

Fleximounts Limited Warranty

This limited warranty offered by Fleximounts covers defects in material or workmanship in new Fleximounts products. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing Fleximounts products from authorized Fleximounts retailers or resellers may benefit from our limited warranty.

What is Covered?

The Fleximounts limited warranty covers our products against defects in material or workmanship as follows:
Fleximounts Motorized Lift Wall Shelves

All electric garage racks purchased on or January 1, 2018 include a **5-year** warranty for the mechanisms, and **3-year** warranty for the motor.

What are your Remedies?

Fleximounts will replace at no charge to the consumer the defective parts only or, at Fleximounts's option, replace any product or part of the product that is defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If Fleximounts is unable to provide a replacement and repair is not practical or cannot be completed in a timely fashion, Fleximounts may elect to refund the purchase price in exchange for the return of the product. In the rare event that your Fleximounts product is defective, we will provide you with a replacement item shipped at no cost to you within the continental United States. The shipping method for replacement products is FedEx Ground, but expedited shipping is available if you choose to pay the additional expense. In addition, you will need to pay the shipping costs if any products need to be shipped to you at an address outside the continental United States.

REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. FLEXIMOUNTS NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT.

What Is Not Covered?

Our limited warranty does not cover any problem that is caused by:

1. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
2. Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
3. Accessories, connected materials and products, or related products not manufactured by Fleximounts.
4. Conditions, malfunctions or damage resulting from failure to follow the instructions and guidelines relating to the product's intended use.

Our limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover).

How to File a Claim?

In order to receive the benefit of our limited warranty, you need to process your claim in compliance with the terms of this limited warranty and follow proper return procedure. To request warranty service, please contact customer service via email at contact@fleximounts.com or toll free at 855-421-2808. You will need to provide the sales receipt or other evidence of the date and place of purchase for your Fleximounts product.

Implied Warranties and Limitation of Damages

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES (INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY, AND FLEXIMOUNTS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUE, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF FLEXIMOUNTS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some jurisdictions do not allow limitations on the duration of an implied warranty or the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Governing Law

This Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.

How State Law Applies

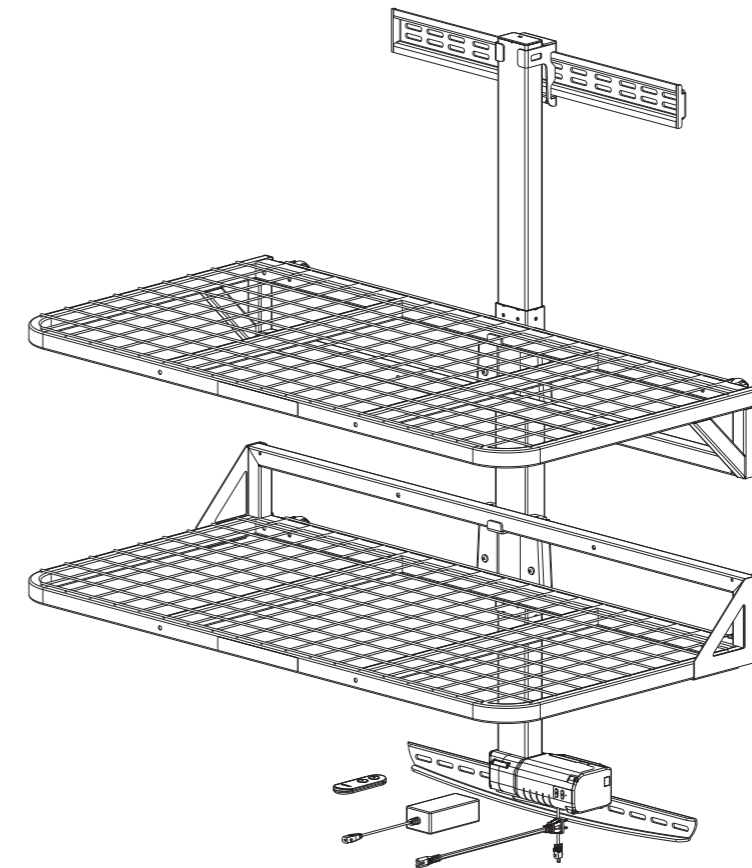
This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

FlexiMounts.com

TEL: 1-855-421-2808



Item No. E24/E24B Installation Guide



Specifications

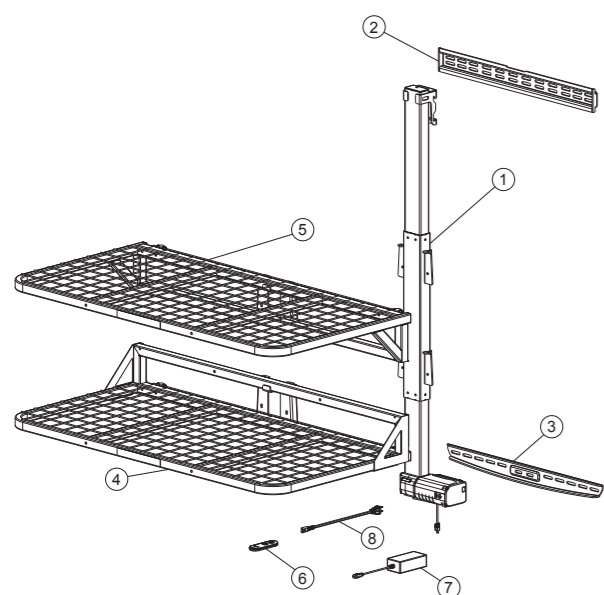
Max. Loading Capacity	165 lbs (75 kg) in total	Working Temperature	32° - 104°F (0 - 40°C)
Adjustable Height	0 - 24.4" (0 - 620 mm)	Suggested Ceiling Height	9' or above

Attention

1. THIS IS A DO IT YOURSELF (DIY) PROJECT. DO NOT ATTEMPT THIS INSTALLATION WITHOUT A BASIC UNDERSTANDING OF THE CONTENTS IN THESE ASSEMBLY INSTRUCTIONS.
2. THERE ARE TWO INSTALLATION OPTIONS FOR WALL STUDS OR SOLID CONCRETE WALL. PLEASE CHOOSE THE PROPER WAY ACCORDING TO THE TYPE OF THE WALL.
3. DO NOT USE TO LIFT PEOPLE OR ANIMALS.
4. NEVER OPERATE WHILE HAND(S) ARE NEAR MOVING PARTS.
5. DO NOT STAND UNDER LIFT.

Package Contents

(A) Parts Included



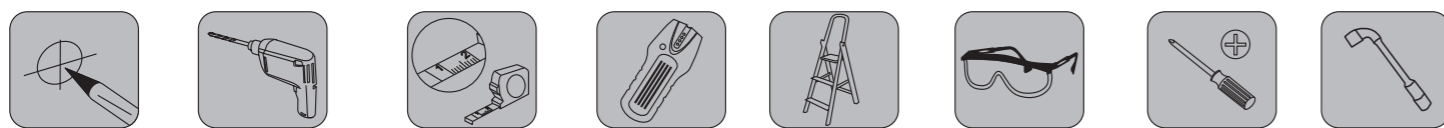
NO.	Accessory	Parts	Qty
①	Upright Support		1
②	Top Wall Plate		1
③	Bottom Wall Plate		1
④	The lower Shelf		1
⑤	The upper Shelf		1
⑥	Remote Control		1
⑦	Power Adapter		1
⑧	Connecting Cable		1

(B) Screw Set

Note: The drawings here are for reference only, it may not accurately depict the real appearance. Please contact customer service if there are missing parts or screws.

A M8x22mm Bolts (2 pcs)	B M5x25mm Bolts (1 pc)	C Anti-loose Nut (2 pcs)	M8 Socket Wrench (1 pc)	D Magnetic level (1 pc)
E M6x25mm Bolts (4pcs)	F Button Cell (1 pc)	B1 St8x70mm Lag Bolts (6 pcs)	B2 10x60mm Plastic Expansion Bolts (6 pcs)	B3 Washers (6 pcs)

(C) Tools Needed for Assembly

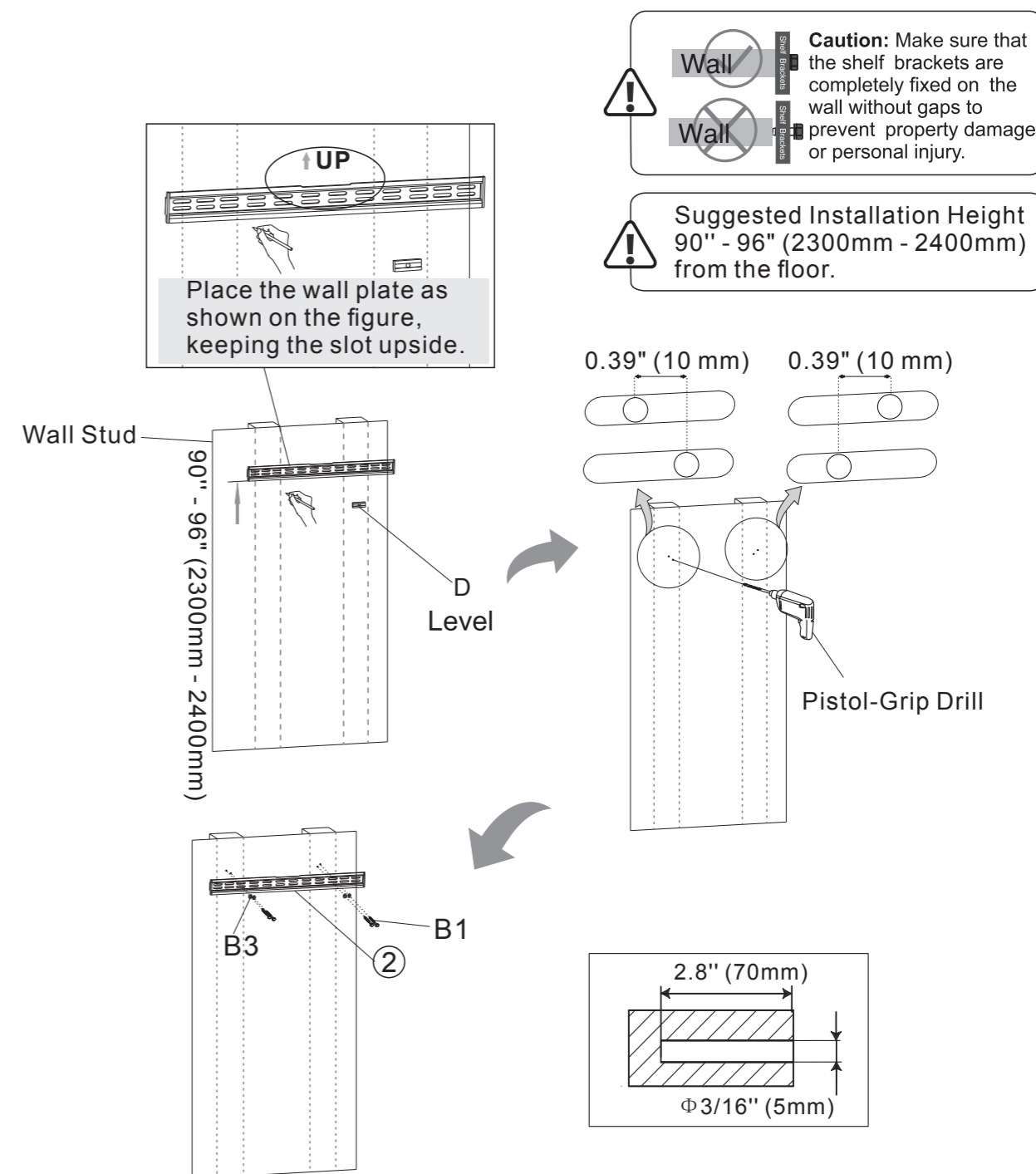
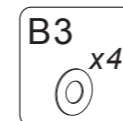
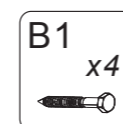
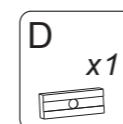


Pencil Pistol-Grip Drill / Hammer Drill Tape Measure Stud Finder Ladder Eye Protection Screw Driver Wrench

Installation Steps

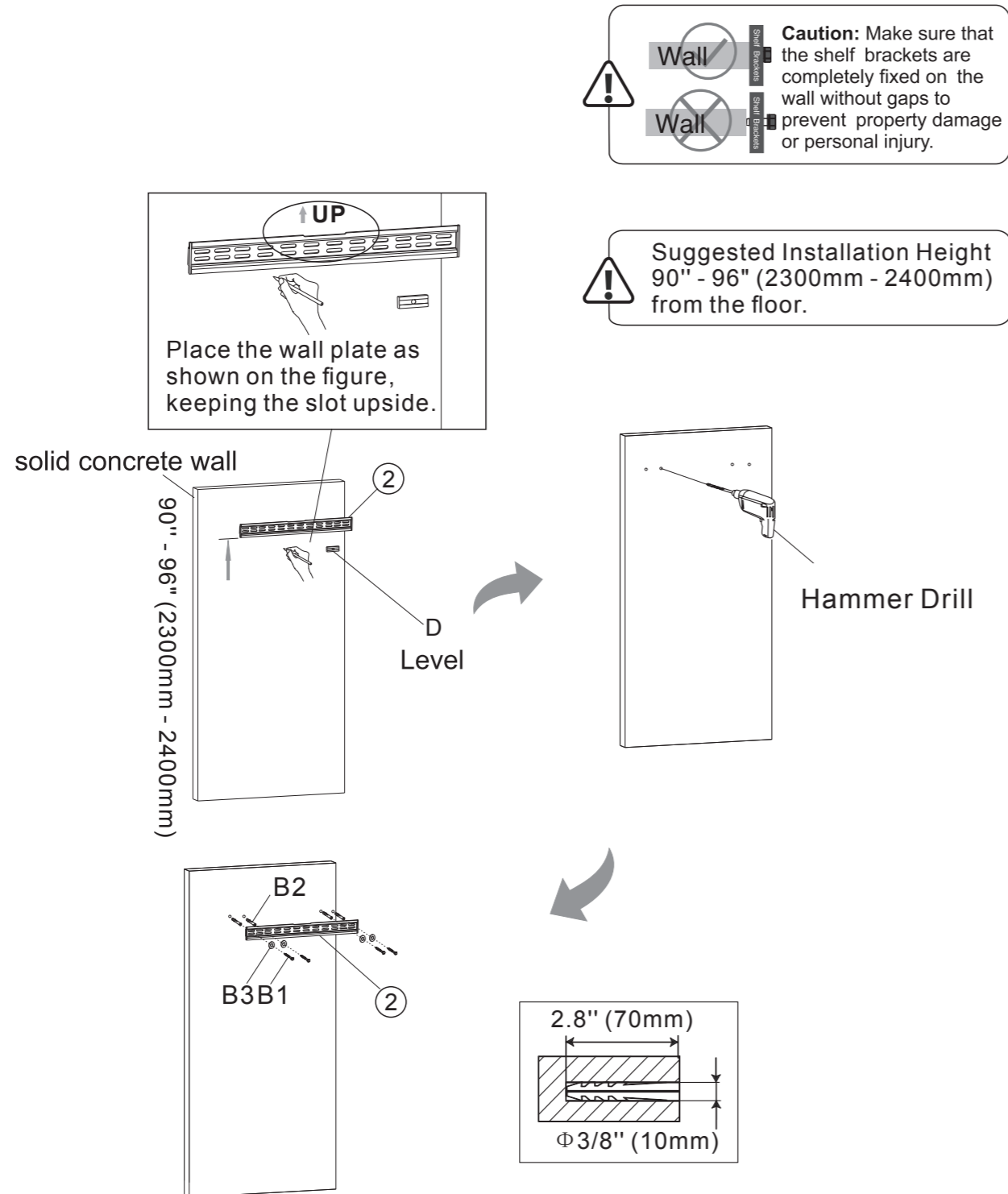
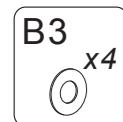
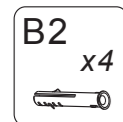
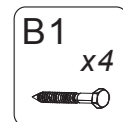
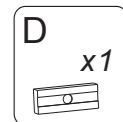
Step 1 - Option A: Attach the top wall plate to wood studs

1. Use the stud finder to locate the wall studs.
2. Place the magnetic level to the top wall plate (2). Marking the mounting holes using the wall plate. Pay attention to the holes placement and the distance between two holes, as shown on the figure.
3. Drill a 2.8" (70mm) deep 0.2" (5mm) diameter pilot hole using 3/16" drill bit at the center of each marked point.
4. Attach the top wall plate to the wall studs using washers (B3) and lag bolts (B1). Tighten with socket wrench.



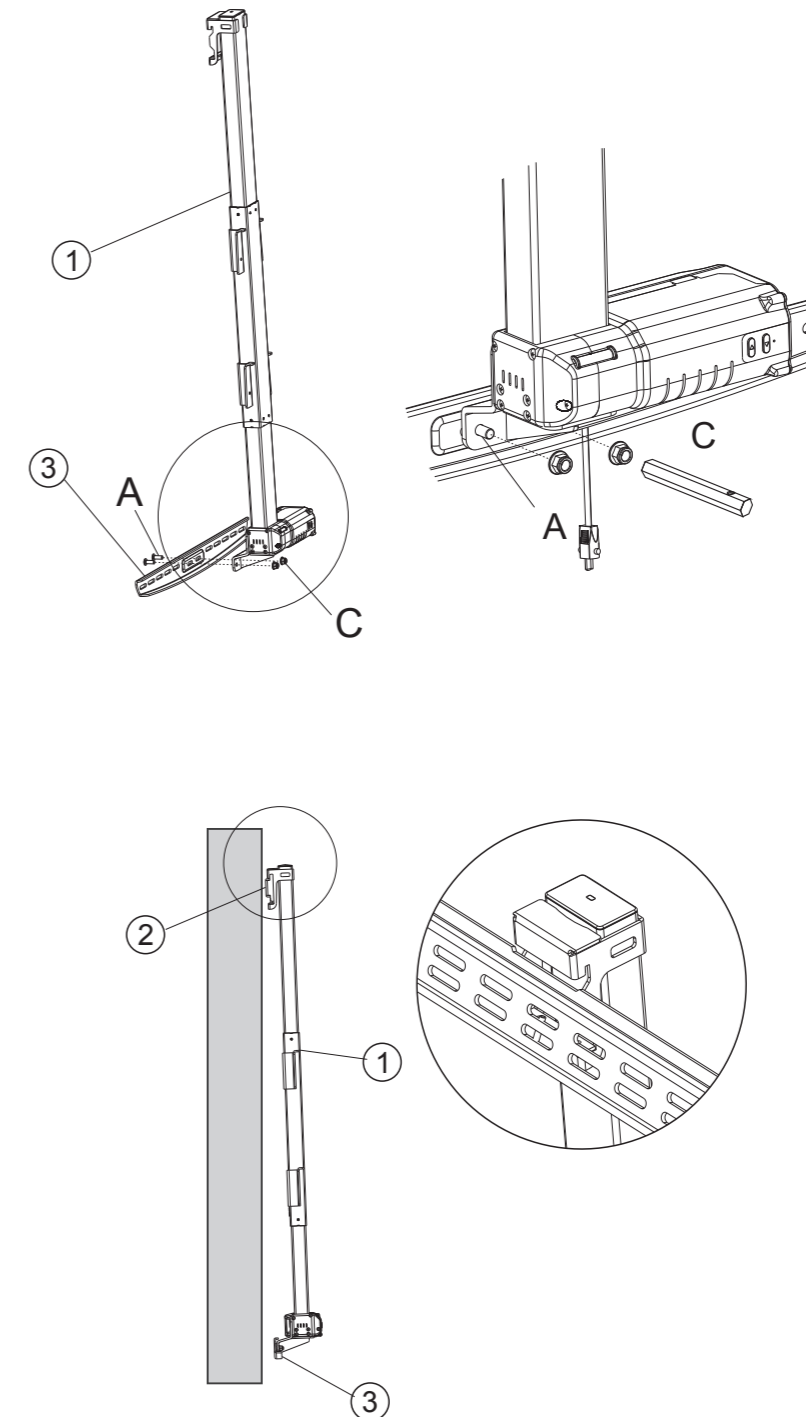
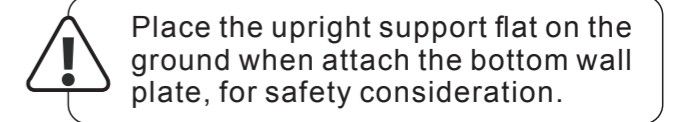
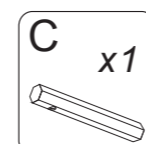
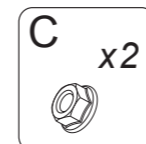
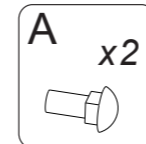
Step 1 - Option B: Attach the top wall plate to solid concrete wall

1. Place the magnetic level to the top wall plate (2). Marking the mounting holes using the wall plate.
2. Drill a 2.8" (70mm) deep 0.39" (10mm) diameter pilot hole using 3/8" drill bit at the center of each marked point.
3. Attach the top wall plate to solid concrete wall using plastic expansion bolts (B2), washers (B3) and lag bolts (B1). Tighten with socket wrench.



Step 2: Assemble the upright support

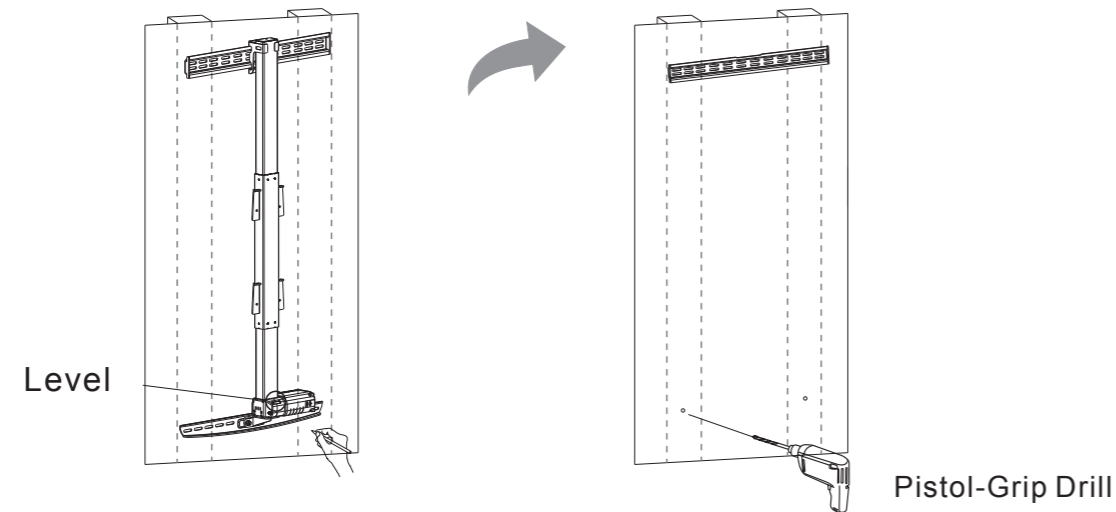
1. Attach the bottom wall plate (3) to the upright support beam (1) using bolts (A) and nuts (C).
2. Attach the upright support beam (1) to the top wall plate (2).



Step 3: Mark the holes for the bottom wall plate assembly

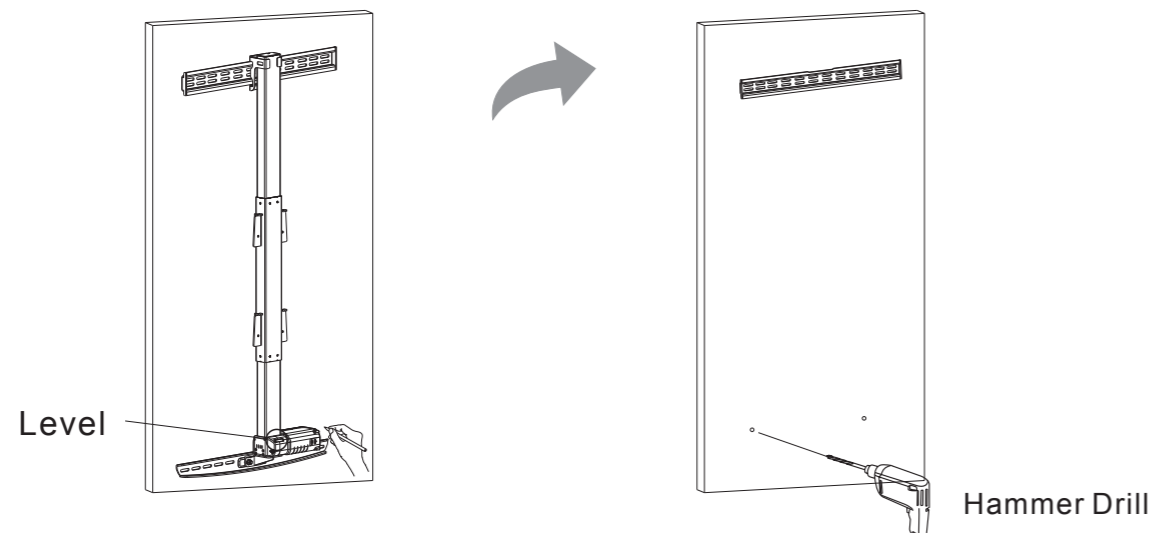
Step 3 - Option A: Wood Stud Installation

1. Mark the holes according to the placement of the bottom wall plate.
2. Drill a 2.8" (70mm) deep 0.2" (5mm) diameter pilot hole using 3/16" drill bit at the center of each marked point. (Hole size refers to Step 1 - Option A.)



Step 3 - Option B: Solid Concrete Wall Installation

1. Mark the holes according to the placement of the bottom wall plate.
2. Drill a 2.8" (70mm) deep 0.39" (10mm) diameter pilot hole using 3/8" drill bit at the center of each marked point. (Hole size refers to Step 1 - Option B.)

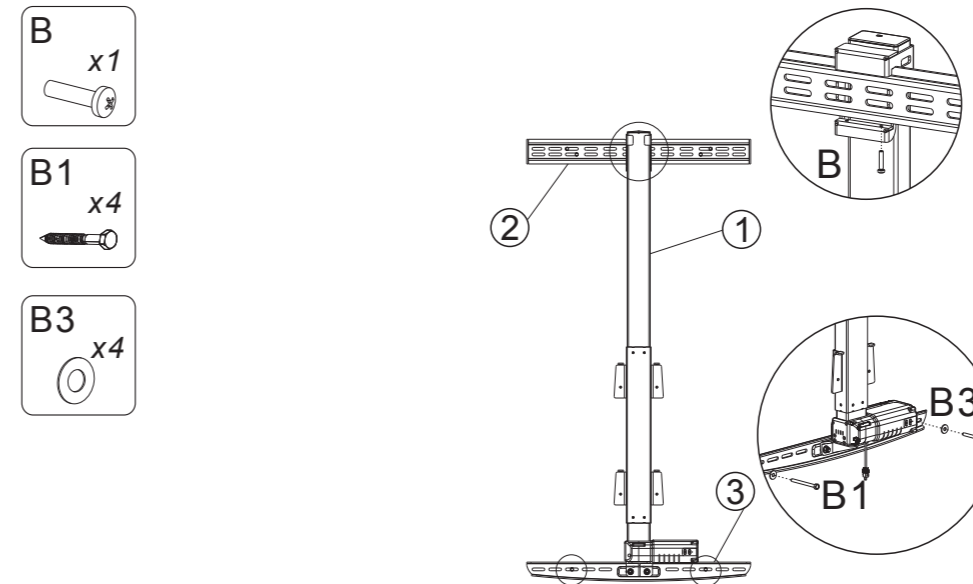


Step 4: Attach and fix the upright support

Attach the upright support beam (1) to the top wall plate (2) and fix and tighten with bolt (B).

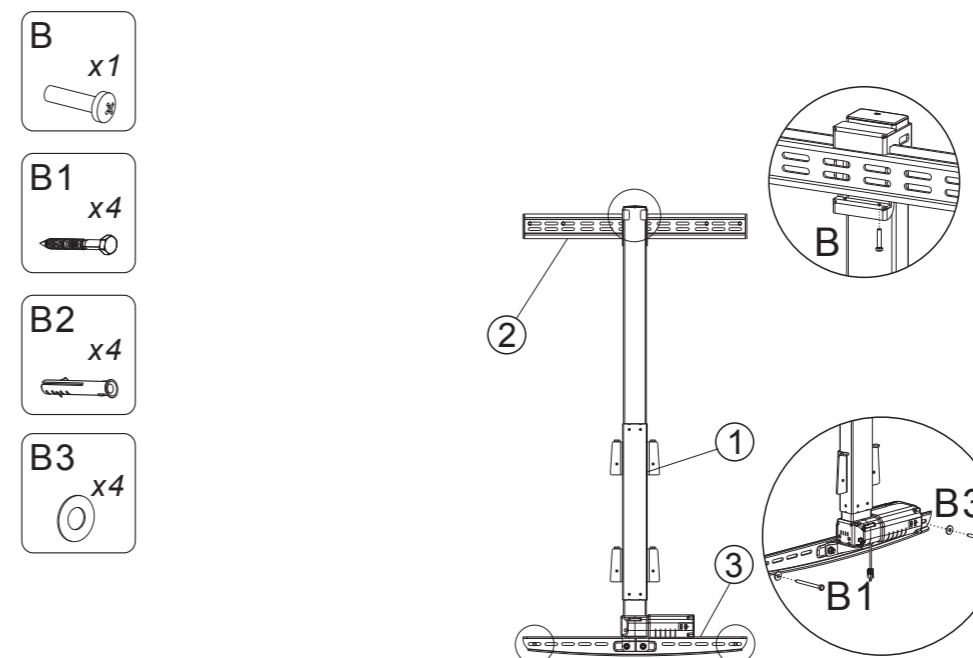
Step 4 - Option A: Wood Stud Installation

Fix the bottom wall plate (3) using washers (B3) and lag bolts (B1).



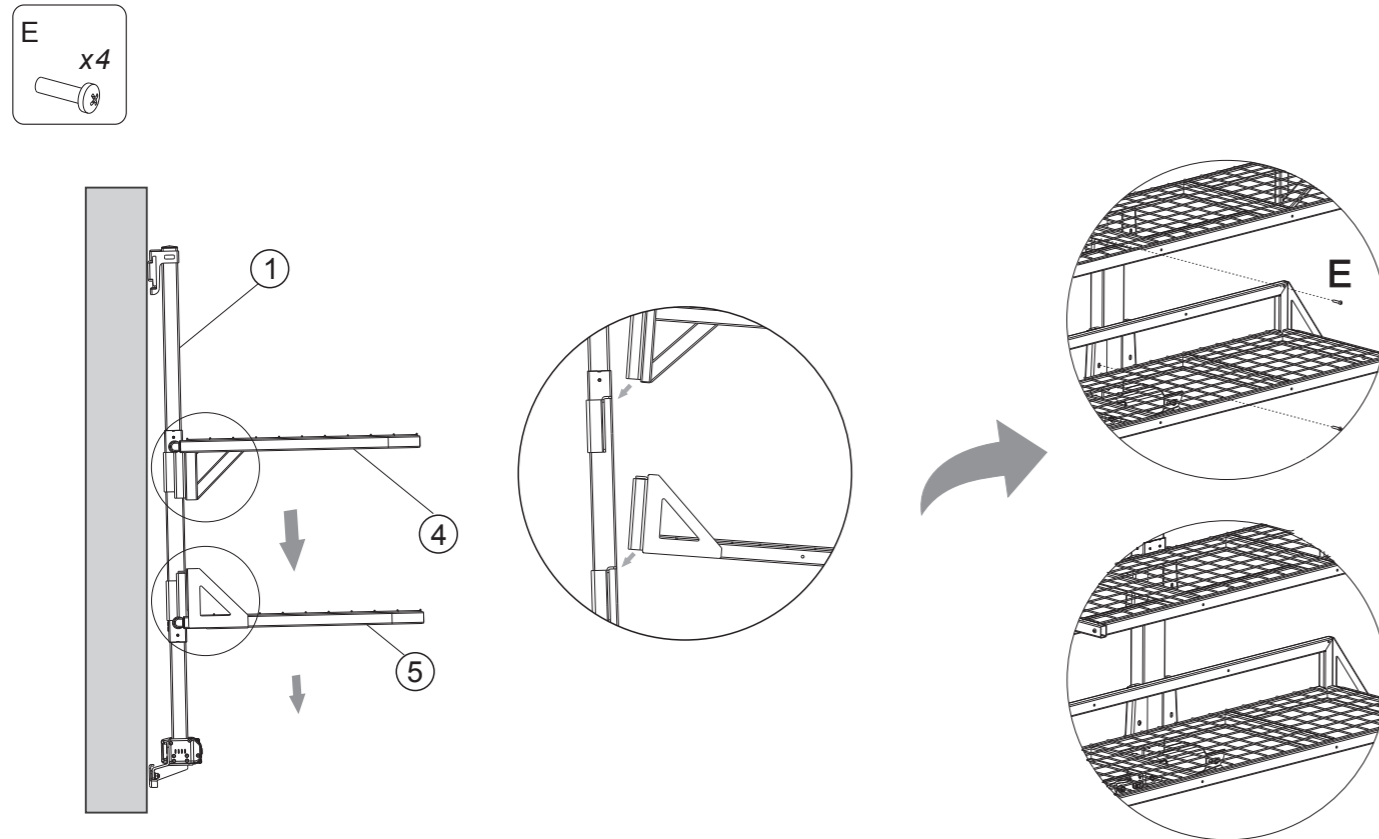
Step 4 - Option B: Solid Concrete Wall Installation

Fix the bottom wall plate (3) using plastic expansion bolts (B2), washers (B1) and lag bolts (B2).



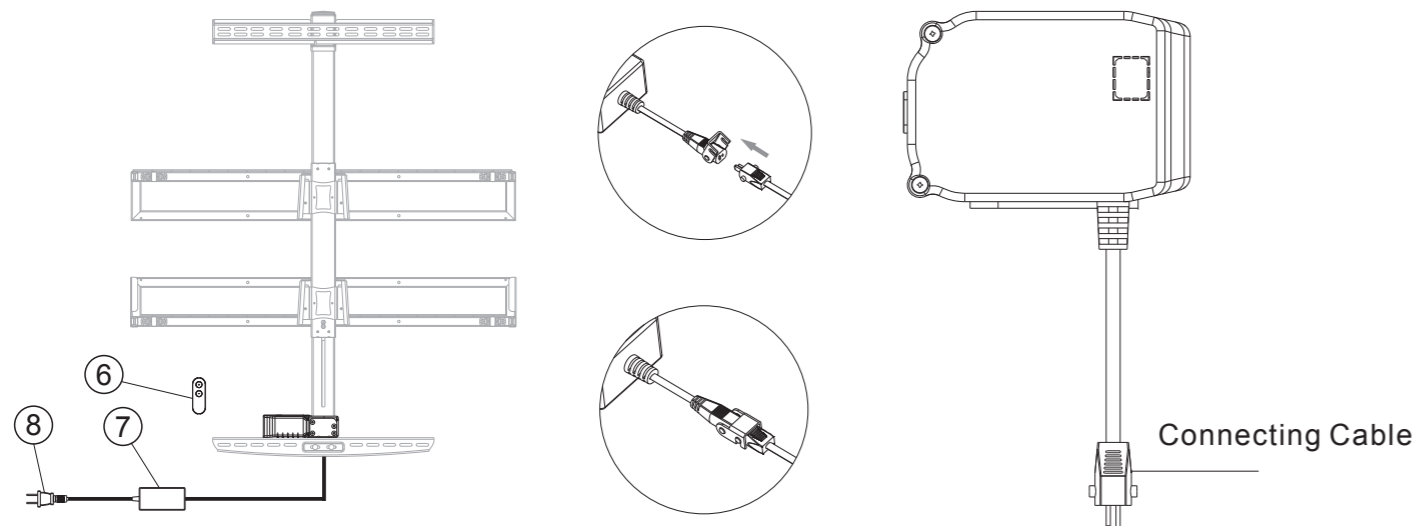
Step 5: Assemble the shelves

As shown on the figure, insert the upper and lower shelves (4 and 5) inclined to the upright support beam and fix them with bolts (E).



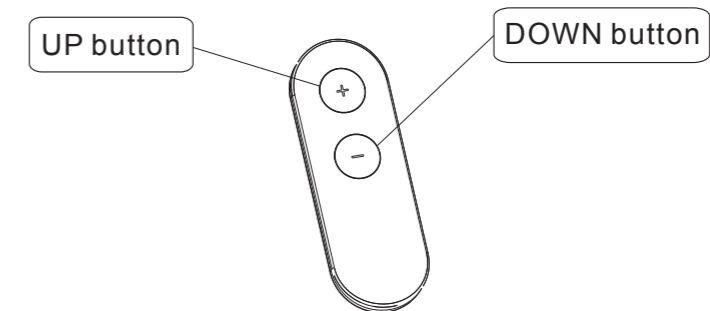
Step 6: Connect the power adapter

Connect the remote control (6), and power adapter (7) to the motor with connecting cable (8).



Operation Guide

Press the UP button or DOWN button to lift or lower the height of the wall shelves.



(1) Press once the UP button, the wall shelves will go up until to the highest point. Press any button to stop at any position.

(2) Press once the DOWN button, the wall shelves will go down until to the lowest point. Press any button to stop at any position.

(3) There are two backup UP and DOWN button on the motor base.

(4) Troubleshooting:

(a) If the indicator light flickers 1 time per second, the buzzer prompts 1 time per second, it is reminding that the device exceeds the continuous running time. Rest for 18 minutes and use it again.

(b) If the indicator light flickers 2 times per second, the buzzer prompts 2 times per second, it is a reminder to reset the device. Press and hold the DOWN button until the shelves move to the lowest point, then move back and stop. Rest finished.

(c) If the DOWN button doesn't work. Please check the cable connection and cut off the power for at least 10 seconds. Then reset the device as instructed in (b).

(5) Optional function: if a garage has 2 or more flexispot motorized wall shelves, please pair the wall shelves with the remote controller following the steps:

(a) Simultaneously press and hold the UP and DOWN button on the motor base to enter the pairing mode, and the indicator light will flicker. (Press any key to exit the pairing mode);

(b) Keep the remote control aligned to the panel of the motor base and simultaneously press and hold the UP and DOWN button of the remote until the indicator light stop flickering. The remote can only control one device at one time.

(c) If the remote doesn't work after changing the battery, pair the device as instructed in (a) and (b).

Troubleshooting

This list is used for checking and solving common faults and errors. Please contact the manufacturer if problem you encounter is not on the list below. All these faults or errors can only be investigated and corrected by manufacturer or specially trained personnel.

Problem	Solution
The DOWN button doesn't work when the power on.	1. Check the cable connection.
	2. Contact the distributor or the manufacturer.
The UP and DOWN button both don't work when the power on.	1. Check the cable connection. 2. Check if the remote is out of battery, or if the remote is aligned with the motor base.
	2. Contact the distributor or the manufacturer.
Speed of lifting is slow	Reset the device.
Motor does not work properly	1. Contact the distributor or the manufacturer.
Can lift but cannot lower down	1. Check if the load weighs more than 165 lbs.
	2. Contact the distributor or the manufacturer.
Worksurface downward sliding	1. Check if the load weighs more than 165 lbs.
	2. Contact the distributor or the manufacturer.
Device goes to reset procedure frequently.	1. Check if the load weighs more than 165 lbs. Press and hold the button until the shelves move to the lowest point.
	2. Contact the distributor or the manufacturer.
The device exceeds the continuous working time. (Duty cycle: Max 2 min ON/18 min OFF)	1. Rest for 18 minutes and use it again.
	2. Contact the distributor or the manufacturer.
Cannot lift or lower down to the allowable height range	1. Press and hold the DOWN button until the shelves move to the lowest point, then move back and stop. Rest finished.
	2. Contact the distributor or the manufacturer.

Attention

- Power supply: AC100V - 240V, frequency 50/60HZ;
- Working environment: 32° - 104°F (0 - 40°C);
- Before cleaning, you have to unplug the power supply cable. Clean with a slightly damp cloth to wipe away the surface dust. Keep all electrical components away from liquids. Do not damage the connection line and keep the plug in a safe position.
- Inside the control box, there are electronic components, metal parts, plastic parts, wires and so on. They should be disposed in accordance with the local laws and regulations. They cannot be disposed as household waste.
- Before using the product, please make sure the product has been installed correctly.
- Before starting use of the product, please read the instructions to fully understand all the product's functions and settings.
- Keep children away from the electric height adjustable wall shelves.
Manufacturer is not responsible of any damages that result from children's unpredictable behaviour.
- Slight noise caused by the multi wedge belt or brake system will not impact the use of this product.
- Do not use corrosive or abrasive materials to clean this product and please dispose of cleaning solutions in an environmentally friendly manner.
- Understand the risks associated with using this product. Children or those with cognitive impairment should not use this product without supervision.
- Make sure that your operating environment does not have any danger sources, such as not throwing your tools anywhere. And always Carefully deal with packaging materials to avoid all possible hazards such as children playing with plastic bags that may cause a choking hazard.
- If necessary, retain the original package for future transportation.