

VIVOHOME

THANK YOU!

NOTE:

To continuously improve its products, VIVOHOME reserves the right to modify this information without prior notification.

For any questions regarding assembly, please watch the video on the product page or contact our customer service. Our customer service will gladly assist you with any additional questions, comments, or concerns.

Thank you for using VIVOHOME products in your home!

Thank You for Purchasing from

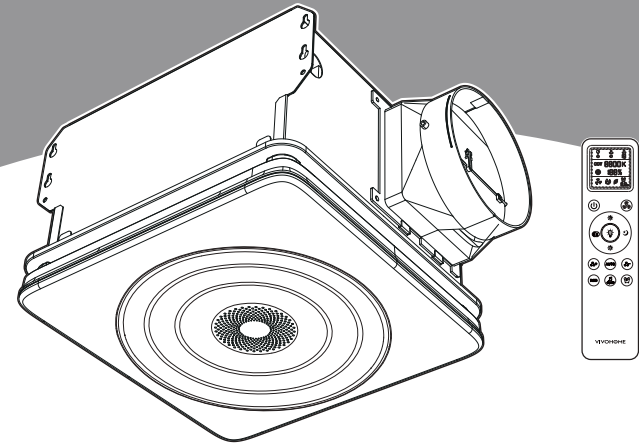
VIVOHOME

Made in China

VIVOHOME

HOW-TO

USER MANUAL



240CFM Bathroom Exhaust Fan with RGB Lights

Assembly is EASY!

**WE WANT
YOU TO
ENJOY LIFE
AT HOME**

GO TO THE PRODUCT LISTING PAGE FOR
AN INSTRUCTIONAL VIDEO!

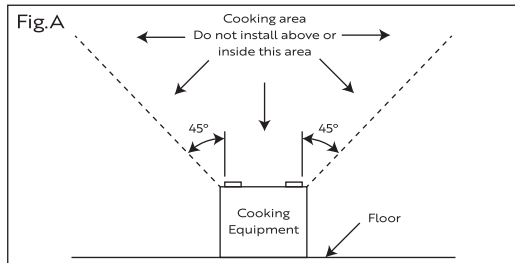
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Please read all instructions before installation and use.

1. Ensure the power supply is **110-120V, 50/60Hz**
2. Do not install in areas where temperatures exceed 113°F(45°C).
3. Do not bend or damage the power cord.
4. Follow all local building and electrical codes, including NEC and OSHA regulations.
5. Disconnect power at the circuit breaker before servicing.
6. Protect all wiring from sharp edges, oil, grease, and heat sources.
7. Do not install where airflow is restricted.
8. Ensure adequate air intake for proper ventilation.
9. Do not use to ventilate hazardous or explosive materials.
10. Do not operate the fan with other solid-state speed controls.
11. Do not install in cooking areas (see Fig. A).
12. This unit must be grounded.

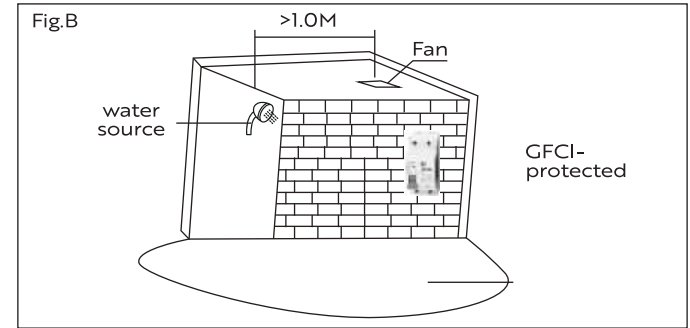


13. Exhaust air must be vented outdoors — not into wall cavities, ceilings, attics, or garages.
14. Install the fan at least 7 feet (2.1 meters) above the floor.

WARNING: To reduce the risk of fire or electric shock, follow all safety precautions and do not install the fan in prohibited zones.

15. Use only as intended by the manufacturer. Contact customer service with questions.
16. Installation must be performed by a qualified professional, following all local safety codes and fire-rated construction rules. Our products are designed to allow customers to install them under the supervision of a professional.
17. Ensure proper airflow and venting for gas-burning appliances to prevent backdrafting. Follow NFPA and ASHRAE guidelines.

18. Do not install in ceilings with insulation values greater than R40.
19. Avoid damaging hidden utilities or wiring during installation.
20. For over-shower or bathtub installation, ensure the product is rated for that use and installed at least 3.3 ft (1 meter) from the water source (see Fig. B). The fan should be installed on the opposite side of the tub on the ceiling. It is acceptable for use over a bathtub or shower when connected to a GFCI-protected branch circuit (refer to Fig. B).



21. Do not connect to rigid metal conduit; use flexible conduit only.
22. Keep ductwork straight and minimize bends.
23. Ductwork size must be a minimum of the discharge and should not be reduced.
24. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter, End-Users must be provided with transmitter operation conditions for satisfying RF exposure compliance.

What's in the Box

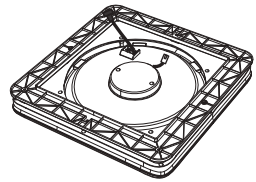


Before beginning installation, verify that all parts are included.

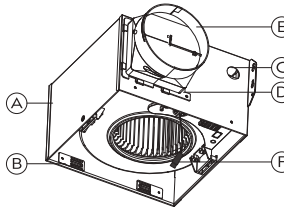
Check each item against the package contents.

If any part is missing or damaged, **DO NOT** proceed with installation and contact the VIVOHOME Customer Service for assistance.

1 Decorative Panel



2 Fan Housing



A	Fan Housing
B	Bracket Securing Tab
C	Wire Cover Plate
D	Duct Connector Flange
E	Backdraft Damper
F	Light Terminal Block

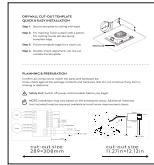
3 Aluminum Foil Duct



4 External Air Vent



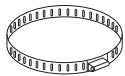
5 Cutout Template



6 Screw ×2 (ST4×8mm)



7 Hose Clamp ×2



8 Removable Duct Port x3



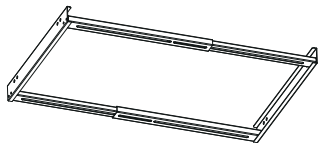
9 Remote Control



10 Expansion Screw (External Air Vent and Fan Housing) x8



11 Flex Bracket



12 Power Cord (Used for testing before installation)



13 Screw ×8 (ST4×40mm)



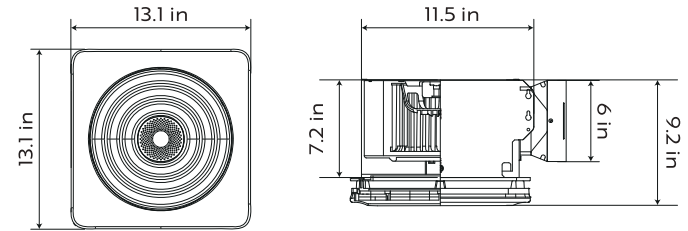
Product Introduction



This ceiling-mounted exhaust fan is designed to improve indoor air quality by exhausting humidity, odors and stale air from enclosed spaces.

Its durable motor ensures **quiet, high-efficiency airflow**.

Ideal for **residential and light commercial applications, including bathrooms, offices, and hotels**.



SPECIFICATIONS

SKU: VH1915

Duct	6 in	Fan Power	35W
Motor Power	35W	Frequency	50-60Hz
Noise Level	0.1-1.6 sone	Air Volume	90-240 CFM
Voltage	110V-120V	Rotate Speed	360-820 RPM
Light Power		18W	

N

White

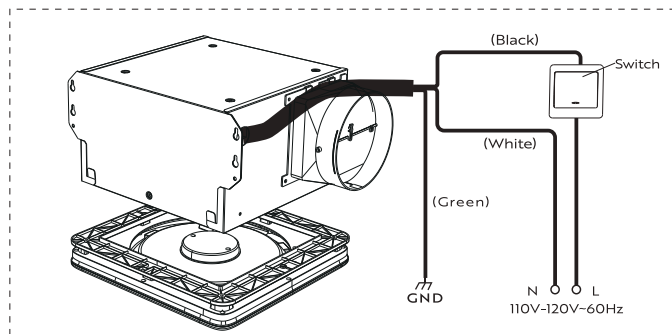
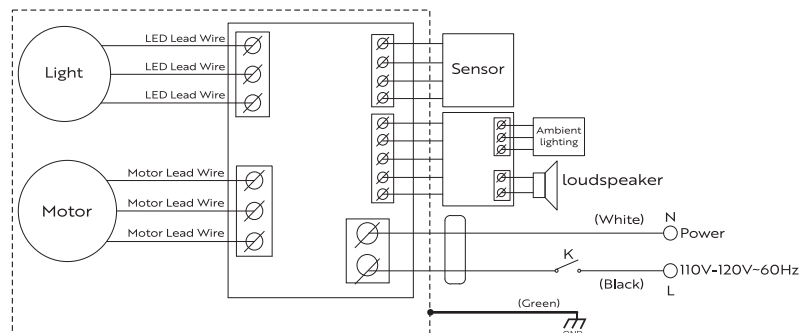
L

Black

GND

Green

Wiring Diagram



PLANNING INSTALLATION



WARNING

- Turn off power at the breaker box before beginning any installation work.



NOTES

- Some installation tools may not be included. Additional supplies can be found at your local hardware store.

- Carefully remove the unit from the packaging and verify that all components are included.
- Check that the motor operates normally by briefly testing the power before installation.



BEFORE YOU START

- Confirm that the area above the installation location provides enough space for wiring, ductwork, and proper ventilation.
- Inspect existing ductwork and wiring to ensure they are in good condition before proceeding.
- Choose an installation location that will allow easy access for future maintenance or inspections—without removing the entire fan.



After receiving the product, verify all accessories are included and briefly test the power to ensure the motor operates normally. Do not proceed with installation until all checks are complete.

NOTE: Installation steps may vary depending on the existing bath fan setup. Some installation materials are not included and may need to be purchased separately. Most required supplies are readily available at local home improvement or hardware stores.

TOOLS REQUIRED (not included)



Claw Hammer



Drill Bits



Flathead Screwdriver



Duct Tape



Pliers



Philips Head Screwdriver



Utility Knife



Electric Drill



Goggles



Gloves



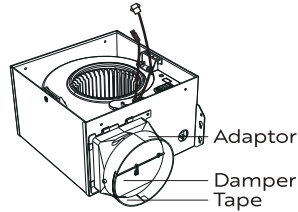
Choose One Installation Method to Mount Your Exhaust Fan

IMPORTANT SAFETY INFORMATION

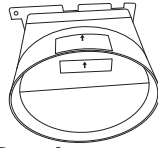
Turn off power at the service panel before installation.

Wear **protective gloves** during installation to avoid injury.

Remove the **protective tape** from the duct adaptor. This tape secures the damper during shipping and must be removed before operation.



Align the blade arrows with the window arrows, then complete the air outlet installation.



Option 1: New Construction with Flex Bracket

Best for:

New home construction or major remodels
Open ceiling with exposed joists
Installations **before drywall is installed**

Step 1: Install the Flex Bracket

Attach one side of the flex bracket to a joist using **4 screws (ST4×40mm)**.

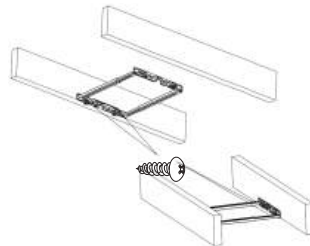
Adjust the bracket length to fit joist spacing (**12 in to 22 in**).

Secure the other side with **4 additional screws**.

Ensure the **bottom of the flex bracket is flush with the bottom of the joists**.



(ST4×40mm) ×8 pcs



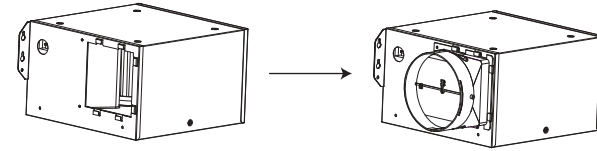
Step 2: Install the Backdraft Damper



Attach the backdraft damper to the fan housing. Secure it firmly using **two screws (ST4×8mm)**.

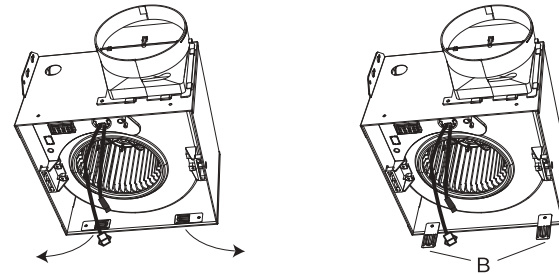
(ST4×8mm)×2pcs

*Remove damper tape before proceeding.



Step 3: Prepare the Fan Housing

Pull the four mounting tabs on the fan housing into the vertical position.

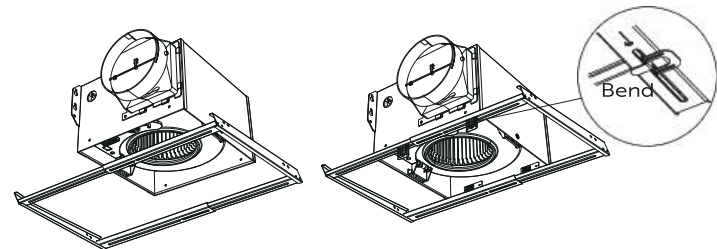


Step 4: Mount the Fan Housing to the Bracket

Align the tabs with the slots on the flex bracket.

Insert the tabs through the slots until the housing rests securely on the bracket.

Bend the tabs outward on both sides to lock the housing in place.

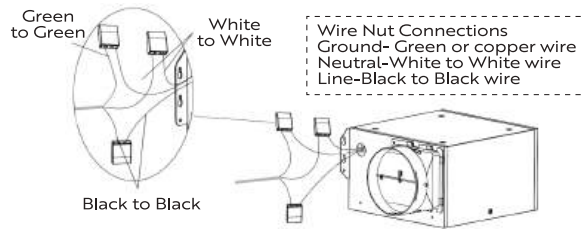


Step 5: Connect Electrical Wiring

Use wire connectors to connect 120V AC house wiring from the wall switch to the fan.
Follow the wiring diagram carefully.

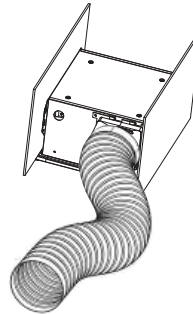
CAUTION:

If wire colors do not match the diagram, identify each wire function before connecting. Consult a licensed electrician if necessary.



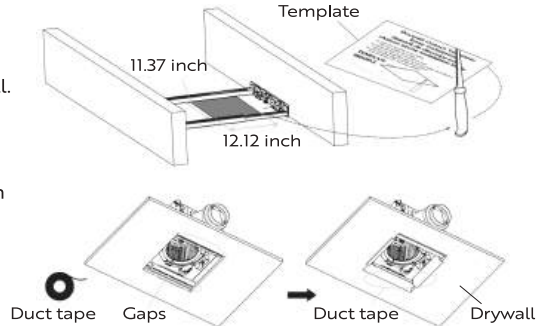
Step 6: Secure Framing and Connect the Duct

Connect a **6-inch** round duct to the duct connector.
Seal the connection with duct tape (not included) or a clamp.
Restore power and check for abnormal noise or vibration.



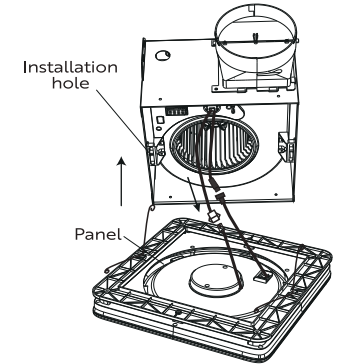
Step 7: Finish the Ceiling

After inspection, install drywall.
Cut the ceiling opening using the provided template or to **11.37 × 12.12 in** (289 × 308 mm).
Ensure the opening aligns with the inside edge of the fan housing.
Seal all gaps with duct tape to prevent air leakage.



Step 8: Install the Grille Panel

Connect the panel to the light tube in the housing. Squeeze one spring and insert it into the spring guide in the housing. Repeat for the second spring. Push the grille firmly against the ceiling. Confirm the panel is secure and stable.



Installation Option 2: Direct Mount to Joist (No Flex Bracket)

Best for:

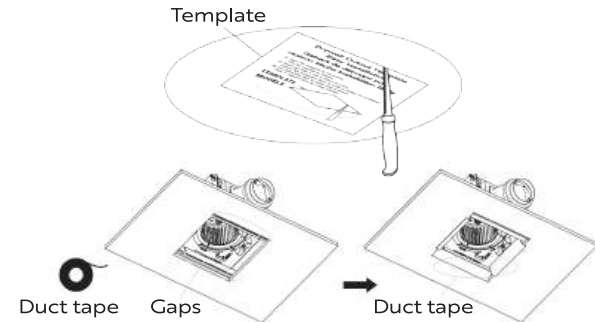
Ceiling openings where one edge is flush with a joist
Remodels or installations after drywall is in place
Limited ceiling access

Step 1: Prepare the Ceiling Opening

Cut the ceiling opening using template or **11.37 × 12.12 in**.
One edge of the opening must align flush with a joist.
Seal all gaps with duct tape.

NOTE:

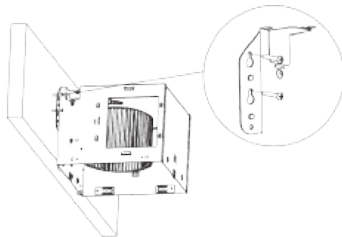
Using duct or aluminum tape is standard practice to improve airtightness and efficiency.



Step 2: Mount the Fan Housing

Secure the housing to the joist using 4 expansion screws through the mounting keyholes. Ensure the bottom of the housing is flush with the finished ceiling.

- 10 Expansion Screw
x4 sets

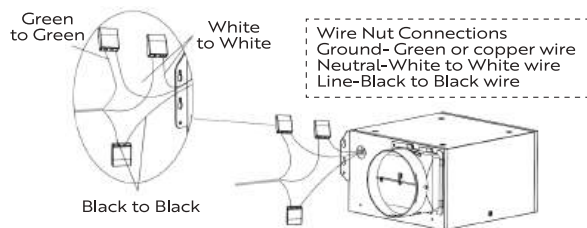


Step 3: Connect Electrical Wiring

Connect 120V AC wiring using wire connectors. Follow wiring diagram instructions.

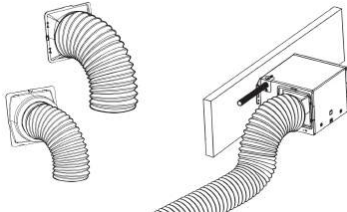
CAUTION:

Verify wire functions if colors differ. Consult a professional if needed.



Step 4: Connect the Duct

Attach a **6-inch round duct** to the fan outlet. Secure with duct tape or clamp. Insert the duct connector into the housing following the guide slot until it clicks into place.



TIP:

Using an insulated duct helps prevent condensation in cold attic spaces.

Step 5: Install the Grille Panel (same as step 8 in page 10)

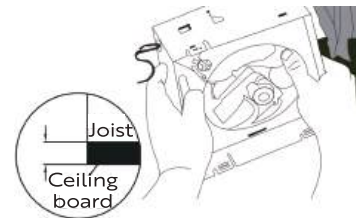
Installation Option 3: Retrofit Installation (Replacing an Existing Fan)

Best for:

Replacing an old or failed bathroom exhaust fan
Existing ceiling opening and ductwork
Minimal ceiling modification desired

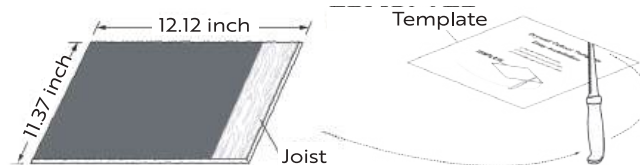
Step 1: Remove the Existing Fan

Turn off power at the breaker.
Remove the old fan housing from the ceiling.



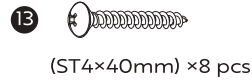
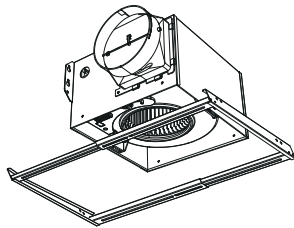
Step 2: Adjust the Ceiling Opening

Cut or adjust the opening to **11.37 x 12.12 in** if necessary. If the opening is too large, patch with drywall supported by a wooden backing. Repair patched areas with spackling compound after installation.



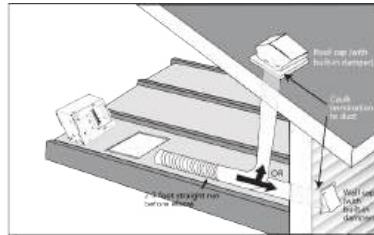
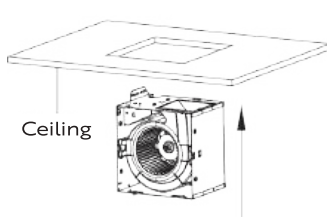
Step 3: Install the Flex Bracket

Insert the flex bracket through the ceiling opening.
Attach it to the joists using 8 screws (ST4 x 40 mm).
Adjust to fit joist spacing (12-22 in).
Ensure the bracket is flush with the bottom of the joists.



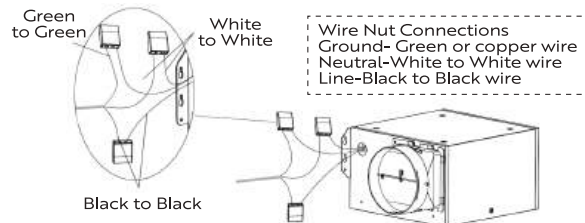
Step 4: Insert the Fan Housing

Insert the housing through the ceiling opening.
Rotate and position it inside the ceiling cavity as shown in the illustration.



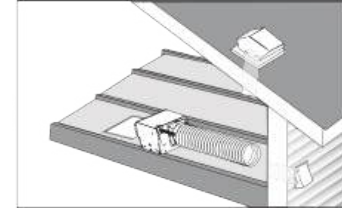
Step 5: Connect Electrical Wiring

Pull house wires through the wiring cover knockout.
Connect using wire connectors per wiring diagram.



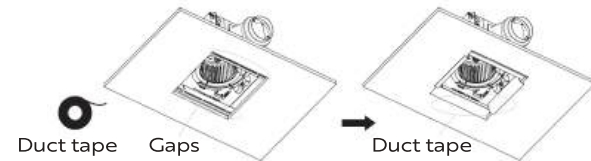
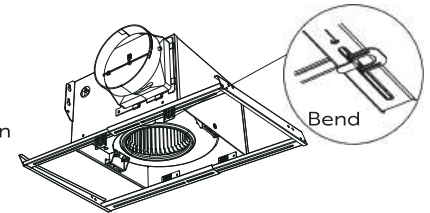
Step 6: Connect the Duct

Attach a **6-inch round duct** and secure with tape or clamp.
Insert the duct connector into the housing until it clicks securely into place.

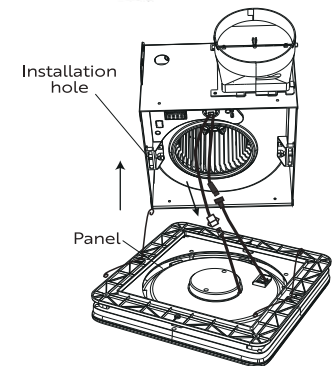


Step 7: Secure the Fan Housing

Pull the four mounting tabs upright.
Insert tabs into the bracket slots.
Bend tabs outward to lock housing in place.
Seal all gaps with duct tape.



Step 8: Install the Grille Panel (same as step 8 in page 10)



Final Note

Sealing all duct and housing gaps is standard HVAC practice and helps improve airflow efficiency while reducing noise and air leakage.

Exhaust Fan Operation



1. Turning the Fan On

Flip the wall switch to the **ON** position to activate the fan.



2. Turning the Fan Off

Flip the wall switch to the **OFF** position to turn the fan off.



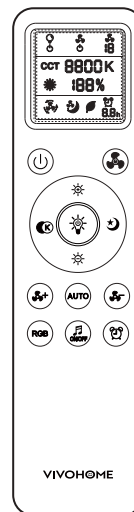
NOTES

The humidity sensor is **not manually adjustable**. The fan will automatically regulate its airflow based on the surrounding humidity level. Holding a tissue near the grille is **not a reliable test** of airflow. If the fan clears steam within approximately **15 minutes after a shower**, it is operating correctly.

Remote Control Operation



Choose an Operating Mode



1. "AUTO" Auto Humidity Sensing Mode

The fan automatically adjusts based on indoor humidity. It turns off when humidity falls below 50%, and turns on when humidity is above 50%.

Press once to turn on auto mode; press again to turn it off. The mode cycles on/off with each press. In this mode, manual fan speed adjustment is not available.

2. Manual Mode

In any mode, pressing "↔" enters manual mode. When the fan is turned on again, it resumes the speed it was at before being turned off (memory function). Press Fan "↔" to adjust the fan speed; there are 6 speed levels.

Beep confirmation:

Two beeps: reached maximum or minimum speed.
One beep: switched to any intermediate speed.

3. "↔" Fan OFF Button

4. Light

"☀" Light ON/OFF Button

Press once to turn the light on; press again to turn it off. The color temperature and brightness will return to the state before the light was last turned off (memory function).

"☀" Brightness + / "☀" Brightness -

Press to adjust the brightness level. The brightness cycles in the following order: 10% → 20% → 40% → 60% → 80% → 100%, and then repeats.

"🌈" Color Temperature

Press to adjust the color temperature. The settings cycle as follows: 2700K → 3200K → 4000K → 5000K → 5700K, then repeats.

"🌙" Night Light

Press once to turn on; press again to turn off. When on, the light outputs 2700K at 10% brightness.

5. "RGB" RGB light

This function features a memory mode. When the RGB light is turned off, it will automatically resume its last used mode upon the next power-on.

- Mode 1: Aurora Mode: Colors change and cycle automatically.
- Mode 2: Mono Mode: Press the button once to cycle through solid colors in sequence: Red → Orange → Yellow → Green → Cyan → Blue → Violet.
- Mode 3: Breathing Mode: Colors automatically fade in and out through the 7-color sequence without manual operation.
- Mode 4: Pinwheel Mode: Automatically cycles through 6 preset two-color combinations.

Turn Off: Press and hold the button for 3 seconds to turn off the RGB function.

Music Sync: The RGB light will not sync to music unless the Bluetooth speaker is enabled.

6. "⌚" Set and cancel a timer

Select **0.5H / 1H / 1.5H** to activate the timer immediately.

Pressing the **same timer button again** resets the countdown to the full selected duration.

Example: If 0.5H has been running for 0.1H, pressing 0.5H again restarts the timer from 0.5H.

Repeated presses of the same timer button do not cancel the timer.

Adjusting fan speed does not cancel the active timer.

Press Power-Off  to cancel the timer immediately.

Press and hold the Auto key for 3 seconds to cancel the timer.

7. "🔊" Bluetooth & Music Sync Power Control

- Press once to turn on the Bluetooth speaker. The unit will emit a beep. Open your phone's Bluetooth settings and search for the device to pair. When pairing is successful, a beep will sound.

If pairing fails, press once to turn off the Bluetooth speaker, then restart Bluetooth and try pairing again.

Default operation: Short press once to turn on; short press once to turn off.

When the Bluetooth speaker is turned on, the RGB light syncs with the music by default. Press and hold for 3 seconds to cancel RGB music sync. Press and hold again to restore it.

8. Buzzer

Press and hold the RGB and Timer buttons simultaneously for 3 seconds. The unit will emit three short beeps ("di di di") and turn off the buzzer function.

Press and hold again for 3 seconds. The unit will emit one long beep (1 second) and turn the buzzer function back on.

9. "⏻" Power-Off (Standby)

Press to turn the fan off.

This button cannot turn the fan on.

(Simply press the function button to activate the corresponding function.)

NOTES

1. Startup Mode

The unit returns to the previous mode before it was turned off.

If the unit was turned off by pressing the standby button, it will power on in standby mode.

2. Remote Pairing

The remote is paired at the factory and ready for use.

If you replace it with a new remote, follow these steps:

- Power on the exhaust fan. During the 30-second pairing window, the unit emits one long beep "Beeeeep."
- Press the "⏻" on the new remote five times quickly.
- The unit will emit another long beep "Beeeeep," indicating successful pairing.

Once paired, the remote retains its pairing information even after power loss — no re-pairing needed.

Mode	Condition / Speed Level	Operating Mode	Airflow (CFM)
Auto (Humidity Sensor Mode)	R≤50%	Turn Off	/
	50% < R < 80%	Normal Mode	160 CFM
	R≥80%	Storm Mode	240 CFM
Manual Mode	F1	Quiet Mode	90 CFM
	F2	Quiet Mode	120 CFM
	F3	Normal Mode	160 CFM
	F4	Normal Mode	180 CFM
	F5	Storm Mode	200 CFM
	F6	Storm Mode	240 CFM

Color Temperature	2700k Warm light	3200k Warm light	4000k Natural light	5000k Cool light	5700k Cool light	/
Brightness	10%	20%	40%	60%	80%	100%
Night light	200 lm, 2700K at 10% brightness					

SECTION H

Troubleshooting



Problem	Possible Cause	Solution
The fan is louder than expected	Damper damaged or stuck	Check if the damper opens/closes smoothly; contact support if damaged.
	The duct is sharply bent near the fan's outlet	Avoid bending the duct until at least 18 inches away from the outlet
	The fan outlet is reduced to fit a smaller duct	Use a duct size that matches the fan outlet
	The fan housing is not securely mounted	Make sure the fan is firmly attached to the ceiling joists.
The fan is not clearing the room	Insufficient airflow intake	Keep a door or window slightly open to allow fresh air to enter the room.

Problem	Possible Cause	Solution
The fan is not clearing the room	CFM is too low for the room size	Ensure the fan's CFM rating is appropriate for the room's square footage.
Bluetooth speaker not working	The speaker cable between the front panel and the fan was not properly connected.	After powering off, remove the panel, reconnect the two necessary interfaces, and then reconnect Bluetooth.
	Your phone has been connected to multiple Bluetooth devices, which may cause the volume to become out of sync.	You'll need to enable "Sync current device" above the Bluetooth icon.
I've connected via Bluetooth and turned on the music, but the colored lights aren't moving in sync with the music.	The current mode is set to not follow the music. The product is shipped with music sync enabled by default. It may have been accidentally changed to the non-sync mode.	Press and hold "🎵" for 3 seconds to enable music sync mode. Once enabled, the RGB light will sync with the Bluetooth speaker whenever it is turned on (memory function).
Why can't the colored lights be turned off by themselves?	If you want to switch the colored lights to CCT lighting	Pressing any of the CCT light buttons, including those for color temperature, brightness, and night light, will switch the colored lights off.
	Turn off the colored lights directly	Press and hold "RGB" for 3 seconds or more. A single beep will sound, and the RGB light will turn off immediately.



1. I can't hear or feel the airflow from the fan. Is it working properly?

This exhaust fan operates very quietly and exhausts air outward, so you may not hear any sound or feel airflow by hand during normal operation.

To check if the fan is working:

- Hold a tissue near the exhaust vent (for reference only, not fully accurate).
- Switch the fan to High mode for testing.
- In Silent mode, if the fan reduces moisture within about 15 minutes, it is operating normally.

2. My previous fan opening is not 11.37*12.12 in (289*308 mm). Can this fan be installed?

This product fits an opening size of **11.37*12.12 in (289*308 mm)** and has a panel size of **13.19*13.19 in (335*335 mm)**.

If your opening is smaller than 11.37*12.12 in (289*308 mm):

You can enlarge it using the included template. As long as the opening is **between 11.37*12.12 in (289*308 mm) and 13.19*13.19 in (335*335 mm)**, the fan can be installed (wood strips can be used for reinforcement if needed).

If your opening is larger than 13.19*13.19 in (335*335 mm):

Installation is not recommended.

3. The remote control is not working. What should I do?

Try the following steps:

- Replace the batteries if they are dead.
- Re-pair the remote with the fan if it has lost connection.
- If the remote is still not working, contact us for a replacement.

4. The fan seems to spin in reverse when powered on, and I don't feel airflow. Is this normal?

Yes, this is normal.

This fan uses a DC motor, which may briefly spin in reverse for **1–2 seconds** when it is first powered on. It will automatically switch to the correct direction. The initial reverse motion may appear more noticeable due to visual perception.

Also, since this is an exhaust fan, airflow is mainly felt at the exhaust vent—not near the fan blades.



1. Read all instructions and safety warnings before beginning installation. Review the exploded view diagram provided.
2. Disconnect power at the circuit breaker or by removing the fuse before performing any electrical work. This ensures full disconnection from the power supply.
3. All electrical work must be performed by a licensed and qualified electrician.
4. Use common sense and exercise caution throughout the installation and operation of this product.
5. This product is not intended for use by individuals (including children) with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, unless they are supervised or instructed by a person responsible for their safety.
6. Children must be supervised to ensure they do not play with the appliance.
7. Use a power cord rated for at least 10 amps.
8. Do not cut or notch joists, beams, or rafters to install the fan.
9. Be careful not to damage hidden electrical wiring or plumbing when cutting into the ceiling.
10. Install the fan so that switches and controls are out of reach of anyone using a bath or shower.
11. Do not install the fan directly above a shower or bathtub, or in any location where it could be splashed with water.
12. After installation, verify that all connections are secure to prevent the unit from falling and causing injury or property damage.
13. Do not insert objects through the fascia grille.
14. If the power cord is damaged, it must be replaced by the manufacturer, their service agent, or a qualified electrician using only manufacturer-approved parts.
15. Do not install or use the fan outdoors or in any area where it could be exposed to water or moisture. Indoor use only.
16. The fan should be mounted at least 7 feet (2.1 m) above the floor.
17. A multi-pole switch is required for installation. The gap between contacts must be at least 3 mm.
18. Use vent covers to prevent the entry of water or insects into the ducting system.



1. Turn off the power before performing any maintenance.
2. Remove the cover. Clean these parts with water and a brush. Use a soft cloth and a mild detergent to wipe off grease.
Do not use water over 140°F (60°C), petroleum-based products, benzene, thinner, or any other harsh solvents.
Important: Do not allow water to enter the motor.
3. Dry all cleaned parts thoroughly using a soft dry cloth or allow them to air dry completely. Reassemble all parts in the reverse order of removal.
4. During the warranty period, if the fan malfunctions due to manufacturing defects under normal use, it will be repaired or replaced free of charge.
5. After the warranty period, repair services are not provided, but you may contact our customer support team for maintenance advice.
6. The warranty does not cover the following cases:
 - Use of non-original or third-party replacement parts.
 - Malfunctions caused by incorrect operation, improper maintenance, unauthorized repair, force majeure events, or other external factors.



The VIVOHOMES warranty program is our commitment to you. We are committed to providing you with a high-quality product that meets your needs and expectations. To demonstrate our confidence in the durability and performance of our products, we offer the following warranty.

WARRANTY COVERAGE

This warranty applies to all orders, purchases, or use of products sold only by VIVOHOMES and is valid for 1 year from the purchase date. Please note, this warranty only covers the original order. If a replacement is provided within the warranty period, it does not extend the warranty.

WARRANTY EXCLUSIONS

This warranty does not cover damages caused by misuse, accidents, unauthorized modifications, or any factors unrelated to product manufacturing and design, including but not limited to:

- Loss of parts during use.
- Normal wear and tear of products or parts.
- Incorrect installation (e.g., using the wrong voltage) or improper assembly.
- Overloading the product's bearing capacity.
- Usage in extremely harsh conditions.
- Improper cleaning or lack of maintenance.
- Damage resulting from unintended use of the product.
- Damage resulting from unauthorized modifications or service.
- Indirect losses or damages related to the product.

HOW TO MAKE A WARRANTY CLAIM

If you encounter any defects affecting the product's functionality or if the product fails and cannot be repaired during the warranty period, please reach out to our customer service team via email, Amazon, or our app's messaging service at your earliest convenience. To expedite your claim, kindly include:

- Order number
- Photos and/or videos illustrating the issue
- A detailed description of the problem

VIVOHOMES will provide technical support, replacement, refund, or other solutions based on the issue's specifics. If you wish to return the original package for any reason, please contact us for confirmation before initiating the return. You can expect a response within 48 hours.

Thank you for choosing VIVOHOMES. We are dedicated to ensuring your satisfaction and the quality of your purchase. If you have any questions or need further assistance, please don't hesitate to reach out to our customer service team.