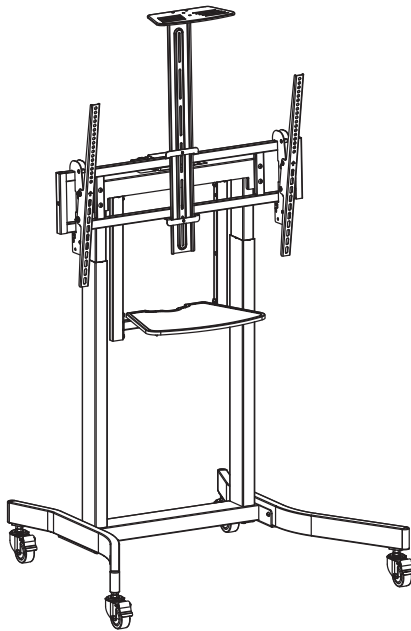


Black Electric Large TV Cart

Instruction Manual



SKU: STAND-E-TV100



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/stand-e-tv100>

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



help@vivo-us.com



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309-278-5303

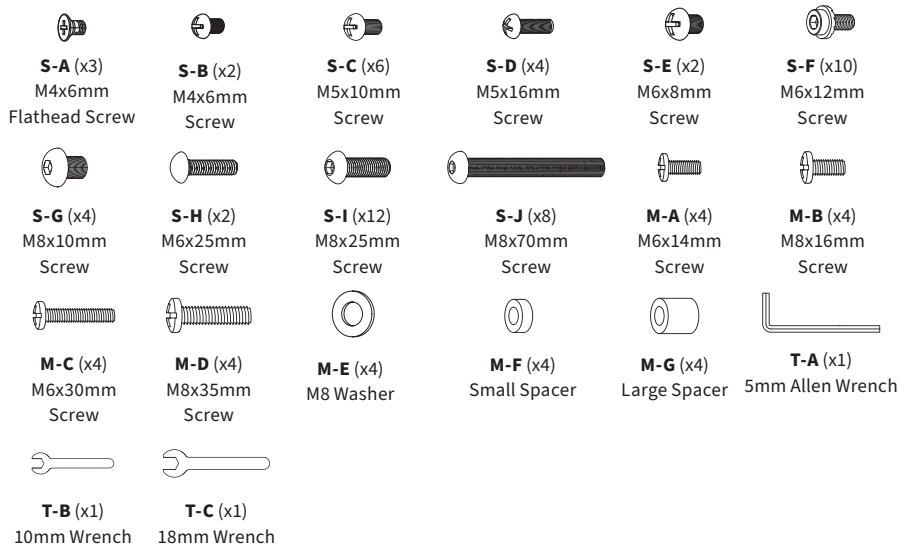
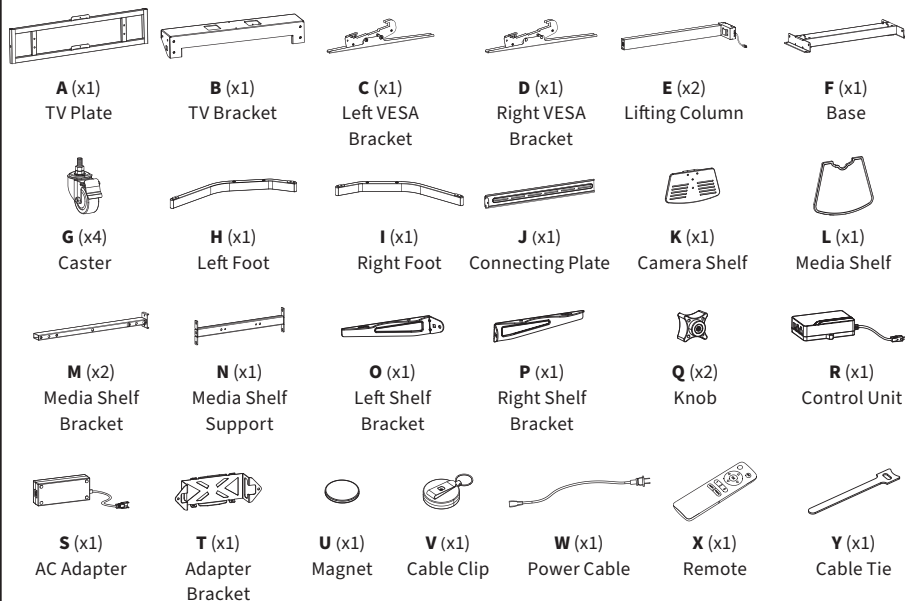
⚠️ WARNING!

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



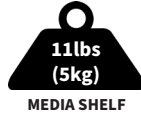
NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

TOOLS NEEDED



DO NOT EXCEED WEIGHT CAPACITY.

Failure to do so may result in serious injury.



TIPOVER WARNING

SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER. TO HELP PREVENT TIPOVER:

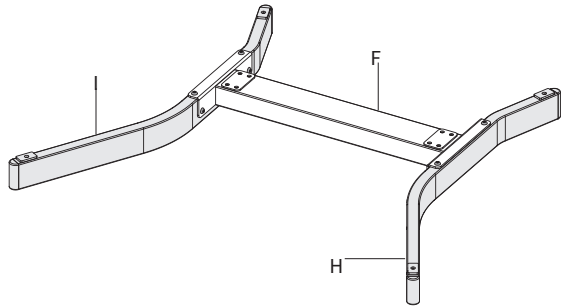
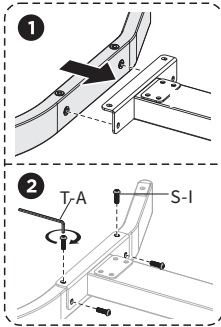
- NEVER ALLOW CHILDREN TO CLIMB, STAND, HANG, OR PLAY ON ANY PART OF TV OR TV CART.
- USE TIPOVER RESTRAINT OR ANCHOR STAND TO WALL

USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.

ASSEMBLY STEPS

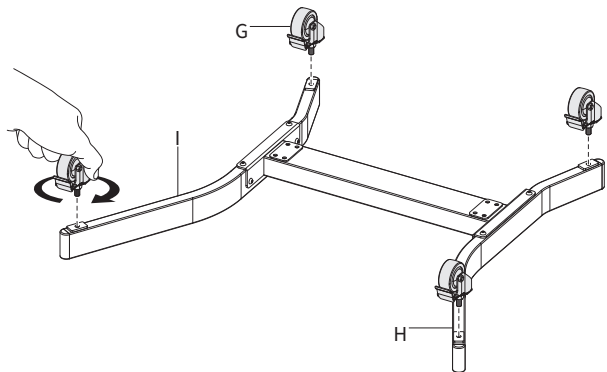
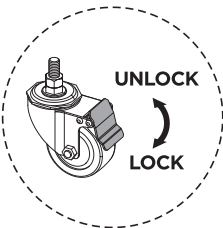
STEP 1

Assemble Left Foot (**H**) and Right Foot (**I**) to Base (**F**) using M8x25mm Screws (**S-I**) and 5mm Allen Wrench (**T-A**).



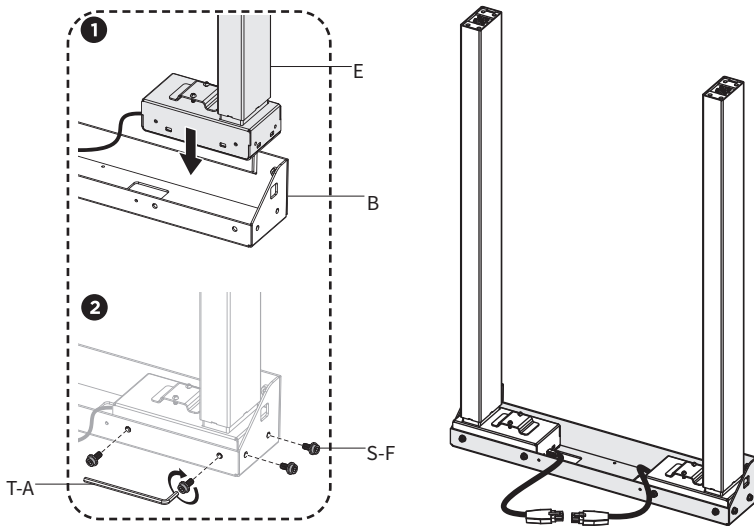
STEP 2

Lock Casters (**G**) to lock the rotation and thread them onto Left Foot (**H**) and Right Foot (**I**).



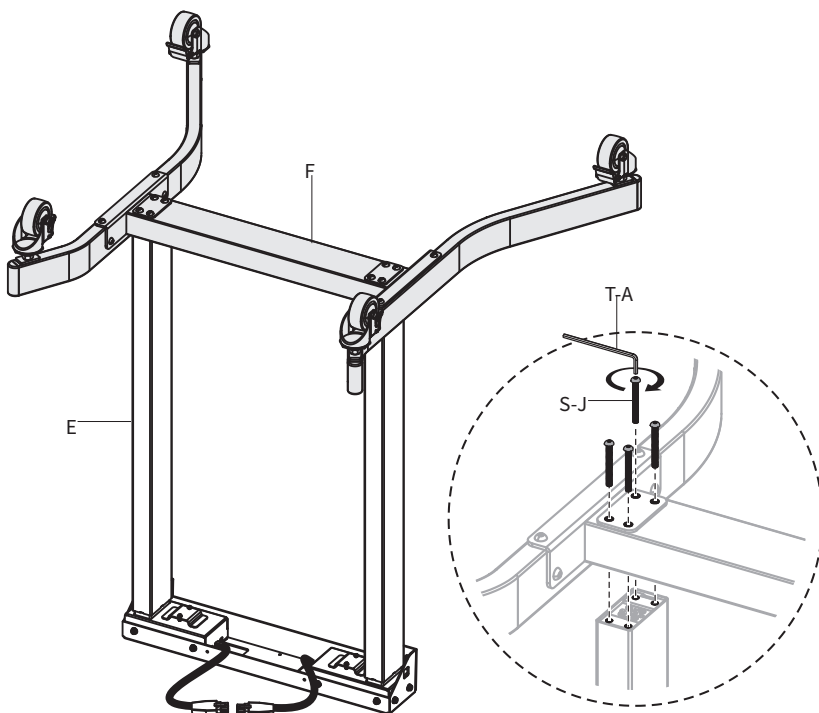
STEP 3

Insert Lifting Columns (E) into TV Bracket (B) and secure using M6x12mm Screws (S-F) and 5mm Allen Wrench (T-A).



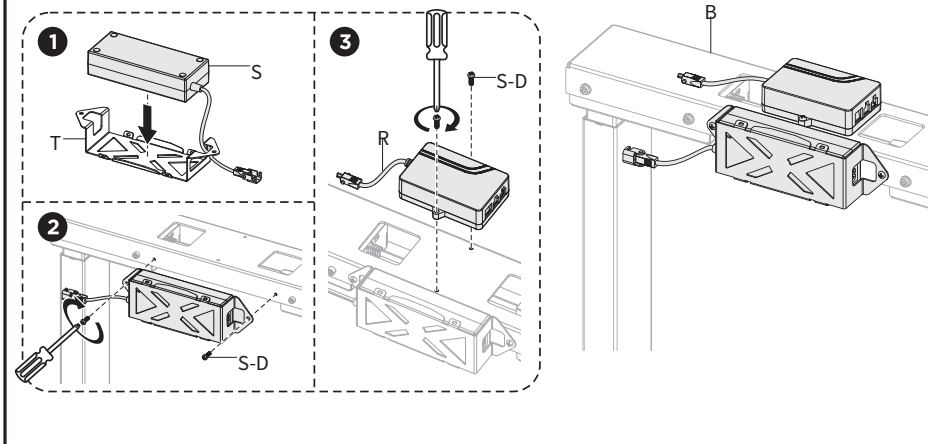
STEP 4

Assemble Base (F) to Lifting Columns (E) using M8x70mm Screws (S-J) and 5mm Allen Wrench (T-A).



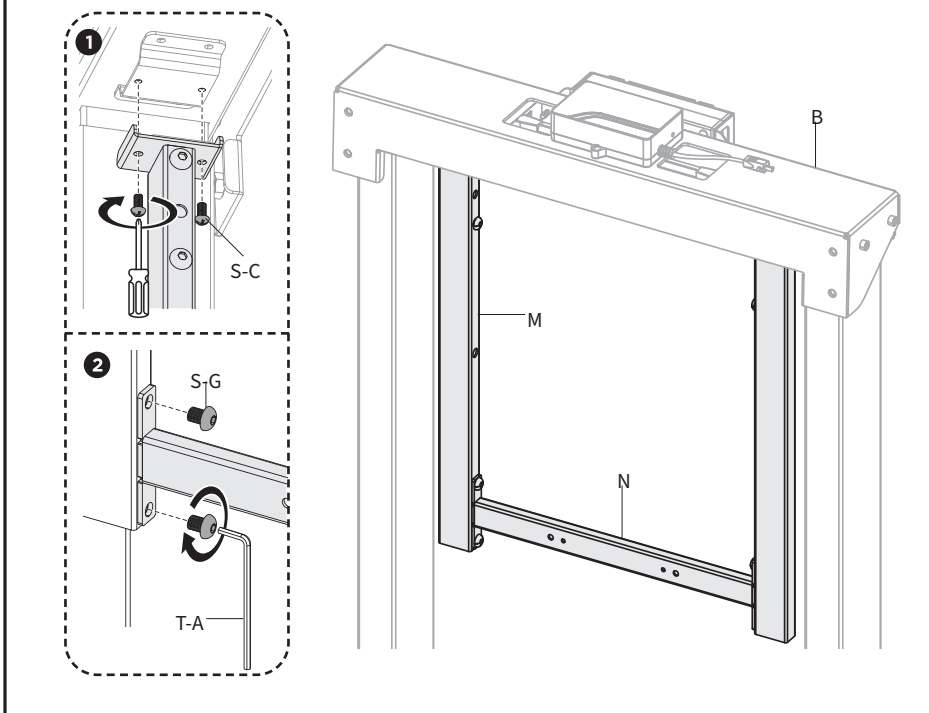
STEP 5

Insert AC Adapter (**S**) into Adapter Bracket (**T**). Secure Adapter Bracket (**T**) and Control Unit (**R**) to TV Bracket (**B**) using M5x16mm Screws (**S-D**) and a Phillips screwdriver.



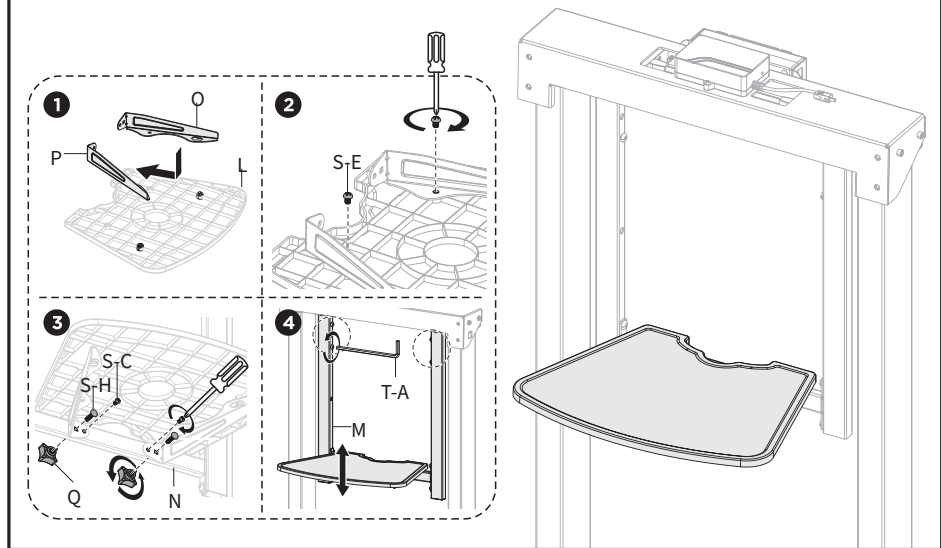
STEP 6

Assemble Media Shelf Brackets (**M**) to the underside of TV Bracket (**B**) using M5x10mm Screws (**S-C**) and a Phillips screwdriver. Secure Media Shelf Support (**N**) to Media Shelf Brackets (**M**) using M8x10mm Screws (**S-G**) and 5mm Allen Wrench (**T-A**).



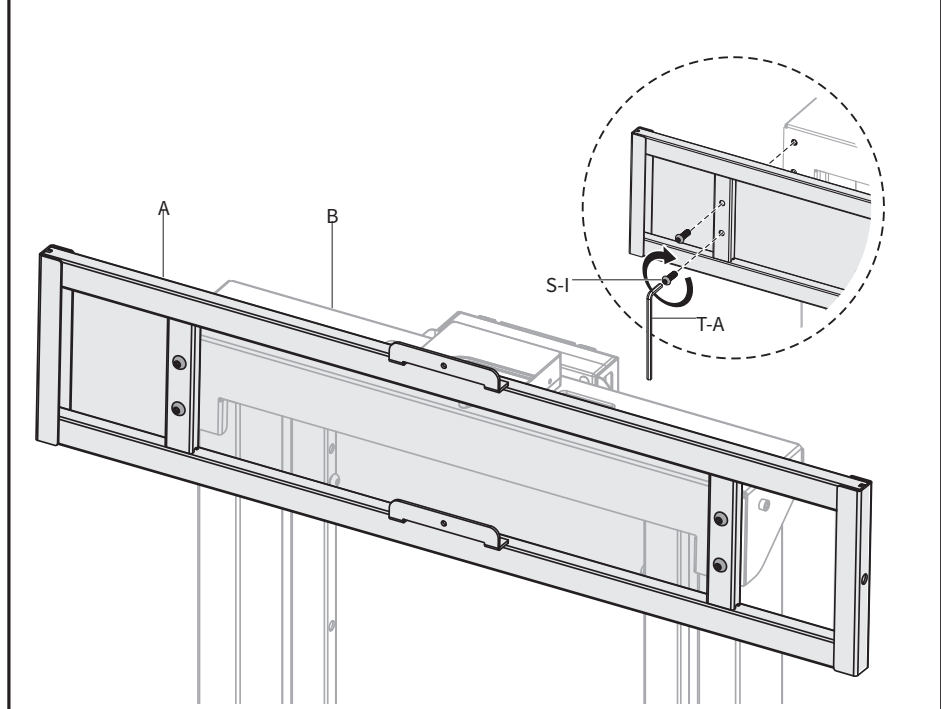
STEP 7

Assemble Left Shelf Bracket (**O**) and Right Shelf Bracket (**P**) to Media Shelf (**L**) using M6x8mm Screws (**S-E**) and a Phillips screwdriver. Mount the shelf assembly to Media Shelf support (**N**) using M5x10mm Screws (**S-C**) with a Phillips screwdriver, and M6x25mm Screws (**S-H**) with Knobs (**Q**). Adjust the height of Media Shelf (**L**) by loosening the screws in Media Shelf Brackets (**M**) using 5mm Allen Wrench (**T-A**).



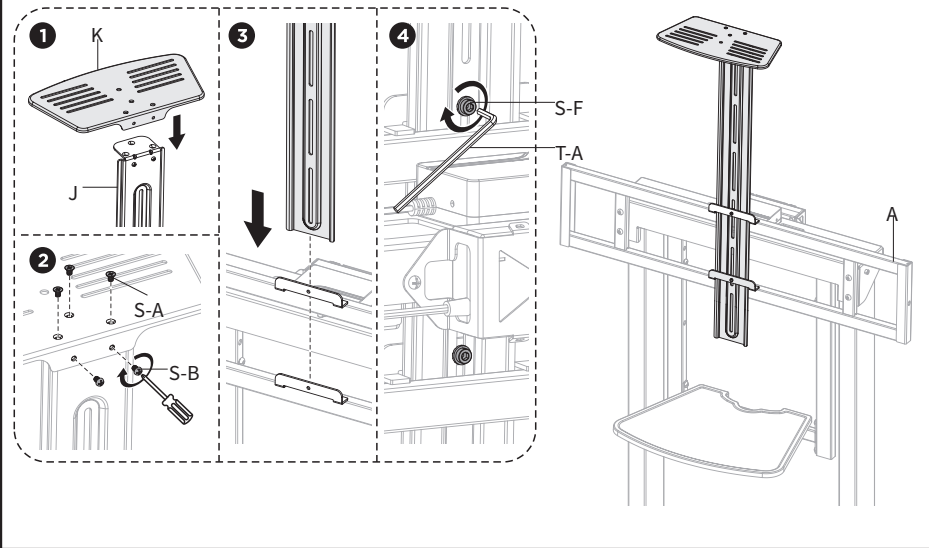
STEP 8

Secure TV Plate (**A**) to TV Bracket (**B**) using M8x25mm Screws (**S-I**) and 5mm Allen Wrench (**T-A**).



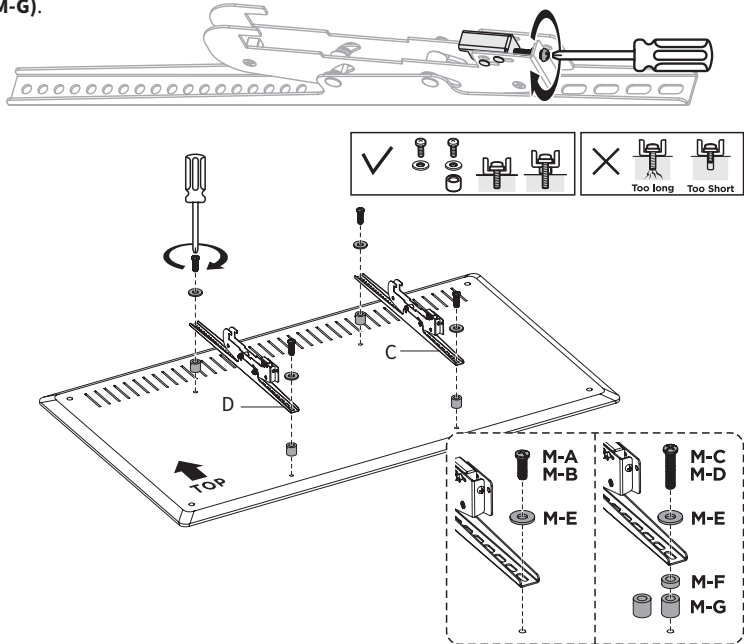
STEP 9

Assemble Camera Shelf (**K**) to Connecting Plate (**J**) using M4x6mm Flathead Screws (**S-A**) and M4x6mm Screws (**S-B**) with a Phillips screwdriver. Slide Connecting Plate (**J**) into the front slots on TV Plate (**A**) and secure using M6x12mm Screws (**S-F**) and 5mm Allen Wrench (**T-A**).



STEP 10

Turn the screws on the bottom of Left VESA Bracket (**C**) and Right VESA Bracket (**D**) clockwise with a Phillips screwdriver to open the clamps. Assemble Left VESA Bracket (**C**) and Right VESA Bracket (**D**) to the back of the television using Screws (**M-A through M-D**) with M8 Washers (**M-E**) and Spacers (**M-F, M-G**).

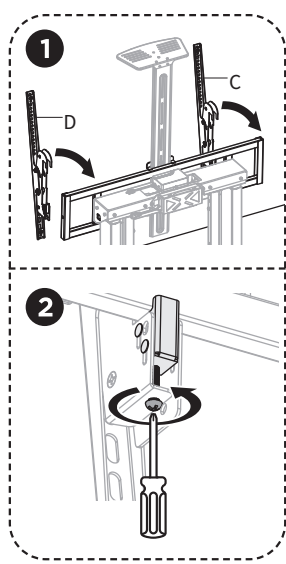
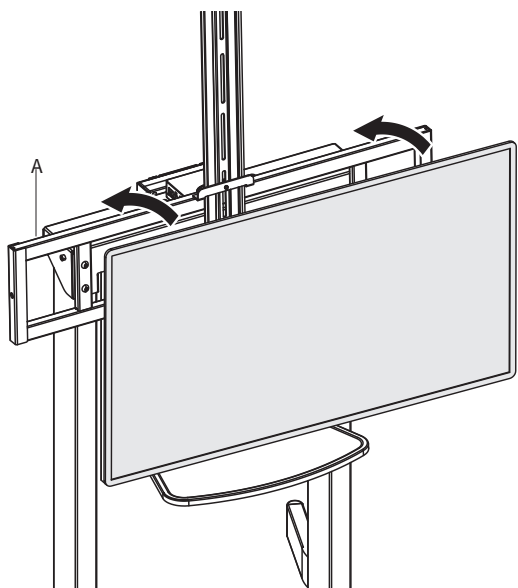


STEP 11

Hang Left TV Bracket (C) and Right TV Bracket (D) with display onto TV Plate Plate (A). Turn the security screws on the underside of the brackets counter-clockwise to lock.

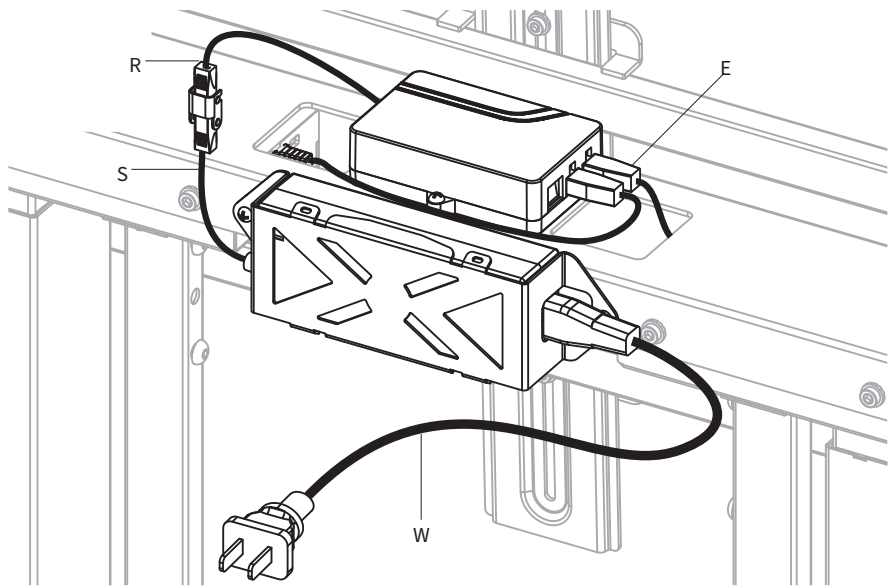


NOTE: Make sure the display is secured before releasing the display.



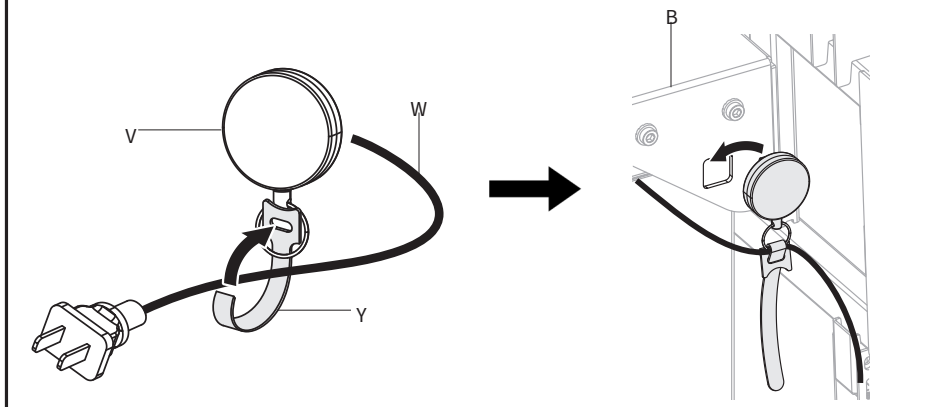
STEP 12

Connect AC Adapter (S) and Lifting Columns (E) to Control Unit (R). Connect Power Cable (W) to AC Adapter (S) and plug into an AC outlet.



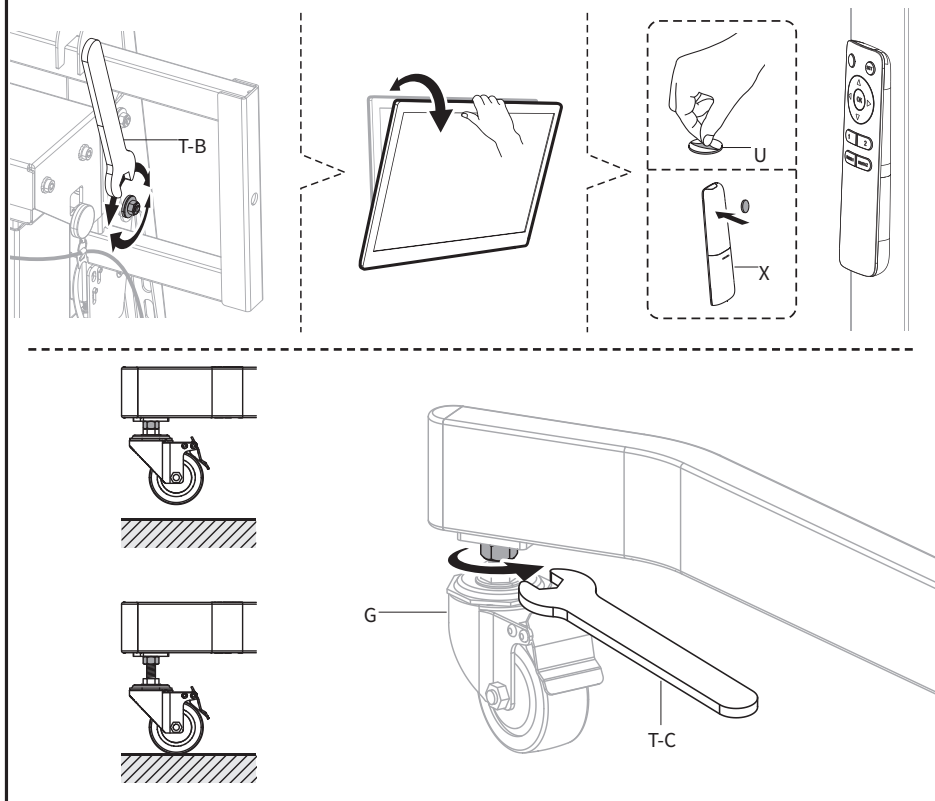
STEP 13

Connect Cable Tie (Y) to Cable Clip (V). Route Power Cable (W) through Cable Tie (Y) and secure Cable Clip (V) to TV Bracket (B).



STEP 14

Adjust the display tilt using 10mm Wrench (T-B). Remove the adhesive backing from Magnet (U) and stick it to the back of Remote (X). Stick Remote (X) to the cart assembly. Level the cart assembly by adjusting Casters (G) using 18mm Wrench (T-C).



WARNING!

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BUTTON FUNCTIONS



**Downward
Movement**



**Upward
Movement**



Retract/Reset



Memory Button 1



Memory Button 2



**Recall Memory
Position 1**



**Recall Memory
Position 2**

REMOTE CONTROL OPERATING INSTRUCTIONS

Install two AAA batteries (not included) in the remote. Plug the mount in. The mount will beep once. Use a pencil or other thin tool to press the button on the front of the mount's control unit, then press the SET button on the remote. The control unit will beep repeatedly for about 10 seconds. The mount is ready for operation when the beeping stops.

UPWARD/DOWNWARD MOVEMENT

Press and hold the up button to raise the TV. Press and hold the down button to lower the TV.

SAVE AND RECALL MEMORY

To save a certain location to memory, press and hold the "mem1" or "mem2" button for 3 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.

RETRACT TO LOWERED (DEFAULT) POSITION

To fully lower the mount into the cabinet, press the OK button. Press the OK button again to stop the movement if needed.

PAIRING THE REMOTE CONTROL

1. Use a thin tool (such as a paperclip) to press the small button on the front of the mount's control unit. The control unit will beep once.
2. Press the SET button on the replacement remote. The control unit will beep repeatedly for 10 seconds to indicate that the remote is being programmed to the unit. When the beeping has stopped, the mount will be ready for operation.

RESETTING THE MOUNT

If the TV mount operates abnormally, it may be necessary to perform a reset of the mount. To reset the TV mount, unplug the mount from power for 10 seconds and plug back in. Hold the OK button for 3 seconds. The mount will lower to the minimum position, stop, then raise slightly. The unit will then beep twice if the reset was successful.

To clear the memory, use a thin tool (such as a paperclip) to press the small button on the front of the mount's control unit. The unit will beep once. Press and hold the button again for 5 seconds or until the mount beeps again to confirm clearing.

(Note: The memory clearing process may also be necessary if replacing the remote control)

TROUBLESHOOTING

PROBLEM	SOLUTION
The Mount Will Not Operate	<ol style="list-style-type: none">1. The system may be in an error state. If the unit beeps 3 times after pressing a button, reset the mount.2. The system may be overheating. If the mount beeps four times after pressing a button, allow to cool for 30 minutes.3. The remote may not be paired with the mount. Refer to REPLACING THE REMOTE CONTROL.4. Check to make sure the power cable is plugged in.
Abnormal Operation	<ol style="list-style-type: none">1. Reset the TV mount. Refer to RESET MOUNT.
Remote Control Range is Too Short	<ol style="list-style-type: none">1. Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.2. Ensure the remote is being used within 30 feet (10m) of the mount.
The TV Mount Stops Moving	<ol style="list-style-type: none">1. Ensure there are no cables or objects preventing the mount from moving.2. The TV weight may exceed the 110lb (50kg) weight limit.3. The motor cable may be damaged. Reset the mount. If the problem continues, contact us for replacement.
Abnormal Operation	<ol style="list-style-type: none">1. Please contact us to troubleshoot and potentially replace the product.



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**



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



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