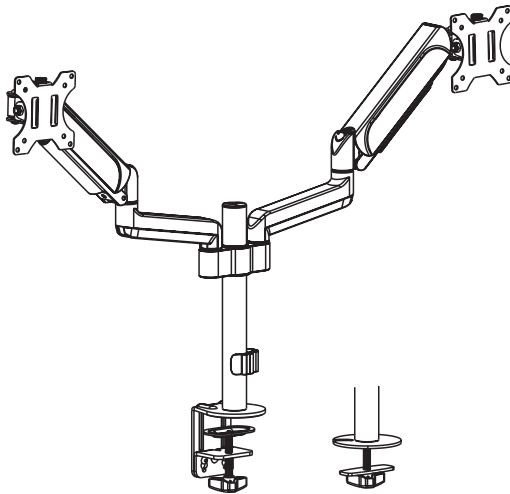




Pneumatic Arm Dual Monitor Desk Mount Instruction Manual



SKU: STAND-V002K,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/stand-v002k>

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.

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 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.

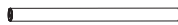
PACKAGE CONTENTS



A (x1)
Arm



B (x2)
VESA Plate



C (x1)
Pole



D (x1)
Clamp



E (x1)
Cable Clip



F (x1)
Grommet
Base



G (x1)
Soft Pad



H (x1)
Support Plate



S-A (x2)
Thumbscrew



S-B (x3)
M6x16mm
Screw



M-A (x8)
M4x12mm
Screw



M-B (x8)
M4x16mm
Screw



M-C (x8)
M5x12mm
Screw



M-D (x8)
M5x16mm
Screw



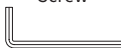
M-E (x8)
D5 Washer



M-F (x8)
Spacer



T-A (x1)
4mm Allen
Wrench



T-B (x1)
6mm Allen
Wrench

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

TOOLS NEEDED



**Phillips
Screwdriver**

DO NOT EXCEED WEIGHT CAPACITY.

Failure to do so may result in serious injury.

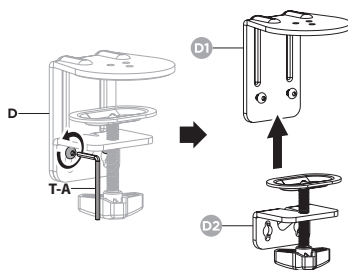


PER MONITOR

ASSEMBLY STEPS

STEP 1

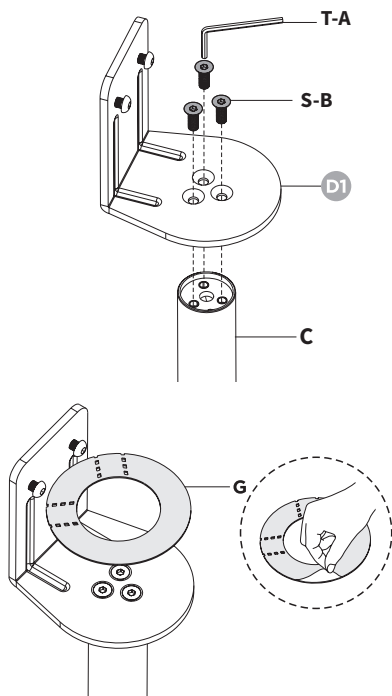
Loosen the screws and disassemble the Clamp (D) using the 4mm Allen Wrench (T-A).



STEP 2

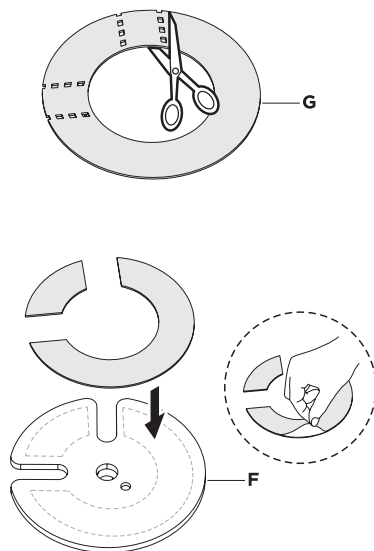
OPTION A: Clamp Installation

Attach Clamp Brace (D1) to Pole (C) using the M6x16mm Screws (S-B) and 4mm Allen Wrench (T-A). Peel the protective film off of Soft Pad (G) and place it onto Clamp Brace (D1).



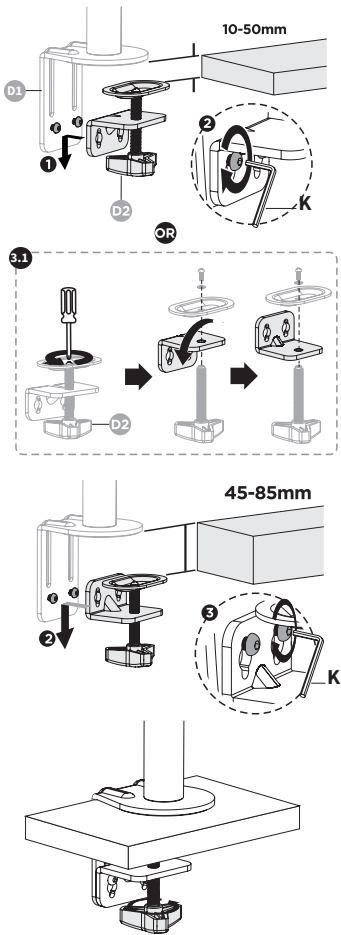
OPTION B: Grommet Base Installation

For grommet hole attachment only, cut Soft Pad (G) along the indentations (G) along the indentations. Peel the protective film off of Soft Pad (G) and place the pieces onto the Grommet Base (F) as shown below.



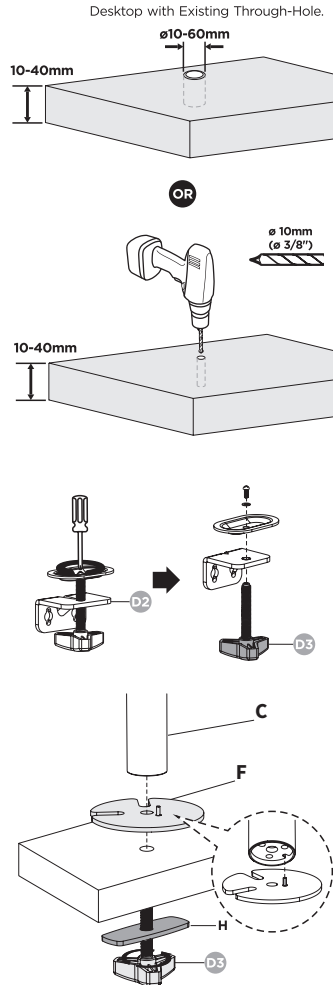
OPTION A: Clamp Installation

For thinner desktops, re-attach Clamp (D2) to Clamp Brace (D1) and tighten the screws using 4mm Allen Wrench (T-A). For thicker desktops, disassemble the Clamp (D2) using a Phillips screwdriver as shown in 3.1. Flip the L-bracket over and reassemble. Then re-attach Clamp (D2) to Clamp Brace (D1) and tighten the screws using 4mm Allen Wrench (T-A).

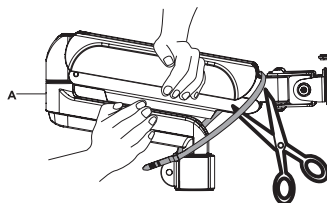


OPTION B: Grommet Installation

If not using an existing through-hole, using a 10mm (3/8") drill bit, drill through the desktop at least 2" away from the edge. Disassemble the Clamp (D2) using a Phillips screwdriver. Set aside all parts except for Clamp Bolt (D3). Attach Pole (C) and Grommet Base (F) to the desktop using the Support Plate (H) and Clamp Bolt (D3) as shown below.

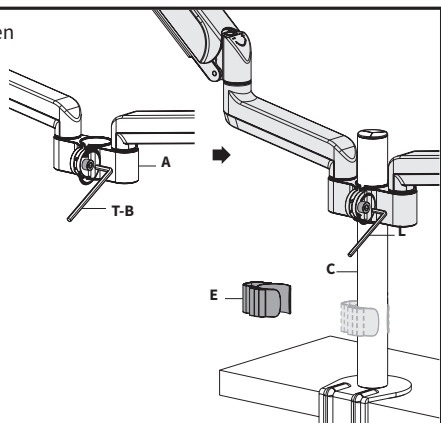


While holding Arm (A) closed, cut the shipping tie and gently release (A).



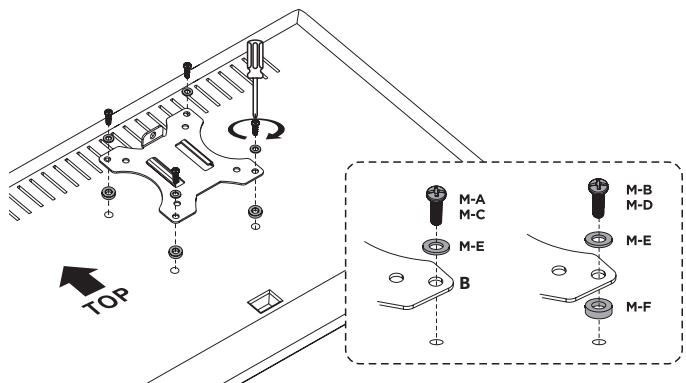
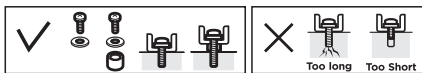
STEP 3

Slide Arm (A) onto Pole (C) and tighten using 6mm Allen Wrench (T-B). Attach Cable Clip (E) to Pole (C).



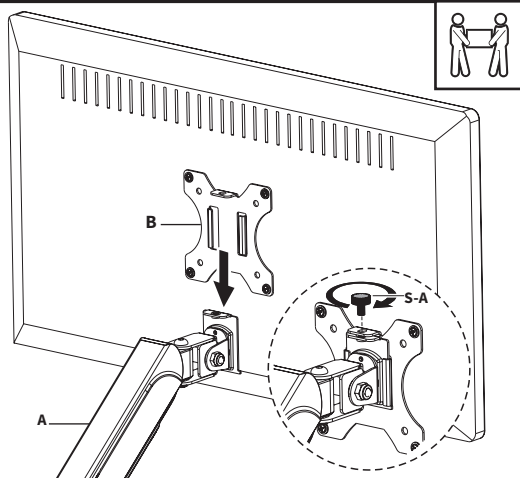
STEP 4

Attach VESA Plate (B) to the back of the monitor using Screws (M-A through M-D) and Washers (M-E). If needed, use Spacers (M-F).



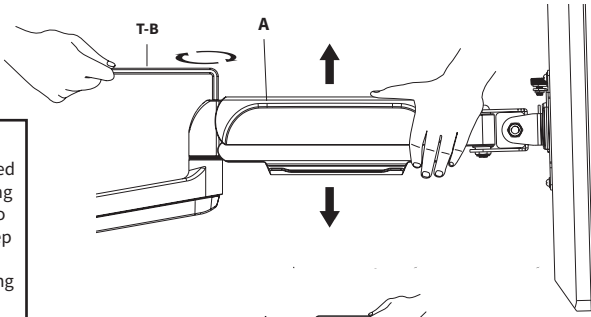
STEP 5

Slide VESA Plate (B) with monitor over bracket on Arm (A). Secure using the Thumbscrew (S-A).



STEP 6

Adjust gas spring support in Arm (A) using 6mm Allen Wrench (T-B). Turning counter-clockwise increases support, and clockwise decreases.



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.



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.

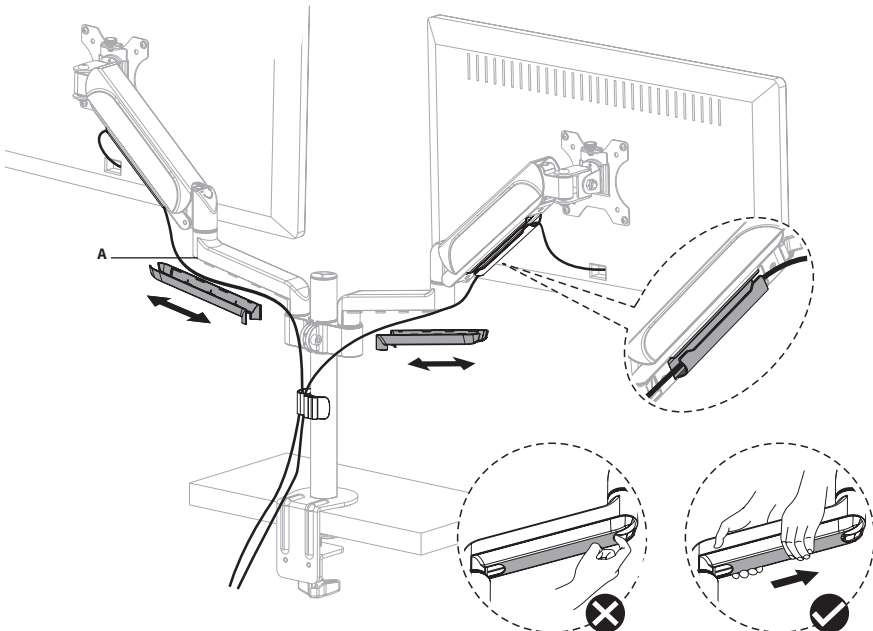


CAUTION:

DO NOT over tighten the screws.

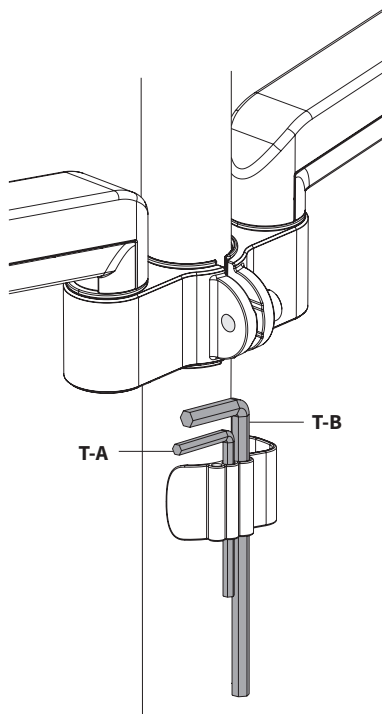
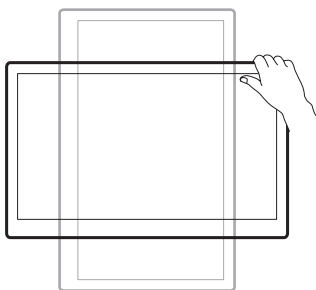
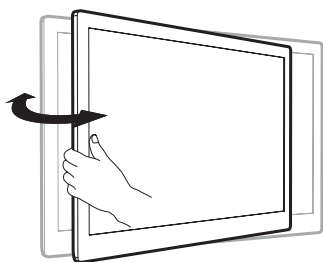
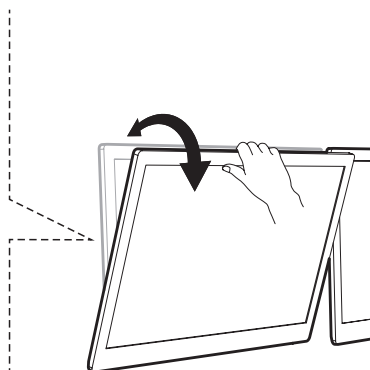
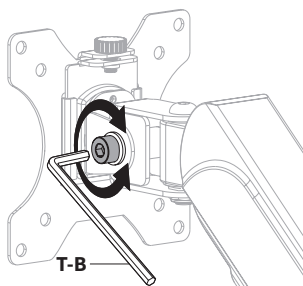
STEP 7

Remove bottom cover from Arm (A) by sliding it off. Organize cables and re-attach cover.




STEP 8

Adjust tilt support using 6mm Allen Wrench (**T-B**). Store Allen Wrenches (**T-A**, **T-B**) in Cable Clip (**E**).
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*): **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