



TVM 5500 Series

Full Installation Guide

Everything you need to get your TV safely on the wall, in no time

Before you start

...we just wanted to say thanks for choosing Vogel's. Smart choice.

And you're already making another smart choice – reading the manual! Keep reading to learn all about safe, efficient installation, and how to use your new mount.

Stay safe



Warning

Always read these safety instructions carefully before installing and using this product.

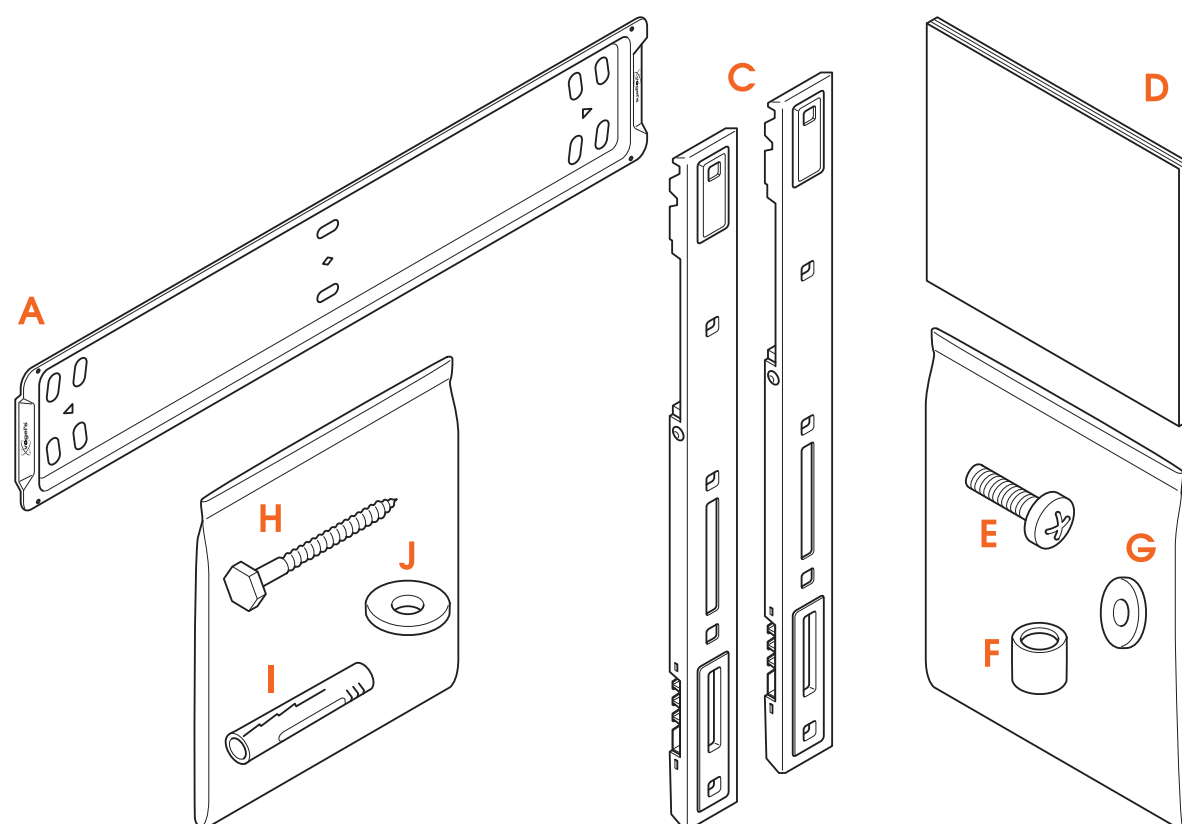
Following these instructions is strictly required. Incorrect mounting and/or installation could put you, your TV, and your family at substantial risk.

Don't dare risk it... Read all

- Vogel's recommends that the mounting and/or installation of this product should be carried out by a suitably qualified expert.
- Vogel's cannot be held responsible for any injury and/or damage caused by incorrect installation.
- Please consult the manual for your TV and ensure that the weight and size of the TV is within the maximum weight and size limits specified for this product, and that the TV mounting bolts used are of a suitable length and diameter. Note that not all the TV mounting accessories provided are required for the installation of any one TV.

- The wall mounting accessories provided are exclusively intended for installation on walls made of solid brick, solid concrete or solid wood columns. Surfaces should be flat and level.
- Any material covering the wall must not exceed 3mm/ 0.12 inch.
- For mounting on walls made of other materials, such as hollow bricks, wood panels or plasterboard, please consult your installer and/or specialist supplier.
- Clean the product with a dry, lint-free cloth. Do not use detergents or other solvents to clean the product.
- Only qualified, certified personnel may repair the product. Use only original spare parts. The use of other parts will result in voiding the warranty, and could lead to injuries.
- Alterations to the product and technical modifications are not permitted. This will void the warranty, and could lead to injuries.
- Always store the product in a dry and safe place with a temperature between -10°C to +50°C.
- Handle and transport the product with care.
- Repack the product when transporting or not using it for a longer period of time.
- Lifting your TV is a two-person job. Don't be bold!

What's in your box?



- Something missing? Make sure your packaging has everything in place:
 - A. Wall mount
 - B. Interface strips
 - C. Safety instructions
 - D. Bolts for fastening strips on TV (see contents below)
 - E. Spacers
 - F. Washers Ø 18mm
 - G. Screws
 - H. Plugs (fischer® DuoPower)
 - I. Plugs (fischer® DuoPower)
 - J. Plugs (fischer® DuoPower)

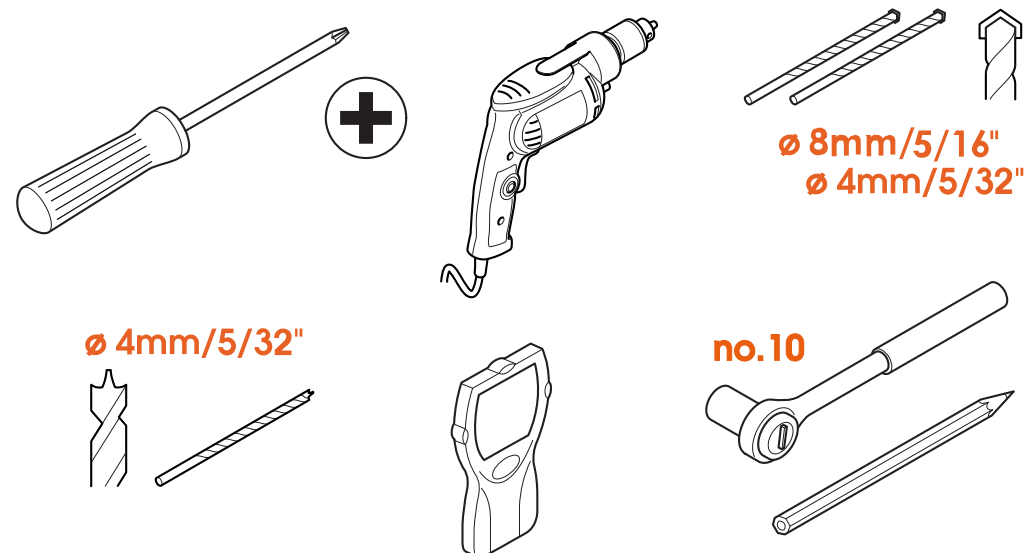
J. Washers Ø 22mm

- Contents of the TV fasteners kit:
 - 4x M6*12mm bolts
 - 4x M6*20mm bolts
 - 4x M6*30mm bolts
 - 4x M8*12mm bolts
 - 4x M8*20mm bolts
 - 4x M8*30mm bolts
 - 4x M8 washer
 - 4x spacer 10mm
 - 4x spacer 5mm



You don't need all fasteners to mount your TV. Store the rest for later or other use!

Got your tools ready?



- Don't start without all the necessary tools:
 - Large crosshead screwdriver
 - Drilling machine
 - 8mm or 5/16" concrete / brick drill (for concrete / brick walls only)
 - 4mm or 5/32" concrete / brick drill (for concrete / brick walls only)
 - 4mm or 5/32" wood drill (for walls with wooden studs only)
 - Stud finder (for walls with wooden studs only)
 - Socket wrench no. 10
 - Pencil

Take care of your safety



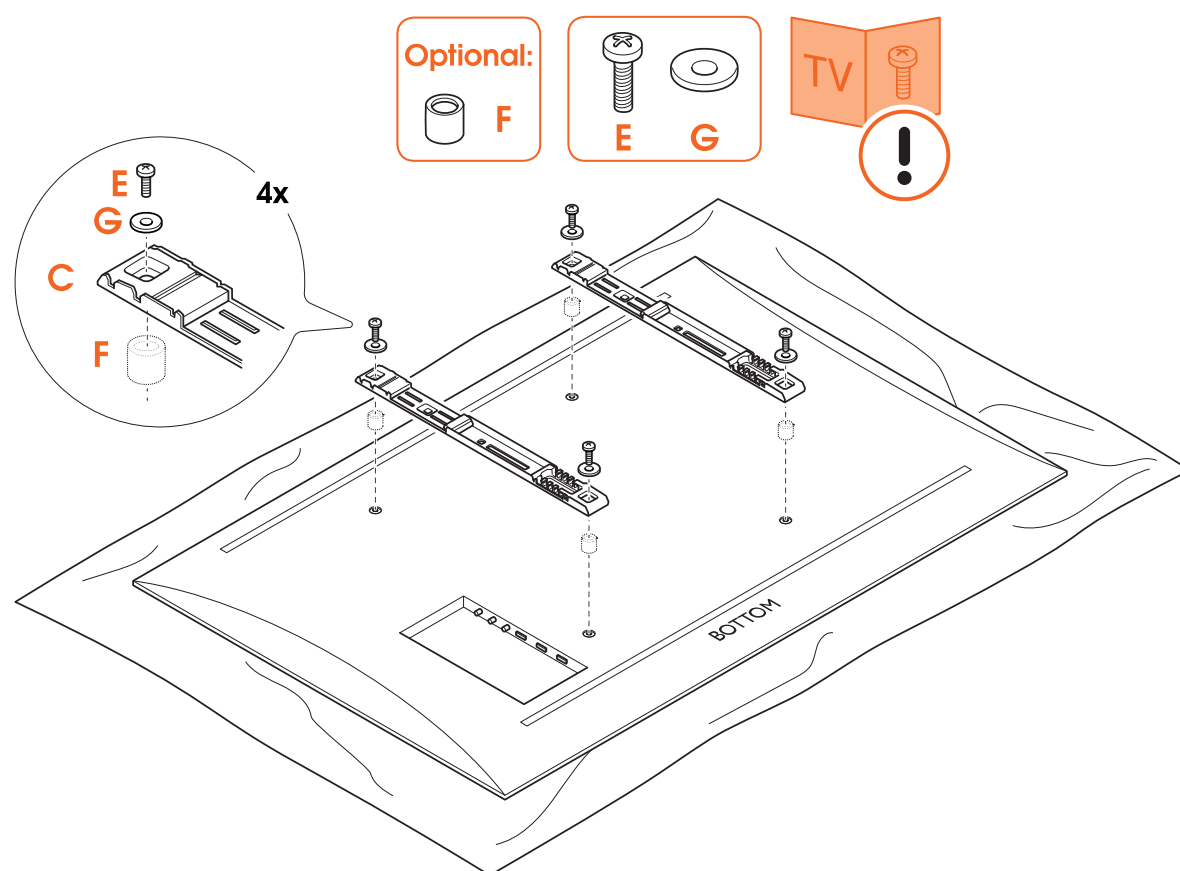
- Who cares about looking cool? Always wear personal protective equipment:
 - Eye protection
 - Ear protection
 - Safety shoes



Lifting your TV is a two-person job. Don't be bold!

Ready... set... get installing!

Step 1: Attach the strips to the TV



Carefully place the TV face down, on a soft clean surface without any obstacles!

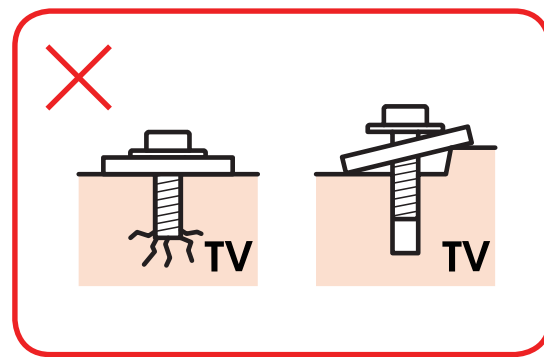
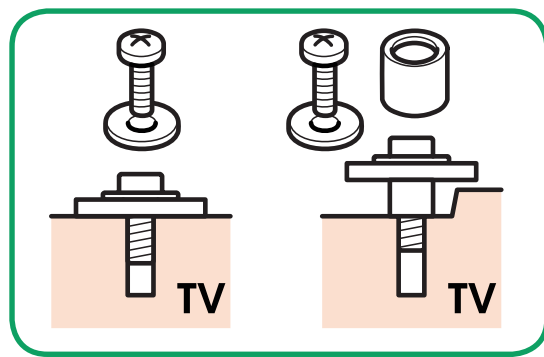
1. Screw the **interface strips** © on to the TV with the **bolts** ©. Make sure the **interface strips** © are at the same height and do not stick out. Washers are not necessary for M8 bolts.
2. Attach the cables to the TV and guide them through the cable clips on the **interface strips** ©.



Are you missing any bolts? Or need different ones? The friendly team at Vogel's Consumer Care are waiting to help: [vogels.com/contact](http://www.vogels.com/contact) (<http://www.vogels.com/contact>).



Refer to the user manual of your TV for the correct mounting material. Make sure bolts and spacers are positioned correctly.



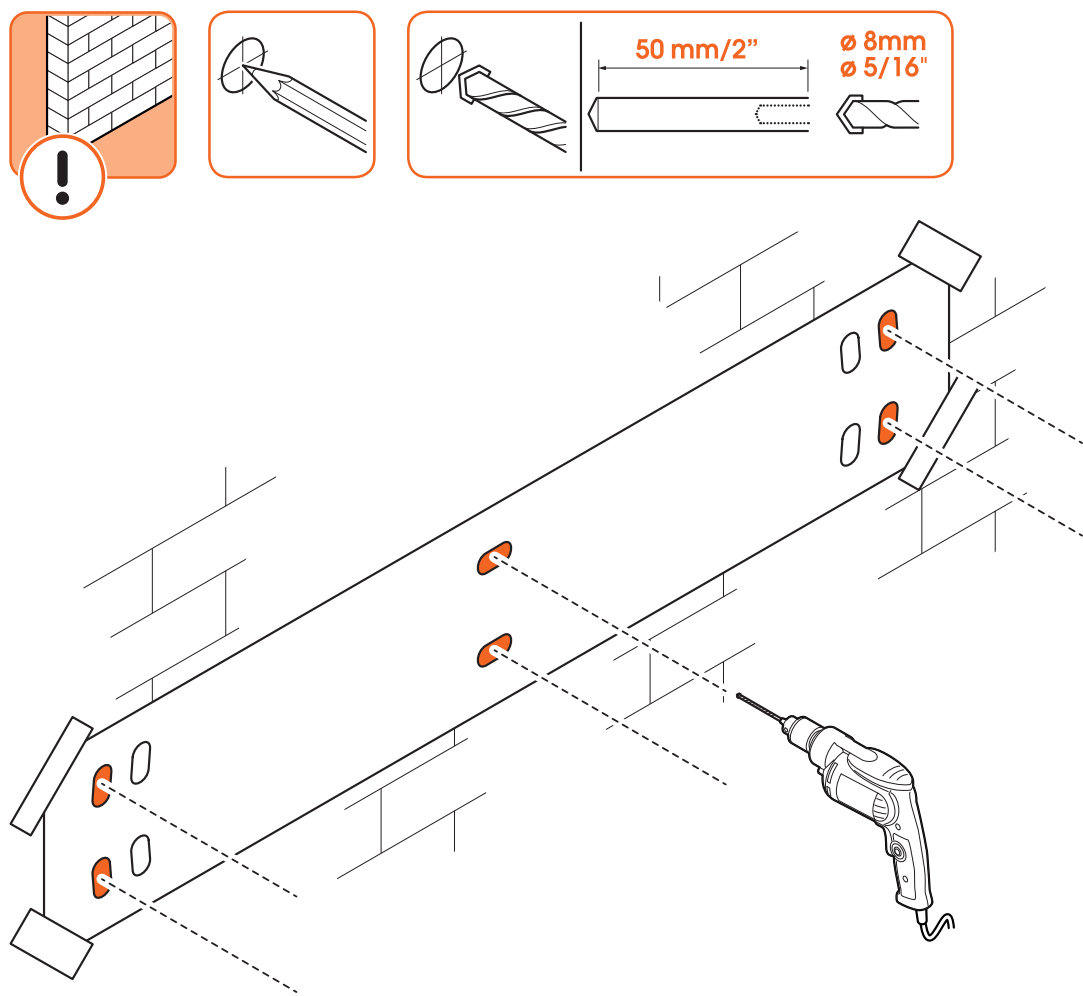
Step 2: Attach the wall mount to the wall

How well do you know your walls? What they're made of matters more than you think...

Solid concrete / brick wall



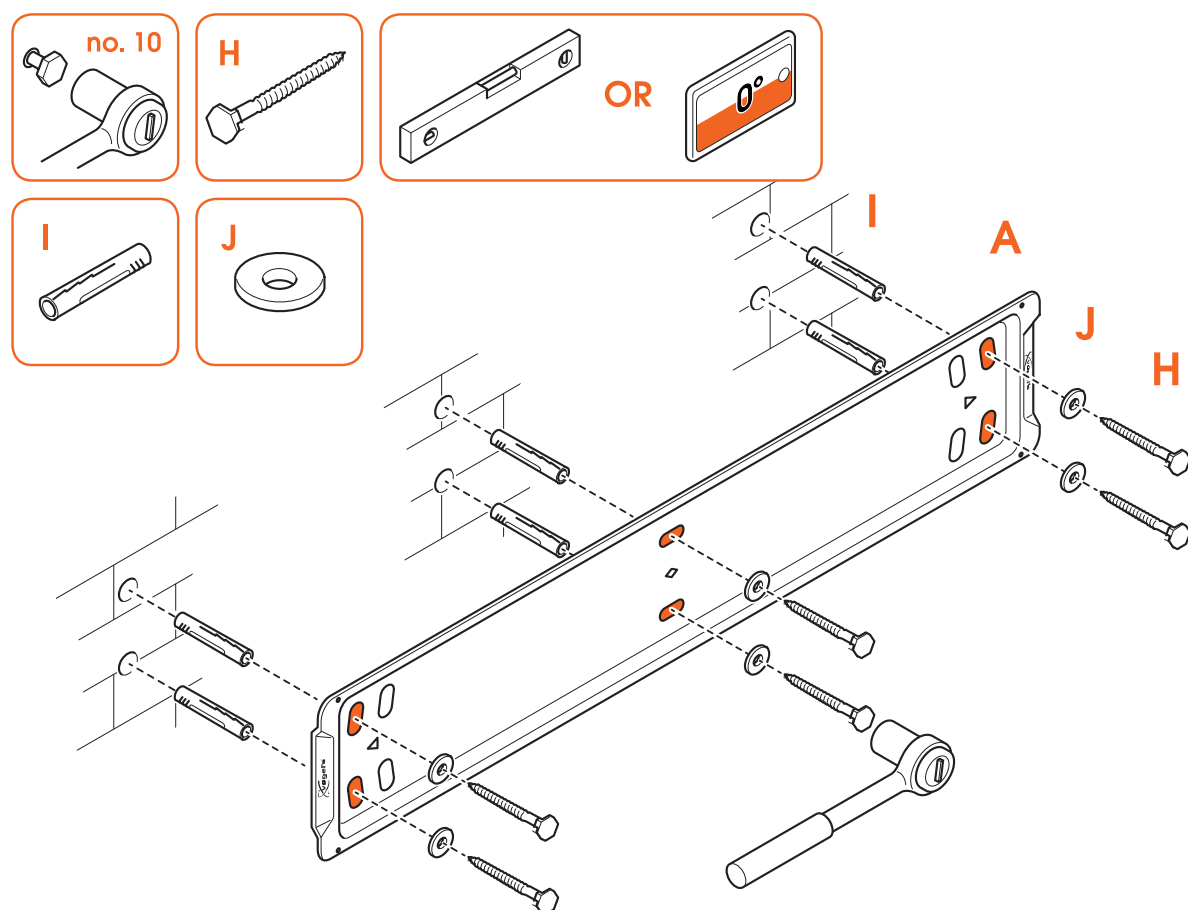
Don't drill yet! Try our free [DrillRight](https://www.vogels.com/DrillRight) app (<https://www.vogels.com/DrillRight>) to find just the right height and mark the first hole, easily.



1. Find the perfect spot for drilling with our [DrillRight app](https://www.vogels.com/DrillRight) (<https://www.vogels.com/DrillRight>) and the included drilling template.
2. Mark the first drilling hole.
3. Mark the other drilling holes on the included drilling template.
4. Drill the holes (6x). Pre-drill with a smaller drill to avoid damage to the wall.



How deep do you drill? Check if the entire **screw** (except its head) fits in the hole before placing the plugs. This stops things from breaking. Vacuum the hole after drilling.

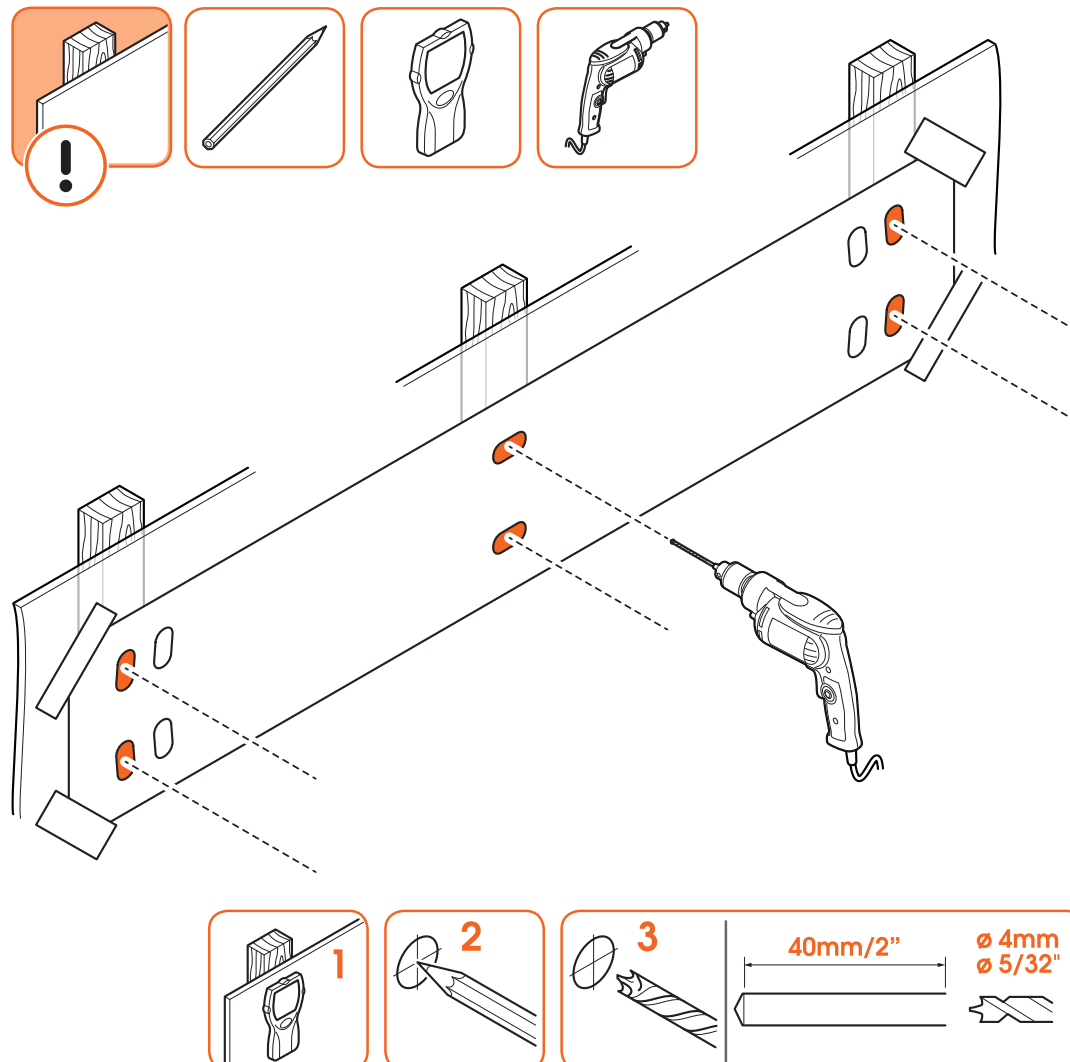


5. Attach the **wall mount** ① to the wall with the **screws** ②, **washers** ③ and **plugs** ④. Use a spirit level or the spirit level in the DrillRight app to level the wall mount.

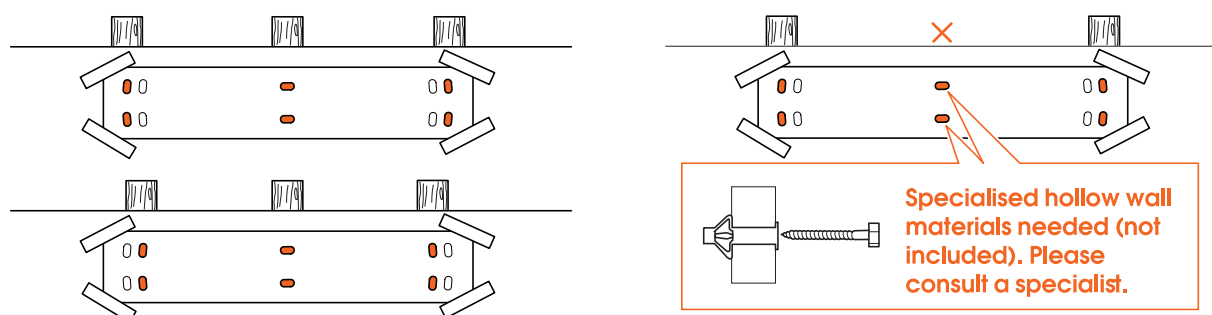


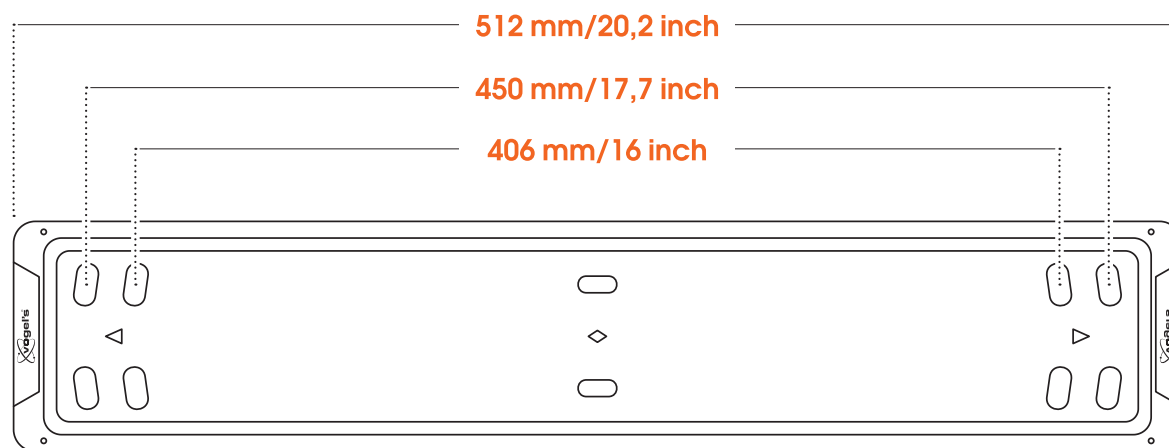
Lubricate the screws for easy screwing in.

Walls with wooden studs



1. Don't just guess! Always use a **stud finder** to determine the position of studs.
2. Find the perfect spot for drilling by positioning at least 4 holes marked on the drilling template horizontally centered on a stud. For holes that cannot be mounted to a wooden stud, you need specialized hollow wall mounting materials (not included). Please consult a specialist.

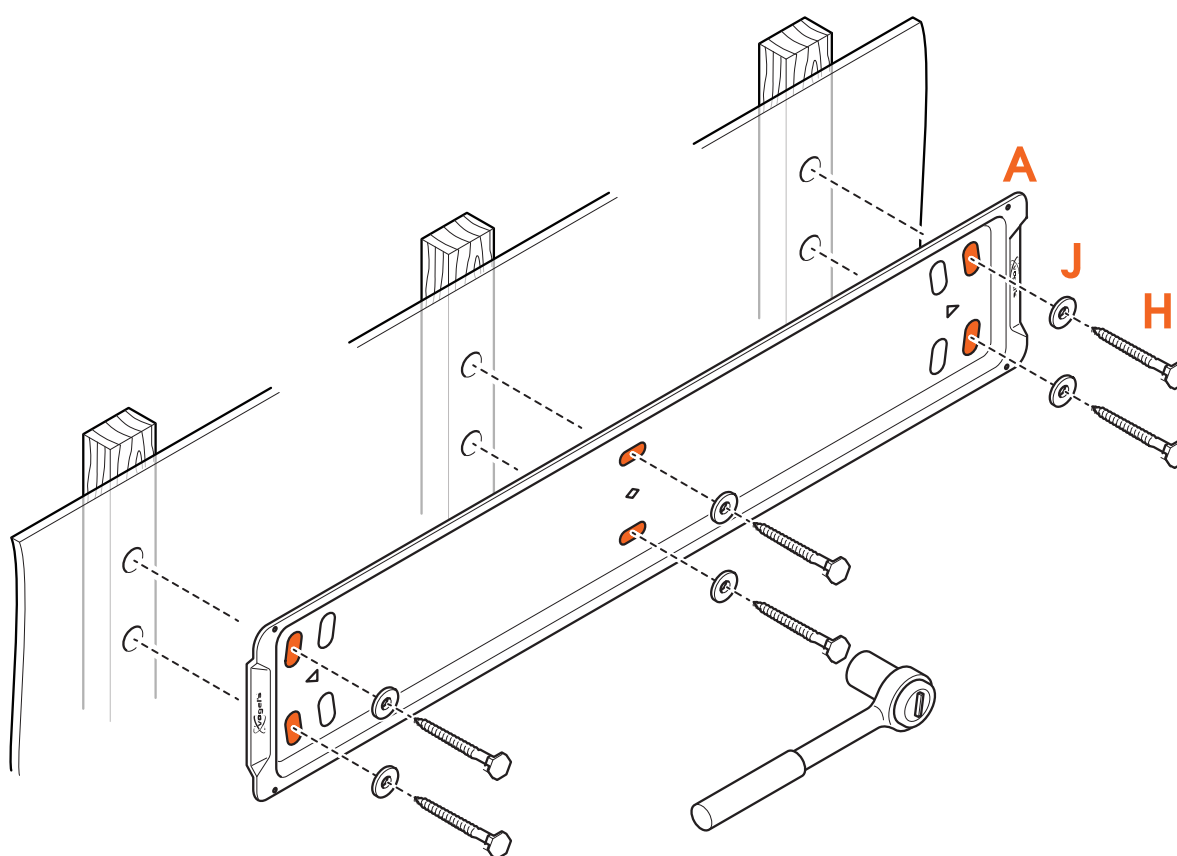
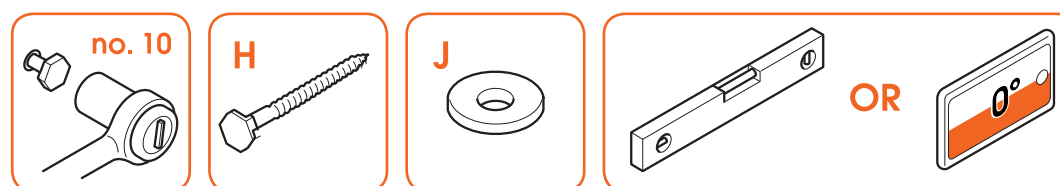




Don't destroy your belongings! The wall mount must always be attached to the studs.

3. Mark the drilling holes.

4. Now for the fun part... drilling the holes.



5. Attach the **wall mount** (A) to the wooden studs with the **screws** (H) and **washers** (J). Use the **spirit level** (C) to level the wall mount. Make sure that you insert the top centre screw into the wall first.



Lubricate the screws for easy screwing in.

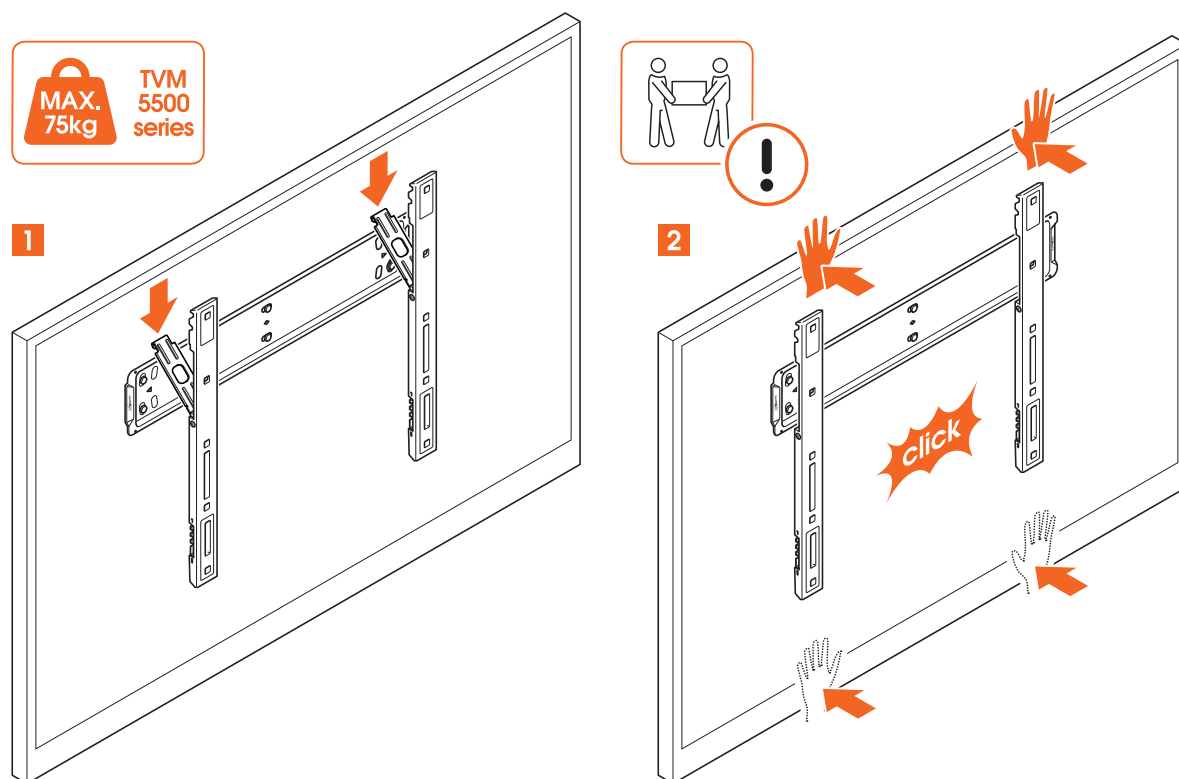
Other wall type / I don't know my wall type



If your wall is a little special – for example, hollow bricks, metal stud walls, wood panels or plasterboard – visit [information for different wall types](https://www.vogels.com/en/c/tv/tv-on-the-wall) (<https://www.vogels.com/en/c/tv/tv-on-the-wall>).

If you aren't sure, don't worry! Just ask your installer, specialist supplier or the Vogel's Consumer Care team at www.vogels.com/contact (<http://www.vogels.com/contact>).

Step 3: Attach the TV to the wall mount



1. Gently lift the TV and keep it in a vertical position. Make sure the hooks unfold from the strips.
2. Place the hooks over the top ridge of the **wall mount** ①.
3. Gently lower the TV while keeping its vertical position.
4. If you didn't hear a click or are uncertain, gently push the screen with all four hands simultaneously in the designated areas. Use the top hand to push it into position while guiding the TV with the bottom hand. Your TV is now securely in place!



Lifting your TV is a two-person job. Don't be bold!

Job done now! Enjoy watching your TV!

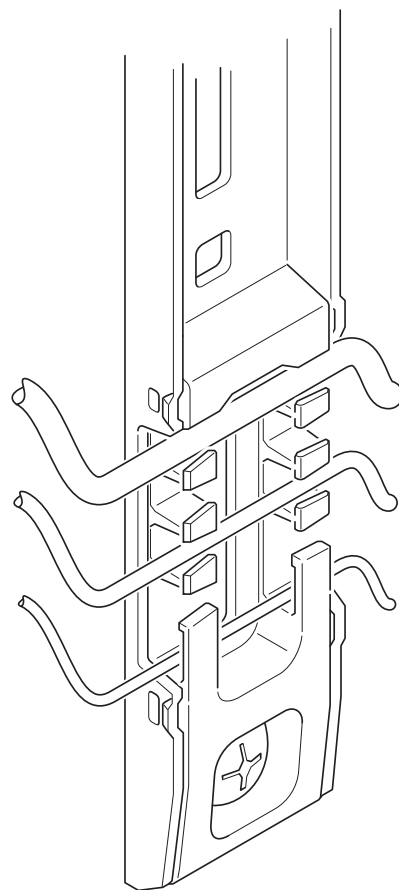
Handy features



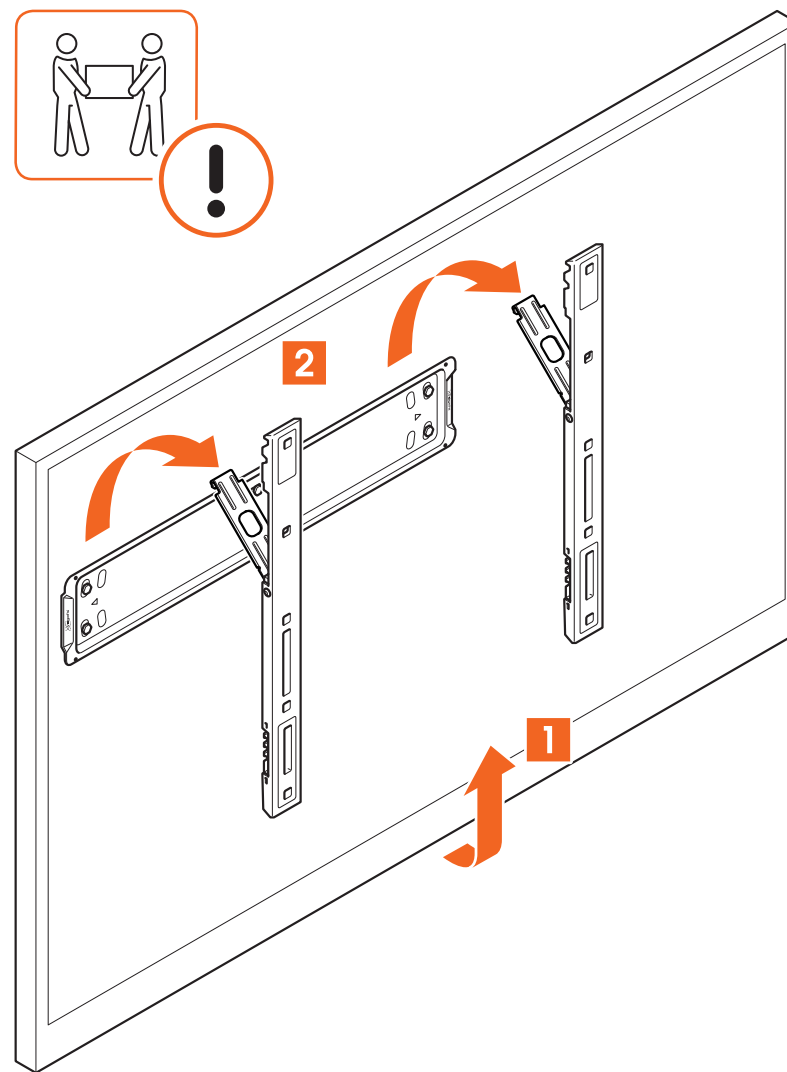
Having a cable mess? Do you need inspiration about how to hide and guide your cables or how to place other TV accessories? Take a look at our website [vogels.com](https://www.vogels.com/) (<https://www.vogels.com/>)!

Guide your cables

Guide the cables through the cable clips. Thick cables fit in the upper guides and thin cables at the bottom.



Removing your TV



1. Unplug the cables from your TV.
2. Lift your TV upwards while holding it fully vertical to pull it out of its lock. Carefully pull the TV forward. Make sure to unhook the hooks from the wall plate.
3. Put your TV down somewhere safe.



Again, lifting your TV is a two-person job. Always get help.

Confused? Unsure? Going crazy?

There's plenty of help waiting for you, online:



info@vogels.com (<mailto:info@vogels.com>)
www.vogels.com/contact (<http://www.vogels.com/contact>)



[facebook.com/VogelsForSure/](https://www.facebook.com/VogelsForSure/) (<https://www.facebook.com/VogelsForSure/>)



[instagram.com/
vogels_official/](https://www.instagram.com/vogels_official/) (https://www.instagram.com/vogels_official/)



[www.youtube.com/
c/VogelsForSure](https://www.youtube.com/c/VogelsForSure) (<https://www.youtube.com/c/VogelsForSure>)

Simple troubleshooting

Found a problem you can't fix? Don't panic... try these!

Problem

'I don't have the right bolts for my TV!'

Cause

The world of TV technology is always changing – it can be hard to keep up sometimes. So, it might be the case that the correct bolt size is not included... you're just too advanced!

Solution

Just ask Vogel's Consumer Care to request a service kit, and we'll send everything you need. [Click here](http://www.vogels.com/contact) (<http://www.vogels.com/contact>) to contact Vogel's Consumer Care.

Problem

'My wall screws have snapped!'

Cause

You might not be drilling deep enough... or your drill could be too blunt, so that the hole is too narrow and the screw gets stuck.

Solution

Use another hole in the wall plate to fix the wall mount to the wall. Make sure you use a sharp drill of the correct size. Vacuum the hole after drilling. Check if the entire **screw** (except its head) fits in the hole before placing the plugs.

FAQs

'Where can I request the correct bolts for my TV (a service kit)?'

Whatever you need, simply contact your local Vogel's dealer or Vogel's. [Click here](http://www.vogels.com/contact) (<http://www.vogels.com/contact>) to contact Vogel's Consumer Care.

'Where can I find installation videos?'

Click or tap the button on the front page of this manual. The installation video can be found at the product page of your product on our website. It can also be found on our YouTube channel: www.youtube.com/c/VogelsForSure ([http://www.youtube.com/c/VogelsForSure](https://www.youtube.com/c/VogelsForSure))

‘What if I need spare parts?’

You can buy some spare parts on our webshop. Please visit the service kits/spare parts page from the bottom menu [on our website \(https://www.vogels.com/\)](https://www.vogels.com/) or enter the product type number in the search bar. If you require a different part or if a part is missing, please contact your local dealer or [Vogel's Consumer Care \(http://www.vogels.com/contact\)](http://www.vogels.com/contact).

‘Where can I find the drilling template?’

The drilling template is printed on the inlay card in the box. You can cut it out for your convenience.

‘How high do I need to hang my TV?’

The center of your TV should ideally be positioned at eye level, while seated. When a wall mount with tilt function is used, your TV can be mounted above eye level. Download and use the free [DrillRight app \(https://www.vogels.com/DrillRight\)](https://www.vogels.com/DrillRight) to determine the height of the TV and to mark the first hole.

If you cannot use the app or want to calculate the height, please see our [instructions for manual positioning \(https://downloads.vogels.com/en/FAQ-drillrightapp-EN.pdf\)](https://downloads.vogels.com/en/FAQ-drillrightapp-EN.pdf).

‘I'm stuck in the DrillRight app, what should I do?’

Please check out our [Frequently Asked Questions about the DrillRight app \(https://downloads.vogels.com/en/FAQ-drillrightapp-EN.pdf\)](https://downloads.vogels.com/en/FAQ-drillrightapp-EN.pdf).

‘Which bolts or screws do I need to use?’

Vogel's offers a complete assembly kit with all mounting materials included in the box, for both your TV and wall. Do you miss the correct bolts for your TV? Please contact your local Vogel's dealer. [Click here \(http://www.vogels.com/contact\)](http://www.vogels.com/contact) to contact Vogel's Consumer Care.

‘Why do you use Fischer© plugs?’

The Fischer© DuoPower plug is widely regarded as the best standard in plugs. Don't settle for less!

‘What is VESA?’

VESA is a standard pattern of mounting location holes on the back of a TV which allows many standard TV mounts to be easily fitted to your TV.

Go green!

We care about the planet. If you're getting rid of the packaging or the mount itself, please check your municipality's guidelines for the best disposal options near you. For information about the materials used in the packaging, visit [www.vogels.com/recycle \(https://www.vogels.com/recycle\)](https://www.vogels.com/recycle). Recycling matters!



Guarantee



Thanks again for choosing Vogel's! Durability is paramount in the development and production of our products. For this reason, we are able to provide a product guarantee for the reasonable service life of all of our wall mounts. We provide a guarantee of 15 years, unless local statutory law and regulation dictate a longer minimum period. We resolve any issues regarding product complaints or returned products and assess all complaints based on usage.

If your product is not functioning properly due to material faults or manufacturing defects, we will repair it free of charge or replace it at our own discretion.

If you have any problems with our product or want to know whether the guarantee is applicable, please:

1. Complete the contact form or mail our Consumer Care Team. Preferably, please add a picture.
2. Within 2 business days you will be contacted by our local Vogel's distributor.
3. If the guarantee is invoked, the product should be returned, together with the original purchase document (invoice, sales slip or cash receipt). The purchase document should clearly show the name of the supplier and the date of purchase. You will be informed about the specific return address and further procedure.

Vogel's guarantee shall lapse in the following cases:

- If the product has not been installed or used in accordance with the instructions;
- If applicable, if the holes in the wall have not been properly drilled in accordance with the Vogel's installation instructions for the applicable wall type;
- If the product has been altered or repaired by someone other than Vogel's;
- If a fault arises due to external causes (outside the product) such as for example lightning, water nuisance, fire, scuffing, exposure to extreme temperatures, weather conditions, solvents or acids, wrong use or negligence;
- If the product is used for different equipment than is mentioned on or in the packaging.

Do you have any other questions? Please make use of our contact form.