

Electric Flip Down Ceiling TV Mount

SKU: MOUNT-E-FD55/W
Instruction Manual

Assembly Video & Product Info
www.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

⚠ CAUTION! ⚠

If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. 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.



DO NOT EXCEED WEIGHT CAPACITY

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.



WARNING: 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.



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.

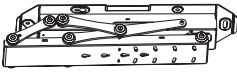
vivo-us.com/products/mount-e-fd55



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.

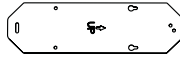
Package Contents



A (x1)
Mount



B (x1)
VESA Plate



C (x1)
Ceiling Template



D (x2)
Decorative Cover



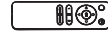
E (x2)
VESA Adapter



F (x2)
VESA Adapter



G (x1)
AC Adapter



H (x1)
Remote



I (x4)
Cable Tie

Included Hardware & Tools



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



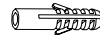
M-F (x4)
Small
Spacer



M-G (x4)
Large
Spacer



W-A (x6)
ST6.3x55mm
Screw



W-B (x6)
Concrete
Anchor



W-C (x4)
Washer

Tools Needed:



**Phillips
Screwdriver**

Weight Capacity:



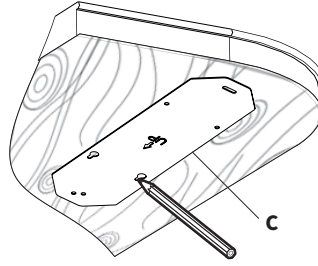
**66lbs
(30kg)**

ASSEMBLY STEPS

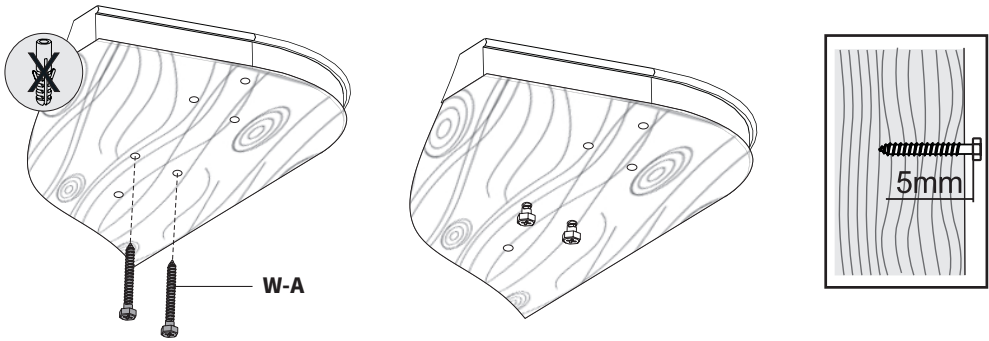
STEP 1a

OPTION A: Wood Ceiling

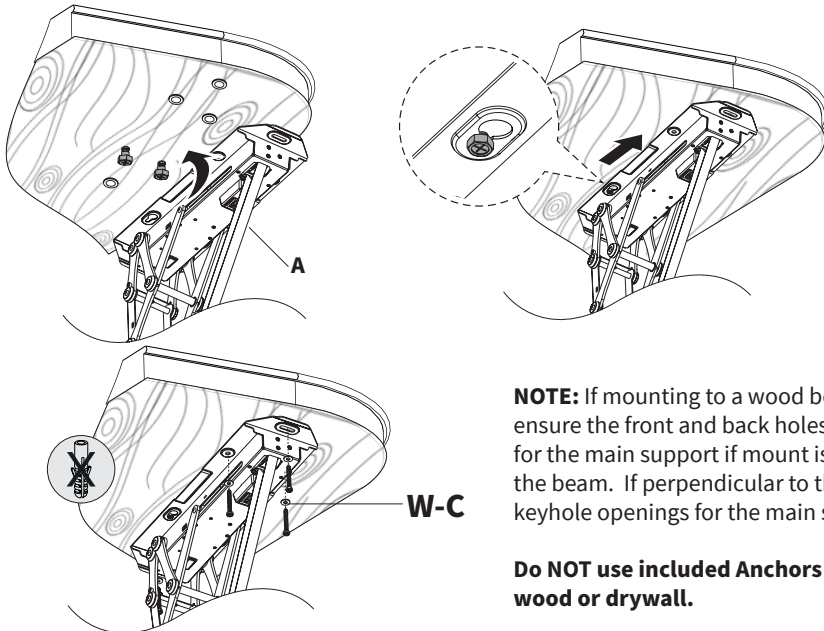
Using Ceiling Template (C), mark exact location of mounting holes.



Drill pilot holes 2.2" deep using a 4.5mm drill bit. Insert two Mounting 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).



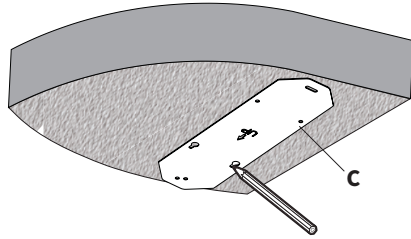
NOTE: If mounting to a wood beam ceiling, ensure the front and back holes are used for the main support if mount is in line with the beam. If perpendicular to the beam, use keyhole openings for the main support.

Do NOT use included Anchors (W-B) for wood or drywall.

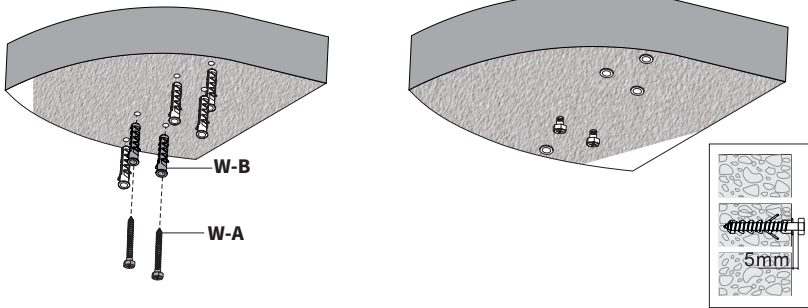
STEP 1b

OPTION B: Concrete Ceiling

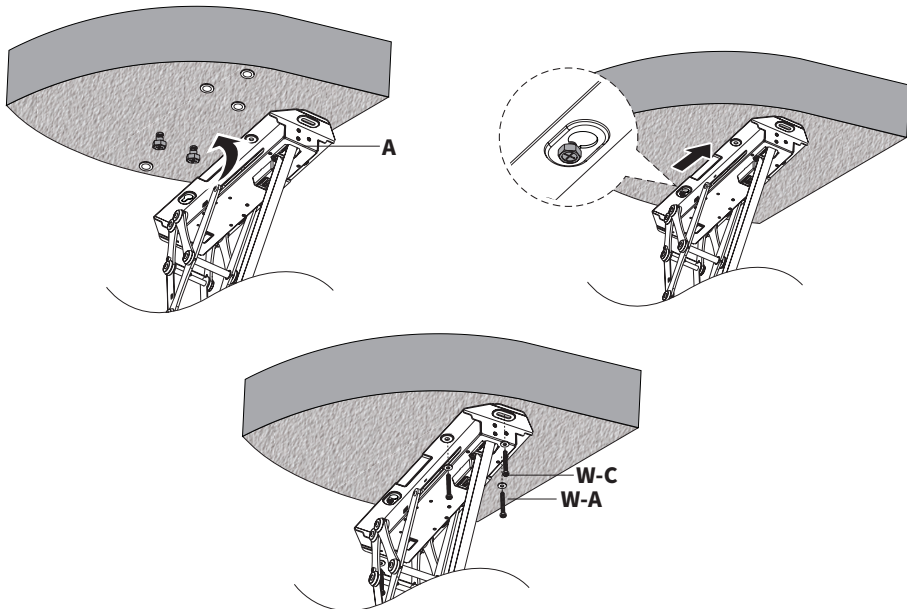
Using Ceiling Template (C), mark exact location of mounting holes.



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.

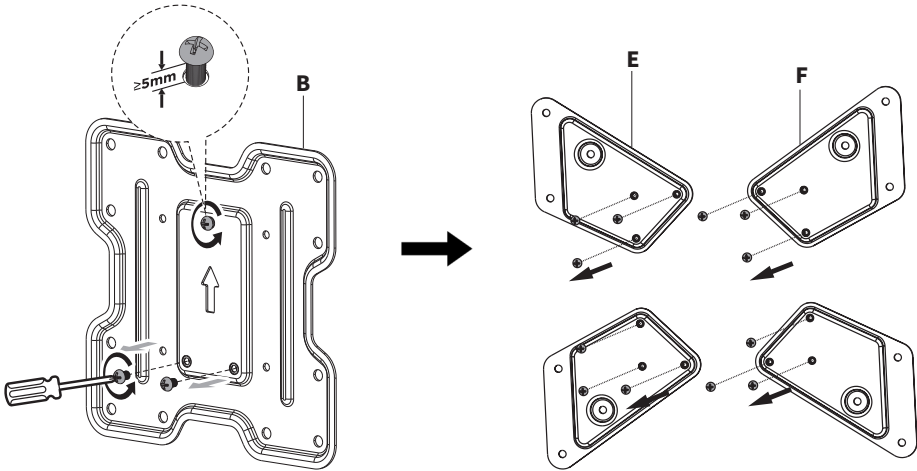


Hang Mount (A) so that the screws fit into the keyhole openings. Slide Mount (A) backward, then secure using additional Screws (W-A) with Washers (W-C). Tighten all screws.

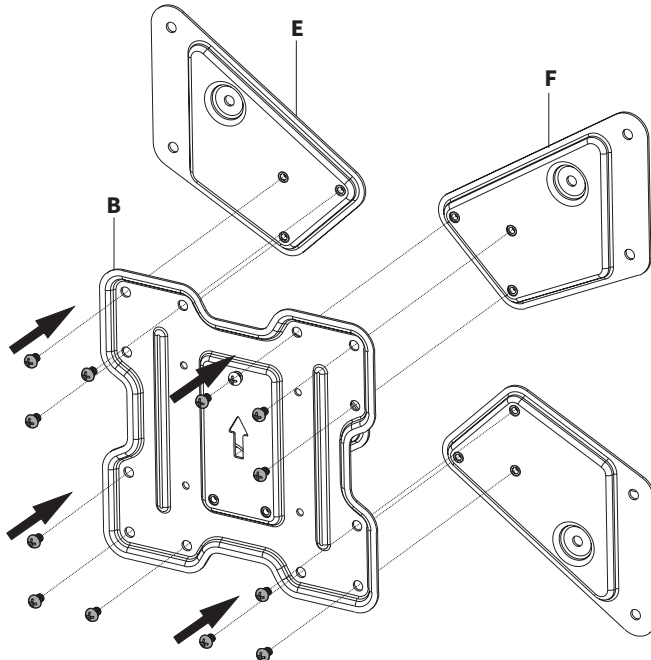


STEP 2

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**).



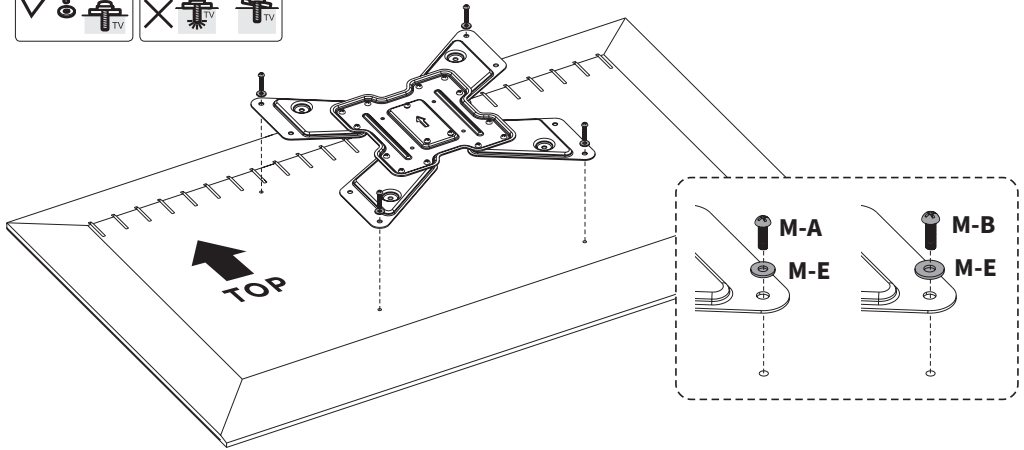
Align VESA Adapters (**E, F**) with VESA Plate (**B**) and assemble, using screws previously removed from VESA adapters (**E, F**).



STEP 3

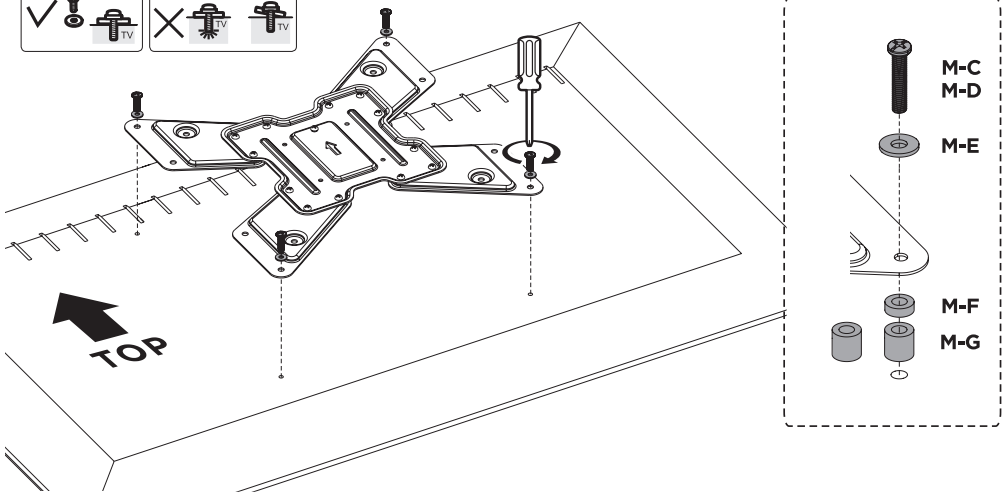
OPTION A: Flat Back TV

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.



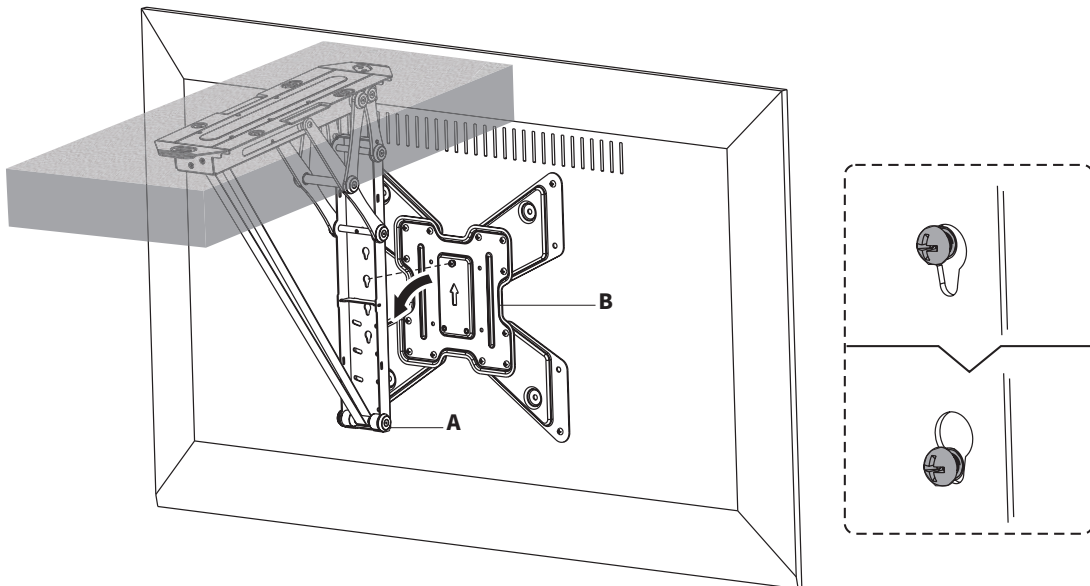
OPTION B: Curved/Recessed Back TV

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.

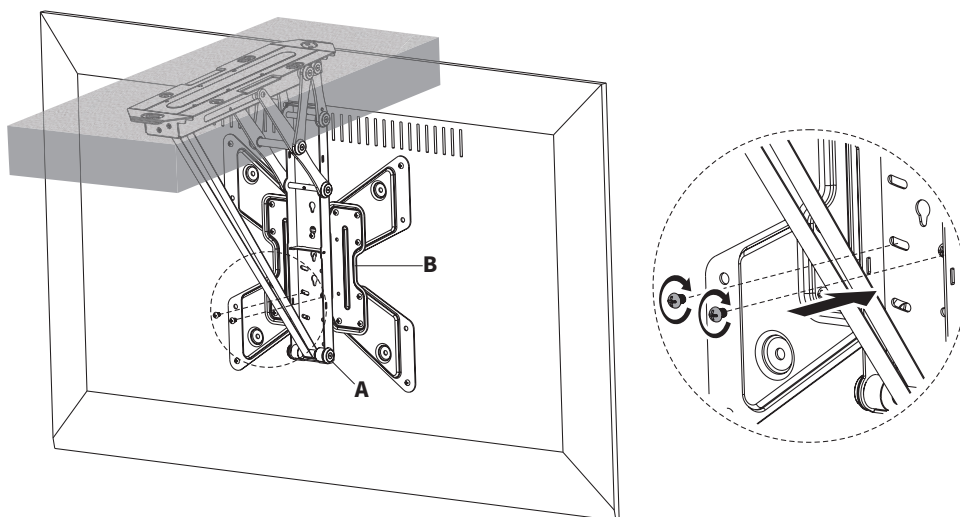


STEP 4

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

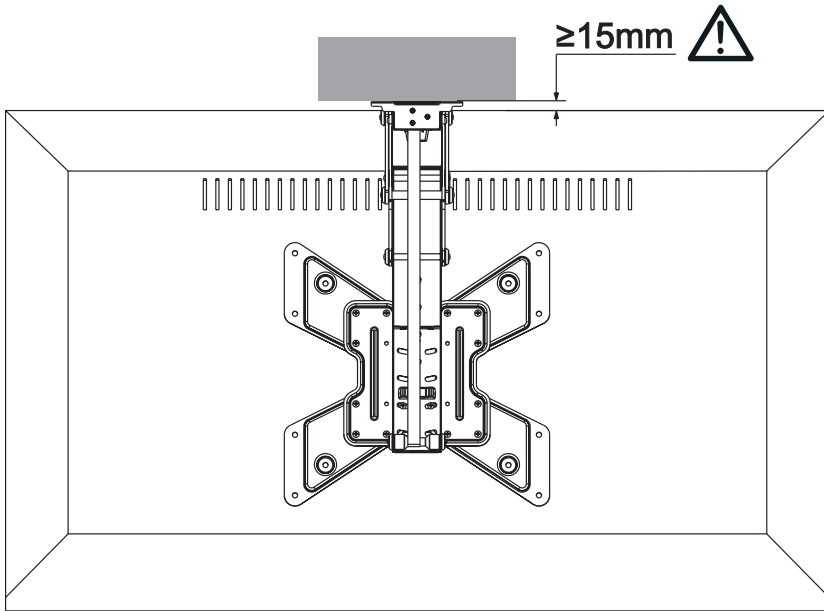


Using screws previously removed from step 2, fasten VESA Plate (B) to Mount (A).



STEP 4 - CONT'D

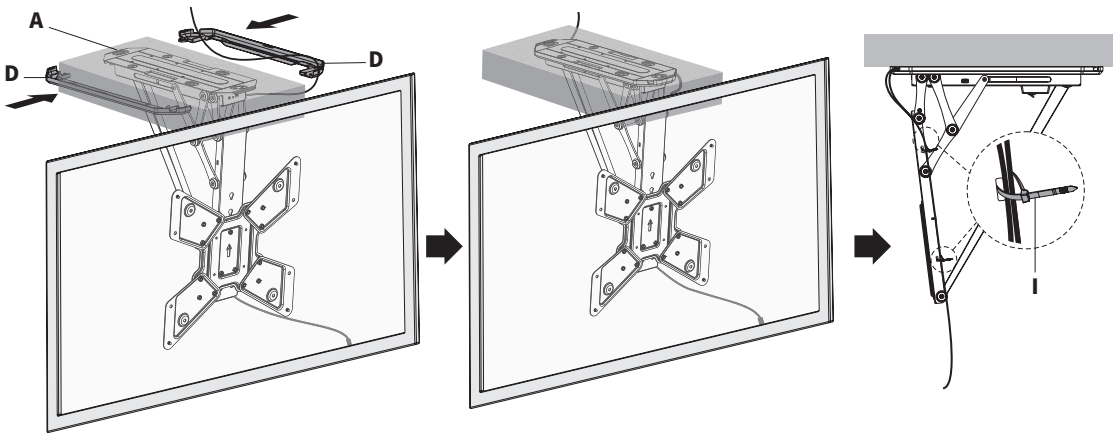
NOTE: Clearance between the ceiling and top edge of TV should be no less than 15mm when TV is in the fully lowered position



STEP 5

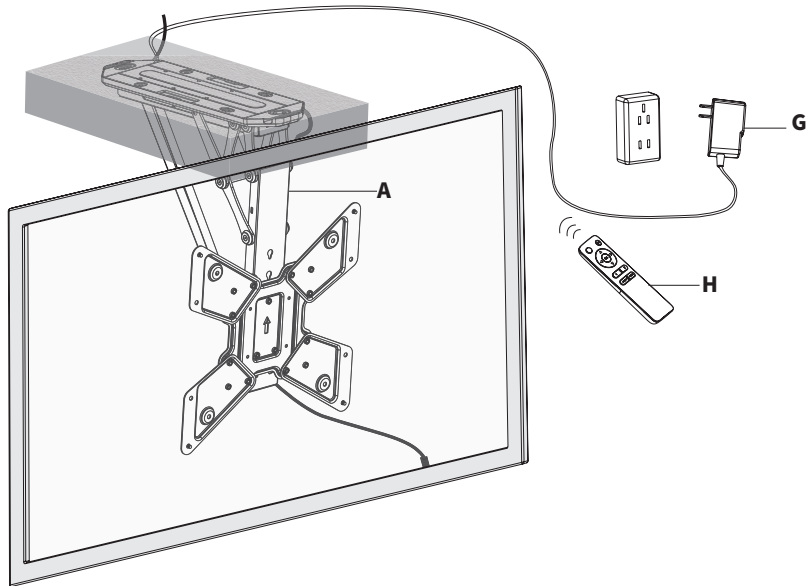
Run cables along edge of Mount (**A**). Allow slack in cables for arm movement. Place Decorative Covers (**D**) over cables and snap into place. Using Cable Ties (**I**), fasten cables.

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



STEP 6

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.



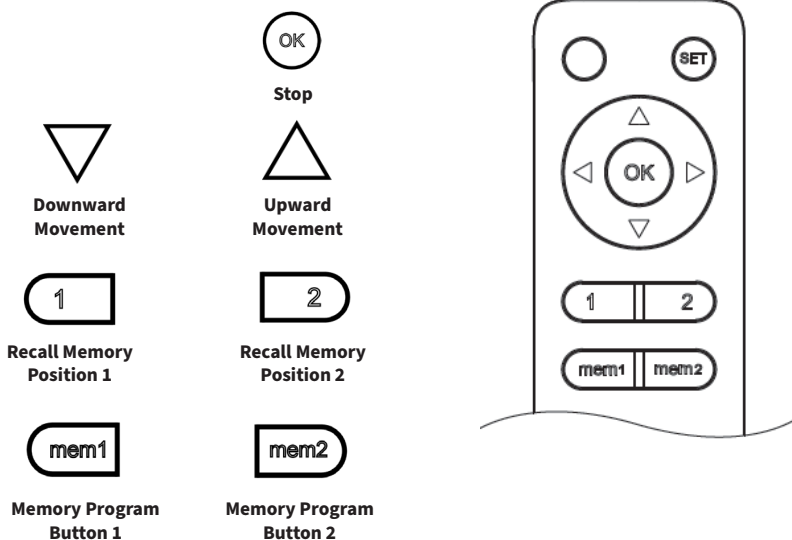
**** PITCHED CEILING PROGRAMMING ****

If using on a pitched ceiling, follow the programming steps below.

IF MOUNT IS INSTALLED ON A PITCHED SURFACE:

1. Press and hold the OK button on the Remote for 6 seconds. The mount will retract to the minimum (folded) position.
2. Press the down button to lower the TV. Press OK when the TV has reached the fully lowered position.
3. Press and hold the mem1 button until the mount beeps. Repeat 4 times. Mount will give a long beep, indicating that the maximum tilt angle has been set. The mount is now ready for use.

Remote | Operating Instructions



First Time Use

1. Install two AAA batteries (*not included*) in the Remote.
2. Plug the mount in. The mount will beep once, and will be ready for operation.

DO NOT OPERATE WHEN UNMOUNTED: 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.

Save & Recall Memory Settings

To save a certain location to memory, press and hold the mem1 or mem2 buttons for 2 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.

Manual Position Adjustment

To adjust TV mount to minimum position (resting against the ceiling), simply give it a slight push. The mount will automatically return to minimum the position.

**** ALWAYS USE REMOTE WHEN LOWERING THE MOUNT ****

Replacing the Remote

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 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.

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.

Troubleshooting:

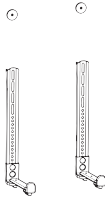
Problem	Solution
Remote Control Range is Too Short	Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.
Abnormal Operation	Reset the system by following instructions under Reset Mount . If problem is not resolved, contact us to replace the product.
Mount 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 at 309-278-5303 or help@vivo-us.com to replace the power supply.
Abnormal Noise	Please contact us at 309-278-5303 or help@vivo-us.com to replace the product.
Mount beeps when pressing up and/or down and won't move	Follow Reset procedure. Verify that you are using the pitch ceiling function if your mount is installed on a pitched ceiling.

CHECK OUT OTHER GREAT PRODUCTS FROM



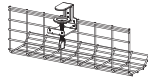
EXPLORE MORE AT [VIVO-US.COM](https://www.vivo-us.com)

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!



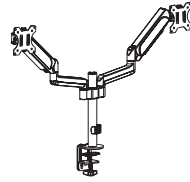
SPEAKER MOUNTS & STANDS

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



CABLE MANAGEMENT

From single monitor mounts to hex mount, grommet or clamp-ons, we've got a mounting solution for your setup.



MONITOR MOUNTS

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?

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



Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



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Chat live with an agent!



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