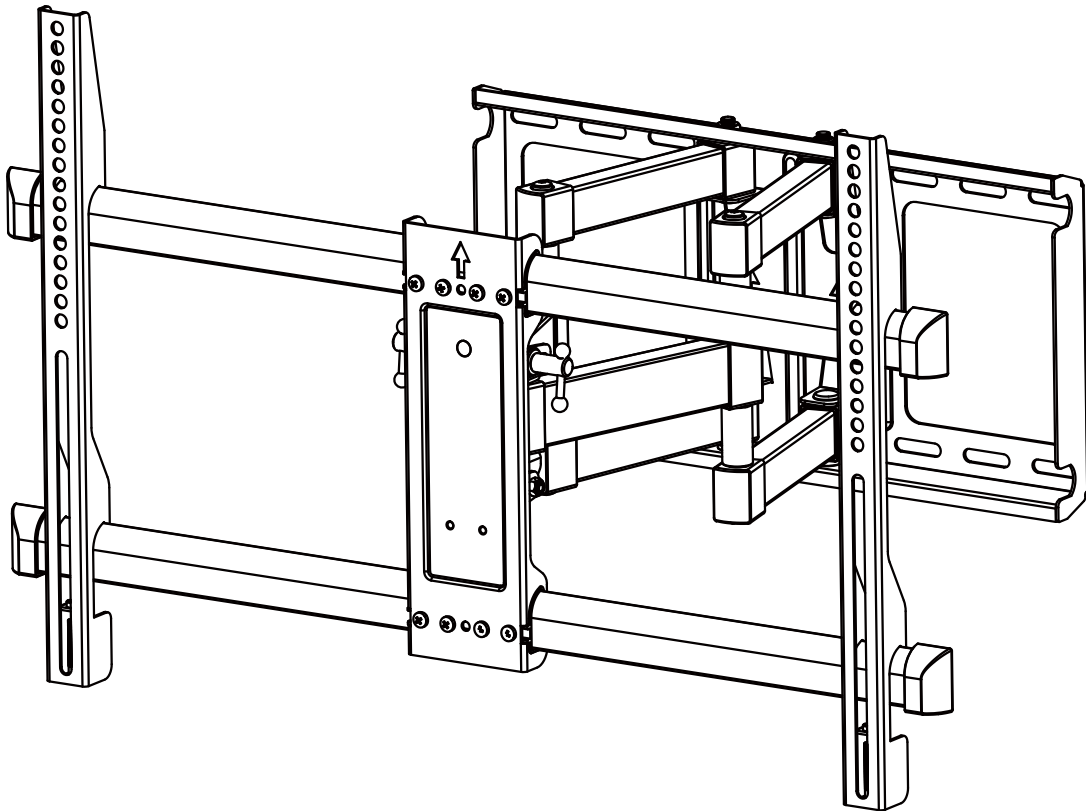




PERLESMITH

Trouble-shooting Manual (Full-motion Wall Mount)

v1.0



Thank you for choosing our product! This manual applies to full motion wall mount, we strive to provide the best quality and services for our customers. Would you kindly share your experience on Amazon if you are satisfied? Should you have any issues, please don't hesitate to contact us.

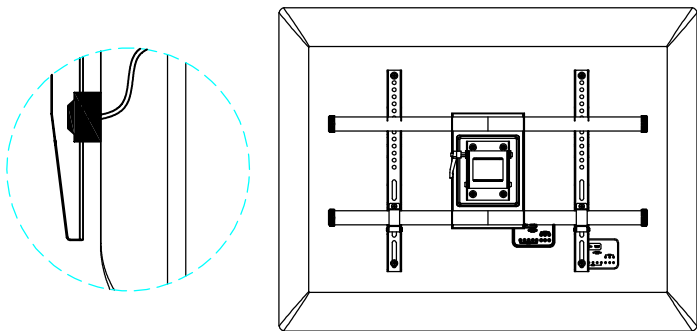
Telephone : 800-5566-806 Mon-Fri 10am - 6pm (PST) (USA)

Email : supportus@perlesmith.com (US/CA/DE/UK/FR/IT/ES/JP/AU)

Full-motion Wall Mount

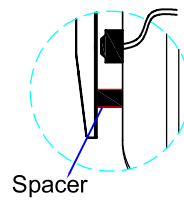
Case

Cables blocked by mount/brackets

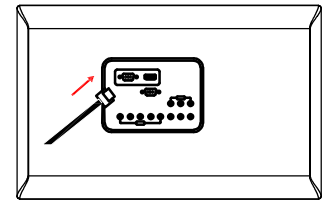


Solution 1

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

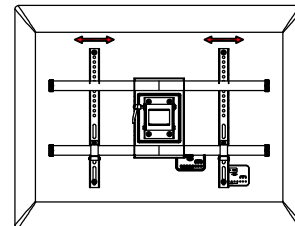


Spacer



Solution 2

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

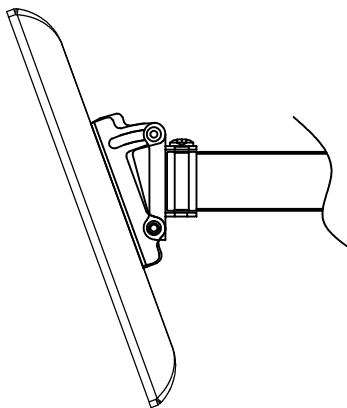


Solution 3

If above solutions cannot help, please contact supportus@perlesmith.com with information (TV back pictures, VESA distance, TV weight) for best solutions.

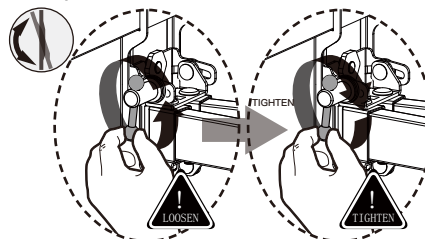
Case

TV keeps tilting

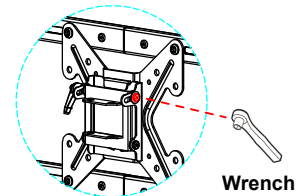


Solution 1

For PSLFK1, PSLFK1-24, PSLFK2, PSXFK1, PSMFK2, PSMFK1: follow the instruction to make sure handle operation is correct.



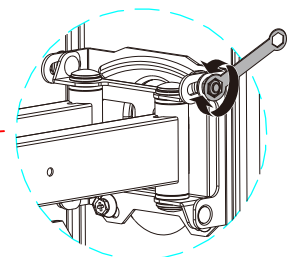
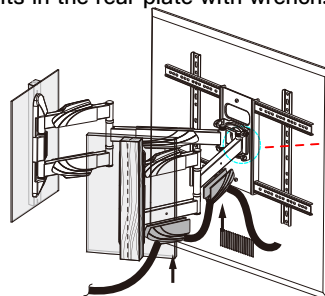
Fasten the screw opposite to the handle.



Wrench

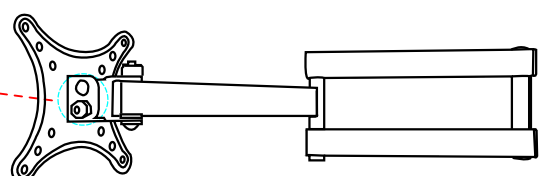
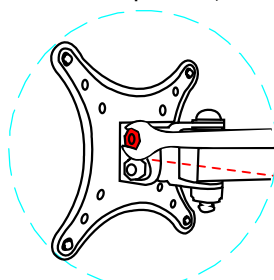
For PSCLF

Fasten two bolts in the rear plate with wrench.



For PSSF1, PSXSF1

You can loosen the two nuts to adjust the tilt and move panel to desired position, then tighten two nuts.



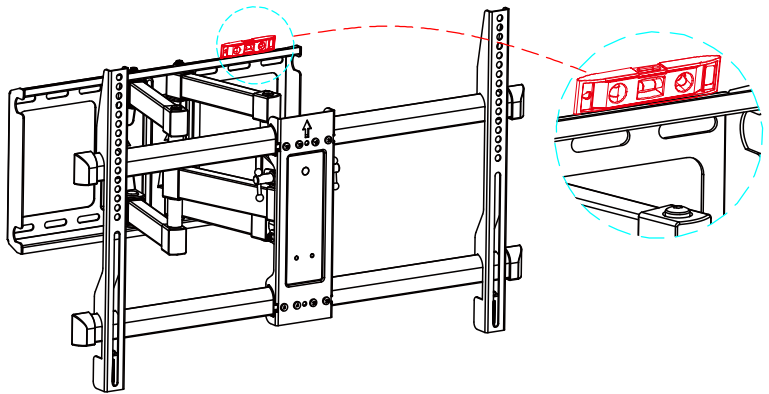
Full-motion Wall Mount

Case

TV not level or out of balance

Solution 1

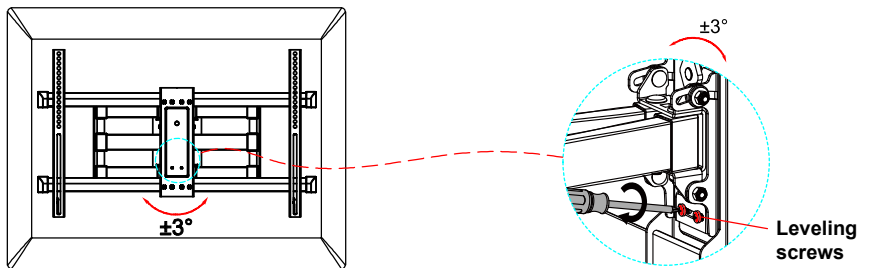
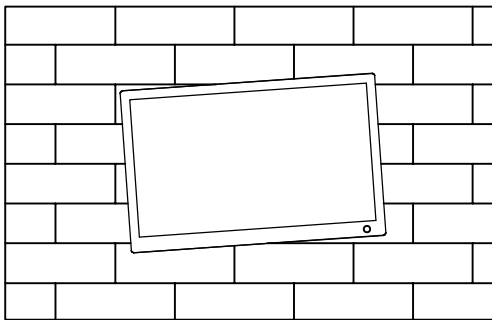
Check if the wall plate is level with provided bubble level. If the wall plate not level, adjust it to level.



Solution 2

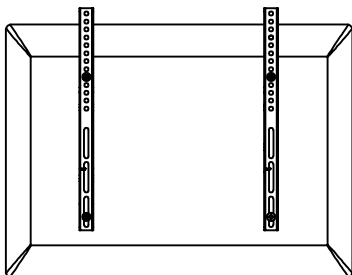
Check if the TV plate is level. If the TV plate not level, adjust it to level.

For PSLFK1, PSLFK2, PSLFK1-24, PSMFK2: this matter you can use screwdriver to loosen two leveling screws and hold the TV to adjust the level, and fasten leveling screws tightly.



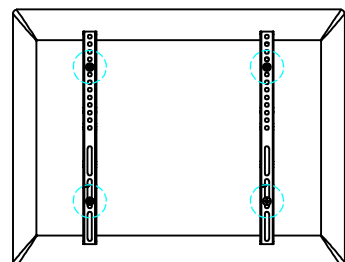
Case

Brackets stick out of TV



Solution

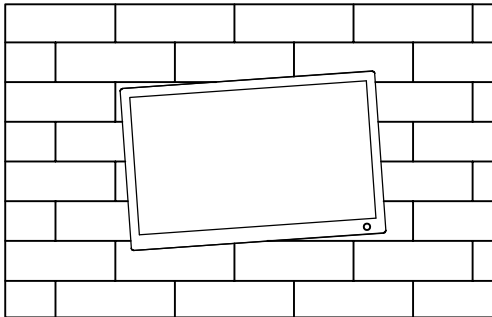
Move brackets downward, and use upper bolt holes to attach TV.



Full-motion Wall Mount

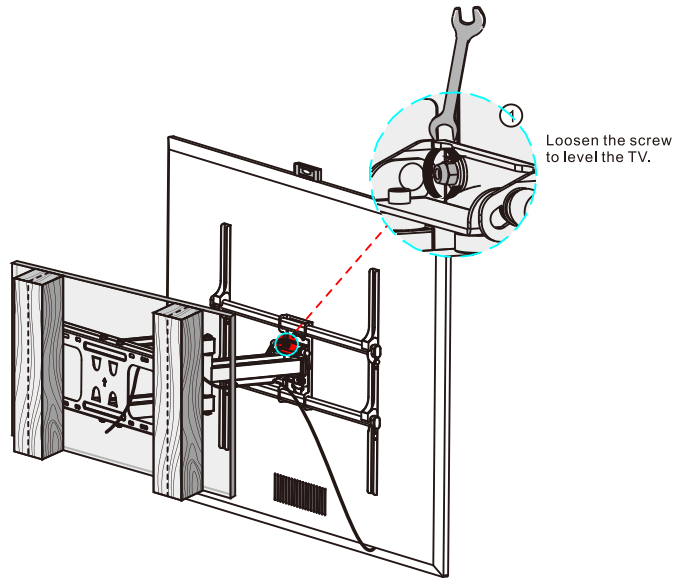
Case

TV not level or out of balance



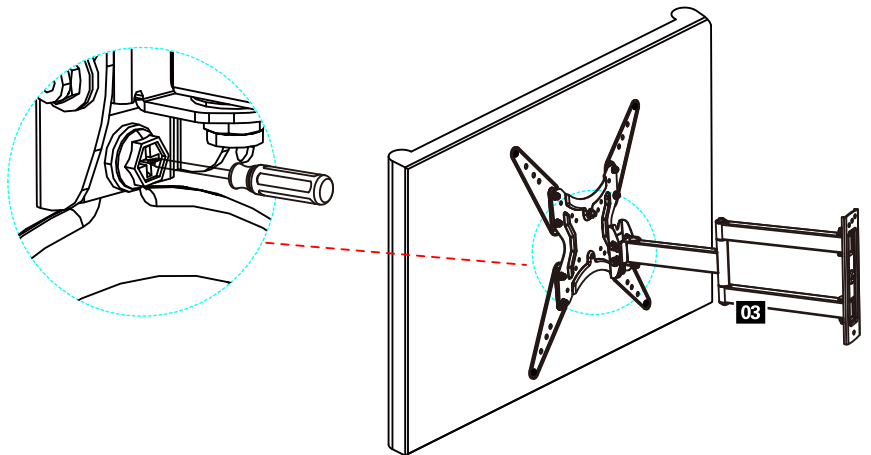
For PSXFK1

This matter you can use wrench to loosen two leveling screws and hold the TV to adjust the level, and fasten leveling screws tightly.



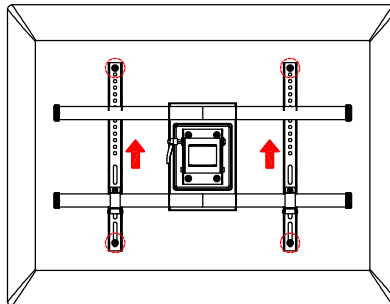
For PSMFK1

This matter you can use screwdriver to loosen the leveling screws and hold the TV to adjust the level, and fasten leveling screws 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

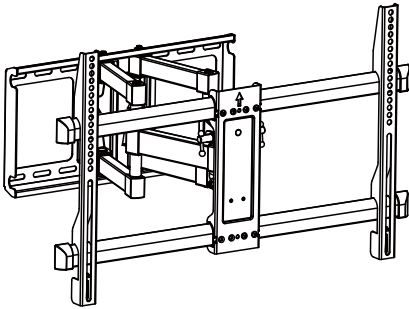
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Full-motion Wall Mount

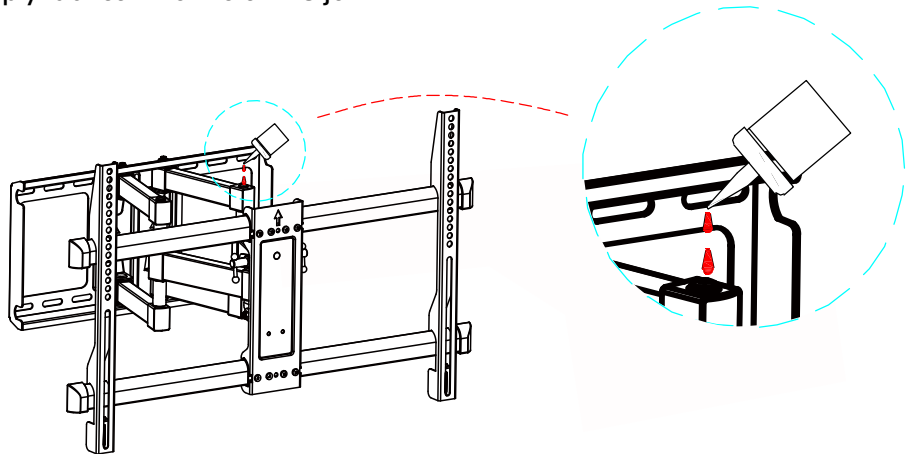
Case

Arm is stiff to move



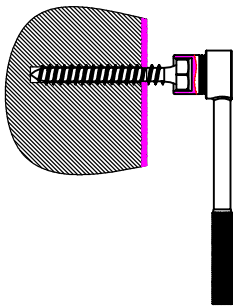
Solution 1

Apply lubricant to the arm's joint.



Case

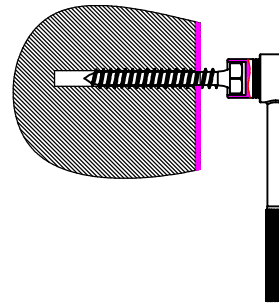
Lag bolt is difficult to screw into stud.



Solution

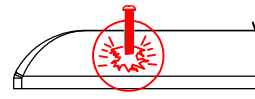
If lag bolt is damaged, please contact customer service for new lag bolt to replace and follow the installation instruction to ensure:

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.



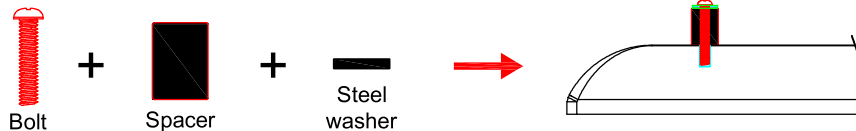
Case

Bolts longer than bolt hole on TV

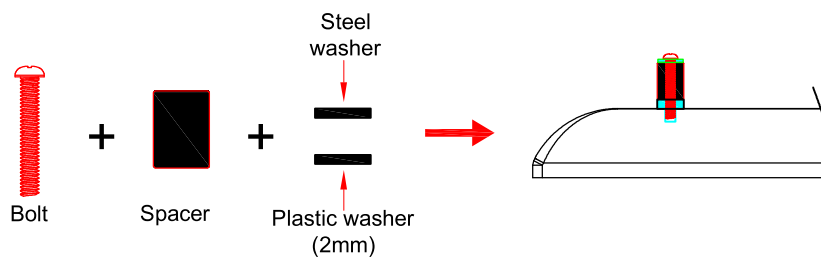


Solution

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



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



- ③ If above fail, please contact us and we will send the suitable screws to you in the first time.