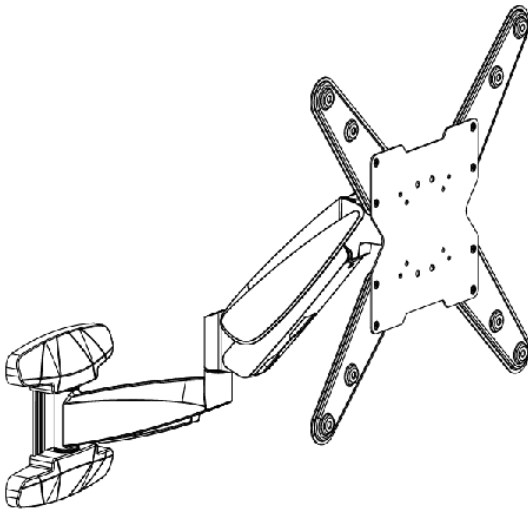




Silver Pneumatic Arm TV Wall Mount

Instruction Manual



SKU: MOUNT-VW03G



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-vw03g>

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



help@vivo-us.com



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Chat live with an agent!

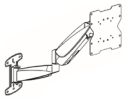


309-278-5303

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.

PACKAGE CONTENTS



A (x1)
Mount



B (x2)
Cover



C (x2)
VESA Adapter



D (x2)
VESA Adapter



S-A (x8)
M6x8mm Screws



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 (x5)
ST6.3x55mm Screws



W-B (x5)
Anchor



W-C (x5)
Washer



T-A (x1)
4mm Allen Wrench



T-B (x1)
6mm Allen Wrench



T-C (x1)
Wrench



T-D (x1)
Bubble Level

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 309-278-9303.

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.

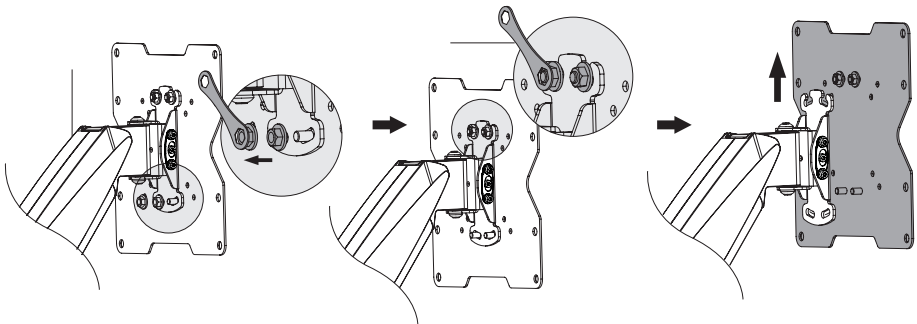
TOOLS NEEDED



ASSEMBLY STEPS

STEP 1

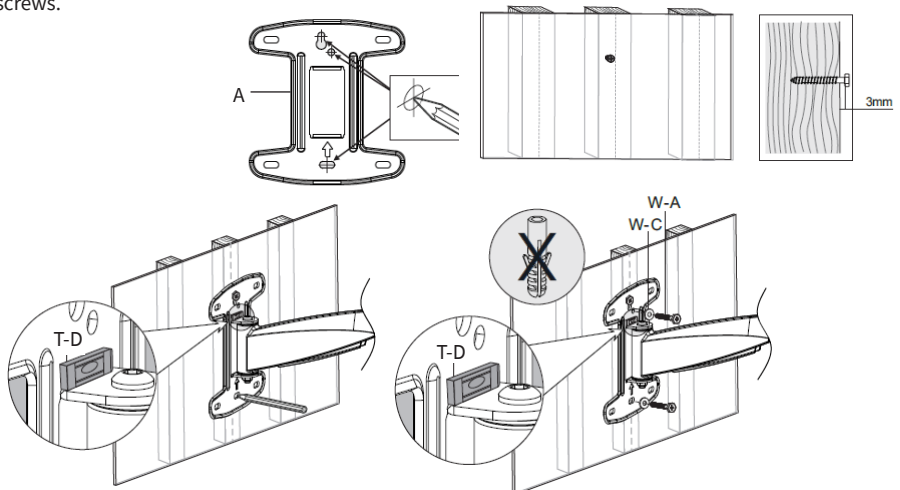
Remove VESA plate from the Mount **(A)** by removing two bottom nuts with Wrench **(T-C)** and loosening top two nuts. The plate will lift out from the slots on the top of the bracket.



STEP 2

OPTION A: Wood Wall

Use Mount **(A)** to mark mounting holes on wall where stud is located. Use Bubble Level **(T-D)** to ensure mount is level. Using a 3/16" drill bit, drill holes at least 2.2" deep into marked locations. Insert ST6.3x5.5mm Screw **(W-A)** into top hole, leaving 3mm of thread exposed. Hang top hole in mount over the bolt, and secure using two more ST6.3x55mm Screws **(W-A)** with Washers **(W-C)**. Tighten all screws.

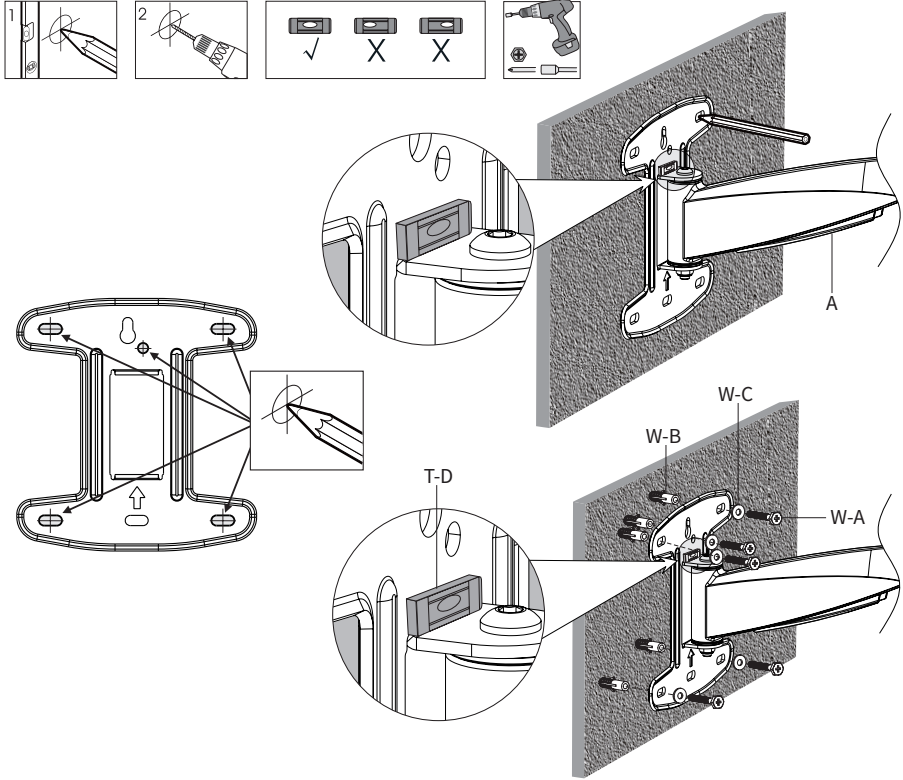


NOTE: Do not use concrete anchors **(W-B)** with wood studs.

STEP 2 (Continued)

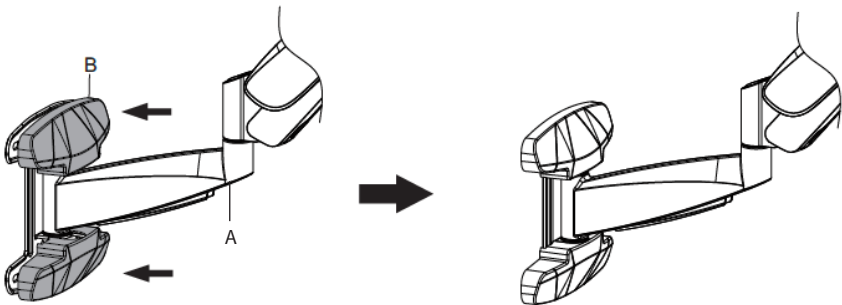
OPTION B: Concrete/Brick Wall

Use Mount (A) to mark mounting holes on wall. Use Bubble Level (T-D) to ensure mount is level. Using a 3/8" drill bit, drill holes at least 2.4" deep into marked locations. Press Anchors (W-B) into holes, then insert ST6.3x5.5mm Screw (W-A) into top hole, leaving 3mm of thread exposed. Hang top hole in mount over the bolt, and secure using two more ST6.3x5.5mm Screws (W-A) with Washers (W-C). Tighten all screws.



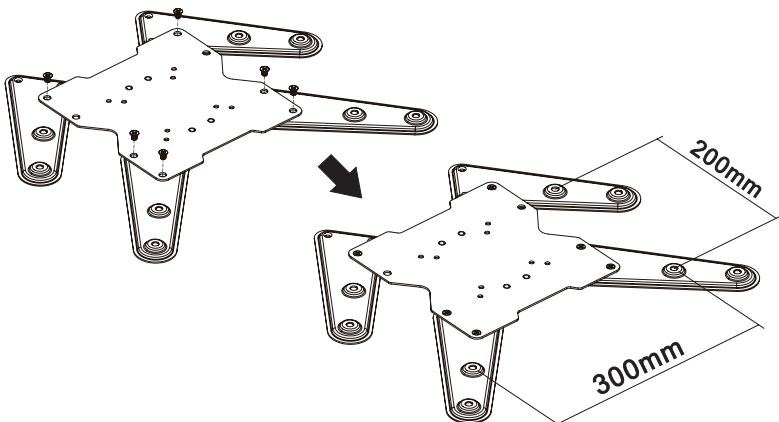
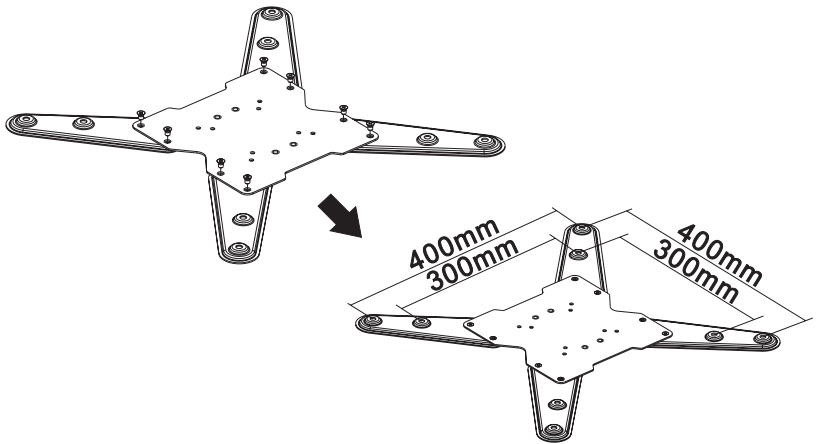
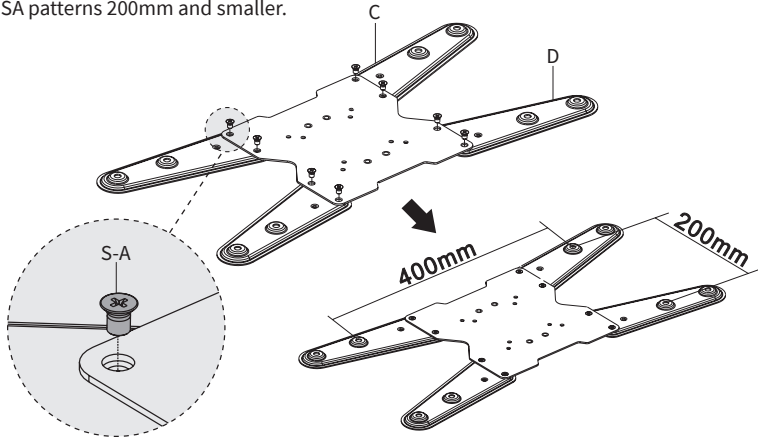
STEP 3

Attach Covers (B) to Mount (A).



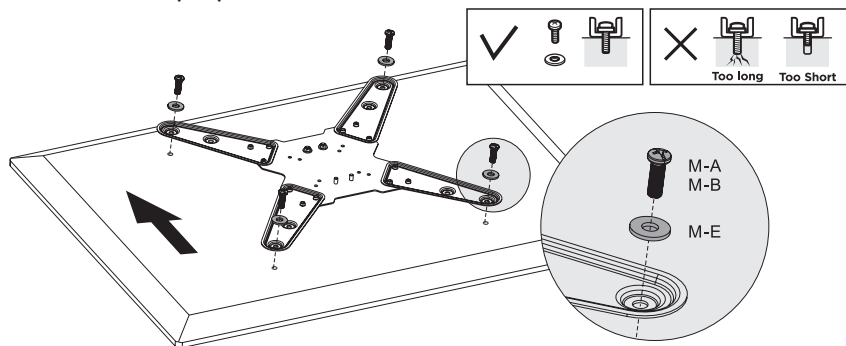
STEP 4

Secure VESA Adapters (**C, D**) to VESA Plate using M6x8mm Screws (**S-A**) in the appropriate configuration to match your television's mounting holes. **NOTE:** VESA adapters are not required for VESA patterns 200mm and smaller.

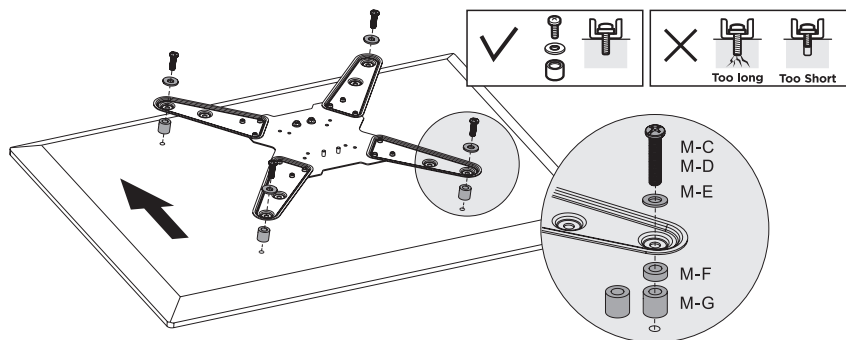


STEP 5

Attach VESA plate assembly to back of monitor using the appropriate Screws (**M-A**, **M-B**) for your monitor and M8 Washers (**M-E**).

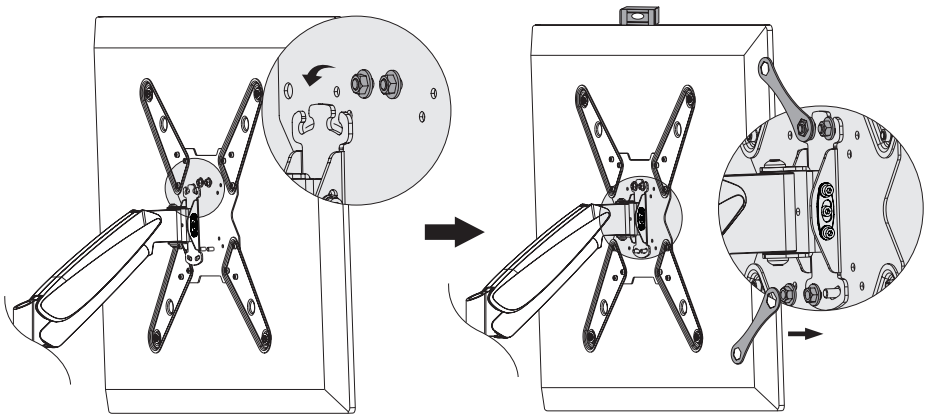


For curved monitors, use Screws (**M-C**, **M-D**) with M8 Washers (**M-E**) and Spacers (**M-F**, **M-G**).



STEP 6

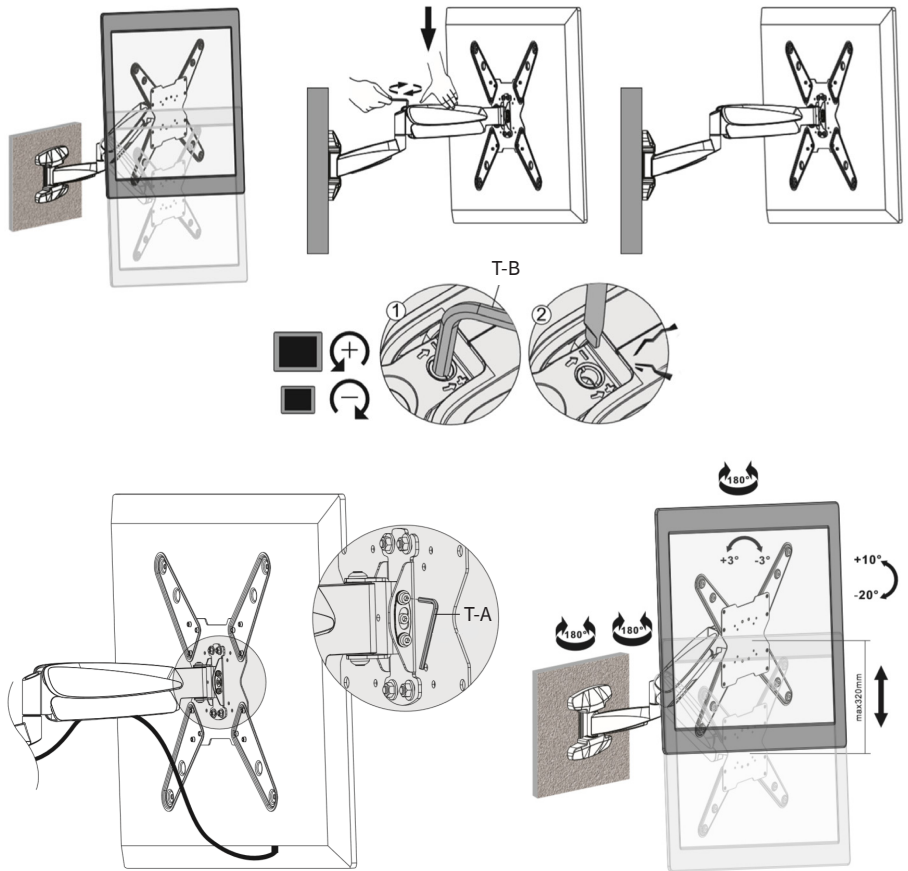
Attach VESA plate with monitor to Mount (**A**) using previously remove nuts and Wrench (**T-C**) as shown in diagram. Level the monitor using Bubble Level (T-D).



Adjust as Desired

To adjust gas spring lift strength, turn the screw on the top of the center joint using the 6mm Allen Wrench (**T-B**). Clockwise will reduce strength, and counter-clockwise will increase (screw turns most easily when arm is facing straight forward). If the screw is difficult to access, remove the plastic arm covers by rocking them up and down until they pop off. Adjust tilt joint using the 4mm Allen Wrench (**T-A**). Organize cables using the built-in cable management clips.

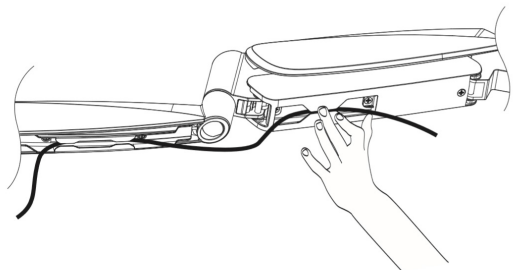
NOTE: If the mount makes a popping noise when raising or lowering, tighten the socket set screw on top of the adjustment screw using a large flat-blade screwdriver.



WARNING:

Monitor must be installed on mount before making tension adjustments to the gas spring arm.

Keep monitor in a straight orientation when making adjustments.





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LAST UPDATED: 12/27/2023
REV1.2



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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**



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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

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