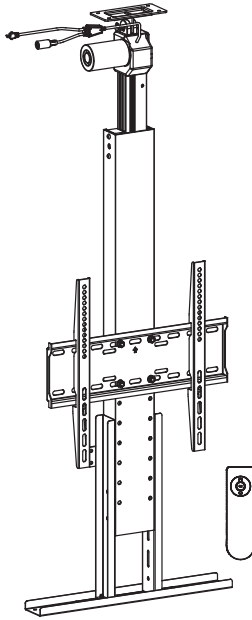


Motorized Drop Down TV Mount with Remote Control

Instruction Manual



SKU: MOUNT-E-DN55



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.

<https://vivo-us.com/products/mount-e-dn55>

GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST



help@vivo-us.com



www.vivo-us.com
Chat live with an agent!



309-278-5303

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

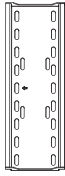
⚠️ WARNING: CHOKING HAZARD

SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.

PACKAGE CONTENTS



A (x1)
Lift Column



B (x1)
VESA Plate



C (x2)
VESA Bracket



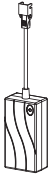
D (x2)
Extension Bracket



E (x1)
Cover Mount



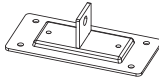
F (x1)
Control Unit



G (x1)
AC Adapter



H (x1)
RF Remote



I (x1)
Ceiling Plate



J (x1)
Power Cable



S-A (x1)
Clevis Pin



S-B (x1)
Cotter Pin



S-C (x4)
M6x6mm
Screw



S-D (x4)
M6x10mm
Screw



S-E (x4)
M8x15mm
Screw



S-F (x4)
M8 Washer



S-G (x4)
M8 Nut



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)
16mm
Wrench



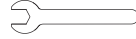
W-A (x12)
ST5.5x16mm
Screw



W-B (x8)
ST5.5x38mm
Screw



W-C (x8)
Concrete
Anchor



T-A (x1)
13mm
Wrench



T-B (x1)
4mm Allen Wrench

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

TOOLS NEEDED



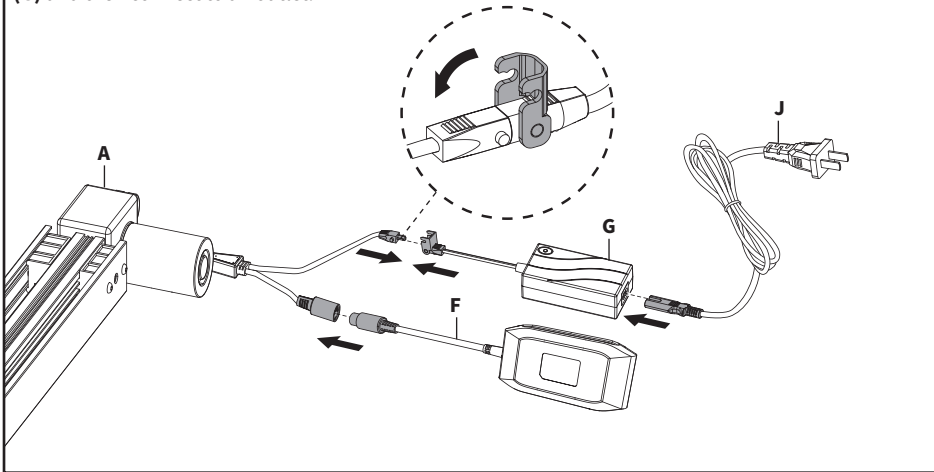
DO NOT EXCEED WEIGHT CAPACITY.
Failure to do so may result in serious injury.



ASSEMBLY STEPS

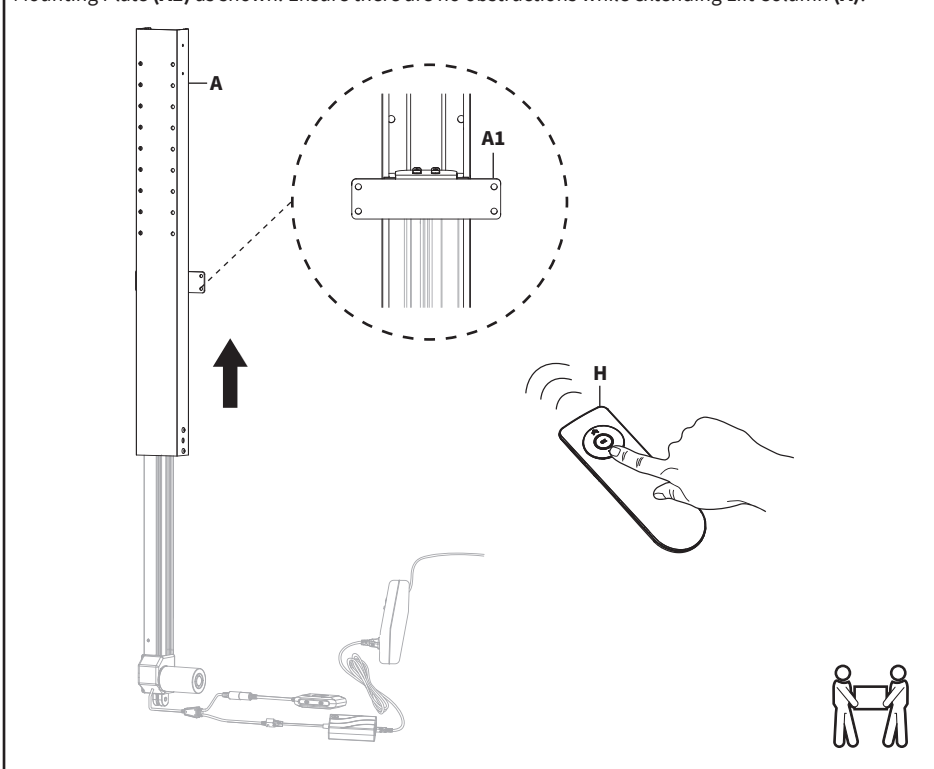
STEP 1

Plug Control Unit (F) and AC Adapter (G) into Lift Column (A). Plug Power Cable (J) into AC Adapter (G) and then connect to an outlet.



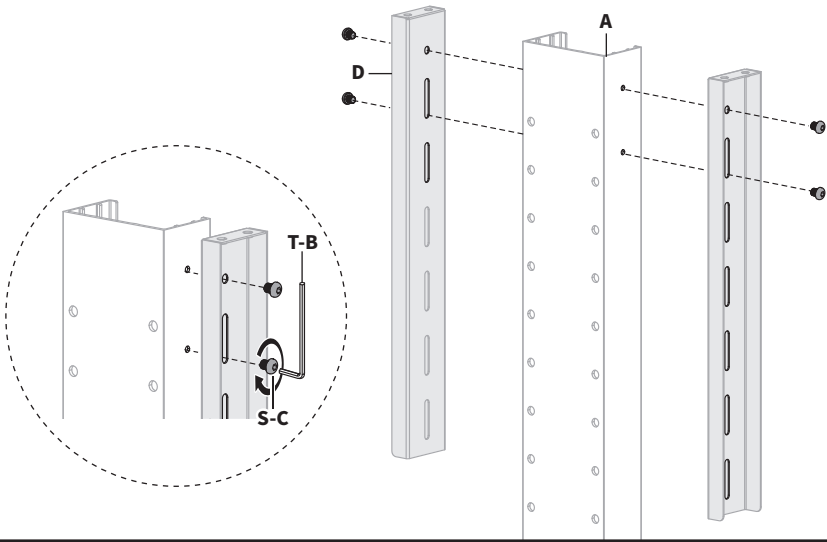
STEP 2

Perform the **PAIRING THE REMOTE** steps on page 10 to pair RF Remote (H). Once RF Remote (H) is paired, press the down arrow and extend Lift Column (A) until the last hole set has passed Wall Mounting Plate (A1) as shown. Ensure there are no obstructions while extending Lift Column (A).



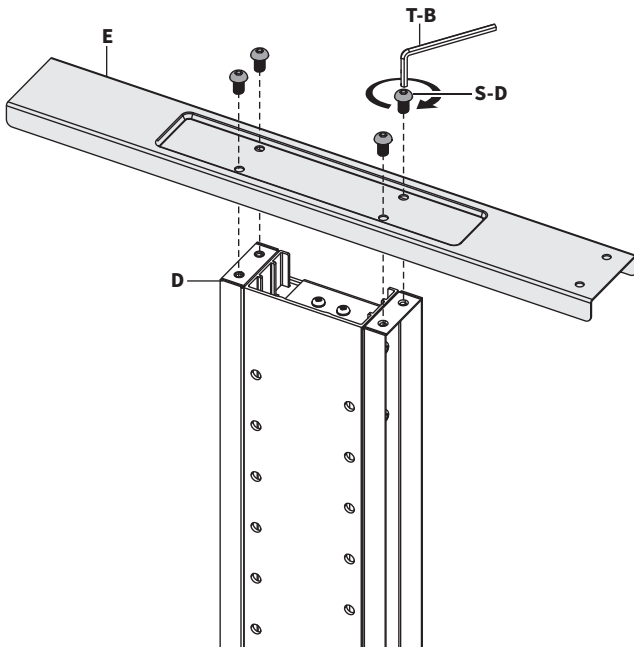
STEP 3

Install Extension Brackets (**D**) to Lift Column (**A**) using M6x6mm Screws (**S-C**) and 4mm Allen Wrench (**T-B**). The location will be dependent on the TV size and VESA hole location.



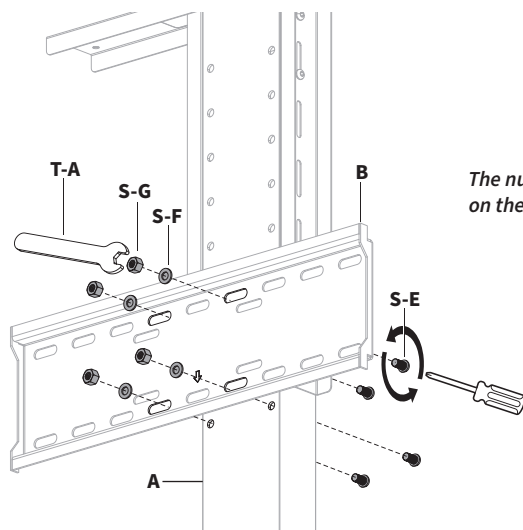
STEP 4

Install Cover Mount (**E**) onto Extension Brackets (**D**) using M6x10mm Screws (**S-D**) and 4mm Allen Wrench (**T-B**).



STEP 5

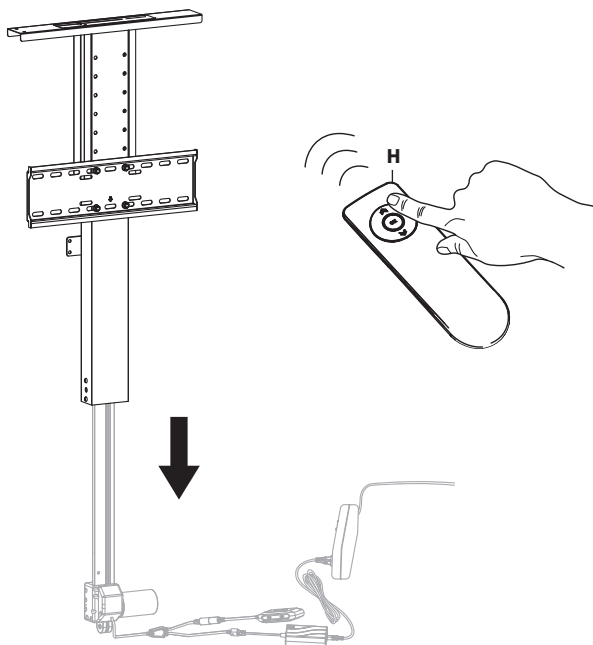
Attach VESA Plate (B) to Lift Column (A) using M8x15mm Screws (S-E), M8 Washer (S-F), M8 Nut (S-G), 13mm Wrench (T-A), and a Phillips screwdriver. Make sure the arrow on VESA Plate (B) is facing towards the motor.



NOTE:
The nuts and washers **MUST** be installed on the front of the VESA plate to prevent the column from binding.

STEP 6

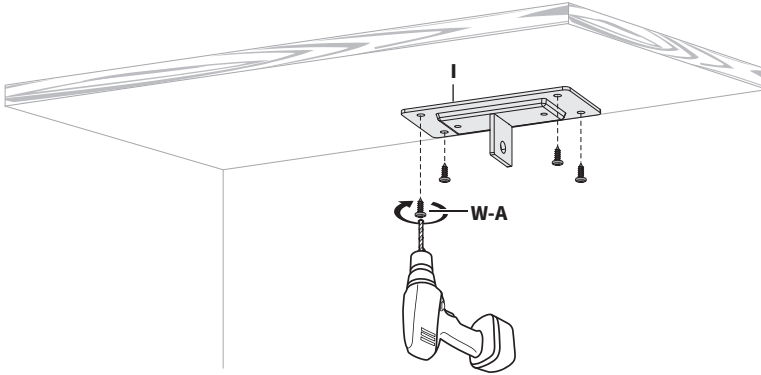
Retract the mount by pressing the up arrow or the "OK" button on RF Remote (H).



STEP 7

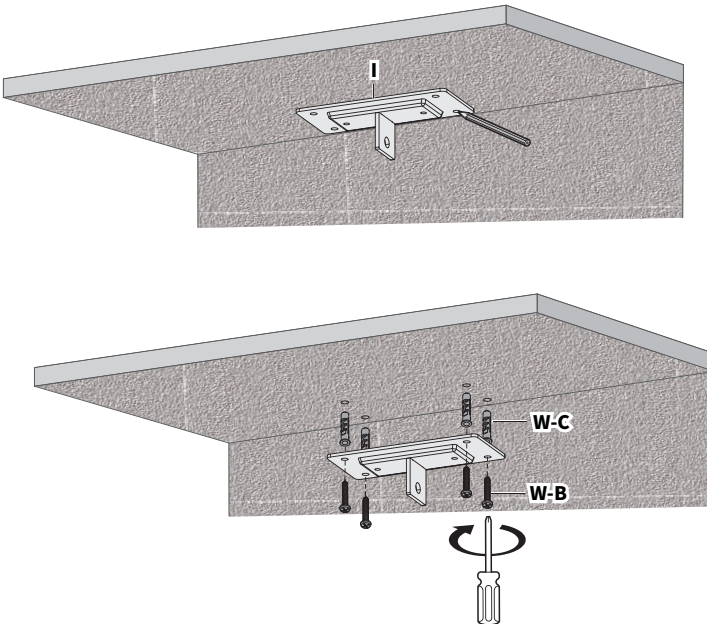
Wood Installation:

Hold Ceiling Plate **(I)** up to desired mounting location making sure one of the long edges is making contact with the back support wall. Secure Ceiling Plate **(I)** using ST5.5x16mm Screws **(W-A)** and a drill.



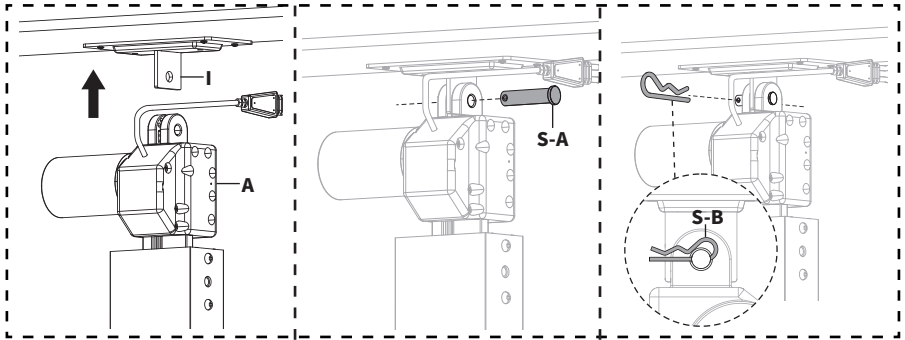
Concrete/Brick Installation:

Hold Ceiling Plate **(I)** up to desired mounting location making sure one of the long edges is making contact with the back support wall. Mark hole locations using a pencil or marker. Drill 1.8" (45mm) deep holes using a 5/16" (8mm) drill bit. Insert Concrete Anchors **(W-C)** and install Ceiling Plate **(I)** using ST5.5x38mm Screws **(W-B)** and a Phillips screwdriver.



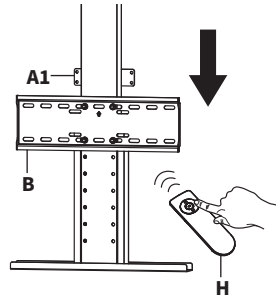
STEP 8

Align the holes from Lift Column **(A)** and Ceiling Plate **(I)**. Insert Clevis Pin **(S-A)** through the motor and Ceiling Plate **(I)**. Insert Cotter Pin **(S-B)** into Clevis Pin **(S-A)** to secure.



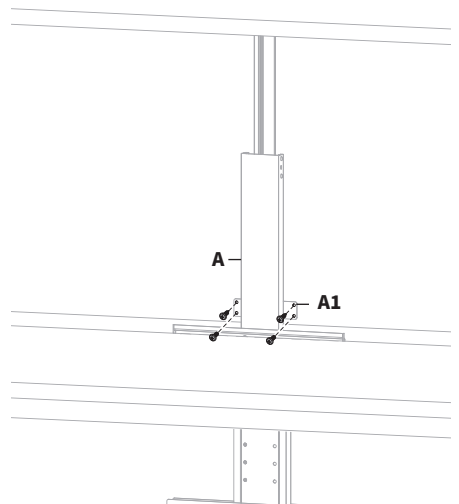
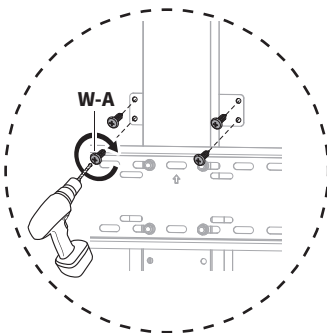
STEP 9

Ensure that Wall Mounting Plate **(A1)** is not blocked by VESA Plate **(B)**. If hidden, press the down arrow on RF Remote **(H)** to lower the mount to provide better access.



Wood Installation:

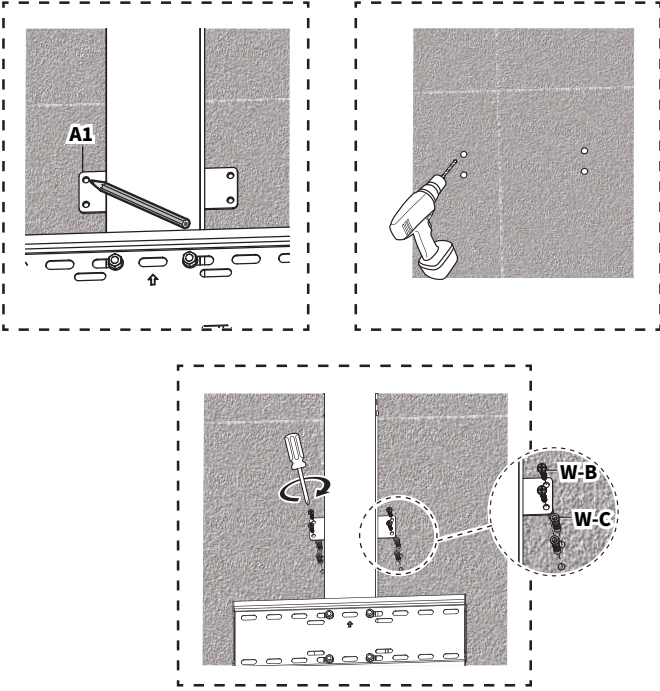
Secure Lift Column **(A)** by installing ST5.5x16mm Screws **(W-A)** into Wall Mounting Plate **(A1)** using a drill.



STEP 10

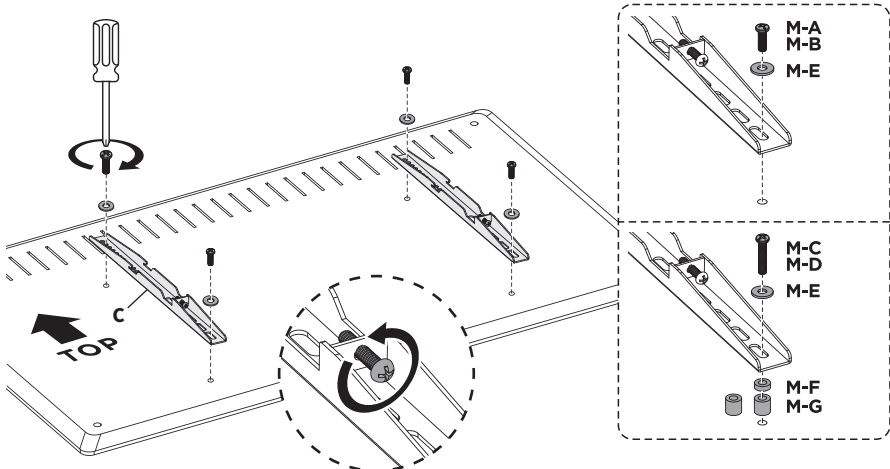
Concrete/Brick Installation:

Mark Wall Mounting Plate (A1) hole locations using a pencil or marker. Remove Lift Column (A) from Ceiling Plate (I) or hold away from the wall. Drill 1.8"/45mm deep holes using a 5/16"/8mm drill bit. Insert Concrete Anchors (W-C) and install Lift Column (A) using ST5.5x38mm Screws (W-B) and a Phillips screwdriver.



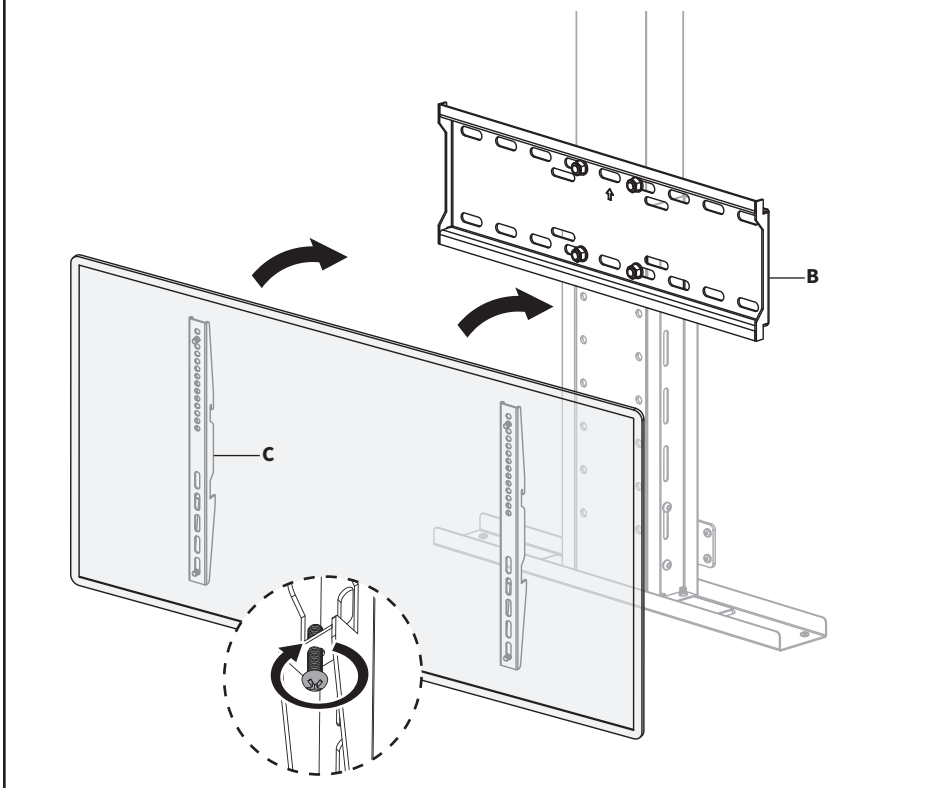
STEP 11

Attach VESA Brackets (C) to the back of the TV using Screws (M-A thru M-D), M8 Washers (M-E), and Spacers (M-F, M-G). Partially loosen the safety screw using a Phillips screwdriver.



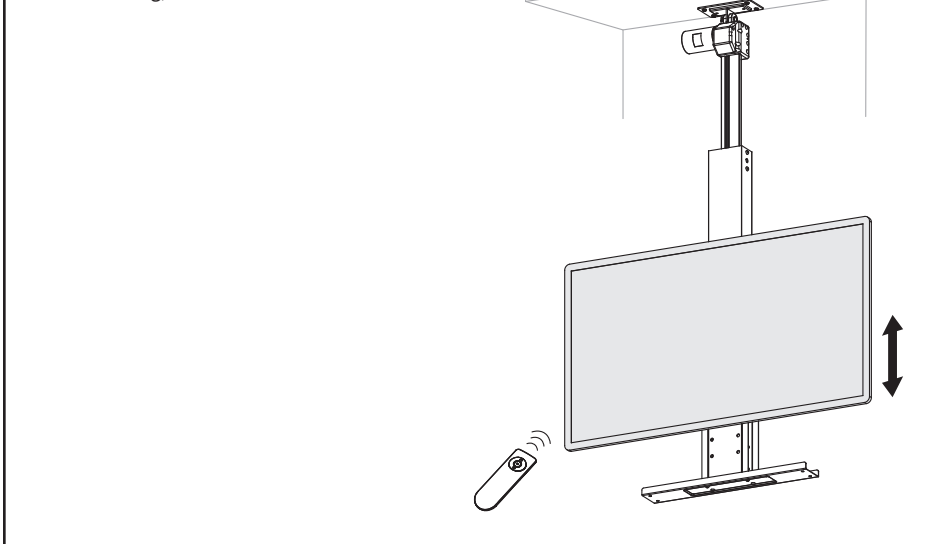
STEP 12

Hang VESA Brackets (C) over VESA Plate (B) and tighten safety screws using a Phillips screwdriver.




STEP 13



Mount is now ready for use. Refer to remote instructions on the next page for further information on use, troubleshooting, and more.



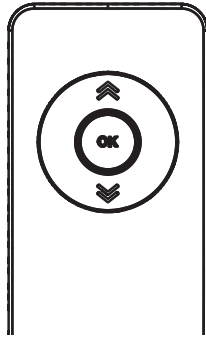
RF Remote - Manual

PAIRING THE REMOTE:

Step 1: Double press the  button on Control Unit (F). The status light on the control unit will turn on indicating you have entered programming mode.

Step 2: Press and hold the  +  buttons simultaneously on the remote until the status light stops flashing. When the status light is turned off, that indicates a successful pairing.

RF REMOTE - Button Functions:



UP ARROW:

Moves the mount upwards/retracts mount towards the motor.
Press and hold to raise your TV.



DOWN ARROW:

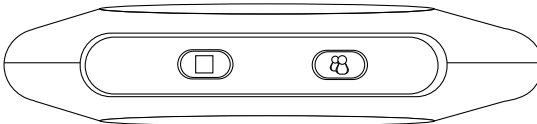
Moves the mount downwards/extends mount away from the motor.
Press and hold to lower your TV.



OK BUTTON:

Fully retracts the mount/moves to highest position.

CONTROL UNIT- Button Functions



PROGRAM BUTTON:

Double press to turn on status light and enter programming mode.



MANUAL RETRACT:

Press and hold to retract the mount towards the motor.

The Mount Does Not Respond to Remote Control

Solutions - TV Mount

- 1. *Disconnected Cord:*** A cord may be loose or no longer connected. Check all power connections and proceed.
- 2. *Incorrect Operation:*** Please refer to “**RF Remote**” for proper functions of remote.

Solutions - Remote Control

- 1. *Operating Distatance:*** The remote may be too far away from the mount and out of proper range. Move closer to the mount so that you are within the 30 ft (10m) range of remote.
- 2. *Low Batteries:*** Batteries may be low or dead. Replacement batteries and attempt use again.
- 3. *Program Coding Error:*** The remote may not have been properly coded. Please follow “**Pairing the Remote**” steps again.
- 4. *Faulty Remote or Control Box:*** If mount is still unresponsive, the remote or control unit may be faulty. Please contact our Product Support Team at **309-278-5303** or help@vivo-us.com.



Love your new VIVO setup and want to share?
Tag us in your photo! [@vivo_us](#)

LAST UPDATED: 01/31/2023
REV1



Open **Monday - Friday 7:00am - 7:00pm** CST,
our dedicated support team can offer immediate assistance with rapid response times. If any parts are received damaged or defective, please contact us. We are happy to replace parts to ensure you have a fully functioning product.



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



309-278-5303

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



help@vivo-us.com

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

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

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