

# Trouble-shooting Manual

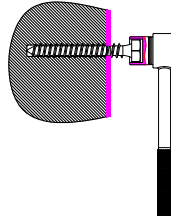
## (Low-profile Wall Mount)

This manual applies to low-profile wall mounts  
Please refer to this manual when encountering installation issues.

## CAUTION:

- Please refer to this manual when encountering installation issues. Since it's general solution, it cannot help or for defective product, please contact us with more details of issues (TV parameters, VESA hole/mounting hole, pictures highly recommended).
- Mount shown here is indicative only. If there is any inconsistency between the image and the actual product you received, the actual product will govern.

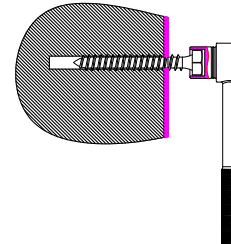
### Case 1 Lag bolt is difficult to screw into stud



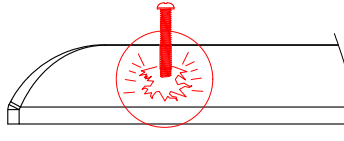
#### Solution:

If lag bolt is damaged, please contact customer service for new lag bolt to replace. And follow the installation instruction to ensure:

1. Pre-drill the pilot holes to required length.
2. Use open wrench or socket wrench, rather than electronic tool, which will damage the lag bolt.

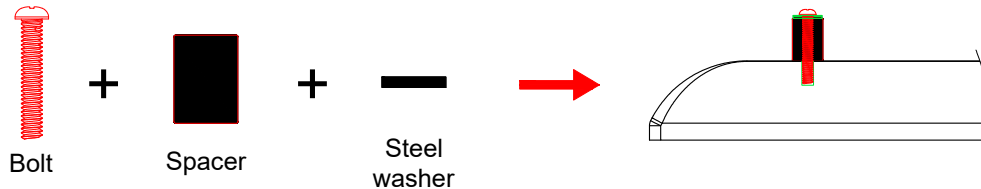


## Case 2 Bolts longer than bolt hole on TV

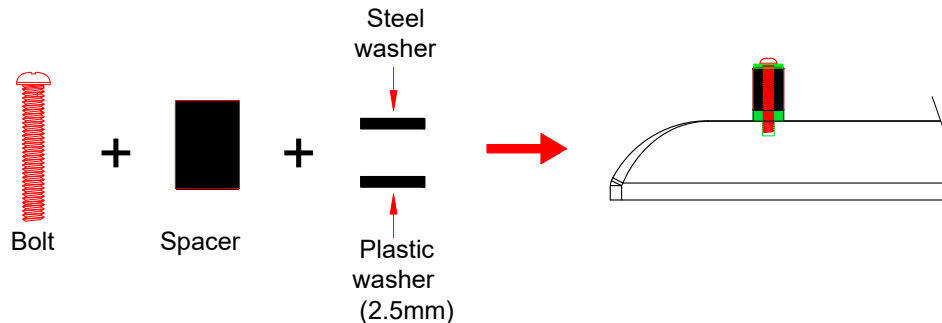


### Solution:

2-1 Add spacers / washers to accommodate the bolt length.



2-2 If try solution 2-1, bolts still long ,please add 2.5mm washers (provided in shipping box).



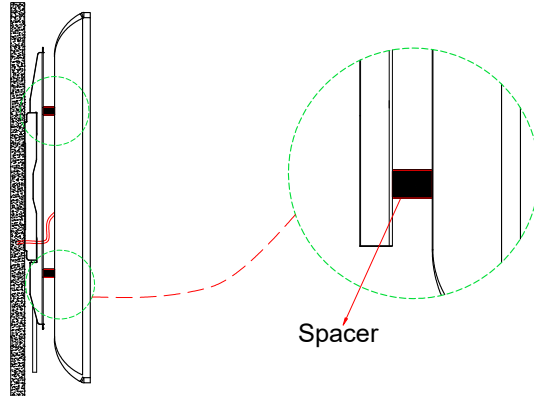
2-3 If above fail, please go to local hardware store to buy bolts/washers to fit the TV holes.

## Case 3 Limited operation space between wall and bracket



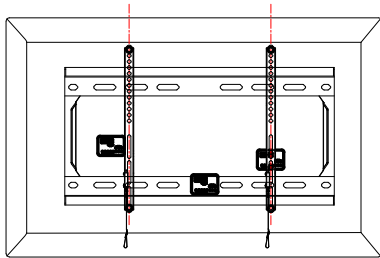
### Solution:

Add spacers between bracket and TV to enlarge space.



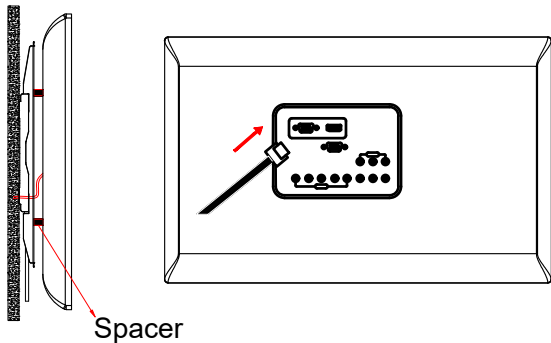
Spacer

## Case 4 Cables blocked by mount/bracket



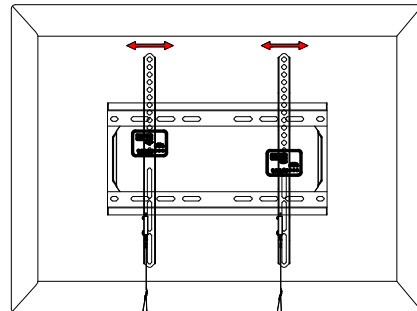
### Solution:

4-1 Add spacers between bracket and TV back, then plug in cable first and hang TV.



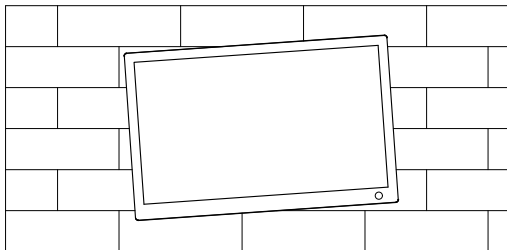
Spacer

4-2 If VESA less than mount's max line, please move bracket away from the cables.



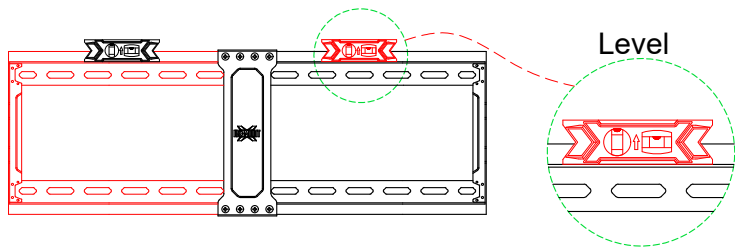
4-3 If above solutions cannot help, please contact us with information (TV back pictures, VESA, TV weight) for best solution.

## Case 5 TV not level

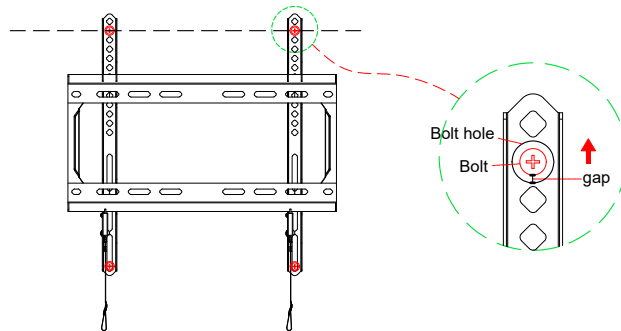


### Solution:

5-1 Check if the wall plate is level with provided bubble level. If wall plate not level, adjust it to level.

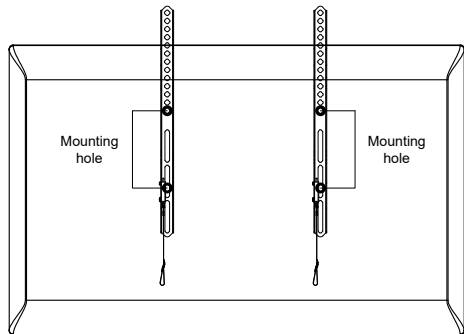


5-2 Use bolt holes at same level, and pull bracket upward to reduce the gap between the hole and bolt, then fasten them finally.



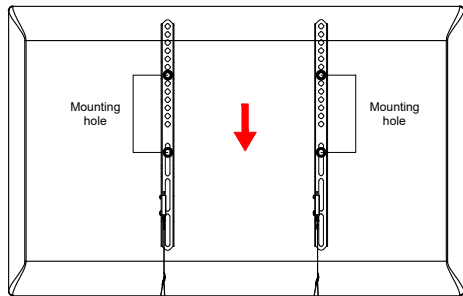
5-3 If above solutions cannot help, please contact us.

## Case 6 Brackets stick out the TV

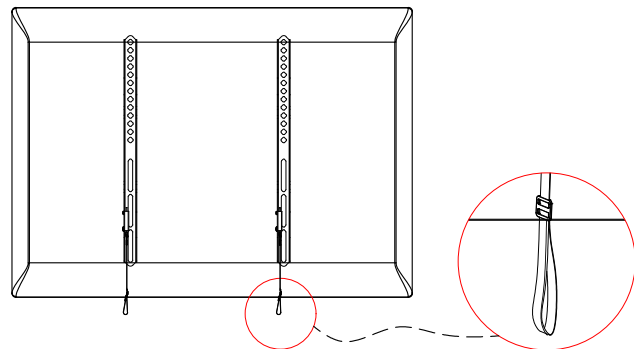


### Solution:

Move Brackets downward, and use upper bolt holes to attach TV.



## Case 7 Strap sticks out of TV



### Solution:

Use slide buckle to shorten the straps. If still long, tape straps up onto TV or cut it off.

