

FAQ about masu® and mounting

EN, US 

congratulations on the purchase of **masu®**, the modular adapter system for urban gardening!

This **FAQ** will usually help you if you have additional questions about **assembly**, **unpackaging masu** or your **window sill**. If not, please send us your question under **nothappy@green-creations.com**



FAQ's:

TELESKOPIC-CROSSBAR-SYSTEM cannot be pulled apart:



Each masu basic set or extension set is equipped with a smooth-running telescopic crossbar system. It can occasionally happen that the aluminium profiles get caught in each other during transportation (vibration).

SOLUTION: Place the telescopic crossbar system on the floor so that you can place one foot on the slot adapter (plastic part). Pull the opposite slot adapter upwards briefly and forcefully. Don't worry about something breaking! After, the telescopic crossbar system can then be adjusted steplessly and smoothly in all positions.

POLE does not hold firmly and stably to the windowsill (tilts/moves):



Each pole must be firmly and stably mounted on the supporting part (window sill or similar) if the installation requirements according to the operating instructions are achieved. This problem can only occur on a window sill with drop nose, if the angle adapter does not press against the underside of the window sill, but only makes contact with the lower edge of the drop nose (drop nose is higher than 30 mm / 1.18 in or the angle adapter is inverted).

SOLUTION: A distance piece is required between the underside of the windowsill and the angle adapter. You can either order a distance piece in the webshop (www.green-creations.com/product/masu-distance-piece) or you can make your own distance piece (one per pole). Please make sure that the material is weather-resistant and sufficiently large (e. g. textured coated board). The **masu®** distance piece (webshop) is provided with an adhesive foil so that the installation can be carried out quickly and safely.

DECORATIVE-ELEMENT does not click into the telescopic crossbar system



Decorative elements must always be clicked into the telescopic crossbar system **from above** and secured with a safety pin. Usually the telescopic crossbar system is inverted in the pole (see assembly instructions masu „*inserting the telescopic crossbars*“). This is easy to recognise if there is no slot on the top of the aluminium crossbar to click into.

SOLUTION: Remove the telescopic crossbar system again from the pole and turn it 180° in longitudinal and transverse direction. The markings „L“ and „R“ (on the slot adapter) must always be on the **upper side** of the telescopic crossbar system **during insertion into the pole groove**.

Check the curved hooks (below the flaps) on the back of the decorative elements. If the decorative element is not completely in contact with the telescopic crossbar system when it is clicked into place, a flap can be bent under strong pressure. If the curved hooks cannot be straightened with a pointed tool and the decorative element cannot be secured with the safety pin, then the decorative element must be replaced (decorative elements can also be purchased individually in our web shop).

DECORATIVE ELEMENTS are too wide apart:



Each decorative element is 21 cm (8.27 in) wide. Depending on the distance between the poles, gaps may appear between the decorative elements.

SOLUTION: Place your decorative elements on the windowsill before installing the poles. Thus the position of the uprights can be adjusted exactly to width of the decorative elements. If you need additional decorative elements (e. g. the basic set has to secure the maximum possible width of 140 cm / 55 in), decorative elements can also be ordered individually in our web shop (www.green-creations.com/shop). The decorative element „classic“ can be easily shortened (use a saw with small teeth - for example, as with iron saws). Make sure that the decorative elements are sufficiently attached to the telescopic crossbar system (at least 3 brackets must click into place).

SAFETY PIN can no longer be removed out of the crossbar:



Once the locking pin has been fitted, it secures the component. Locking pins can be damaged by repeated use due high torque. This is why every set of GREEN CREATIONS (decorative elements, basic set, extension set) always includes new locking pins.

SOLUTION: If a locking pin breaks during removal, the part that is in the telescopic crossbar system does not need to be removed

SAFETY PIN on ACCESSORIY-ADAPTER cannot be fully inserted:



Accessory products such as birdhouses or insect hotels are pre-assembled with an accessory adapter. The lower part is fixed to the pole (square-head screw). The accessory product (already pre-assembled with upper part) is pushed onto the lower part and secured with the attached spring cotter pin. This cotter pin must be inserted so far that it engages 2x.

SOLUTION: The cotter pin must be pushed horizontally into the accessory adapter until it fully engages. Please repeat this procedure if the spring cotter does not engage completely immediately.

The upper part of the accessory adapter must be pushed completely into the lower part. The spring pin must be pushed all the way into the side hole of the accessory adapter until it fully engages. Please repeat this procedure if the spring pin does not fully engage immediately. **Test the desired position of the accessory on the pole as the accessory adapter is suitable (double-sided) for both poles.**

Look for further information at:

www.green-creations.com/tipps-and-tricks



Producer:

masu®
modular adapter system for urban gardening

GREEN CREATIONS GmbH

2551 Enzesfeld

AUSTRIA / EUROPE

www.green-creations.com

office@green-creations.com