

Trouble-shooting Manual

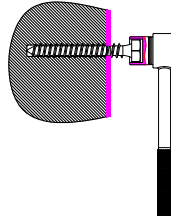
(Full-motion Wall Mount)

This manual applies to full-motion 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.

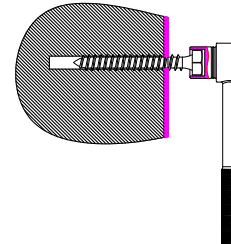
Case 1 Lag bolt is difficult to screw into stud



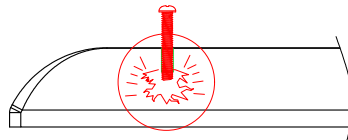
Solution:

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.

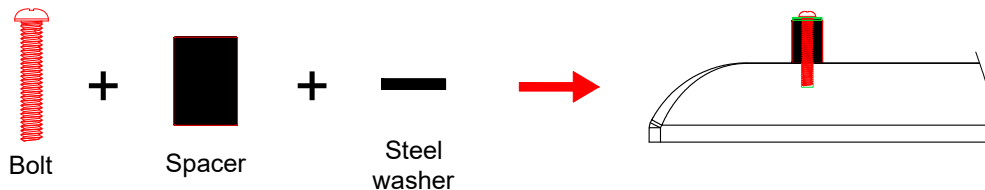


Case 2 Bolts longer than bolt hole on TV

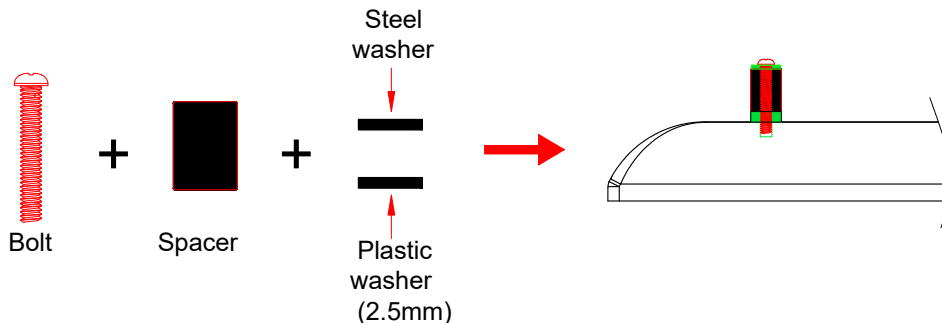


Solution:

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

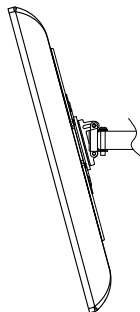


2-2 If try solution 2-1, bolts still long ,please add 2.5mm washers (provided in shipping box).



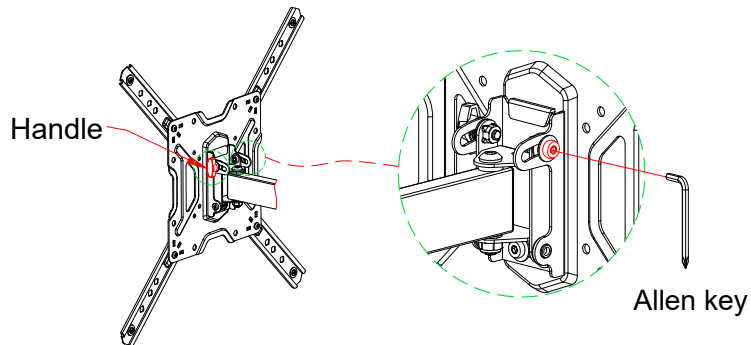
2-3 If above fail, please go to local hardware store to buy bolts/washers to fit the TV holes.

Case 3 TV keeps tilting

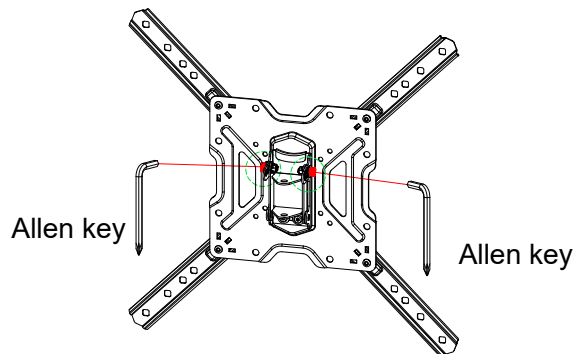


Solution:

3-1 Follow the instruction to make sure handle operation is correct, then fasten the screw opposite to the handle.

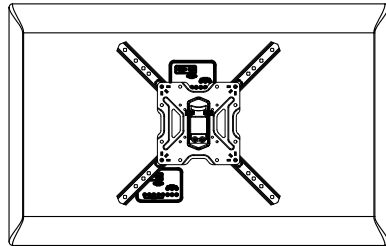
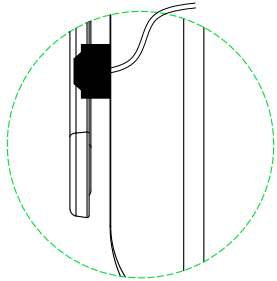


3-2 Fasten two bolts in the rear plate with Allen key.



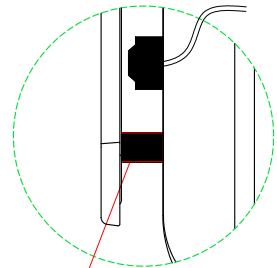
3-3 If above solutions cannot help, please contact us.

Case 4 Cables blocked by mount/bracket

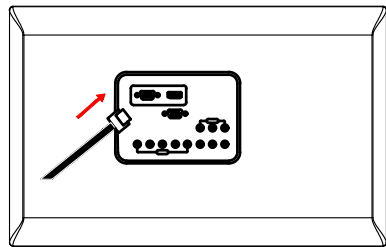


Solution:

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

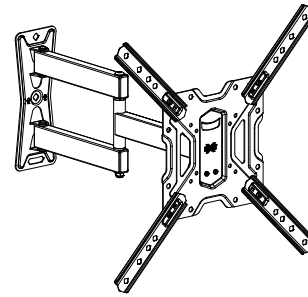


Spacer



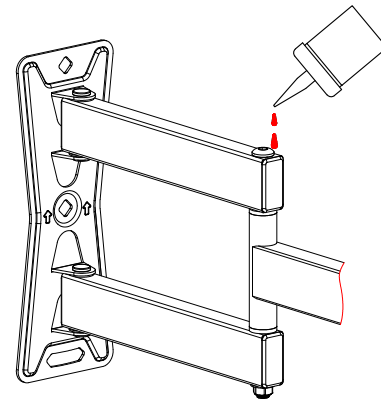
4-2 If above solutions cannot help, please contact us with information (TV back pictures, VESA, TV weight) for best solution.

Case 5 Arm is stiff to move

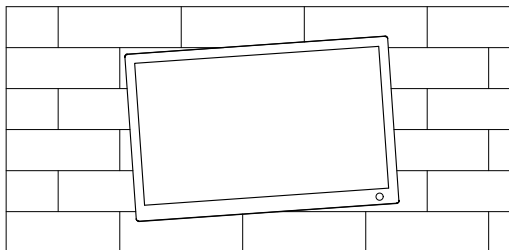


Solution:

Apply lubricant to the arm's joint.

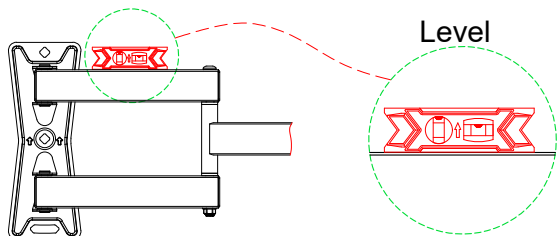


Case 6 TV not level or out of balance



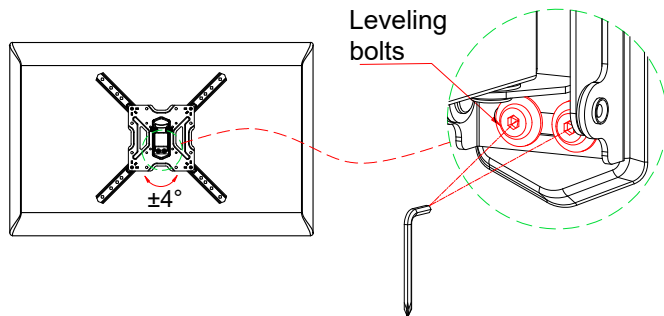
Solution:

6-1 Check if the wall plate is level with provided bubble level. If wall plate not level, adjust it to level.



6-2 Check if the TV plate is level. If TV plate not level, adjust it to level.

Use Allen key (provided in box) to loosen two leveling bolts in the rear TV plate, hold the TV to adjust to level, and fasten leveling bolts tightly.



6-3 If above solutions cannot help, please contact us.