

Operating instructions

Wall mount viveroo free

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1.1 Safety instructions

! ATTENTION

Before installing the Inwall installation set, read both these installation instructions and the free operating instructions before commissioning and operating the free. Follow the instructions and recommendations described.

Electrical voltage!

Danger to life and fire hazard due to electrical voltage of 230V possible. Work on the 230V mains may only be carried out by qualified electricians. Switch off the mains voltage before assembly/disassembly.



Safety instructions

The free and all free installation sets are designed for operation in dry and closed living spaces.

The following ambient conditions must be ensured:

Operating temperature: 0°C to 35°C.

Relative humidity (during operation): 20% to 90%, non-condensing.

No environmental influences such as oil, chemicals, salt, heavy dust formation and similar.

The installation set may only be used by authorised personnel. This includes the professional installation of the electrical connections. The maximum installation height is 2,000 metres.

The responsibility for the suitable installation location and safe installation of the installation set lies solely with the installer. This also applies to installation in moving parts such as doors. In principle, the installer must carry out and provide evidence of all safety-related tests (mechanics, fire protection, etc.).

If it can be assumed that safe operation is no longer possible, the free must be taken out of service immediately and secured against unintentional operation. Safe operation can no longer be assumed if the functions of the free are restricted, blocked or cancelled, unusual odours can be heard, noises such as scratching or similar can be heard or the free shows visible signs of damage.

In the event of a severe overload or short circuit, the power supply enters a safety mode and is not damaged. Heating of the housing during operation is normal and harmless.

1.2 Warranty

Warranty	The warranty period is two years from the date of purchase by the original end customer, unless the device has been repaired or replaced under warranty. In this case, the warranty is valid until the end of the original warranty or six months from the date of repair/ replacement, whichever comes first.
Claims for defects and defect validation	If your free does not work as desired, please contact your dealer with the original invoice, stating the serial number and a description of the malfunction.
Exclusion from the warranty	<p>The following damage is excluded from the warranty.</p> <p>Damage caused by</p> <ul style="list-style-type: none"> - Force majeure, - misuse, including (but not limited to) non-compliance with the installation assembly and operating instructions, - improper operation, - connection to an unsuitable power supply, - repair and attempted repair by unauthorised persons, - use of the device in conjunction with third-party products, - Devices on which the manufacturer's serial number has been altered, deleted, removed or made illegible.
Compatibility	<p>The free may only be used in conjunction with a free mounting set or viveroo adapter kit.</p> <p>Commissioning without one of these mounting sets will invalidate the guarantee and warranty. Misuse is prohibited.</p>

Apple, iPad and Lightning are registered trademarks of Apple Inc.

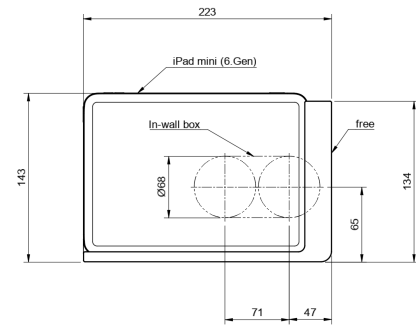
2.1 Product dimensions

free

- iPad mini (6.Gen)
- iPad mini (A17 Pro 2024)

Compatible iPad model numbers:
A2567, A2568, A2569, A2993, A2995, A2996

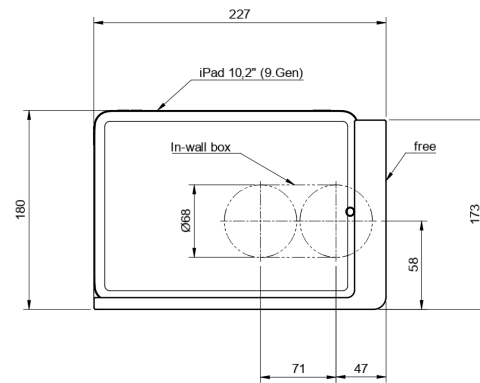
Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 876 g



- iPad 10,2 (9.Gen)

Compatible iPad model numbers:
A2197, A2200, A2198, A2428, A2429, A2430, A2602, A2603, A2604, A2605

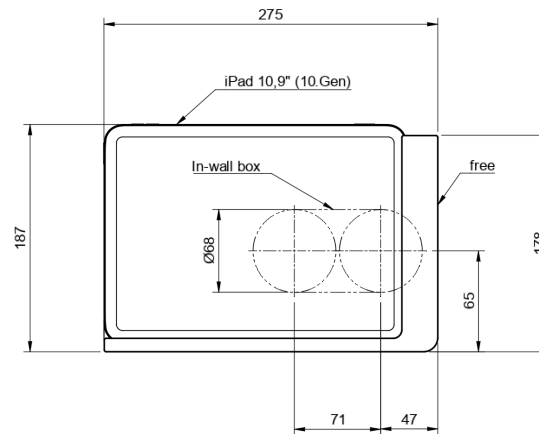
Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 985 g



- iPad A16 (11Gen. 2025)
- iPad 10,9" (10.Gen 2022)

Compatible iPad model numbers:
A2696, A2757, A2777, A3354, A3355, A3356

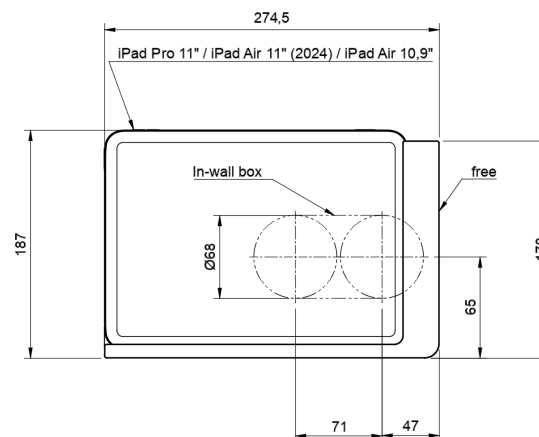
Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 993 g



- iPad Air 11" (2025 M3)
- iPad Air 11" (2024 M2)
- iPad Pro 11" Gen 1-4
- iPad Air 10,9" (2020/22)

Compatible iPad model numbers:
A1980, A2013, A1934, A1979, A2228, A2068, A2230, A2231, A2316, A2324, A2325, A2072, A2301, A2377, A2459, A2460, A2588, A2589, A2591, A2435, A2759, A2761, A2762, A2435, A2759, A2761, A2762, A2902, A2903, A2904, A3266, A3267, A3270

Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 993 g



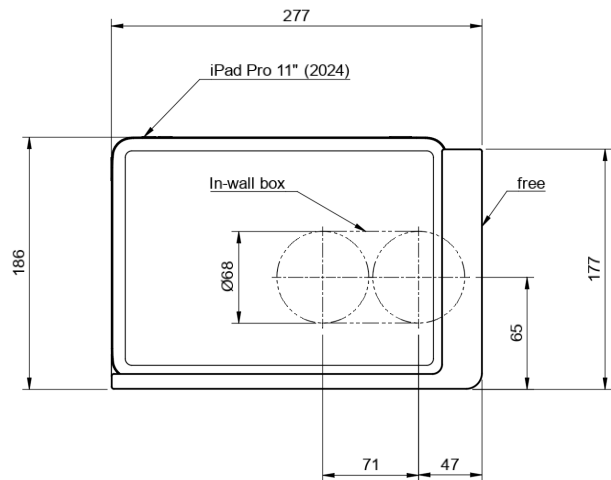
2.1 Product dimensions

free

- **iPad Pro 11" (2024 M4)**

Compatible iPad model numbers:
A2836, A2837, A3006

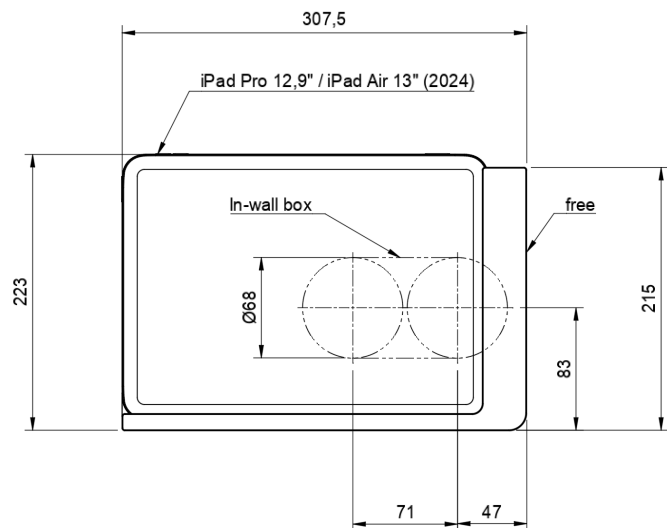
Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 995 g



- **iPad Air 13" (2025 M3)**
- **iPad Air 13" (2024 M2)**
- **iPad Pro 12,9"**

Compatible iPad model numbers:
A1876, A2014, A1895, A1983, A2229, A2069,
A2232, A2233, A2378, A2379, A2461, A2462,
A2436, A2437, A2764, A2767, A2898, A2899,
A2900, A3268, A3269, A3271

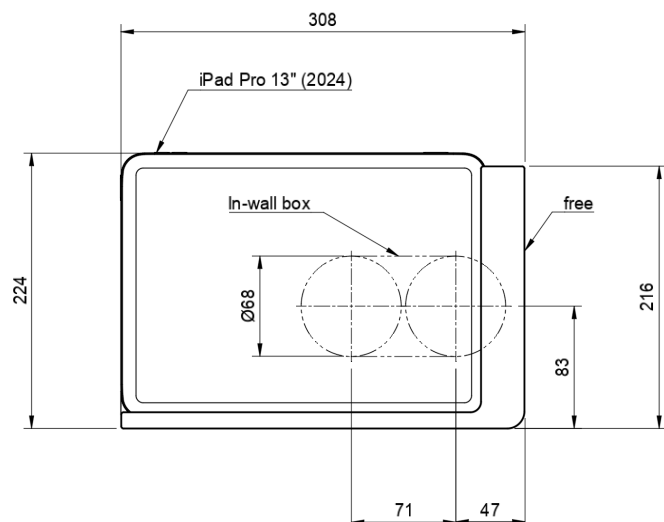
Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 1.110 g



- **iPad Pro 13" (2024 M4)**

Compatible iPad model numbers:
A2925, A2926, A3007

Thickness of the free holder: 16 mm
Thickness of the spacer plate free: 12 mm
Weight of the mount only: 1.114 g



2.2 Operation

Functions

Inserting and removing the iPad

The free can be installed in either portrait or landscape format. Installation in landscape format is preferred, as the holder offers more contact surface!

For free in landscape format: Place the iPad on the free guide rail from the left. Slide it to the right in the direction of the connector. Press until you hear a click and the iPad is fully engaged. The charging symbol in the display guarantees that the iPad is securely in place.

For free in portrait format: Place the iPad in the top left of the vertical free guide rail. Push it downwards towards the connector by applying light pressure against the guide rail. Press until you hear a click and the iPad is fully engaged. The charging symbol in the display guarantees that the iPad is securely in place.

All surfaces and edges are covered with felt adhesive tape to protect your iPad from scratches and damage.

Lock free

The free offers an optional system to protect the iPad against theft. Separate operating instructions can be found in these instructions on page 23. The locking system can be retrofitted independently at any time.

Locking system:

Article 350102 (for free for iPad 10.9'-13')

Article 350104 (for free for iPad 10.Gen)

System to protect the iPad against theft, socket spanner lock.

Cleaning

Only use water and a cotton cloth to clean the free surfaces. Moisten the cotton cloth and clean with a damp cloth.

!ATTENTION: No liquid may get inside the free. Therefore, only clean with a damp cloth.

! ATTENTION: Do not scratch or scrub when cleaning.

Disconnect from the mains

You can disconnect the free from the mains voltage via the corresponding circuit breaker in the respective room.

2.3 Scope of delivery

Scope of delivery
free
(510XXX)

- Operating instructions free
 - free with matching USB cable
 - spacer plate
 - Mounting accessories
-

Scope of delivery
free with charging function and
network connection (PoE)
(510XXPD)

- Operating instructions free
 - free with matching USB cable
 - spacer plate
 - Mounting accessories
 - **PoE adapter**
-

Scope of delivery
MountingSet Inwall
(310202) **until** 08/2024

- Installation instructions Inwall
 - free flush-mounted cavity wall box with installation support plate incl. spirit level
 - Power supply unit (**IN:** 100-240 Vac, 50/60 Hz 0.8A **OUT:** 5.2 Vdc)
 - mounted on installation support plate // USB-A connection
-

Scope of delivery
MountingSet Inwall
(310205) **from** 08/2024

- Installation instructions Inwall
 - free flush-mounted cavity wall box with installation support plate incl. spirit level
 - Power supply unit (**IN:** 100-240 Vac, 50/60 Hz 0.8A **OUT:** max. 30W), devices with power profiles from 5-20V
 - Mounted on installation support plate // USB-C connection
-

Scope of delivery
Wallbox PoE
(310400)

- PoE installation instructions
 - free flush-mounted cavity wall box with installation support plate incl. spirit level for holding the PoE adapter and fastening the free
-

2.4 Further information

Flush-mounted box: If necessary, the following flush-mounted box can be used for installation in masonry:
Masonry flush-mounted box: 1656-21 (black) available separately from Kaiser Elektro GmbH.

If necessary, the following flush-mounted box can be used for installation in concrete:
Concrete flush-mounted box: 1269-01 (yellow-green) available separately from Kaiser Elektro GmbH.

Both flush-mounted boxes have the same drilling pattern as our orange cavity wall box and fit on our mounting set.

! IMPORTANT:

When installing, make sure that the flush-mounted cavity wall box is fastened parallel to the surface - i.e. that it is not displaced in the wall.

! IMPORTANT:

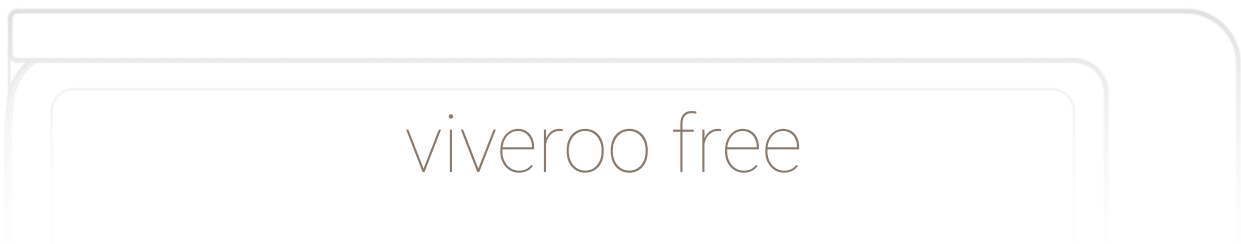
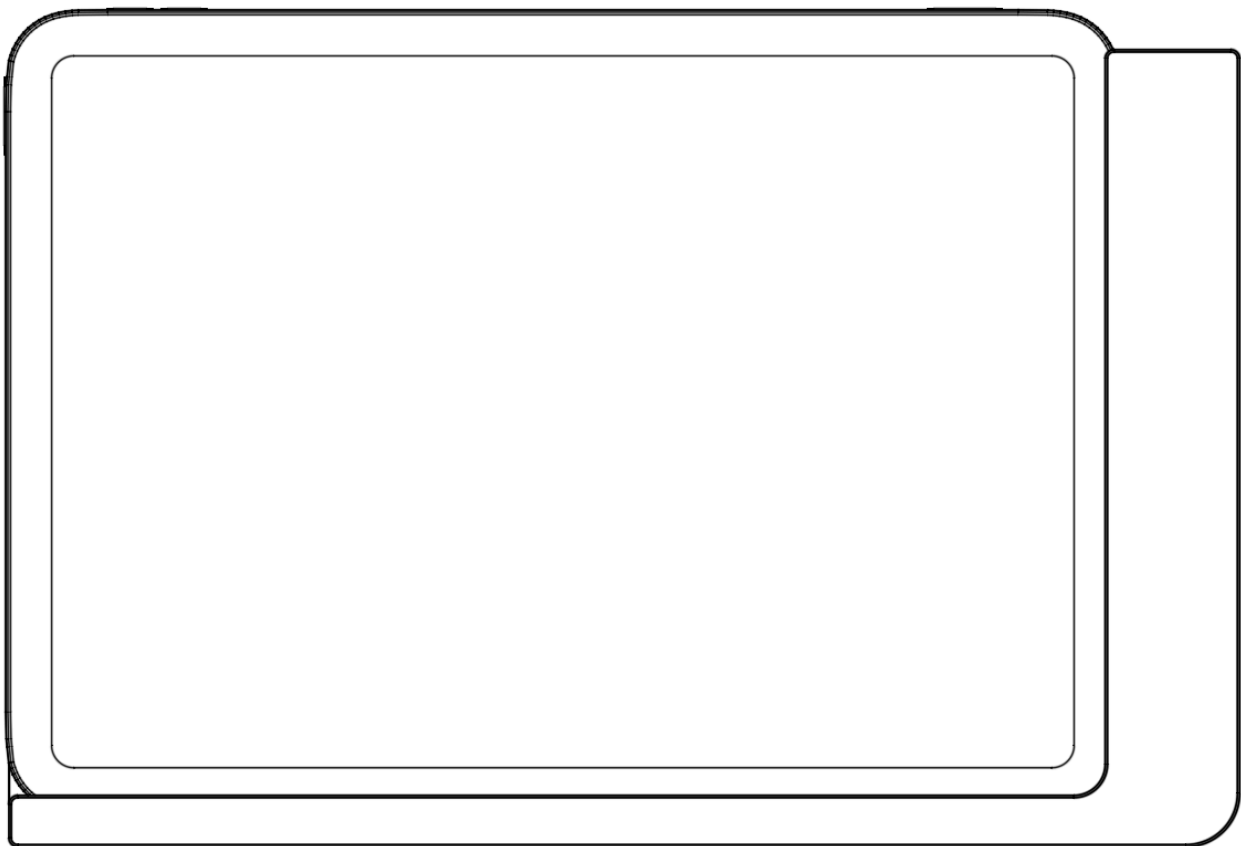
When installing the flush-mounted cavity wall box, ensure that it is installed without deformation. Leave the black pre-assembled mounting plate for the double flush-mounted box + power supply unit in place. Do not use any swelling installation materials that could cause deformation.

Power cable: **! IMPORTANT:**
Align the live conductors of the mains voltage cable so that they are positioned as low as possible in the flush-mounted cavity wall box.

! ATTENTION:

Ensure that the mains connection cable is de-energised for the entire duration of installation and that it cannot be accidentally switched on.

Presentation Charts (from page 11): The image shown on the left always refers to the adjacent text on the right. The orange numbers indicate an action in the image on the left. For example: Slide the iPad (8) into the free mount.



3. Mounting the viveroo free wall mount

3.1 Installation MountingSet (310202/310205)

3.2 free (510XXX) on viveroo MountingSet

3.3 Installation Wallbox PoE (310400)

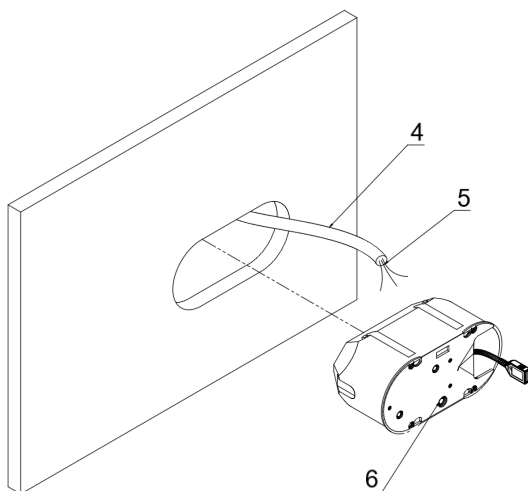
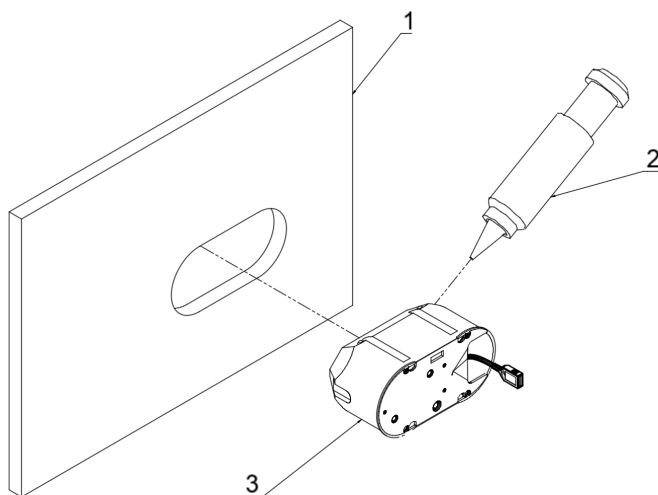
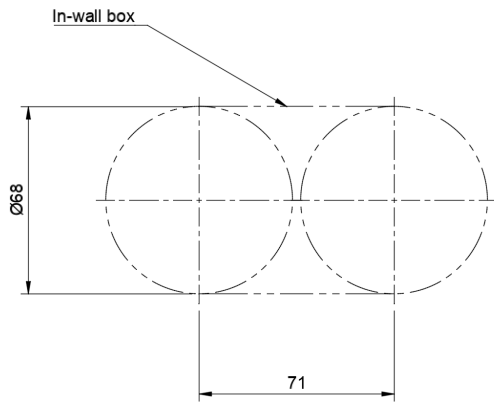
3.4 free PoE (510XXXPd) on viveroo Wallbox PoE

3.5 free direct mounting on the wall (mounting without flush-mounted box)

3.6 Locking system (Accessories)

3.1 Installation

Installation MountingSet (310202/310205)



- 1 For installation in landscape format, drill two adjacent holes in the wall with a centre-to-centre distance of 71 mm, ensuring an installation depth of 75 mm.

! Note:

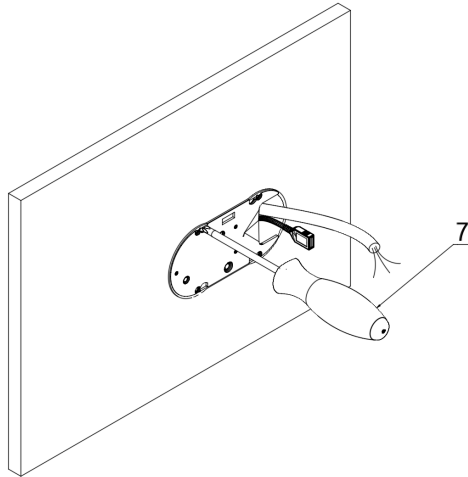
These instructions show installation in a cavity wall (1). The flush-mounted cavity wall box is installed here in landscape format as an example. See drilling diagram on the left. For installation in portrait format, rotate the flush-mounted box by 90°.

- 2 Use an opening cutter (2), for example, to cut a cable hole in the flush-mounted cavity wall box (3) using an opening cutter (2). Use the angled surfaces for this. Cut the hole from the back of the box. Adjust the hole diameter to the cable.

- 3 Insert the cable (4/5) with a length of 10-15 cm into the flush-mounted cavity wall box. Insert the box with the pre-assembled mounting plate (6) for double flush-mounted box into the wall opening.

3.1 Installation

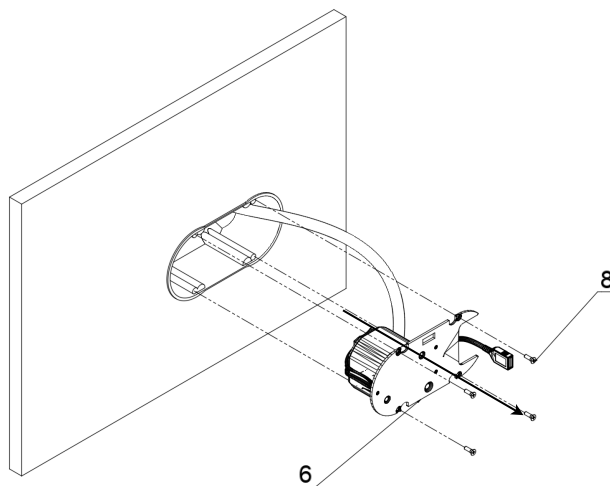
Installation MountingSet (310202/310205)



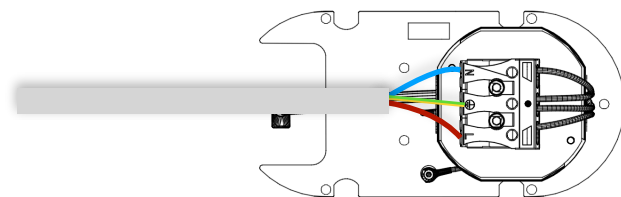
4 Installation with flush-mounted boxes:

Fasten the flush-mounted box to the wall using the four cross-head lag screws (7).

For other installation situations such as concrete or masonry, please read the notes in these instructions on page 9.



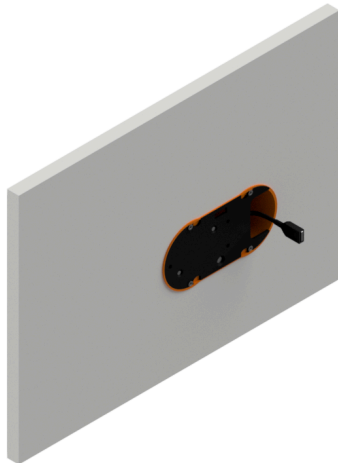
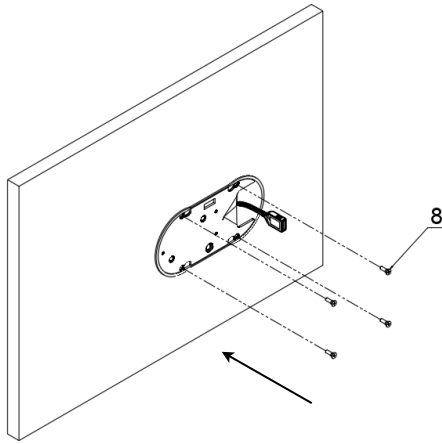
5 Loosen the four screws (8) of the mounting plate (6) of the flush-mounted box and remove it.



6 Now connect the connection terminal to the live conductors (L, N) and the protective earth conductor.

3.1 Installation

Installation MountingSet (310202/310205)



- 7 The mounting plate can now be reinserted and securely fastened with the four screws (8).

! ATTENTION:

When inserting the mounting plate of the flush-mounted box, make sure that the connection cable is not crushed or under tension.

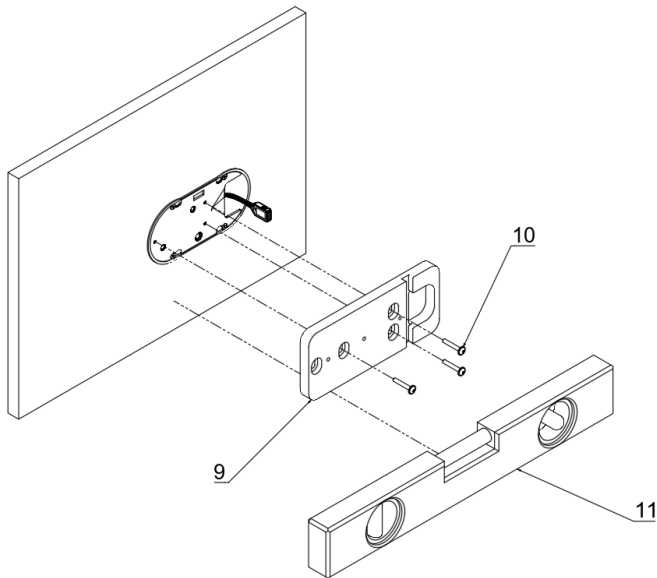
Finally, check that the flush-mounted cavity wall box is securely seated in the wall.

You have now successfully completed all the steps in section 3.1.

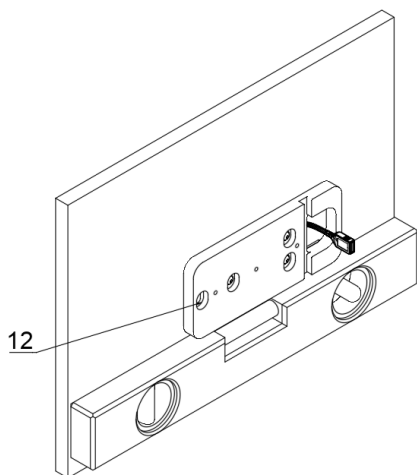
If you have any further questions, please do not hesitate to contact our sales team: sales@viveroo.com

3.2 Installation

free (510XXX) on viveroo MountingSet



1 These instructions show installation with a flush-mounted box. The free is installed here in landscape format as an example. Attach the spacer plate (9) using the enclosed screws (10) (flange screw). First tighten the screws lightly and then use a spirit level (11) to make fine adjustments. Now tighten the screws firmly.

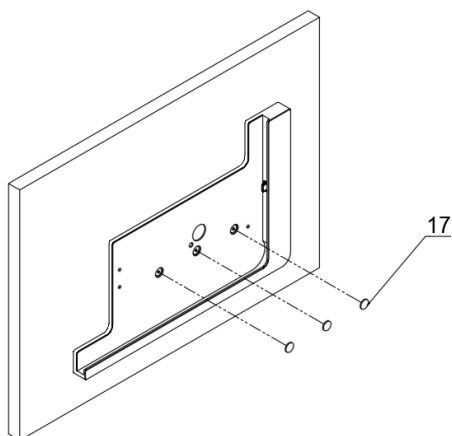
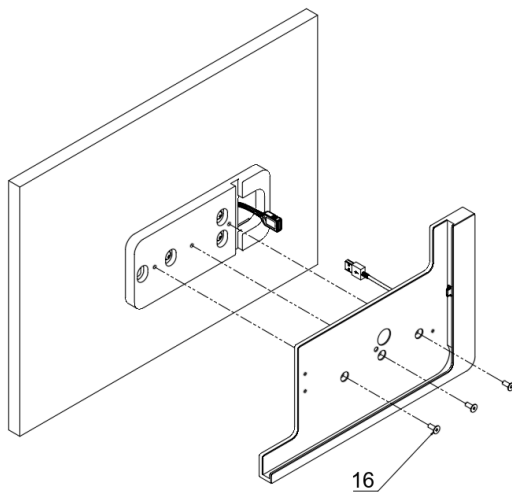
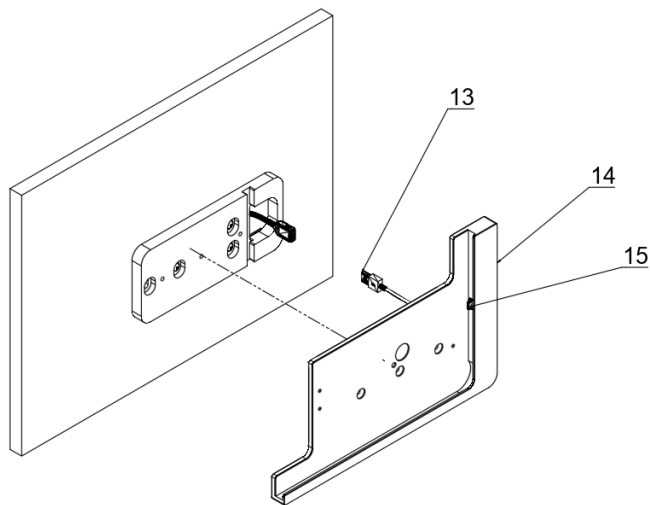


2 ! Optional:

The spacer plate has an additional fixing hole (12) on the outer left-hand side. This sits outside the box directly on the wall and gives the free additional stability if required. Depending on the nature of the wall, please select the appropriate fastener (dowel + screw, wood screw or similar).

3.2 Installation

free (510XXX) on viveroo MountingSet



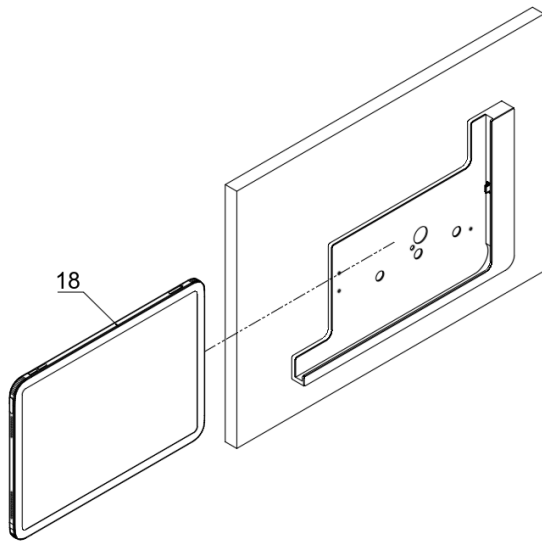
3 Connect the USB plug (13) coming from the free (14) to the corresponding socket in the flush-mounted cavity wall box.

4 Attach the free to the spacer plate using the enclosed screws (16) (countersunk screw 8 mm).

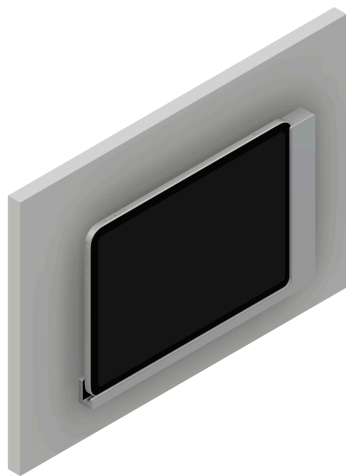
5 Finally, tape over the screw points with the felt buttons (17).

3.2 Installation

free (510XXX) on viveroo MountingSet

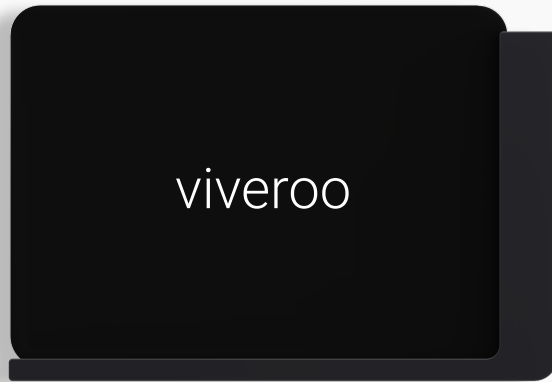


- 7 Now slide your iPad (18) from left to right into our free mount.

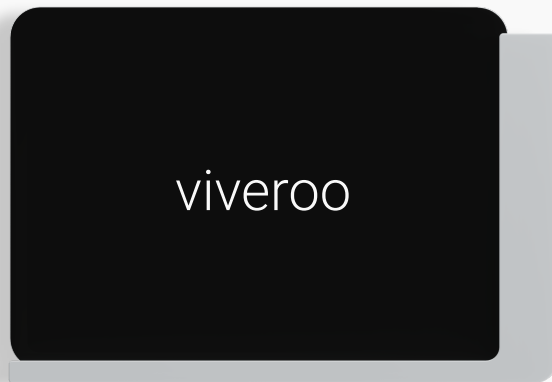


You have now successfully completed all the steps in section 3.2.

If you have any further questions, please do not hesitate to contact our sales team:
sales@viveroo.com



DeepBlack

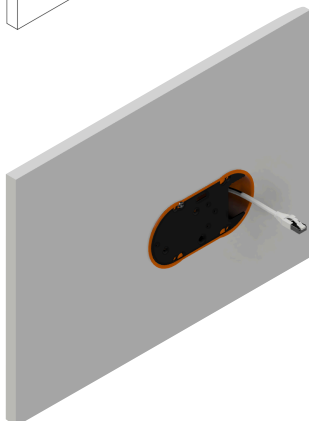
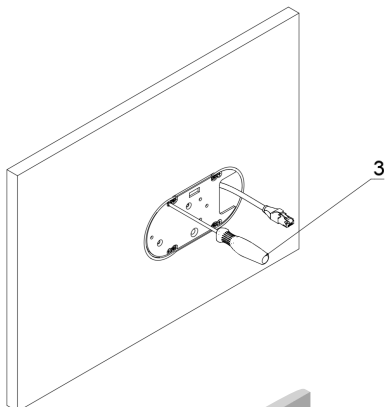
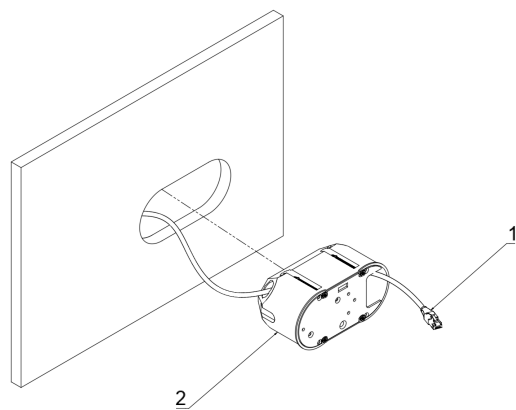
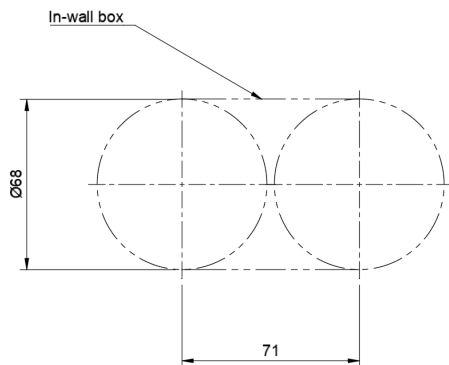


SuperSilver

Be impressed by our
colour variations!

3.3 Installation

Installation Wallbox PoE (310400)



- 1 For installation in landscape format, drill two adjacent holes in the wall with a centre-to-centre distance of 71 mm. An installation depth of 75 mm must be ensured.

! Note:

These instructions show installation in a cavity wall (1). The flush-mounted cavity wall box is installed here in landscape format as an example. See drilling diagram on the left. For installation in portrait format, rotate the flush-mounted box by 90°.

- 2 Use an opening cutter, for example, to cut a cable hole in the flush-mounted cavity wall box (2) using an opening cutter. Use the angled surfaces for this. Cut the hole from the back of the box. Adjust the hole diameter to the cable. Now pull the CAT cable (1) through the opening in the flush-mounted box.

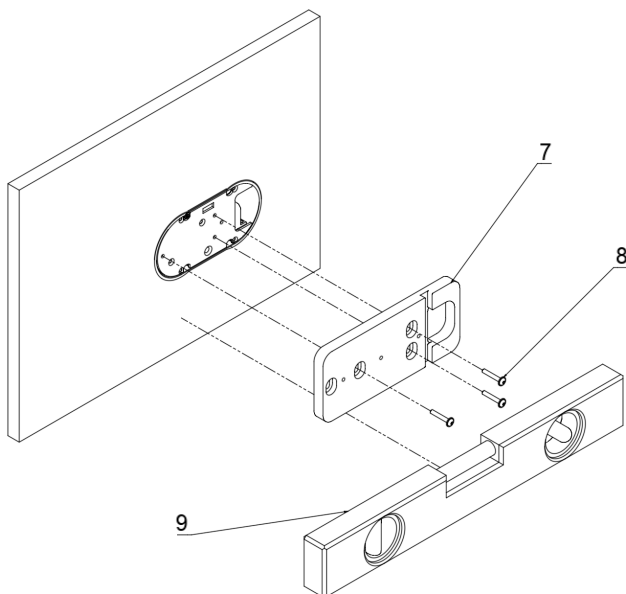
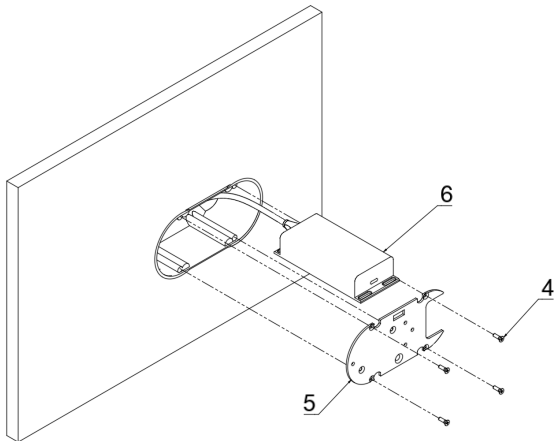
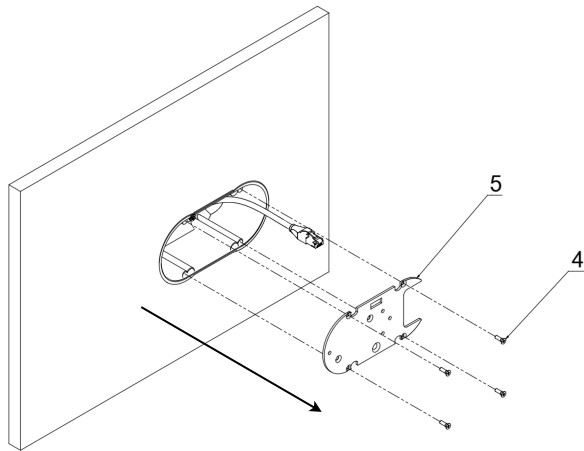
- 3 Fasten the flush-mounted cavity wall box to the wall using the four cross-head lag screws (3).

You have now successfully completed all the steps in section 3.3.

If you have any further questions, please do not hesitate to contact our sales team: sales@viveroo.com

3.4 Installation

free PoE (510XXXPD) on viveroo Wallbox PoE



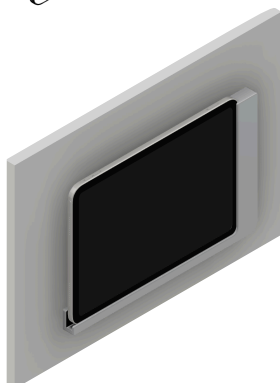
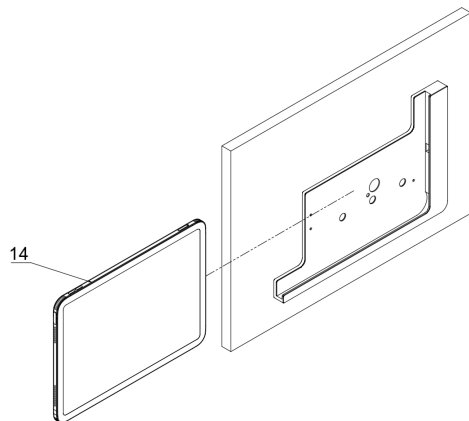
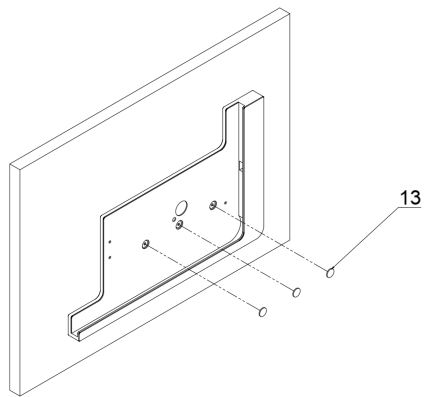
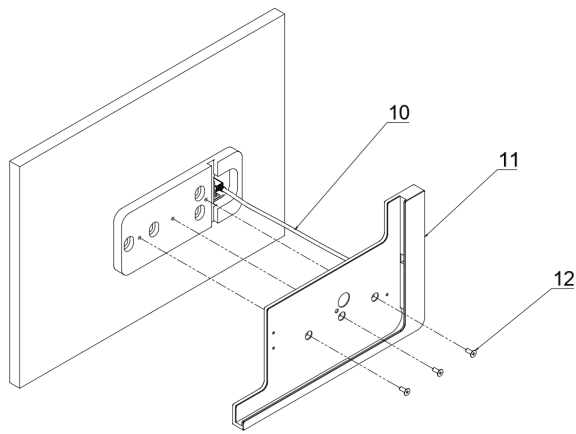
4 Loosen the four screws (4) of the mounting plate (5) of the flush-mounted box and remove it.

5 Connect our PoE adapter (6) to your CAT cable and place the adapter in the flush-mounted box so that the USB-C opening of the adapter is facing to the right. Then screw the four screws (4) with the mounting plate (5) back onto the flush-mounted box.

6 Attach the spacer plate (7) using the enclosed screws (8) (flange screw). First tighten the screws lightly and then use a spirit level (9) to make fine adjustments. Now tighten the screws firmly.

3.4 Installation

free PoE (510XXPD) on viveroo Wallbox PoE



- 7 Take the cable (10) that is attached to the free bracket (11) and connect it to the PoE adapter in the flush-mounted box.

Attach the free (11) to the spacer plate using the enclosed screws (12) (countersunk screw 10 mm).

- 8 Finally, stick the felt buttons (13) over the screw points.

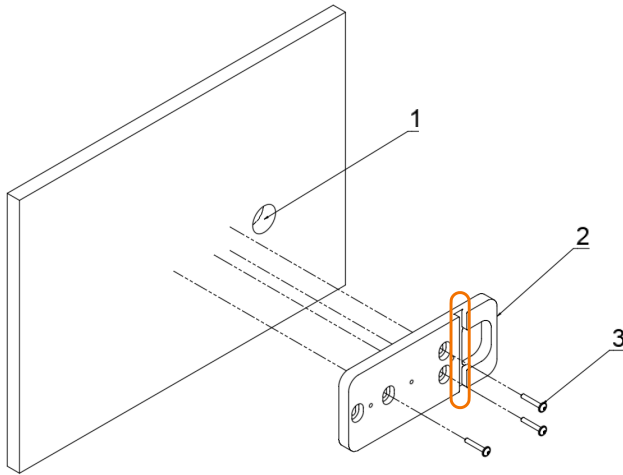
- 9 Now slide your iPad (14) from left to right into our free holder. You have successfully installed our holder.

You have now successfully completed all the steps in section 3.4.

If you have any further questions, please do not hesitate to contact our sales team: sales@viveroo.com

3.5 Installation

free direct mounting on the wall (mounting without flush-mounted box)



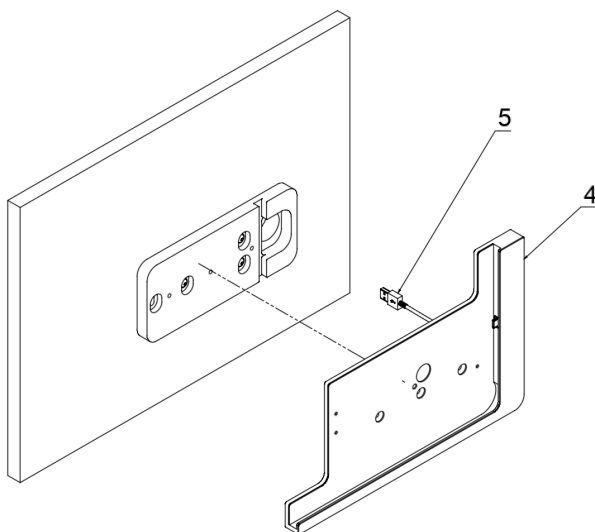
1 These instructions show installation in front of a wall without a flush-mounted box. The free is mounted here as an example in landscape format.

You can find a suitable template in the download area on our website.

Make a cut-out with a diameter of approx. 25 mm in the wall (1). Attach the spacer plate (2) using dowels and drill/wood screws (3). First tighten the screws lightly and then use a spirit level to make fine adjustments. Now tighten the screws firmly.

! Note:

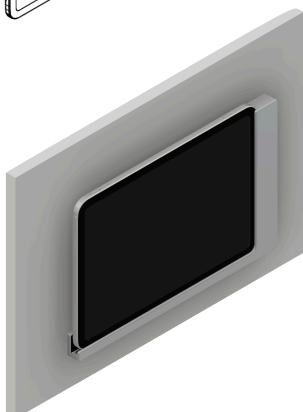
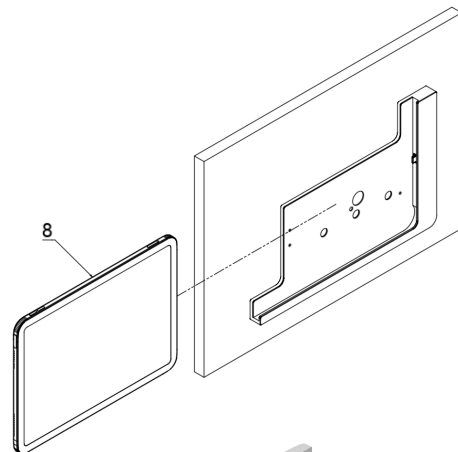
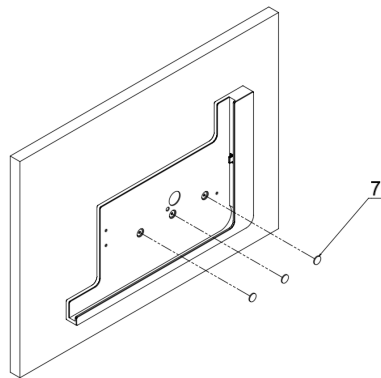
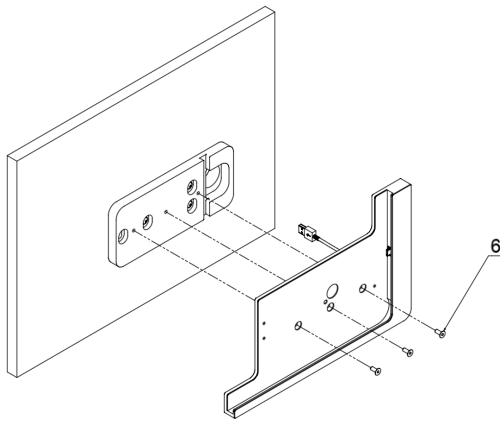
It is also possible to feed the cable in front of the wall downwards through the notch on the spacer plate (see marking on the left). The cable can be concealed with a cable duct. This means you do not have to make a cut-out in the wall.



2 Insert the USB plug (5) coming out of the free (4) through the cut-out in the wall into a suitable USB power supply unit. If necessary, you can extend the USB cable with an extension cable.

3.5 Installation

free direct mounting on the wall (mounting without flush-mounted box)



3 Attach the free to the spacer plate using the enclosed screws (6) (countersunk screw 10 mm).

4 Finally, stick the felt buttons (7) over the screw points.

5 Now slide your iPad (8) from left to right into our free holder.

You have now successfully completed all the steps in section 3.5.

If you have any further questions, please do not hesitate to contact our sales team: sales@viveroo.com

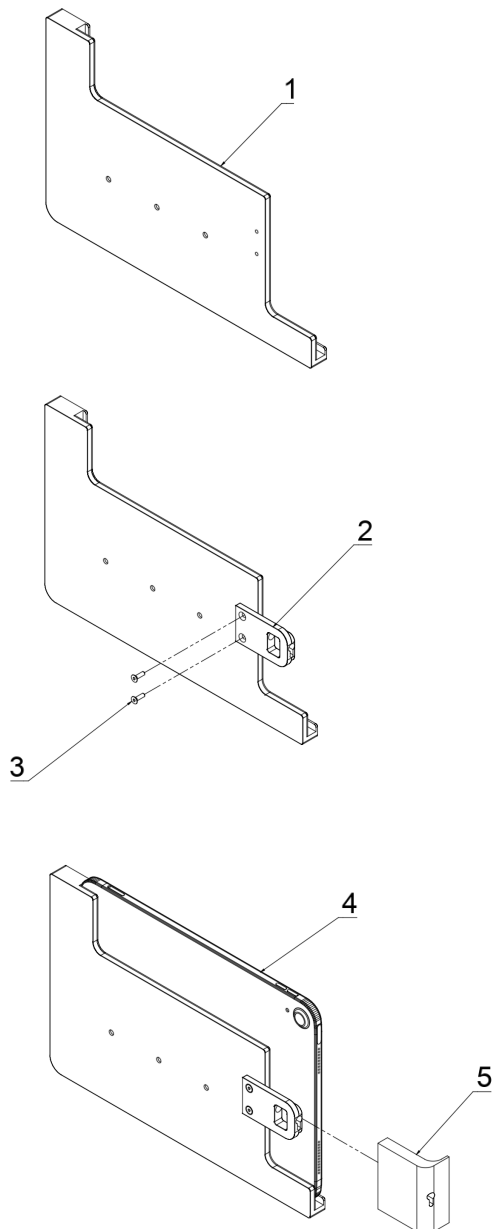
3.6 Locking system (Accessories) **viveroo**

Verriegelungssystem (350102/350104)

Scope of delivery
Locking system
(350102/350104)

- Locking plate for fastening to the free incl. fastening screws
- Removable locking rail
- Keyhole lock incl. one key
- Allen key

These instructions describe the installation of the locking system for the viveroo free. The locking system can be offered as an add-on and retrofitted at a later date. However, you will need our viveroo free spacer plate for this.



1 Dismantle the free (1) (see the free product instructions, chapter Assembly free, page 15, step 4).

2 Attach the locking rail (2) to the back of the free using the enclosed screws (3).

Then refit the free in its original position.

3 Insert the iPad (4) into the free. Then insert the lock plate (5) from the left onto the locking bar (2). Turn the key to the left and pull it out. The free is now securely locked and the iPad is protected against theft.

! Note:

Keep the keys in a safe place and label them label them, e.g. with a key fob. Without the key, the lock can only be opened with force and damage!



Operating instructions
Wall mount viveroo free

Our sales team will be happy to answer any further questions you may have
sales@viveroo.com