

FREQUENTLY ASKED QUESTIONS

SYSPEND 180-MAX

Question	Answer
Is the Syspend 180-MAX similar to any of our existing systems?	The new Syspend 180-MAX looks and is assembled just like our Syspend 281-MAX. They both have smooth transitions between tube and couplings and use small set screws. In fact, the two systems can be combined using the new Reduction Elbow Coupling. Use the Syspend 281-MAX on the horizontal for greater distance or load strength and use the Reduction Elbow to step down to the Syspend 180-MAX for sleeker aesthetics, or to use a new Panel Coupling for VESA mounting.
If I am currently using the Compact Series 2, is the Syspend 180-MAX a direct replacement?	Both the Syspend 180-MAX and the Compact Series 2 are light-duty aluminum support systems but there are distinct advantages in the new system. It has a higher load rating of 180 lbs, can be installed faster with small set screws, has new features like VESA mounting Panel Couplings and comes in two colors standard; black and light gray. However, if you are a big fan of the Compact Series 2, the system will not be obsoleted right away and will be available for at least five more years.
How do I adjust the system?	If you are assembling the system and notice it is not level, you can adjust easily with the set screws. The most common problem is for the system to lean forward. To remedy this, loosen the top screws slightly to allow for more movement in the system. Lift up the slanted tube to a level position. Then, tighten the bottom screws first until they hold the tubes in place and finish by tightening the top screws to secure the system.
How easy is it to replace a missing screw or gasket?	If you lose a screw or tear a gasket, there is a replacement part kit that will be stocked. It includes all gaskets, screws and even the locking handle on rotatable couplings. The catalog number for this kit is S1MRHK. Replacement caps are also available on request.
I know the product comes in two colors; what if I want to paint it myself?	We do not recommend painting any of the couplings as there are glued-together components. If you try to disassemble a coupling, you will break the part and it will not function properly. If you have a large order that requires custom paint colors, please consult with customer service. Please note that this will result in a longer than usual lead time.
Can the tubes be modified and cut to length?	Yes, tubes longer than 250 mm will come with a template to cut the tubes and machine in the hole patterns for the screws.
If I use the rotation limiters, how many degrees do each block limit?	Each rotation limiter block will limit movement by 30 degrees. Six blocks come in a pack and can be combined together to limit movement from the standard 300 degrees to 120 degrees.

FOR MORE INFORMATION PLEASE CALL:

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