

## MM720 Standard Pull Down TV Mount

- ► Read this entire manual before you begin.
- Do not unpack box contents until verifying the requirements listed on page 4.

#### **A** WARNING!

This product contains small parts that can be a choking hazard. Do not let children play with any of these small parts! Keep children away from the work area during installation.

#### **A** Caution

This product is intended to be installed by professional installation contractors, or persons familiar with the tools and methods required for this installation. If you are not sure about your ability to perform this installation, you must contact a professional. MantelMount is not responsible for damage or injury caused by incorrect installation or improper use.

#### **A** Caution

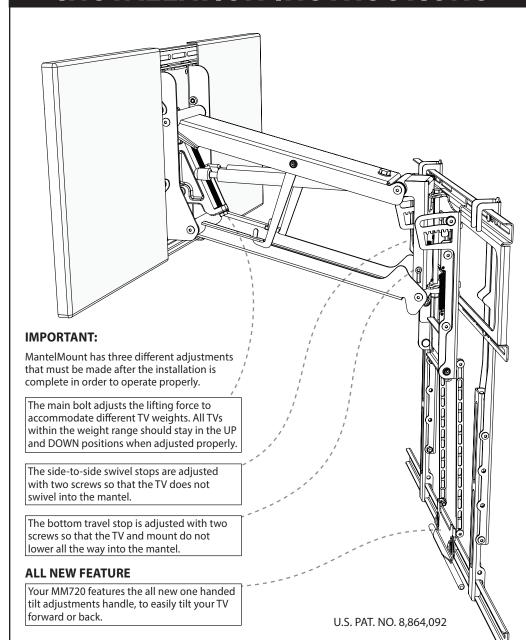
Do not let children operate, pull on, or hang from MantelMount. Do not let children push MantelMount upward to the top position - this will cause the mount to slam against the wall due to the upward force of the springs. Only a person tall enough to control the mount all the way to the top should operate MantelMount.

#### **A** Caution

Do not use this product in any way, or for any purpose, that is not specifically described in these instructions.

MantelMount is not responsible for damage or injury caused by incorrect installation or improper use.

## **INSTALLATION INSTRUCTIONS**



## If you need help, call 1.800.897.9755 ext.1

For missing/damaged parts or questions during installation, contact our Customer Support team at **1.800.897.9755 ext.1**or **support@mantelmount.com.** 

Customer satisfaction is our highest priority!

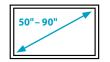
Watch an installation video or access a PDF of this manual at **MantelMount.com**/FAQs/Specs and Manuals.

Contains important safety information – please save! MantelMount.com



## **BEFORE INSTALLATION**

## **1** Verify TV and mount space meet these criteria:



**SCREEN SIZE** 50" to 90" (Diagonally)



WEIGHT CAPACITY 25 to 115 LBS. (Including Sound Bar)



TV Height:

**VESA COMPLIANT** Up to 600mm X 600mm

#### MANTEL DEPTH 18" MAXIMUM



(Include sound bar height if placing below TV.)

# WOOD STUDS FOR MOUNTING Studs Maximum 28" apart; Wall Covering Maximum 5/8"

## Verify MantelMount will fit the wall space.

A. Use the reference diagram (right) and chart (below) to write down the following measurements (in inches):

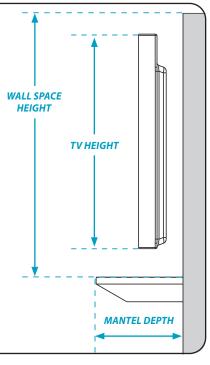
**Wall Space Height:** (Distance from mantel to ceiling/crown molding.)

(Distance mantel extends away from the wall.) **Mantel Depth:** 

**Required Vertical Space:** (Calculation from chart below.)

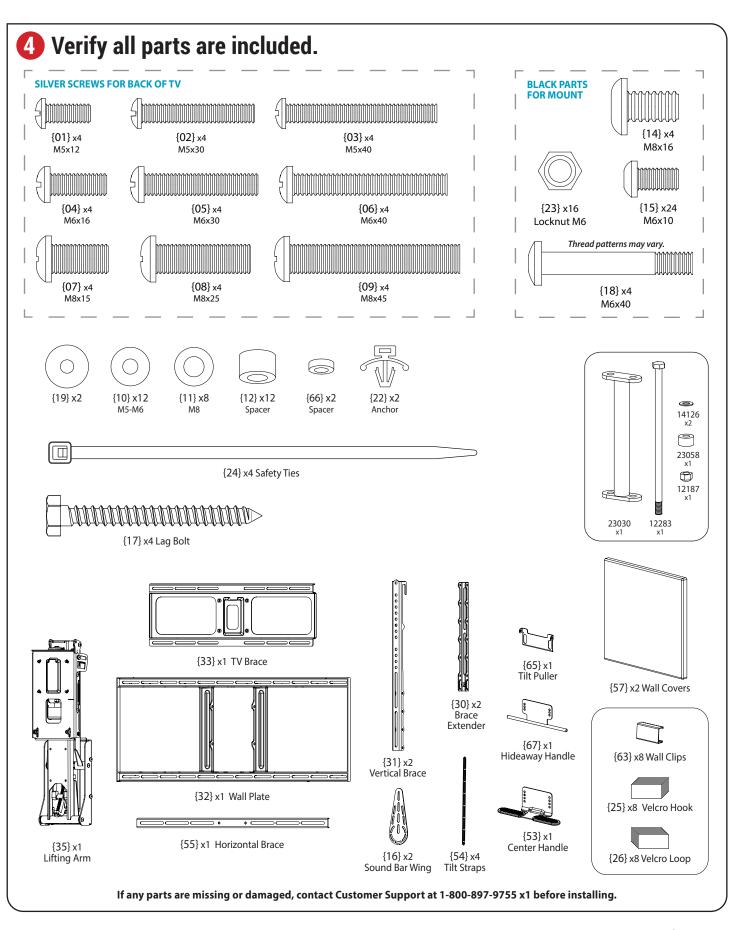
B. If the Required Vertical Space is less than or equal to the Wall Space Height, then MantelMount will fit the wall space.

If Mantel Depth is:	Required Vertical Space is:
Less than 8"	TV height + 2"
9" – 11"	TV height + 4"
11" – 14"	TV height + 6"
14" – 18"	TV height + 9"



## OPTIONAL **3** Verify you have the required tools. 10-14mm 7/32" **HOLE SAW** STUD FINDER PENCIL AWL ALLEN WRENCHES WRENCH SOCKET WRENCH PHILLIPS DRILL BIT POWER DRILL TAPE MEASURER TAPE DISPENSER LEVEL

## **BEFORE INSTALLATION**



## MM720 INSTALLATION STEPS

STEP 1	Attach Braces to TV PAGE 5
STEP 2	Determine Wall Placement
STEP 3	Attach Mount to Wall
STEP 4	Attach TV to Mount
STEP 5	Make Final Adjustments

## **MWARNING**

Keep children away from the work area during installation.

This product contains small parts, please keep out of reach from children.

#### **MARNING**

Do not remove the gas springs or any bolts that hold the Lifting Arm together.

## **MARNING**

Do not let small children pull on or hang from MantelMount.

Only persons tall enough to control the product all the way to the top/raised position should operate MantelMount.

Do not allow small children to push MantelMount upward to the top position. This will cause the mount to slam against the wall due to the upward force of the springs.

## **ACAUTION**

This product is intended to be installed by professional contractors or persons familiar with the tools and methods required for this installation.

If you are uncertain about your ability to perform this installation, please contact a professional.

Do not use this product in any way or for any purpose that is not specifically described in these instructions.

#### **ACAUTION**

Do not use this product for purposes not specifically described in these instructions.

MantelMount is not responsible for damage or injury caused by incorrect installation or improper use.

MantelMount is not responsible for damage or injury caused by incorrect installation or improper use.

#### **Symbols Used in this Manual**











- Two people required for parts of this installation.
- ▶ Installation Tips & Videos: http://mantelmount.com/install-tips
- Questions during installation? Contact Customer Support: Monday – Friday, 7am – 4pm PST 1.800.897.9755 x1 or support@mantelmount.com

U.S. Pat. No. 8,864,092

For more information on MantelMount patented technology visit: www.mantelmount.com/pages/patents

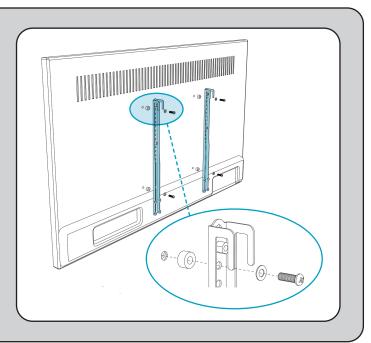


## STEP 1

# Attach Braces to TV\*

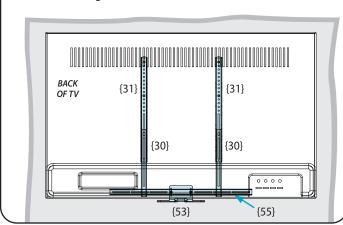
In order for the TV to hide the Mount on the wall, the Braces must be at least 4" higher than the bottom of TV (or Soundbar if one is installed).

If you are using an RB100 Recess Box then they must be more than 6" higher to hide the Recess Box.



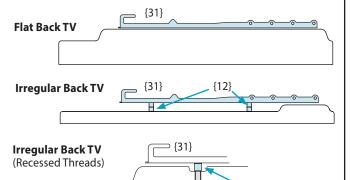
## 1.1 Test-fit Brace components on back of TV.

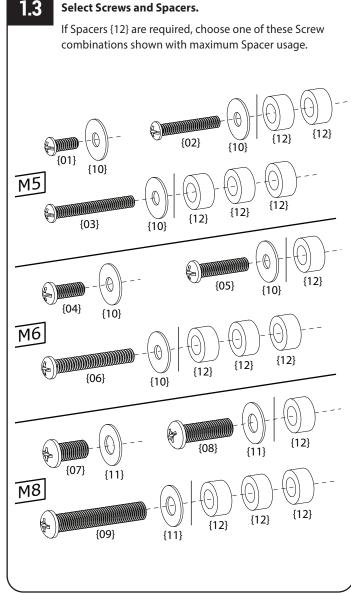
Place TV screen-side down on a flat, blanketed surface. Lay out components to check assembly configuration. If installing a sound bar, refer to STEP 1.8.

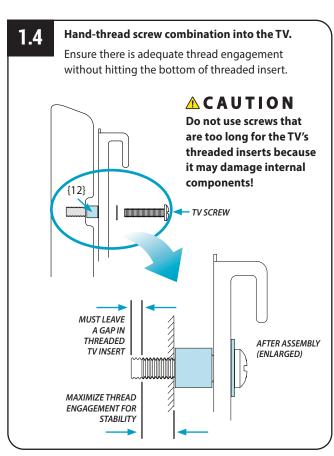


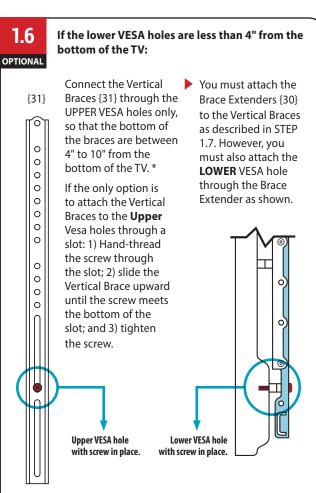
## Determine if TV has a flat or irregular back. An irregular back will require Spacers {12} and

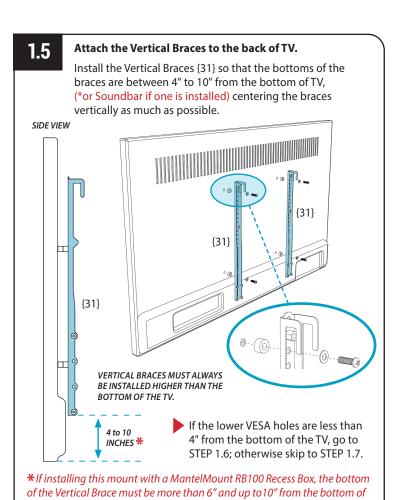
An irregular back will require Spacers {12} and longer Screws to fill spaces between the Vertical Brace {31} and the TV. The Braces must be parallel to television screen.

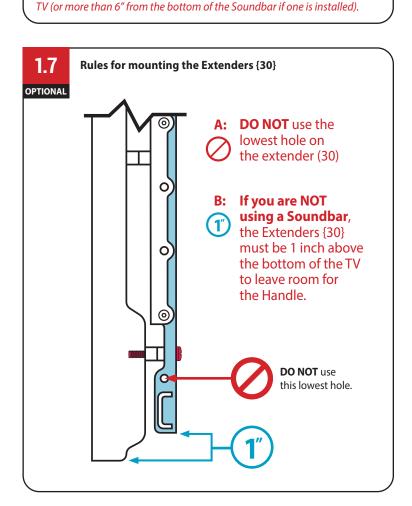


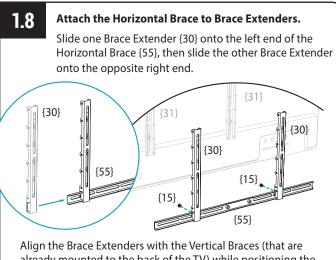






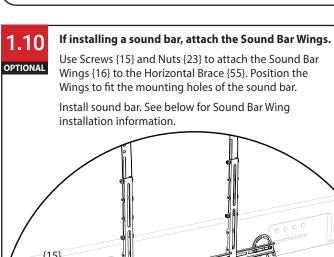






already mounted to the back of the TV) while positioning the Horizontal Brace so that it extends an equal amount on either side of the Brace Extenders. Attach Horizontal Brace to Brace Extenders w/Screws {15}.

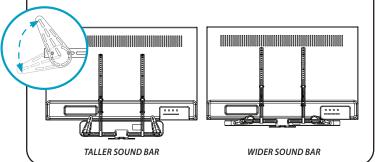
# Attach Brace Extenders to the Vertical Braces. Slide the Brace Extenders (30) (with the Horizontal Brace {55} now attached to them) onto the Vertical Braces {31}. Position it so that the Horizontal Brace will be hidden by the TV. Use Screws {18} and Nuts {23} to attach. {18}



## Arrange Sound Bar Wings and sound bar to work with the **Heat-Sensing Center Handle.**

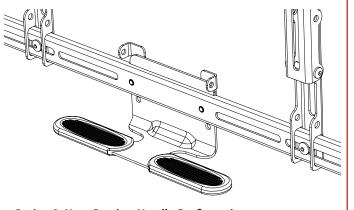
The Sound Bar Wings may be positioned and rotated so that the Center Handle {53} will reach below the sound bar.

For example, if a sound bar is tall, the Brace Extenders {30} and Horizontal Brace can be attached lower down on the Vertical Braces toward the bottom of the sound bar while the Wings point upwards in order to align with the sound bar's installation holes.



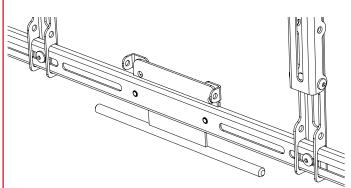
## **Tilt Handle Configuration Options**

The MM720 was designed with two tilt handle configuration options. Both options will allow you to tilt your television equally. Choose the handle configuration that works best for your mounting situation. DO NOT install BOTH HANDLES.



#### **Option A: Heat-Sensing Handle Configuration.**

Our patented Heat-Sensing Handle turns red if the temperature above the fireplace exceeds a safe 110° F - a visual cue that either the TV needs to be raised to the UP position or the fireplace needs to be turned off.



## **Option B: Hideaway Handle configuration.**

Allows for the handle to be hidden away behind the television while still giving access to the mounts tilt feature.

## 1.11 - Tilt Handle Configuration Options: Heat Sensing Handle: OPTION A

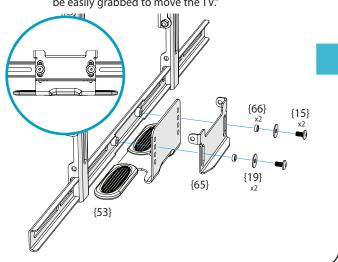
Hideaway Handle: OPTION B (Choose Your Handle Option)

NOTE The tilt function does not work with the Recess Box RB100, because the TV will be too close to the wall. If you intend to use the RB100 Recess Box on with your MantelMount installation **DO NOT** use parts {65} or {54}.

## **Option A: Heat Sensing Handle**

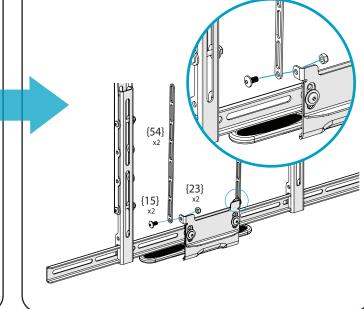
Attach the Heat Sensing Handle {53} and the Tilt Puller {65} as shown, using Spacers {66}, Washers {19} and Screws {15}. The Spacers {66} MUST BE located inside the slots of the Tilt Puller. The Spacers will clamp tightly against the Heat Sensing Handle while still allowing the Tilt Puller to slide freely.

The Heat Sensing Handle should be within one inch BELOW the bottom of the TV or Soundbar so that it can be easily grabbed to move the TV."



Attach two Tilt Straps {54} to the Tilt Puller {65} using two screws {15} and two nuts {23}. When attaching the straps together be sure the screws and nuts are attached to the end of the straps.

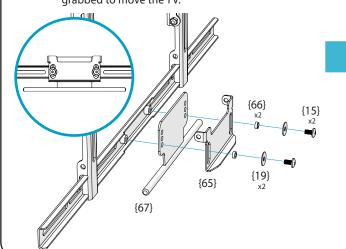
IMPORTANT NOTE: The Screws {15} must be on the OUTSIDE, and the Nuts {23} must be on the INSIDE.



## 1.11B Option B: Hideaway Handle

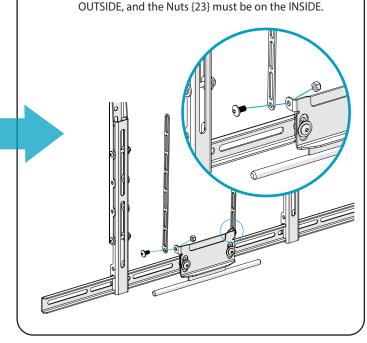
Attach the Hideaway Handle (67) and the Tilt Puller (65) as shown, using Spacers (66), Washers (19) and Screws {15}. The Spacers {66} MUST BE located inside the slots of the Tilt Puller. The Spacers will clamp tightly against the Hideaway Handle while still allowing the Tilt Puller to slide freely.

The Hideaway Handle should be within one inch ABOVE the bottom of the TV or Soundbar so that it can be easily grabbed to move the TV."



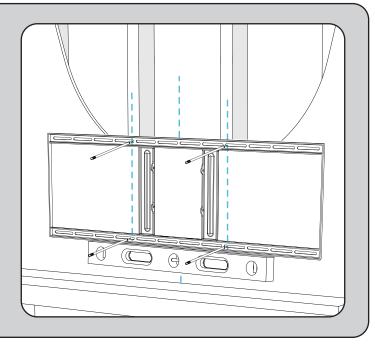
Attach two Tilt Straps {54} to the Tilt Puller {65} using two screws {15} and two nuts {23}. When attaching the straps together be sure the screws and nuts are attached to the end of the straps.

IMPORTANT NOTE: The Screws {15} must be on the

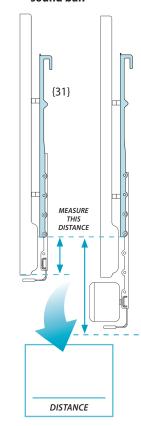


## STEP 2

## **Determine Wall Placement**



Measure the distance from the bottom of the Vertical Braces (31) (not the Extenders) to the bottom of the TV/ sound bar.\*

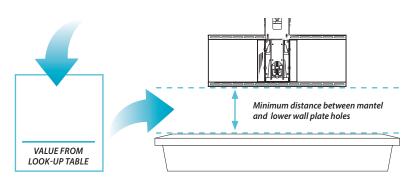


\*If installing this mount with a MantelMount RB100 Recess Box, the bottom of the Vertical Brace must be more than 6" from the bottom of TV (or 6" from the bottom of the Soundbar if one is installed).

#### Determine the minimum vertical position of the Wall Plate.

Use the Look-up Table below to find the minimum distance between the mantel and the bottom of the lower Wall Plate {32}. This will be the intersection of the distance from STEP 2.1 and the mantel depth. Write the minimum distance in the box below.

DEPTH OF MANTEL 6.5 7.25 9.25 7.5 10.3 8.5 11.3 12.8 15 6.5 9.5 11.3 12.3 13.8 16 9.5 10 10.5 11.3 12 13.3 14.8 17 10.5 11.5 12.3 14.3 15.8 18 9.5 11.5 12 12.5 12.3 15.3 16.8 10.5 14



Most customers want their TV mounted as close to the mantel as possible. If this describes you, go directly to STEP 2.4.

However, if you want the TV higher on the wall (such as centered between the mantel and ceiling) e.g. for extra space on the mantel for pictures or a center speaker, continue to STEP 2.3.

## OPTIONAL

#### Determine a higher vertical position of the Wall Plate.

Some customers want the TV centered between the mantel and the ceiling or crown molding. Others want enough space below the TV for pictures or a center speaker.

The TV's position on the wall is directly related to the placement of the lower Wall Plate. To determine exactly where to place the lower Wall Plate, choose an option below that best describes your scenario and fill in the boxes.

NOTE: Distance "E" below must always be at least the minimum distance in STEP 2.2

#### Option 1: I want the TV centered between the mantel and ceiling/crown molding.

1. Record measurements already taken:

Wall Space Height (from pg. 2)

TV Height (from pg. 2)

(B)

Distance from STEP 2.1 (from pg. 8)

(C)

2. Subtract the TV Height (B) from the Wall Space Height (A), then divide by 2.

(D)

3. Add (C) and (D) to determine how many inches above the mantel to place the **lower** Wall Plate holes.

$$(C) + (D) =$$



## Option 2: I want the TV a specific distance above the mantel.

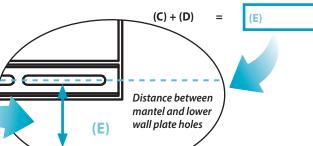
1. Record distance from STEP 2.1 (from pg. 8)

2. Write the specific number of inches you want between the mantel and the TV (or TV with sound bar):

(D)

(C)

3. Add (C) and (D) to determine how many inches above the mantel to place the lower Wall Plate holes.

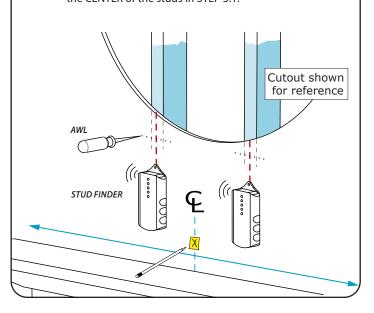


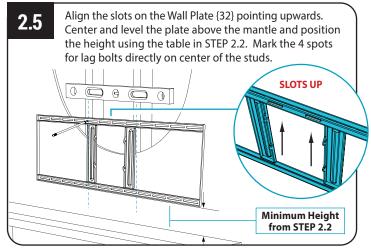
#### Find the center of your mantel and the centers of two studs.

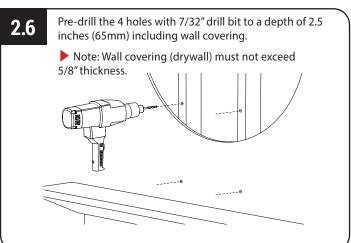
Measure and mark the center line of the mantel onto the wall with tape.

Next, use a stud finder to locate two studs, one on each side of the centerline. (If you prefer to use one center stud alone, see "Mount Space" in the Troubleshooting Tips on page 21.)

Then, at the height from either Step 2.2 or 2.3, locate the center of the stud(s) by poking a sharp awl or finish nail through the drywall to find each stud edge. Mark these center spots on the wall. Lag Bolts must be installed into the CENTER of the studs in STEP 3.1.





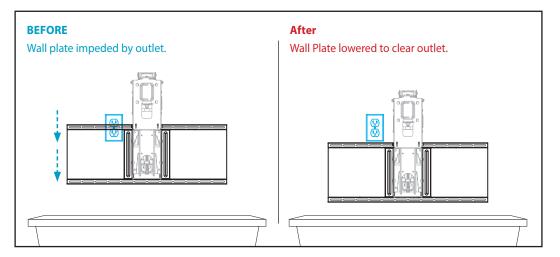


## 2.7

#### If necessary, move Wall Plates to clear an outlet.

If a Wall Plate installation is impeded by an electrical outlet (or other) and professionally relocating the outlet is impossible, try one of these two options:

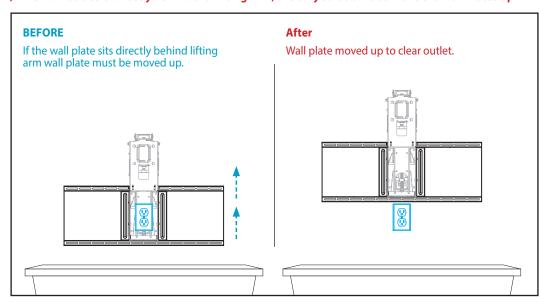
Move Wall Plates up or down to clear the outlet. As long as you don't place the LOWER Wall Plate below the Minimum Distance (Step 2.2) or above the Maximum Distance (step 2.3), MantelMount will still function properly.



Simply move the Wall Plates up or down enough to clear the outlet, leaving them as close as possible to the originally planned vertical positions.

IMPORTANT: You must now move the Vertical Braces (31) on the back of the TV using the same number of inches used to move the Wall Plates (e.g., move the Vertical Braces down 2" if the Wall Plates were moved down by 2"). The bottom of the Vertical Braces must remain between 4 to 10 inches from the bottom of the TV.

#### NOTE: If outlet is directly behind the Lifting Arm, the only solution is to move the Wall Plates up.

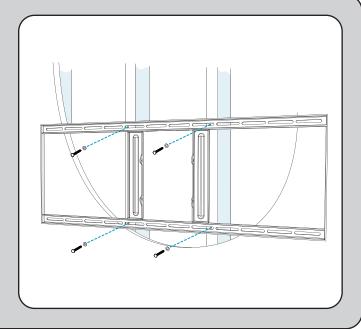


Move the Wall Plates up enough to clear the outlet, leaving them as close as possible to the originally planned vertical positions.

IMPORTANT: You must now move the Vertical Braces (31) on the back of the TV using the same number of inches used to move the Wall Plates (e.g., move the Vertical Braces up 2" if the Wall Plates were moved up by 2"). The bottom of the Vertical Braces must remain between 4 to 10 inches from the bottom of the TV.

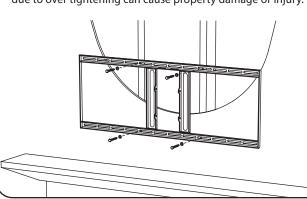
# STEP 3

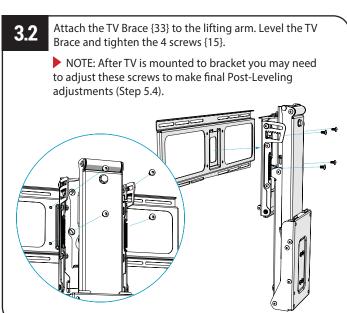
## **Attach Mount** to Wall



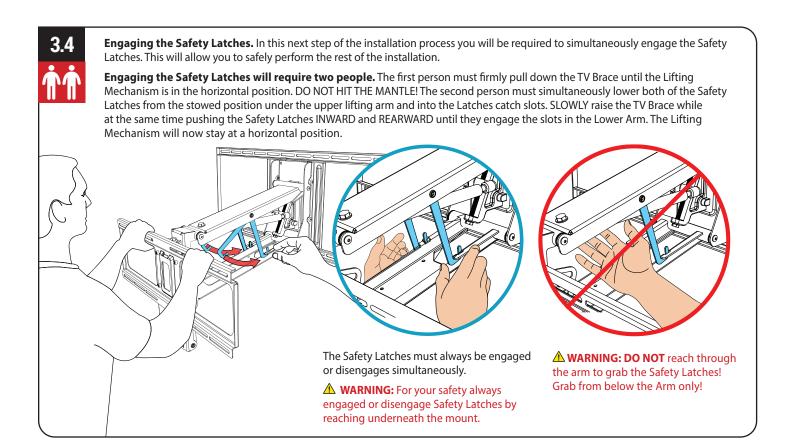
Attach the Wall Plate {32} using Lag Bolts {17} and Washers {11} directly into the centers of the studs.

▲ CAUTION: Do Not over tighten Lag Bolts {17}. Tighten only until the washers are firmly against the wall plate. Damage due to over tightening can cause property damage or injury.





Insert top tabs of Lifting Mechanism {35} into the slots of Wall Plate (33) then slide the bottom into position. Align all four holes and install Screws {14}. Insert all 4 screws before tightening securely. **IMPORTANT:** When handling the Lifting Mechanism {35} DO NOT damage or scratch the rods of the Gas Springs. 

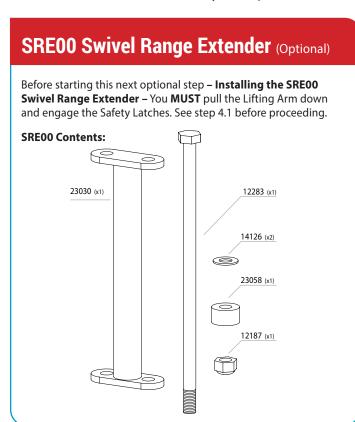


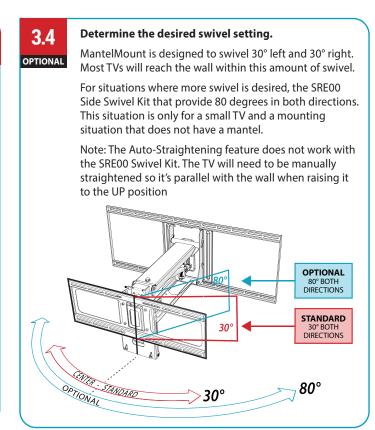
## **OPTIONAL STEPS AND FEATURES**

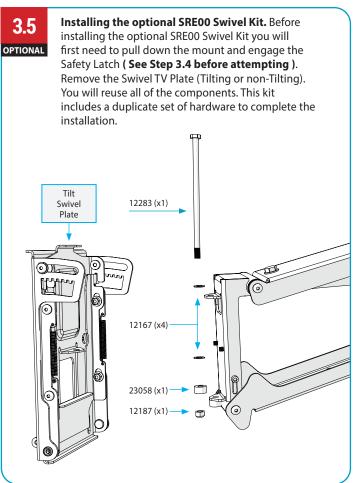
The following steps are optional. Please review to determine if they are useful to your installation. If not, skip ahead to Section 4.

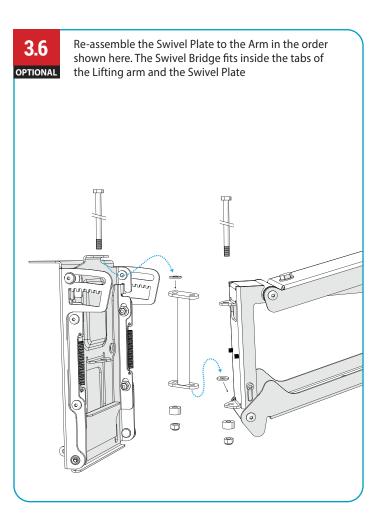
This step is OPTIONAL. SRE00 NOT REQUIRED IF MOUNTING OVER A FIREPLACE. If you do not need to add the Side Swivel Kit, skip ahead to Section 4.

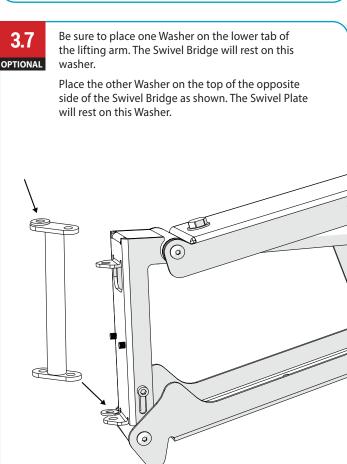
Note: The SRE00 is recommended only for installations of the MantelMount that require maximum swivel in both Directions, such as a mount that is attached to a post or located at a corner. Also, when the mount is in the stowed, flat position this extender will shift the TV slightly to one side or the other. The wall attachment can be shifted sideways to compensate for this if a center installation is desired.

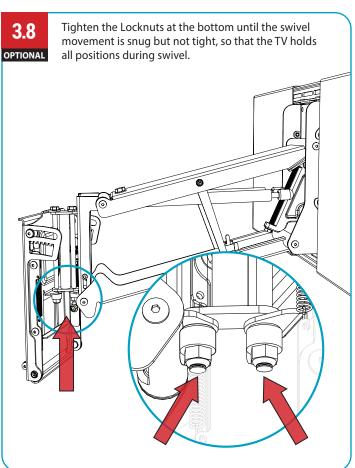




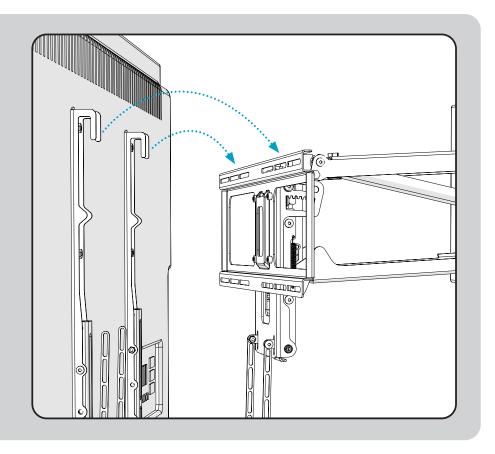








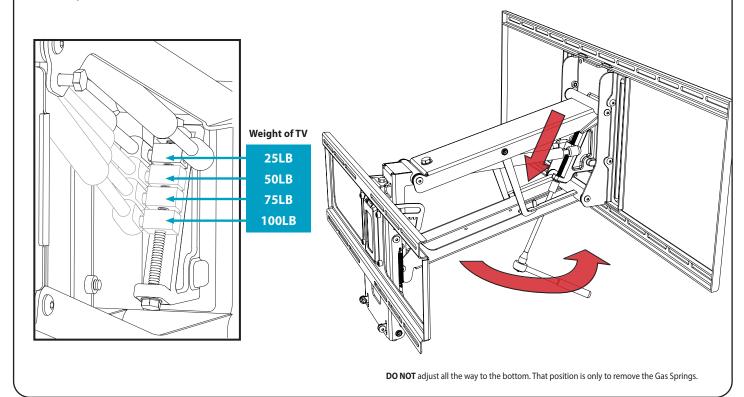
# STEP 4 Attach TV to Mount



## Preset the lifting force.

Turn the main bolt CLOCKWISE (while looking at the head of the bolt from underneath) as shown to pull the Gas Springs DOWN for heavy TVs. Rotate the bolt the other way for less lifting force for lighter TVs.

See the diagram below for a preset estimate for the Gas Springs. The lightest lifting force is at the top, and the heaviest is down just below the middle of the bolt threads.



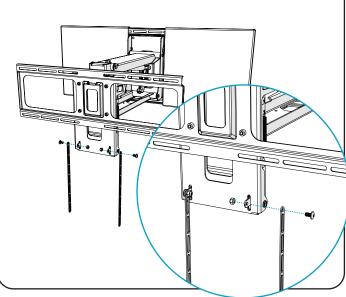
14 MM720 Installation Instructions

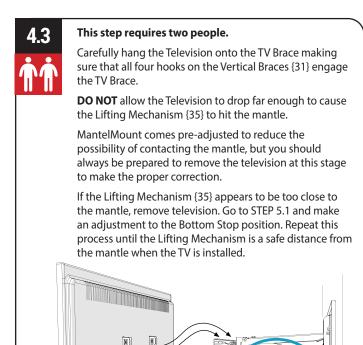
Customer Support 1.800.897.9755 x1 support@mantelmount.com 15

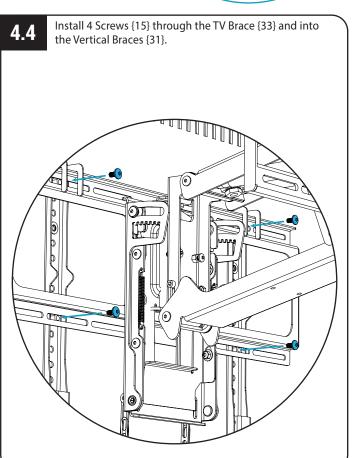
## Attaching top tilt linkage.

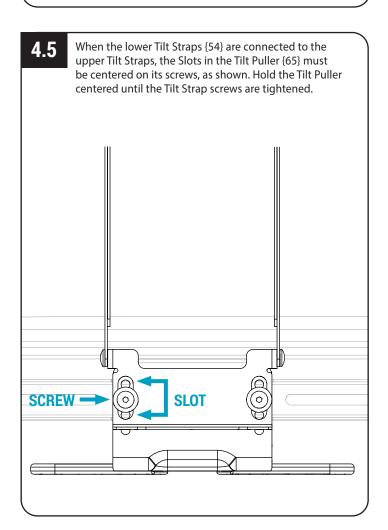
Attach two hanging Tilt Straps {54} to the front of the Swivel Plate using two Screws {15} and two Nuts {23}. Tighten screws as they will not be accessible after the TV is mounted to the brace. Let the straps hang as we will be attaching them to the rest of the tilt mechanism after the television is attached to the MantelMount.

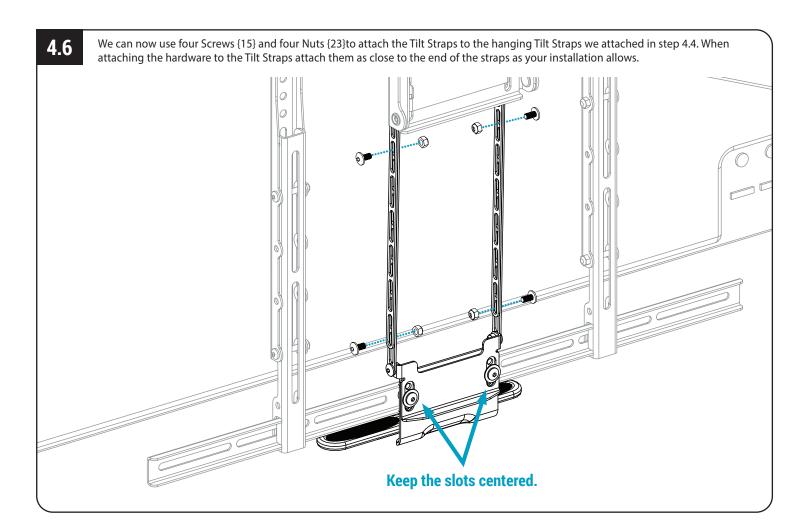
**NOTE** The tilt function does not work with the Recess Box RB100, because the TV will be too close to the wall. If you intend to use the RB100 Recess Box on with your MantelMount installation **DO NOT** use parts {65} or {54}. You can skip this step.

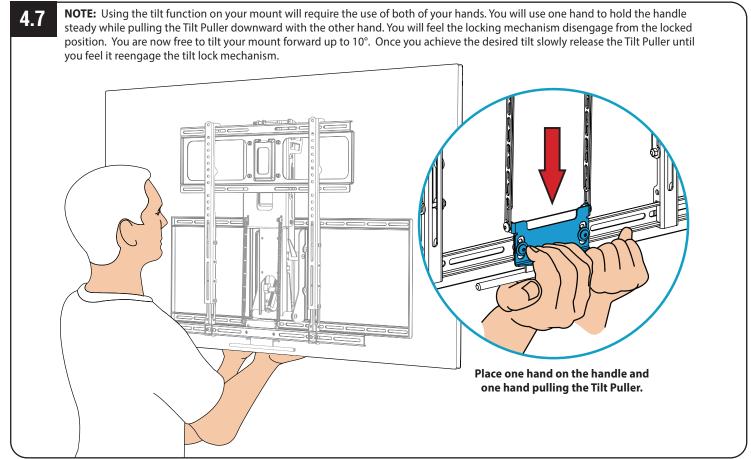


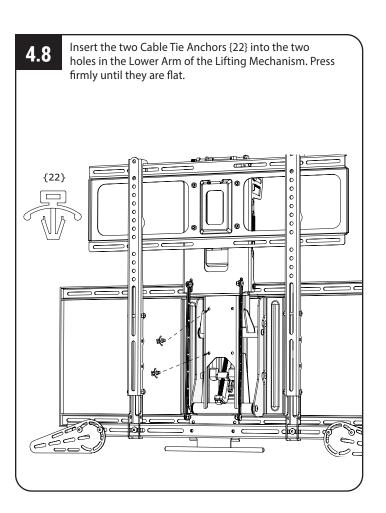


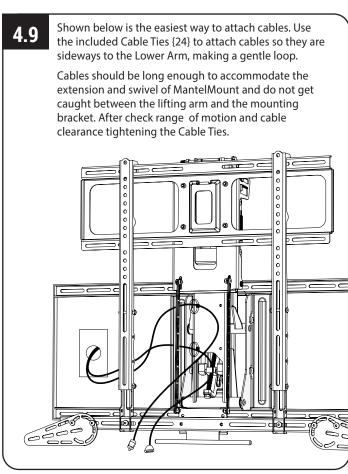


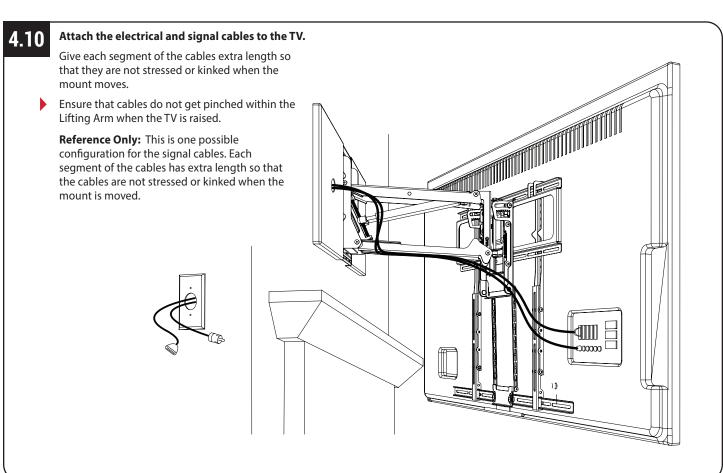


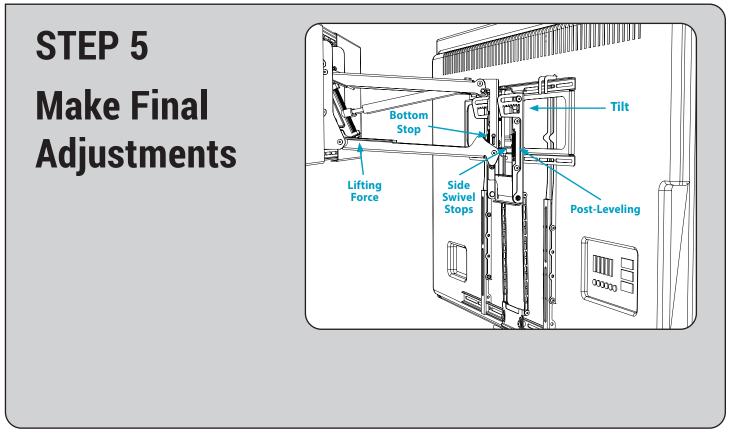


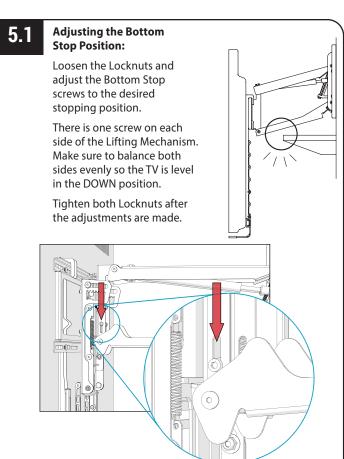


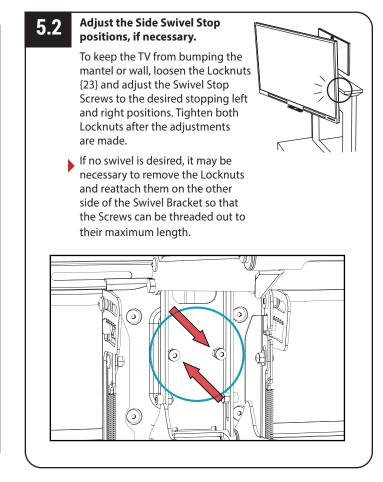








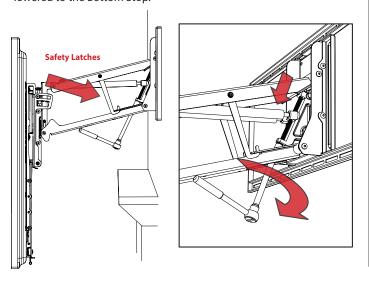




#### Adjusting for Television weight.

With the Safety Latches Secured in place, use a socket wrench with an extension to adjust the long bolt inside the Lifting Mechanism {35}. Turn the bolt clockwise (AS SHOWN BELOW) to pull the Gas Springs down and increase the lifting force for heavy TVs, or turn counterclockwise for lighter TVs. This adjustment can take several turns. (Reference Step 4.3)

Adjust the bolt until the TV gently stays in the lowered position. Move the TV up and down within the range below the Safety Latches. The TV should almost stay up against the Safety Latches, but should be easily lowered to the Bottom Stop.

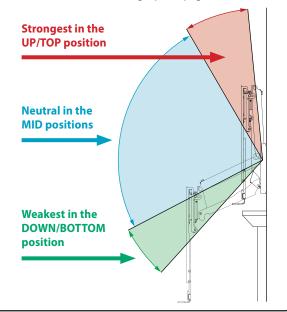


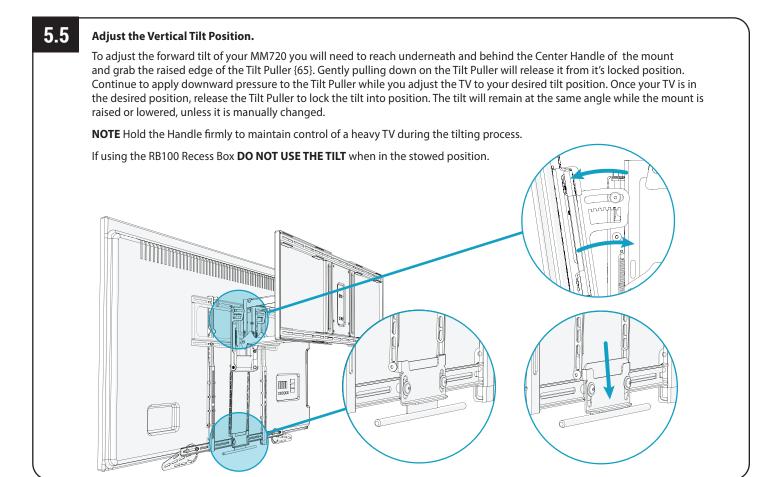
#### **Verify the proper Lifting Performance (Force)**

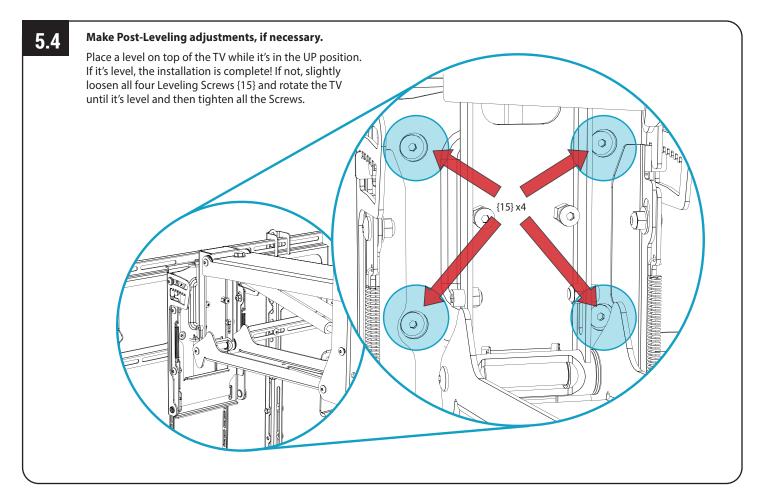
MantelMount is designed to keep the TV securely in the UP position while also allowing it to gently rest in the DOWN position. Refer to diagram below.

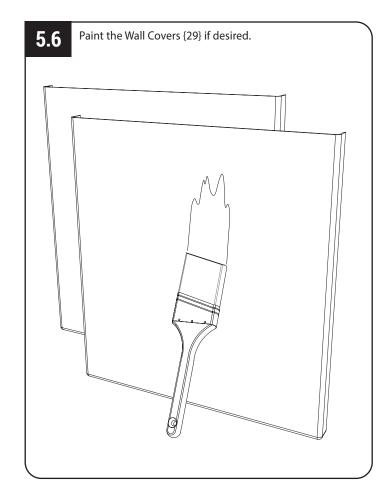
If you need to make adjustments, reinsert the Safety Latches and then repeat STEP 5.3.

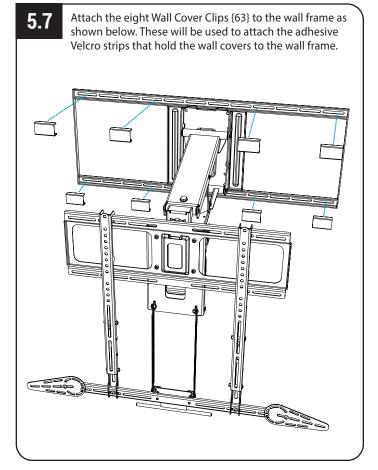
For more information on refining Lifting Performance, refer to "Mount Performance" in the Troubleshooting Tips on page 26.

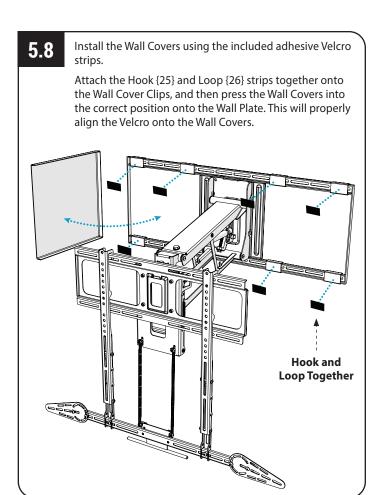


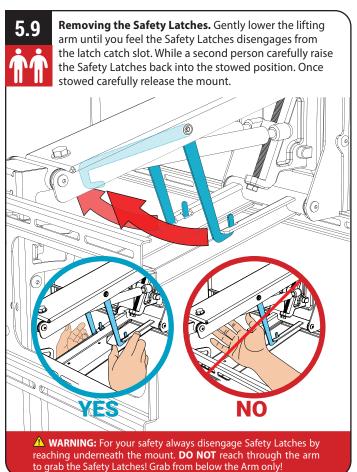


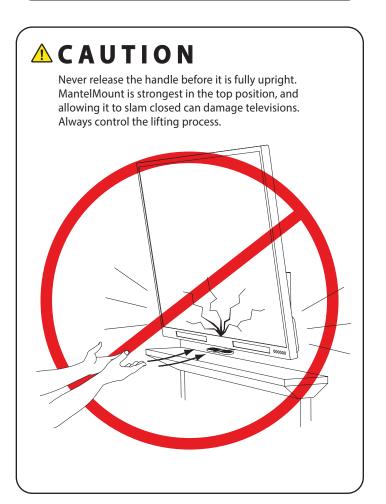


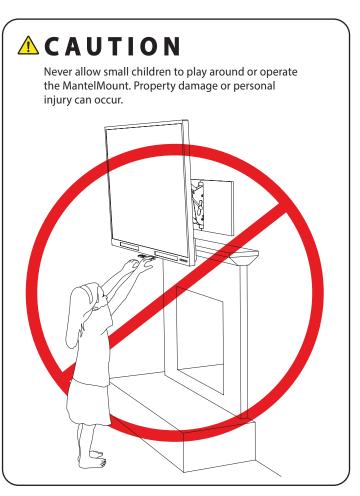


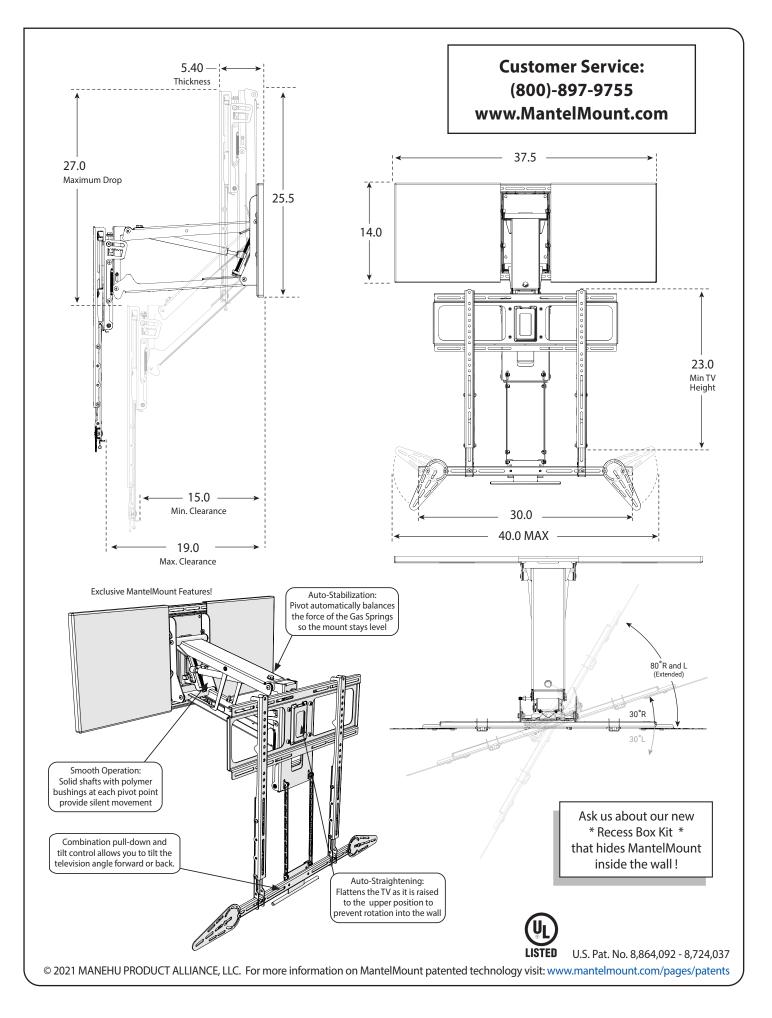




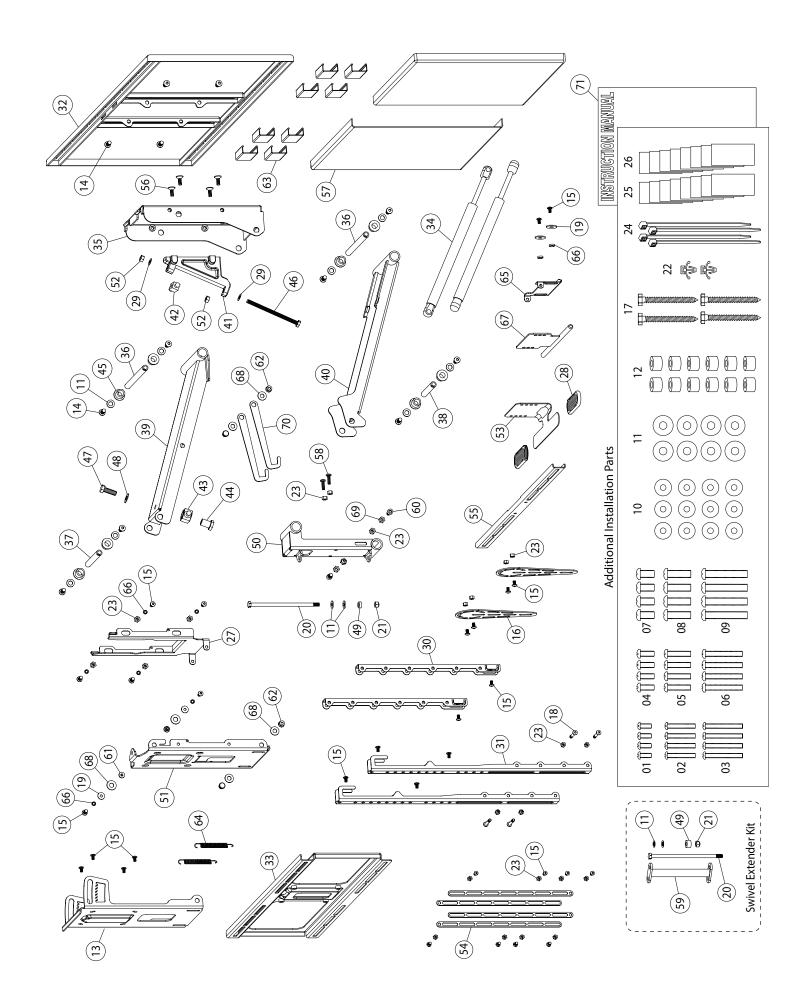








22 MM720 Installation Instructions Customer Support 1.800.897.9755 x1 support@mantelmount.com 23



															_			_						_	_		_		_			_				
QTY.	_	-	-	-	-	-	-	-	8	1	1	-	2	-	_	2	_	4	-	4	2	2	-	2	2	4	8	2	1	8	1	9	2	2	-	
DESCRIPTION	Shaft 102mm	Shaft 89mm	Upper Arm, Welded	Lower Arm	Adjustment Block	Sliding Block	Pivot Spring Mount	Pivot Spring Shaft	Bushing	Hex Bolt M8 x 160	Hex Bolt M10 x 30	Washer, M10 (10.5 x 21 x 1.5)	Spacer	Swivel Bracket	Swivel TV Plate	Nut M8	Center Handle	Tilt Strap	TV Horizontal Brace	Flat Screw M8 x 12	Wall Cover	Round Head Screw M6 x 20	Swivel Bridge	Cap Screw M6 x 15	Tilt Nut	Rivet 10 x 5	Wall Cover Clip	Spring	Tilt Pull Handle	Spacer	Center Handle, Hidden	Washer, M10, (10.2 x 22 x 1.0)	Nut M6	Safety Hook	Instruction Manual	
PART NUMBER	13062	13059	23018	23020	23015	12220	13033	12257	12115	21180	14130	14128	23058	23026	23039	12186	14062	23044	14060	23051	12113	12253	23030	12174	14155	12261	25000	23050	23047	23010	23023	23033	12185	23052	MM720M	
ITEM NO.	37	38	39	40	41	42	43	44	45	46	47	48	49	92	51	52	53	54	55	56	57	58	59	09	61	62	63	64	65	99	29	89	69	70	71	
QTY.	4	4	4	4	4	4	4	4	4	12	20	12	1	12	30	2	4	4	4	2	2	2	24	4	8	8	1	2	2	2	2	1	_	2	-	2
DESCRIPTION	M5 x 12	M5 x 30	M5 x 40	M6 x 16	M6 x 30	M6 x 40	M8 x 15	M8 x 25	M8 x 45	Washer M6	Washer M8×2	Spacer	Tilting Swivel TV Plate	Round Head Screw M8 x 16	Round Head Screw M6 x 10	SoundBarWing	Lag Bolt 60mm	Round Head Screw M6 x 40	Washer, M6, 20mm O.D.	Hex Bolt M8 x 180	Locknut M8	Cable Tie Anchor	Locknut M6	Tie Wrap	Velcro Strip HOOK	Velcro Strip LOOP	Tilt Pull Latch	Handle Rubber, Temp Change	Disk Spring Washer	TV Brace Extender	TV Vertical Brace	Wall Frame	TV Frame	Gas Spring	Wall Bracket	Shaft 164mm
PART NUMBER	12189	12190	12191	12193	12194	12195	12197	12198	12199	12166	14126	12122	23041	12176	12178	15010	12154	12255	23055	12283	12187	14110	12183	12162	12139	12141	23037	12222	12247	14056	14038	23011	24030	12160	23013	13064
ITEM NO.	1	2	3	4	2	9	7	8	6	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36

24 MM720 Installation Instructions Customer Support 1.800.897.9755 x1 support@mantelmount.com 25

## TROUBLESHOOTING TIPS

### **Customer satisfaction is our top priority!**

Following are solutions for the most common installation challenges. For further assistance, visit www.mantelmount.com/troubleshooting or contact Customer Support at 1-800-897-9755 ext.1 or support@mantelmount.com, Monday through Friday, 7am to 4pm PST.

**NOTE:** In rare cases, one troubleshooting adjustment may create the need for another. Be prepared for some trial and error.

ISSUE	SOLUTION
The wall covering is made of brick or stone.	It's possible to install MantelMount by using concrete anchors (included) with the Lag Bolts {17}, PROVIDED the brick/stone/wall is structurally sound, several inches thick, and can handle four times the weight of the TV and mount. Working with a concrete/masonry professional for this type of installation is recommended.
The drywall/stucco wall covering is thicker than 5/8".	Please contact Customer Support for guidance before attempting installation.
A single wood stud is centered on my wall.	It's OK to mount the Wall Plates to a single stud by driving two Lag Bolts through the center of the Wall Plates a into the center stud, as long as the Lifting Arm ends up positioned directly in front of the stud. Alternatively, for smaller footprint, replace the Wall Plates with the SSB40 Single Stud Adapter, available at MantelMount.com.  Note: SSB40 Single Stud Adapter for use with the MM340 & MM540 only
MOUNT PERFORMANCE	
ISSUE	<b>SOLUTION</b> (May require some trial and error to reach optimal performance.)
The Lifting Arm won't pull down in order to secure the Safety Latches.	It will take some force to pull down the Lifting Arm when it's in the raised position and there is no TV attached. As long as the mount is securely attached to a stud(s) in the wall, it won't break. First, make sure the TV Brace is attached to the Lifting Arm (see Step 3.3).
	Next, pull the Lifting Arm down: Stand in front of the mount, reach up and grasp the top or bottom of the TV Brace with both hands, palms facing down. Move one foot back for leverage and straighten elbows. Then lean back, bend both knees and elbows, and pull the mount out and down (see Step 4.1).
TV is difficult to pull down.	Use the MantelMount Three-Step Pull-Down Technique:
	1. Stand in front of the mount, arms extended with palms up and elbows straight.
	<ol> <li>Firmly grasp the lifting handles and lean back slightly with one foot forward and one foot back.</li> <li>Step backward with forward foot to pull the mount away from the wall while placing downward pressure on the handles (keep elbows extended).</li> </ol>
	If the mount is still difficult to pull down, review <b>Step 5.1</b> , make slight counterclockwise adjustments to the Lifting Force, and try again. The goal is to adjust the Lifting Force just enough to comfortably pull the TV down without overcompensating. If it becomes too easy to pull down, it may also become difficult to lift up. Give it a few practice runs, but be prepared for a little trial and error.
TV is difficult to lift up.	If the mount is relatively easy to pull down, slightly tighten it when it's in the UP position. Review <b>Step 5.1</b> to make minor clockwise adjustments to the Lifting Force, then try lifting up the TV again. The goal is to adjust the Lifting Force just enough to comfortably lift the TV without too much effort. However, if it becomes too easy to lift up, it may become difficult to pull down.
	If you are unable to find a balance between ease of pulling down and lifting up, follow the instructions above and focus primarily on making it easier to pull down. Then make adjustments to the Bottom Stop positions (see Step 5.3). Lower the Bottom Stops to limit downward travel. The less downward travel, the easier it will be to limit downward travel.
The mount won't remain stationary anywhere along the route of travel.	Make adjustments to the Lifting Force (see Step 5.1). The combination of the TV's size and weight, installation height and mantel depth may affect whether the TV can rest at various positions along the route of travel. What most important is that the TV can comfortably pull down/lift up and stop at the optimal viewing height.
TV is not lowering the full vertical travel listed in the specifications.	If you can comfortably pull down and lift the TV but would like for it to drop below the lowest Bottom Stop Position, remove the Bottom Stop Screws on each side (see Step 5.3); the TV will travel even lower. However, proceed with caution. If the TV is above a mantel, removing the Bottom Stop Screws may cause the Lifting Arm to hit the top of the mantel.

CONTINUED ON NEXT PAGE

## **TROUBLESHOOTING TIPS**

CONTINUED FROM PREVIOUS PAGE											
MOUNT PERFORMANCE											
ISSUE	<b>SOLUTION</b> (May require s	optimal performance.)									
TV is tilting forward when in the UP position.	This is generally an indication that the Lifting Force is not set tight enough in the UP position (see Step 5.1). Slightly turn the Tension Bolt clockwise and try again. The goal is to adjust the Lifting Force just enough for the TV to no longer tilt in the UP position. Be careful not to set the Lifting Force too tightly in UP position or the TV may not fully lower to the optimal viewing position.										
TV LEVELING											
ISSUE	POSSIBLE CAUSE	HOW TO CHECK	SOLUTION								
TV is not level in the UP and/or DOWN positions.	The mantel, ceiling or floor may not be level.	Compare TV level with that of the mantel and floor.	<ol> <li>Adjust until visibly satisfactory.</li> <li>Pull down the TV.</li> <li>Make Post Leveling adjustments (Step 5.6) and match the level readings of the mantel with the TV.</li> <li>Make additional adjustments as shown in Step 4.3 and Step 5.3 if needed.</li> </ol>								
	Vertical Braces aren't evenly attached.	Look at the back of the TV and ensure that the top of the Vertical Braces are parallel to one another.	<ol> <li>Secure the Safety Latches (Step 4.1).</li> <li>Detach the TV Brace from the Vertical Braces (Step 4.4).</li> <li>Remove electrical and signal cables (Step 4.5).</li> <li>Remove the TV from the TV Brace (Step 4.2) and lay TV face down on a blanketed surface (Step 1.1).</li> <li>Remove the Vertical Brace(s) as necessary.</li> <li>Reposition the Vertical Braces so that they are properly parallel to one another, then repeat Step 1, Step 4 and if necessary, Step 5.</li> </ol>								
	Wall Plates aren't level.	Use a level on top of Wall Plates to verify that it's not level.	<ol> <li>Secure the Safety Latches (Step 4.1).</li> <li>Detach TV Brace from Vertical Braces (Step 4.4).</li> <li>Remove electrical and signal cables (Step 4.5).</li> <li>Remove the TV from the TV Brace (Step 4.2) and lay TV face down on a blanketed surface (Step 1.1).</li> <li>Slightly loosen all four Lag Bolts (Step 3.4).</li> <li>Adjust Wall Plates so that they are level.</li> <li>Hold Wall Plates in level position and firmly tighten the four Lag Bolts. Heed warning in Step 3.4.</li> <li>Once the Wall Plates are level, repeat Steps 3, 4 and 5.</li> </ol>								
TV is level in the UP position, but unleveled in the DOWN position.	The Bottom Stops aren't evenly set.	Use a level to verify the TV is level in the UP position but not in the DOWN position.	Follow the instructions in <b>Step 5.3</b> . Be prepared for some trial and error. If adjusting the Bottom Stops doesn't solve the problem, try the solution below for when a TV is heavier on one side.								
	TV is heavier on one side.	Use a level to verify the TV is level in the UP position but not in the DOWN position.	Attach a counterweight to the back of the TV. Contact Customer Support for assistance.								
TV is level in the DOWN position, but unleveled in the UP position.	Post-Leveling Adjustments haven't been made.	Use a level on top of the TV to verify it's leveled in the DOWN position but not in the UP position.	Refer to <b>Step 5.6</b> and make adjustments.								

26 MM720 Installation Instructions
Customer Support 1.800.897.9755 x1 support@mantelmount.com 27



For missing/damaged parts or questions during installation, please contact our Customer Support team at **1.800.897.9755 ext.1** or **support@mantelmount.com.** Customer satisfaction is our highest priority!

U.S. Pat. No. 8,864,092 , No. 8,724,037 - For more information on MantelMount patented technology visit: www.mantelmount.com/pages/patents