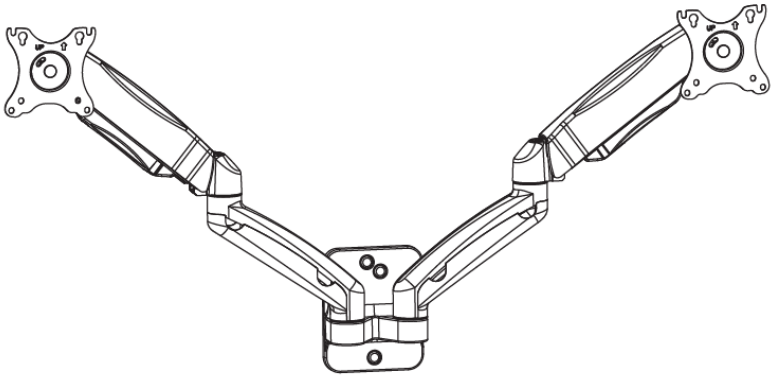




Pneumatic Arm Dual Monitor Wall Mount Instruction Manual



SKU: MOUNT-V002G,W



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-v002g>

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



help@vivo-us.com



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

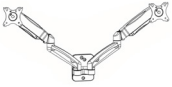


309-278-5303

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)
Monitor Arm



B (x3)
Cover



M-A (x8)
M4x12mm
Screw



M-B (x8)
M5x12mm
Screw



M-C (x8)
M5 Washer



W-A (x3)
Wall Screw



W-B (x3)
Anchor



W-C (x3)
Washer



T-A (x1)
5mm 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



Drill



Phillips
Screwdriver

DO NOT EXCEED WEIGHT CAPACITY.

Failure to do so may result in serious injury.

**4.4-19.8lbs
(2-9kg)**

PER ARM

WARNING: CHOKING HAZARD

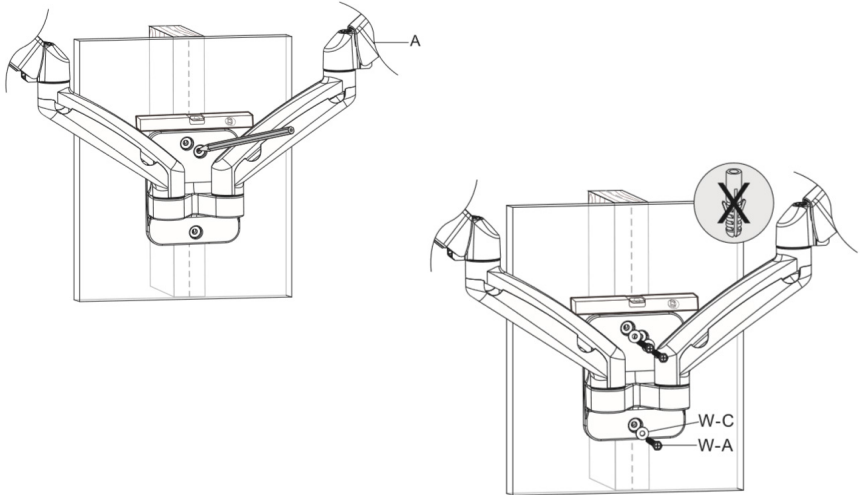
SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.

ASSEMBLY STEPS

STEP 1

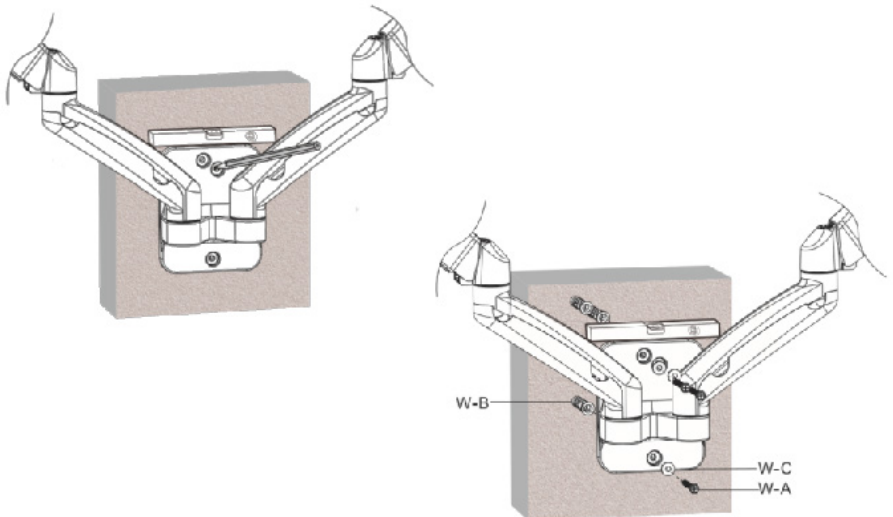
OPTION A: Wood Wall

Use a pencil to mark drilling location for wood beam and drill 2.2" deep holes using 3/16" bit. Use of a stud finder is recommended. Mount Arm (A) to wall using Wall Screws (W-A) and Washers (W-C). Do NOT use Anchors (W-B) for wood beam installation.



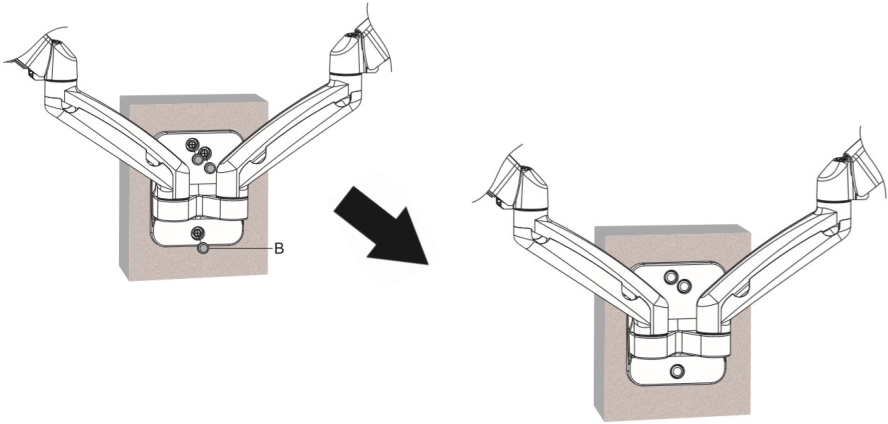
OPTION B: Concrete/Brick Wall

For concrete or brick wall installation, use a pencil to mark drilling locations and drill 2/4" deep holes using a 3/8" bit. Mount Arm (A) to wall using Wall Screws (W-A), Anchors (W-B), Washers (W-C).



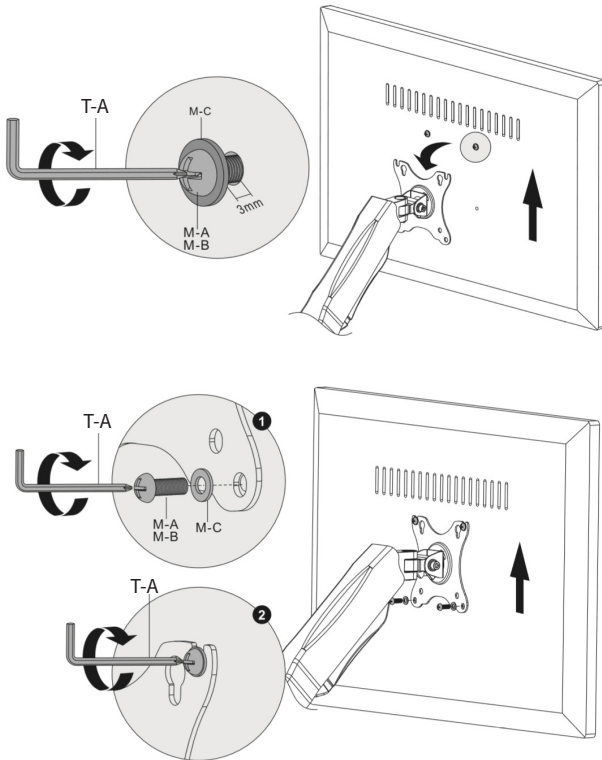
STEP 2

Press Covers **(B)** into screw holes.



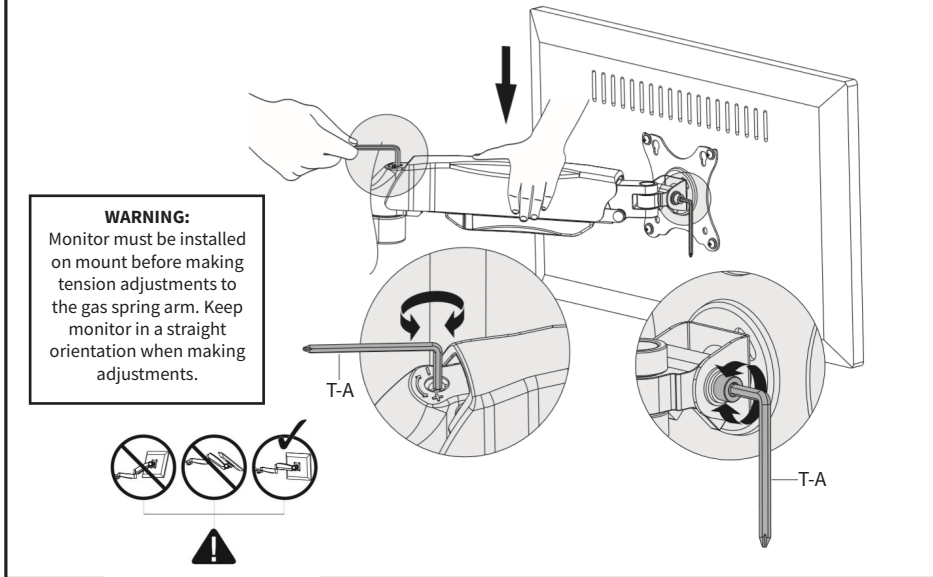
STEP 3

Install Screws **(M-A)** or **(M-B)** with Washers **(M-C)** in top two holes of the monitor, leaving 3mm of space between the screw heads and the monitor. Tighten using the 5mm Allen Wrench **(T-A)**. Hang monitor over top two slots of VESA plate, install two bottom screws, and then tighten top screws using Allen Wrench **(T-A)**.



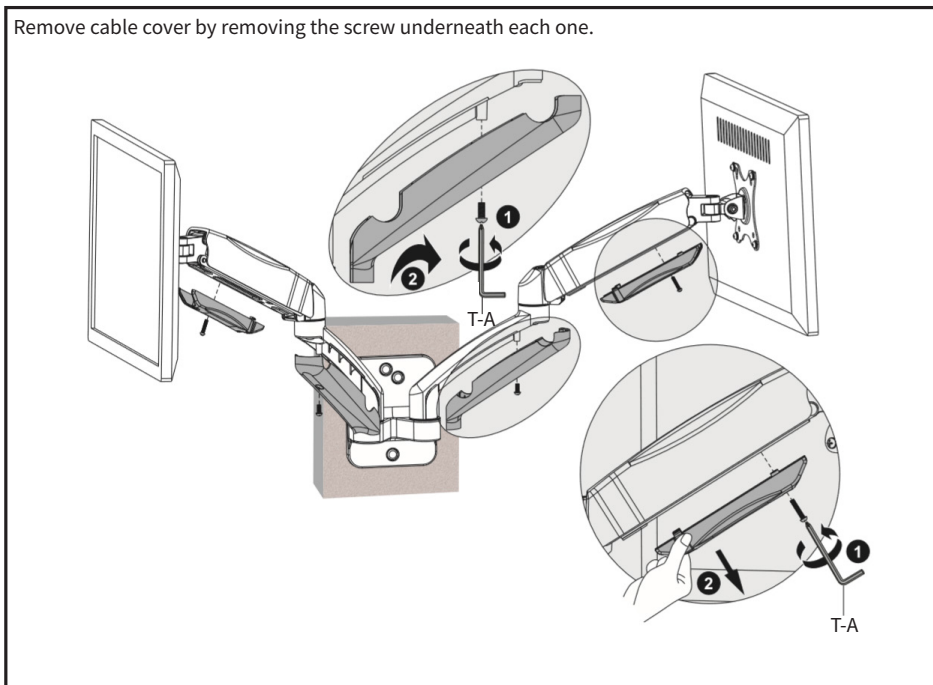
STEP 4

Tighten the socket screw if the joints are making a popping sound. Adjust arm tension by turning screw with 5mm Allen Wrench (**T-A**). Turn clockwise to reduce tension and turn counterclockwise to increase tension. The tension should be just enough to hold your monitor in place without lifting itself up. If needed, adjust bolts on the sides of the hinge behind the VESA plate to tighten or loosen the tilt angle. Tighten using 5mm Allen Wrench (**T-A**).



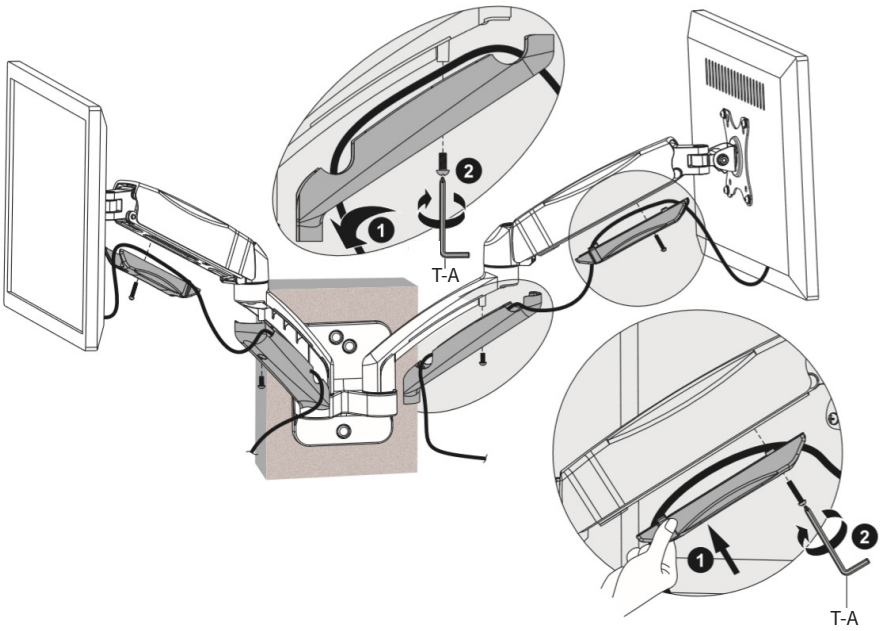
STEP 5

Remove cable cover by removing the screw underneath each one.

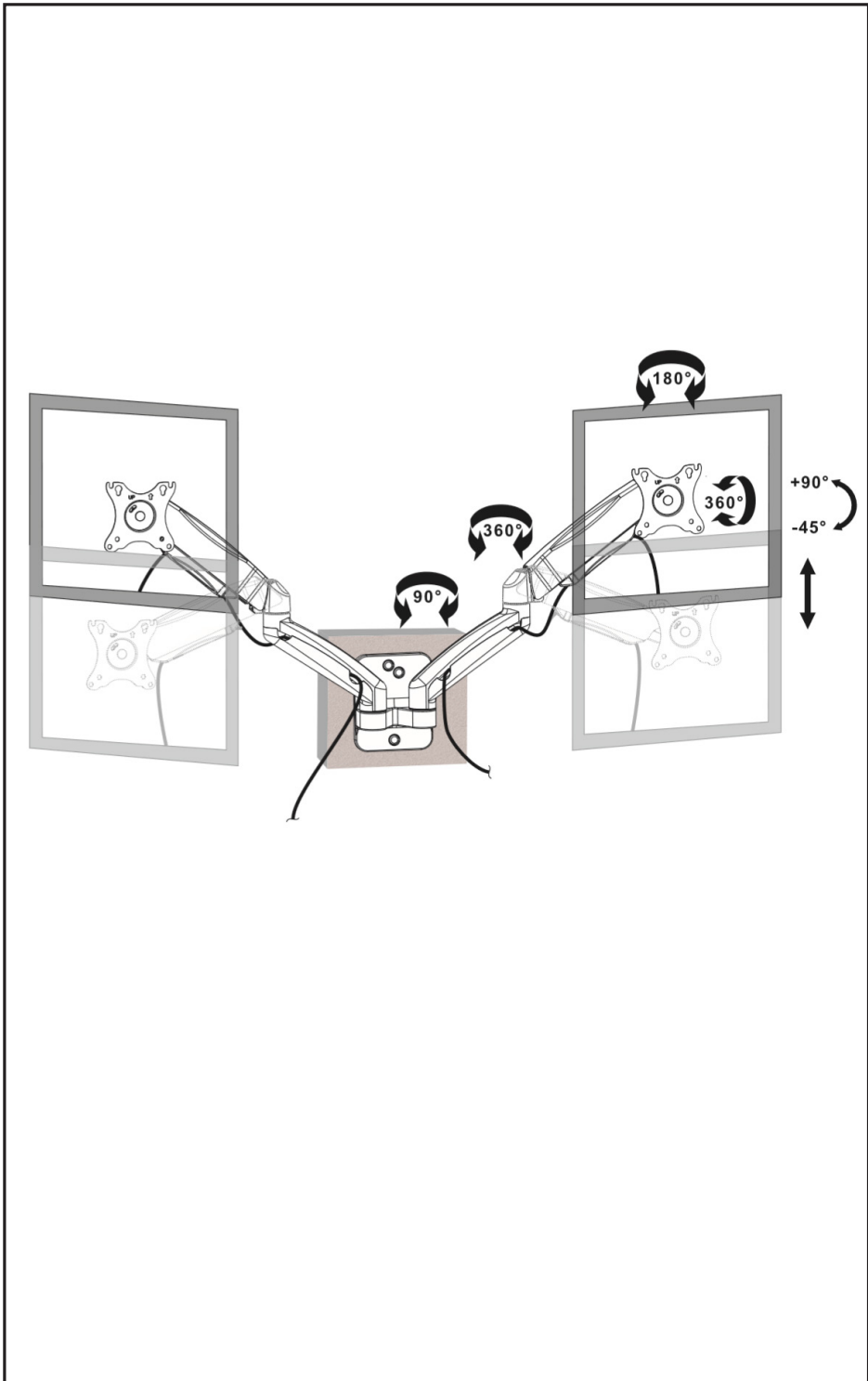


STEP 6

Insert cables and replace covers while making sure the cables have enough slack to allow enough free movement of the arm.



Adjust as Desired





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