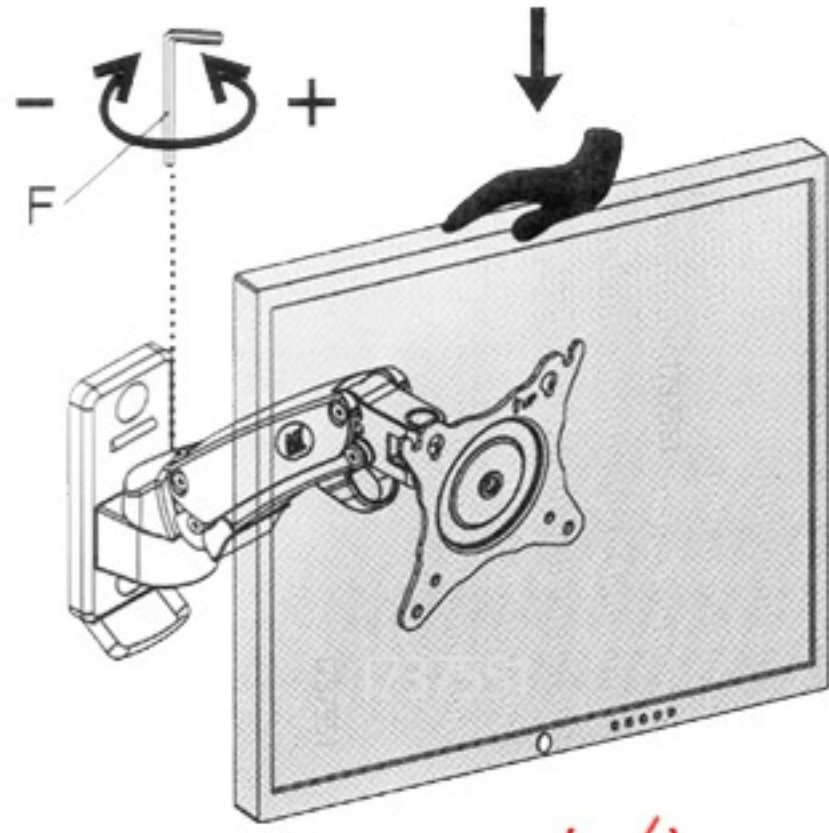
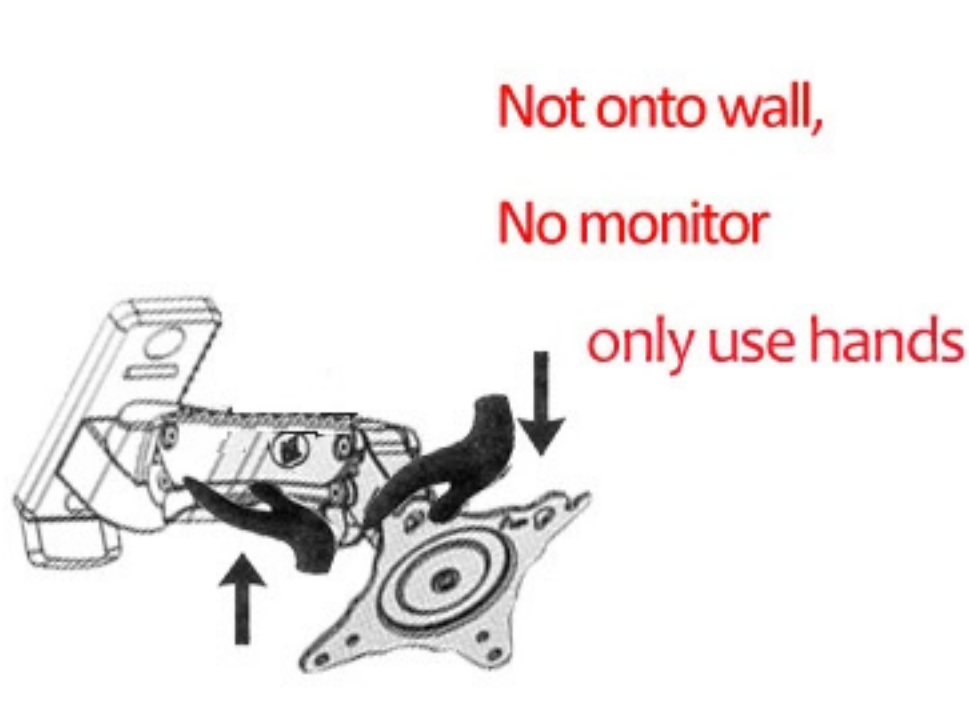


1. **client question:** the arm is too rigid, i couldnt move or press it

our answer: for NB gas spring arm mount, you need finish the installation first and attach the monitor onto the mount, then clamp the screen to press the arm



(✓)



(✗)

2. **Question:**the torque adjust hole is not able to reach

Answer: first,finish the instal and attach monitor onto the mount, second, press the arm down, then the hole will come out



not installed, press by hand (✗)



installed, then press the arm (✓)

3. **Question:** the vesa plate is not at correct position

Answer: the VESA plate could rotate by 360°, catch the screen and rotate



catch screen and rotate, very easy (✓)

4. **Question:** my monitor dont have VESA hole, even taking off its stand

Answer: for such monitor, you need order together with FP-1(H1), such mounts will clamp the screen



+



(✗)



+



+



(✓)

5. **Question:** the arm couldnt stay, it go up automatically

Answer: the cause is the torque is too much for your monitor,pls reduce the torque toward “-”



5. **Question:** the arm couldnt stay, it go down automatically

Answer: the cause is the torque is too small for your monitor,pls reduce the torque toward “+”

