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## MOUNTUP MU0033

# MOUNTUP Dual Monitor Mount Instruction Manual

Model: MU0033

Brand: MOUNTUP

## INTRODUCTION

This instruction manual provides detailed guidance for the installation, operation, and maintenance of your MOUNTUP Dual Monitor Mount (Model MU0033). Designed for optimal ergonomic positioning, this full-motion gas spring desk arm supports two ultrawide screens up to 35 inches each, with a weight capacity of 6.6-30.9 lbs per arm. It is compatible with VESA patterns 75x75mm and 100x100mm, supporting a wide range of monitors from brands like ASUS, Acer, Samsung, LG, HP, AOC, BenQ, MSI, Dell, and Lenovo.

The mount features a robust design with premium gas springs, ensuring smooth and stable adjustments. Integrated cable management and detachable USB connectors help maintain a tidy workspace. Please read this manual thoroughly before installation and use to ensure safe and proper operation.

## SAFETY PRECAUTIONS

To prevent injury or property damage, always adhere to the following safety guidelines:

- Ensure your monitor's weight and VESA pattern are within the specified limits (6.6-30.9 lbs per arm, VESA 75x75mm or 100x100mm).
- Do not install the mount on tempered glass table tops.
- Verify that the desk surface is sturdy enough to support the combined weight of the mount and monitors.
- Tighten all screws and bolts securely during installation. Periodically check for tightness.
- Adjust gas spring tension carefully according to monitor weight to prevent sudden movements.
- Keep children and pets away from the installation area.
- If any parts are missing or damaged, do not proceed with installation. Contact customer service immediately.

## PACKAGE CONTENTS

Your MOUNTUP Dual Monitor Mount package includes all necessary hardware and components for assembly. Please refer to the included parts list in the physical manual to ensure all items are present before beginning installation.

## SETUP AND INSTALLATION

The MOUNTUP Dual Monitor Mount offers two convenient installation options: C-Clamp mounting and Grommet mounting. Choose the method best suited for your desk.

### 1. Choose Your Mounting Option

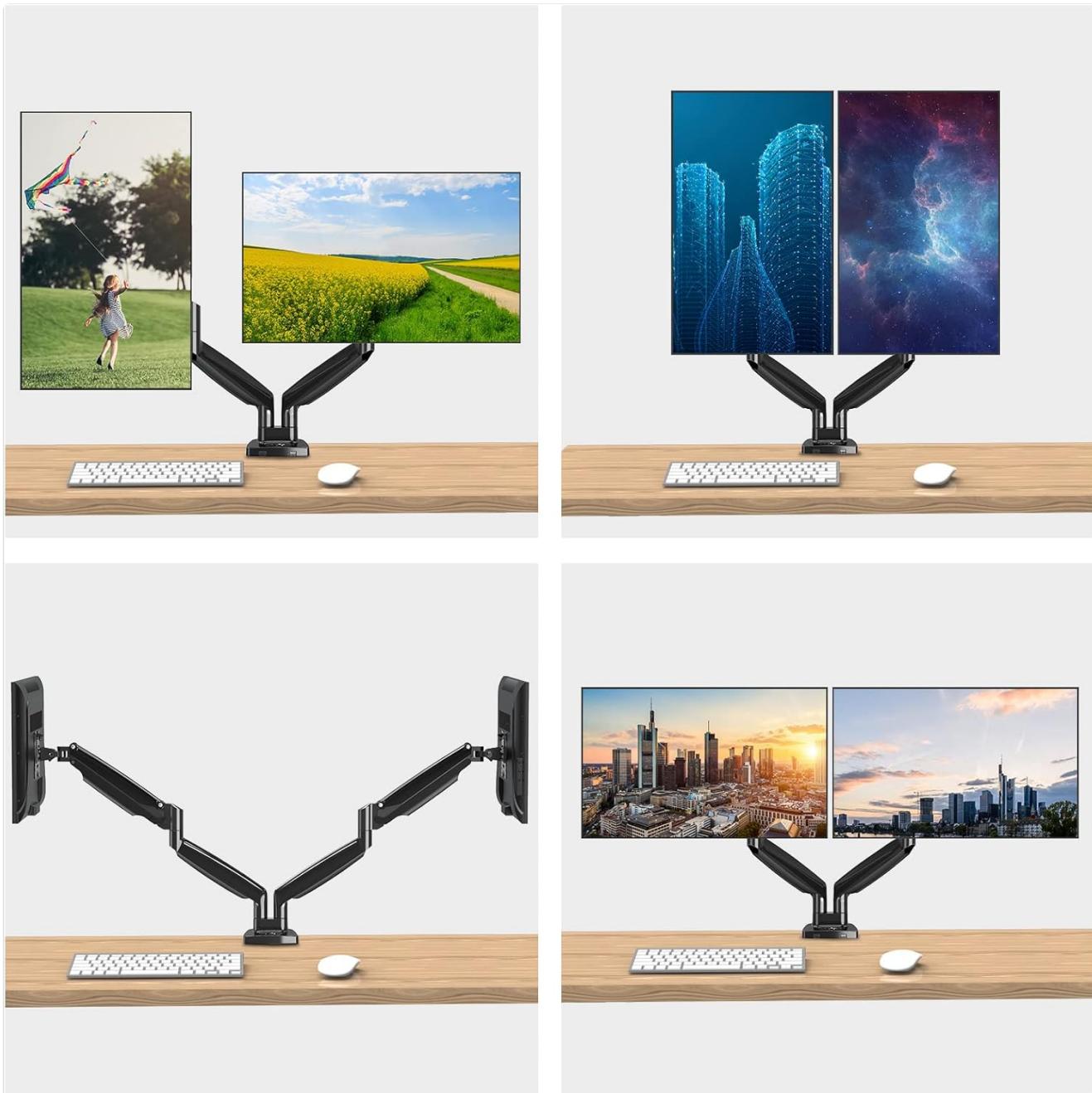


Image: Illustration of C-Clamp and Grommet mounting options. C-Clamp is suitable for desk thickness 0.39"-3.35". Grommet mounting requires a hole diameter up to 2.4" for desk thickness 0.39"-3.35".

- **C-Clamp Mounting:** This drill-free option is ideal for desks with a thickness between 0.39" and 3.35".
- **Grommet Mounting:** For desks with a pre-existing hole (up to 2.4" diameter) and thickness between 0.39" and 3.35", this method provides a secure and flush installation.

### 2. Attach VESA Plates to Monitors

The detachable VESA plates simplify the process of attaching your monitors. Secure the VESA plate to the back of each monitor using the provided screws, ensuring a firm connection.

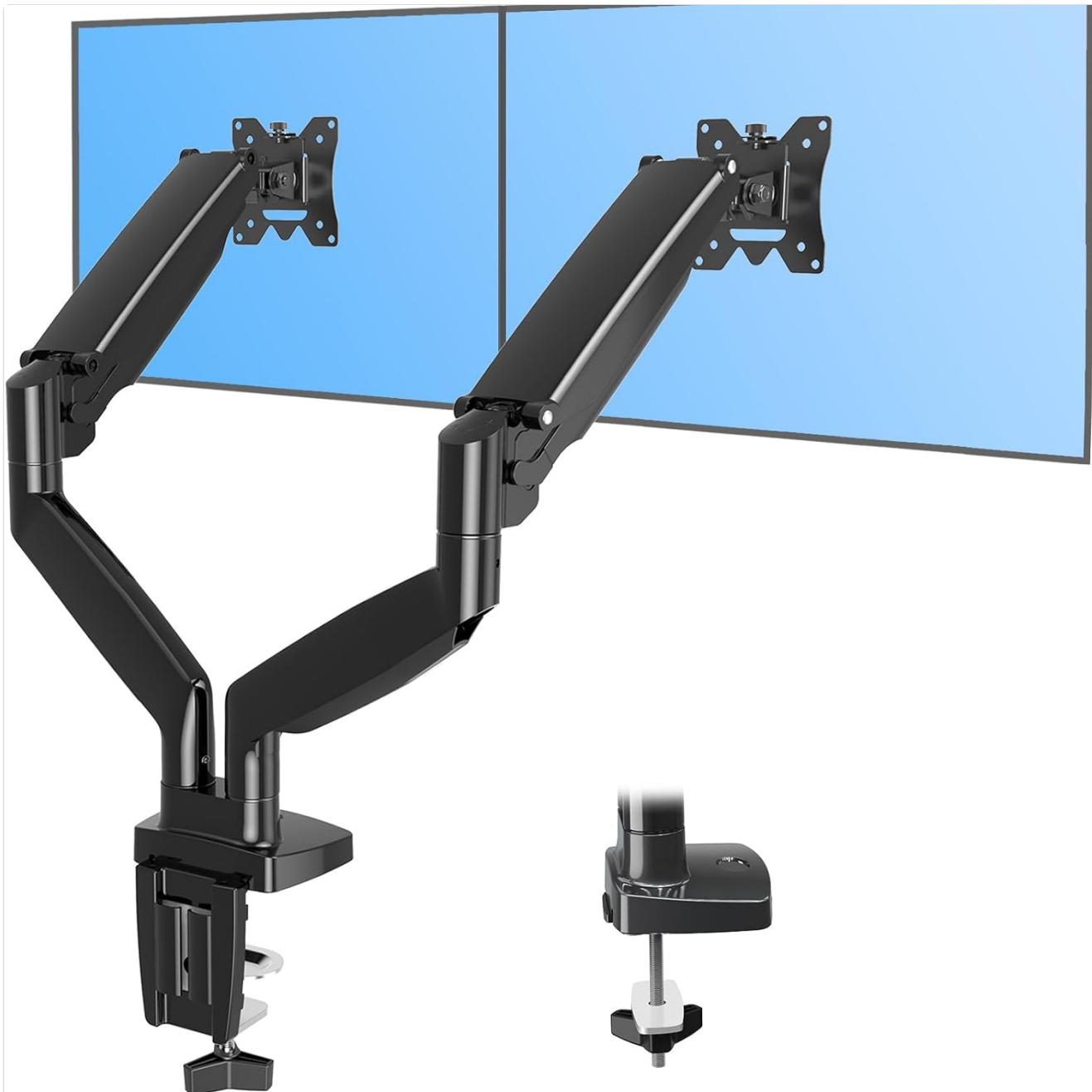


Image: The MOUNTUP Dual Monitor Mount with two monitors attached, demonstrating the VESA plate connection and desk clamp.

### 3. Install the Mount to Your Desk

Follow the specific instructions for your chosen mounting method (C-Clamp or Grommet) to securely attach the base of the monitor mount to your desk. Ensure the base is stable before proceeding.

### 4. Attach Monitors to Arms

Once the VESA plates are attached to your monitors and the mount is secured to the desk, slide the monitors onto the arms. The design allows for easy attachment.

### 5. Adjust Gas Spring Tension

The gas spring arms require tension adjustment to properly support your monitor's weight. Use the provided Allen key to turn the adjustment screw. Turn clockwise to reduce tension for lighter monitors, and counter-clockwise to increase tension for heavier monitors. Hold the arm in a horizontal position during adjustment. Note that it may take several turns (up to 17) to achieve the correct tension.

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Video: MOUNTUP MU0033 Gas Spring Tension & Tilting Adjustment Guide. This video demonstrates how to properly adjust the gas

spring tension and tilt angle for optimal monitor positioning.

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Video: MOUNTUP MU0033 Monitor Arm Installation Guide. This video provides a step-by-step guide for installing the monitor arm, including securing it to the desk and attaching monitors.

## OPERATING INSTRUCTIONS

The MOUNTUP Dual Monitor Mount offers full motion capabilities to customize your viewing experience and achieve an optimal ergonomic posture.

### Adjusting Monitor Position



Image: Diagram illustrating the full range of motion: Swivel 180°, Rotation 360°, Tilt +90° to -45°.

- **Tilt:** Adjust the monitor's vertical angle from +90° to -45° to reduce glare and optimize viewing.
- **Swivel:** Pivot the monitor 180° horizontally at the arm joints to share your screen or change viewing angles.
- **Rotation:** Rotate the monitor 360° from landscape to portrait orientation for different tasks.
- **Height Adjustment:** The gas spring arm allows for smooth vertical height adjustments to align monitors at eye level.

level.

Note: When stacking two monitors, ensure they are not over 24 inches for optimal configuration.

## TWO INSTALLATION OPTIONS

### Clamp Mounting →

Desk thickness: 0.39" - 3.34"



### ← Grommet Mounting

Desk thickness: 0.39" - 3.34"  
Hole Diameter: Up to 2.4"



Image: Examples of various monitor configurations possible with the dual arm mount, including side-by-side and stacked setups.

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Video: MOUNTUP MU0033 Monitor Desk Mount Function Display. This video showcases the various movements and adjustments possible with the monitor mount, demonstrating its flexibility.

### Cable Management and USB Connectors

The mount includes integrated cable management channels to keep your workspace organized and clutter-free. Simply route your display and power cables through the designated covers on the arms. Additionally, the base features two detachable USB connectors for convenient access to your devices (USB cable not included).

# DETACHABLE USB CONNECTOR



**Note: USB cable not include**

Image: Close-up view of the detachable USB connectors located on the base of the monitor mount, designed for easy cable organization.

## MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your MOUNTUP Dual Monitor Mount.

- **Cleaning:** Wipe down the mount with a soft, damp cloth. Avoid abrasive cleaners or solvents that could damage the finish.
- **Inspection:** Periodically check all screws and connections to ensure they remain tight. Re-tighten if necessary.
- **Gas Spring:** The premium gas springs are tested for over 25,000 lift cycles, indicating long-term durability. If you notice any changes in arm movement, re-adjust the tension as described in the Setup section.

## TROUBLESHOOTING

If you encounter issues with your MOUNTUP Dual Monitor Mount, refer to the common problems and solutions below. For more detailed assistance, please consult the official [Troubleshooting Guide \(PDF\)](#).

Problem	Possible Cause	Solution
Monitor sags or does not stay in position.	Gas spring tension is too low for the monitor's weight.	Increase gas spring tension by turning the adjustment screw counter-clockwise.
Monitor is difficult to move or adjust.	Gas spring tension is too high for the monitor's weight.	Decrease gas spring tension by turning the adjustment screw clockwise.
Mount feels unstable on the desk.	Clamp or grommet base is not securely tightened.	Ensure the C-clamp or grommet base is tightened firmly to the desk. Verify desk thickness is within limits.
Monitors are not level.	Minor misalignment during installation or adjustment.	Adjust the tilt and rotation mechanisms on the VESA plate to level the monitors.

## SPECIFICATIONS

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Feature	Detail
Brand	MOUNTUP
Model Number	MU0033
Screen Size Compatibility	Up to 35 inches (each monitor)
Load Capacity	6.6-30.9 lbs (per arm)
VESA Compatibility	75x75mm, 100x100mm
Mounting Type	Tabletop Mount (C-Clamp, Grommet)
Desk Thickness (Clamp/Grommet)	0.39" - 3.35"
Movement Type	Rotate, Swivel, Articulating, Tilt
Maximum Tilt Angle	90 Degrees
Material	Alloy Steel
Color	Black
Product Dimensions	5.91 x 12.99 x 17.52 inches
Item Weight	12.8 pounds

## WARRANTY AND SUPPORT

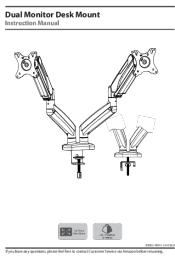
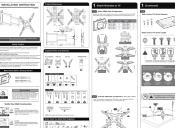
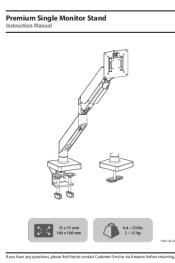
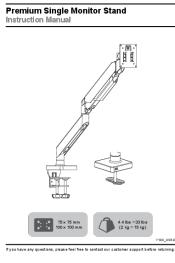
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MOUNTUP stands behind the construction, strength, and durability of its monitor mounts. This product comes with a **3-year support warranty**.

For any pre-purchase questions, installation assistance, or troubleshooting not covered in this manual, please do not hesitate to contact MOUNTUP customer service. Our friendly customer service team is ready to assist you.

You can also refer to the official [User Manual \(PDF\)](#) for additional information.

## Related Documents - MU0033

	<p><a href="#"><b>MOUNTUP Dual Monitor Stand Installation Guide (MU0005)</b></a></p> <p>Comprehensive installation instructions for the MOUNTUP MU0005 dual monitor stand, featuring gas spring adjustment, VESA compatibility, and dual mounting options (clamp/grommet).</p>
 <p><b>Dual Monitor Desk Mount Instruction Manual</b></p> <p>For more questions, please contact us at <a href="mailto:CustomerService@MountUp.com">CustomerService@MountUp.com</a></p>	<p><a href="#"><b>MOUNTUP Dual Monitor Desk Mount Instruction Manual</b></a></p> <p>Comprehensive instruction manual for the MOUNTUP Dual Monitor Desk Mount, detailing assembly, installation options (clamp and grommet), monitor attachment, adjustments, and maintenance for VESA-compatible monitors.</p>
 <p><b>MOUNTUP MU0057 Full Motion TV Wall Mount Instruction Manual</b></p> <p>For more questions, please contact us at <a href="mailto:CustomerService@MountUp.com">CustomerService@MountUp.com</a></p>	<p><a href="#"><b>MOUNTUP MU0057 Full Motion TV Wall Mount Instruction Guide</b></a></p> <p>Comprehensive installation guide for the MOUNTUP MU0057 full motion TV wall mount. Covers attachment to wood studs and concrete, VESA compatibility, safety, and adjustments for TVs up to 77 lbs.</p>
 <p><b>Premium Single Monitor Stand Instruction Manual</b></p> <p>For more questions, please contact us at <a href="mailto:CustomerService@MountUp.com">CustomerService@MountUp.com</a></p>	<p><a href="#"><b>Premium Single Monitor Stand Instruction Manual - MOUNTUP Y100-US2.0</b></a></p> <p>Detailed instruction manual for the MOUNTUP Premium Single Monitor Stand (Model Y100-US2.0), covering safety, package contents, assembly steps, adjustments, and dimensions. Supports VESA 75x75mm and 100x100mm, with a weight capacity of 4.4-33 lbs.</p>
 <p><b>Premium Single Monitor Stand Instruction Manual</b></p> <p>For more questions, please contact us at <a href="mailto:CustomerService@MountUp.com">CustomerService@MountUp.com</a></p>	<p><a href="#"><b>MOUNTUP Premium Single Monitor Stand Installation Guide</b></a></p> <p>Comprehensive instruction manual for the MOUNTUP Premium Single Monitor Stand. Covers clamp and grommet base installation, arm assembly, monitor attachment, gas spring tension adjustment, cable management, and final positioning. Includes safety warnings and maintenance tips.</p>
 <p><b>Single Monitor Desk Mount Instruction Manual</b></p> <p>For more questions, please contact us at <a href="mailto:CustomerService@MountUp.com">CustomerService@MountUp.com</a></p>	<p><a href="#"><b>MOUNTUP Single Monitor Desk Mount Instruction Manual</b></a></p> <p>Comprehensive instruction manual for the MOUNTUP Single Monitor Desk Mount, detailing assembly, installation, adjustments, and maintenance for VESA-compatible monitors.</p>