers must ensure that the supporting surface can safely support the combined weight of the product, the TV, and all attached components.

Attach the x2 Ceiling Mount Brackets (**E**) to the TV Mount (**A**) and secure them in place using x4 M6x10 Screws (**M**).



Step 2:

- Connect the TV Mount (**A**) into the electrical outlet using the Power Adaptor (**I**).
- Refer to the 'Button Control' instructions in the 'Operation' section to unfold the TV Mount (**G**) using the Remote Control (**G**) and then disconnect the power.

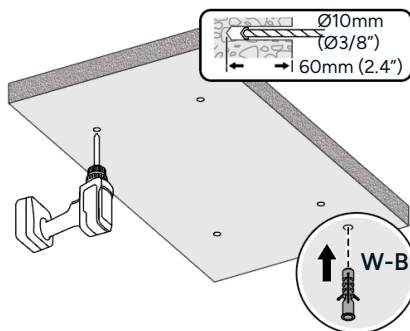
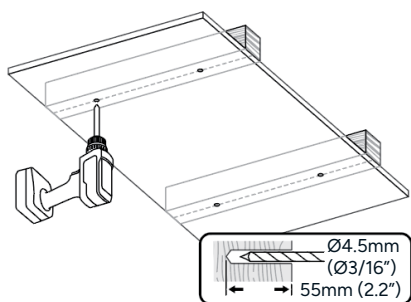
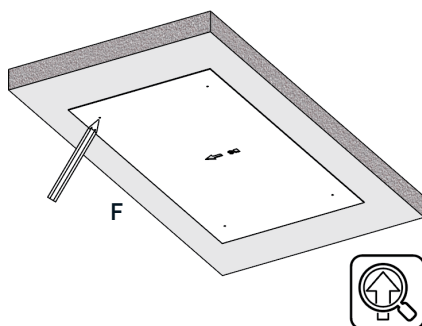
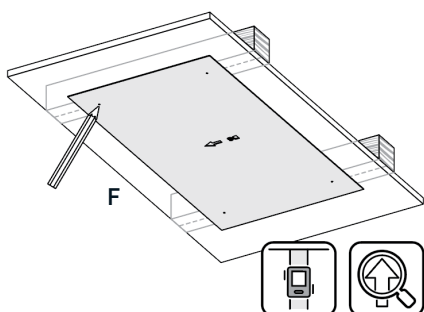


Step 3:

Using a pencil and the Template (F), mark the desired holes position for the mount on your ceiling. If mounting on dry wall or plaster-board, use a stud finder first to check positions of studs and ensure the position is free from electrical wiring. Using a drill, create the pilot holes.

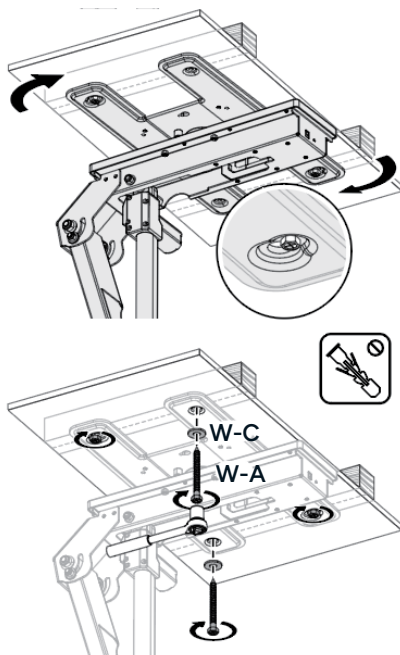
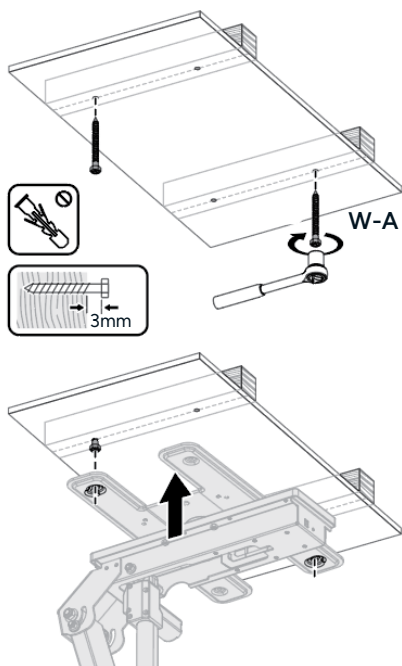
For masonry / concrete surfaces, insert x4 Wall Anchors (W-B) into the holes.

- **Drywall / plaster:** Use a Ø4.5mm or 3/16" drill bit, drilling 55mm deep – 4 holes
- **Masonry / concrete:** Use a Ø10mm or 3/8" drill bit, drilling 60mm deep – 4 holes



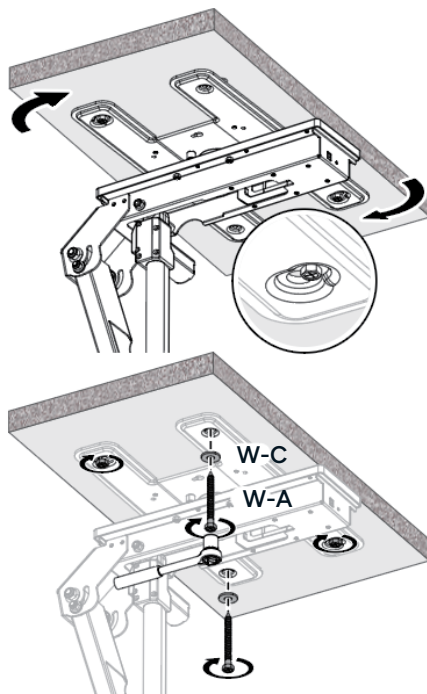
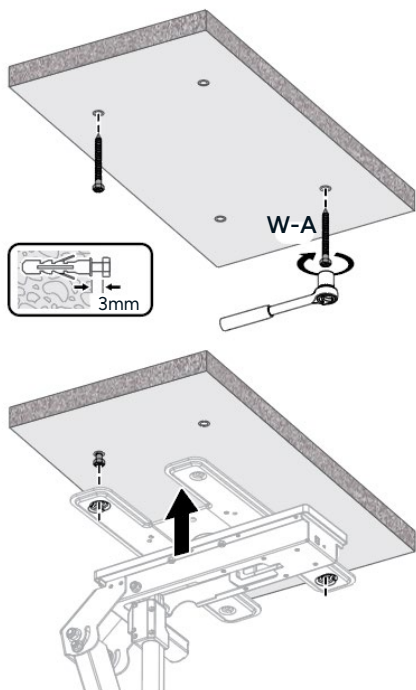
Step 4a: Drywall / Plaster

- Attach x2 ST6.3x55 screws (**W-A**) to the ceiling, in the positions shown below. Ensure a 3mm excess is left between the head of the screw and the ceiling surface. Do not use wall anchors.
- Attach the ceiling mount to the screws and secure it in place using the x2 remaining ST6.3x55 screws (**W-A**) and x2 D6 washers (**W-C**).



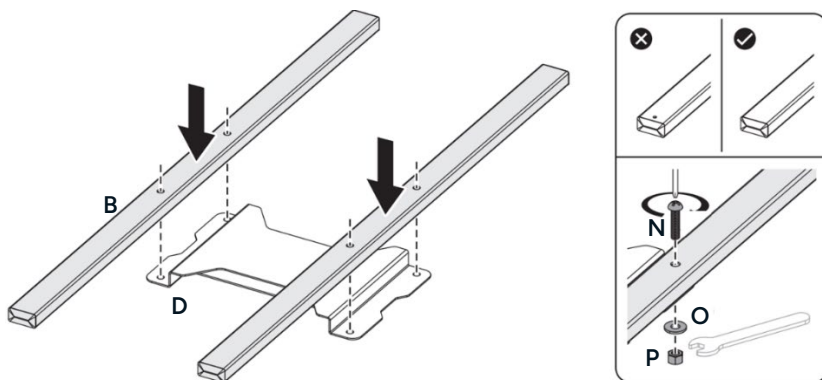
Step 4b: Masonry / Concrete

- Attach x2 ST6.3x55 screws (**W-A**) to the ceiling, in the positions shown below. Ensure a 3mm excess is left between the head of the screw and the ceiling surface.
- Attach the ceiling mount to the screws and secure it in place using the x2 remaining ST6.3x55 screws (**W-A**) and x2 D6 washers (**W-C**).



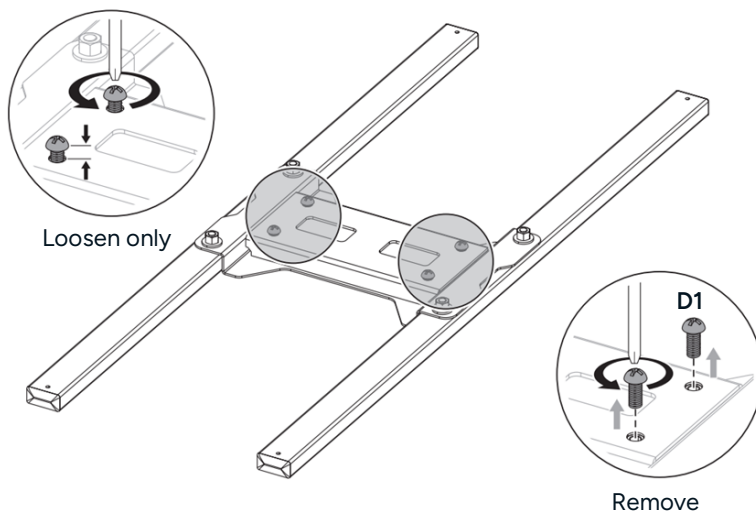
Step 5:

Attach the centre bracket (**D**) to the x2 long TV brackets (**B**) using x4 M6x25 screws (**N**), x4 D6 washers (**O**) and the x4 M6 nuts (**P**).



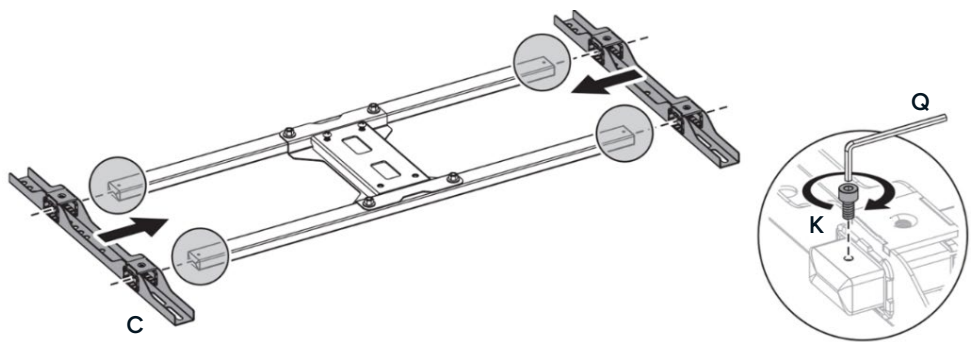
Step 6:

- Loosen the x2 upper screws but do not remove from the assembly.
- Remove the x2 lower screws (**D1**) and retain them for later installation.



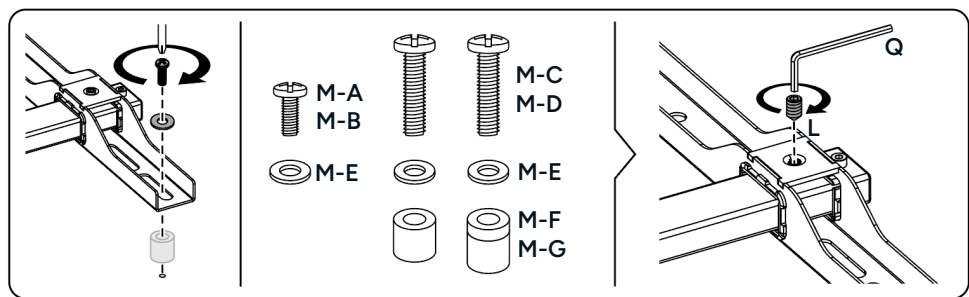
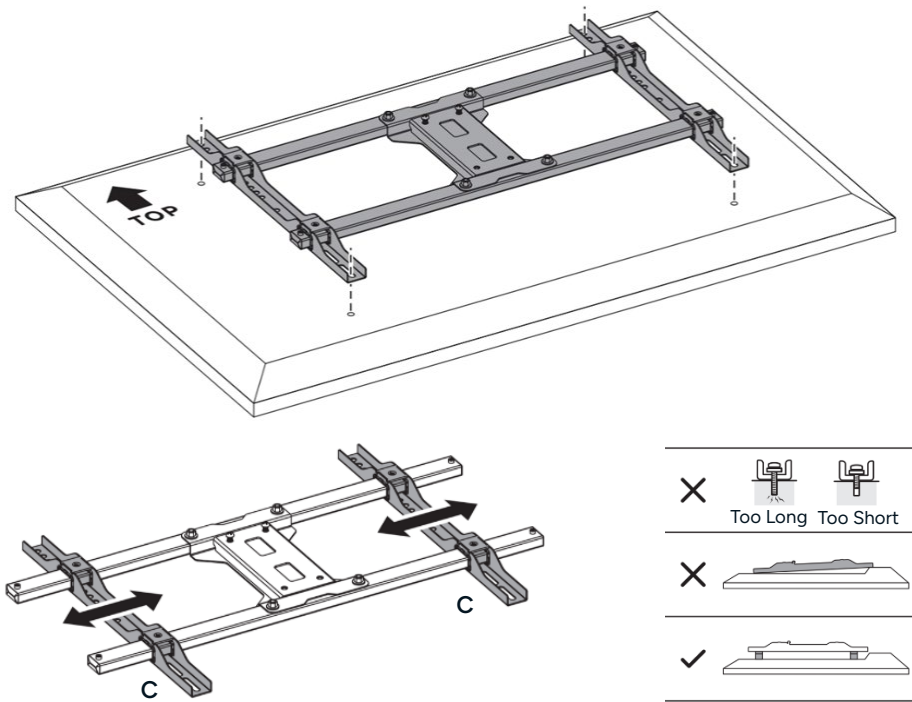
Step 7:

Slide the x2 short TV brackets **(C)** onto the long TV brackets and attach x4 M4x8 screws **(K)** in the positions shown.



Step 8:

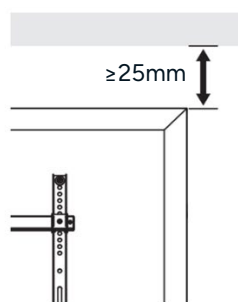
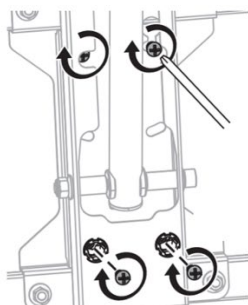
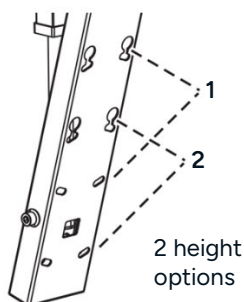
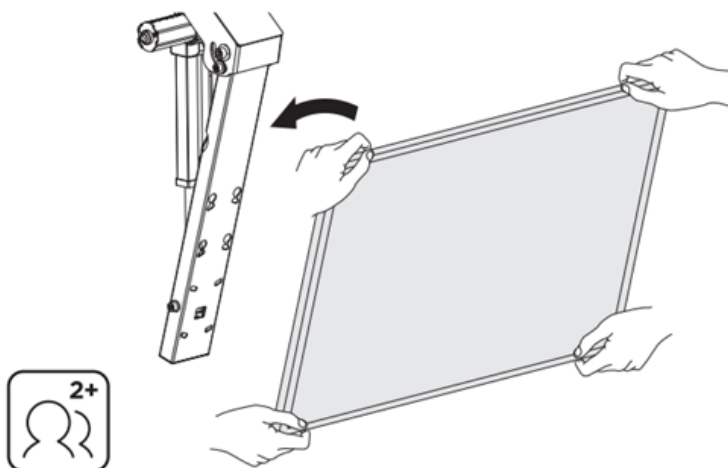
Align the brackets **(C)** with your TV's VESA holes and secure using the supplied Screws **(‘M-’ set)**, Washer **(M-E)** and spacers **(M-F, M-G)** depending on required length.



Step 9:

- With the support of a second person, hold the TV in place against the ceiling mount. Tighten the x2 upper screws to secure the TV in place.
- Once in place, fasten the previously removed screws (**D1**) to secure the brackets in place.

WARNING: Ensure there is a gap of $\geq 25\text{mm}$ between the top of the TV and the ceiling.



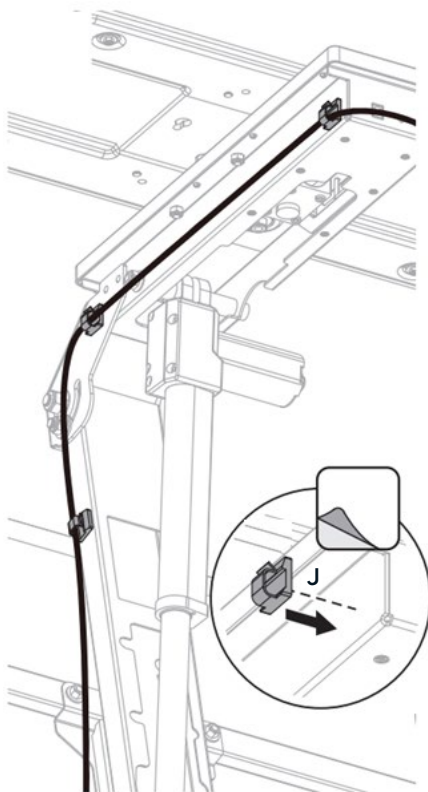
Step 10:

Peel the backing from the x3 cable guides (**J**) and secure the cables to the ceiling mount as shown below.

WARNING: Ensure the cables are kept clear from the moving parts and will not be damaged when the ceiling mount is closed.

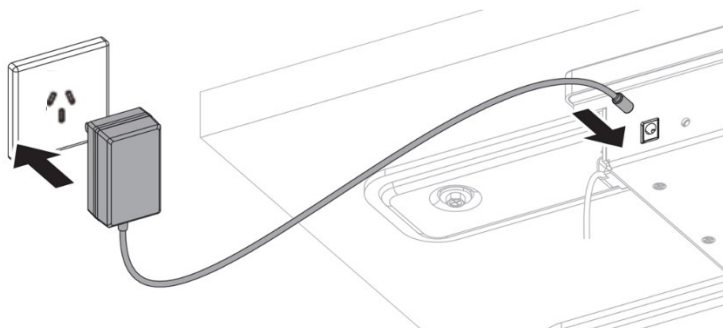
Note:

Ensure there is enough slack left in the cables to allow for movement.



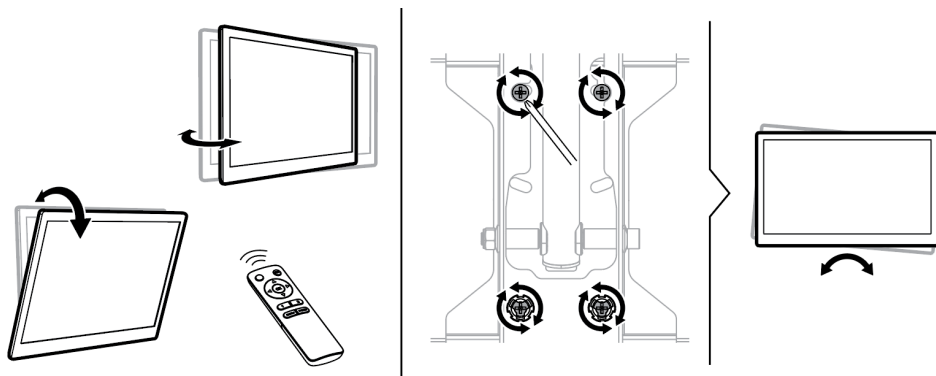
Step 11:

Connect the power adaptor (I) to the electrical outlet. Use the remote to adjust the position of the TV.



Step 12:

Adjust the screws as shown to level the display.



WARNING: Do not operate the mount until it has been fully mounted and installed.

Connect to the SmarterHome™ App

Install the App

Download the Kogan SmarterHome™ app from the Apple App Store (iOS) or the Google Play Store (Android).



App Store (iOS)

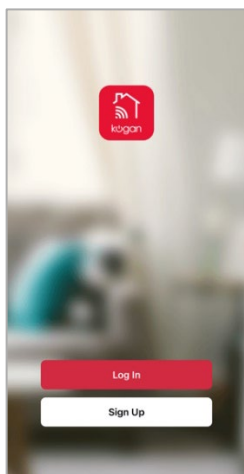


Play Store (Android)



Log In or Sign Up

1. If you already have a SmarterHome account, tap 'Log In'. To register a new account, tap 'Sign Up'.
2. The app will automatically recognise your country. If needed, you can manually select your country from the drop down menu. Enter your email address, agree to the Privacy Polics and User Agreement, and tap 'Get Verification Code' to continue.
3. A 6-digit code will be sent to the submitted email address. Enter the code before the one-minute timer expires.



<



Register

Australia

Email Address

☐ I agree to the [Privacy Policy](#) and [User Agreement](#)

Get Verification Code

<

Enter Verification Code

1 2 3

4 5 6

7 8 9

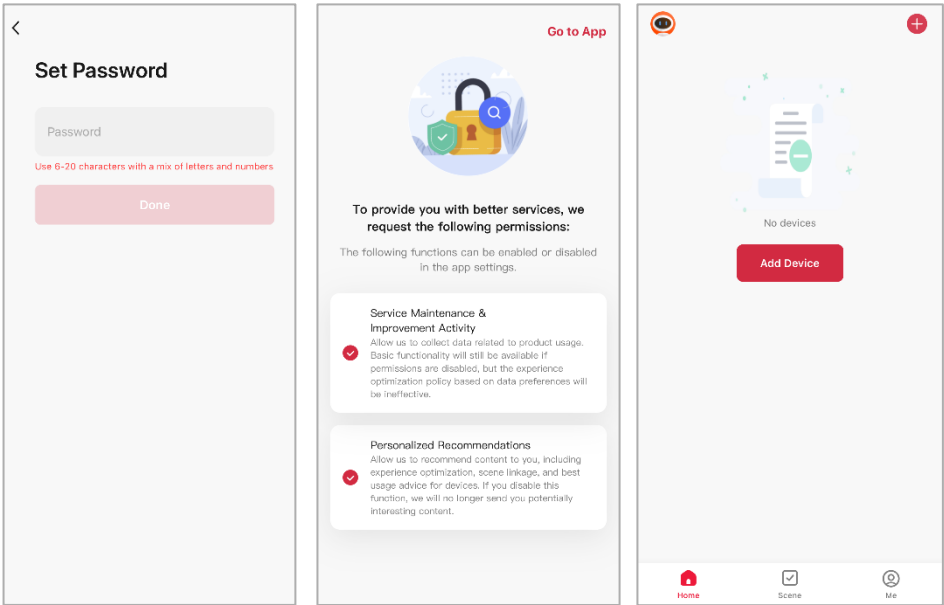
0

[Didn't get a code?](#)

A verification code has been sent to your email: shanmomburde@outlook.com. Resend (38s)

4. Enter a password that uses 6-20 characters with a mix of letters and numbers and tap 'Done'.

5. Enable the permissions and tap 'Go to App'.



Set the Device in Pairing Mode

When the device is first turned on, it may automatically enter pairing mode.

If not automatically in pairing mode when powered on, you can manually set the device in pairing mode by pressing the 'Memory 2' button on the remote 5 times in quick succession. The unit will emit 2 'beeps' confirming it is in pairing mode.

Add the Device to the App

1. Open the SmarterHome™ app.
2. Tap the '+' icon in the top right corner of the screen and then tap 'Add Device'.
3. Tap 'Add' when the device appears. Alternatively, select the product type from the list of options in the app (Other > Kogan Swivelling Flip Down TV Ceiling Mount).
4. Follow the prompts to add your device to the app.

Notes:

- The device and the app must use the same Wi-Fi network.
- The device is only compatible with 2.4Ghz networks.

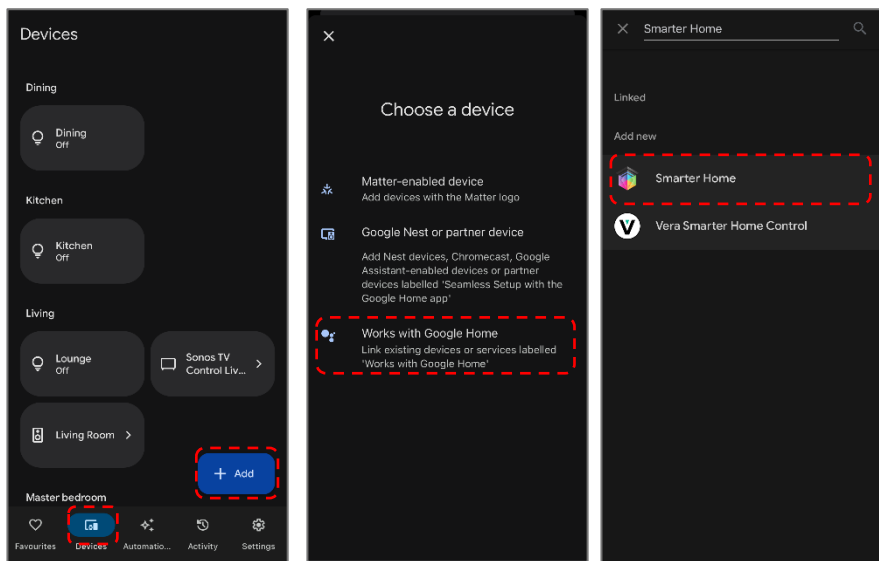
Connectivity Support

Scan the QR code below or go to <https://help.kogan.com/s/article/Kogan-SmarterHome-App-Connectivity-Support> and follow the pairing instructions for EZ mode.

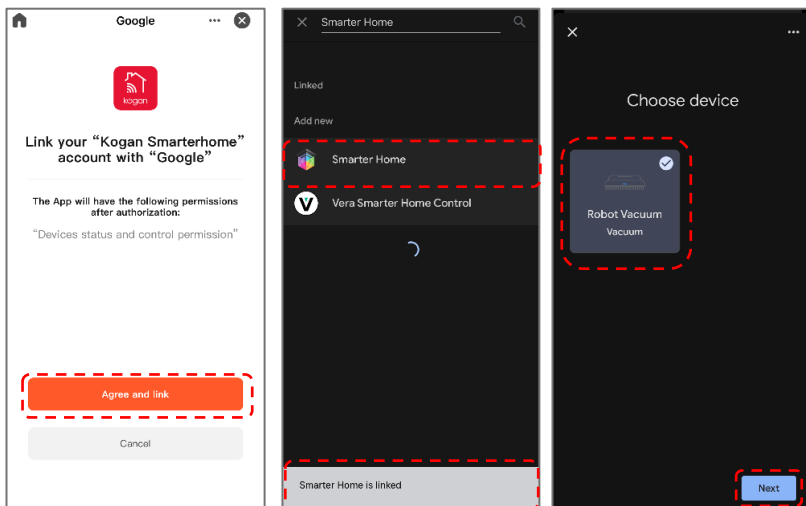


Google Home

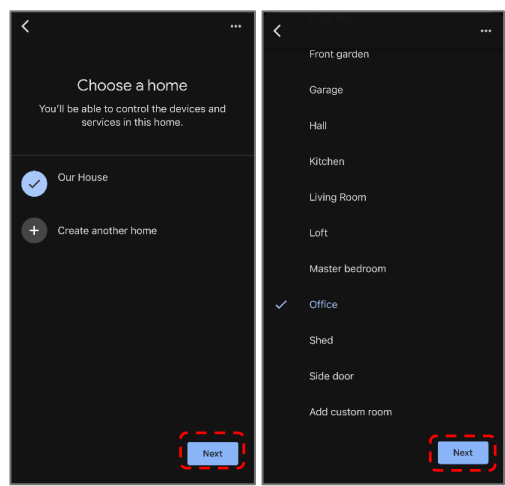
1. Ensure you are logged into the Kogan SmarterHome™ app.
2. Open the Google Home app.
3. Go to the devices tab and tap the '+ Add' button in the lower right corner.
4. Tap 'Works with Google Home'.
5. Search for 'Smarter Home' in the search bar and select 'Smarter Home' from the results.



6. Tap the 'Agree and link' button.
7. Search for 'Smarter Home' in the search bar and select 'Smarter Home' from the results.
8. Once linked, a 'Smarter Home is linked' pop-up will appear at the bottom of the screen.
9. Tap your device and then tap the 'Next' button.



10. Select the home you wish to add the device to and tap the 'Next' button.
11. Select the room your device is in and tap the 'Next' button.

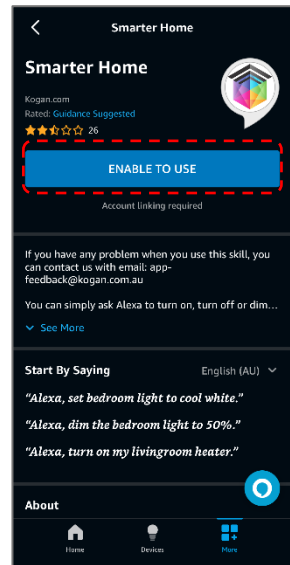
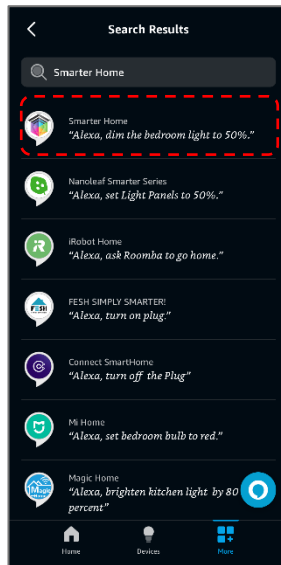
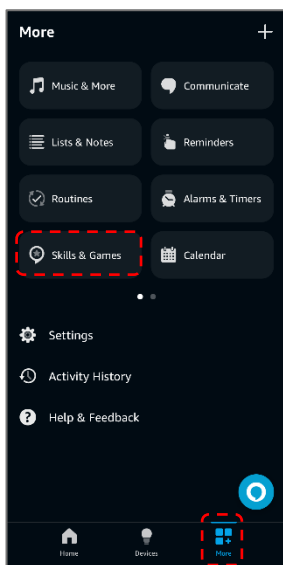


Google Home Voice Control

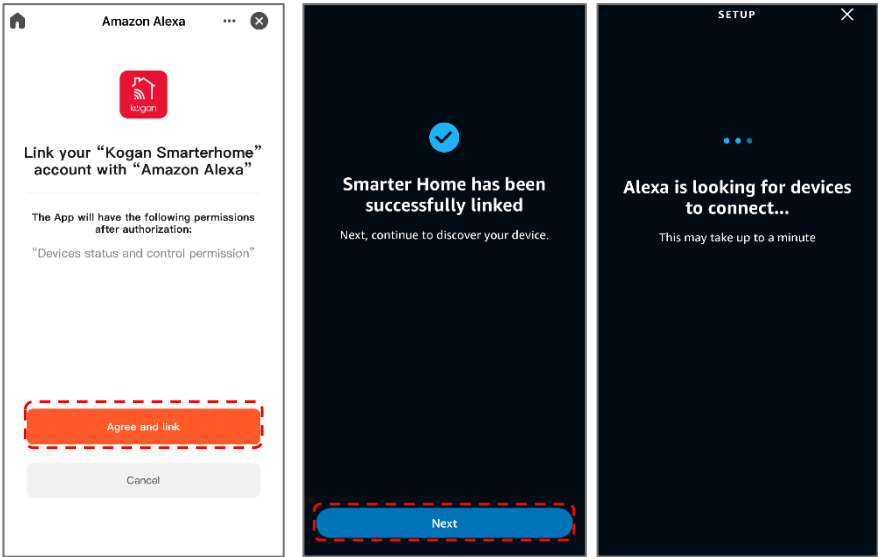
Controls	Voice Commands
Upward movement	Ok Google, set <device name> to up.
Downward movement	Ok Google, set <device name> to down.
Turn left	Ok Google, set <device name> to left.
Turn right	Ok Google, set <device name> to right.
Stop movement	Ok Google, set <device name> to stop.
Save current position to Memory 1	Ok Google, set <device name> to Memory 1.
Save current position to Memory 2	Ok Google, set <device name> to Memory 2.
Save current position to Memory 3	Ok Google, set <device name> to Memory 3.
Move to position to Memory 1	Ok Google, set <device name> to position 1.
Move to position to Memory 2	Ok Google, set <device name> to position 2.
Move to position to Memory 3	Ok Google, set <device name> to position 3.
Move to initial position	Ok Google, set <device name> to home.

Amazon Alexa

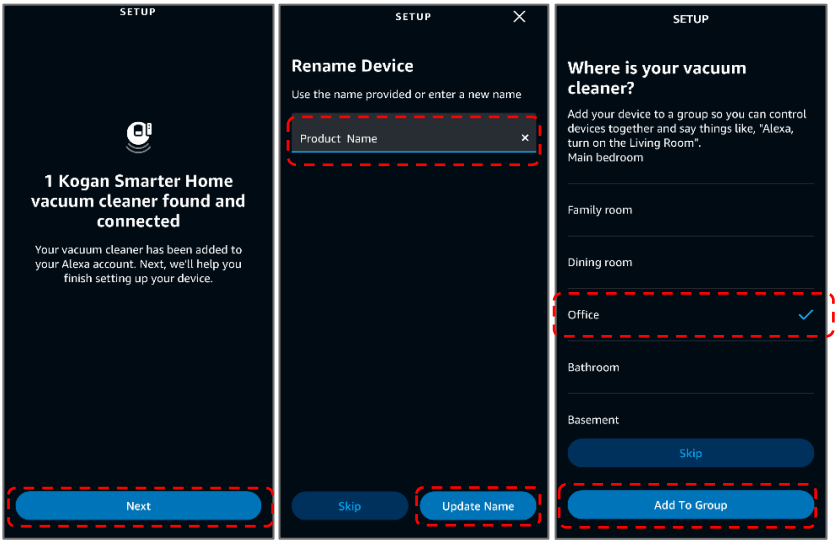
1. Ensure you are logged into the Kogan SmarterHome™ app.
2. Open the Amazon Alexa app.
3. Go to the 'More' tab and tap 'Skills & Games'.
4. Search for 'Smarter Home' in the search bar and select 'Smarter Home' from the results.
5. Tap the 'ENABLE TO USE' button.



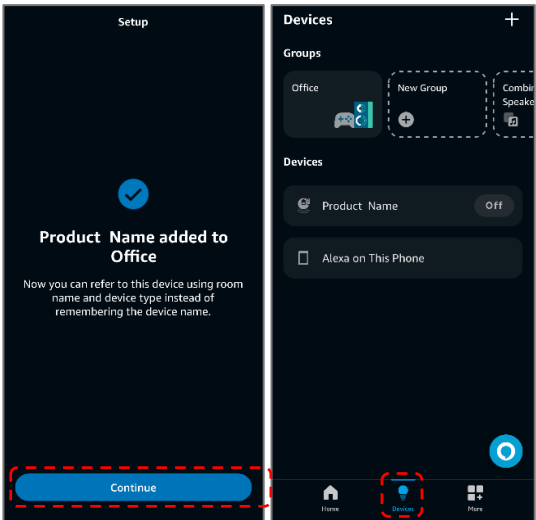
- 6. Tap the 'Agree and link' button.
- 7. Once linked, tap 'Next'. Alexa will search for any compatible devices.



- 8. Once your device has been found, tap 'Next'.
- 9. Rename the device to your desired name and tap 'Update Name'.
- 10. Select the room your device is in and tap 'Add To Group'.



- 11. Once the device has been successfully added to your desired room, tap 'Continue'.
- 12. You can view and manage your device from the 'Devices' tab.



Amazon Alexa Voice Control

Controls	Voice Commands
Upward movement	Alexa, set <device name> to up.
Downward movement	Alexa, set <device name> to down.
Turn left	Alexa, set <device name> to left.
Turn right	Alexa, set <device name> to right.
Stop movement	Alexa, set <device name> to stop.
Save current position to Memory 1	Alexa, set <device name> to Memory 1.
Save current position to Memory 2	Alexa, set <device name> to Memory 2.
Save current position to Memory 3	Alexa, set <device name> to Memory 3.
Move to position to Memory 1	Alexa, set <device name> to position 1.
Move to position to Memory 2	Alexa, set <device name> to position 2.
Move to position to Memory 3	Alexa, set <device name> to position 3.
Move to initial position	Alexa, set <device name> to home.

Operation

Button Controls

Upward/Downward Movement:

- Press the '△' button. The TV mount will move upward to the lowest-profile position against the ceiling.
- Press the '▽' button. The TV mount will move downward to the maximum tilt angle position (75° by default).
- Press the 'OK' button to stop the motion.

Note:

Remove all obstacles within the range of motion.

Left/Right Side Movement:

- Press the '◁' button. The TV mount will move to the left side (90° by default).
- Press the '▷' button. The TV mount will move to the right side (90° by default).
- When swivelling the TV mount to the left or right 90°, then pressing the 'OK' button, the mount will return to the default position (middle position).

Memory Setting:

- Press the 'Memory 1' or 'Memory 2' button for 1 seconds and you will hear a beep, indicating that the current position has been saved to memory.
- The 'Memory 1' or 'Memory 2' buttons can each store a different position.

Recall Memory:

Press the '1' or '2' button and the mount will automatically get to the position saved in the corresponding button 'Memory 1' or 'Memory 2'.

Resetting the Unit

1. If the TV mount can't be adjusted to the highest position (0° against the ceiling) or the lowest position (maximum tilting position) or the maximum left/right swivelling position, disconnect and reconnect the power adaptor.
2. Press and hold the 'OK' button for 5 seconds. The mount will firstly retract to the highest position, secondly extend to the lowest position, thirdly turn to the maximum left/right swivelling position and finally return to the centre position.
3. With a long beep, the system has been successfully reset.

Note:

Press the 'Memory 2' button 5 times to disconnect the device from the SmarterHome™ App.

Troubleshooting

This Troubleshooting section will help you identify and solve the minor problems caused by unusual operation of the electric system of the electric TV mount. These simple procedures can solve most issues encountered in everyday use. If the problem persists, contact **help.Kogan.com** for support.

Problem	Possible Cause	Solution
Device emits a constant alarm sound.	Positioning error.	Reset the system by pressing and holding the 'OK' button for 5 seconds. If the alarm sound continues, contact help.Kogan.com for support.
Remote stops responding after 24 hours without operation.	Remote fault.	Contact help.Kogan.com for support.
Remote stops responding.	Low batteries.	Replace the batteries. If the problem isn't solved, contact help.Kogan.com for a replacement remote. If the problem is still not solved after the replacement, contact help.Kogan.com for a replacement unit.
TV mount is not operational.	Power adaptor not plugged in properly.	Plug in the power adaptor correctly. If there is no buzzer, contact help.Kogan.com for a replacement power adaptor. If the problem is still not solved after the replacement, contact help.Kogan.com for a replacement unit.
Abnormal noises.	Potential unit malfunction.	Contact help.Kogan.com for a replacement unit.
Motor not turning off or anti-collision mechanism slips.	Potential unit malfunction.	Contact help.Kogan.com for a replacement unit.

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings visible.

[illegible]

Need more information?

We hope that this user guide has given you the assistance needed for a simple set-up.

For the most up-to-date guide for your product, as well as any additional assistance you may require, head online to **help.Kogan.com**.

