

# Non-Penetrating Pole Mount

## Quick Guide

### Unlimited Support

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If you have any questions or issues with your TrueLook system, please don't hesitate to contact our Customer Support team.

**Phone** 833-878-3566 (Option 2)

**Email** [support@truelook.com](mailto:support@truelook.com)

You can also submit a support request online at:

[support.truelook.com/contact-support](https://support.truelook.com/contact-support)

### Online Resources

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Scan this QR code or visit [truelook.com/install](https://truelook.com/install) to access:

- ✔ Video demonstrations of installation procedures.
- ✔ Digital versions of all installation manuals.
- ✔ And more!



For Terms & Conditions, as well as Warranty information, visit:

[truelook.com/terms-conditions](https://truelook.com/terms-conditions).

# Recommendations

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## How to maximize the safety and stability of your pole mount:

- ✔ Prior to installation, verify that the supporting structure has been found capable of withstanding all loads imposed by the proposed camera system and mount. Confirm that supporting surfaces, anchors, and/or safety cables (if required) have been found to be adequate to resist reactions from the camera system and that the installation will be in compliance with all applicable local, state, and federal requirements.
- ✔ Ballast data should be determined by a local professional engineer. Adequate ballast material is required to prevent the mount from overturning and sliding at the design wind load.
- ✔ Place ballast material (not included) prior to mounting the camera on the pole.
- ✔ When assembling the ballast trays, it is best to assemble all parts loosely. After trays are in place, go back and fully tighten the bolts.
- ✔ The provided hardware includes locking devices. Inspect the mount, camera, and tightness of the locking devices regularly at six-month intervals, as hardware may loosen over time due to construction machinery causing vibrations.