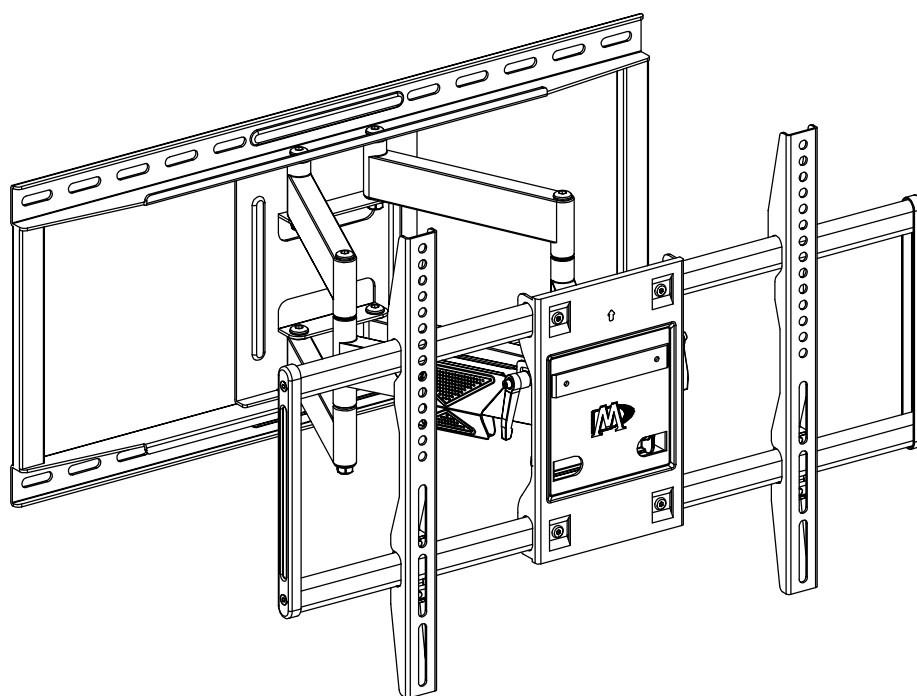




Trouble-shooting Manual

(Full-motion Wall Mount)



This manual applies to full-motion wall mounts, including MD2198, MD2285-XL, MD2295, MD2295-M, MD2296, MD2296-24, MD2296-M, MD2298, MD2298-XL, MD2377, MD2377-KT, MD2378, MD2379, MD2380, MD2380-24, MD2380-24K, MD2501, MD2617, MD2618, MD2658 and mounts in same design.

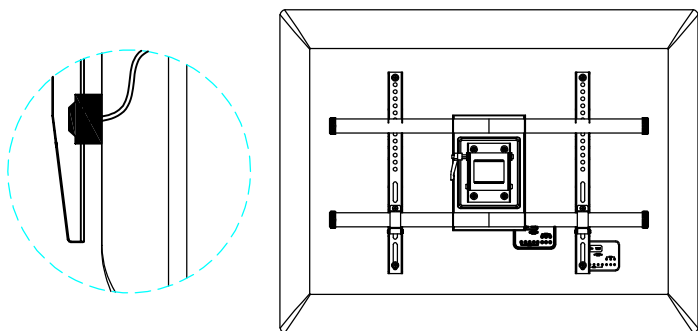
Please refer to this manual when encountering installation issues. Since it's general solution, if cannot help or for defective product, please contact us with more details of issues (TV parameters, VESA hole/mounting hole, pictures highly recommended).

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.

Full-motion wall mount

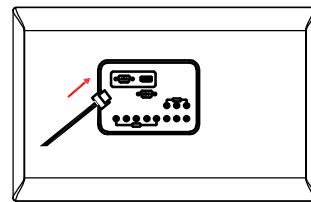
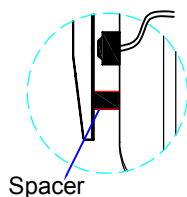
Case

Cables blocked by mount/brackets



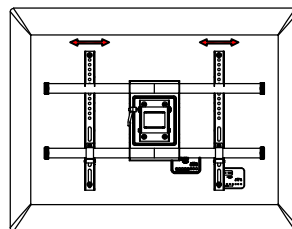
Solution 1

Add spacers between bracket and TV back, plug in cable first and hang TV then



Solution 2

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

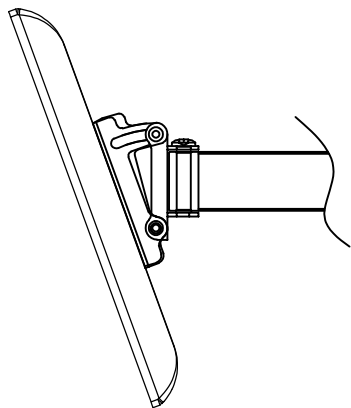


Solution 3

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

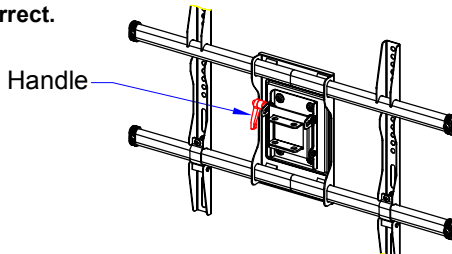
Case

TV keeps tilting

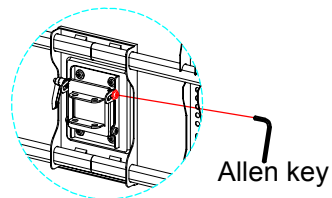


Solution 1

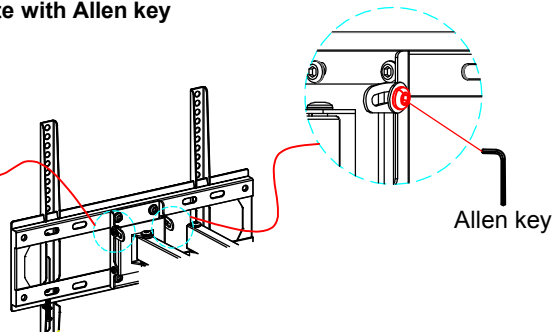
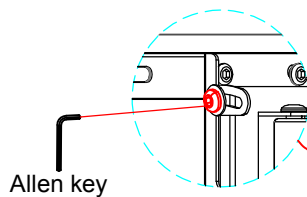
For MD2296, MD2296-24, MD2295, MD2295-M:
Follow the instruction to make sure handle operation is correct.



Fasten the screw opposite to the handle.



For MD2377, MD2377-KT, MD2378, MD2379, MD2380, MD2380-24:
Fasten two bolts in the rear plate with Allen key

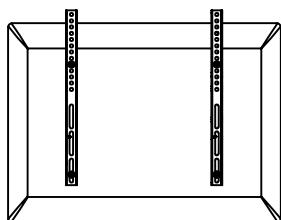


Solution 2

If above solution cannot help, please contact us.

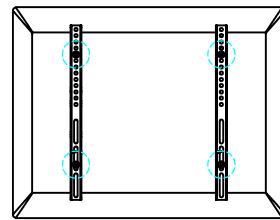
Case

Bracket sticks out of TV.



Solution

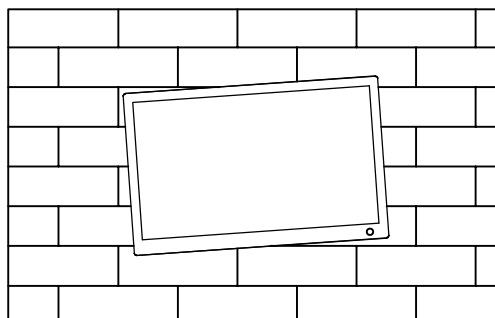
Move Brackets downward, and use upper bolt holes to attach TV.



Full-motion wall mount

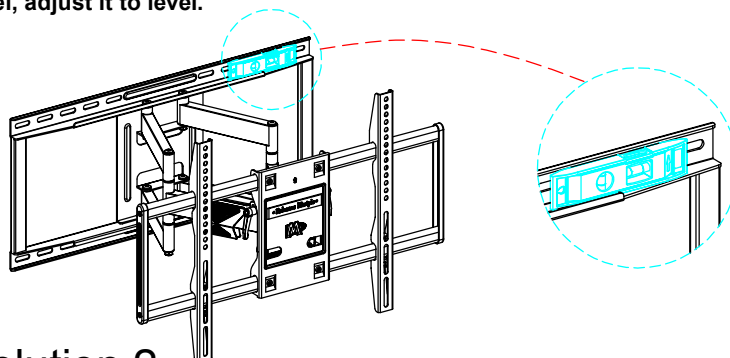
Case

TV not level or out of balance



Solution 1

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

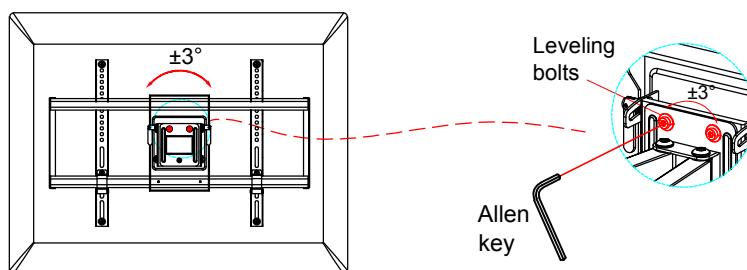


Solution 2

Check if the tv plate is level. If tv plate not level, adjust it to level.

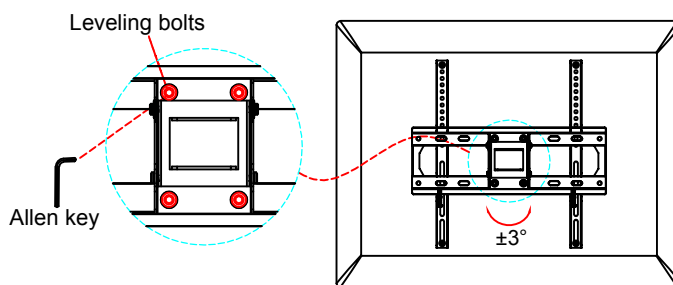
For MD2198, MD2285-LA, MD2285-LB, MD2285-XL, MD2298:

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



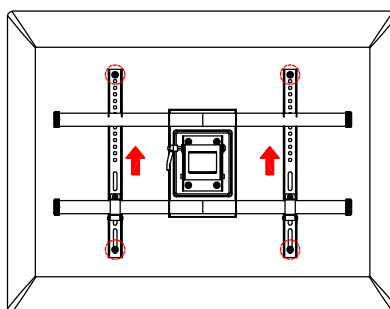
For MD2377, MD2377-KT, MD2378, MD2379, MD2380, MD2380-24, MD2501, MD2618:

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



Solution 3

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



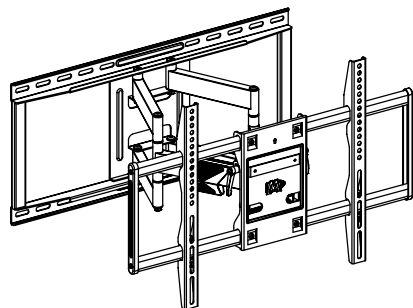
Solution 4

If above solutions cannot help, please contact us.

Full-motion wall mount

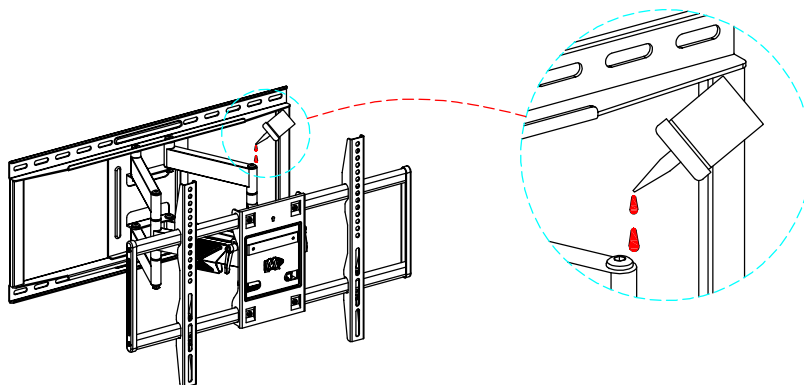
Case

Arm is stiff to move



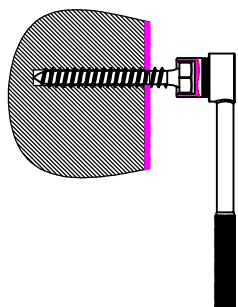
Solution 1

Apply lubricant to the arm's joint.



Case

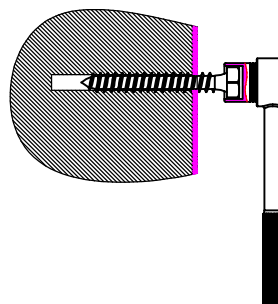
Lag bolt is difficult to screw into stud.



Solution

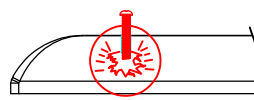
If lag bolt is damaged, please contact customer service for new lag bolt to replace. And follow the installation instruction to ensure:

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.



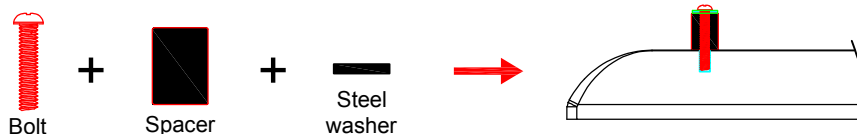
Case

Bolts longer than bolt hole on TV

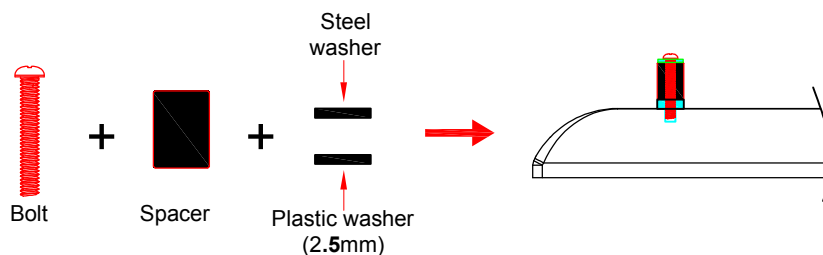


Solution

- ① Add spacers / washers to accommodate the bolt length



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



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