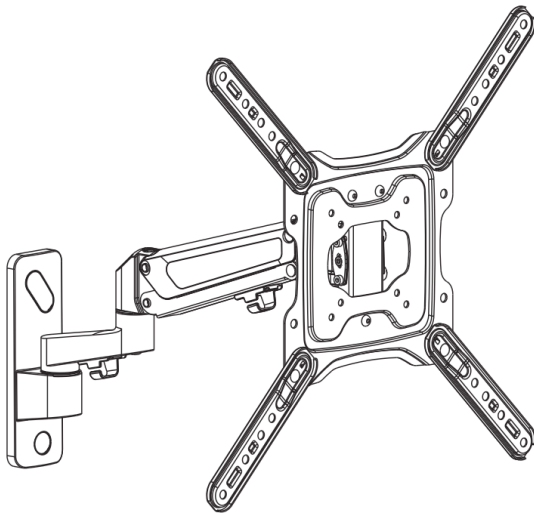




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## Premium Aluminum TV Wall Mount

### Instruction Manual



**SKU: MOUNT-G400B**



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-g400b>

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



help@vivo-us.com



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

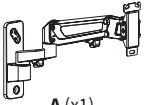


309-278-5303

## **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.

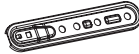
## PACKAGE CONTENTS



**A (x1)**  
Arm



**B (x1)**  
VESA Plate



**C (x4)**  
VESA  
Extension



**D (x1)**  
Screw Cover



**E (x1)**  
Screw Cover



**S-A (x4)**  
Nut



**S-B (x4)**  
Carriage Bolt



**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 Washer



**W-A (x3)**  
Wall Screw



**W-B (x3)**  
Anchor



**W-C (x3)**  
Washer



**T-A (x1)**  
Wrench



**T-B (x1)**  
4mm Allen  
Wrench



**T-C (x1)**  
6mm Allen  
Wrench

**NOTE:** NOT ALL HARDWARE INCLUDED WILL BE USED

## **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.

## TOOLS NEEDED



**Phillips  
Screwdriver**



**Drill**

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



## **WARNING: CHOKING HAZARD**

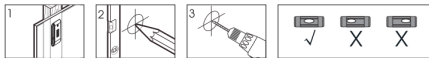
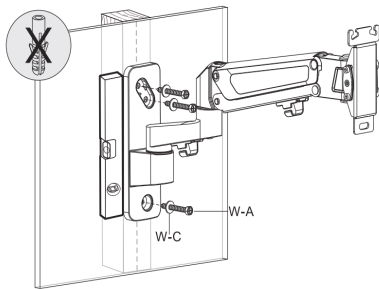
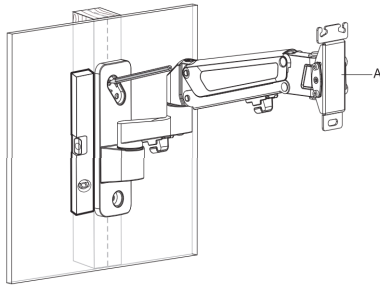
SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.

# ASSEMBLY STEPS

## STEP 1

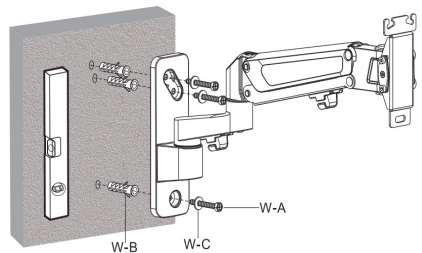
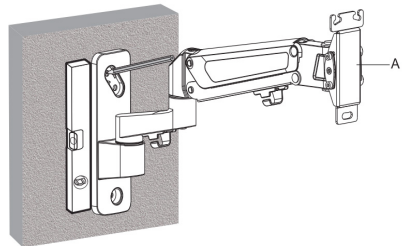
### OPTION A: Wood Wall

Using the wall plate on Arm (A), mark drilling locations. Use of a stud finder is highly recommended. Drill 2.2" (55mm) deep holes using a 3/16" (4.5mm) drill bit, and mount the arm to the wall using Wall Screws (W-A) and Washers (W-C).



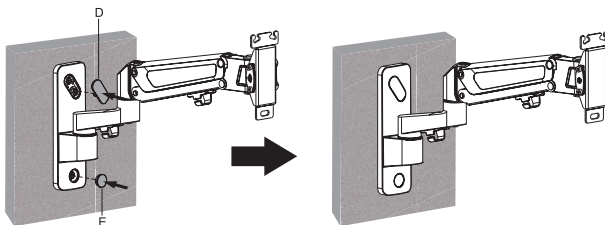
### OPTION B: Concrete Wall

Using the wall plate on Arm (A), mark drilling locations. Drill 2.4" (60mm) deep holes using a 3/8" (10mm) drill bit, press Anchors (W-B) into holes, and mount the arm to the wall using Wall Screws (W-A) and Washers (W-C). **NOTE:** Anchors are made for use with concrete or brick, and will not work with drywall.



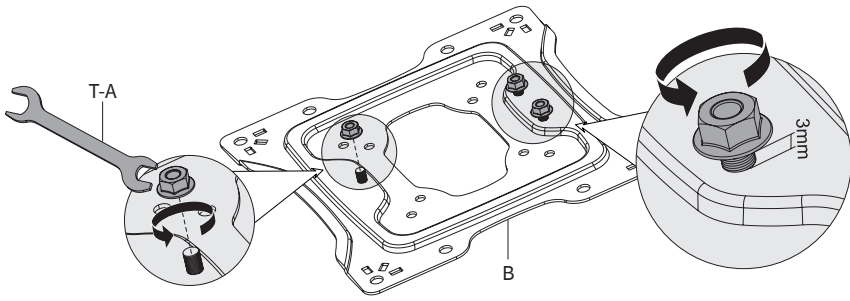
## STEP 2

Attach Screw Covers (D, E) to wall plate.



### STEP 3

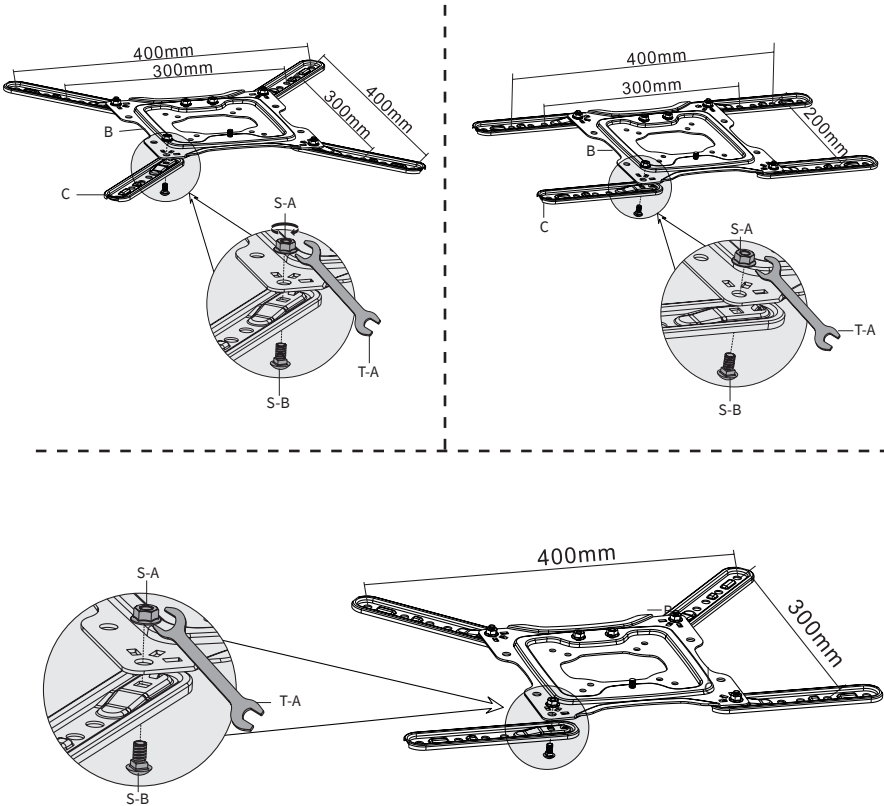
Remove lower nut from VESA Plate **(B)** using the Wrench **(T-A)**, and loosen the upper two nuts until 3mm of screw thread is exposed for each one.



### STEP 4

Mount VESA Extensions **(C)** to VESA Plate **(B)** in one of the patterns shown using Carriage Bolts **(S-B)** and Nuts **(S-A)**, and tighten with Wrench **(T-A)**.

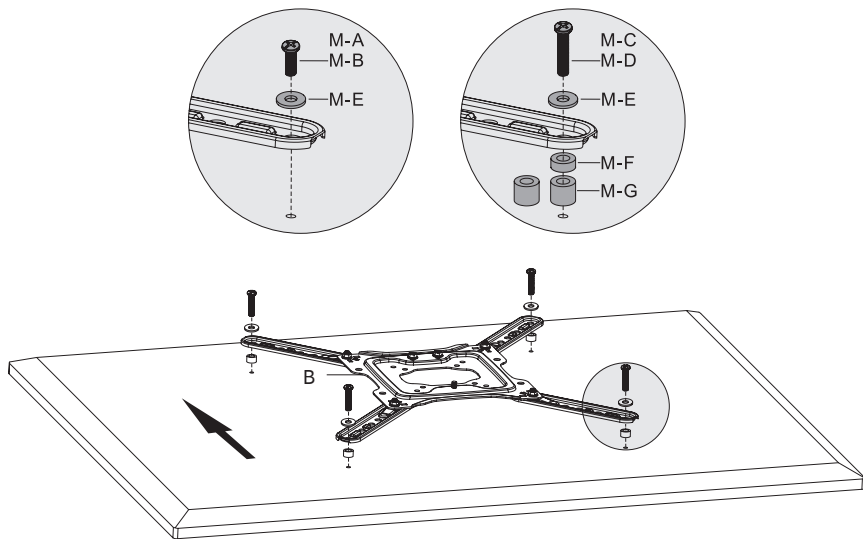
**(NOTE: For VESA patterns 200x200mm and smaller, skip this step.)**



## STEP 5

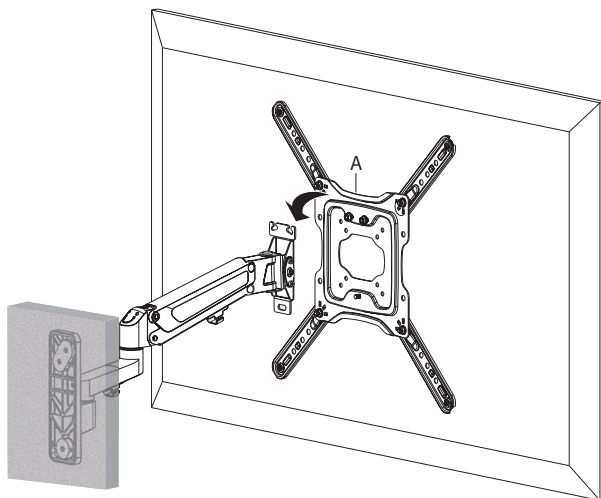
### OPTION A: Flat Back Monitor

Mount VESA Plate (**B**) to TV using appropriate Screws (**M-A through M-D**) with M8 Washers (**M-E**), making sure the two nuts are facing towards the top of the TV. If needed, Spacers (**M-F, M-G**) have been provided.



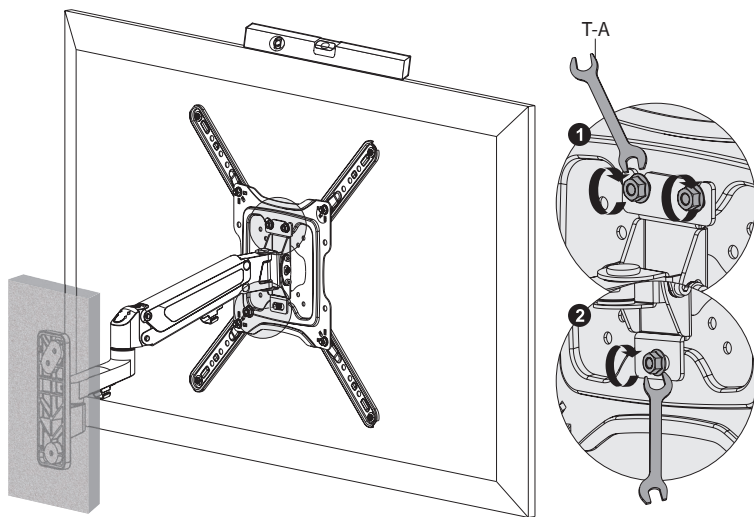
## STEP 6

Hang TV with VESA plate onto head of Arm (**A**).



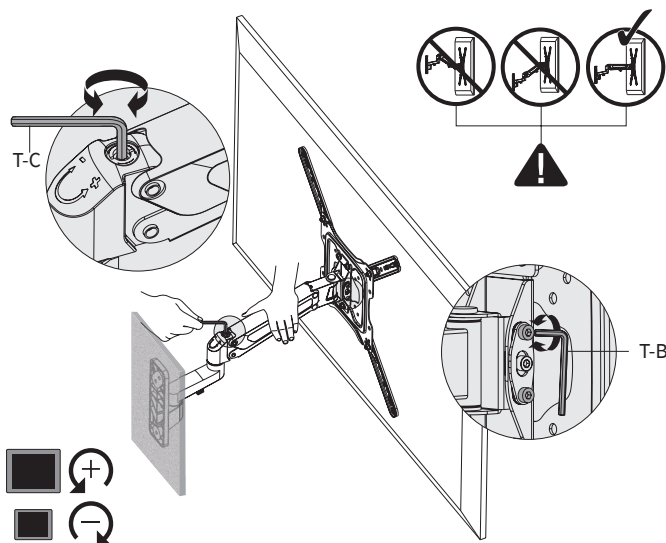
## STEP 7

Reinstall lower nut to secure the plate, and tighten all nuts using Wrench (T-A).



## STEP 8

Adjust gas spring tension using 6mm Allen Wrench (T-C). Turn counter-clockwise to increase lift, and clockwise to decrease. Adjust the tilt joint support using 4mm Allen Wrench (T-B). **NOTE:** use a large flat-blade screwdriver to tighten the socket set screw if the joint makes a popping noise.

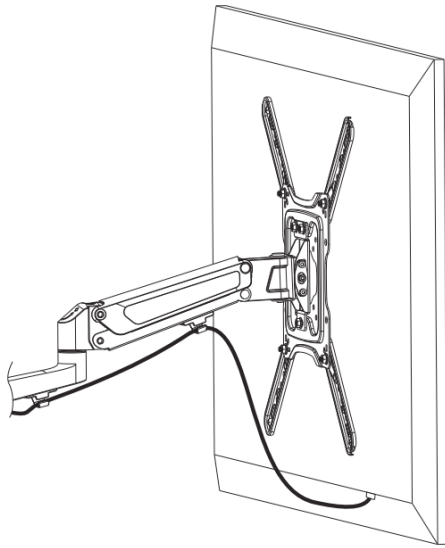


**WARNING:**  
TV must be installed on mount before making tension adjustments to the gas spring arm.

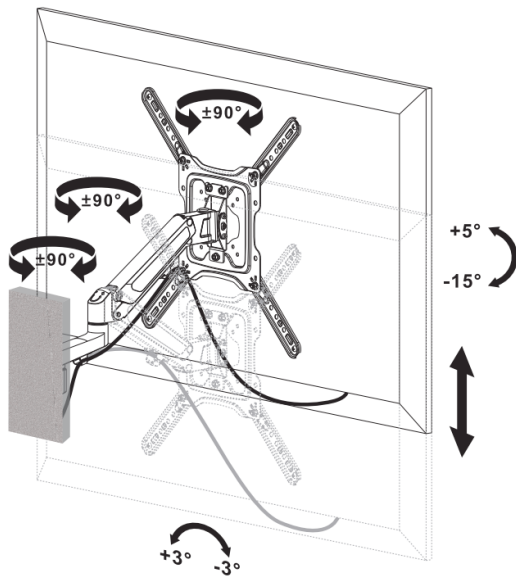
Keep monitor in a straight orientation when making adjustments.

## STEP 9

Use built in cable clips to manage cables.



Adjust as Desired





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LAST UPDATED: 03/08/2023  
REV2



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.



309-278-5303

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



[www.vivo-us.com](http://www.vivo-us.com)  
*Chat live with an agent!*

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



[help@vivo-us.com](mailto: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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