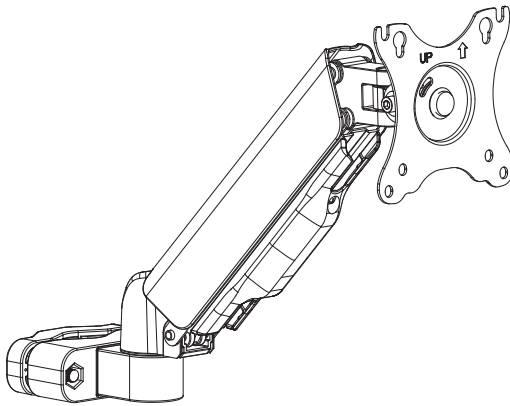




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## Pole Mount Single Pneumatic Arm for VESA 75x75mm and 100x100mm

Instruction Manual



**SKU: MOUNT-POLE05A**



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-pole05a>

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



help@vivo-us.com



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*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)**  
Arm



**B (x1)**  
Pole Clamp



**S-A (x2)**  
M8x50mm Screw



**S-B (x2)**  
M8x65mm Screw



**S-C (x2)**  
M8 Nut



**M-A (x4)**  
M4x12mm Screw



**M-B (x4)**  
M5x12mm Screw



**M-C (x4)**  
M5 Washer



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



**T-B (x1)**  
5mm Allen Wrench

**DO NOT EXCEED WEIGHT CAPACITY.**

Failure to do so may result in serious injury.

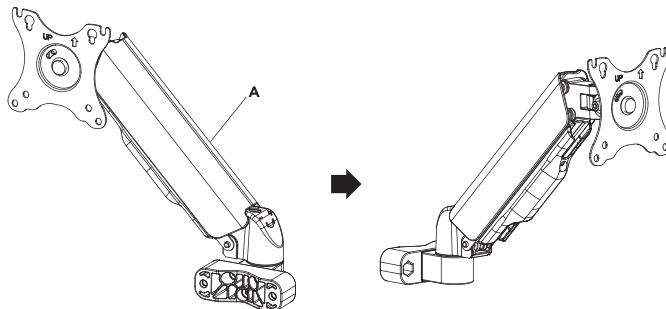
**4.4-17.6lbs**  
**(2-8kg)**

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

## ASSEMBLY STEPS

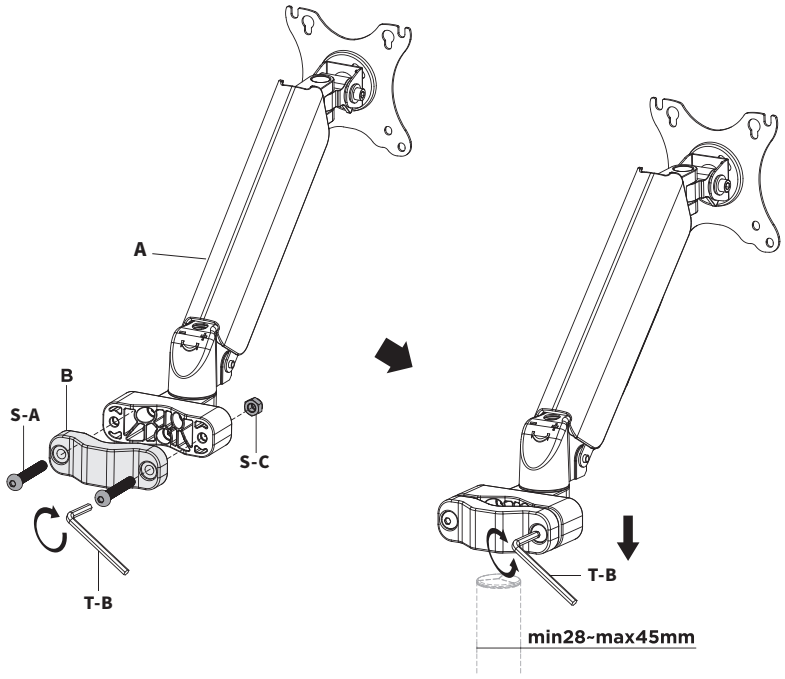
### STEP 1

Rotate Arm **(A)** away from the clamping bracket as shown.

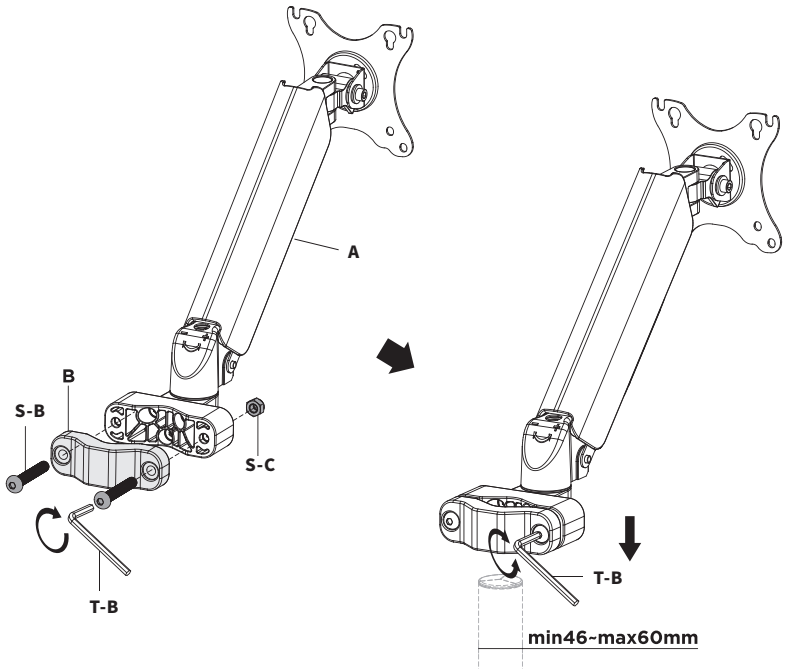


## STEP 2

**Poles 28-45mm in Diameter:** Assemble Arm (A) with Pole Clamp (B) to the pole using M8x50mm Screws (S-A), M8 Nuts (S-C) and 5mm Allen Wrench (T-B).

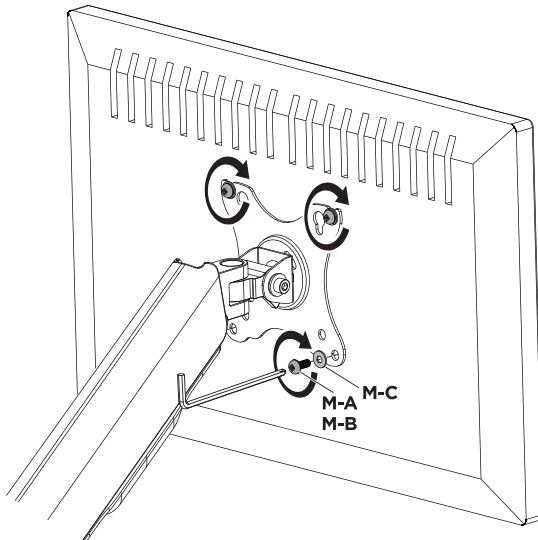
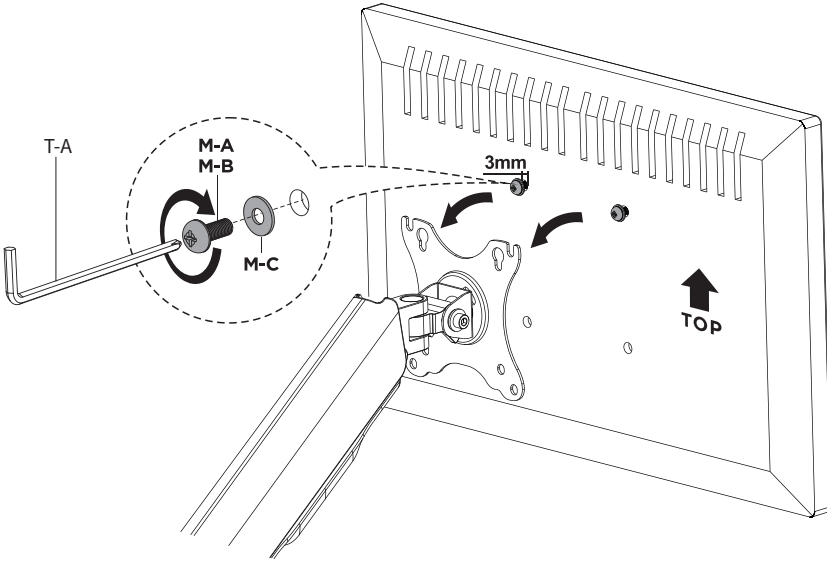
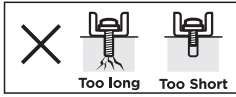
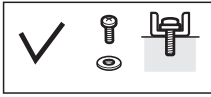


**Poles 46-60mm in Diameter:** Assemble Arm (A) with Pole Clamp (B) to the pole using M8x65mm Screws (S-B), M8 Nuts (S-C) and 5mm Allen Wrench (T-B).



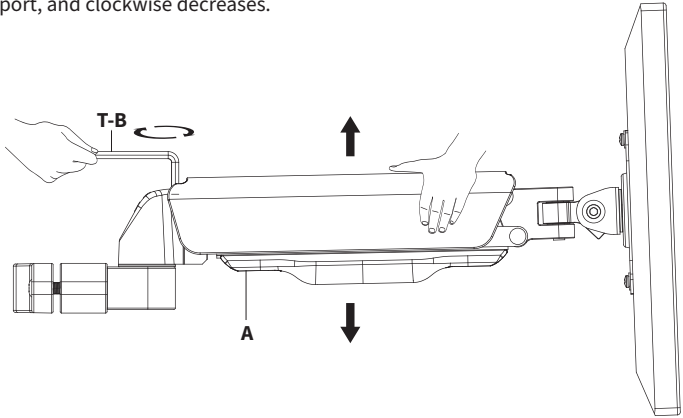
## STEP 3

Install Screws (**M-A or M-B**) and M5 Washers (**M-C**) to the top mounting holes of your monitor, making sure to leave 3mm of threads exposed. Align Screws (**M-A or M-B**) in the VESA plate. Secure using two more Screws (**M-A or M-B**) and M5 Washers (**M-C**) in the bottom two holes. Tighten all four screws using the Phillips end of 4mm Allen Wrench (**T-A**).



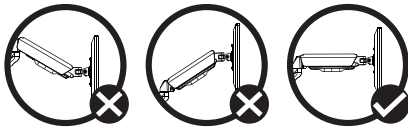
## STEP 4

Adjust gas spring support in Arm (A) using 5mm Allen Wrench (T-B). Turning counter-clockwise increases support, and clockwise decreases.



To properly balance the arm with monitors mounted, adjust the spring tension using the supplied Allen Key as follows:

First, position and firmly hold the arm horizontally as shown. Ask for assistance should you require it.



To avoid damage to monitors or mount, always keep the arm in a horizontal position while making adjustments. Again, ask for assistance if required.



If the arm **drops**, turn the adjustment screw counter-clockwise until it stays in a horizontal position.



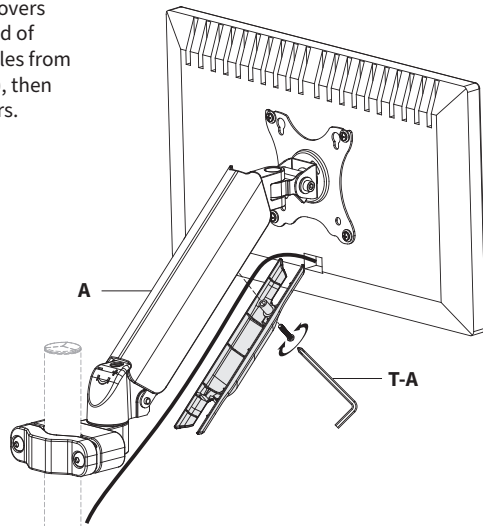
If the arm **rises**, turn the adjustment screw clockwise until it stays in a horizontal position.



**DO NOT** over tighten the screws.

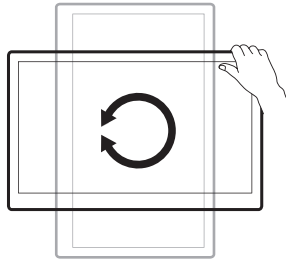
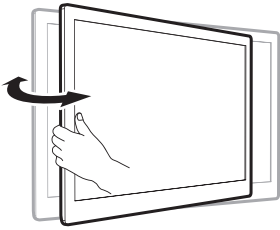
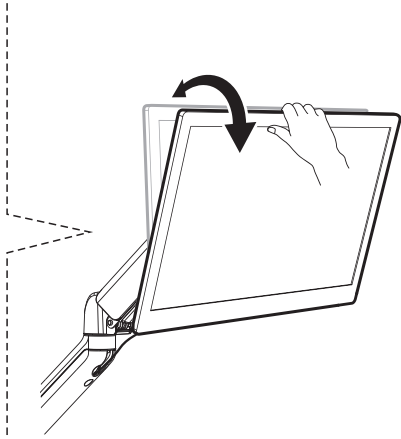
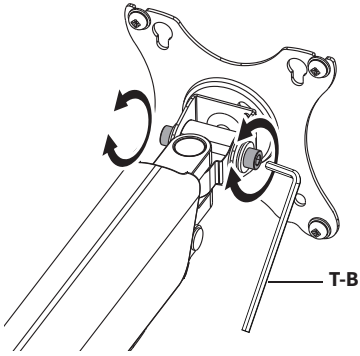
## STEP 5

Remove the cable management covers from Arm (A) using the Phillips end of 4mm Allen Wrench (T-A). Run cables from monitors through bottom Arm (A), then reattach cable management covers.



# STEP 6

Adjust the monitor tilt using 5mm Allen Wrench (**T-B**).



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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*): **5M 4S**

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

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

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