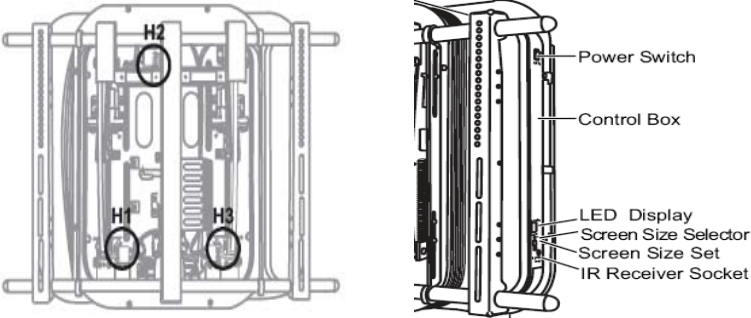


Error Code	Possible Cause	Diagrams
H1, H2 or H3	Review area indicated (H1, H2, or H3) <ol style="list-style-type: none"> <li>a. Home switch malfunction</li> <li>b. Check for cable disconnection</li> <li>c. Check for substance / dirt</li> </ol>	

### Possible Solutions

#### 1. Initial Reset of X-arm™

- a) Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- b) Check that the TV or X-arm™ is not trapped against the wall or any other object.
- c) Plug in X-arm™ Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 2.*

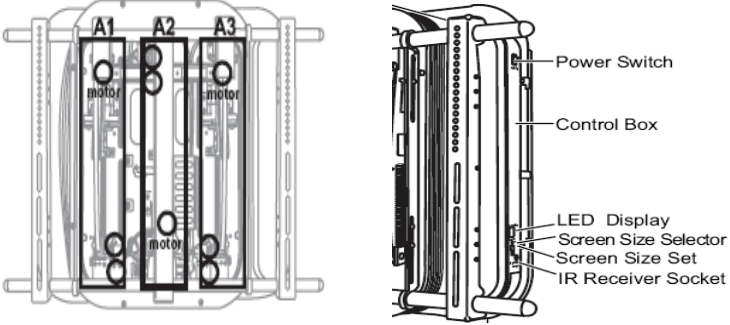
#### 2. Reset X-arm™

- a. Unplug X-arm™ for 10 seconds and plug it in again.
- b. Insert the provided plastic pointer in the selector hole on the side of the X-arm™, and press the plastic pointer until a “t” shown. (see diagram)
- c. Using the remote control, straighten X-arm™ so that it is parallel with the wall and then press the “Set” button on the control box for three seconds. X-arm™ will return to the home position.
- d. Try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 3.*

#### 3. Visual Inspection

- a. Remove TV
- b. Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- c. Check that all the wire connections are securely connected and clean any substances or particles in the home switch area corresponding to the error code. For example, if the error code is **H1**, check all the connections circled in the **H1** area on the picture. (see diagram)
- d. Plug in X-arm™. Turn on the power, and try to move the X-arm™ using the remote control.

Error Code	Possible Cause	Diagrams
A1, A2 or A3	<p>Review area indicated (A1, A2, or A3)</p> <ol style="list-style-type: none"> <li>M1, M2, or M3 motor connector defect (motor cable disconnection)</li> <li>VR1, VR2, VR3 sensors</li> <li>connector defect (VR cable disconnection)</li> <li>VR1, VR2, VR3 sensors defect (gear has dirt check loose gear)</li> <li>M1, M2, or M3 motor coupling loose (check by sound)</li> </ol>	

### Possible Solutions

#### 1. Initial Reset of X-arm™

- Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- Check that the TV or X-arm™ is not trapped against the wall or any other object.
- Plug in X-arm™ Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 2.*

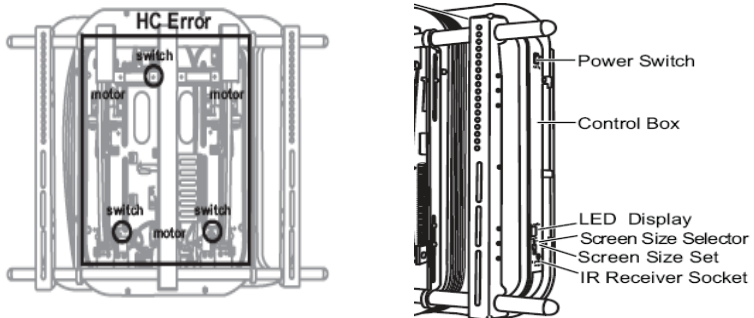
#### 2. Reset X-arm™

- Unplug X-arm™ for 10 seconds and plug it in again.
- Insert the provided plastic pointer in the selector hole on the side of the X-arm™, and press the plastic pointer until a “t” is shown. (see diagram)
- Using the remote control, straighten X-arm™ so that it is parallel with the wall and then press the “Set” button on the control box for three seconds. X-arm™ will return to the home position.
- Unplug X-arm™ for 10 seconds and plug it in again. Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 3.*

#### 3. Visual Inspection

- Remove TV
- Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- Check that all the motor and VR wire connections are securely connected, clean any substances or particles in gear, and check for loose motor couplings in the area corresponding to the error code. For example, if the error code is **A1**, check all the connections circled in the **A1** area on the picture. (see diagram)
- Plug in X-arm™. Turn on the power, and try to move the X-arm™ using the remote control.

Error Code	Possible Cause	Diagrams
HC	<p>High Motor Current</p> <ol style="list-style-type: none"> <li>Object or person obstructing motion of arm</li> <li>One of the long screws has dirt or substance</li> <li>Links movement has friction</li> <li>Check if motor cable has a short</li> <li>Substance stuck around TV or wall</li> </ol>	

### Possible Solutions

#### 1. Initial Reset of X-arm™

- Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- Check that the TV or X-arm™ is not trapped against the wall or any other object.
- Plug in X-arm™ Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 2.*

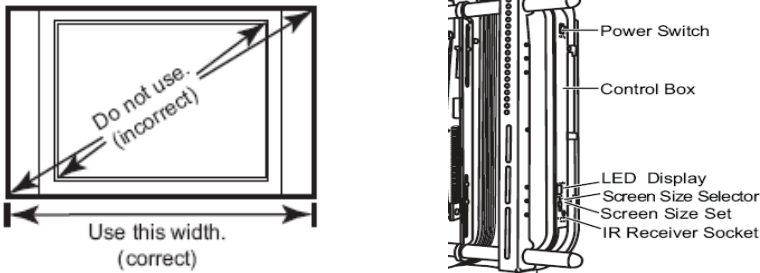
#### 2. Recalibrate X-arm™ by following these steps

- Switch off the main power on the control box of X-arm™.
- Hold down the “Set” button on the control box while switching on the power. Continue holding down the “Set” button for 5 seconds until the display reads **CT**. (see diagram)
- Stand back while X-arm™ moves through the calibration sequence, moving in and out, left and right, up and down.
- X-arm™ is done calibrating when it goes back to the home position against the wall.
- Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 3.*

#### 3. Visual Inspection

- Remove TV.
- Check that there are no foreign objects in the area shown. (see diagram)
- Check that all switch wire connections are securely connected, check and clean any substances or particles in TM screw or link, and check motor for possible short in the area corresponding to the error code.

Possible Cause	Diagrams
Error with TV size setting	 <p>The diagrams illustrate the correct method for measuring TV width and the location of the control panel. The left diagram shows a TV with an arrow pointing to the screen area labeled 'Do not use. (incorrect)' and another arrow pointing to the outer frame labeled 'Use this width. (correct)'. The right diagram is a side view of the X-arm control panel with labels: Power Switch, Control Box, LED Display, Screen Size Selector, Screen Size Set, and IR Receiver Socket.</p>

### Possible Solutions

#### 1. Initial Reset of X-arm™

- Unplug X-arm™ from power. **Warning:** Failure to remove power could result in an electrical shock or death.
- Check that the TV or X-arm™ is not trapped against the wall or any other object.
- Plug in X-arm™ Turn on the power, and try to move the X-arm™ using the remote control.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing step 2.*

During normal operation the LCD display will indicate C1, C2, C3, or C4 representing the width of the TV size selected. However, if the X-arm™ is unresponsive:

2. Double check if the correct TV size is selected for the width of the TV, if the wrong TV size is selected, follow these steps to correct the X-arm™ setting:

- Measure the **total width** of the TV including any side speakers that may be attached to the TV. (see diagram)
- Insert the provided pointer in to the selector hole (see diagram), and press the plastic pointer until the TV size code corresponds to the outside width of your TV as indicated in the table below:

<u>Code</u>	<u>TV Outside Width</u>
C1	40" – 44.9"
C2	45" – 48.9"
C3	49" – 55.9"
C4	56" – 60.0"

- Hold the set button until the screen code stops blinking.

*\* These steps should reset X-arm™ so that it is operational again, if not, continue the solution process utilizing steps 3 - 4.*

#### 3. Reset X-arm™

- Turn off the control box.
- Wait 10 seconds.
- Turn on the control box.

#### 4. Reset to home position by:

- Insert the provided plastic pointer in the selector hole on the side of the X-arm™, and press the plastic pointer until a "t" is shown. (see diagram)
- Using the remote control, straighten X-arm™ so that it is parallel with the wall and then press the "Set" button on the control box for three seconds. X-arm™ will return to the home position.
- Unplug X-arm™ and plug it in again.