

# *touchstone*

Smart Furniture. Beautiful Solution.

## **Whisper Lift II PRO Advanced Swivel TV Lift Manual**



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## About Your Touchstone Whisper Lift II PRO Advanced Swivel TV Lift

Congratulations on the purchase of your Touchstone Whisper Lift II PRO Advanced Swivel TV Lift. Touchstone Home Products takes pride in the quality craftsmanship and smooth functionality of our TV lift mechanism. 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 bolts and screws.
- 3-way adjustable mounting system to ensure that the Whisper Lift II PRO Advanced 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
- Swivel mounting bracket and safety sensor.
- Optional component shelf
- 2 year worry-free warranty



Swivel Left



Swivel Right



Home Position

## Safety

*Mounting your flat screen TV to the Touchstone Whisper Lift II PRO Advanced Swivel TV Lift 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.*

### 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 lift the TV onto 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. Plasma screen TVs should remain upright at all times. Never place the 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 LCD, PLASMA, or LED TV before proceeding. Then consult the **Mounting and Installing the TV** section of this manual for maximum TV size.

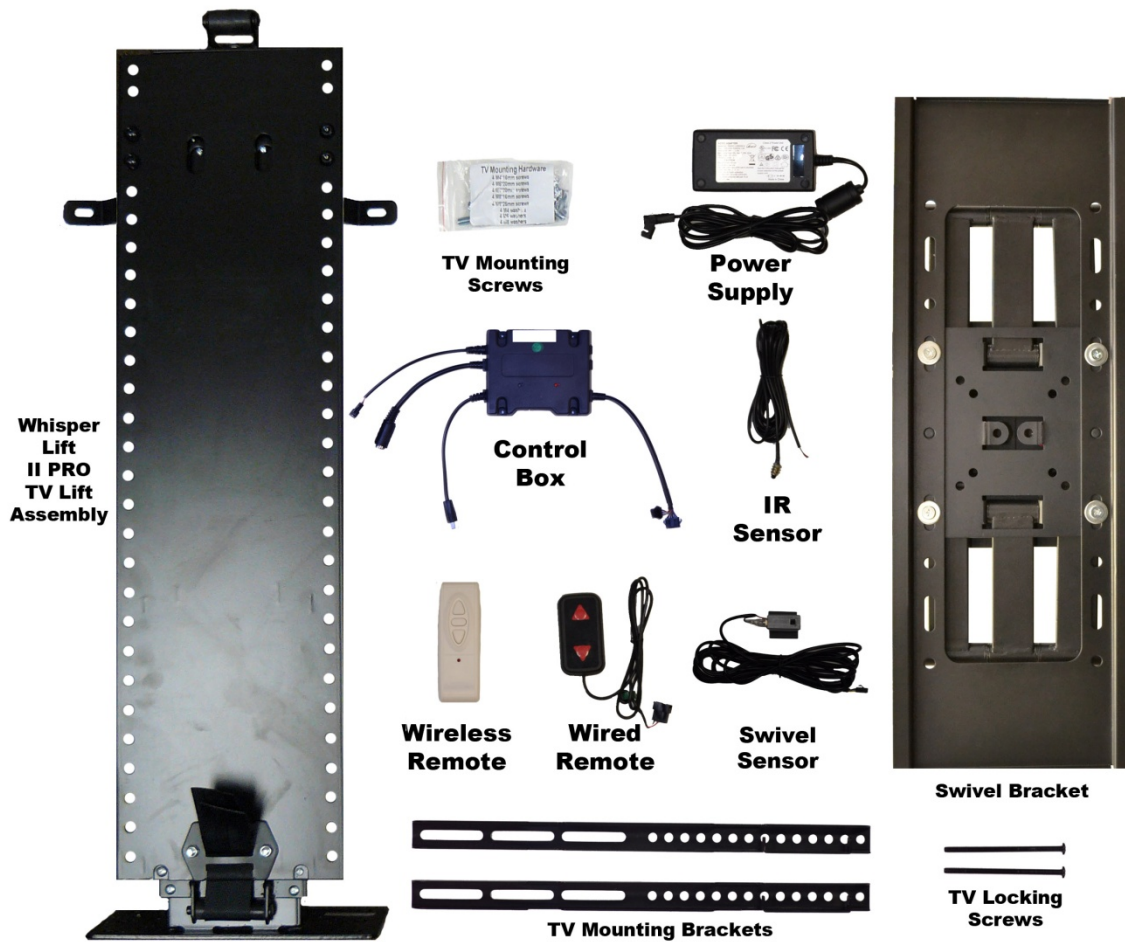
**IMPORTANT!:** After installing your TV, you may find there is room in the bottom of the cabinet to install a small cable/satellite TV box. Carefully inspect the space between the bottom of the TV and the bottom of the cabinet to see if your component will fit in the bottom of the cabinet. Consult the **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 components inside of a cabinet or a minimum of 144" (12 feet) in length when installing components 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. Also, keep all components away from the lift mechanism.

Contact Touchstone Customer Service at 1-800-215-1990 with any questions regarding the operation of your Whisper Lift II PRO Advanced Swivel TV Lift. We are also available on the web at [www.touchstonehomeproducts.com](http://www.touchstonehomeproducts.com)

## Lift Components & TV Installation Hardware

### Components



### 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 Whisper Lift II PRO Advanced Swivel TV Lift, you will need the following tools:

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

## Assembling Your Whisper Lift II PRO Advanced Swivel TV Lift

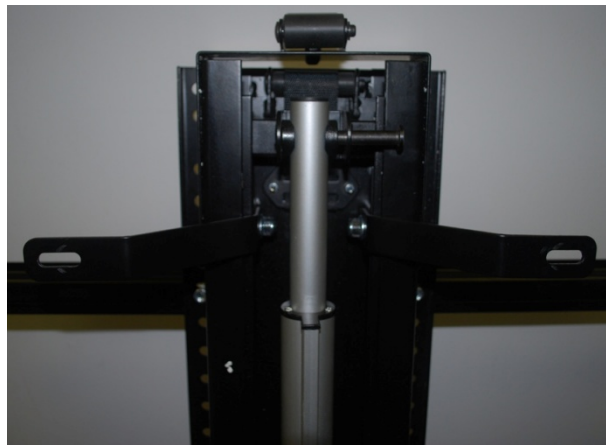
### Adjusting Lift Mounting Supports

***Tools Needed:***

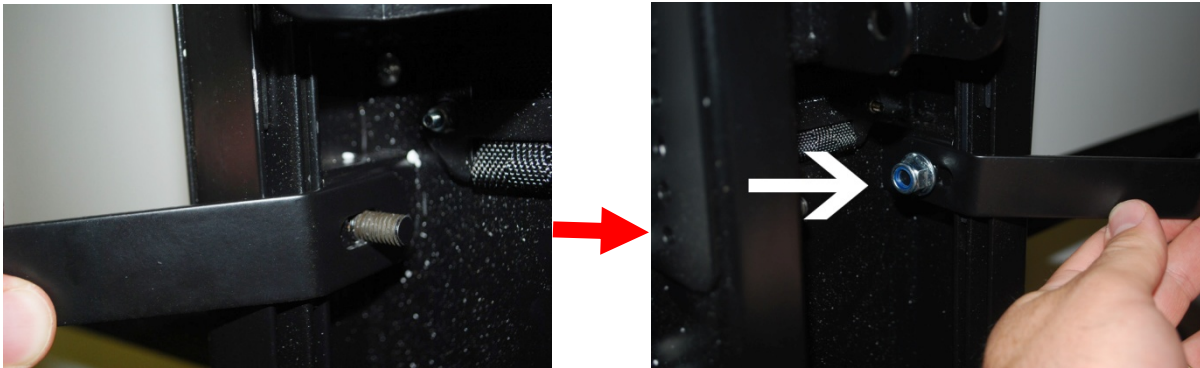
- adjustable wrench

***Instructions:***

The Whisper Lift II PRO Advanced Swivel TV Lift ships with 2 mounting brackets pre-installed on the back of the lift as shown in the picture below:



Typically, these brackets do not require any adjusting by the customer. Should you need to adjust these brackets to level the lift, loose the nuts holding the bracket to the lift and move the bracket accordingly.

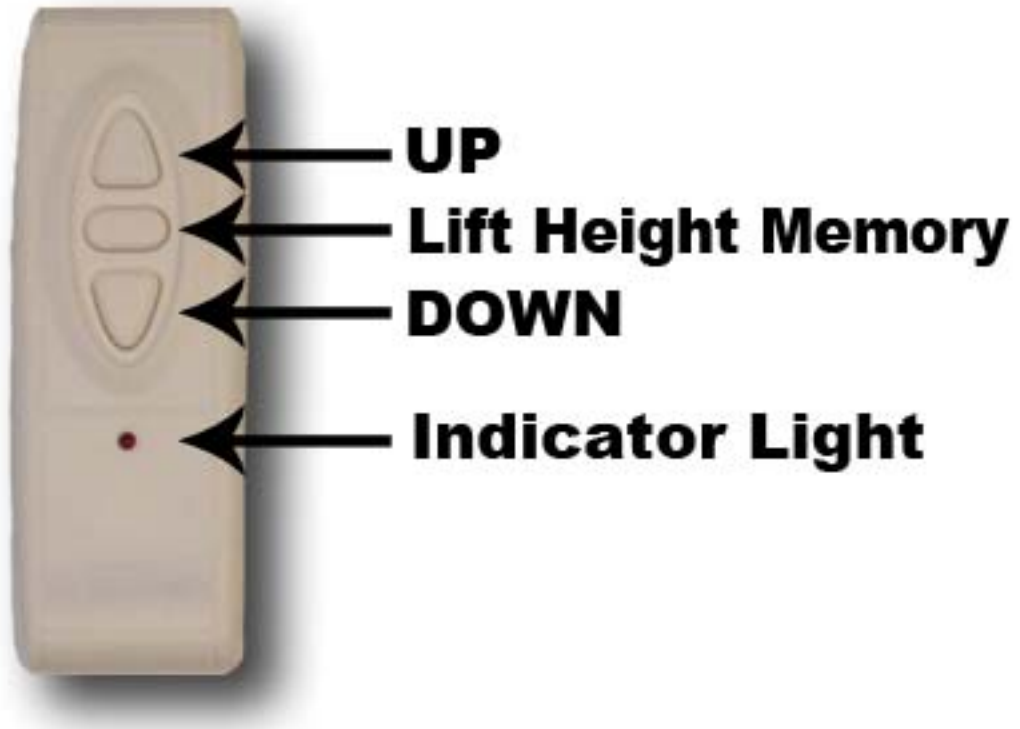


Once adjusted, the lift is ready for installation.

## Operating the Whisper Lift II PRO Advanced Swivel TV Lift

### Operating the Wireless Remote

The remote control for your Touchstone Whisper Lift II PRO Advanced Swivel TV Lift is controlled via radio frequency. You do not need to point the remote control directly at the cabinet to operate the lift.



### Operating the Wired Remote

A wired control is included with your Touchstone Whisper Lift II PRO Advanced Swivel TV Lift, which can be mounted inside of the cabinet and control the lift should you misplace the wireless remote control.



When installing the wired remote in the cabinet, the DOWN arrow points toward the wire and the UP arrow points away from the wire.

## 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.
- TV weight needs to be under 75 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 TVs on the market. 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*

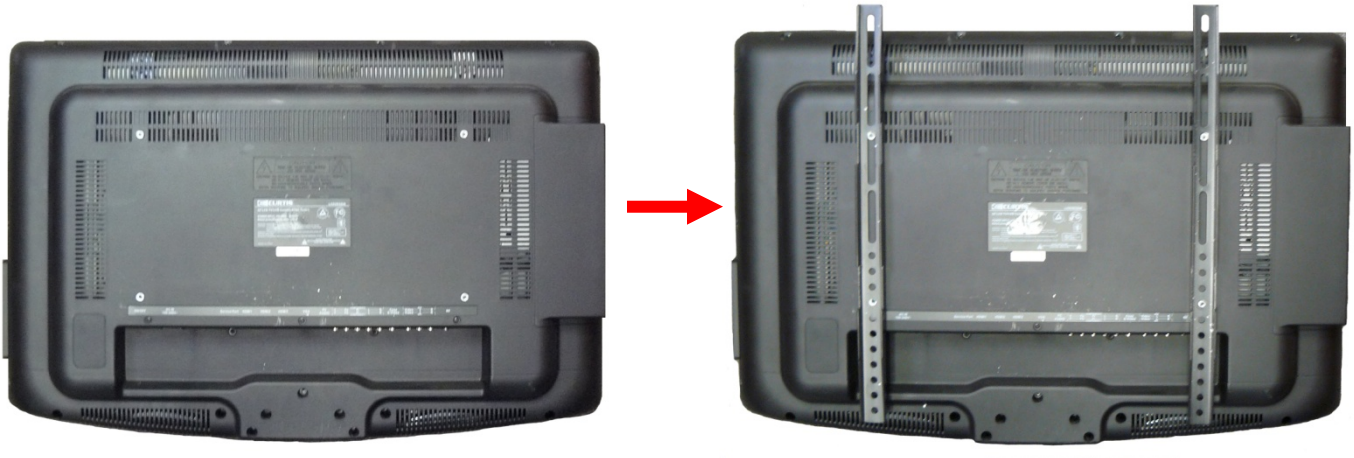
1. Remove stand from TV. Consult TV manual for instructions on removing the stand from the TV.
2. Locate the TV mounting brackets. They are pictured below.



**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 slotted holes are toward the top of the TV, while the round holes are toward the bottom of the TV.



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



4. There are 2 long screws that come with the brackets, 1 for each bracket. These long screws are used to lock the TV to the swivel bracket. Please do not install these screws until AFTER the TV has been mounted on the swivel bracket (see p. 19) for mounting instructions.

## Fasten Lift To Cabinet

### *Parts Needed:*

The Whisper Lift II PRO Advanced Swivel TV Lift has 8 mount points (2 on the back of the lift and 6 on the floor). Use the rear 2 mount points and at least 4 of the 6 floor mount points to mount the lift in your cabinet.

### *Instructions:*

1. Open cabinet lid and place lift in cabinet.
2. Align lift with mounting holes on floor and back wall of cabinet (fig A)
3. Using the screws provided, attach the lift to the cabinet, making sure the screws are tight and secure the lift.



## Installing Swivel Bracket on TV Lift

### ***Tools Needed:***

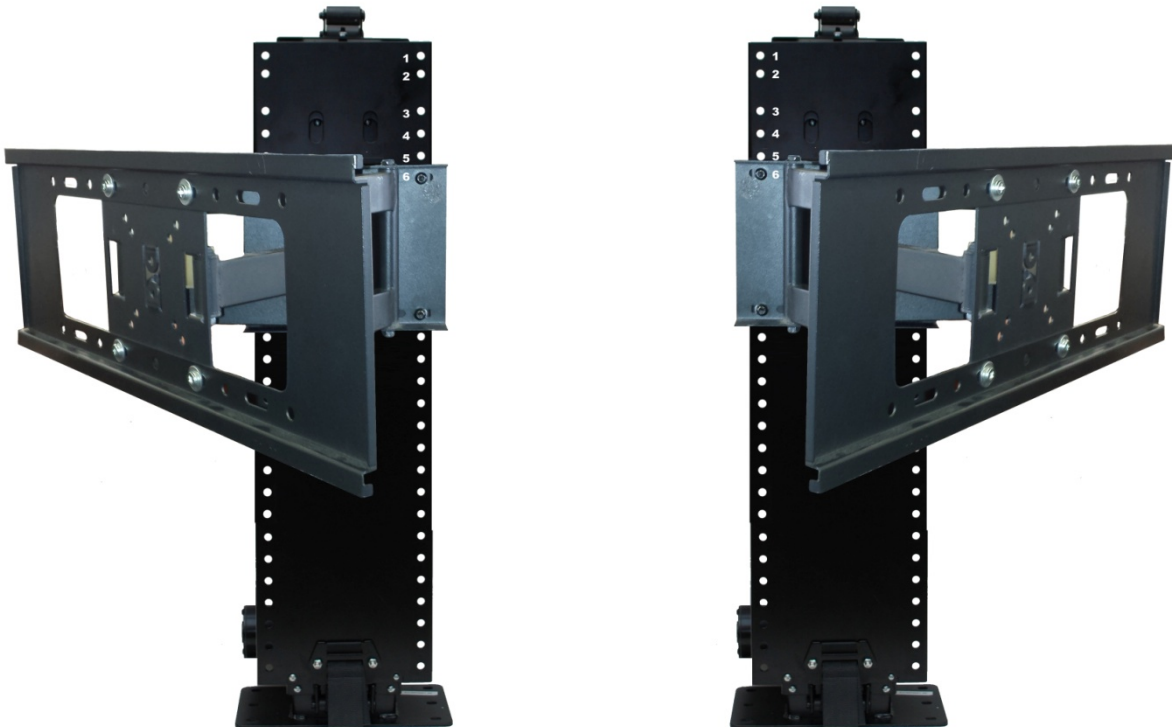
- adjustable wrench
- size 5 metric hex wrench

### ***Parts Needed During This Step:***

- TV Lift
- swivel bracket
- 4 large hex screws- size 5
- 4 large lock nuts

### ***Instructions:***

1. After fastening the lift to the cabinet, gather the swivel bracket, 4 large hex screws, and 4 large lock nuts.
2. Using 2 large hex screws and 2 large lock nuts on each side, mount the top set of mounting holes in the swivel bracket in the 6<sup>th</sup> set of holes down from the top of the lift, as shown below.



**\*\*NOTE:** Make sure that the brackets are secured tightly to the lift prior to operation.

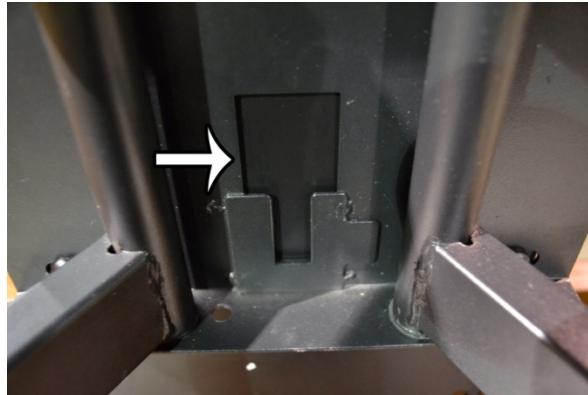
## Installing Swivel Safety Sensor

### *Parts Needed During This Step:*

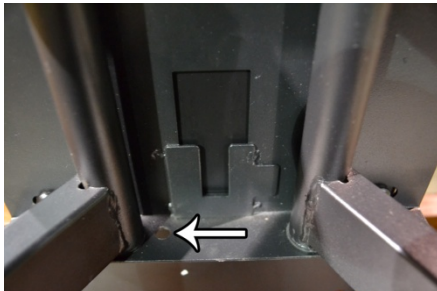
- swivel safety sensor
- swivel safety sensor cable

### *Instructions:*

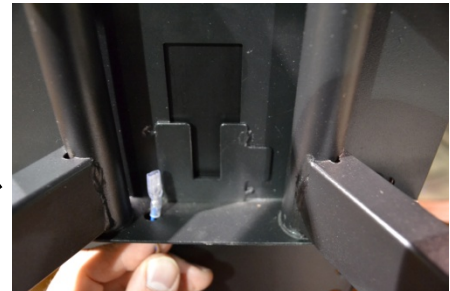
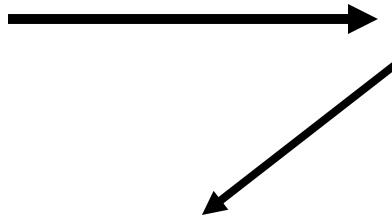
1. Extend the swivel bracket so that you have access to the sensor position on the swivel bracket.



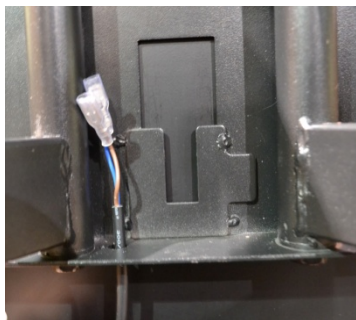
2. Thread swivel sensor cables through the hole in the swivel bracket.



**Sensor Wire Hole**



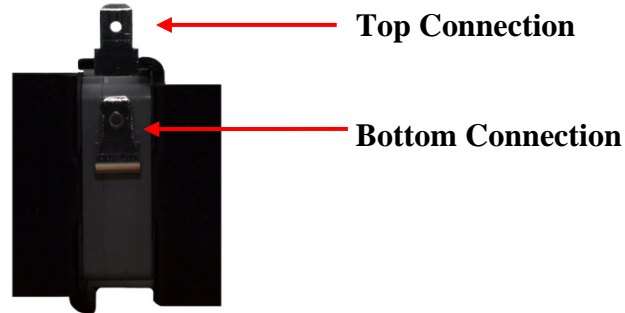
**Thread Wire Into Hole**



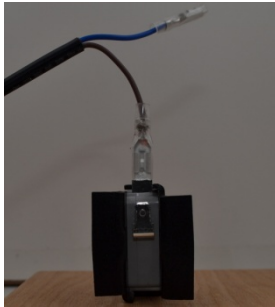
**Sensor Wire Threaded Through Hole**

## Installing Swivel Sensor – cont

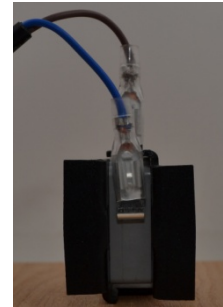
3. Connect Blue and Brown wires to swivel sensor. Install the brown wire on the top connection and the blue wire on the bottom connection as shown below.



Back of Swivel Sensor



Connect Brown Wire To Top Connection



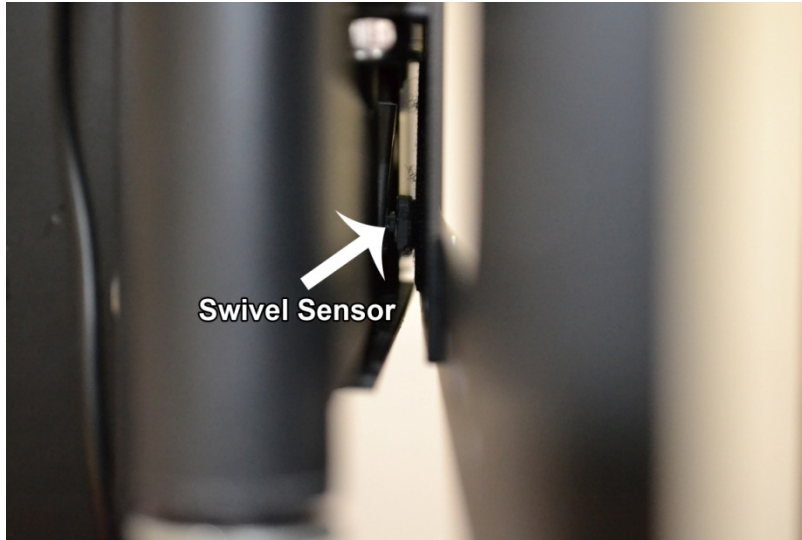
Connect Blue Wire To Bottom Connection

4. After connecting the swivel sensor wires to the swivel sensor, install the swivel sensor in the holder as shown below:



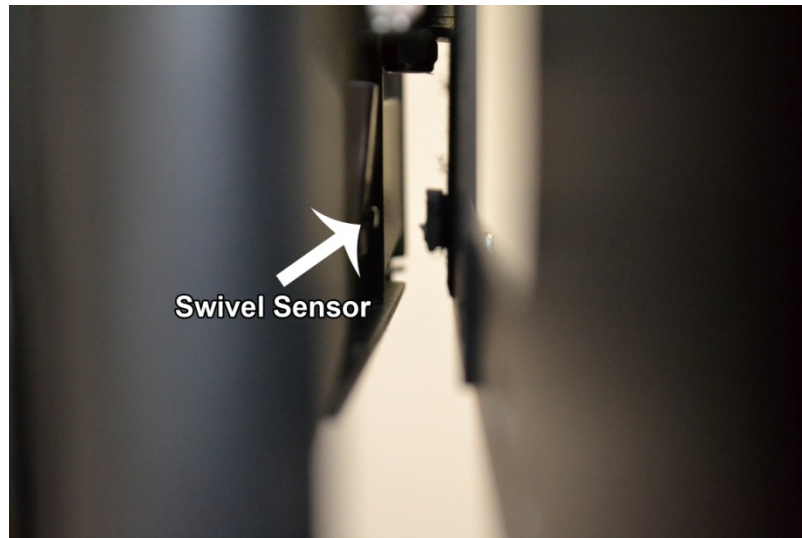
## Installing Swivel Sensor – cont

5. When the swivel bracket is in the closed position, the swivel bracket will engage the sensor and allow the lift to run up and down.



**Swivel Sensor in Closed Position**  
(side view)

When the bracket is pulled away from the lift, the sensor will disengage and the lift will not be able to be operated.



**Swivel Sensor in Open Position**  
(side view)

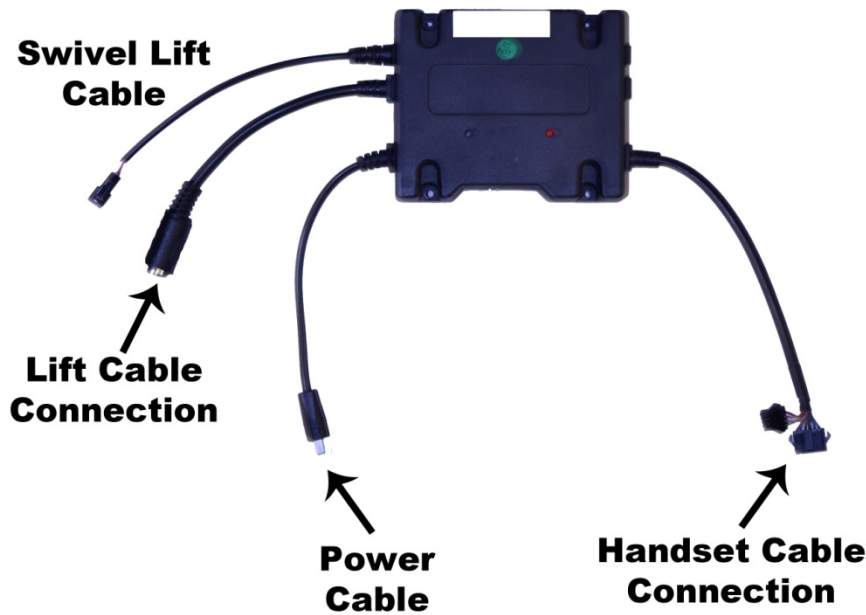
## Hookup Lift Control Box and Power Supply

### *Parts Needed During This Step:*

- Control box
- Power supply
- Wired remote

### *Instructions:*

#### Control Box Connections



#### Control Box Connections (side view)



A = 12v Trigger Port

B = IR Sensor Port

## Hookup Control Box and Power Supply – cont.

### Installing Control Box

1. Attach the control box to your cabinet using the 4 screws provided.

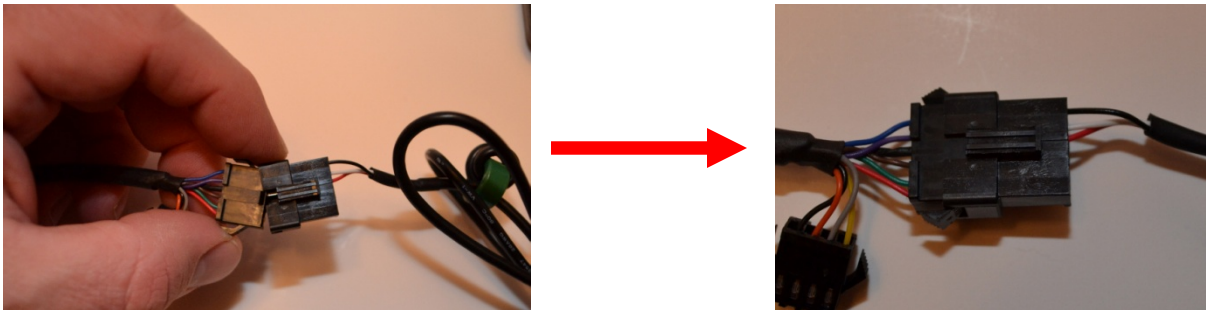
### Attach Lift Cable into Control Box

1. Plug the lift motor cable into the Lift Cable Connection on the control box.



### Install Wired Remote

1. Connect the cable from the wired remote to the Handset Cable Connection cable on the control box.

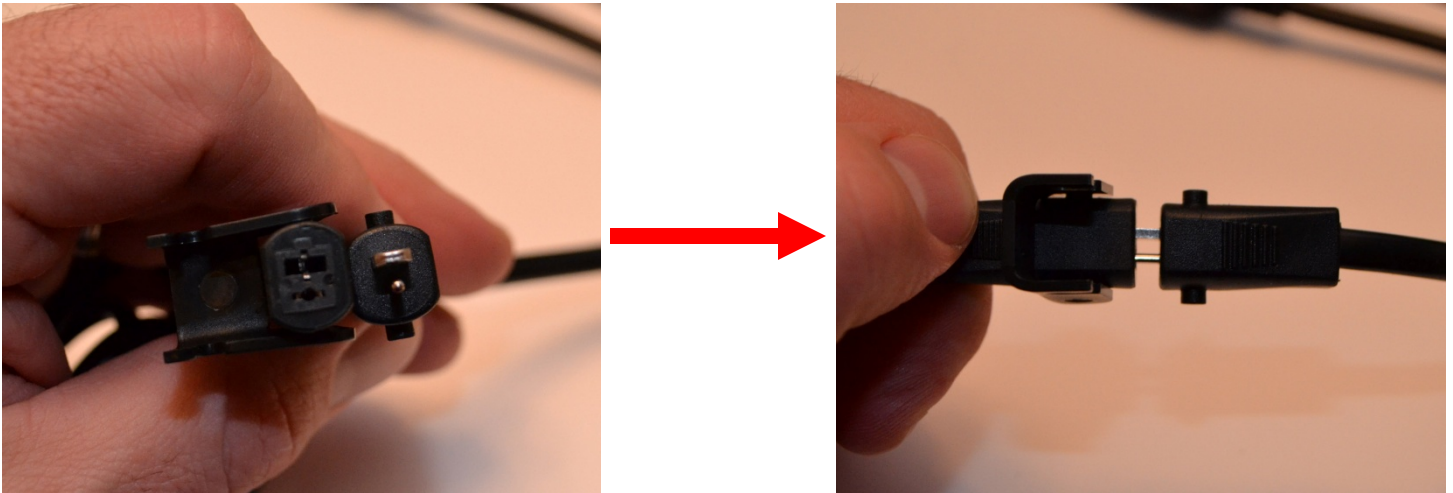


2. Remove the velcro from the back of the wired remote and mount handset on wall of cabinet.

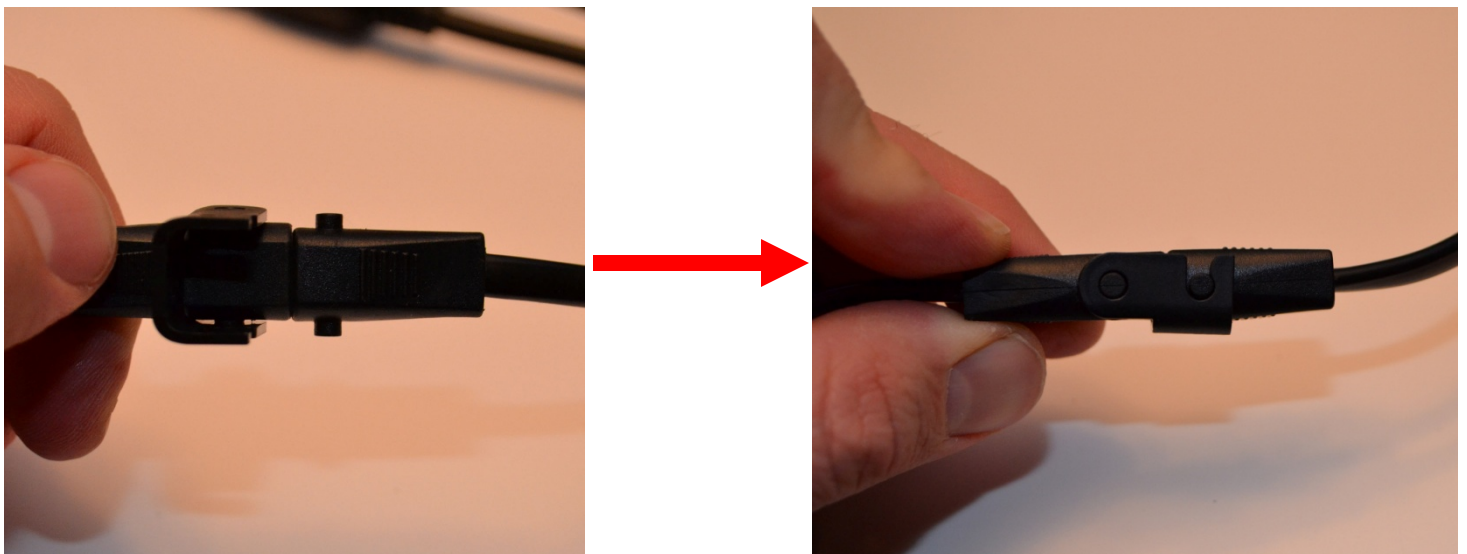
## Hookup Control Box and Power Supply - cont

### Install Power Cable

1. To connect power cable from power supply to power cable on control box, line up the connections on each cable so they match and slide the plug on the control box end into the connection on the power supply.



2. Close clip to secure power supply cable in place.



3. Attach power supply cable to power supply.

4. Remove velcro from back of power supply and install power supply in cabinet.

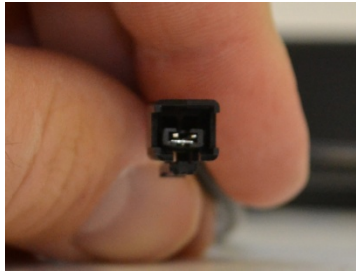
## Hookup Control Box and Power Supply - cont

### Install Swivel Sensor

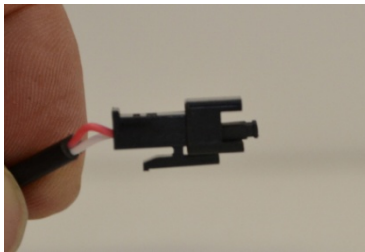
In order to operate the swivel, the sensor switch needs to be attached to the control box.

1. Remove plug from swivel sensor connection on control box.

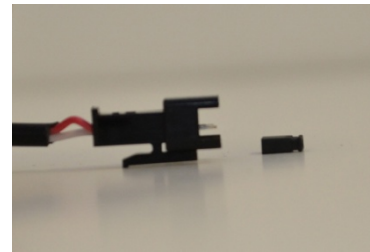
*\*\*\*NOTE: Keep plug in safe place in case you decide to operate lift without swivel bracket.*



**Locate plug covering pins on swivel sensor**

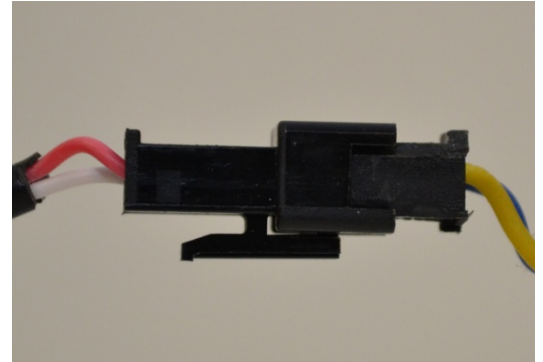
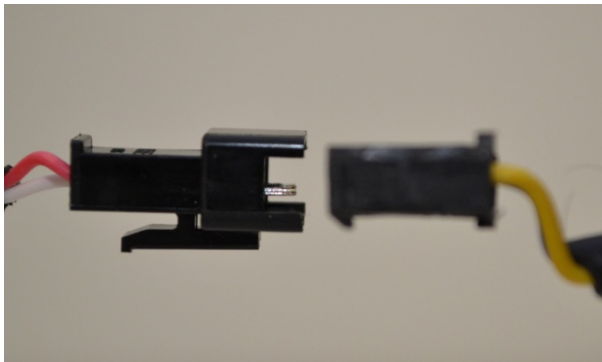


**Remove plug**



**Plug removed**

2. Plug swivel sensor cable into swivel sensor cable connection on control box.

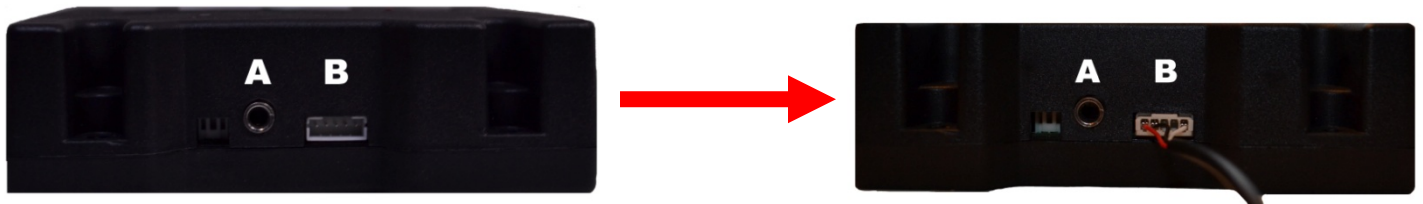


## Install Sensor

If you plan to use the Whisper Lift II PRO Advanced Swivel TV Lift with an existing IR remote control, attach the IR sensor to port B on the side of the control box.



IR Sensor Cable

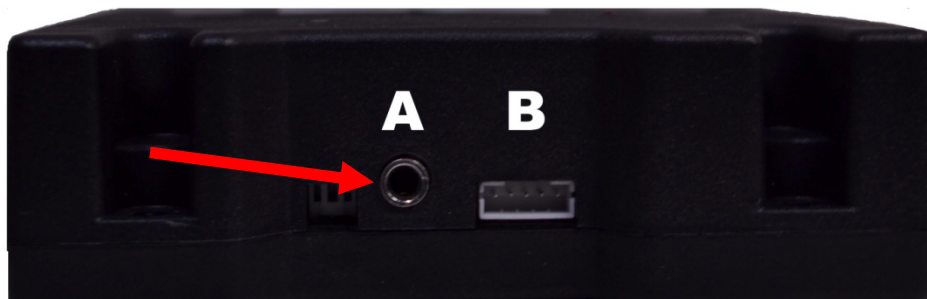


After installing the IR Sensor cable, install the IR sensor cabinet into your cabinet. Please refer to p.21 for instructions on pairing the Whisper Lift II PRO Advanced Swivel TV Lift with your existing IR remote control.

## Install 12v Trigger Cable (optional)

The Whisper Lift II PRO Advanced Swivel TV Lift comes equipped with a 12v trigger port (port A) for connection to automated systems. A male 3.5mm stereo cable is required for this connection.

*\*\*12v trigger cable not included.*



## Installing TV on Swivel Bracket

### Tools Needed:

- Phillips-head screwdriver

### Instructions:

1. Using the internal wired control, move the lift to the full up position. The UP button is the button opposite of the cable side of the wired remote.



2. Once the lift is fully raised, hang TV on swivel bracket. The top hooks on the TV brackets will connect to the top of the swivel bracket as shown below.

**\*\*NOTE: Please mount the TV with help from a second person.**



**A. Lift TV to swivel bracket**



**B. Hang hooks of TV bracket on top of swivel bracket**



**C. Push bottom part of TV back toward swivel bracket**



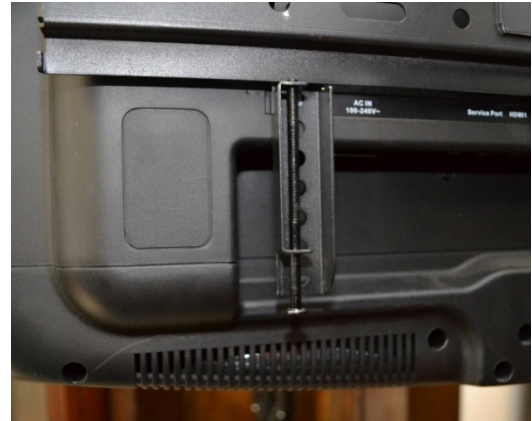
**D. Proper position of TV on swivel bracket**

## Install TV on Swivel Bracket – cont.

3. After hanging the TV on the swivel bracket, center the TV on the bracket and install the locking screws to hold the TV in place.



**Install mounting screw in holders on TV bracket**



**Tighten screw so that it is finger-tight to the swivel bracket**

4. Using a Phillips-head screwdriver, tighten the locking screws so that they are tight to the swivel bracket.



5. The TV is now installed on the swivel bracket and ready for use.

***\*\*Please Note: The top of the TV should be lower than the roller assembly on top of the lift. This will insure that the roller is the first thing to come in contact with the lid when the lift goes up.***

## Setting Adjustable Roller Height

Each Whisper Lift II PRO Advanced Swivel TV Lift comes with an adjustable roller assembly that allows you to set the maximum height of the lift.

### *Tools Needed:*

- adjustable wrench or 4mm socket wrench
- size 4 metric hex wrench

### *Instructions:*

1. Raise the lift to a height that is comfortable for you to work at.
2. The adjustable roller is held in place by 2 4mm hex screws on either side of the lift. Using the size 4 metric hex wrench and adjustable wrench/socket wrench, remove all 4 screws holding the adjustable roller in place.



3. Raise the adjustable roller to the desired level and refasten the adjustable roller to the lift using the screws/nuts removed in step 2.

4. Adjust height of adjustable roller as needed so that lid of cabinet closes flush.

## Whisper Lift II PRO Advanced Swivel TV Lift Features

### Pairing Universal IR Remote with Whisper Lift II PRO Advanced

The Whisper Lift II PRO Advanced Swivel TV Lift can be paired with your existing universal IR remote control. To pair a universal IR Remote control with the Whisper Lift II PRO Advanced Swivel TV Lift, please follow the directions below:



1. Initialize the Control box. To do this, press and HOLD the UP and DOWN button on the wired remote control together at the same time until the red light on the top of the control box starts to flash. Release the UP and DOWN button and the indicator light on the top of the control box will flash 3 times and turn off. The lift will go all the way to the bottom, back up the top and all the way down to the bottom again. The red light on the control box will come back on when the initialization procedure is complete.

*\*\*Note: Do not proceed until this procedure is complete.*

2. Press and hold the learning button on the control box until the red indicator light starts to flash. The light will flash 3 times and turn off. When the light turns off, the control box is now in pairing mode.

3. Pair the UP/DOWN/STOP to a button on your IR remote. Do the following for each button:

a. Press the UP button on the white wireless remote. The red light on the control box will flash once and turn off.

b. Aim the IR remote at the IR sensor and press any button on the IR remote to pair the UP function to that button. The red indicator light will flash again and turn off.

c. Follow steps A and B for both the DOWN and STOP buttons.

4. Once pairing is completed, press and hold the learning button on the control box starts to flash. The red indicator light will flash 5 times and light will stay solid once pairing is complete.

---

You will now be able to operate the Whisper Lift II PRO Advanced Swivel TV Lift with your IR remote control.

## **Whisper Lift II PRO Advanced Swivel TV Lift Features - cont**

### **Setting Lift Height**

With the Whisper Lift II PRO Advanced Swivel TV Lift, you can set the height of the lift, so that it stops at the same height every time. To set the lift height, do the following:

1. Lower the lift to the bottom of the cabinet.
2. Press the UP button on the wireless remote and let the lift run to the height that you want the lift to stop.
3. Press the STOP button (middle button) to stop the lift.
4. Press and HOLD the STOP button until the red indicator light on the remote blinks and turns off.

The middle button can now be used to move the lift to the desired height.

To override the set height, use the UP or DOWN button on the wireless remote to raise and lower the lift.

## Optional Accessories

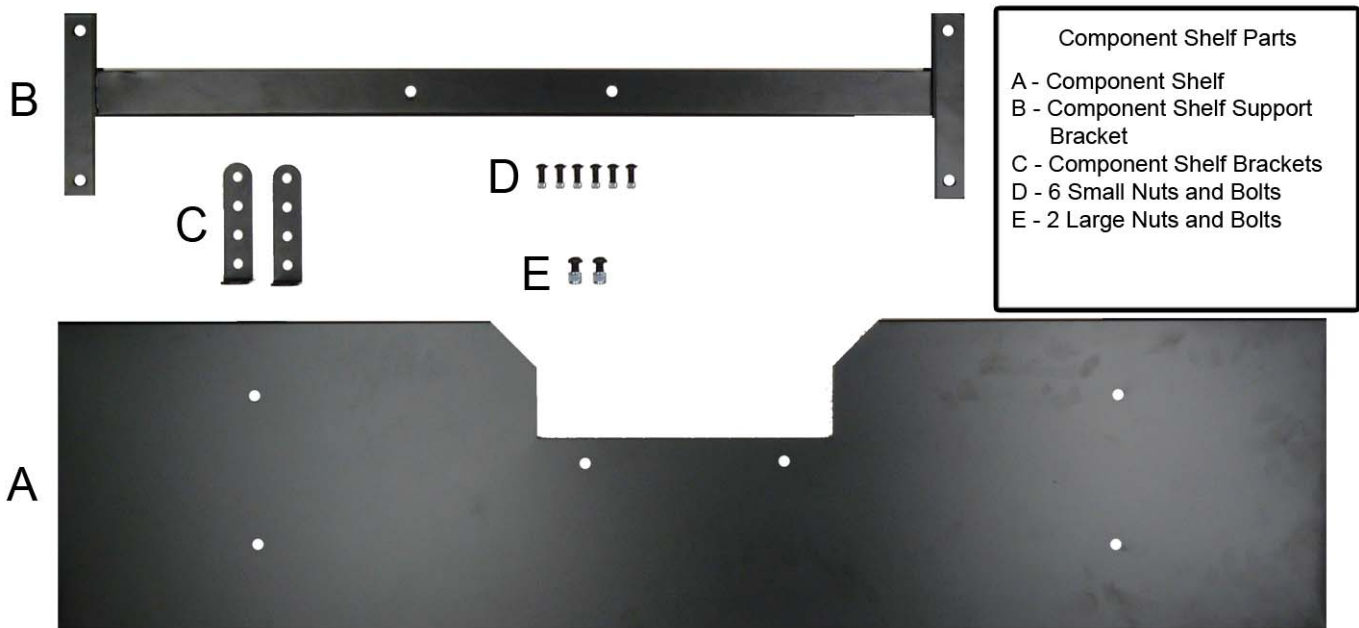
### Assembling Component Shelf (optional)

For your convenience, Touchstone Home Products offers a component shelf that will attach to the Whisper Lift II PRO Advanced Swivel TV Lift for storing components such as a DVD player, cable box, etc.

#### *Tools Needed:*

- adjustable wrench
- size 5 metric hex wrench
- size 4 metric hex wrench

#### *Component Shelf Parts*



#### *Instructions:*

1. Using 4 small nuts and bolts (D), attach the shelf support (B) to the underside of the component shelf (A). Orient the shelf support so that the ridge near the center of the shelf, away from the cutout in the shelf.

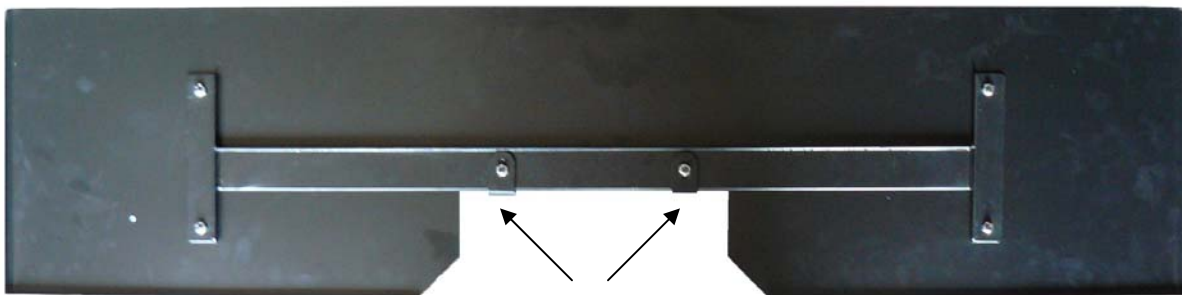


## Assembling Component Shelf – cont

2. Using the 2 remaining small nuts and bolts (D), attach the shelf brackets (C) to the lift. The shorter end of the shelf bracket attaches underneath of the shelf.



**Shelf Brackets**



**Shelf Brackets**

3. When completed, attach the component shelf to the lift using the 2 large hex bolts (E) and nuts provided.



**Assembled Component Shelf**



**Component Shelf Attached to Lift**



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## IR Repeater Kit (optional)

The Touchstone Infrared Repeater allows the customer to install a small satellite TV/cable box in the bottom of the cabinet. The Touchstone Infrared Repeater allows the you to change the channel on their box without having direct line of sight to the component.

For more information on the Touchstone Infrared Repeater Kit, please visit <http://www.touchstonehomeproducts.com/irrepeaterkit.html> or call our Customer Service Department at 1-800-215-1990 for more information and pricing.

## Technical Support

Should you have any problems with your Touchstone Home Products Whisper Lift II PRO Advanced Swivel TV Lift, our technical support staff is here to help. Our technical support reps are available for phone assistance 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)

## Warranty

Touchstone Home Products warrants the Whisper Lift II PRO Advanced Swivel TV Lift to be free from defects in material and workmanship for two years from date of purchase. The warranty includes all parts, motorized components, electronics, and metal. If the Whisper Lift II PRO Advanced 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, lighting, 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.

