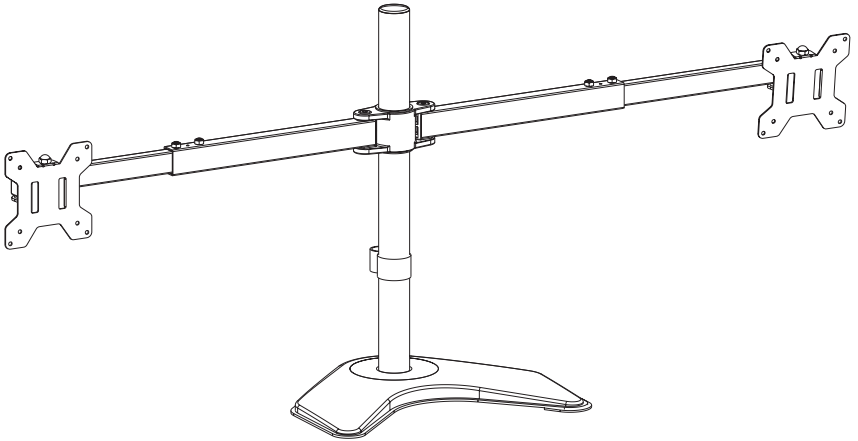




Dual Monitor Desk Stand

Instruction Manual



SKU: STAND-TS38B/BW



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-ts38b>

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



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⚠️ WARNING!



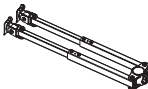











If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any 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.

⚠️ TIPOVER WARNING

- SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER. TO HELP PREVENT TIPOVER:
- **TO PREVENT TIPPING, PLEASE BE CAREFUL NOT TO EXTEND THE ARMS TOO FAR FORWARD OR BACKWARD.**
 - NEVER ALLOW CHILDREN TO CLIMB, STAND, HANG, OR PLAY ON ANY PART OF MONITOR OR STAND.
 - USE TIPOVER RESTRAINT OR ANCHOR STAND TO WALL
- USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.**

⚠️ WARNING: CHOKING HAZARD

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

PACKAGE CONTENTS				
				
A (x1) Pole	B (x1) Base	C (x1) Swivel Arm	D (x2) VESA Plate	E (x2) Arm Cable Clip
				
F (x1) Pole Cable Clip				
				
S-A (x3) M5x16mm Flathead Screw	S-B (x2) Security Nut	M-A (x8) M4x12mm Thumbscrew	M-B (x8) M4x30mm Screw	M-C (x8) M4 Spacer
				
T-A (x1) 3mm Allen Wrench	T-B (x1) 5mm Allen Wrench	T-C (x1) 6mm Allen Wrench		

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

TOOLS NEEDED



DO NOT EXCEED WEIGHT CAPACITY.

Failure to do so may result in serious injury.

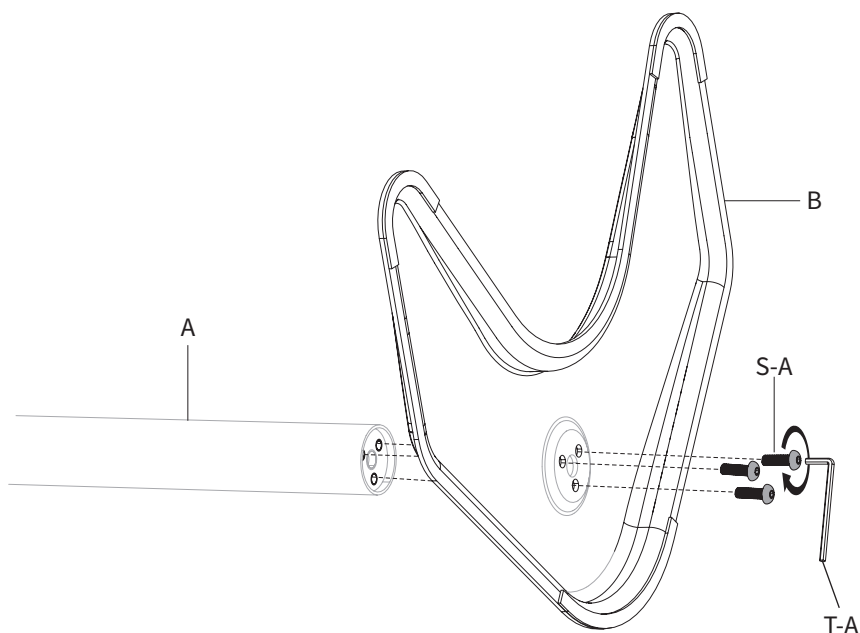
22 lbs
(10kg)

PER ARM

ASSEMBLY STEPS

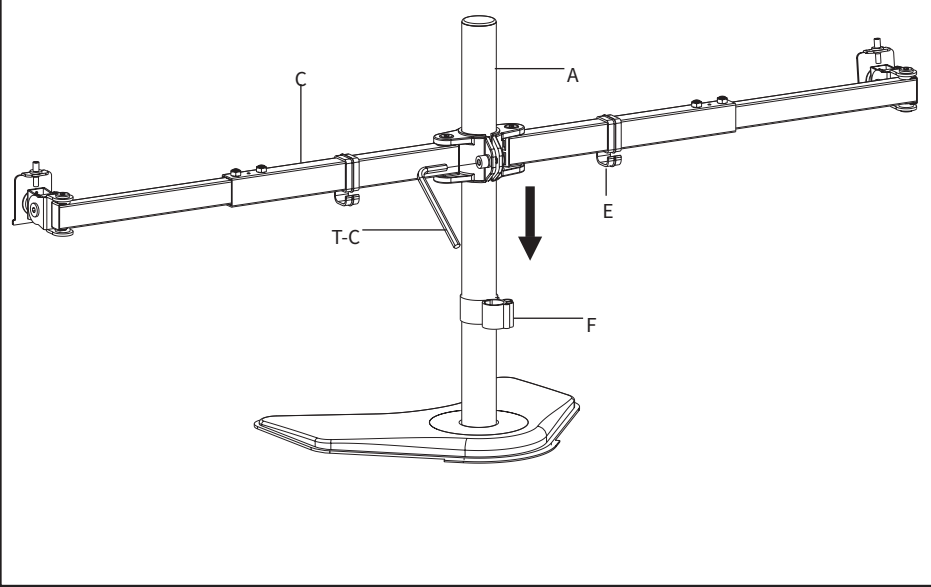
STEP 1

Install Pole (A) to Base (B) using M5x16mm Flathead Screw (S-A) and 3mm Allen Wrench (T-A).



STEP 2

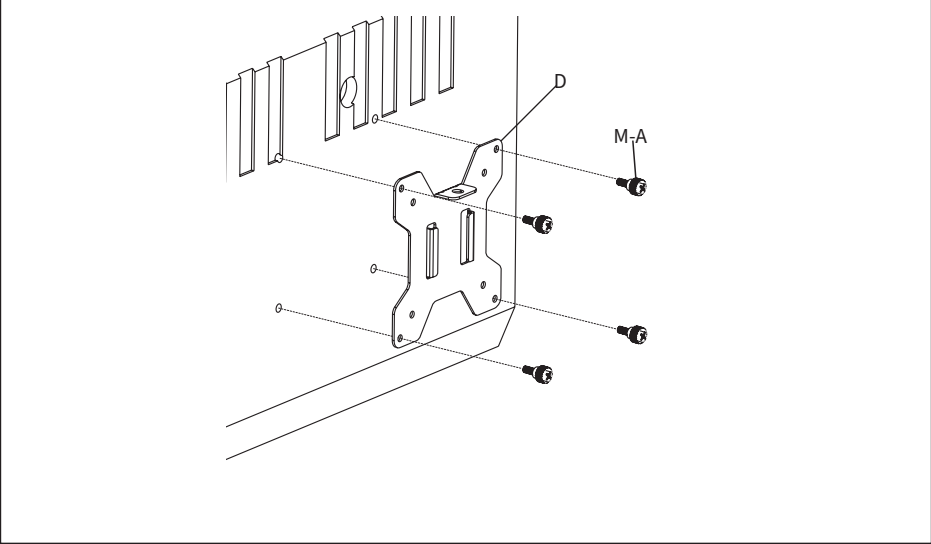
Slide Pole Cable Clip (F) and Swivel Arm (C) onto Pole (A) and tighten with 6mm Allen Wrench (T-C). Assemble Arm Cable Clips (E) to Swivel Arm (C).



STEP 3 (Option A)

Flat Back Monitor
Attach VESA Plates (D) to the monitors using M4x12mm Thumbscrews (M-A).

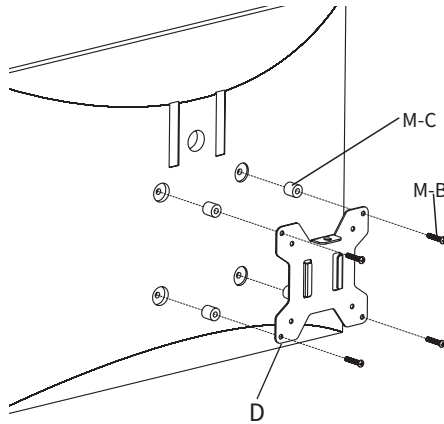
NOTE: Hand tighten screws to avoid stripping the plastic screw heads.



STEP 3 (Option B)

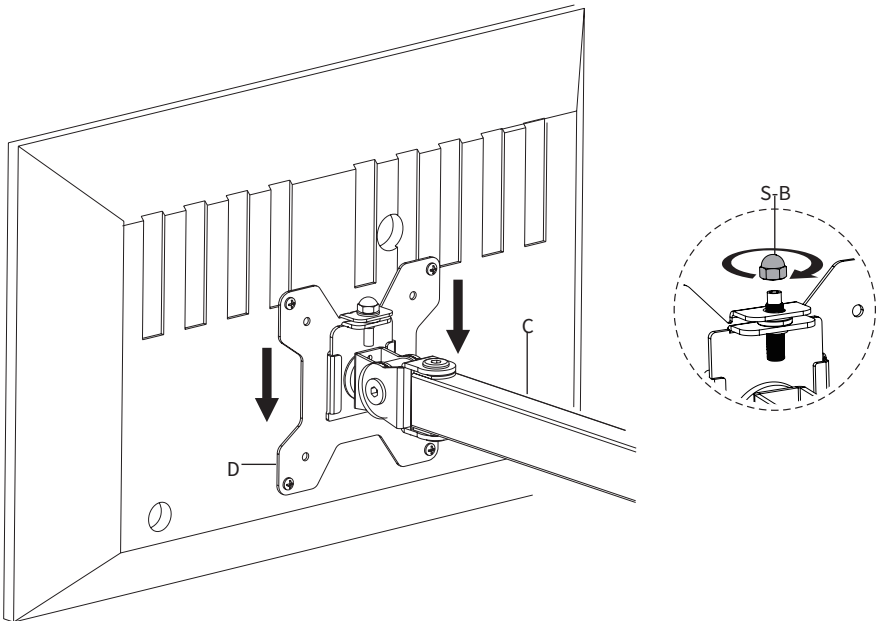
Curved Back Monitor

Attach VESA Plates (**D**) to the monitors using M4 Spacers (**M-C**) and M4x30mm Screws (**M-B**). Tighten with a Phillips screwdriver.



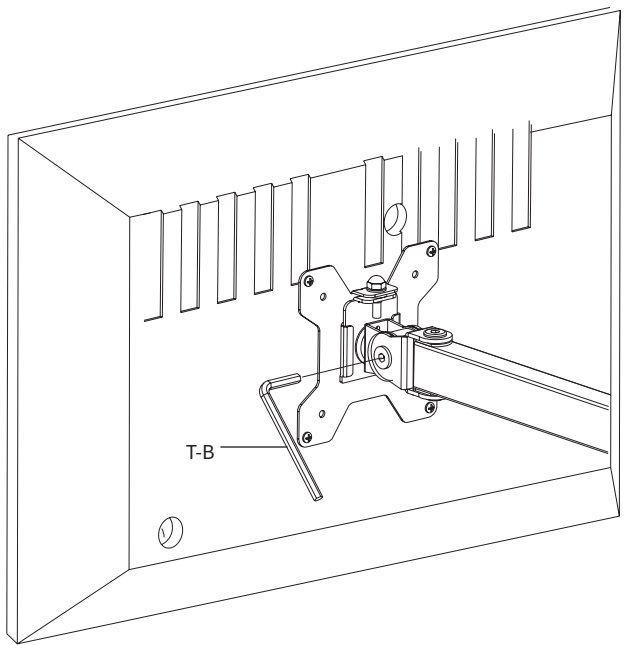
STEP 4

Slide the monitors with VESA Plates (**D**) onto the heads of Swivel Arm (**C**) and install Security Nuts (**S-B**). Make sure Security Nuts (**S-B**) are installed before you rotate the monitors.

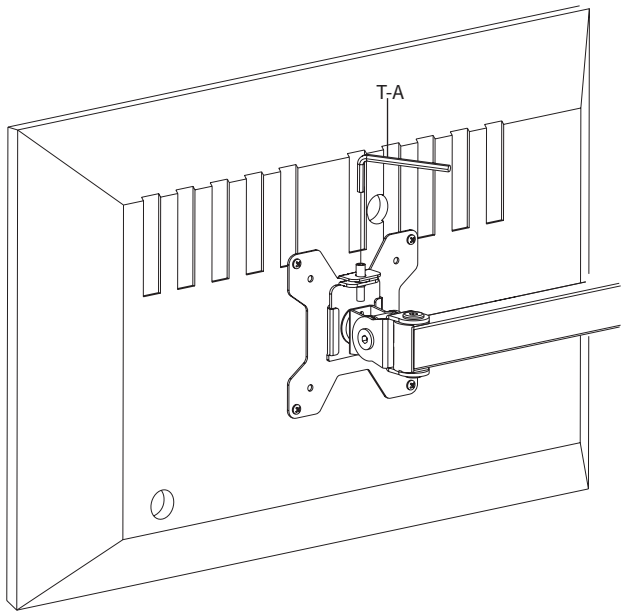


STEP 5

Tighten the bolt on the side of the tilt joint using 5mm Allen Wrench (**T-B**) to fix the tilt angle.

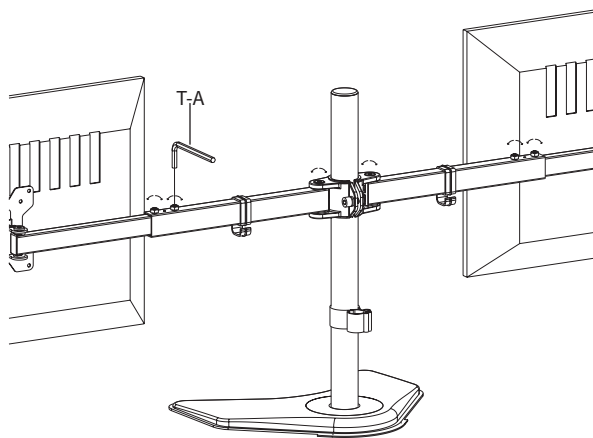


To level the monitors, remove the security nut and turn the bolt with 3mm Allen Wrench (**T-A**) to raise or lower the monitor. Replace nut after the adjustment.

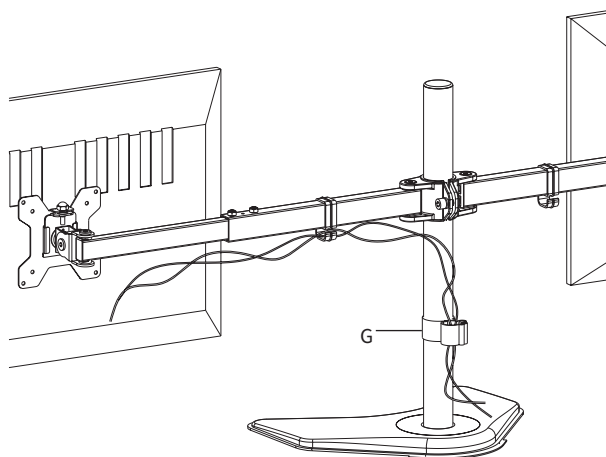


STEP 6

Use 3mm Allen Wrench (**T-A**) to adjust joints if needed.



Manage cables and store Allen Wrenches in Pole Cable Clip (**G**) for future use.





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LAST UPDATED: 11/07/2022
REV1.1



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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.



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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

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