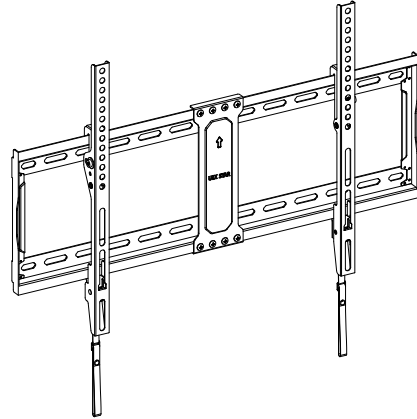


# USX STAR<sup>TM</sup>



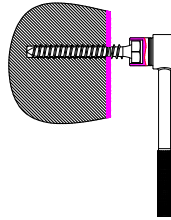
## Trouble-shooting Manual (Tilting Wall Mount)

This manual applies to tilting 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.

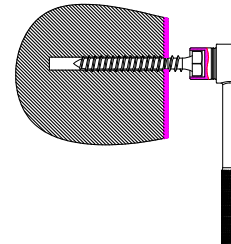
### Case 1 Lag bolt is difficult to screw into stud



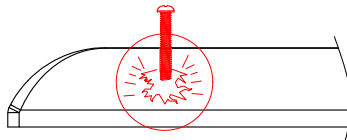
#### Solution:

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.

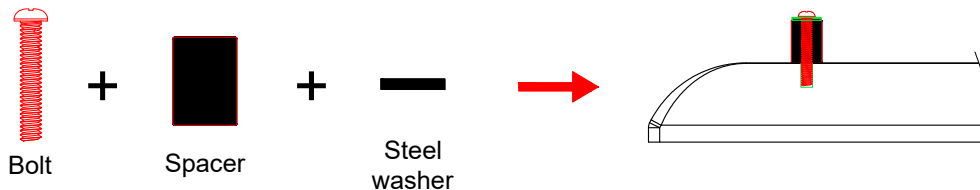


## Case 2 Bolts longer than bolt hole on TV

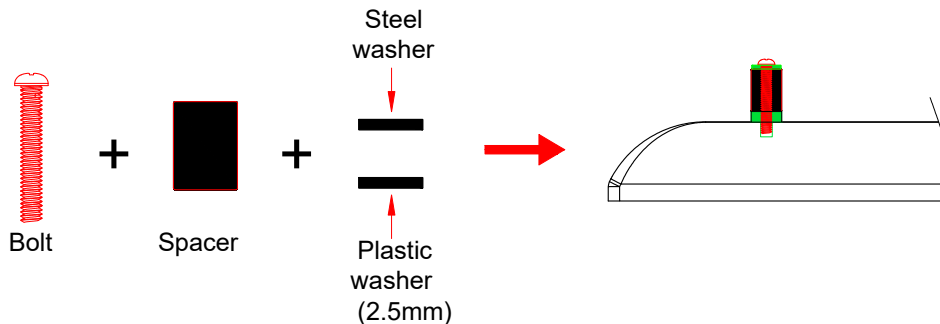


### Solution:

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



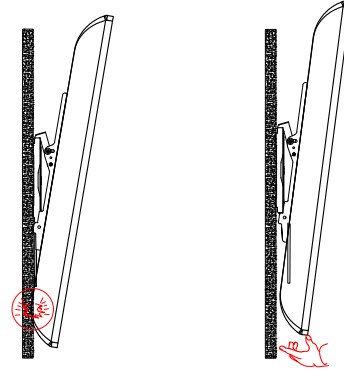
2-2 If try solution 2-1, bolts still long ,please add 2.5mm washers (provided in shipping box).



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

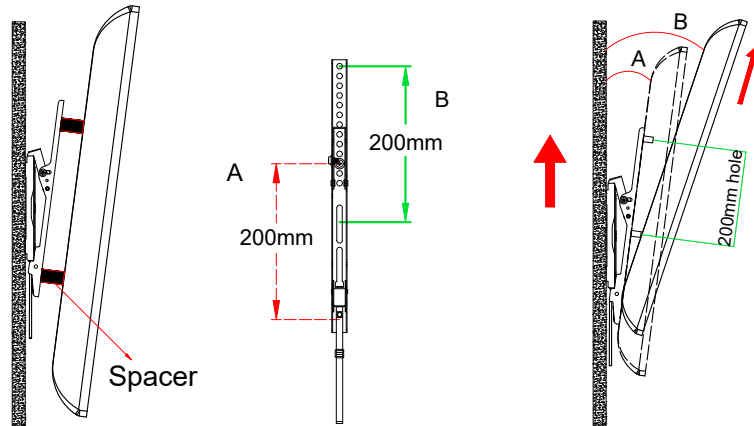
## Case 3 TV bottom hits the wall

- 3-1 TV bottom hits the wall.
- 3-2 Tilting angle not up to desired degree.
- 3-3 Limited operation space between wall and bracket.

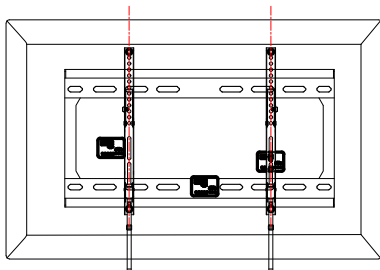


### Solution:

Add spacers between bracket and TV to enlarge space, then use upper VESA holes (like B) instead of lower ones (like A) (for VESA under 400 x 400).

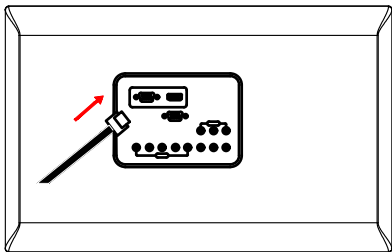
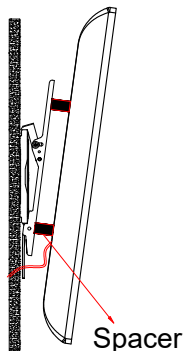


## Case 4 Cables blocked by mount/bracket

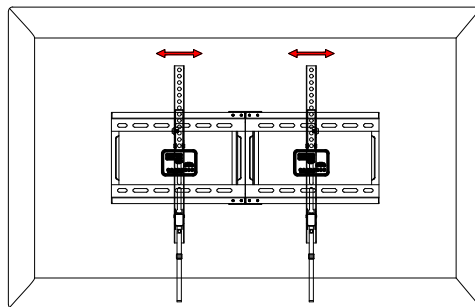


### Solution:

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

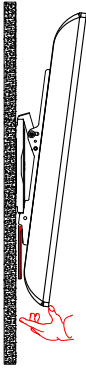


4-2 If VESA less than mount's max line, please move bracket away from the cables.



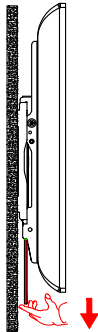
4-3 If above solutions cannot help, please contact us with information (TV back pictures, VESA, TV weight) for best solution.

### Case 5 Brackets cannot clip into wall plate, or hard to adjust the tilting angle

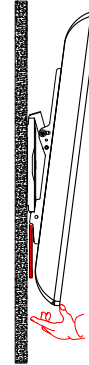


#### Solution:

Reduce the tilting angle to 0° first, then fasten the tilting bolt to some extent, hang TV into the wall plate, clip in bracket and adjust to the desired tilting angle.

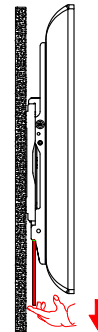


### Case 6 Hard to take off TV from the wall mount

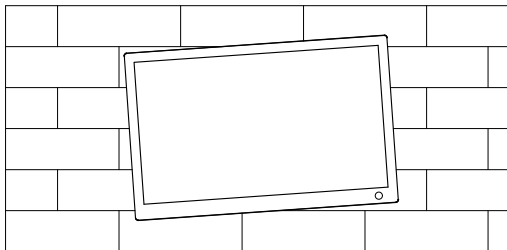


#### Solution:

Reduce the tilting angle to 0° first, then Pull down strap to take off TV from wall mount.

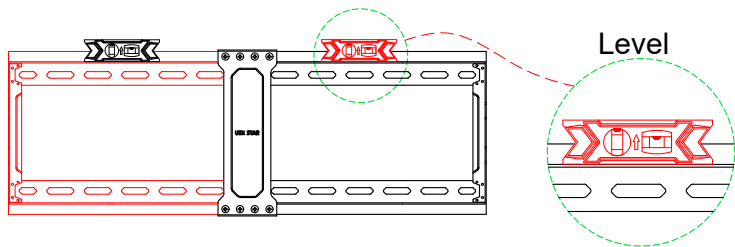


## Case 7 TV not level

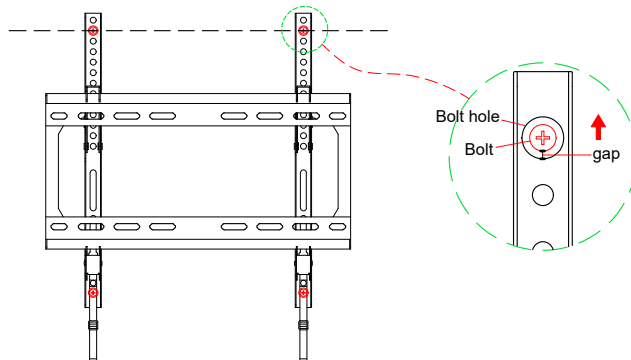


### Solution:

7-1 Check if the wall plate is level with provided bubble level. If wall plate not level, adjust it to level.

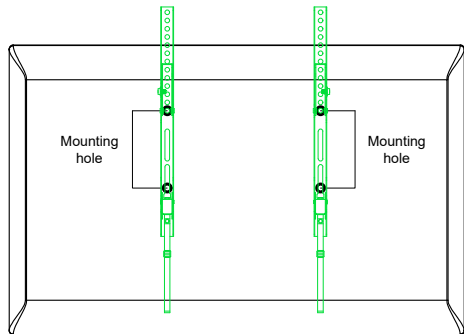


7-2 Use bolt holes at same level, and pull bracket upward to reduce the gap between the hole and bolt, then fasten them finally.



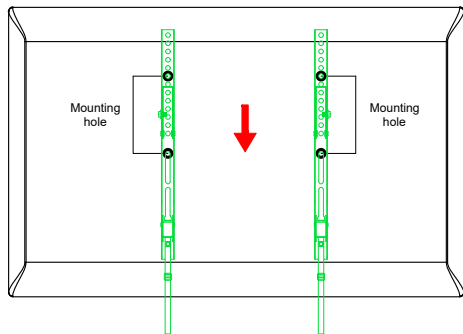
7-3 If above solutions cannot help, please contact us.

## Case 8 Brackets stick out the TV

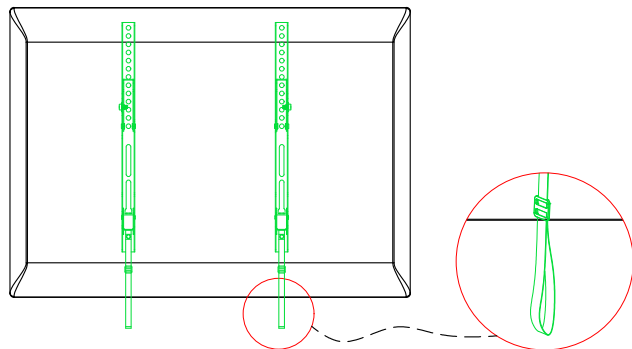


### Solution:

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



## Case 9 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.

