

Trouble-shooting Manual (Soundbar Mount)

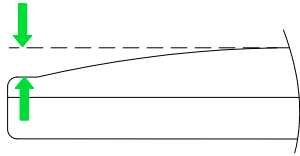
This manual applies to Soundbar Mounts

Please refer to this manual when encountering installation issues.

CAUTION:

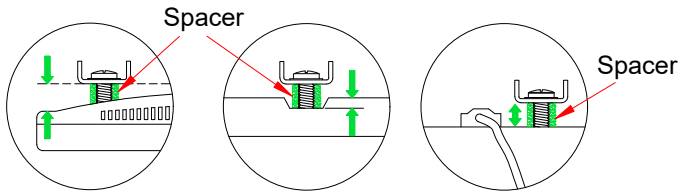
- Please refer to this manual when encountering installation issues. Since it's general solution, it cannot help or for defective product, please contact us with more details of issues (Soundbar parameters, VESA hole/mounting hole, pictures highly recommended).
- Mount shown here is indicative only.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

Case 1 The back of the TV not level

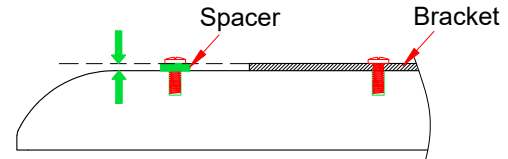


Solution:

1-1 If TV back not level, add spacers for more spacing between wall mount and wall.

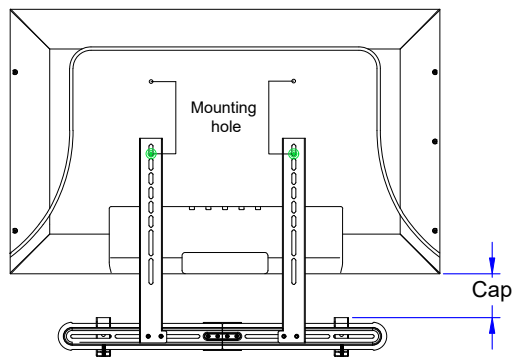


1-2 Attach the Assembled Soundbar Brackets, add 2.5mm spacers to keep level.



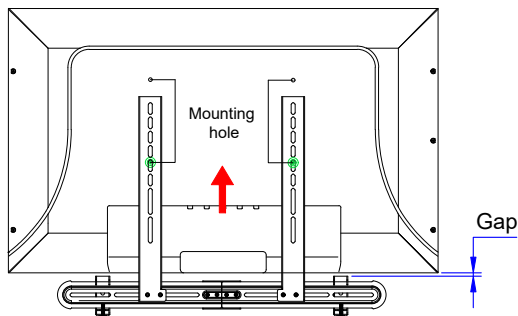
1-3 If above fail, please go to local hardware store to buy bolts/washers to fit the TV holes.

Case 2 The gap between soundbar bracket and TV bottom



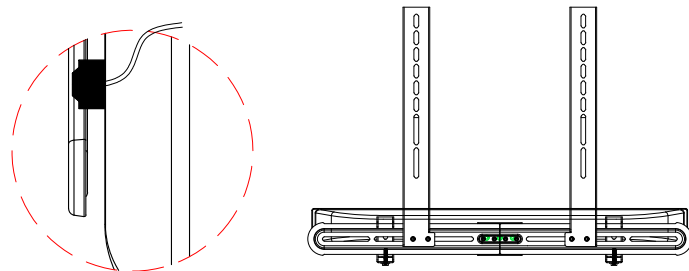
Solution:

2-1 Move Brackets upward, and use lower bolt holes to attach TV.



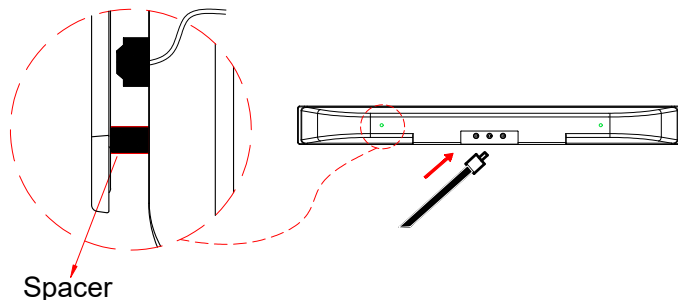
2-2 If above solutions cannot help, please contact us.

Case 3 Cables blocked by mount/bracket



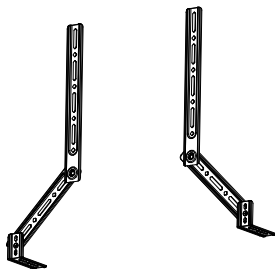
Solution:

3-1 Add spacers between bracket and soundbar back, then plug in cable first and hang soundbar.



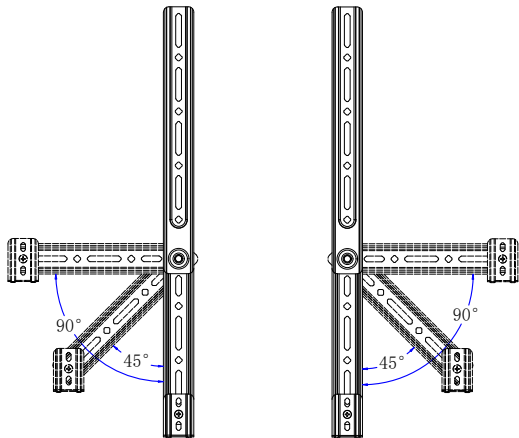
3-2 If above solutions cannot help, please contact us with information (back pictures, VESA, weight) for best solution.

Case 4 Different mounting holes on soundbar

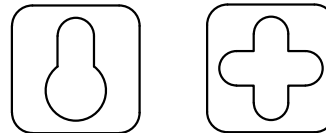


Solution:

- 4-1 Adjust the brackets to your soundbar (0/90°):
Loosen handle, adjust bracket to your desired position, then tighten handle.

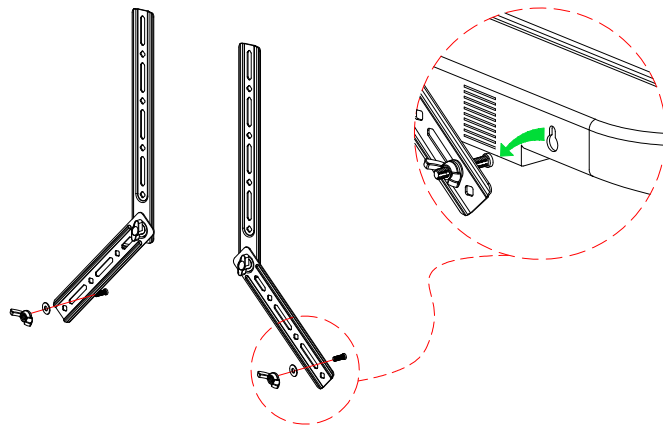


Case 5 Attach the soundbar of keyhole slot

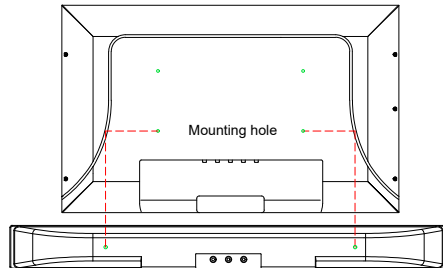


Solution:

- 5-1 Pass the keyhole screw through the mounting hole of the speaker bracket, and screw on the nut (no need to tighten). Hang speaker onto the keyhole bolt and then tighten the unit.

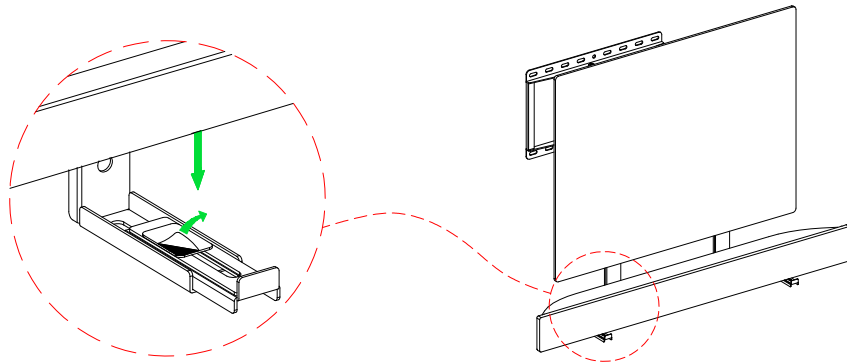


Case 6 The TV VASE hole does not match the soundbar hole or does not match the screw



Solution:

6-1 Install the soundbar without holes.



6-2 If above solutions cannot help, please contact us with information (back pictures, VESA, weight) for best solution.