

Important Information about Installation and Safety

To all purchasers of our "motorised" products.

This information aims to ensuring our customers of these products are able to understand more about the products and create an opportunity for them to understand prior to purchase the responsibilities of installing and using these devices.

The first and most important point is that we are not the installer! You or the installer or cabinet manufacturer you chose must be aware and take on the full responsibility for your installation. We are not experts at installation, but we have over the years gained a lot of knowledge through feedback and solving issues with our customers, some of which we freely pass on to you within this document as advice that may assist you.

Visucomm Ltd, trading as AV4Home, offers a number of "motorised" products within its portfolio. These include TV Lifts and Motorised TV Wall Brackets.

Visucomm Ltd (AV4Home) has sold these types of products for many years, some for well over 10 years. Whilst they are suitable for professional and competent DIY installation, they all require the purchaser / installer to ensure that they consider all aspects of their installation. Factors such as the accuracy in terms of true vertical mounting, in all axis, and the loads implied upon the lift, not only by the TV screen – but also by any "Lid" that is opened or lifted, how cables are run so that they do not hinder or get tangled in the mechanism, but also all aspects of safety.

The installers risk assessment should include not only ensuring safety whilst undertaking the installation, to themselves and others, but also how safety will be assured throughout the life of the installation when in use.

Where the lift is being installed, for business or home environments the use needs the same careful planning, particularly if children are present and may use or be near when the mechanism is in motion.

If you are not able to consider yourself as the purchaser proficient to design and undertake your installation, then you should employ a skilled and qualified tradesman.

If you are installing one of our motorised products, you are the "installer" and must accept the responsibility as such. The manufacturers advice must be adhered to, but such is not able to cover all the different factors that may apply to your particular installation, so you must ensure that you consider such.

Specifically, we would draw your attention to just a few common points that need consideration;

1. 1 If a hinged lid is to be lifted / opened, the contact point at which the lid is opened should be ideally at least 50mm forward of the hinge axis. If the contact point is very close to the hinge then the force needed to open the lid will be very high and may damage the lid or the mechanism.
2. 2 Cables must be managed so that they do not hinder the mechanism. Generally, cables should be gathered together in one or two bundles, fixed at a point that moves with the TV, perhaps to the mounting bracket on which the TV is fixed, with sufficient, but not excessive length, to create a free running loop of cables between this moving fixed point and a static fixed point at the other end of the loop, perhaps on the back of the housing near the upper fixing points of the mechanism when the lift is in its starting position. The cables would then run from this static fixed point to your equipment, Satellite or cable box etc. managed so that they cannot hinder the mechanism.
3. 3 Whenever a lift is being installed inverted, and particularly if in a ceiling or at high level, it is the installers responsibility to ensure the installation is safe. Screens and other devises mounted at high level should normally include the use of a safety wire/s, such that in the event of any failure within the installation, the "fall" on any part is limited to minimise damage, and if at a height where someone may be able to be anywhere in or near the space below or near the installation, such should be taken into account.
4. 4 If a motorised turn devise / function is being installed, such as a motorised TV Bracket or a TV Lift with lift and turn, ensure that the "space" needed is clear and that nothing – such as curtains, ornaments etc, can cause an obstruction or hinder the mechanism in any way.
5. 5 Ensure that nothing can get trapped under the TV that might get damaged when a lift is motoring down, particularly fingers or any other object that might then get damaged, or damage the mechanism.
6. 6 Ensure no smaller objects, or liquids can get into the mechanism and cause damage, particularly remote controls, pens and pencils etc.

7. You can find some useful advice here "[Suggestions for building a TV lift cabinet](#)" particularly concerning the need to construct the cabinet and fixings so that the lift can be removed even if there is a failure in the down position.

Visucomm Ltd, AV4Home, only provides this advice to help you ensure that your installation is successful and safe.

Remember, you are the installer.

Please also consider that you should make yourself aware of any routine periodic servicing that may be required and detailed within the documentation provided with your motorised device, and even if none is advised, we would strongly suggest that you at least annually check that all aspects of your installation are in good order, particularly if mounted in a ceiling or at high-level.