

# **2800/3900 SRV PRO WIFI ENABLED 360-DEGREE SWIVEL TV LIFT**

**32820 – 2800 360-DEGREE SWIVEL TV Lift  
33920 – 3900 360-DEGREE SWIVEL TV Lift**

## **OWNER'S MANUAL**





## Table of Contents

<b>About Your Touchstone 2800/3900 360-Degree Swivel TV Lift</b> .....	4
Lift Features .....	4
<b>Safety Information</b> .....	5
FUNCTION OF SWIVEL LIFT .....	5
IMPORTANT SAFETY and PRE-INSTALLATION INSTRUCTIONS .....	5
<b>Lift Components &amp; TV Installation Hardware</b> .....	6
Components.....	6
Hardware .....	6
Tools.....	6
<b>Dimensional Drawings</b> .....	7
32820 – 2800 SRV PRO 360-Degree Swivel TV Lift.....	7
33920 – 3900 SRV PRO 360-Degree Swivel TV Lift.....	8
<b>Assembling and Installing 2800/3900 SRV PRO 360-Degree Swivel TV Lift</b> .....	9
Fasten Lift To Cabinet.....	9
<b>Hooking Up Lift Components and Operating Lift</b> .....	11
Hooking Up Control Box .....	12
Hooking Up Wired Handset Control .....	13
Hooking Up Swivel Sensor Cable.....	13
Hooking Up Power Supply .....	14
Operating the Lift .....	15
Wired Handset Control.....	15
Wireless RF Control .....	16
Pairing RF Remote Control to Control Box.....	16
<b>Mounting and Installing the TV</b> .....	18
Attaching TV Mounting Brackets To Flat Panel TV.....	18
Assembling The Flat Panel TV Mount.....	20
Mounting Flat Panel TV Mount To The Lift.....	21
Installing TV on Lift.....	23
Locking TV to Flat Panel TV Mount .....	24
Installing C Bracket and Flat Top Lid Mount .....	25
<b>Warranty</b> .....	27

## About Your Touchstone 2800/3900 360-Degree Swivel TV Lift

Thank you for your purchase of the Touchstone 2800/3900 SRV PRO 360-Degree Swivel TV Lift. Touchstone Home Products takes pride in the quality craftsmanship and smooth functionality of our TV lift mechanisms. Please take a few minutes to learn about the features of your TV lift to ensure you get the optimum use and performance from your new purchase.

### Lift Features

- Durable steel construction with 24v motor for smooth, quiet and reliable operation
- Lift cycle fully raises or lowers in approximately 30 seconds.
- Universal quick connect installation takes just minutes. Includes hardware kit with the most common bolts for mounting TV.
- 3-way adjustable mounting system to ensure that the 2800/3900 SRV PRO 360-Degree Swivel TV Lift is compatible with almost all flat panel TVs in the market today.
- Modular design – all components can be easily replaced in just minutes
- Five (5) year worry-free warranty



**32820 2800 SRV PRO 360-Degree Swivel TV Lift**



**32820 2800 SRV PRO 360-Degree Swivel TV Lift  
With Flat Top Lid Mount**

## Safety Information

*Mounting your flat screen TV to the Touchstone 2800/3900 SRV PRO Swivel Lift Upgrade Kit is fast and easy. Operating your lift is very straightforward. However, to avoid the risk of personal injury and to ensure optimum performance of your TV lift mechanism, please pay particular attention to the warnings and safety notices throughout this manual.*

## FUNCTION OF SWIVEL LIFT

The function of the 2800/3900 SRV PRO 360-Degree Swivel TV Lift is to rotate the TV 360-degree to optimize viewing placement. The 2800/3900 SRV PRO 360-Degree Swivel TV Lift functions as follows:

1. To rotate the TV up to 360 degrees.
2. When the TV is not in the “home” position, the safety sensor light will turn red and lift will not move up and down through the remote control unless the TV is rotated back into the home position.
3. When the TV is moving up or down, the lift will stop moving if the sensor is not in the home position.
4. For extra added safety, the remote control buttons must be held for the lift to operate.

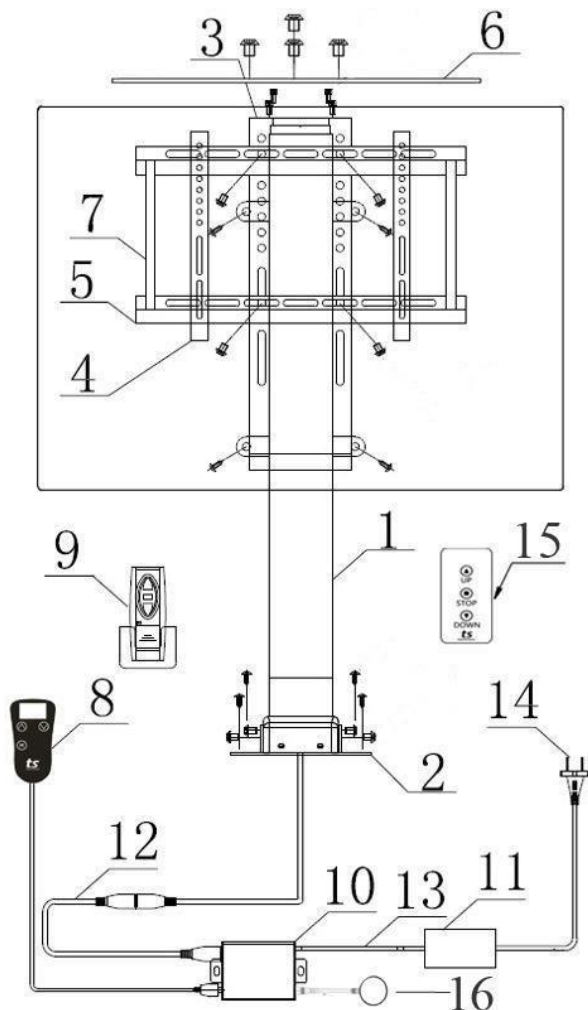
## IMPORTANT SAFETY and PRE-INSTALLATION INSTRUCTIONS

1. DO NOT operate lift without the safety sensor plugged in.
2. Failure to comply could result in damage or serious injury.
3. Warranty is voided if failure to follow instructions listed in this manual.

Contact Touchstone Customer Service at 1-800-215-1990 with any questions regarding the operation of your 2800/3900 360-Degree Swivel TV Lift. We are also available on the web at <https://www.touchstonehomeproducts.com>

## Lift Components & TV Installation Hardware

### Components



#### Lift Parts

Number	Part Number	Part Name
1	32820, 33920	Lift Column
2	32809	Lift Base
3	n/a	2800/3900 360-Degree Mounting Plate
4	32810a	TV Mounting Brackets
5	32810b	Horizontal Flat Panel Brackets
6	n/a	Flat Top Lift Mount
7	32810c	Vertical Flat Panel Bracket Rods
8	32802	Wired Handset Control
9	32803	Wireless RF Remote
10	32820, 33920	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
M8 Bolts and Nuts – For TV Bracket	4
M6x16 Bolts – Adjustable C Bracket	8
M6x8 Bolts – Flat Top Lid Mount	5
ST6x45 Screws – For Fastening Back of Lift	4
ST5x16 Screws – For Fastening Lift to Floor	4
ST4x10 Screws – For Fastening Cable Clips	4
TV Mounting Screws – Assorted Sizes	4 per size
Washers – Assorted Sizes	4 per size
1" Nylon Spacers	4
Cable Clip for Swivel Sensor Cable	2

### Hardware

#### - 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 LCD/Plasma 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.

### Tools

In order to assemble the 2800/3900 360-Degree Swivel TV Lift, you will need the following tools:

- Philips-head screwdriver
- size 5 metric hex wrench (included)
- size 4 metric hex wrench (included)
- adjustable wrench or size 4 and size 5 metric socket wrench

## 32820 – 2800 SRV PRO 360-Degree Swivel TV Lift



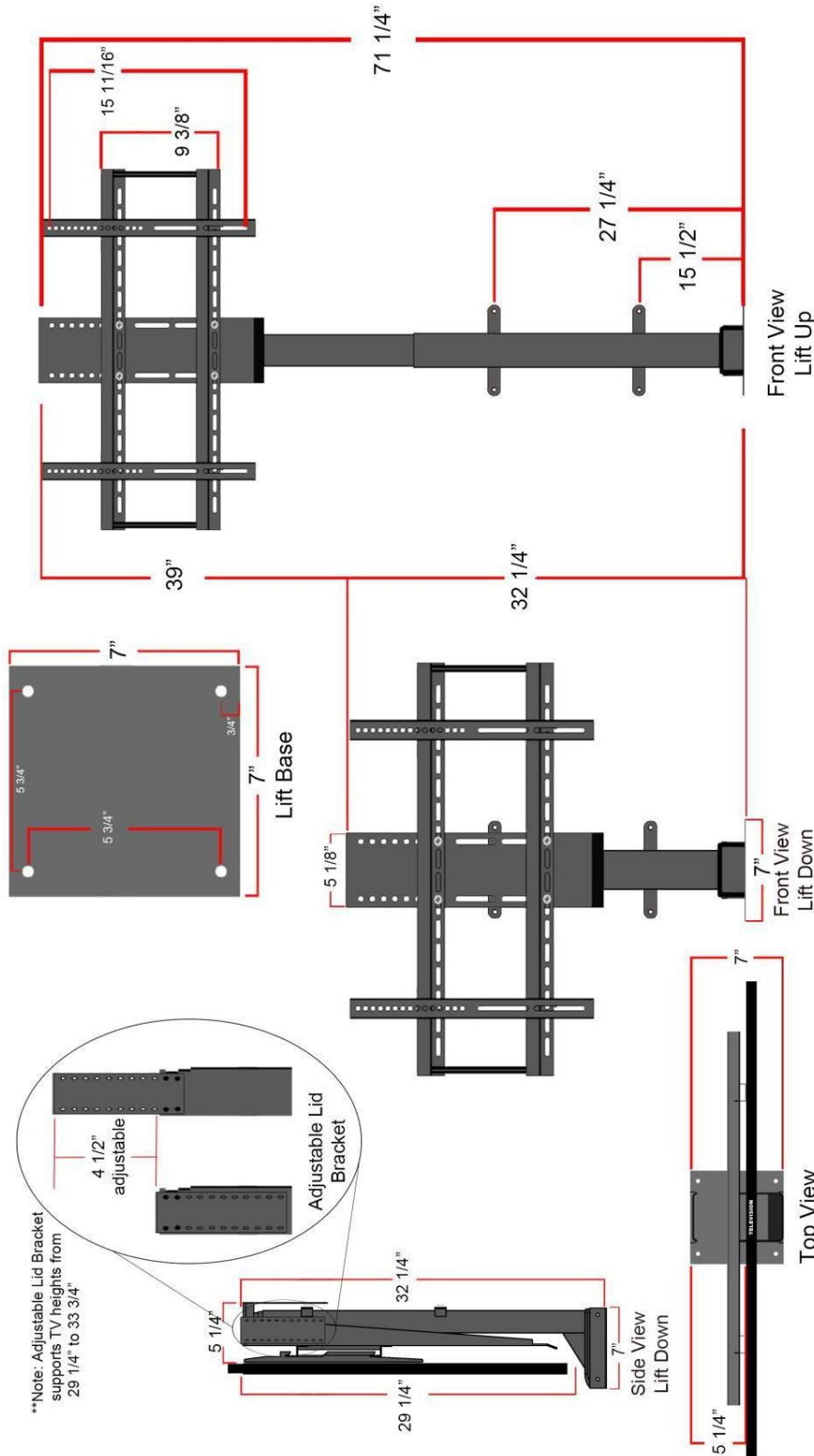
- Includes flat top lid mount for connected lids
- Roller system for hinged lids (add-on accessory)
- 175lb weight capacity
- Mounts on base and back of lift
- Universal TV mounting brackets included (max VESA mount: 400mm by 400mm)
- Minimum cabinet TV cavity dimensions:
  - height: 28" (or higher depending on TV height)
  - depth: at least 8" (more depending on depth of TV)
  - width: TV width + 1"
- 28" of stroke\* (works with TVs up to 28" tall w/o stand)

**Note:** Height of lift will be taller than dimensions shown if top bracket is raised higher than shipped position.

SRV 2800 TV Lift with 360°  
Swivel Dimensions  
PN: 32820



## 33920 – 3900 SRV PRO 360-Degree Swivel TV Lift



### 33920 - SRV 3900 TV Lift with 360° Swivel Features:

- Includes flat top lid mount for connected lids
- 175lb weight capacity
- Mounts on base and back of lift
- Universal TV mounting brackets included (max VESA mount: 600mm by 400mm)
- Minimum cabinet TV cavity dimensions:
  - height: 32 1/4" (or higher depending on TV height)
  - depth: at least 8" (more depending on depth of TV)
  - width: TV width + 1"
- 39" of stroke\* (works with TVs up to 39" tall w/o stand)
- An extension block is available separately for TVs over 33 3/4" high

**Note:** Height of lift will be taller than dimensions shown if top bracket is raised higher than shipped position.

SRV 3900 TV Lift with 360°  
Swivel Dimensions  
PN: 33920



Updated: 20201015



## Assembling and Installing 2800/3900 SRV PRO 360-Degree Swivel TV Lift

### Fasten Lift To Cabinet

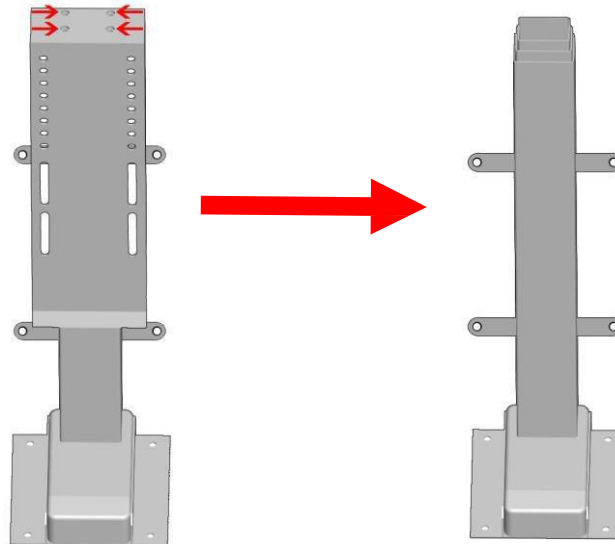
The 2800/3900 SRV PRO 360-Degree Swivel TV Lift has 8 mounting points (4 on the back of the lift and 6 on the floor). Use the 4 rear mounting points and the 6 floor mounting points to mount the lift in your cabinet.

#### *Parts Required:*

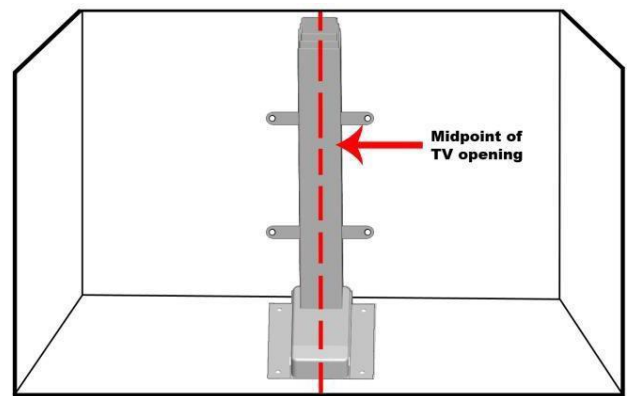
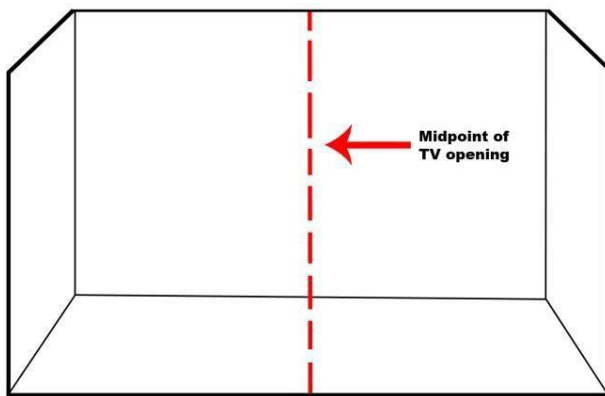
- Screwdriver or cordless-drill
- Hex wrench

#### *Instructions:*

1. The 2800/3900 SRV PRO 360-Degree Swivel TV Lift ships with the 360-Degree Swivel TV Lift plate already installed. For easier installation, remove the 4 bolts securing the TV Lift plate to the top of the lift and remove the TV Lift plate from the lift.

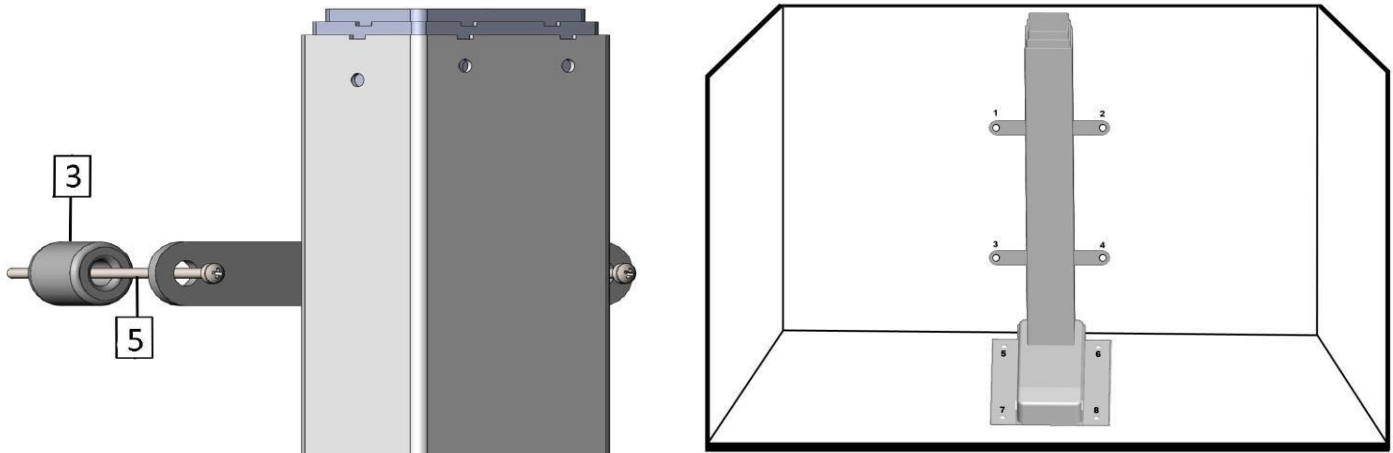


2. Place lift in cabinet and align in center of cabinet so that the center of the lift is lined up with the midpoint of the TV opening in the cabinet.

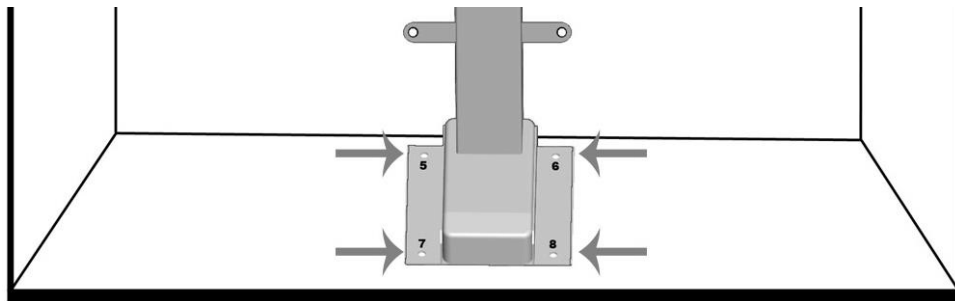


**Fasten Lift To Cabinet – cont.**

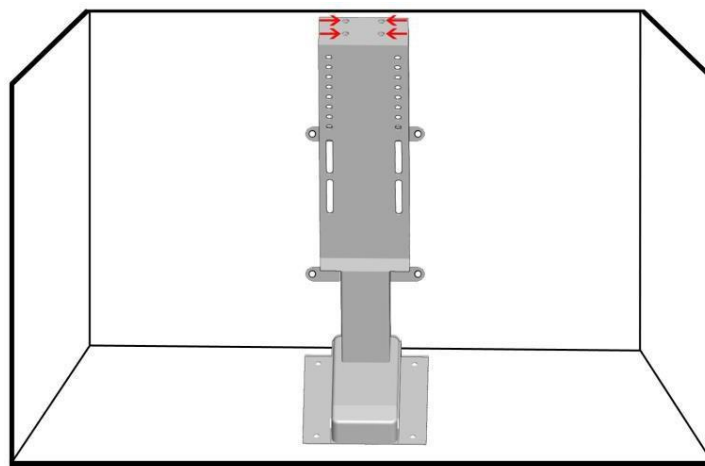
3. Once the lift is placed in the cabinet and aligned with the center of the cabinet, fasten the lift to the back wall of the cabinet. Install 4 nylon spacers (#3) between the back mounting arms on the lift and the wall of the cabinet and insert a ST6x45 Wood Screw (#5) through each back mounting arm and nylon spacer, securing the lift to the back wall of the cabinet.



4. Fasten lift to floor of the cabinet, using the mounting holes in the base of the lift.



5. Once the lift is installed, reinstall the TV Lift plate that was removed in step 1.



## Hooking Up Lift Components and Operating Lift

Once the TV Lift is installed in the cabinet, the individual lift components can be attached to the lift. The following components will be needed:

- Lift Control Box
- Power Supply
- Wired Hand Set Control

### *Parts Required:*



**Control Box**



**Control Box-Lift Transit Cable**



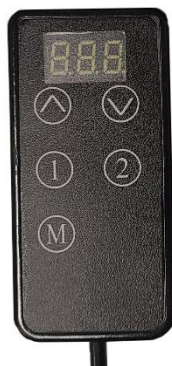
**Power Supply**



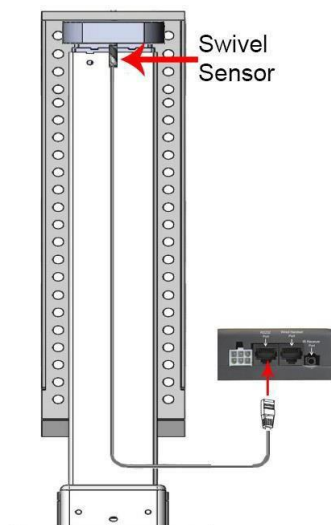
**Power Supply Transit Cable**



**Power Supply Power Cable**



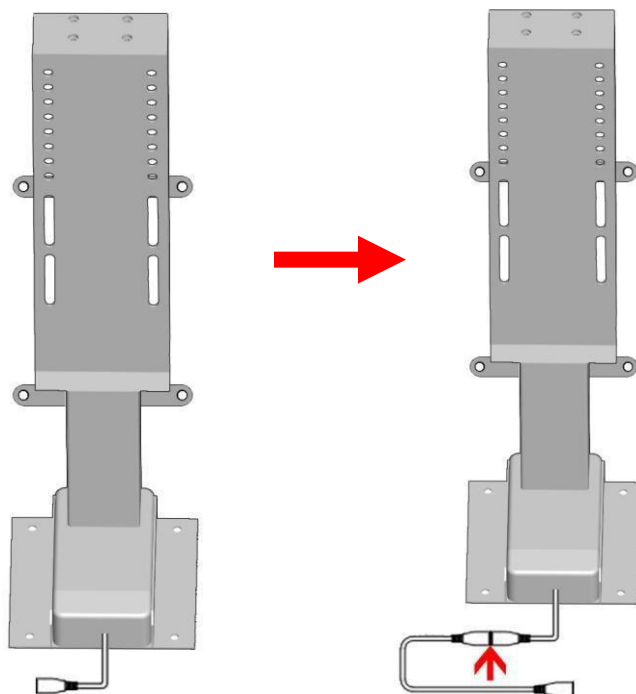
**Wired Handset Control**



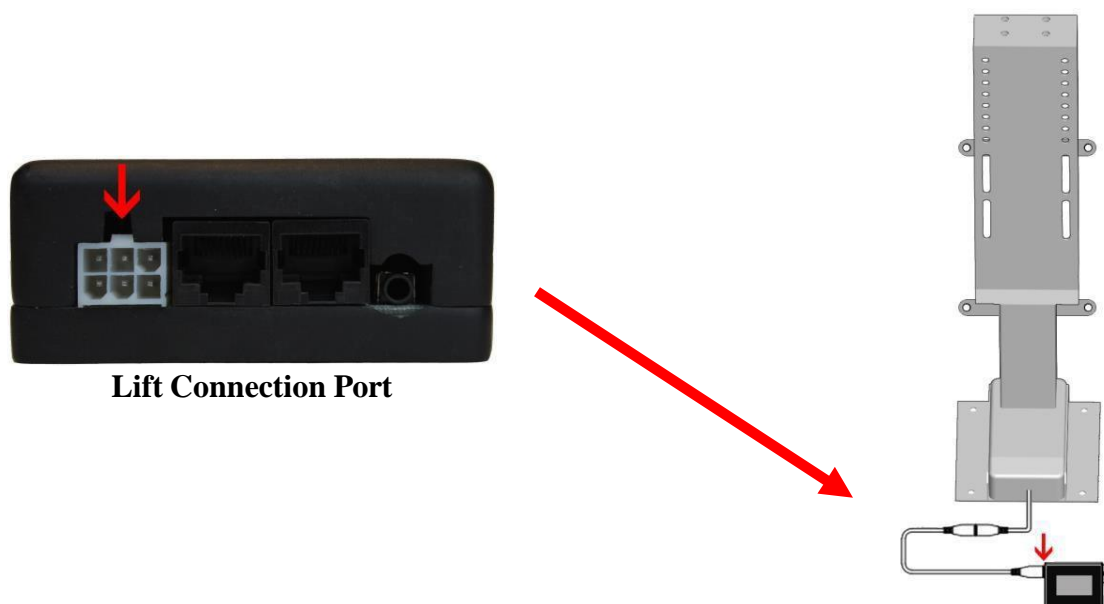
## Hooking Up Control Box

### *Instructions:*

1. Attach one end of the Control Box-Lift Transit Cable to the lift cable that is connected to the lift.



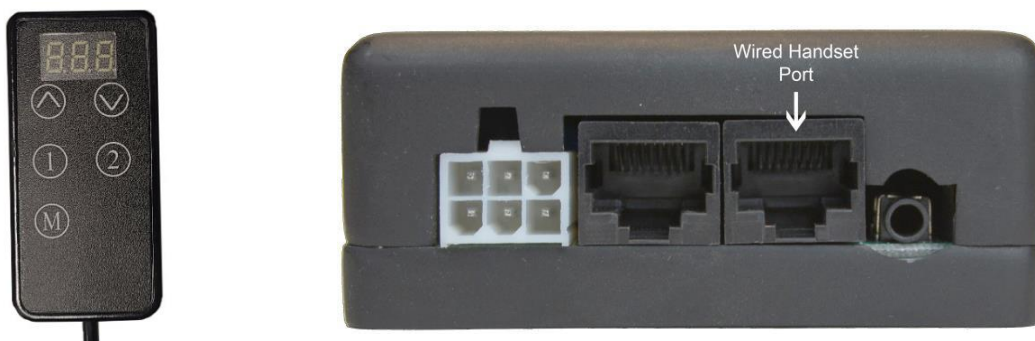
2. Attach the other end of the Control Box-Lift Transit Cable to the control box in the port shown below.



## Hooking Up Wired Handset Control

### Instructions:

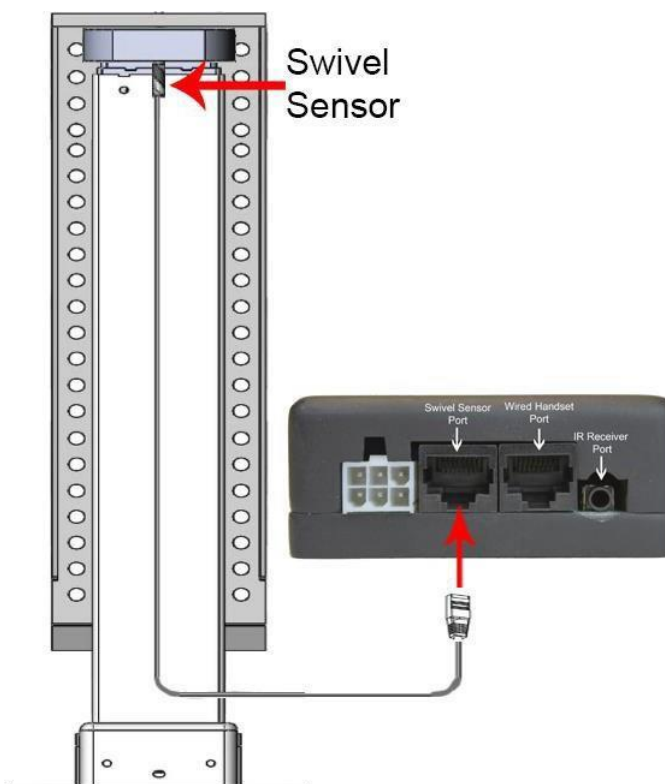
1. Plug the wired handset control into appropriate port on the control box shown below.



## Hooking Up Swivel Sensor Cable

### Instructions:

1. Attach the swivel sensor cable to the swivel sensor port (RS232 port) on the control box.



## Hooking Up Swivel Sensor Cable – cont.

- Using the cable clips and a ST4x10 wood screw, attach the cable to the cabinet so that the safety plug cable cannot be removed from the control box.

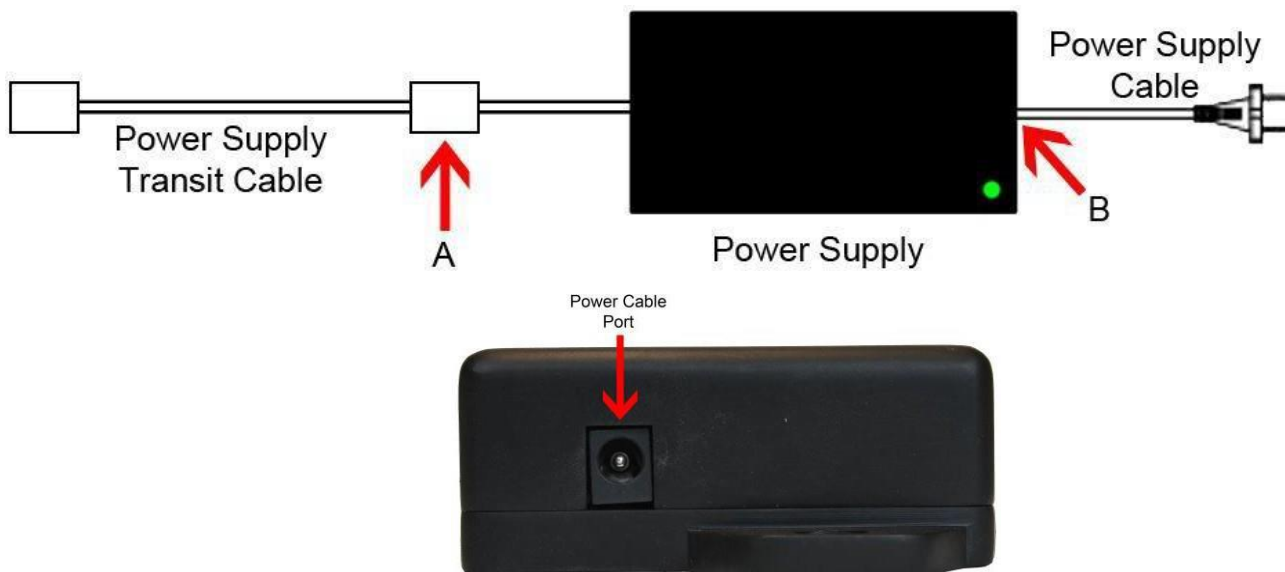


**NOTE:** Please be sure that the safety sensor cable is connected to the Swivel Sensor port on the control box at all times. The lift will operate **WITHOUT** the swivel sensor plugged into the Swivel Sensor port on the control box and may cause damage to your lift, TV, or cabinet if the TV is not placed in the home position before operation.

## Hooking Up Power Supply

### Instructions:

- Attach the power supply transit cable (A) to the power supply and plug the power supply cable (B) into the control box.










- When complete, plug the lift power cable into a wall outlet to power the lift.

Operating the Lift

The 2800/3900 SRV PRO 360-Degree Swivel TV Lift can be controlled through the provided wired handset controller or the wireless remote control.

Wired Handset Control

 <p>Wired Handset Control</p>		<b>Lift Height:</b> Shows the height of the lift in inches.
		<b>UP Button:</b> PRESS and HOLD this button to raise the lift. Releasing this button will stop the lift.
		<b>DOWN:</b> PRESS and HOLD this button to lower the lift. Releasing this button will stop the lift.
		NOT AVAILABLE
		NOT AVAILABLE
		NOT AVAILABLE

*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

Wireless RF Remote Button	Function
	<b>UP Button:</b> PRESS and HOLD the button to raise the lift. Releasing the button stops the lift.
	<b>DOWN:</b> PRESS and HOLD the button to lower the lift. Releasing the button stops the lift.
	<b>STOP:</b> This button is disabled on the 2800/3900 SRV PRO 360-Degree Swivel TV Lift

**NOTE:** Please be sure that the safety sensor cable is connected to the Swivel Sensor port on the control box at all times. The lift will operate **WITHOUT** the swivel sensor plugged into the Swivel Sensor port on the control box and may cause damage to your lift, TV, or cabinet if the TV is not placed in the home position before operation.

### Pairing RF Remote Control to Control Box

The wireless RF remote will be paired to the SRV PRO 360-Degree Swivel 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 of plugging the power cable into the control box, press and release the UP button one time on the wireless RF remote after plugging the power cable to control box.
4. The wireless RF remote is now paired to the lift and ready for use.



Operating the Lift – cont.


Wireless IR Control

The 2800/3900 SRV PRO 360-Degree Swivel TV Lift can be controlled via infrared (IR) through the provided IR sensor and IR remote control.



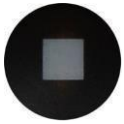
Setting Up the IR Sensor

1. Plug the IR sensor cable into the IR port on the control box. The IR port location is shown on p. 13.
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

Wireless IR Remote Button	Function
	<b>UP Button:</b> PRESS and HOLD the button to raise the lift. Releasing the button will stop the lift.
	<b>DOWN:</b> PRESS and HOLD the button to lower the lift. Releasing the button will stop the lift.
	<b>STOP:</b> PRESS the button once to stop the lift.

***NOTE:** Please be sure that the safety sensor cable is connected to the Swivel Sensor port on the control box at all times. The lift will operate **WITHOUT** the swivel sensor plugged into the Swivel Sensor port on the control box and may cause damage to your lift, TV, or cabinet if the TV is not placed in the home position before operation.*

## 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:
  - 32820 – 2800 SRV PRO 360-Degree Swivel TV Lift: 175 lbs
  - 33920 – 3900 SRV PRO 360-Degree Swivel TV Lift: 175 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:**

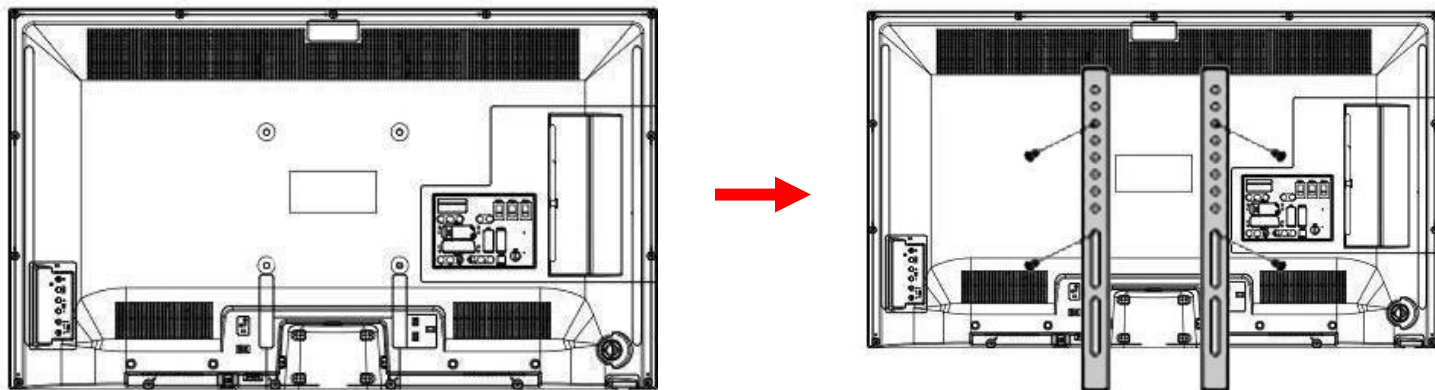
1. Remove stand from TV. Consult TV manual for instructions on removing the stand from the TV.
2. Locate the TV mounting brackets. They are pictured below.



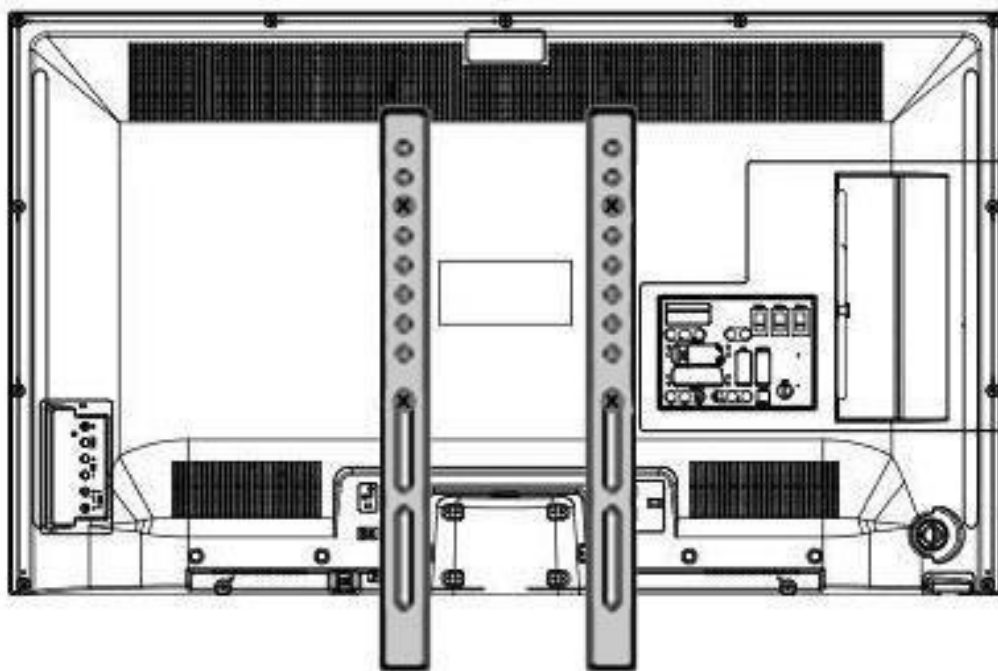
TV Mounting  
Brackets

## 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.



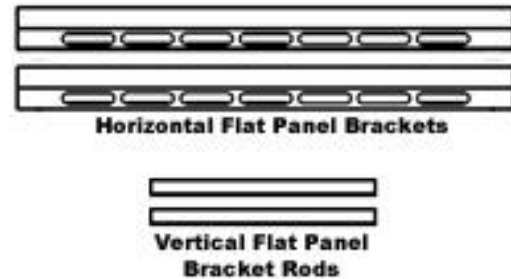
## Assembling The Flat Panel TV Mount

### Tools Required:

- Phillips head screwdriver

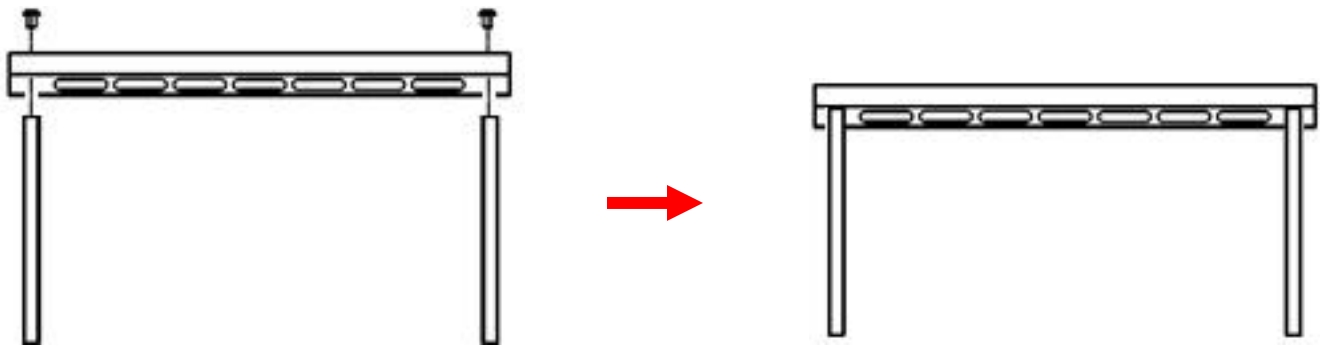
### Parts Required:

- 2 horizontal flat panel TV mounting brackets
- 2 vertical rods
- 4 mounting screws and washers

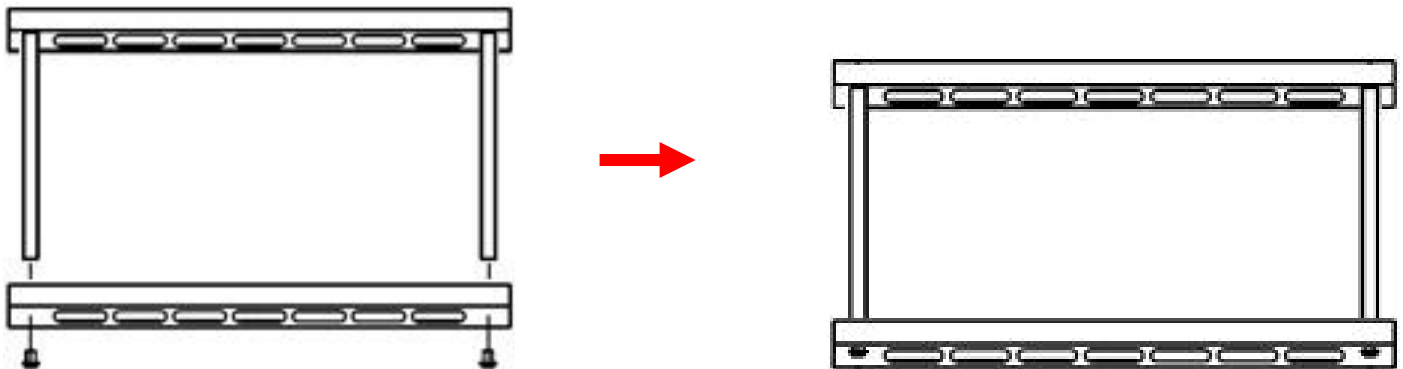


### Instructions:

1. Attach the 2 vertical flat panel bracket rods to the top horizontal flat panel bracket. The elongated holes in the horizontal bracket should be facing down.



2. Once the vertical flat panel bracket rods are attached to the top horizontal flat panel bracket, attach the lower horizontal flat panel bracket to the vertical flat panel bracket rods. The elongated holes in the horizontal bracket will face down.



## Mounting Flat Panel TV Mount To The Lift

### Tools Required:

- Hex Wrench

### Parts Required:

- Horizontal flat panel TV mount
- TV Lift
- 4 M8x20 bolts and nuts
- 8 washers
- 4 lock washers



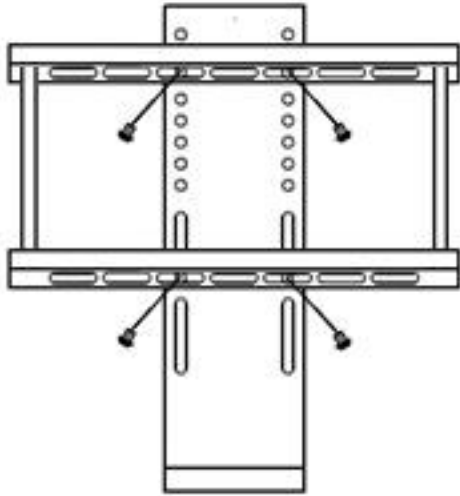
### Instructions:

1. Determine the placement for the horizontal flat panel TV bracket on the lift. The bottom of the TV should be just above the base of the TV lift.
2. Place 1 lock washer and 1 regular washer on each M8 bolt as shown below:

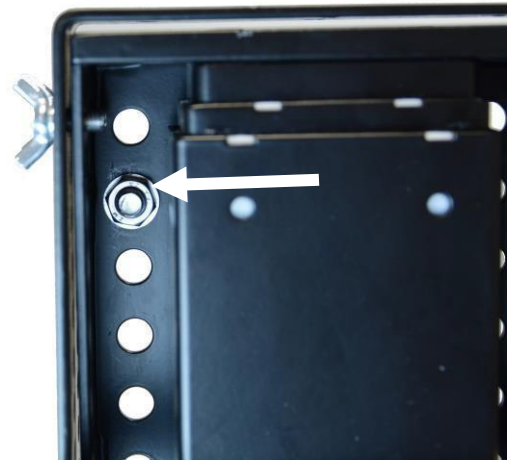


## Mounting Flat Panel TV Lift Mount – cont.

Using the 4 M8x20 bolts and nuts, mount the horizontal flat panel TV bracket to the lift (**Note:** The position of the horizontal bracket will depend on the height of your TV. The top of the TV should not be higher than the top of the lift when mounted on the lift). Use 1 washer between the nut and back of the lift mounting plate. Tighten bolts so bracket is secure to lift.



Mounting Screw Installation



Back of Lift

4. Once the TV mounting bracket is installed on the lift, the TV is ready to be installed.

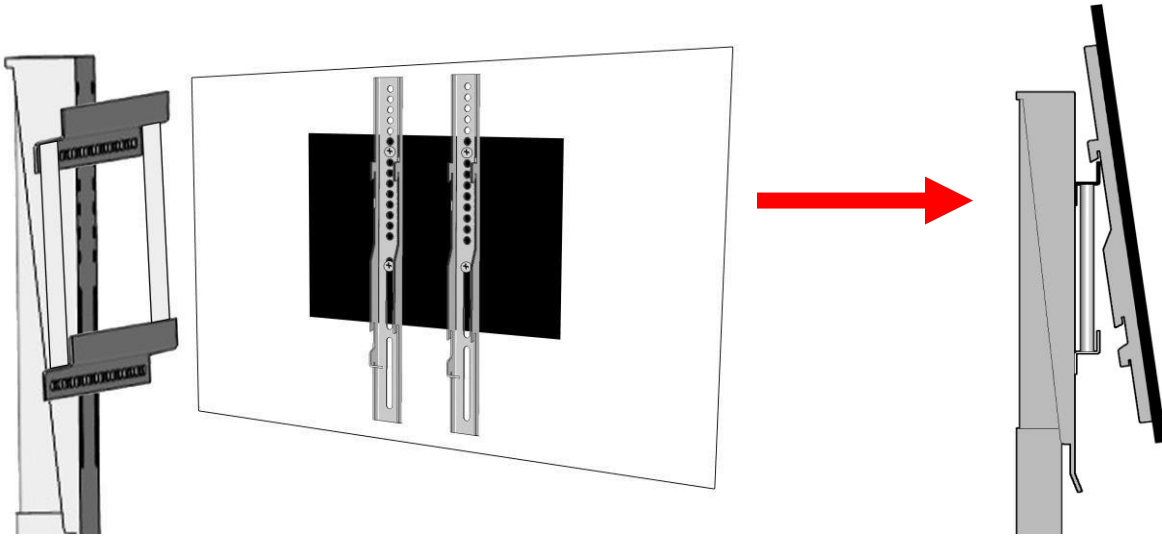


## Installing TV on Lift

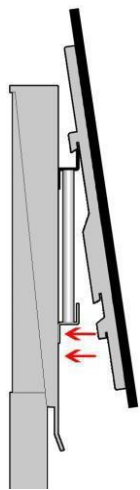
1. Using the wired handset control, PRESS and HOLD the UP button to move the lift to the highest position.



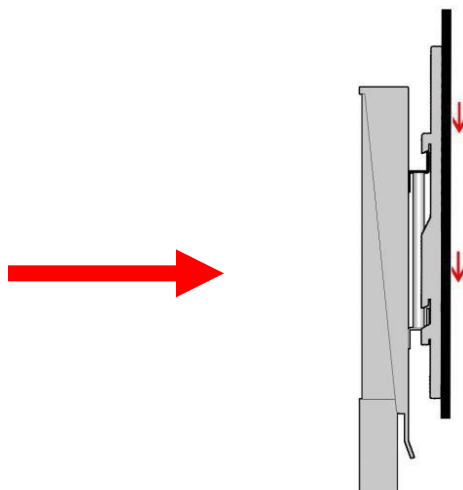
2. Hang TV on top crossbracket so that the top set of hooks on the TV bracket overlap the top bar of the flat panel TV mount.



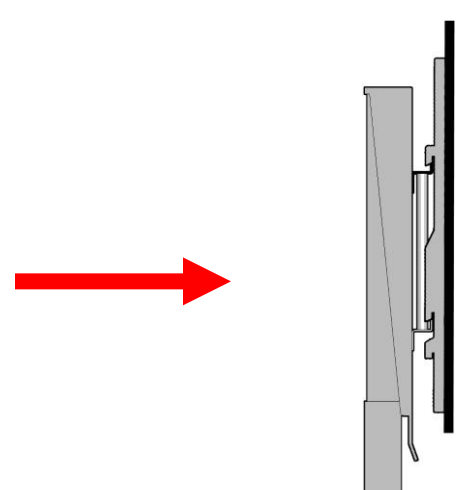
3 With the top set of hooks on the TV bracket overlapping the top bar of the flat panel TV mount, push the bottom of the TV back toward the lift (figure a). Then slightly raise the TV so that the bottom set of hooks on the TV bracket clears the bottom crossbracket of the flat panel TV mount. Lock the 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)



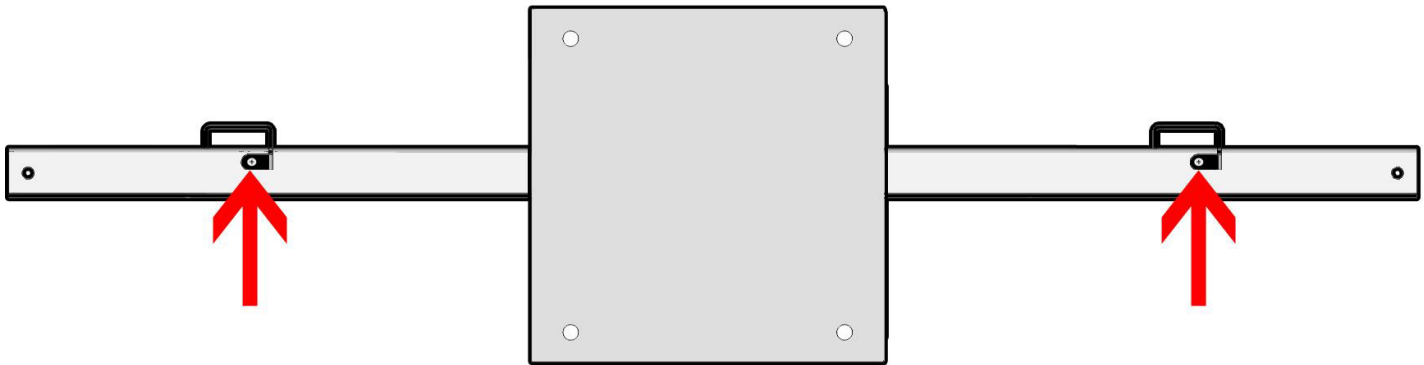
(Figure b)



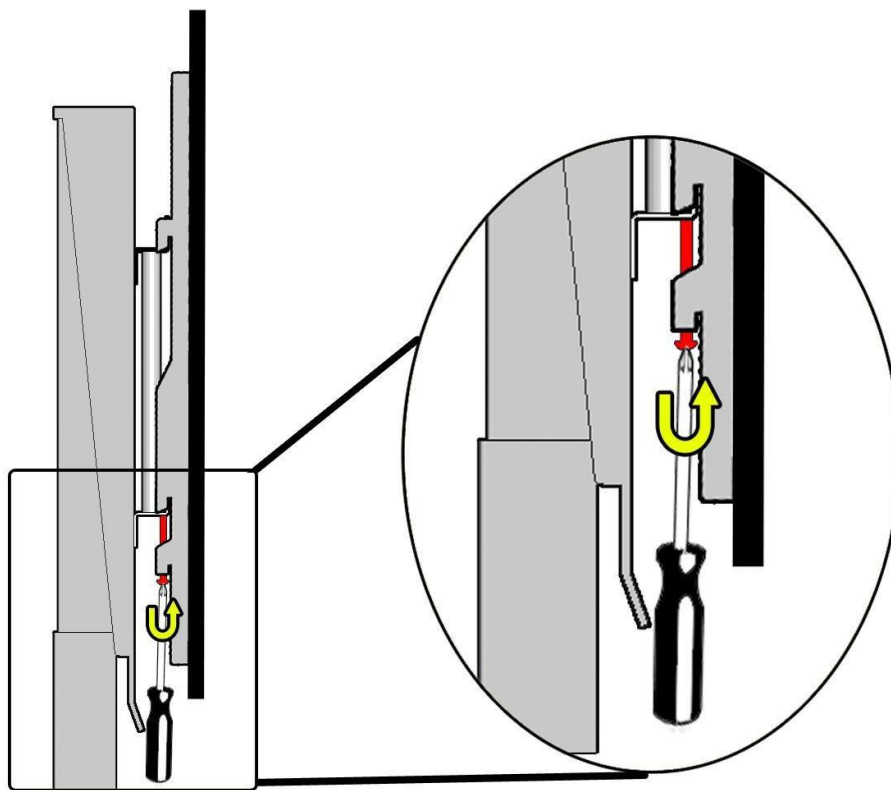
(Figure c)

## 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)



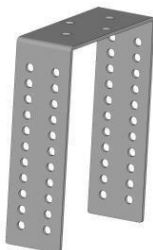
Turn both screws to lock the screw against the bottom bracket of the flat panel TV mount.



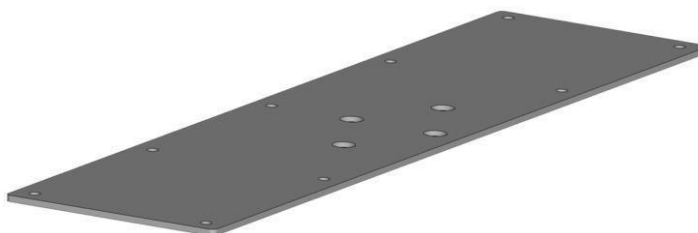
## Installing C Bracket and Flat Top Lid Mount

The 2800/3900 SRV PRO 360-Degree Swivel TV Lift includes an adjustable bracket (C bracket) and flat top lid mount for mounting cabinet lids to the top of the lift. Once the TV is mounted on the TV, the C bracket and flat top lid mount can be installed.

### Parts Required:



Adjustable C-Bracket



Flat Top Lid Mount

### Tools Required:

- Hex wrench
- Philips-head screwdriver

### Instructions:

1. Attach the Adjustable C-Bracket to the lift using the 8 M6x16 screws provided (figure a). Set the height of the Adjustable C-Bracket to a level that is above the top of the TV (figure b).

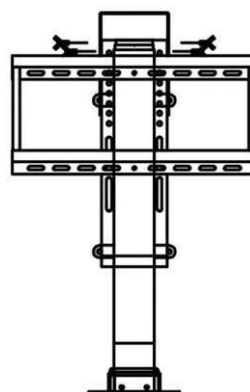


Figure A

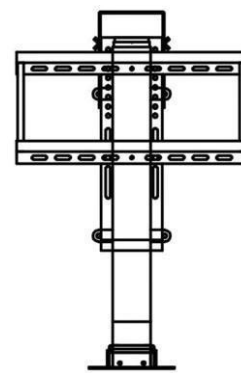


Figure B

2. Once the Adjustable C-Bracket is fastened to the lift, attach the Flat Top Lid Mount (figure a) to the top of the Adjustable C-Bracket using the 4 M6x8 screws provided (figure b).

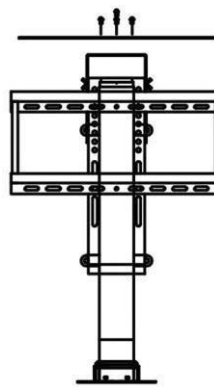


Figure A

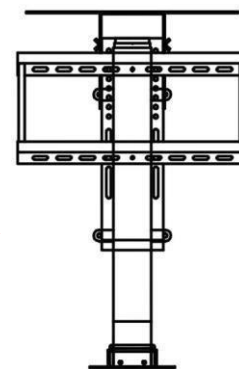


Figure B

## Technical Support and Troubleshooting

Should you have any problems with your Touchstone Home Products 2800/3900 SRV PRO 360-Degree Swivel 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

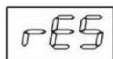
[support@touchstonehomeproducts.com](mailto:support@touchstonehomeproducts.com)

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
<b>E01</b>	1. One of the control box connection cables is loose, not connected or broken. 2. Lift motor signal loss.	Step 1: Check the cables and make sure they are properly secured to the control box and lift. Once connected, wait 3 seconds to see if the error disappears.  Step 2: 3 seconds after restoring power, the error code should automatically disappear. If not, there is an issue with the motor and the lift will need to be replaced and reset.
<b>E07</b>	1. Load weight is over 177 lbs. 2. Electric current exceeds maximum value set. The lift will not move until the electric current decreases below the maximum set value.	1. Remove items from lift so that load weight is not over 177 lbs.  2. Once the electric current decreases below the maximum set value, the code will automatically disappear.
<b>E08</b>	The power voltage is lower than what is required to operate the lift.	Once the power voltage resets to the normal value, the code will automatically disappear.
<b>E09</b>	The power voltage is higher than what is required to operate the lift.	Once the power voltage resets to the normal value, the code will automatically disappear.
<b>HOT</b>	Control Box Temperature Protection (If the control box control box's temperature is above 167°F (75°C) or system has been run continuously for 2 minutes)	1. Wait 18 minutes and then the code will disappear and the lift will operate normally.  2. Unplug the power cable, wait 30 seconds, and plug power cable back into outlet. The error code will automatically disappear.
<b>E10</b>	The handset was plugged in after the control box already had power.	Wait 1 second and the code will automatically disappear.

### Resetting the Lift

To reset the lift, PRESS and HOLD the DOWN button for 5 seconds. After 5 seconds, the display will read "rES"



. While continuing to hold the DOWN button, 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 2800/3900 SRV PRO 360-Degree Swivel TV Lift to be free from defects in material and workmanship for five (5) years from date of purchase. The warranty includes all parts, motorized components, electronics, and metal. If the 2800/3900 SRV PRO 360-Degree Swivel 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](mailto:customerservice@thpus.com)

**Our staff is ready to provide assistance.**