

# Gas Spring Dual and Single Monitor Mount Trouble-shooting Manual



HNDSK1



HNWSS2



HNDS5



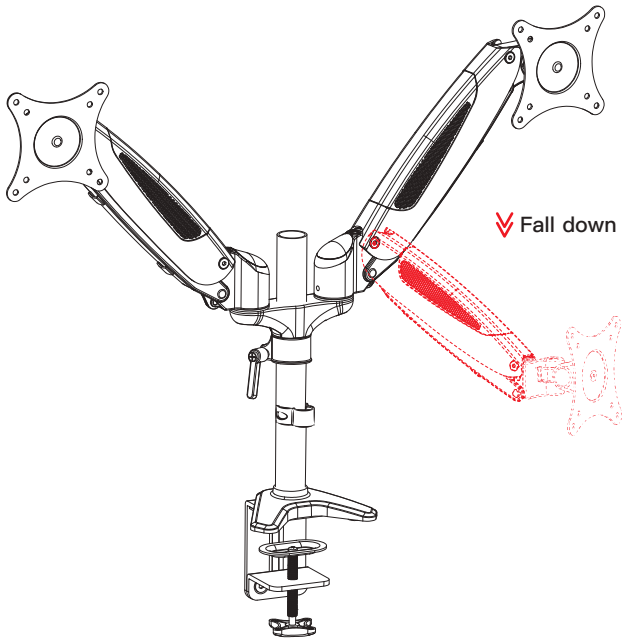
HNSS5



HNDS3

## Case

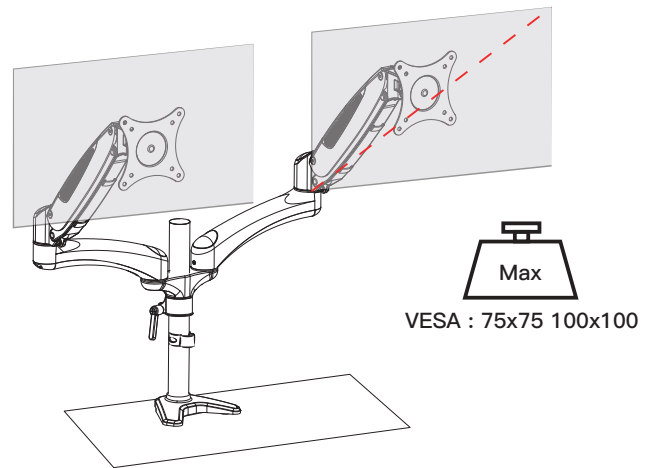
Monitor/Arm falls down or drops or facing down



## Solution

### Step 1

Check and make sure your monitor is 13" -27" (for Model HNSDK1 / HNWSS2 / HNDS5 / HNSS5 / HNTS3), weighing up to 17.6 lbs with VESA Mounting pattern of 75x75 or 100x100

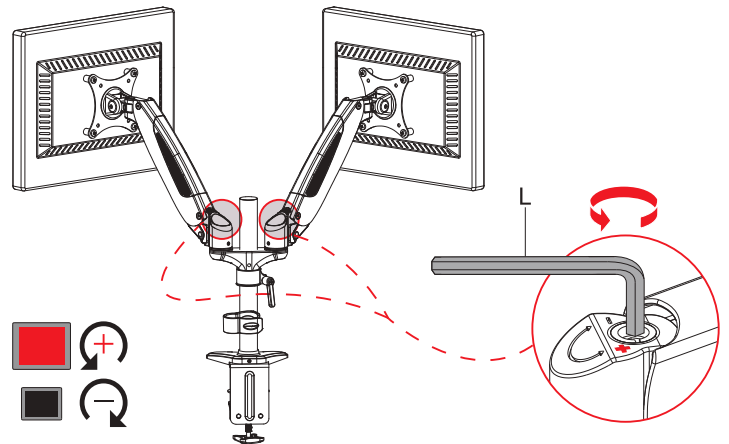


### Step 2

Adjust the gas spring tension. Use the Allen Key to Adjust the screw on the arm. Turn counter-clockwise(+) to increase gas spring tension till it can hold the weight of your monitor.

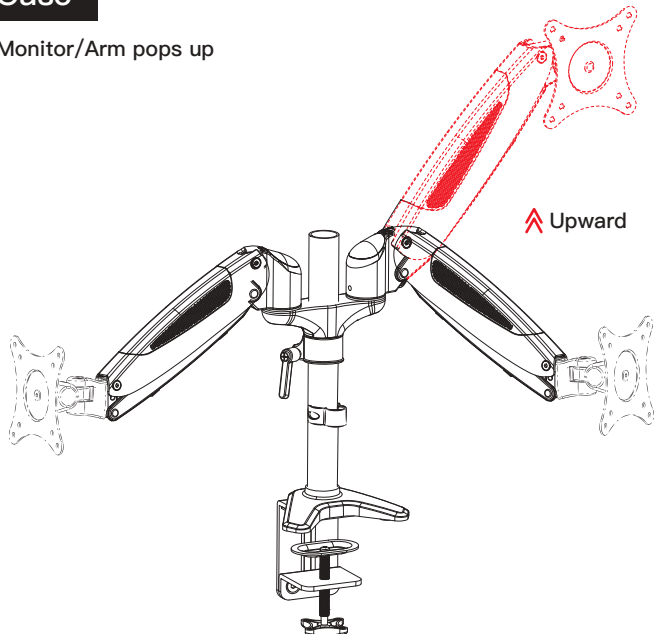
This solution can be applied ALL HUANUO gas spring dual and single monitor mounts like HNSDK1 / HNWSS2 / HNDS5 / HNSS5 / HNTS3.

You may need to turn the screw by many circles to tighten the arm (1 1/5 circles  $\approx$  1 lbs)



## Case

Monitor/Arm pops up

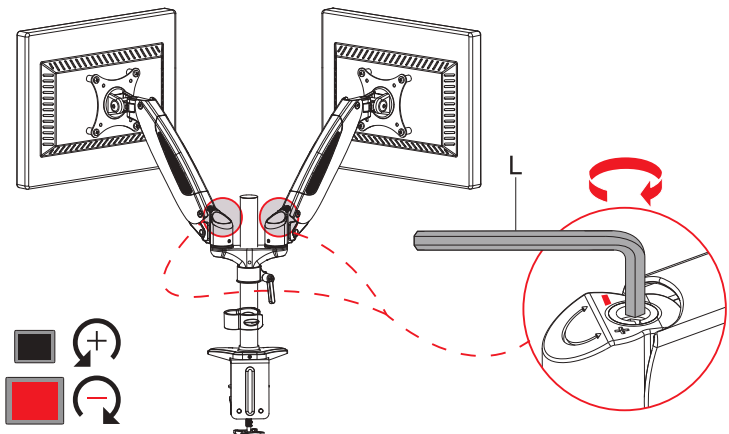


## Solution

Use the Allen Key to Adjust the screw on the arm. Turn clockwise(-) to reduce gas spring tension till the monitor can stay at the position needed.

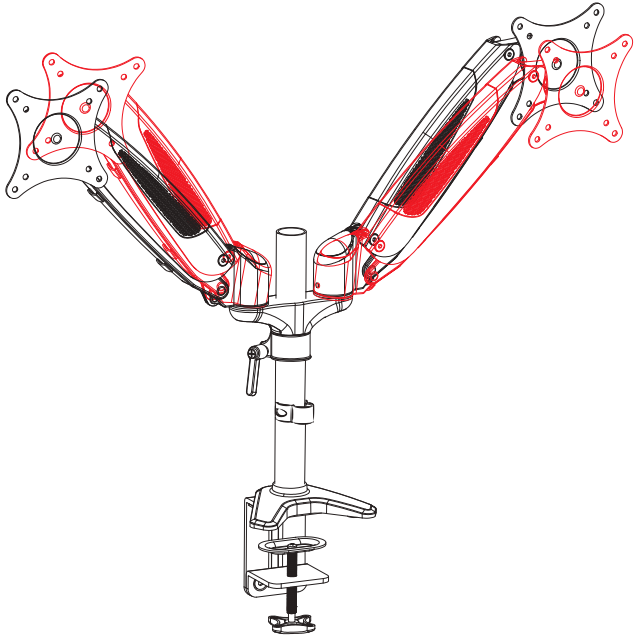
This solution can be applied ALL HUANUO gas spring dual and single monitor mounts like HNSDK1 / HNWSS2 / HNDS5 / HNSS5 / HNTS3.

You may need to turn the screw by many circles to loosen the arm (1 1/5 circles  $\approx$  1 lbs)



## Case

For HNDSK1: Adjust one arm, the other arm also moves

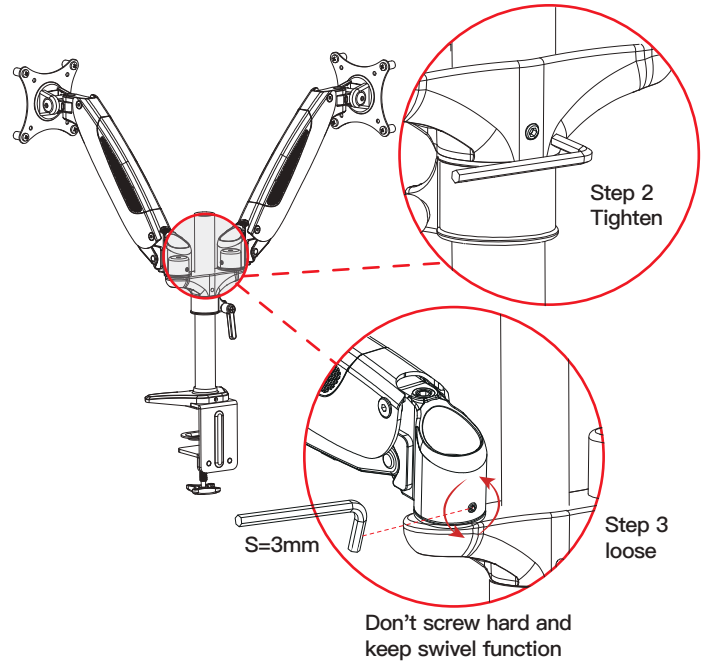


## Solution

Step 1. Check if there is something like oil on the post, keep the post clean

Step 2. Tighten the screw on the back of the white arm support

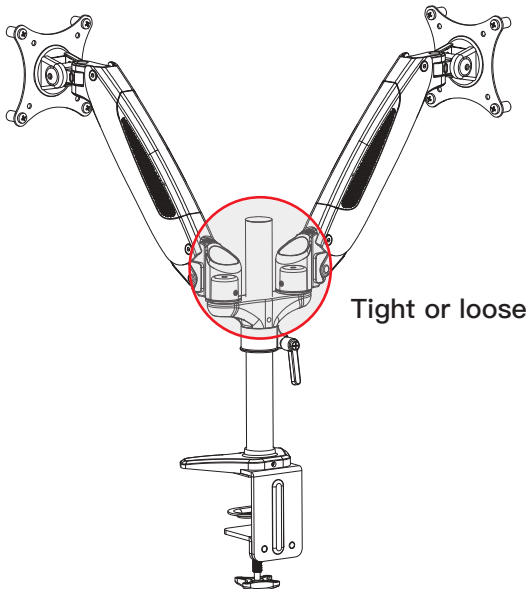
Step 3. Make sure screws on each side of the arms are NOT TOO TIGHT



## Case

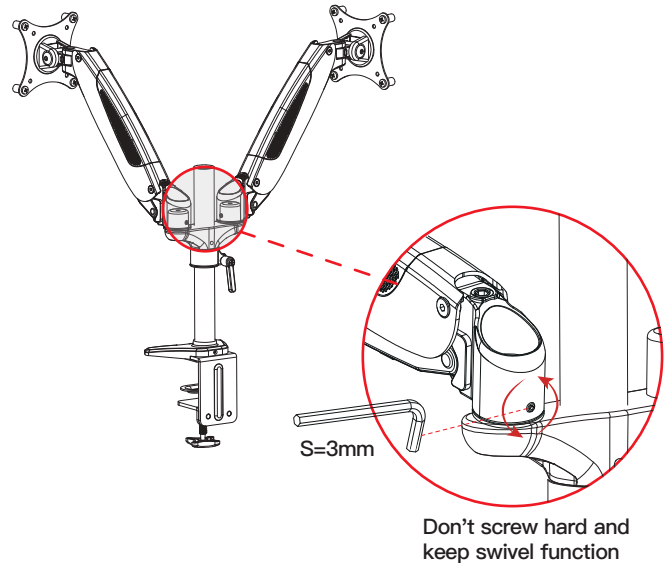
For HNDSK1 / HNWS2 :

The arm connection part is too tight and arm can not move;  
The arm connection part is too loose and arm can not fix



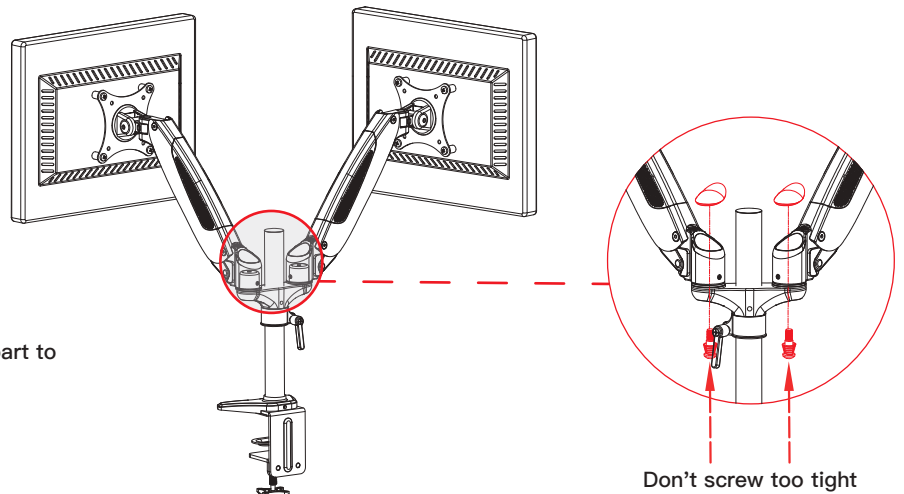
## Solution

Adjust the screw under the arm connection. If it's too tight, then loose the screw and if it's too loose, then tight the screw



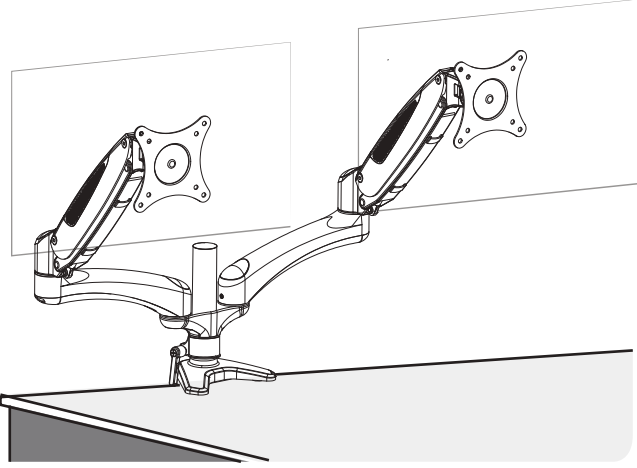
## CAUTION!

Do not tighten the screws when installing this part to prevent the upper cap from rupturing.  
In general, do not exceed 6 circles



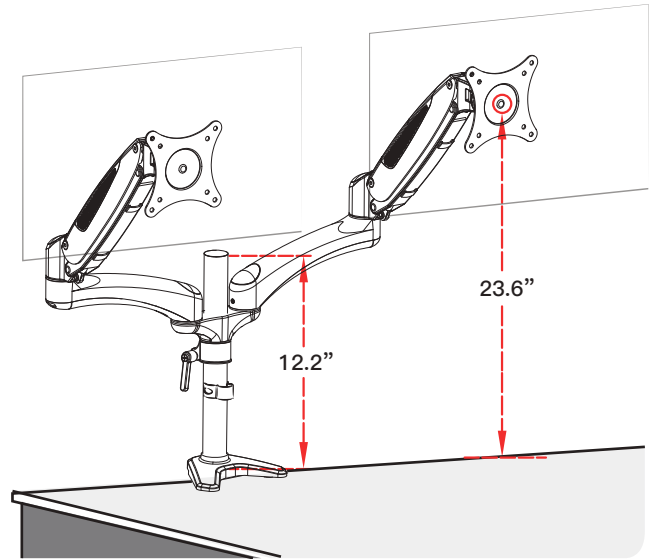
## Case

For HNDSK1: Stand is not high enough



## Solution

The pole for HNDSK1 is 12.2" (310 mm) in length. The max height from VESA center to the desktop is 23.6" .

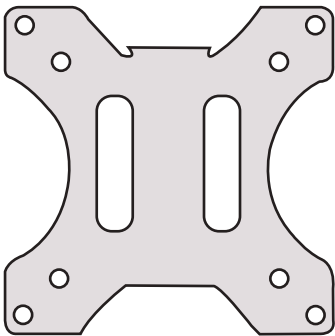


## Case

VESA plates are not compatible

Case A: Your monitor VESA holes are over 100\*100mm

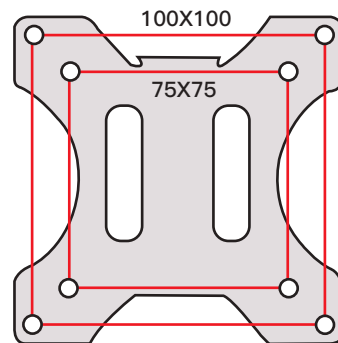
Case B: Your monitor VESA holes are over 100\*100mm or has no VESA holes at all



## Solution

Solution A: If your monitor VESA holes are no larger than 200\*200, you can use a HUANUO VESA Adapter Extension Plate to solve this problem. Please search "HNMUA2" on Amazon and get this extension plate for installation.

Solution B: If your monitor size is between 13" and 27" , you can use a HUANUO Adapter Kit to solve this problem. Please search "HNMUA1" on Amazon and get the adapter kit for your monitor.



## Case

Bolt/screw stripped  
Cable clip cracks  
Other accessories damaged or missing

## Solution

Please don't hesitate to CONTACT us at [support@huanuoav.com](mailto:support@huanuoav.com) or **800-556-0533** Mon-Fri 10am - 6pm (PST) (USA) with your order id and shipping information and we will soon send you the replacement of the parts needed. This solution can be applied to ALL HUANUO products.