



# ***X-Pole US***

## **ANSWERS TO FREQUENTLY ASKED QUESTIONS**

### **1. DVD & INSTRUCTION MANUAL**

The DVD and instruction manual come in a large white envelope that is taped to one of the sides of the inner box. If it appears that the DVD/manual is missing try to flip the box over and it should be attached to the other side.

### **2. DVD is in EUROPEAN FORMAT**

The DVD was developed in Europe and may not work in all DVD players. We have a new one being developed in US format. You can go to this You Tube link if you would like to see a video of the assembly:

<http://www.youtube.com/watch?v=y6XJiQ6-YmU>

### **3. MISSING WRENCH**

New X-Poles don't have a wrench. This is a new and improved design that is more user friendly. The locking nut has a hole in it so you simply use the thicker end of the release rod, put it in the hole, and tighten the nut that way. The nut still has flat sides so if it was over tightened and stuck you could use a personal wrench to loosen it. New instruction manuals will not show the wrench. The DVD will show it being used because as mentioned our new DVD is still being developed.

### **4. IF YOU THINK THE ADJUSTER COVER FLANGE IS MISSING**

The adjuster cover flange comes on the adjuster rod which is screwed into the top of Main Pole A Please thoroughly check both ends of the Main Pole A (#-0040) cardboard tube because sometimes it gets stuck inside.

### **5. DO NOT OVERTIGHTEN YOUR X-POLE**

Your X-Pole can become stuck if it is over tightened. You want to make sure it is hand tightened. After 30 minutes of use double check that the dome is flat and tight to ceiling. If it does become stuck we sell release tools. They are heavy duty release rods with C clamp design that goes around the X-Pole. If you plan on putting it up and taking it down often this is a great tool to have and they are inexpensive.

### **6. STATIC/SPINNING MODE**

If the X-Pole doesn't spin smoothly you first want to make sure that your X-Pole dome is directly **under 1 stud/joist** (can be found with stud finder). Next you want to make sure your X-Pole is completely straight using a level. For static mode make sure that you tighten the hex screws on the base insert in line with the etched "X"s on the base plate.

### **7. IF YOU HAVE 45MM X-POLE: NEED TO USE ADAPTER**

ALERT: 45mm poles come with a small adapter attached to the Main B Pole (part #-0050 the lower pole that has the threaded end and attaches to the base insert). If you need to use the additional extensions you'll need to unscrew this adapter from the Main B Pole and attach it to the base insert (part #-0060). Then screw your extension onto the adapter and attach Main Pole B to the extension.

### **8. CLEANING YOUR X-POLE**

The threaded parts of the pole between each section and the adjuster rod at the top can become caked with dirt and oils which as they build up, will clog the threads making it more likely for pole sections to become stuck together and difficult to unscrew. At least once a month, take your pole down and clean all threaded connections and the adjuster rod with mild dishwashing soap and a soft sponge, allow to thoroughly dry and then re-lubricate all threaded parts with WD-40 or preferably a silicone based spray.