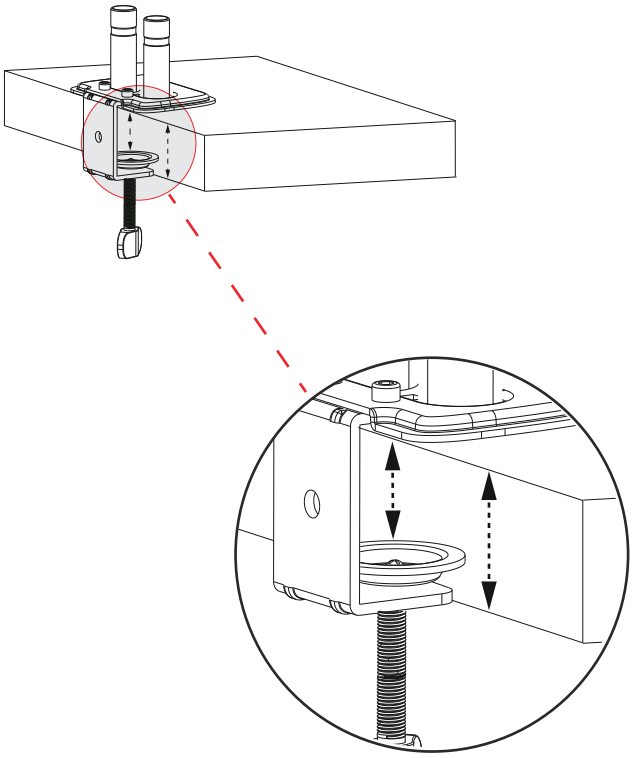
Gas Spring Monitor Mount Trouble-shooting Manual V1.0

Please refer to this manual when encountering installation issues. If it cannot help or for defective product, please contact us with more details of issues (monitor parameters, VESA size, monitor mounting holes, pictures are highly recommended).
This manual applies to most of our gas spring monitor desk mount. 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.

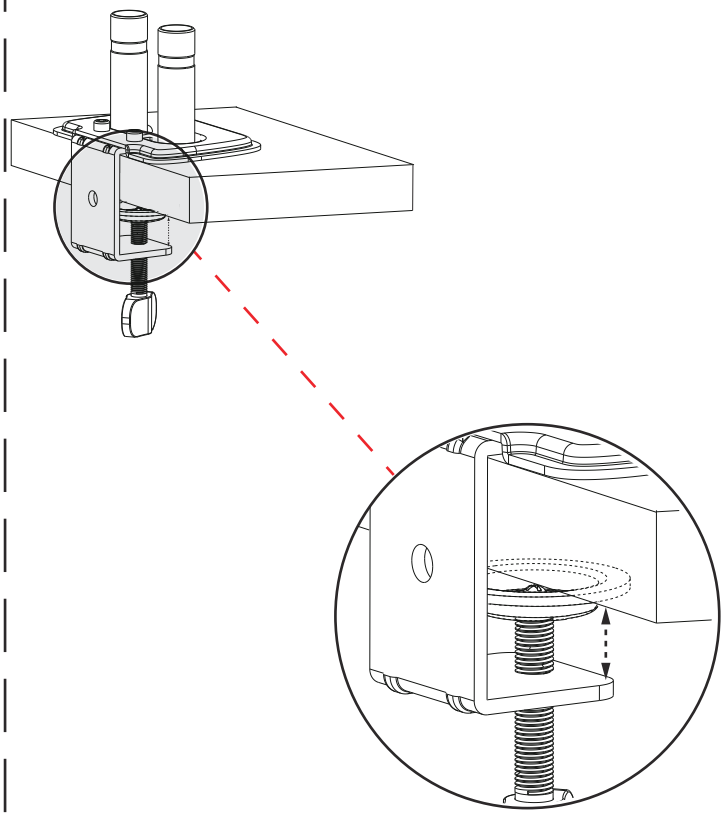
Case 1

The C-clamp is small and doesn't fit your desk.



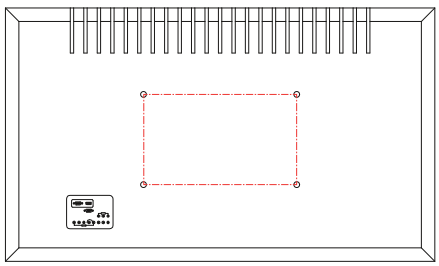
Solution

Please contact us Customer Service to get the wider C-clamp that fits max 3.14 inch desk thickness.

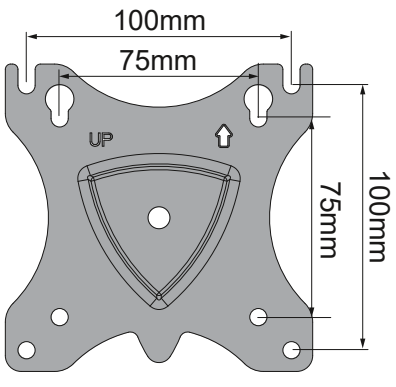


Case 2

Your monitor VESA holes pattern are larger than 100×100mm.



Monitor



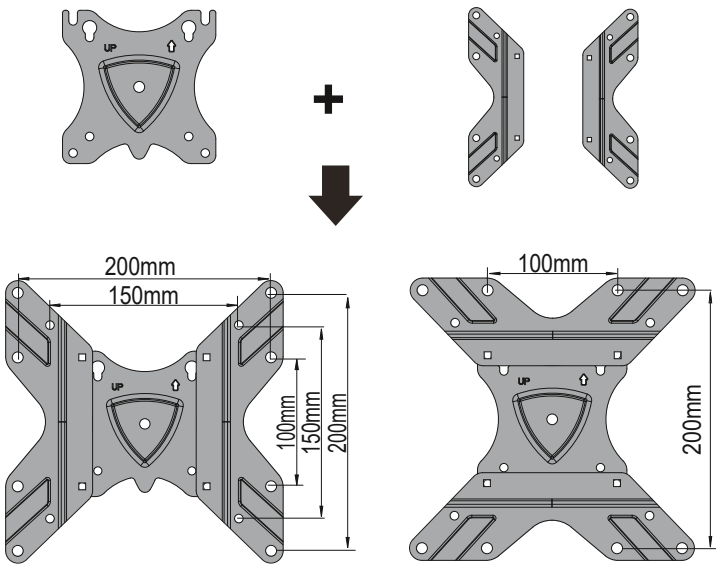
VESA Plate

Solution

Step 1. Check and make sure the weight of your monitor not exceed the maximum weihgt that the mount can hold.

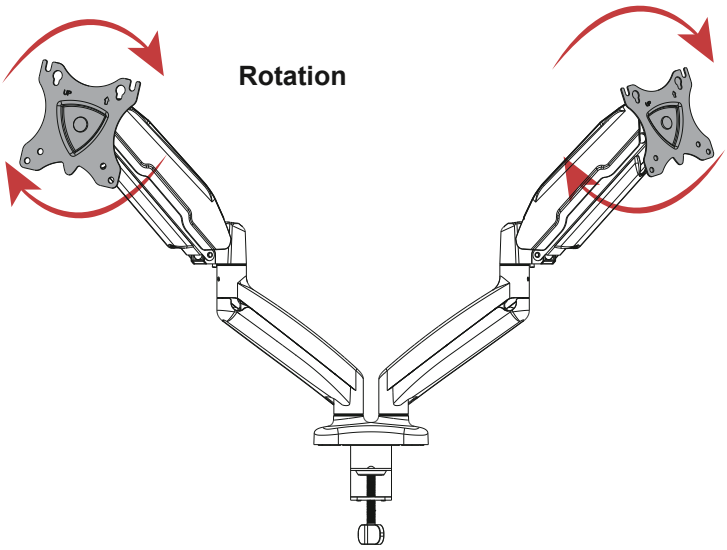
Step 2. Check and make sure the VESA of your monitor not exceed 200*200mm.

Step 3. If both of the above meet our standard, please contact us to get VESA adapter. If not, please contact us to change a suitable mount for your monitor.



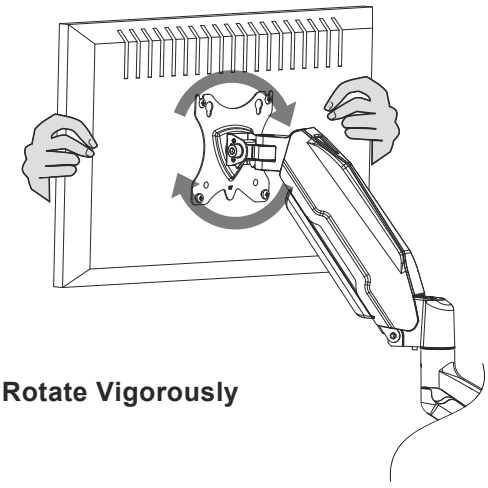
Case 3

Diffcult to rotate the VESA plate directly by hand.



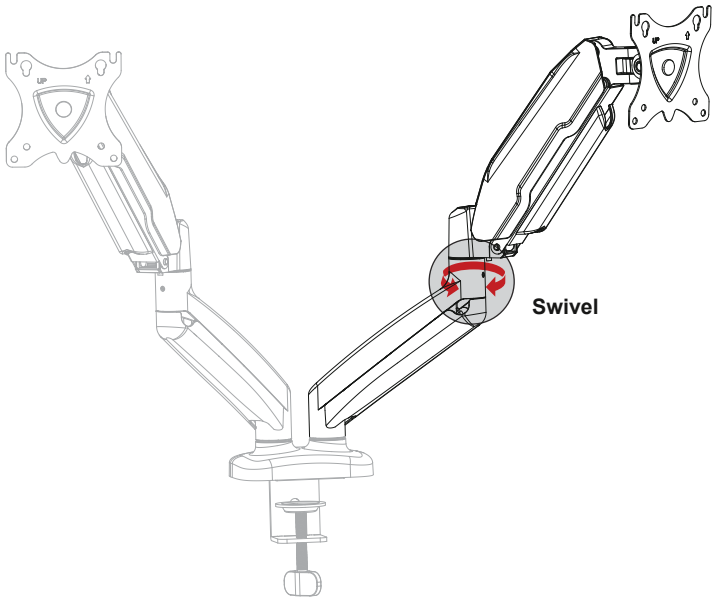
Solution

Please attach the monitor first, then hold the sides of it with both hands, and rotate vigorously. If that doesn't work out, please do not hesitate to ask for our help.



Case 4

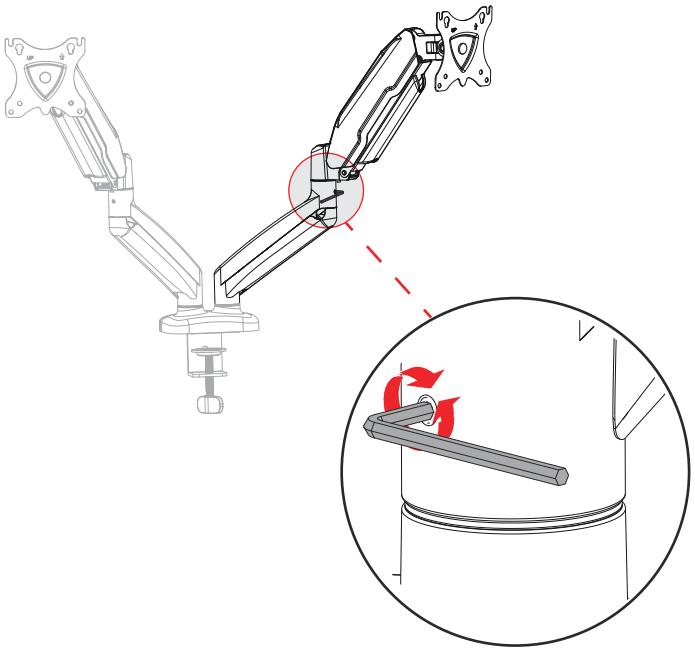
The arm connection part is too tight to move or too loose to fix.



Solution

Use the Allen key to adjust the screw under the connection. Do not tighten the screw excessively or it might be stripped. If the screw is stripped, please contact Customer Service to get the new one.

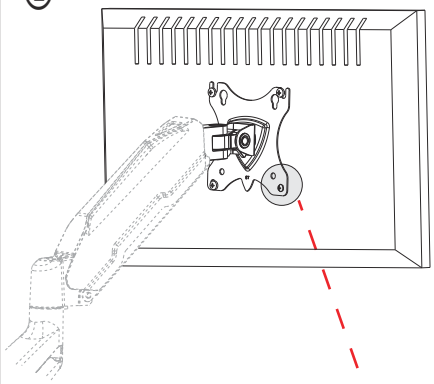
The solution is suitable for single/dual/triple gas spring monitor mount of our brand.



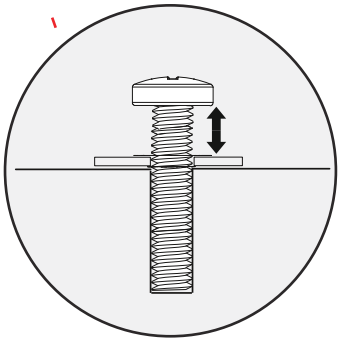
Case 5

The screw is too long or the surface is uneven.

①

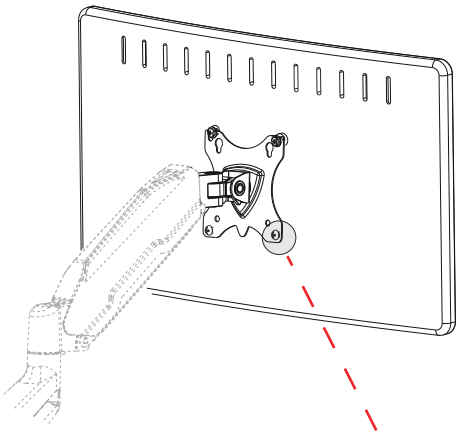


flat monitor

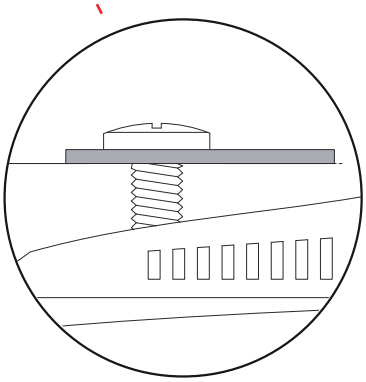


screw too long

②



curved monitor



surface is uneven

Solution

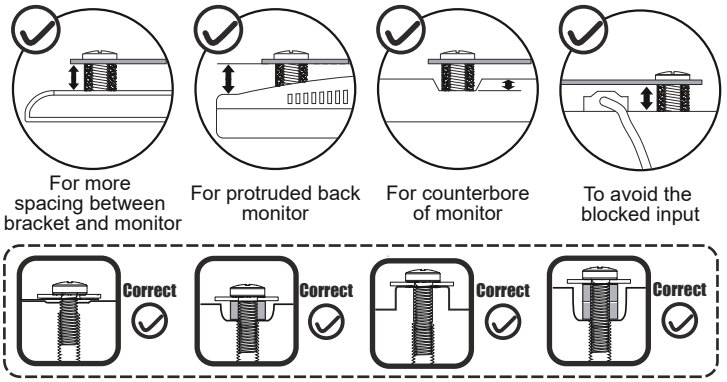
Step 1: Determining the need to use of spacers.

Step 2: If spacers are required, please choose the appropriate screws and spacers for your monitor.

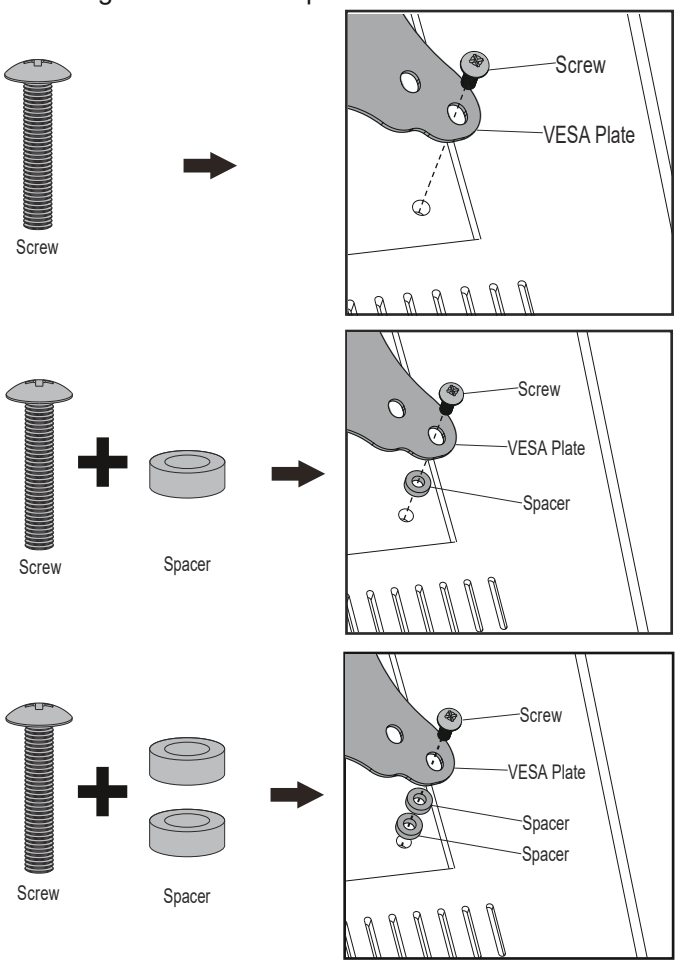
Step 3: If the above method doesn't work, please contact us through Customer Service and tell us the model number of your monitor and we will send you the right size screws.

The solution is suitable for single/dual/triple gas spring monitor mount of our brand.

① Situations requiring the use of spacers.



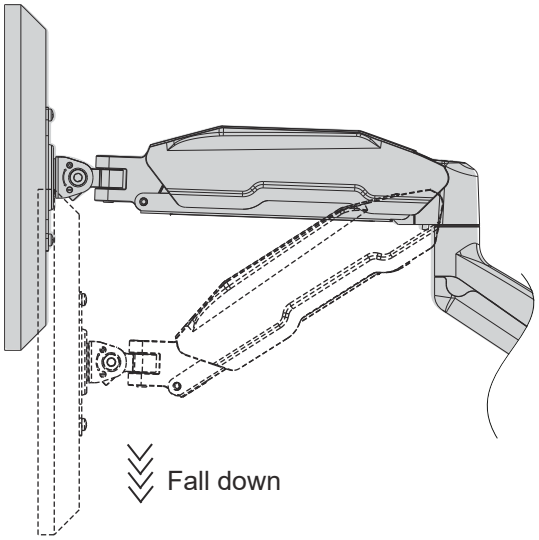
② Matching of screws and spacers.



NOTE: The connection between the monitor VESA board and the monitor is secure as long as the screws are threaded into the holes and rotated more than **5 circles**.

Case 6

Monitor/Arm falls down or drops or faces down.

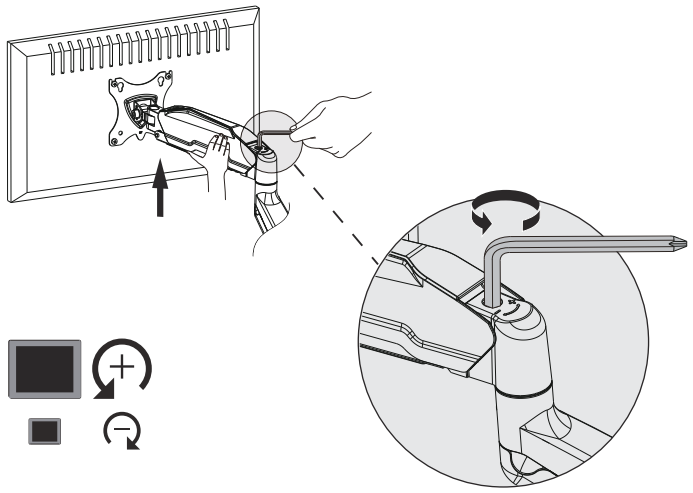


Solution

Step 1: Check and make sure the weight of your monitor not exceed the maximum weight that the mount can hold.

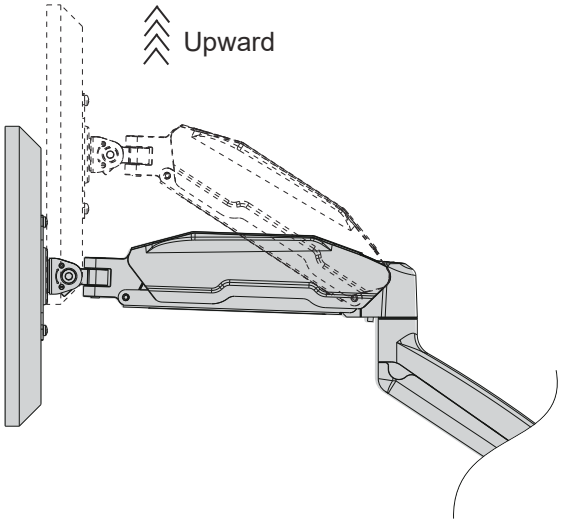
Step 2: Be sure to keep the arm in a horizontal position during adjustment. Use the Allen key to adjust the tension of the Upper Arm. Turn the inside screw counterclockwise (“+”direction) to increase gas spring tension until the arm can stay as intended. Sometimes you will need to turn by many circles which may be **15 circles or more.**

The solution is suitable for single/dual/triple gas spring monitor mount of our brand.



Case 7

Monitor/Arm pops up or the upper arm cannot move down.



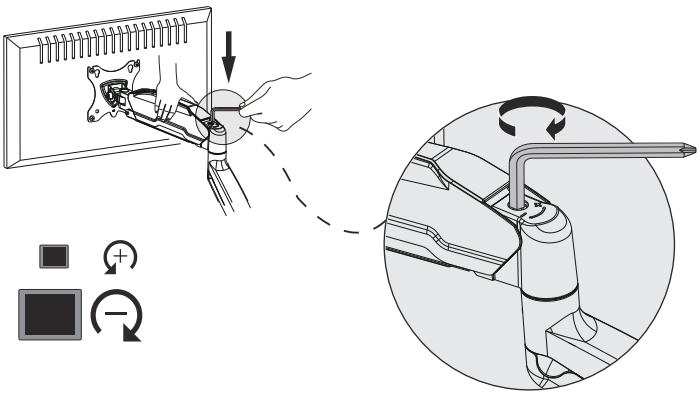
Solution

Step 1: Check and make sure the weight of your monitor meet the minimum weight that the mount can support.

Step 2: Please hold the upper arm and press it down to maintain a horizontal position, and then you can see the adjustment screw at the joint.

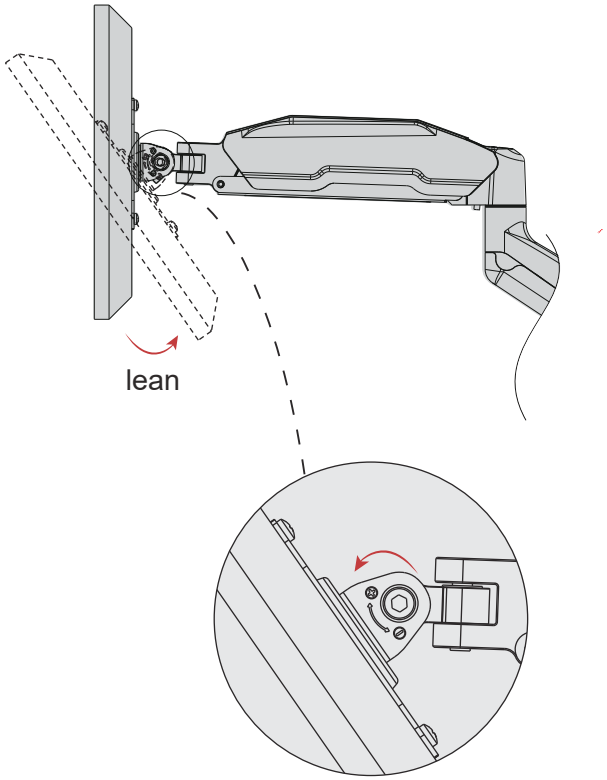
Step 2: Be sure to keep the arm in a horizontal position during adjustment. Use the Allen key to adjust the tension of the Upper Arm. Turn the inside screw clockwise (“-”direction) to decrease gas spring tension until the arm can stay as intended. Sometimes you will need to turn by many circles which may be **15 circles or more.**

The solution is suitable for single/dual/triple gas spring monitor mount of our brand.



Case 8

Monitor tilts down



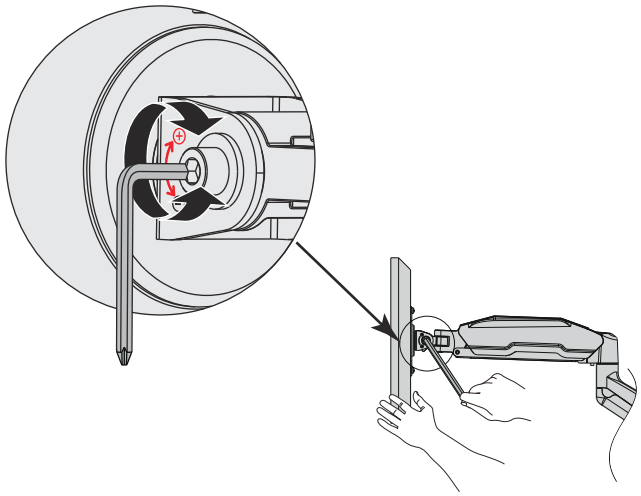
Solution

Step 1: Loosen the tilting bolt by turning it counterclockwise (-） with the Allen key.

Step 2: Hold the bottom of the monitor with one hand and adjust to determine the desired tilt angle.

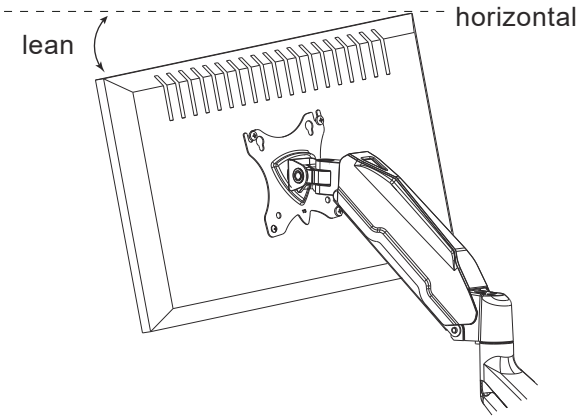
Step 3: Retighten the tilt bolts by turning clockwise (+) with the Allen key to secure the intended angle firmly.

The solution is suitable for single/dual/triple gas spring monitor mount of our brand.



Case 9

The monitor is not horizontal.



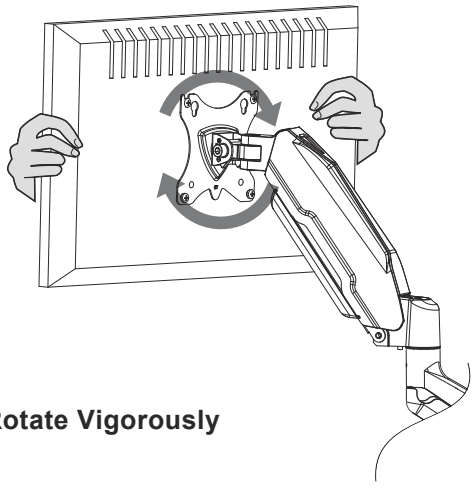
Solution

Step 1: Please first mount the product to the desk.

Step 2: Install the monitor to the VESA plate.

Step 3: Hold the monitor with both hands and rotate vigorously to make up arrows pointing up.

The solution is suitable for single/dual/triple gas spring monitor mount of our brand.



Rotate Vigorously

Case 10

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

Solution

For replacement parts, please feel free to contact customer service and provide us with your order number and shipping information and we will send you the required replacement parts as soon as possible.
The solution is suitable for single/dual/triple gas spring monitor mount of our brand.