



Troubleshooting Guide

In Front

This Troubleshooting Guide will assist you in identifying and solving common problems and answering questions you may have about the product. Contact your place of purchase should the answer to your question or problem not be found in this Troubleshooting Guide and/or for any after service parts and sales support.

1. Possible reasons motorized mount does not respond to remote control.

A. TV Mount

- The system may be error. Check if the unit beeps three times after pressing the button. If so, please reset the system. (Instructions can be found on page 10.)
- The system may be overheating. Check if the unit beeps four times after pressing the button. If so, allow the unit to cool down and return to room temperature. (about 30 minutes)
- The AC/DC end of the power cord may be unplugged/disconnect from the outlet/mount. Check the connection to the outlet/mount to ensure the unit has power.
- Incorrect operation. Check if the unit beeps once after pressing the button. If so, please follow the instructions found in the manual to properly operate the mount.

B. Remote Control

- The remote control operating distance may be too far and not in range of the mount. Acceptable range should be less than 30 feet (10m).
- The batteries in the remote control may be low or dead. Replace the batteries.
- The remote control may be broken. Check to see if the indicator LED found on the remote lights when a button is pressed. If not, contact your place of purchase for a replacement.

2. The TV mount stops moving during operation and emits a long beep.

- Check to see if a foreign object is impeding the mount from moving. If so, remove the object and discard.
- The weight of TV may exceed the maximum weight limitation of the mounting system. Maximum TV weight should not exceed 50kg/110lbs.
- The motor wire may be broken. Reset the system. (Instructions on page 10) If the problem still exists, contact your place of purchase for replacement.

3. The TV mount is making an abnormal noise or sound.

- Check all power connections and reset the system (Instructions on page 10). If the unit continues to make an abnormal noise, please contact your place of purchase for a replacement.