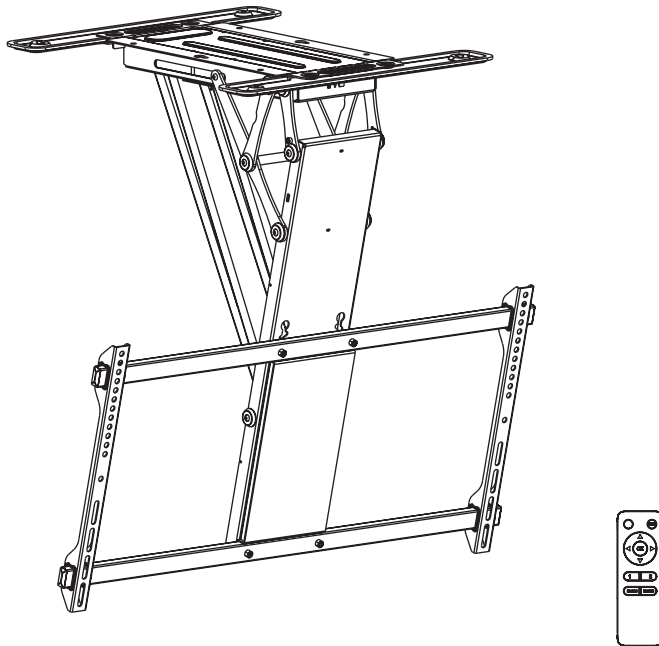


Electric Flip Down Ceiling TV Mount

SKU: MOUNT-E-FD85/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-fd85

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.



110lbs
(50kg)



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-fd85



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:



Phillips Screwdriver



Drill



Pencil



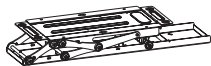
Wrench

DIFFICULTY LEVEL

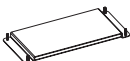


PACKAGE CONTENTS

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)
Center Plate



C (x1)
Template



D (x2)
Mounting
Extensions



E (x2)
VESA Bracket



F (x2)
Bracket Rail



G (x1)
Power Adapter



H (x1)
Remote
Control



I (x4)
Cable Tie



J (x4)
End Caps



S-A (x4)
Set Screw



S-B (x4)
M6x8mm
Screw



S-C (x4)
M6 Nut



S-D (x4)
M4x8mm
Screw



M-A (x4)
M6x14mm
Screw



M-B (x4)
M8x16mm
Screw



M-C (x4)
M6x30mm
Screw



M-D (x4)
M8x35mm
Screw



M-E (x4)
M8 Washer



M-F (x4)
Small Spacer



M-G (x4)
Large Spacer



W-A (x6)
ST6.3x55mm
Screw



W-B (x6)
Concrete
Anchor



W-C (x4)
M6 Washer



T-A (x1)
3mm Allen
Wrench



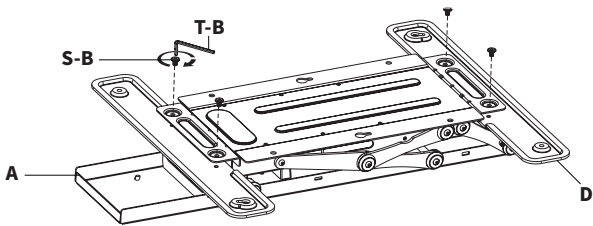
T-B (x1)
4mm Allen
Wrench

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

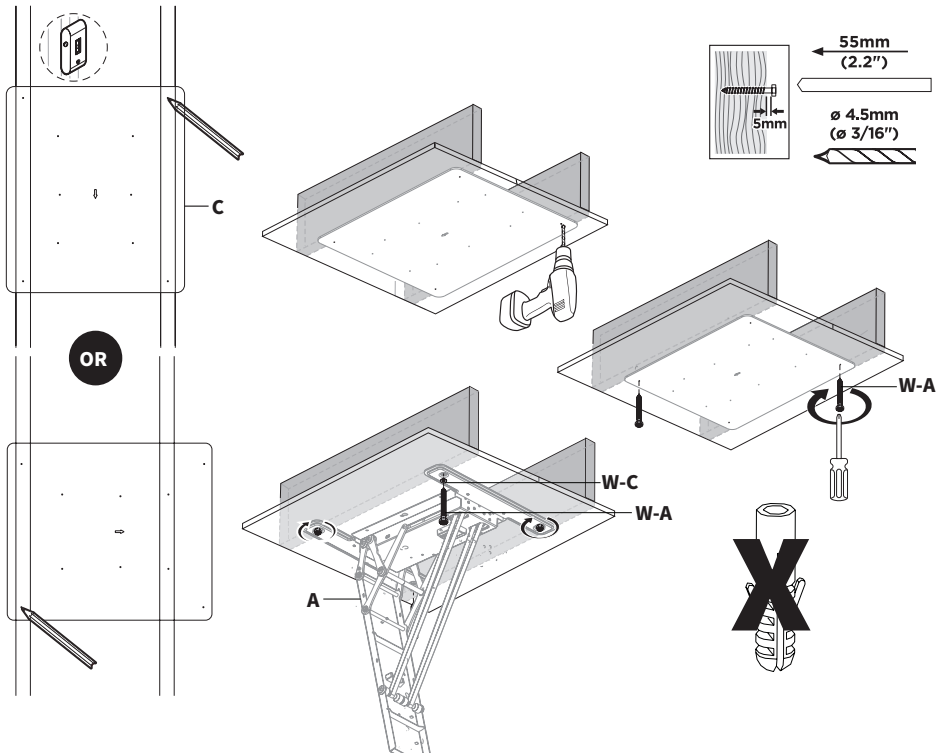
ASSEMBLY STEPS

Step 1a | Wood Joist Ceiling Installation

Attach Mount Extensions (**D**) to the top of Mount (**A**) with M6x8mm Screws (**S-B**) using 4mm Allen Wrench (**T-B**). Mount Extensions (**D**) should be attached with raised holes on top, as shown.



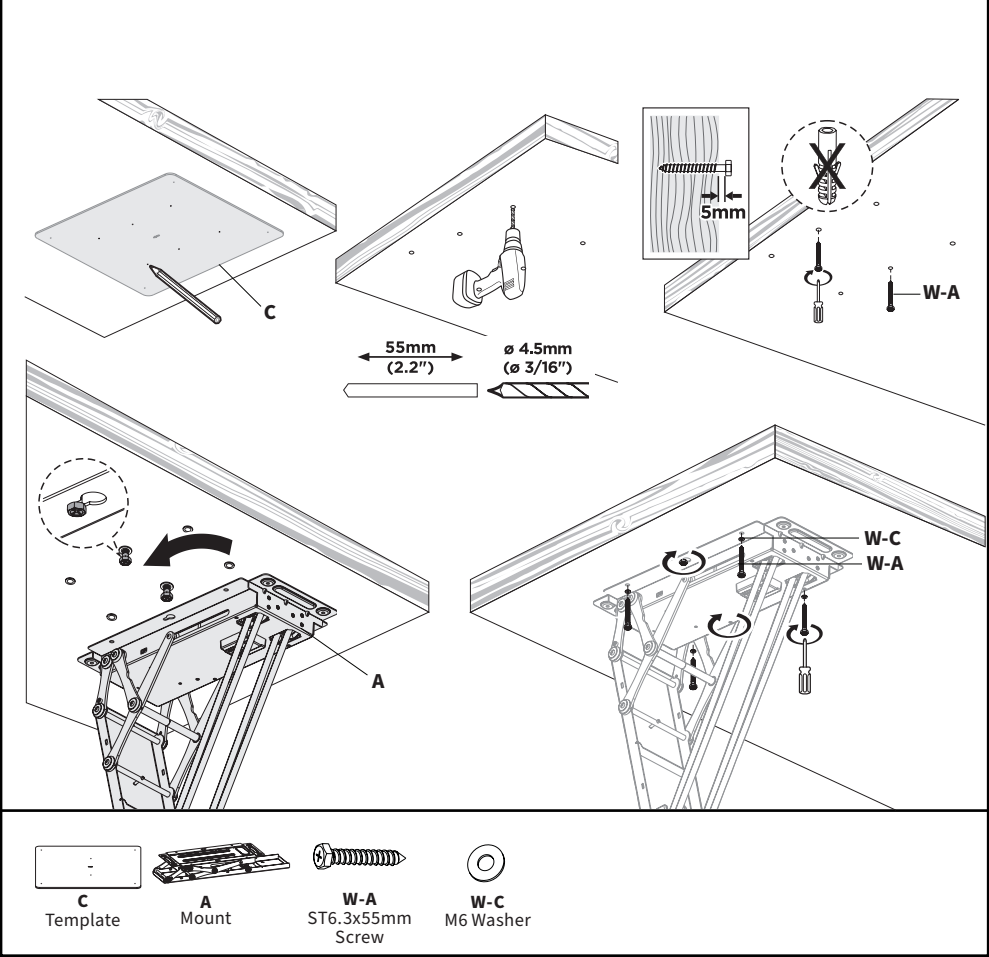
Identify wood joists in ceiling using a stud finder. Determine the desired mounting orientation of the mount and position Template (**C**) as shown and mark holes accordingly. Drill pilot holes 2.2" (55mm) deep using a 3/16" (4.5mm) drill bit. For the pilot hole(s) that align with a keyhole slot on the mount, insert a ST6.3x55mm Screw (**W-A**), leaving a 5mm gap from the ceiling. Hang Mount (**A**) so the screw heads are through the keyhole opening(s) and turn until the mount is support by the screw(s). Secure Mount (**A**) using the remaining ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**), and a Phillips screwdriver.



C Template	A Mount	D Mounting Extensions	S-B M6x8mm Screw	W-A ST6.3x55mm Screw	W-C M6 Washer	T-B (x1) 4mm Allen Wrench

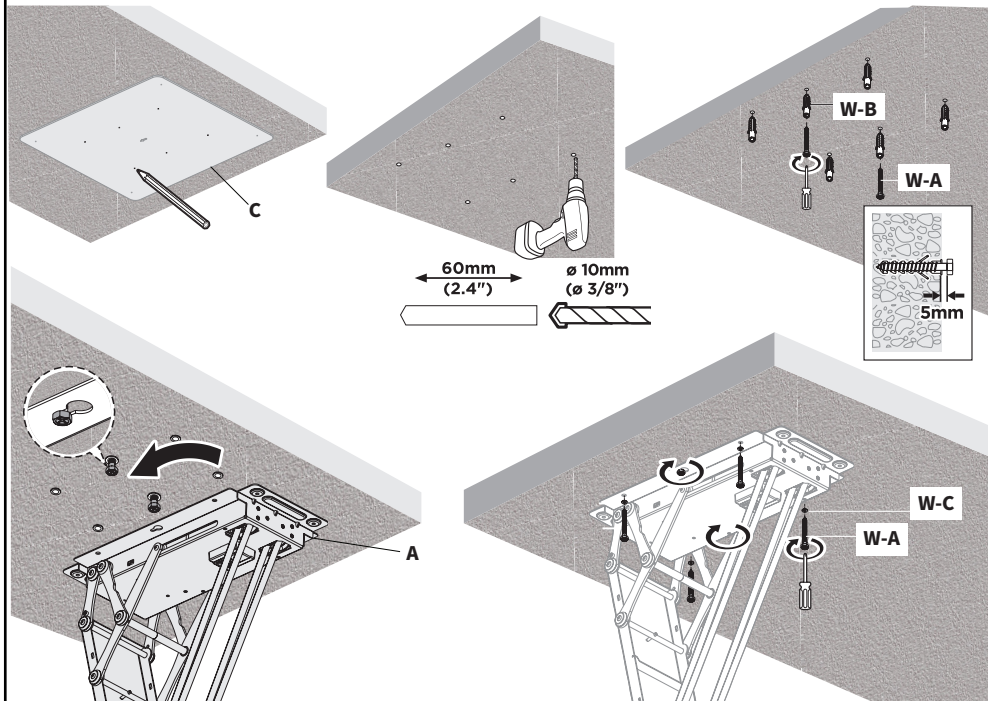
STEP 1b | Solid Wood Ceiling Installation

Using Template (C), mark the inner 6 holes as shown. Drill pilot holes 2.2" (55mm) deep using a 3/16" (4.5mm) drill bit. For the pilot holes that align with a keyhole slot on the mount, insert a ST6.3x55mm Screw (W-A), leaving a 5mm gap from the ceiling. Hang Mount (A) so the screw heads are through the keyhole openings then slide the mount until it is supported by the screw heads. Secure Mount (A) using the remaining ST6.3x55mm Screws (W-A), M6 Washers (W-C), and a Phillips screwdriver.



STEP 1c | Solid Concrete Ceiling Installation

Using Template **(C)**, mark the inner 6 holes as shown. Drill pilot holes 2.4" (60mm) deep using a 3/8" (10mm) drill bit. Insert Concrete Anchors **(W-B)** into holes. For the Concrete Anchors **(W-B)** that align with a keyhole slot on the mount, insert a ST6.3x55mm Screw **(W-A)**, leaving a 5mm gap from the ceiling. Hang Mount **(A)** so the screw heads are through the keyhole openings then slide the mount until it is supported by the screw heads. Secure Mount **(A)** using the remaining ST6.3x55mm Screws **(W-A)**, M6 Washers **(W-C)**, and a Phillips screwdriver.



C
Template



A
Mount



W-A
ST6.3x55mm
Screw



W-B (x6)
Concrete
Anchor



W-C
M6 Washer



STEP 2: Attach Bracket Rails & VESA Brackets

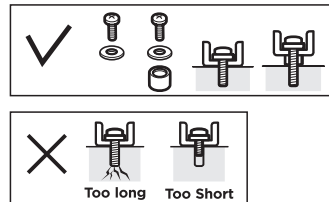
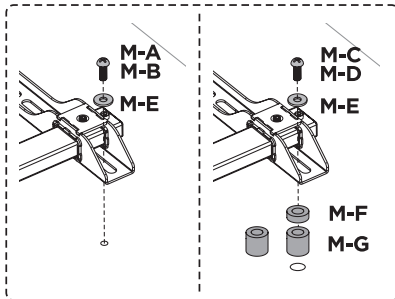
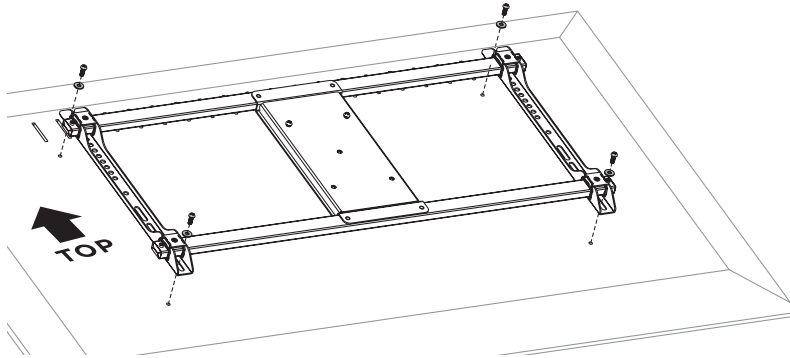
Attach Bracket Rails (**F**) to Center Plate (**B**) using M6 Nuts (**S-C**) and a wrench. Insert End Caps (**J**) into the ends of Bracket Rails (**F**). Slide VESA Brackets (**E**) onto Bracket Rails (**F**). Attach M4x8mm Screws (**S-D**) to the ends of Bracket Rails (**F**) using 3mm Allen Wrench (**T-A**).

Slide VESA Brackets (**E**) to match your TVs VESA pattern. Insert Set Screws (**S-A**) into the ends of VESA Brackets (**E**) to lock them in place. Tighten using 3mm Allen Wrench (**T-A**). Loosen the top two existing screws on Center Plate (**B**) until 5mm of threading is exposed. Remove the remaining 3 screws and set aside for later.

F	B	E	J	S-A	S-D	S-C	T-A
Bracket Rail	Center Plate	VESA Bracket	End Caps	Set Screw	M4x8mm Screw	M6 Nut	3mm Allen Wrench

STEP 3: Secure TV to VESA Assembly

Attach VESA assembly to TV using appropriate mounting screws (**M-A through M-D**), M8 Washers (**M-E**), and Spacers (**M-F, M-G**).

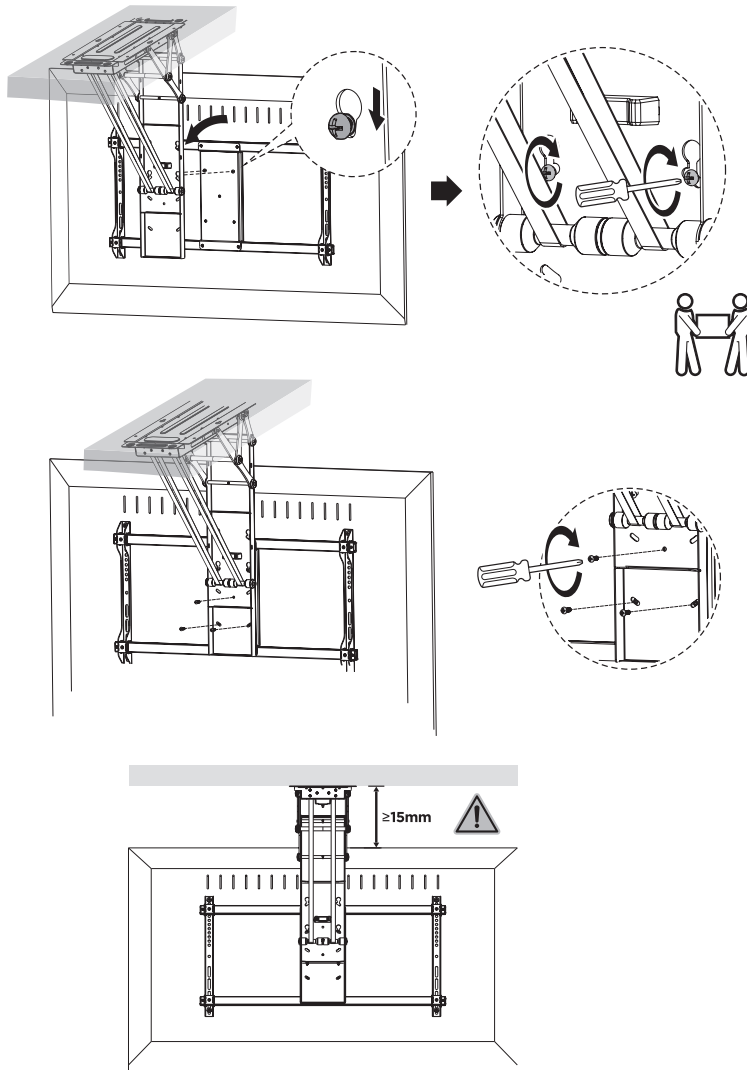


						
M-A M6x14mm Screw	M-B M8x16mm Screw	M-C M6x30mm Screw	M-D M8x35mm Screw	M-E M8 Washer	M-F Small Spacer	M-G Large Spacer



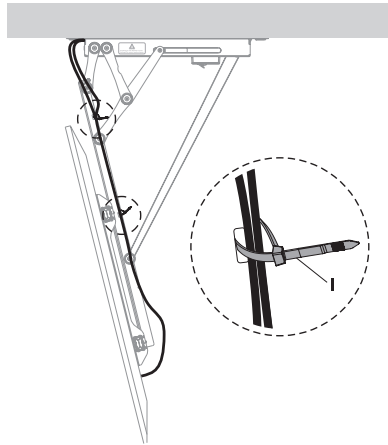
STEP 4: Place TV on Mount

Place the TV with VESA bracket assembly onto Mount **(A)** by lining up top screws and inserting into keyholes at desired height. Tighten screws. Secure Mounts using previously removed screws (*STEP 2*) and tighten with a Phillips screwdriver. 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: Secure Cables

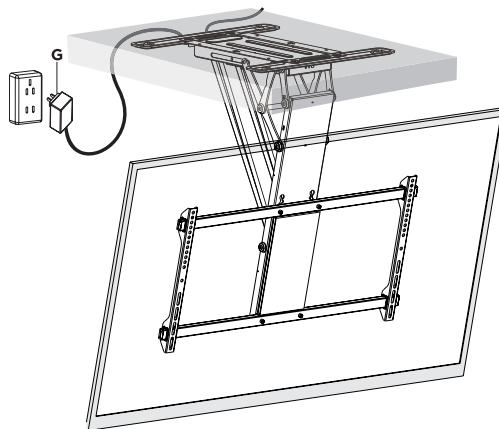
Run cables along mount and use Cable Ties (**I**) to secure in place. **NOTE:** Leave some slack in cables to allow for arm movement.



Cable Tie

STEP 6: Connect Power

Plug AC Adapter (**G**) into Mount (**A**), then connect to an AC power outlet. **NOTE:** Plugging power supply into AC outlet prior to the mount may cause a large spark when connecting to the mount.



**** Before first use, ensure the belts are not tangled or overlapping with each other.**



Never operate the unit without a TV installed.



Power Adapter

REMOTE - USER MANUAL

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.

BUTTON FUNCTIONS



**Downward
Movement**



**Upward
Movement**



Stop



**Memory Button 1: Press
and hold for 1 seconds,
the mount will beep once.
Location 1 is saved.**



**Memory Button 2: Press
and hold for 1 seconds,
the mount will beep once.
Location 2 is saved.**



**Recall Memory
Position 1**



**Recall Memory
Position 2**

REMOTE CONTROL OPERATING INSTRUCTIONS

Install two AAA batteries (*not included*) in the remote.

Plug the mount in. The mount will beep once, and will be ready for operation.

NOTE: The mount relies on gravity for correct operation and will only operate when in the correct orientation. The mount will not operate while resting on a table or other surface.

IF MOUNT IS INSTALLED ON A PITCHED SURFACE:

1. Press and hold the “OK” button for 5 seconds. The mount will retract to the the heighest position, which means the system has been successfully reset.
2. Press the down or up arrow buttons to adjust position. Press “OK” when the TV has reached proper position.
3. Press and hold the mem1 button until the mount beeps. Repeat 5 times. Mount will give a long beep, indicating that the maximum tilt angle has been set. The mount is now ready for use.

SAVE AND RECALL MEMORY

To save a certain location to memory, press and hold the mem1 or mem2 buttons for 1 seconds. The mount will beep, indicating the position has been saved to memory. To recall memory locations, press the (1) or (2) button. The TV mount will automatically adjust to saved memory locations 1 or 2.

REPLACING THE REMOTE CONTROL

If the original remote has been lost, please contact us for a new one. To pair the replacement remote with the mount:

1. Use a thin tool (such as a paperclip) to press the small button on the left side of the mount. The mount will beep once.
2. Press the SET button on the replacement remote. The mount will beep repeatedly for 10 seconds to indicate that the remote is being programmed to the mount. When the beeping has stopped, the mount will be ready for operation.

PAIRING A REMOTE TO MULTIPLE UNITS

The included remote may be paired to multiple units, allowing all installed mounts to be controlled simultaneously. Follow the steps outlined above in "Replacing the Remote Control" for each mount to pair to a single remote.

To change each unit back to using individual remotes, repeat the programming steps using the individual remotes for each. To clear data of paired remote, press and hold the matching code button for 5 seconds and release. The system will beep twice to confirm successful pairing reset.

RESET MOUNT

If the TV ceiling mount operates abnormally, it may be necessary to perform a reset of the mount. To reset the TV ceiling mount, unplug the mount from power for 10 seconds and plug back in. Hold the OK button for 6 seconds to return mount to the minimum (folded) position. Press the down button and allow mount to fully lower.

PROBLEM	SOLUTION
Remote Control Range is Too Short	Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.
Abnormal Operation	Reset the system by following instructions under Reset Mount. If problem is not resolved, contact us to replace the product.
Mount Will Not Operate	Ensure power supply is properly connected to the product. If so, ensure power outlet is working. If there is no beeping sound or red light (power indication) on the TV mount, please contact us to replace the power supply.
Abnormal Noise	Please contact us to replace the product.

CHECK OUT OTHER GREAT PRODUCTS FROM



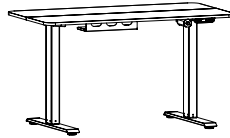
EXPLORE MORE AT VIVO-US.COM

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!



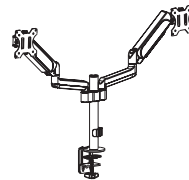
SPEAKER MOUNTS & STANDS

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



HEIGHT ADJUSTABLE DESKS

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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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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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