












## VFWE 552 RC - TriMotor™ troubleshooting

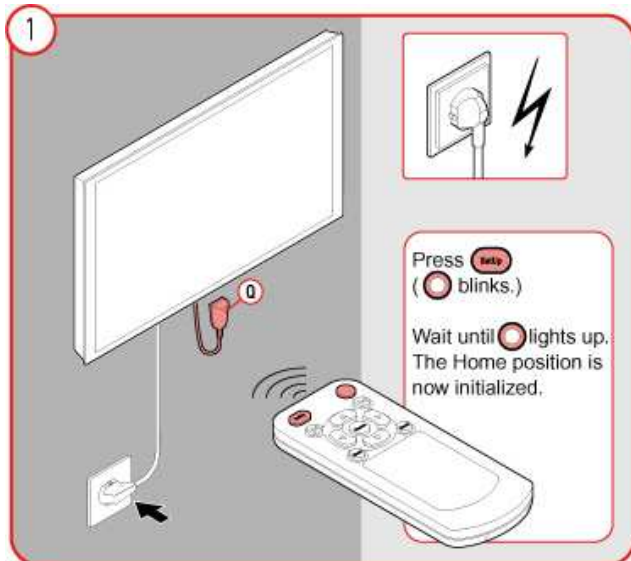
### Troubleshooting, in case of a problem:

- Check if support is leveled.
- Check all power cable connections.
- Check if the infrared signal is unobstructed.
- Make sure to install IR before inserting power cable.
- Check the remote control battery.
- Check if a cable behind the TV is blocking the movement of the VFWE 552 RC.
- Make sure spring is adjusted to screen type.
- If unexpected movement occurs check if demo mode is turned off.
- Reset the VFWE 552 RC by disconnecting the power connector, wait 10 seconds and reconnect.
- Manually push the support against the wall and reset home placement with remote.

### Remote control functions:



-  **Setup:** When TriMotor is moved to wall press for 5 sec.
-  **LED button:** Lights up when a key is pressed. Also used for extra functions (button combinations)
-  **Swivel limit left:** see picture 2
-  **Swivel limit right:** see picture 2
-  **Tilt up.** (in combination with LED button: move screen forward from wall)
-  **Tilt down.** (in combination with LED button: move screen back to wall)
-  **Swivel right.** (when pushed in combination with LED button: stops demo movement)
-  **Swivel right.** (when pushed in combination with LED button: starts demo movement)
-  **Home button:** move the TriMotor back to the wall
-  **Memory 1:** when the TriMotor is in a position you want to save in memory press for 5 seconds. (when pressed shortly TriMotor moves to Memory position 1)
-  **Memory 2:** when the TriMotor is in a position you want to save in memory press for 5 seconds. (when pressed shortly TriMotor moves to Memory position 2)

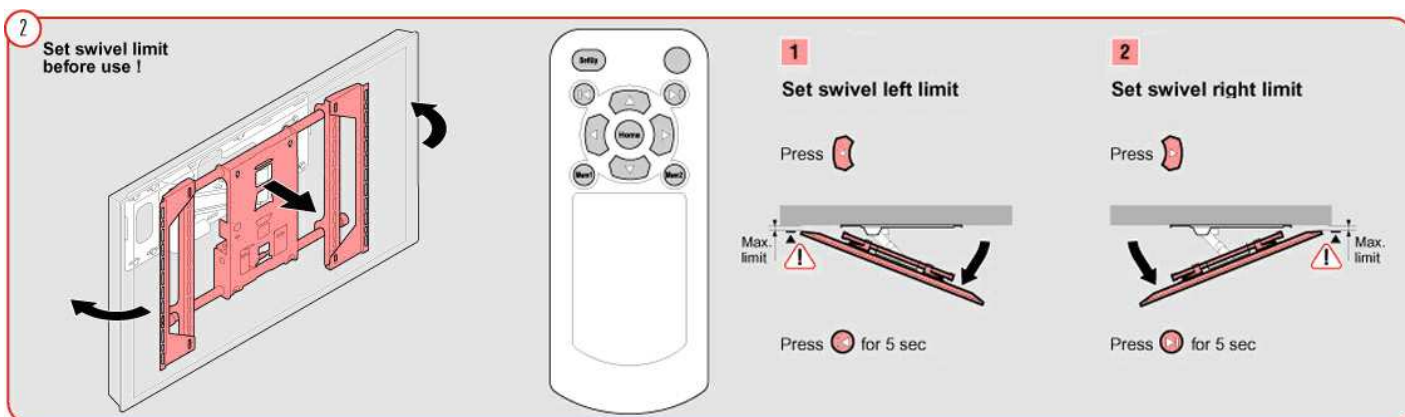


**Set-up:**

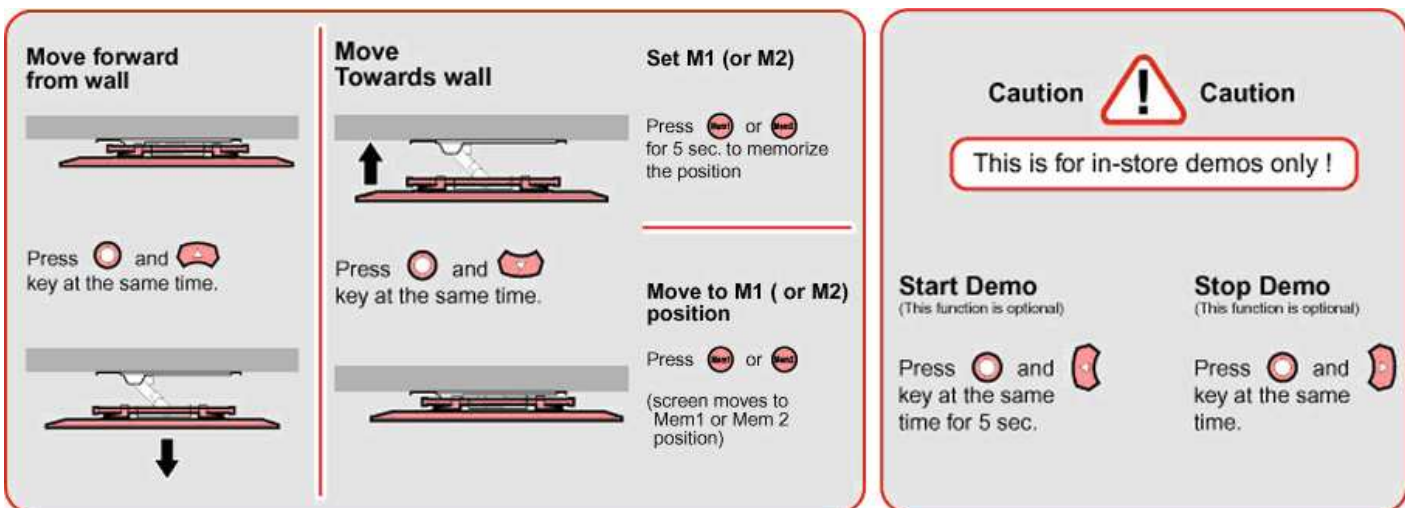
Follow instructions with initial set-up. In case of troubles during use initiate a new set-up as illustrated here.

1.
  - a. First install infrared receiver and then insert power plug.
  - b. Move the TriMotor to the wall. (by hand or by pressing the 'LED' button and 'down' button simultaneously)
  - c. Press set-up button for 5 sec. (wait till light flickering changes)
2. Set Swivel limit (see picture 2)

**Set swivel limit on the TriMotor**



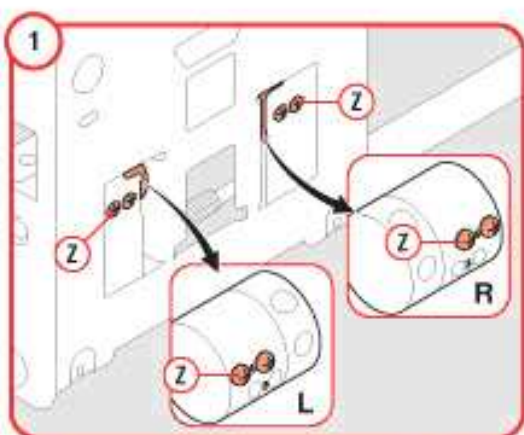
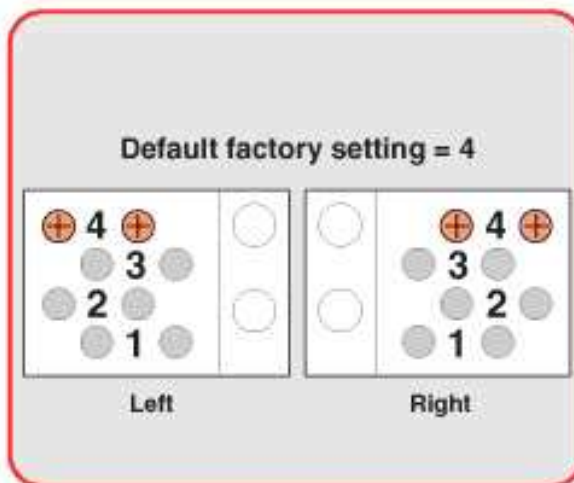
**Moving the TriMotor:**



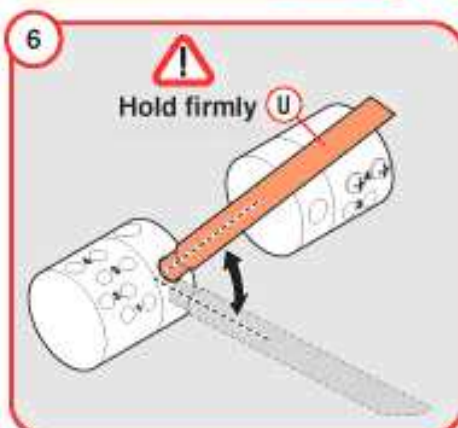
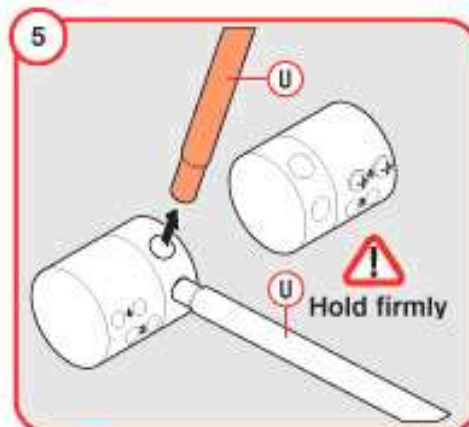
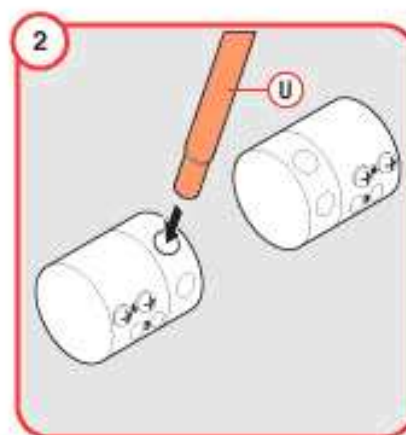
#	Problem	Possible causes	Solution	Instruction
1	<b>No (or poor) response from the TriMotor to a command from the remote control</b>	The infrared signal from the remote control does not reach the TriMotor	Make sure the IR receiver is in the right place	Use the tape on the back of the receiver and place it on a location where signal can be reached
		The TriMotor is without power	Check the power cable to ensure it is properly connected to a working power socket	
		IR receiver is not installed properly	Reinstall IR receiver	Make sure the power plug is out of the power socket, insert IR receiver. Insert power cable in the power socket and Insert power cable in the TriMotor
		A/V or power cables between the back of the TV and the TriMotor are hindering the movement of the TriMotor, causing the TriMotor to stop	Reroute the cables (use tie wraps or a cable sleeve to bundle cables together). Make sure there is sufficient slack (extra length) in the cables to allow the TriMotor to make a complete movement	
2	<b>The TriMotor does not tilt</b>	Spring tension is not adjusted to screen weight	Adjust the springs left and right at the front of the TriMotor	Check the weight of the screen and follow instructions as illustrated in the 'spring tension adjustment table'
3	<b>The TriMotor moves spontaneously</b>	The demo mode is activated. This results in a TriMotor movement left-front-right (paused with 80 sec.)	Disable the demo mode	Push 'LED' button and 'right' button simultaneously
4	<b>The side of the TV screen bumps into the wall when turned to the maximum angle</b>	The swivel limit is not set properly	Limit the maximum turning angle	Turn the screen to the maximum desired angle (the angle just before the TV bumps into the wall) and set swivel limit first left than right (see picture nr. 2)
5	<b>The TV does not go back far enough to come completely parallel to the wall</b>	The TriMotor is out of its calibration	Complete a new set-up	Move TriMotor to the wall (by hand or by pressing the 'LED' button and 'down' button simultaneously) and initialize a new set-up by pressing the setup button
6	<b>Spring tension coil is loose</b>	When screws were released, tension rods were pulled out	Reset tension on the spring	Put in the tension rods and return coil (move downwards) to numbered (1,2,3 or 4) position . Put back screws

# VFWE552RC "Spring tension adjustment"

Screen Weight	Tension setting Left + Right
15 - 18 kg (33 - 40 lbs)	1 + 1
19 - 22 kg (41 - 49 lbs)	1 + 2
23 - 26 kg (50 - 58 lbs)	2 + 2
27 - 30 kg (59 - 67 lbs)	2 + 3
31 - 34 kg (68 - 75 lbs)	3 + 3
35 - 38 kg (76 - 84 lbs)	3 + 4
39 - 42 kg (85 - 95 lbs)	4 + 4



**Caution**  
High spring tension



Repeat step 2 - 8 on right side