



USER MANUAL



Living Room
Rich Black



Bedroom
Honey Oak



Bedroom
Espresso



Family Room
Espresso



**PREMIUM
ELECTRIC FIREPLACES
& TV LIFTS**

Exceeding Expectations

www.elevatetvlifts.com
www.touchstonehomeproducts.com

Table of Contents

Contents

Lift Components & TV Installation Hardware..... 6

 Components 6

 Hardware..... 6

Removing Front Panel..... 7

Operating the Lift 9

 Wired Handset Control 9

 Wireless RF Control 10

 Pairing RF Remote Control to Control Box 10

 Advanced Automation Controls 11

Mounting and Installing the TV 13

 Attaching TV Mounting Brackets To Flat Panel TV 13

 Installing TV on Lift 15

 Locking TV to Flat Panel TV Mount..... 16

Warranty 18

About Your Touchstone Elevate TV Lift Cabinet

Congratulations on the purchase of your Touchstone Elevate TV Lift Cabinet. Touchstone Home Products takes pride in the quality of our cabinet craftsmanship and the smooth functionality of our TV lift mechanism. Please take a few minutes to learn about the features of your TV lift cabinet to insure you get the optimum use and performance from your new purchase.

Cabinet Features

- The Elevate TV Lift Cabinet features Touchstone's SRV TV Lift technology in a fully finished wood cabinet that fully cycles up or down in under 30 seconds at the push of a button.
- Easily conceal your cables with the Elevate. Cables can be neatly tucked away by feeding them through an opening in the bottom of the cabinet.
- Cable boxes and other media components can be controlled with our IR Repeater kit, which installs easily in a pre-drilled hole in the front of the cabinet and extends the range of your remote control. See ***Installing Components*** section for more information.



Safety

Installing your Flat Screen TV in your Touchstone Elevate TV lift cabinet is fast and easy. Operating your lift is very straightforward. However, to avoid the risk of personal injury and to insure optimum performance of your TV lift mechanism, please pay particular attention to the warnings and safety notices throughout this manual.

IMPORTANT SAFETY and PRE-INSTALLATION INSTRUCTIONS

1. Please adhere to the proper installation procedure as detailed in the installation instructions.
2. Safety precaution measures must be practiced at all times during installation of this product.
3. The entire installation instructions should be fully read and understood before beginning installation.
4. At least two people should be available to mount the TV on the lift mechanism. Please take care when handling your flat screen TV as injury and damage can result from dropping or mishandling of the TV.
5. TV's should remain upright at all times. Never place screen face down on the floor. This could cause damage to the TV.
6. **The stand on your flat screen TV is removable!** Please remove the stand prior to installing the TV on the lift mechanism. Consult your TV's owner's manual for instructions for removing the stand.
7. Carefully measure all dimensions of your flat panel TV before proceeding. Then consult the **Mounting and Installing the TV** section of this manual for maximum TV size.

IMPORTANT!: After installing your TV, you may find there is room in the bottom of the cabinet to install a small cable/satellite TV box. Once the TV is mounted, remove the front panel on the Elevate TV Lift Cabinet and completely lower the lift. Carefully inspect the space between the bottom of the TV and the bottom of the cabinet to see if your component will fit in the bottom of the cabinet. Consult the **Mounting and Installing the TV** section of this manual for more information.

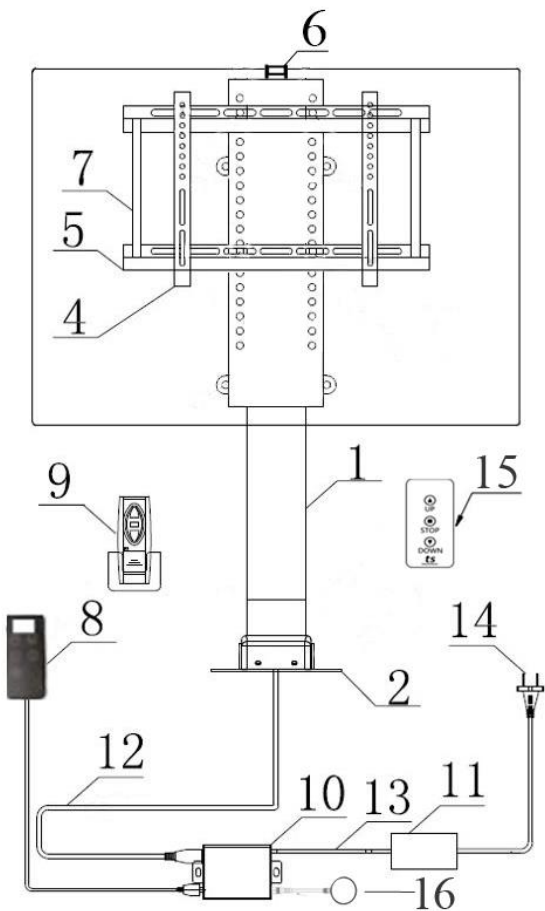
8. All cords connecting components to the TV should be a minimum of 72" (6 feet) in length when installing component inside of cabinet or a minimum of 144" (12 feet) in length when installing component outside of cabinet (length of cable will depend on placement of your component).
9. **WARNING!:** TV Lift Mechanism contains moving parts. Please keep hands, arms, and fingers away from the lift and cabinet lid opening when the lift is in motion. Cables should be wire-tied or secured neatly so lift does not contact them during operation.

Contact Touchstone Customer Service at 1-800-215-1990 for any questions regarding the operation of your TV lift cabinet. We are also available on the web at www.touchstonehomeproducts.com

Lift Components & TV Installation Hardware

Note: If you purchased Lift Installation Services, the SRV is already installed in your cabinet. You can skip ahead to p.17 of this manual.

Components



Lift Parts

Number	Part Number	Part Name
1	33900	Lift Column
2	32809	Lift Base
3	n/a	Not listed
4	33910	TV Mounting Brackets
5	33910	Horizontal Flat Panel Brackets
6	30002	Flat Top Lift Mount
7	33910	Vertical Flat Panel Bracket Rods
8	32816	Wired Handset Control
9	32803	Wireless RF Remote
10	33902	Control Box
11	32806	Power Supply
12	n/a	Control Box-Lift Transit Line
13	n/a	Power Supply Transit Line
14	32807	Power Cable
15	32804	IR Remote
16	32805	IR Sensor

Accessory Package

Part	Quantity
TV Mounting Screws (assorted sizes)	4 each size

Hardware

Tools Needed

- Philips-head screwdriver

TV Mounting Screws

-> Please consult your TV manufacturer for the size and length of the mounting screw for your TV. Included is a basic set of mounting screws that accommodates most flat panel TVs. Depending on your television, the screws included in the kit may not fit your television. If that is the case, these screws can be purchased at most hardware/home improvement stores.

Removing Front Panel

The front access panel can easily be removed for access to the inside of the unit.

1. Raise lid and lock the lid hinges so that the lid stays open.
2. Locate the panel clips on the inside front panel of the cabinet.



3. Turn the clips to the open position so that they are not touching the front panel.

Panel Clip



Locked Position



Open Position

Tip: Use a Philips-head screwdriver to slightly loosen the clips so they are easier to turn.



Removing Front Panel – cont

4. Remove panel by tilting panel towards inside of unit and lifting out through the top of the unit.



Front Panel Tilted Inward










Front Panel Removed

Operating the Lift

The SRV PRO TV Lift can be controlled through the provided wired handset controller or the wireless remote control.


Wired Handset Control



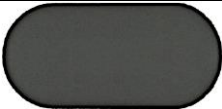
 <p>Wired Handset Control</p>		Lift Height: Shows the height of the lift in inches.
		UP Button: PRESS and HOLD this button to raise the lift. Releasing this button will stop the lift. **Note: <i>If a memory height is set, holding the UP button will ignore the memory height and the lift will continue to run past the set memory height.</i>
		DOWN: PRESS and HOLD this button to lower the lift. Releasing this button will stop the lift.
		MEMORY: The lift can be set to 2 memory positions, an extended memory and retracted memory position. To set the memory position, raise the lift to the desired position. Follow the instructions under 1 and 2 below to set the Extended and Retracted Memory position. When the memory position is set, the UP button on the RF Wireless Remote and IR Wireless Remote will go to the memory height that was set.
		EXTENDED MEMORY POSITION: To set a memory position for the extended height of the lift, do the following: 1. Using the UP button on the wired controller, move the lift to the desired height 2. PRESS and RELEASE the M button once 3. PRESS and RELEASE the 1 button. The extended memory height will now be set.
		RETRACTED MEMORY POSITION: To set a memory position for the lower height of the lift, do the following: 1. Using the UP button on the wired controller, move the lift to the desired height 2. PRESS and RELEASE the M button once 3. PRESS and RELEASE the 2 button. The retracted memory height will now be set.

NOTE: *For applications where fixtures are mounted above the lift and in the path of the lift travel, please use the WIRED HANDSET ONLY to avoid damages to the lift and other items!*

Operating the Lift – cont.

Wireless RF Control



Wireless RF Remote Button	Function
	UP Button: PRESS the button once to raise the lift. The lift will raise all the way up unless the another button on the remote is pressed.
	DOWN: PRESS the button once to lower the lift. The lift will lower all the way down unless another button on the remote is pressed.
	NO LONGER ACTIVE

Wireless RF Remote

***NOTE:** For applications where fixtures are mounted above the lift and in the path of the lift travel, please use the WIRED HANDSET ONLY to avoid damages to the lift and other items!*

Pairing RF Remote Control to Control Box

The wireless RF remote will be paired to the SRV PRO TV Lift out of the box. Should the wireless RF remote stop functioning, please follow the instructions below for pairing the RF remote control to the lift:

1. Unplug the power cable from the lift control box.
2. Wait 5 seconds and plug the lift power cable back into the control box.
3. Within 5 seconds, press UP button on the wireless RF remote after plugging the power cable to control box.
4. The wireless RF remote is now ready for use.

Operating the Lift – cont.

Advanced Automation Controls

The Touchstone SRV PRO TV Lift control box comes equipped with additional input/output features that allow you to connect external devices, such as third-party automation systems that can be controlled by a universal remote control.

The control box can be controlled via an infrared remote control or connected to your automated system using the RS232 connection.


Wireless IR Control




The SRV PRO lift can be controlled via infrared (IR) through the provided IR sensor and IR remote control.

Setting Up the IR Sensor

- 1. Plug the IR sensor cable into the IR port on the control box as shown below.
- 2. Place the IR sensor in a spot where the remote control will have direct line of sight to the sensor.

Wireless IR Controls



Wireless IR Remote Button	Function
	UP Button: PRESS the button once to raise the lift. The lift will raise all the way up unless the stop button is pressed.
	DOWN: PRESS the button once to lower the lift. The lift will lower all the way down unless the stop button is pressed.
	STOP: PRESS the button once to stop the lift.

***NOTE:** For applications where fixtures are mounted above the lift and in the path of the lift travel, please use the WIRED HANDSET ONLY to avoid damages to the lift and other items!*

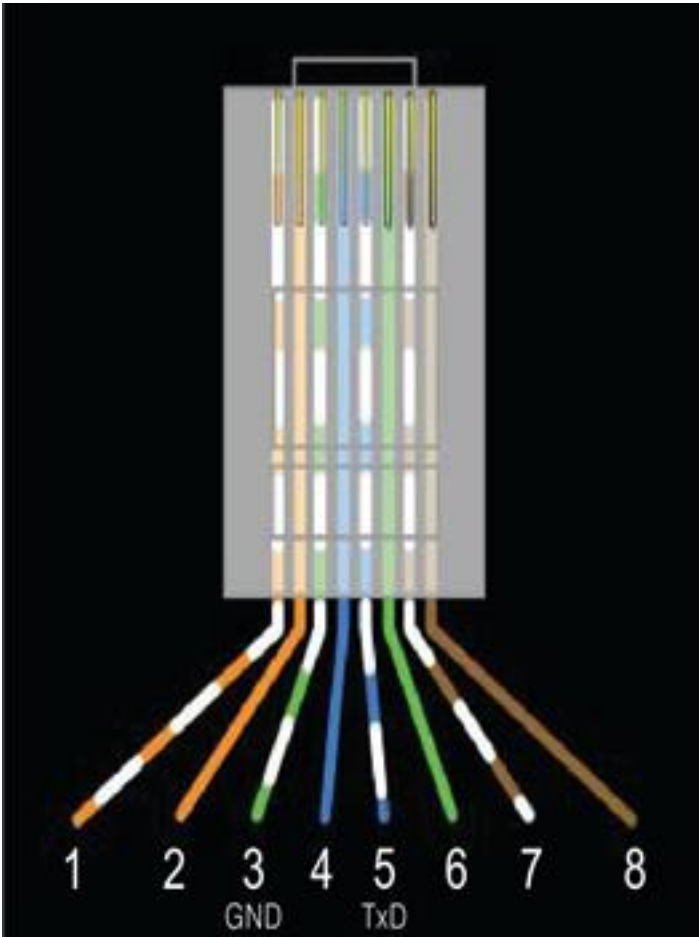
Operating the Lift – cont.

Advanced Automation Controls

RS232 Controls

The Touchstone SRV PRO TV Lift can also be controlled by third-party automation systems via a RS232 serial connection. The input connector on the control box uses a standard RJ-25 connection, The pinout of the connector is illustrated below. The instruction set is also listed in the tables below.

RS-232 is a standard communication protocol that is widely used to connect various devices to external controllers. Automated theater systems, such as Crestron and Control4, for example, can be connected to the control box via the RS-232 connection, and a single device can operate the TV, raise the lift, operate AV systems, etc.



PINOUT Connections	
3	GND
5	TxD

RS232 Configuration	
BAUD RATE	1200
DATA BITS	8
STOP BIT	1
PARITY	NONE
FLOW CONTROL	NONE

RS232 Connection Instruction Set		
ACTION	ASCII	HEX
UP	UP	5550
DOWN	DN	444E

Note: Once Lift memory height has been set, the UP ACTION will only raise the lift to the set height.

Mounting and Installing the TV

IMPORTANT: Prior to installing the TV onto the lift, please ensure the following:

- If you have not done so already, remove the stand from your flat screen TV.
- Maximum lifting capacity:
33900 – SRV PRO 39" TV Lift: 170 lbs
- TV has VESA compliant mounting pattern.

Attaching TV Mounting Brackets To Flat Panel TV

Tools Required:

- Phillips head screwdriver

Parts Required:

- TV mounting brackets
- TV mounting screws

***Note: Touchstone Home Products includes a screw pack containing some of the most popular sizes of mounting screws, used by most TV manufacturers. Due to the amount of TVs in the marketplace and no standard for mounting screw size, Touchstone Home Products cannot guarantee that the screws required for your TV are included in the screw pack. Please consult your TV manufacturer for the size of the mounting holes in the back of your TV and use the appropriate size screws. Touchstone Home Products assumes no liability for damage to a TV.

Instructions:

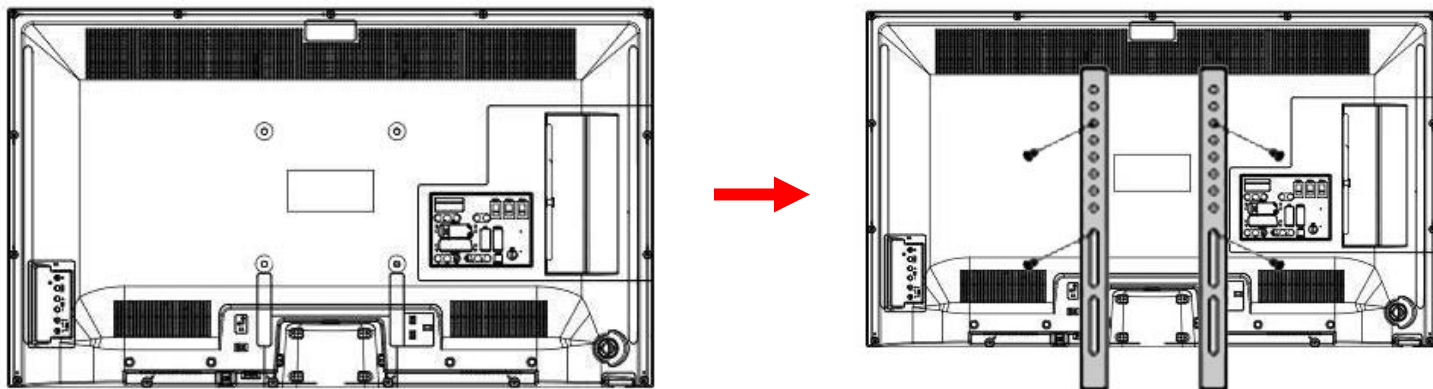
1. Remove stand from TV. Consult TV manual for instructions on removing the stand from the TV.
2. Locate the TV mounting brackets. They are pictured below.



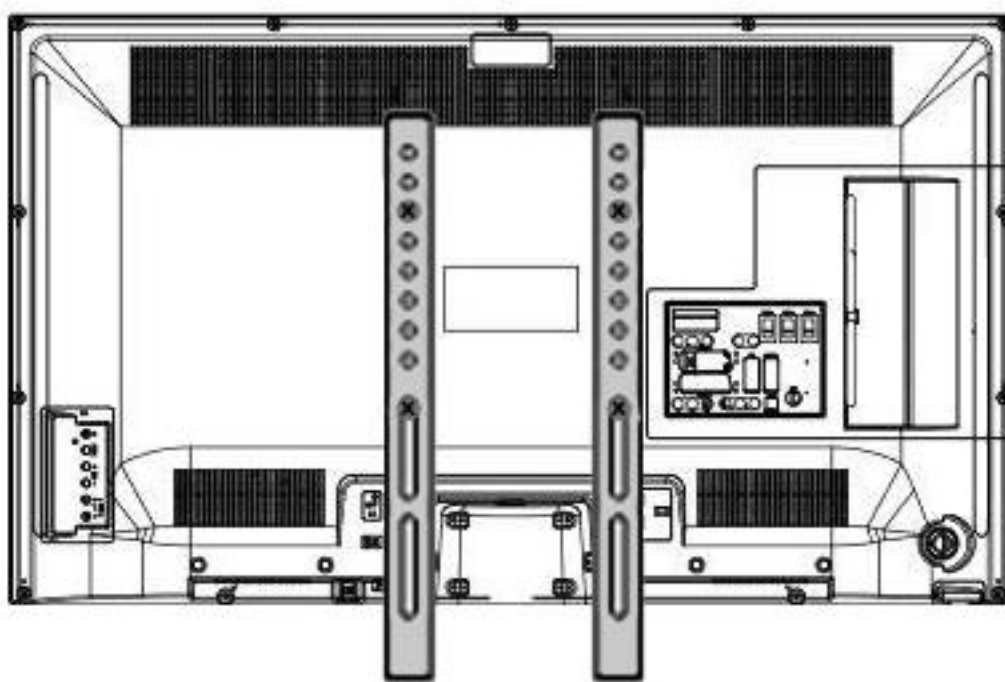
**TV Mounting
Brackets**

Attaching TV Mounting Brackets To Flat Panel TV- cont

3. Align TV mounting brackets so that brackets are centered on the back of the TV. Place the TV mounting bracket so that the round holes are toward the top of the TV, while the elongated holes are toward the bottom of the TV.



4. Attach TV mounting brackets to back of TV. Consult your TV owner's manual for the proper size mounting screw.

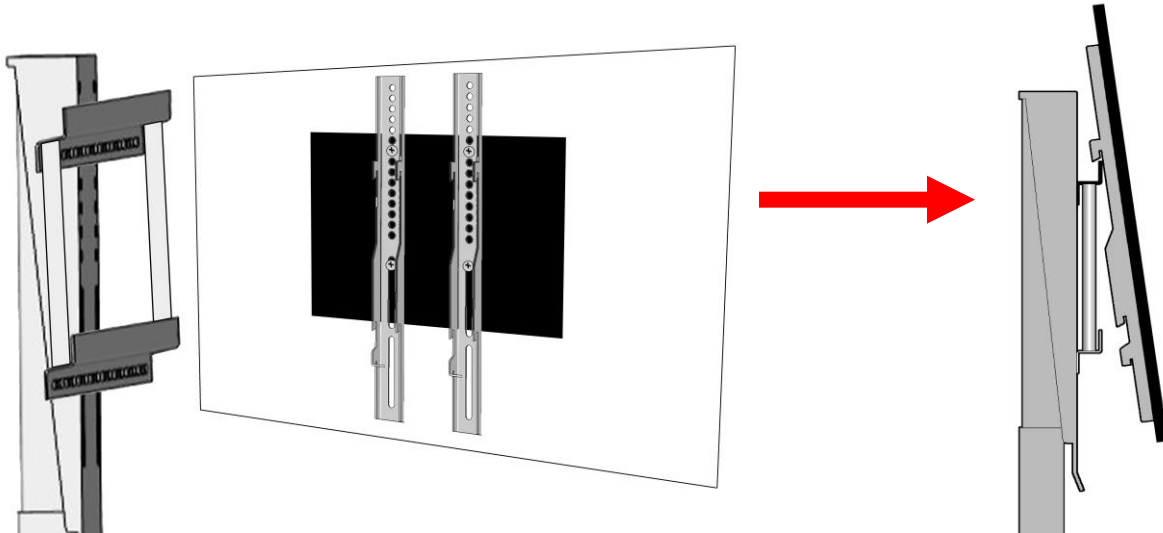


Installing TV on Lift

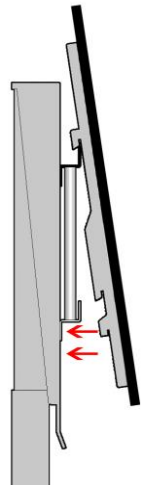
1. Using the wired handset control, press the UP button to move the lift to the highest position.



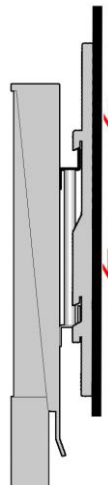
2. Hang TV on top crossbracket so that the top set of hooks on the TV bracket overlap the top bar of the flat panel TV mount.



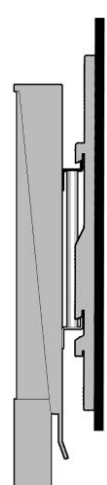
3 With the top set of hooks on the TV bracket overlapping the top bar of the flat panel TV mount, push the bottom of the TV back toward the lift (figure a). Then slightly raise the TV so that the bottom set of hooks on the TV bracket clears the bottom crossbracket of the flat panel TV mount. Lock the TV brackets back down into place (figure b). The TV brackets will now hook over both crossbrackets on the flat panel TV mount (figure c).



(Figure a)



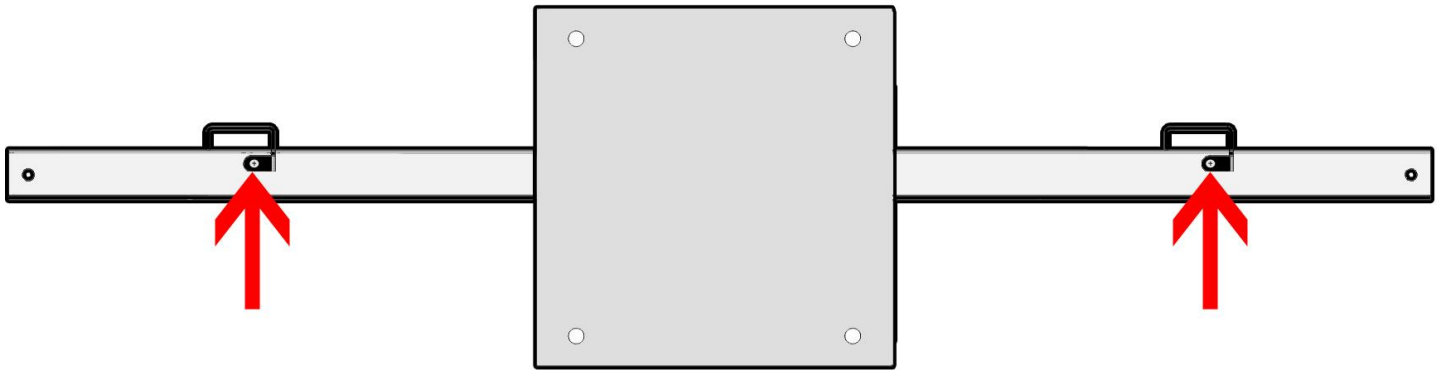
(Figure b)



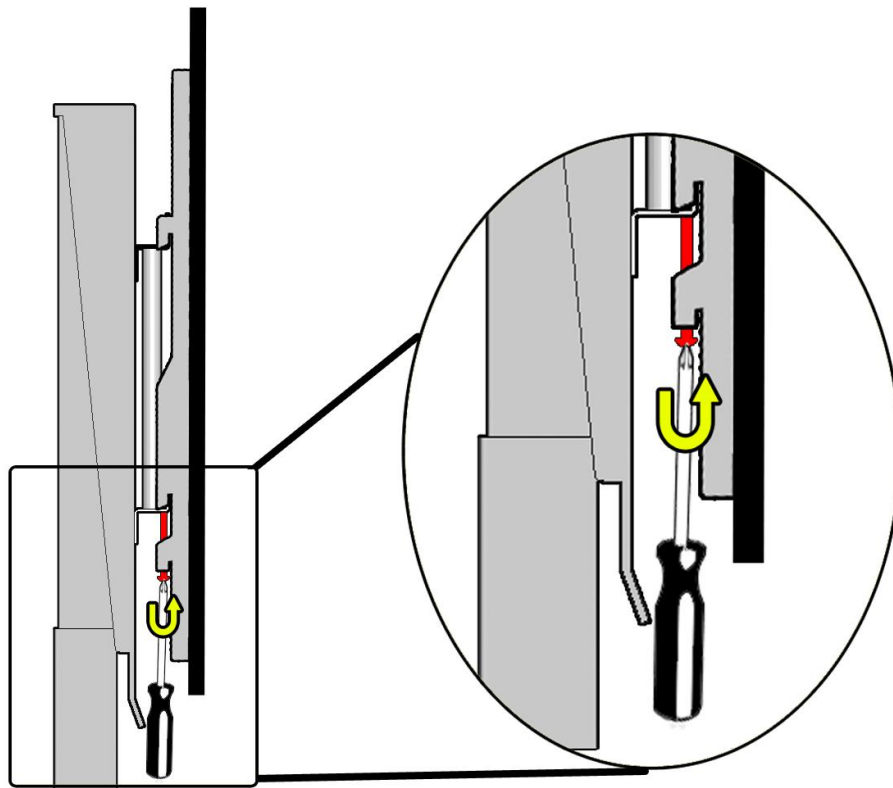
(Figure c)

Locking TV to Flat Panel TV Mount

Once the TV is mounted to the lift, the TV can be locked to the flat panel TV mount so that the TV does not slide from side to side. To lock the TV into place, tighten the 2 long screws on the bottom of each TV bracket. The screws will tighten so that they lock against the bottom crossbracket of the flat panel TV mount.



(view of locking screws from underneath TV)



Turn both screws to lock the screw against the bottom bracket of the flat panel TV mount.

Technical Support and Troubleshooting

Should you have any problems with your Touchstone Home Products SRV PRO TV Lift, our technical support staff is here to help. Our technical support reps are available by phone at 1-800-215-1990 Monday to Friday, from 8:00am to 5:00pm EST. We also can be reached via email at support@touchstonehomeproducts.com

If the lift should error, an error code will be displayed on the wired handset control. The error codes are listed below:

Error Code	Issue	Troubleshooting
E1	No Signal	Please check whether all the Patch Cords are connected correctly. Reset the lift.
E2	Overload Protection	Unplug the power cable from the power supply for 10 seconds. After 10 seconds, plug the power cable back into the power supply. Reset the lift.
E3	When the lift will not lower to the lowest position, wire handset will display the wrong height and cannot be reset.	<p>Step 1: Plug in the power cable for the lift and remove the Control Box-Lift Transit cable from the control box port.</p> <p>Step 2: PRESS and HOLD either the UP or DOWN button on the wired handset remote until “E1” is shown on the display.</p> <p>Step 3: Reconnect the Control Box-Lift Transit Cable to the control box and then PRESS and HOLD the UP or DOWN button on the wired handset remote to reset the lift. When reset operation was finished, the lift should work as normal.</p>
HOT	Control Box Temperature Protection (If the control box control box’s temperature is above 167°F (75°C) or system has been run continuously)	Unplug the power cable from the lift and let the lift rest for 20 minutes. Reset the lift.

Resetting the Lift

To reset the lift, PRESS and HOLD the DOWN button for 5 seconds. After 5 seconds, the display will read “RST”. The lift will then lower to the lowest height and then slightly raise. Once reset is completed, release the down button.

Warranty

Touchstone Home Products warrants the SRV PRO TV Lift to be free from defects in material and workmanship for three (3) years from date of purchase. The warranty includes all parts, motorized components, electronics, and metal. If the SRV PRO TV Lift proves to be defective in material or workmanship during the warranty period, Touchstone Home Products will replace the defective part free of charge. The replacement part will then be covered by the balance of the time remaining on the customer’s original warranty.

Touchstone Home Products’ warranty does NOT cover: any product on which the serial number has been defaced, modified or removed; damage, deterioration or malfunction resulting from accident, misuse, neglect, power surges, fire, water, lightning damage, or other acts of nature, unauthorized product modification, failure to follow instructions supplied with the product, repair or attempted repair by anyone not authorized by Touchstone Home Products, causes external to the product such as electric power fluctuations or failure, use of supplies or parts not meeting Touchstone Home Products specifications, or any other cause which does not relate to a product defect.



For immediate help with assembly, product information,
or if your product arrives damaged, call our toll-free number at

800-215-1990

or email:

customerservice@thpus.com

Our staff is ready to provide assistance.