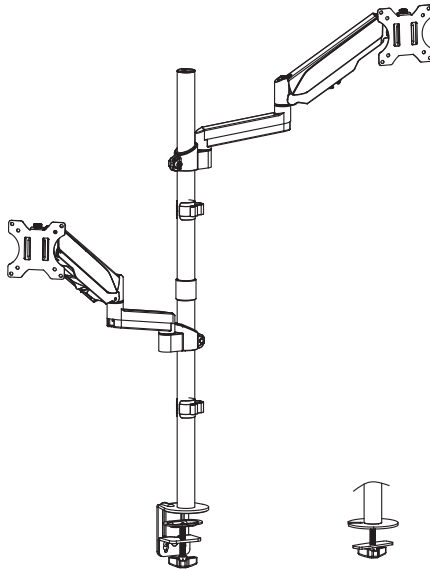




Pneumatic Arm Dual Monitor Extra Tall Desk Mount Instruction Manual



SKU: STAND-V012K



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-v012k>

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.



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

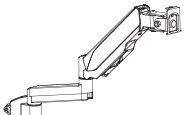
USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.



WARNING: CHOKING HAZARD

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

PACKAGE CONTENTS



A (x2)
Arm



B (x1)
Clamp



C (x2)
VESA Plate



D (x1)
Top Pole



E (x1)
Bottom Pole



F (x1)
Pole Cap



G (x1)
Pole Connector



H (x2)
Cable Clip



I (x1)
Grommet Base



J (x1)
Support Plate



M (x1)
Soft Pad



M-A (x8)
M4x12 Screw



M-B (x8)
M4x16 Screw



M-C (x8)
M5x12 Screw



M-D (x8)
M5x16 Screw



M-E (x8)
D5 Washer



M-F (x8)
Spacer



S-A (x2)
M6x10
Thumbscrew



S-B (x3)
M6x16 Screw



T-A (x1)
3mm Allen
Wrench



T-B (x1)
4mm 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.



ASSEMBLY STEPS

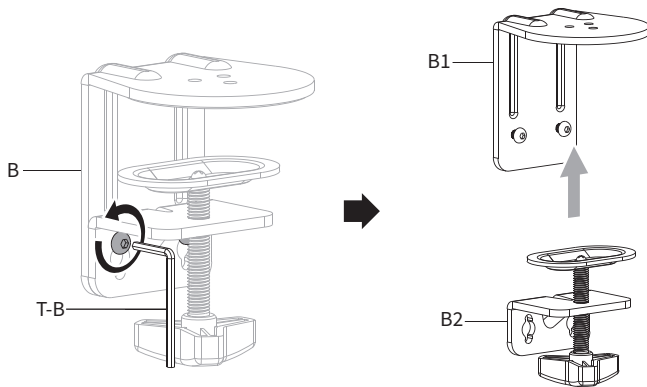
STEP 1

Insert Pole Cap (**F**) into the top of Top Pole (**D**).



STEP 2

Loosen the screws and disassemble the Clamp (**B**) and separate into Clamp Brace (**B1**) and Clamp (**B2**) using 4mm Allen Wrench (**T-B**).

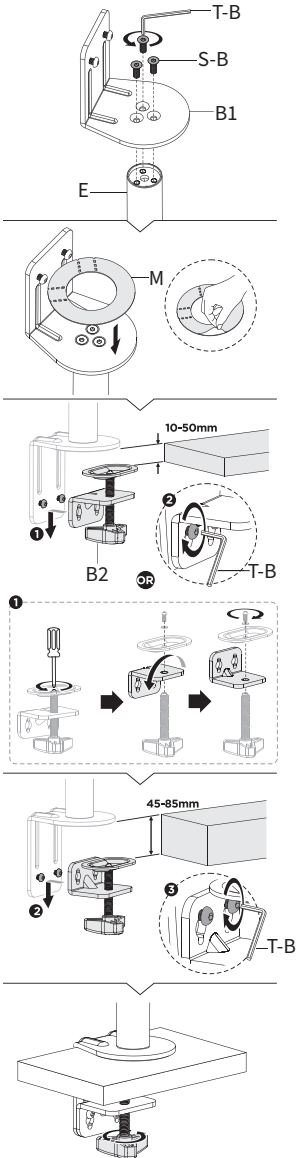


STEP 3

OPTION A: Clamp Installation

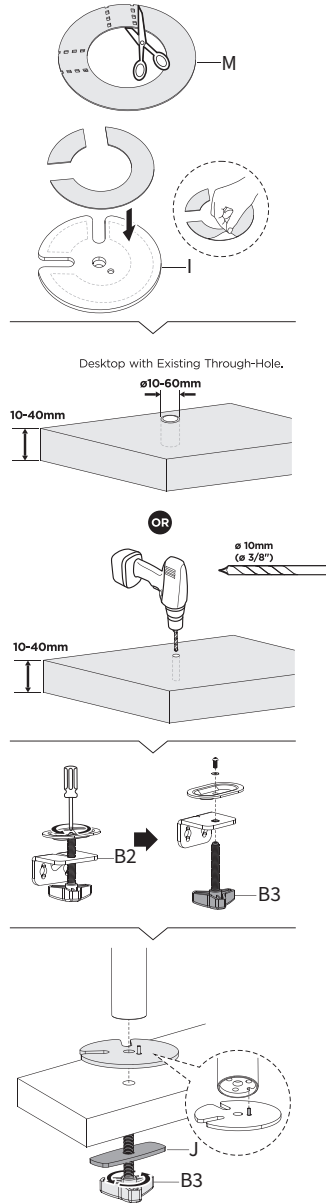
Attach Clamp Brace (**B1**) to Bottom Pole (**E**) using the M6x16 Screws (**S-B**) and the 4mm Allen Wrench (**T-B**). Peel the protective film off of Soft Pad (**M**) and place it onto Clamp Brace (**B1**). For thinner desktops, re-attach the Clamp (**B2**) to the Clamp Brace (**B1**) and tighten the screws using the 4mm Allen Wrench (**T-B**).

For thicker desktops, disassemble Clamp (**B2**) using a Phillips screwdriver as shown in 3.1. Flip the L-bracket over and reassemble. Then re-attach Clamp (**B2**) to Clamp Brace (**B1**) and tighten the screws using the 4mm Allen Wrench (**T-B**).



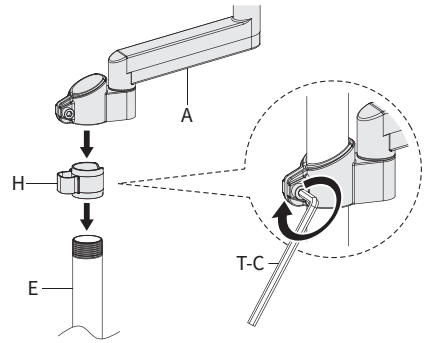
OPTION B: Grommet Installation

For grommet hole attachment only, cut Soft Pad (**M**) along the indentations. Peel the protective film off of Soft Pad (**M**) and place the pieces onto Grommet Base (**I**) as shown below. If not using an existing grommet through-hole, using a 10mm (3/8") drill bit, drill through the desktop at least 2" away from the edge. Disassemble Clamp (**B2**) using a Phillips screwdriver. Set aside all parts except for Clamp Bolt (**B3**). Attach Bottom Pole (**E**) and Grommet Base (**I**) to the desktop using Support Plate (**J**) and Clamp Bolt (**B3**) as shown below.



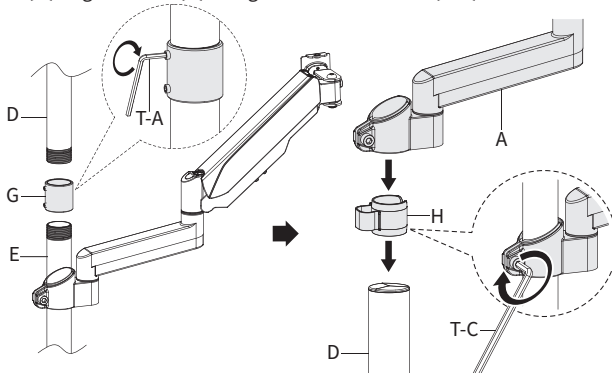
STEP 4

Slide Cable Clip (**H**) and Arm (**A**) onto Bottom Pole (**E**).
Tighten Arm (**A**) using 6mm Allen Wrench (**T-C**).



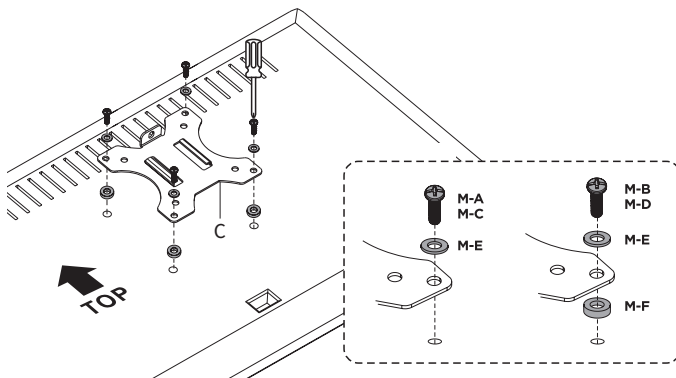
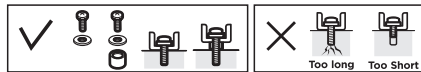
STEP 5

Attach Top Pole (**D**) to Bottom Pole (**E**) using Pole Connector (**G**). Once poles are fully threaded on, tighten set screws on Pole Connector (**G**) using 3mm Allen Wrench (**T-A**). Slide Cable Clip (**H**) and Arm (**A**) onto Top Pole (**D**). Tighten Arm (**A**) using 6mm Allen Wrench (**T-C**).



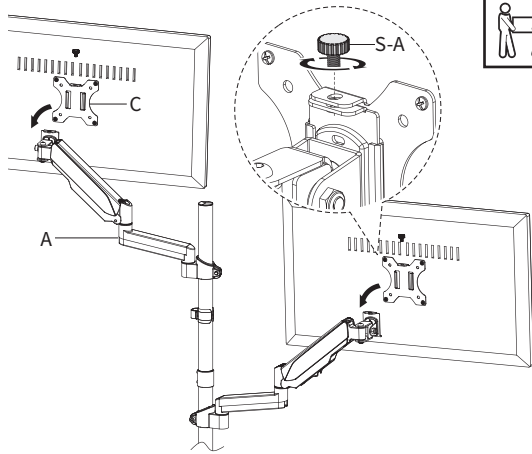
STEP 6

Attach VESA Plates (**C**) to the back of the monitors using Screws (**M-A through M-D**) and Washers (**M-E**). If needed, use Spacers (**M-F**).



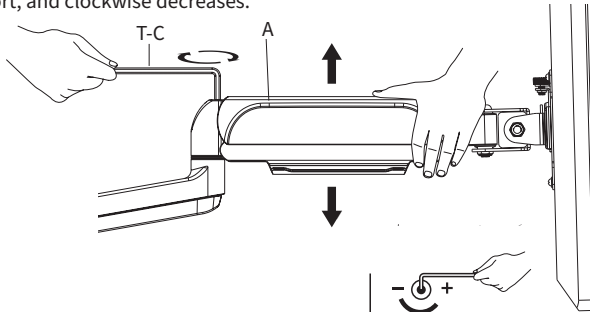
STEP 7

Slide VESA Plates (C) with monitors over the brackets on Arms (A). Secure using M6x10 Thumbscrews (S-A).



STEP 8

Adjust gas spring support in Arms (A) using 6mm Allen wrench (T-C). Turning counter-clockwise increases support, and clockwise decreases.



If the arm **drops**, turn the adjustment screw counter-clockwise until it stays in a horizontal position.



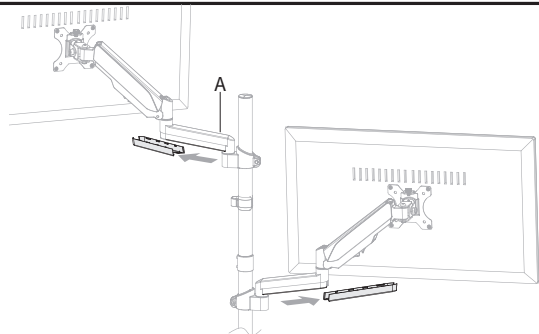
If the arm **rises**, turn the adjustment screw clockwise until it stays in a horizontal position.

CAUTION: **DO NOT** over tighten the screws.

CAUTION: To avoid damage to monitors or mount, always keep the arm in a horizontal position while making adjustments. Again, ask for assistance if required.

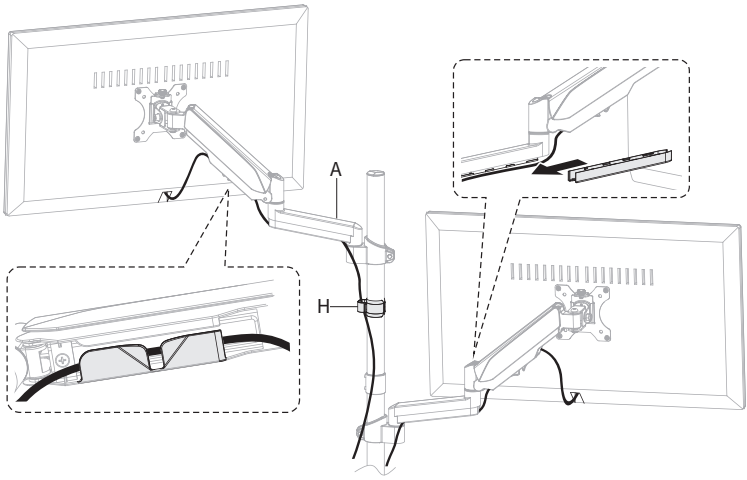
STEP 9

Remove cable management covers from underneath Arms (A).



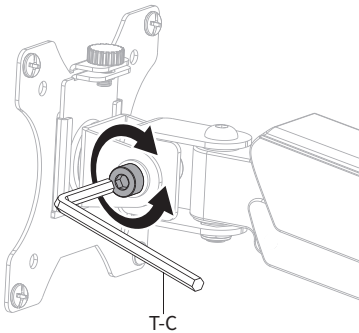
STEP 9 (Continued)

Manage cables by reattaching the cable management covers to Arm (A) and Cable Clips (H).

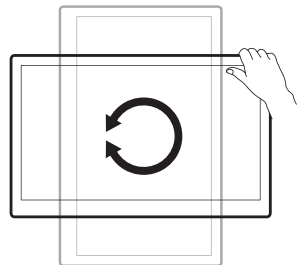
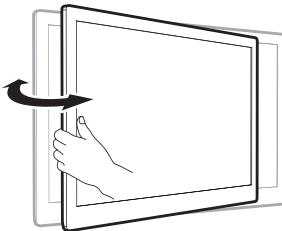
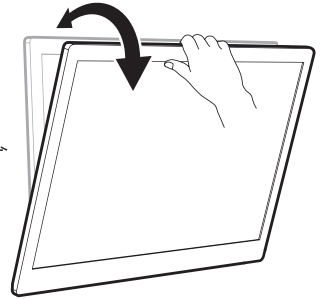


STEP 10

Adjust tilt support using 6mm Allen Wrench (T-C).




Note: If the display does not stop at your desired position, tighten the screws as shown.





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