

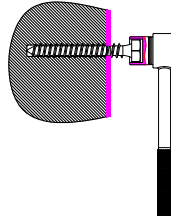
# Trouble-shooting Manual (Full-motion Wall Mount)

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.

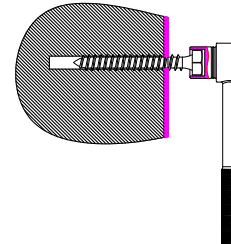
### Case 1 Lag bolt is difficult to screw into stud



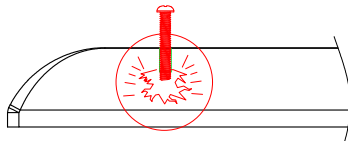
#### Solution:

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.

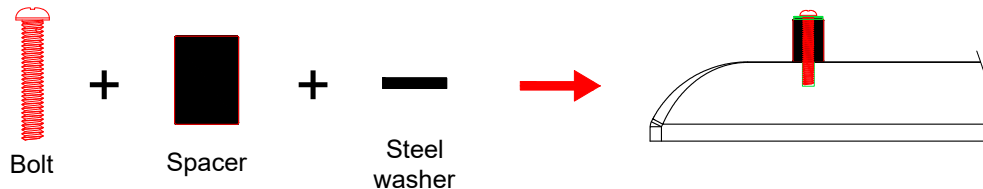


## Case 2 Bolts longer than bolt hole on TV

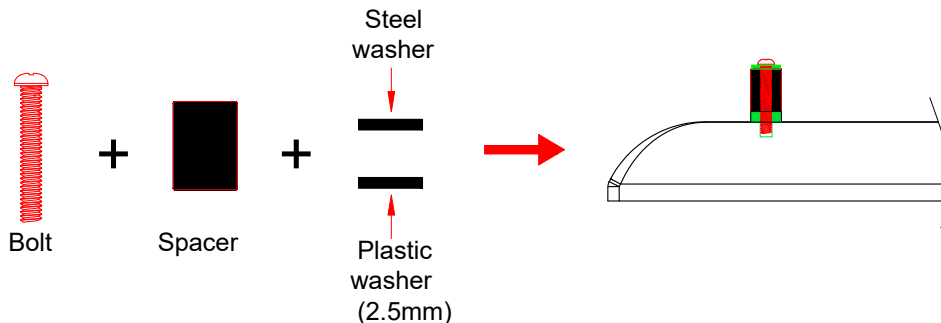


### Solution:

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

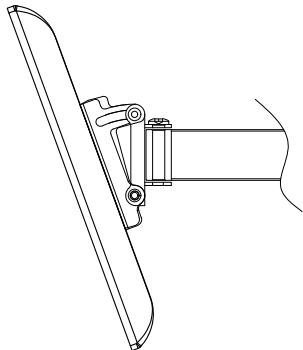


2-2 If try solution 2-1, bolts still long ,please add 2.5mm washers (provided in shipping box).



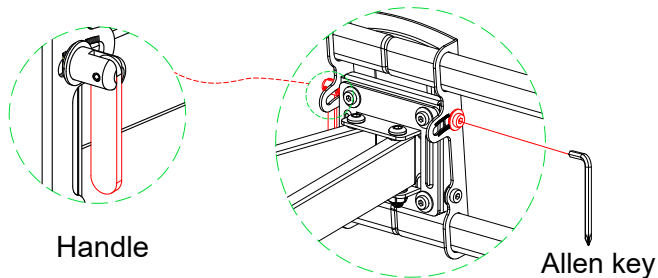
2-3 If above fail, please go to local hardware store to buy bolts/washers to fit the TV holes.

## Case 3 TV keeps tilting



### Solution:

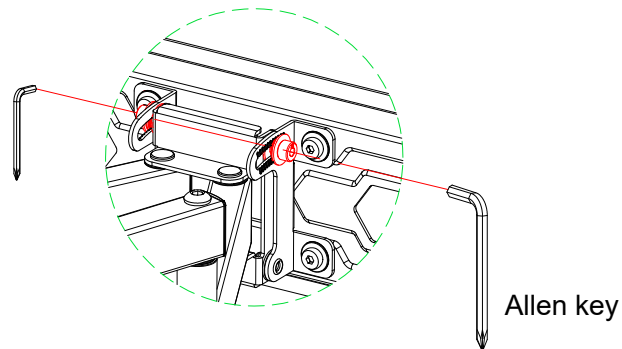
3-1 Follow the instruction to make sure handle operation is correct, then fasten the screw opposite to the handle.



Handle

Allen key

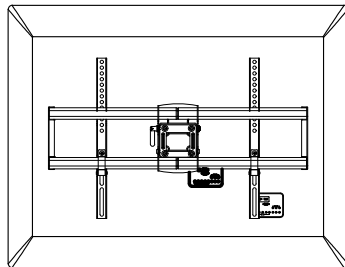
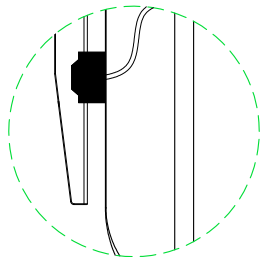
3-2 Fasten two bolts in the rear plate with Allen key.



Allen key

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

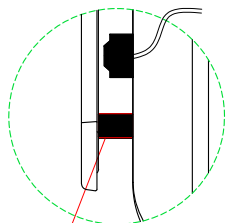
## Case 4 Cables blocked by mount/bracket



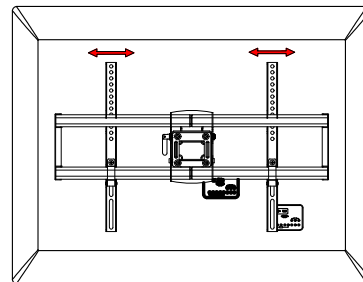
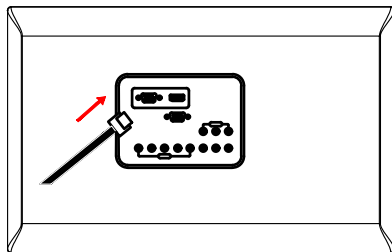
### Solution:

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

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

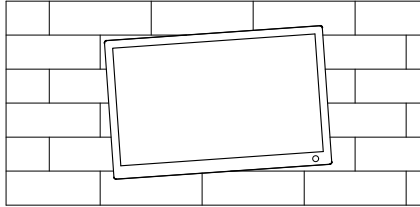


Spacer



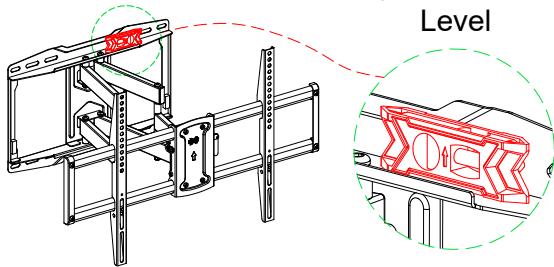
4-3 If above solutions cannot help, please contact us with information (TV back pictures, VESA, TV weight) for best solution.

## Case 5 TV not level or out of balance



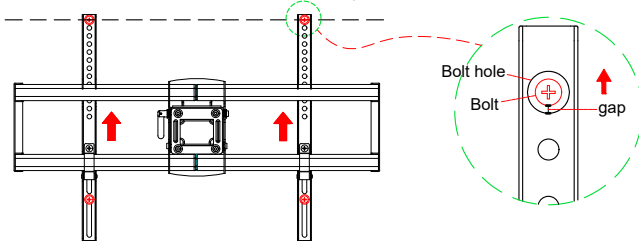
### Solution:

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



Level

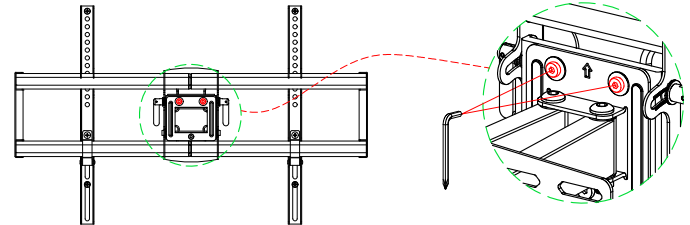
5-3 Use bolt holes at same level, and pull bracket upward to reduce the gap between the hole and bolt, then fasten them finally.



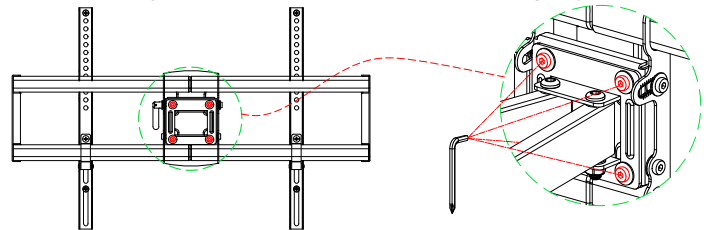
5-4 If above solutions cannot help, please contact us.

5-2 Check if the TV plate is level. If TV plate not level, adjust it to level.

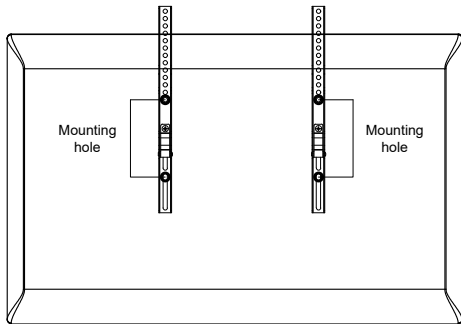
Use Allen key (provided in box) to loosen two leveling bolts in the rear TV plate, hold the TV to adjust to level, and fasten leveling bolts tightly.



Use Allen key (provided in box) to loosen four leveling bolts in the rear TV plate by MAXIMUM 2 turns, hold the TV to adjust to level, and fasten bolts tightly.

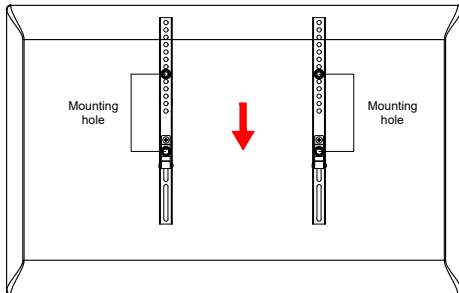


## Case 6 Brackets stick out the TV

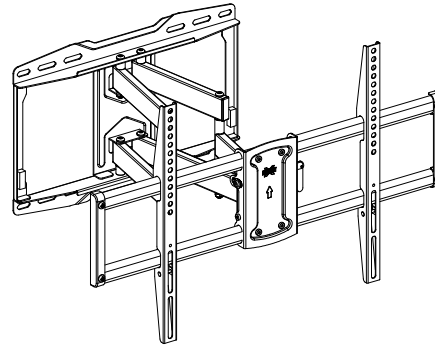


### Solution:

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



## Case 7 Arm is stiff to move



### Solution:

Apply lubricant to the arm's joint.

