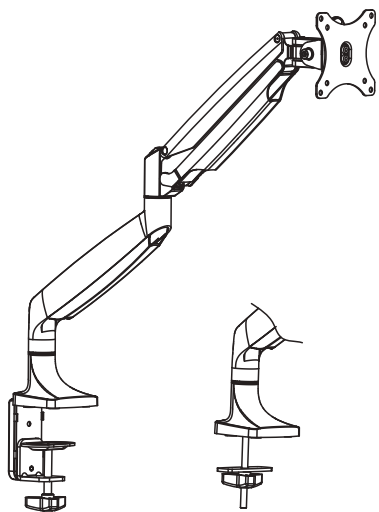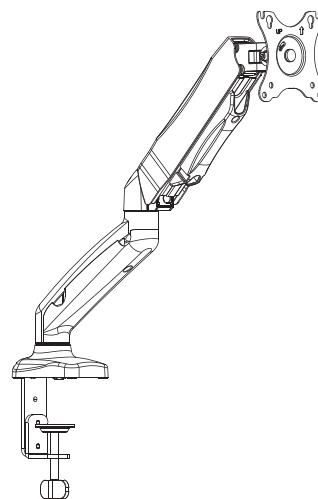# HUANUO

Gas Spring Dual and Single Monitor Mount Trouble–shooting Manual
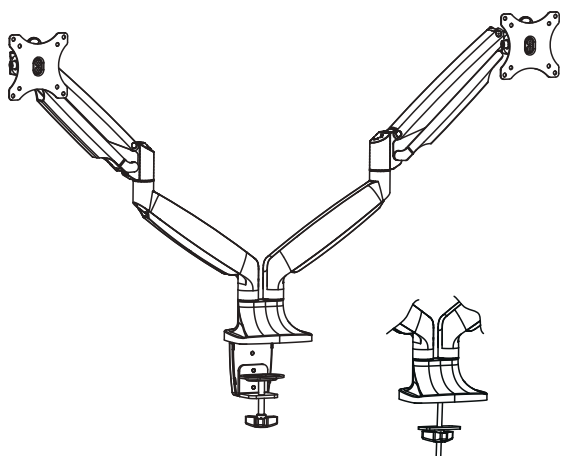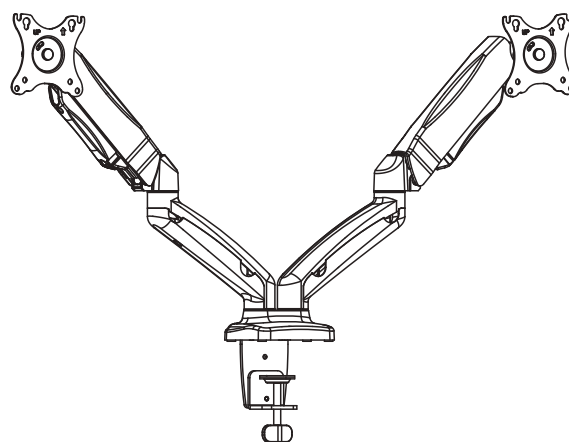
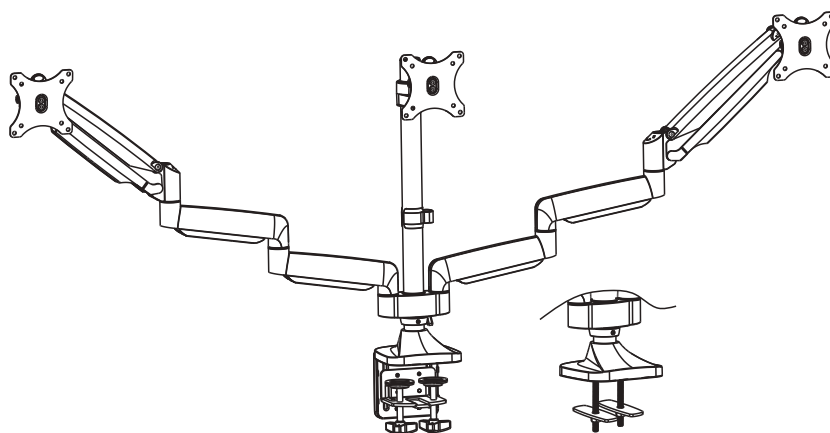V1.0

HNSSK2
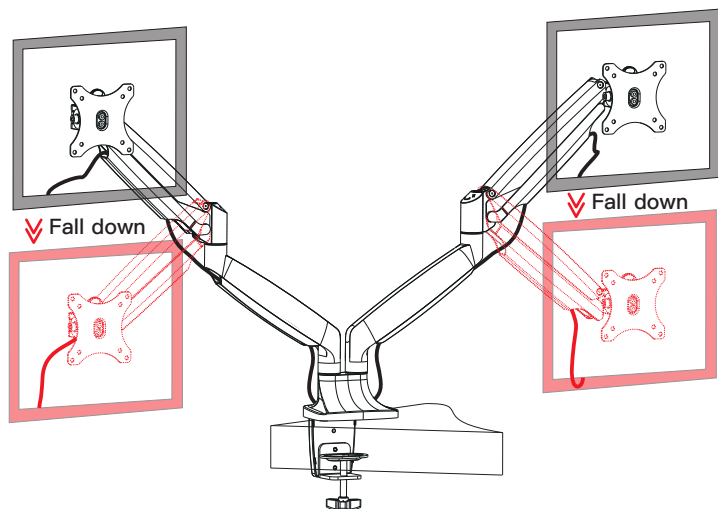
HNSSK4

HNDSK3

HNDSK4

HNTSK1

Case

Monitor/Arm falls down or drops or facing down

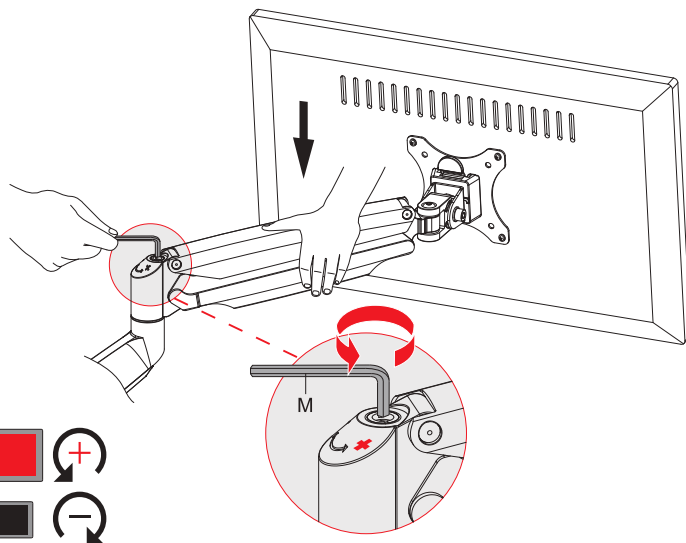

Fall down

Fall down

Fall down

Solution

Step 1

Check and make sure your monitor is 13″ –32″ (for Model HNSSK2 / HNDSK3 / HNTSK1), monitor is 13″ –27″ (for Model HNDSK4 / HNSSK4), weighing up to 19.8 lbs (for Model HNSSK2/ HNDSK3),weighing up to 14.3 lbs (for Model HNTSK1/ HNDSK4 / HNSSK4), 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 HNSSK2 / HNDSK3 / HNTSK1/ HNDSK4 / HNSSK4.
You may need to turn the screw by many circles to tighten the arm (1 cirlcles ≈ 1 lbs).

M

Case

Monitor/Arm pops up

Upward

Upward

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.
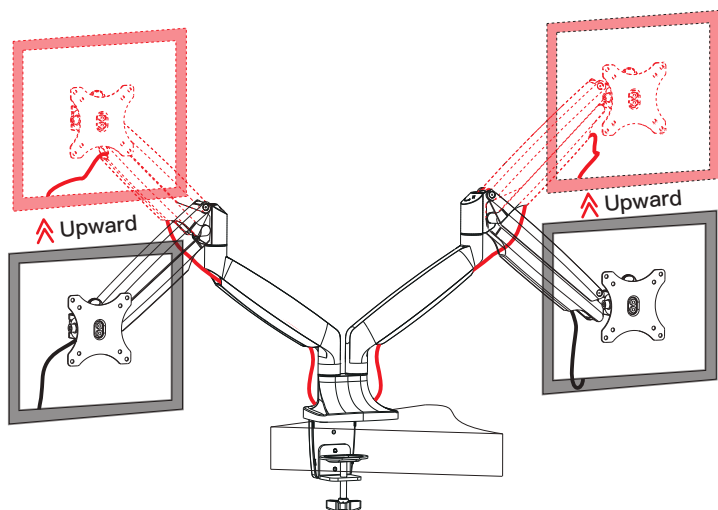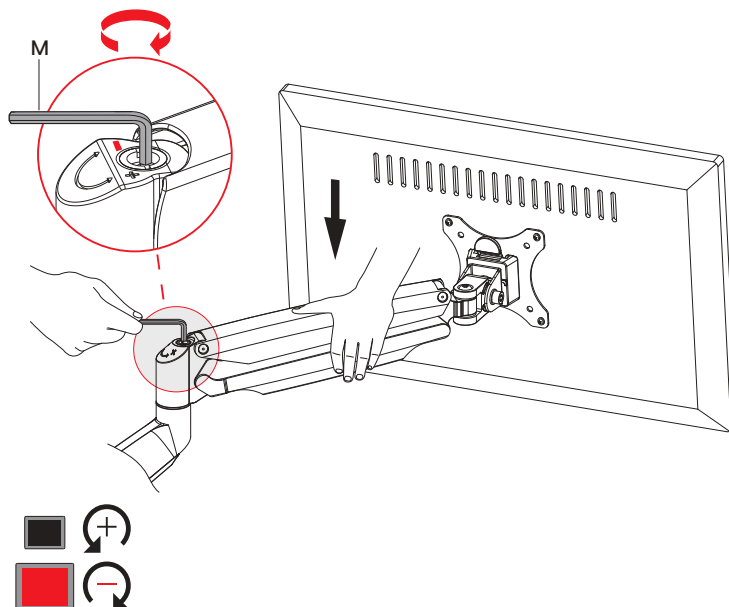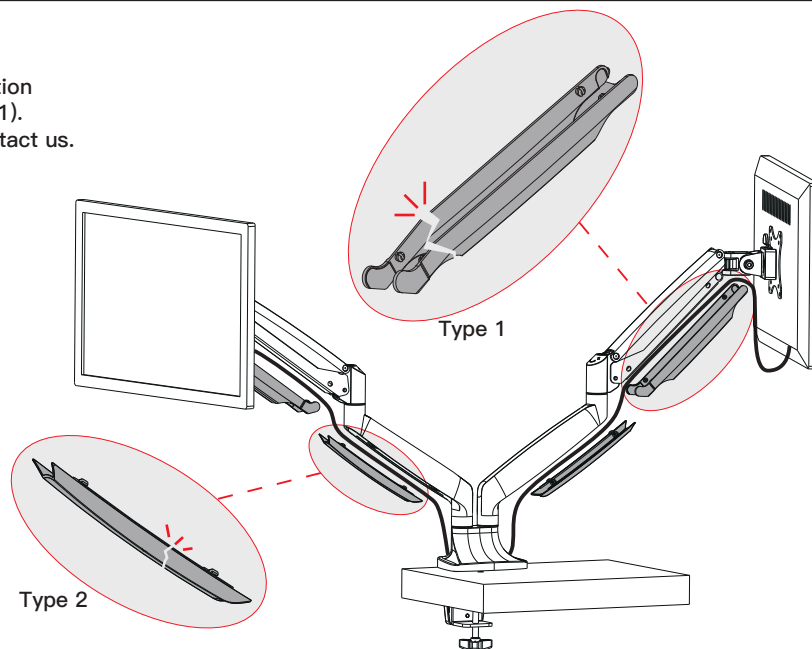This solution can be applied ALL HUANUO gas spring dual and single monitor mounts like HNSSK2 / HNDSK3 / HNTSK1/ HNDSK4 / HNSSK4.
You may need to turn the screw by many circles to loosen the arm (1 cirlcles ≈1 lbs).

M

Case

The cover will be damaged after installation
(for model HNSSK2 / HNDSK3 / HNTSK1).
If the wire cover is damaged, please contact us.
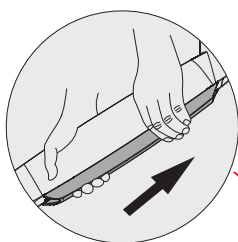
Type 1

Type 2

Solution

Type1
(for model HNSSK2 / HNDSK3 / HNTSK1).
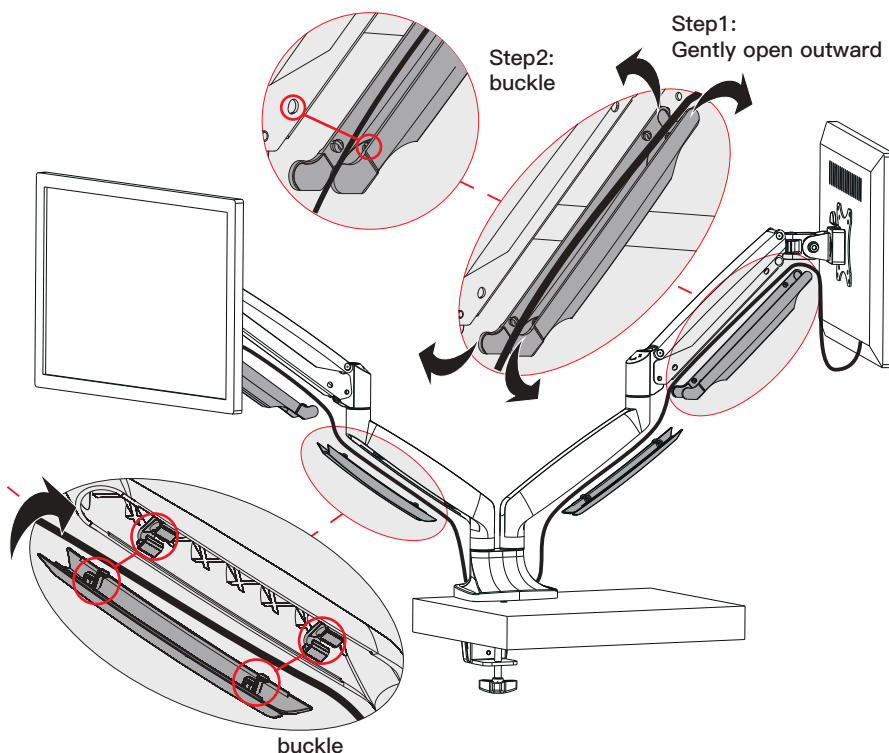Step 1 : The first step is to gently open the four sides
of the wire cover.
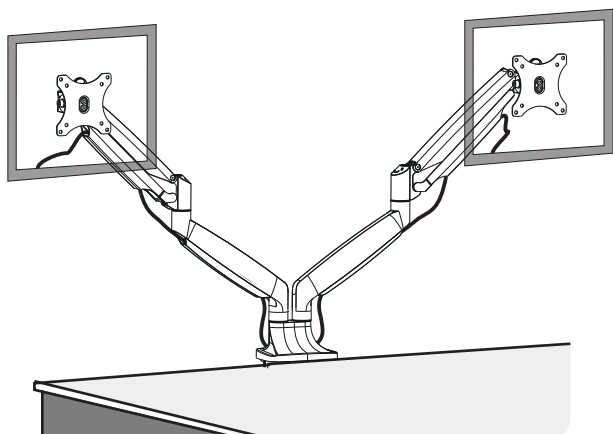Step 2 : Use a wire cover to hold the clip under the
arm.

Step1:
Gently open outward

Step2:
buckle

Gently push up

Type2
Use the wire cover to fasten the clip under the arm
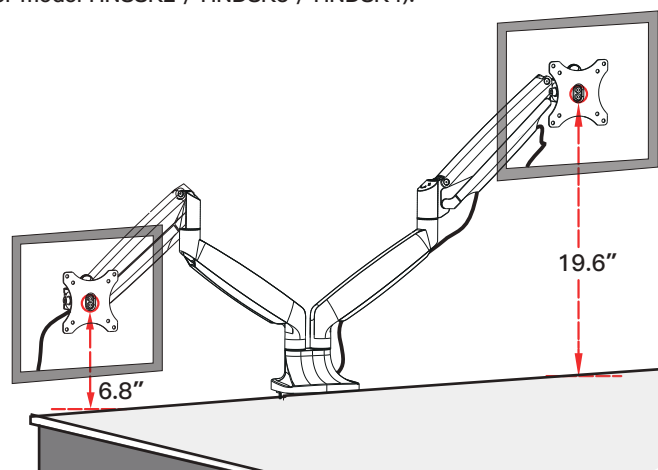and gently push it forward.
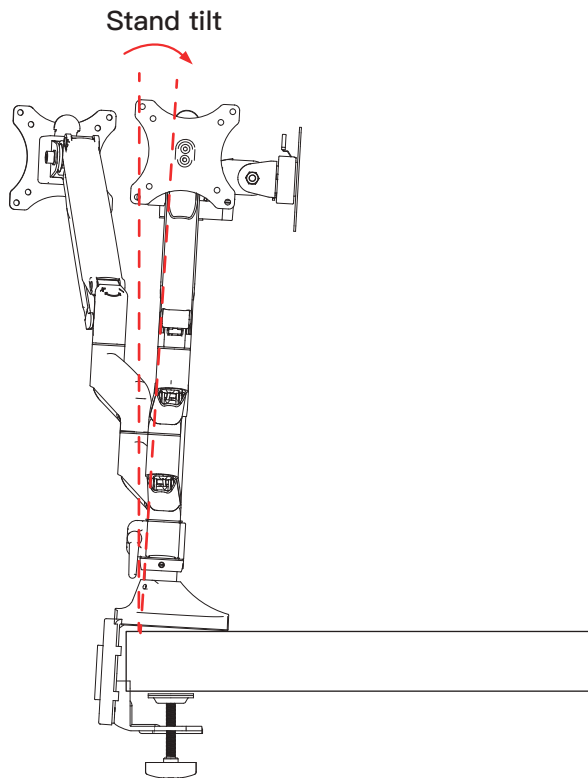
buckle

Case

Stand is not high enough

Solution

The maximum height from the VESA center to the desktop is 19.6",
and the lowest height from the VESA center to the desktop is 6.8".
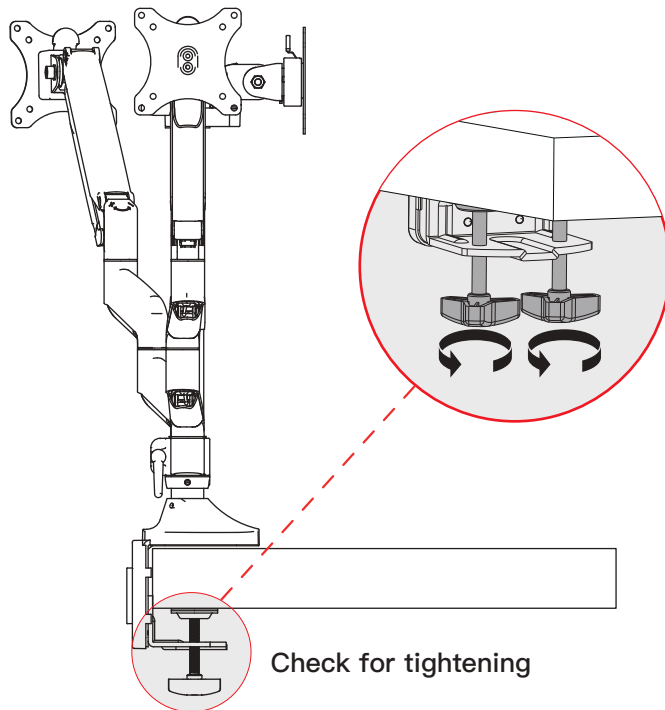(for model HNSSK2 / HNDSK3 / HNDSK4).

19.6"

6.8"

Case

For HNTSK1: The product is tilted.

Stand tilt

Solution

1. Please make sure your desk is not a Particleboard;
2. Remove the monitor;
3. screw the desk clamp to the tightest position, and hang the monitor.
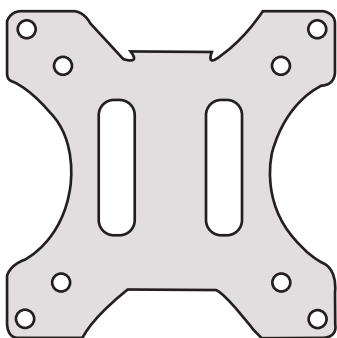
Check for tightening

Case

VESA plates are not compatible

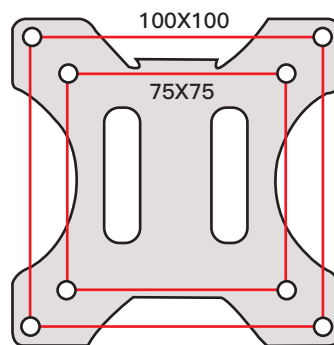Case A: Your monitor VESA holes are over 100*100mm

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 32″ , you can use a HUANUO Adapter Kit to solve this problem. Please search "HNMUA1" on Amazon and get the adapter kit for your monitor.

100X100

75X75

Case

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

Solution

Please don't hesitate to CONTACT us at 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.