

# Remote Control Trouble Shooting Guide

## 1. Transmitter LCD No Display:

- A. Make sure fresh alkaline batteries are installed into the Transmitter.
- B. Check that the batteries are properly installed into the battery compartment and the polarity is correct.
- C. After taking out the batteries from the Transmitter, wait for at least 1 minute before putting fresh batteries into the transmitter.

## 2. Batteries in the DC Receiver Get Hot:

- A. Take out the batteries from the Receiver battery compartment immediately.
- B. Switch the receiver to "OFF" position.
- C. Wait for at least 1 minute before putting batteries back into the receiver battery compartment.
- D. Switch the Receiver to "REMOTE" position.

## 4. Receiver Does Not Respond to the Transmitter:

- A. Make sure the Receiver is at "REMOTE" position (DC Receiver only).
- B. Make sure the Receiver is connected to the power source.
- C. Make sure the Receiver has learned the Transmitter coding. Refer to (6).

## 5. Transmitter Cannot Switch Off the Fireplace:

- A. Make sure the batteries in the Transmitter are charged. The Transmitter low battery indicator will turn on automatically when the battery level is low. Change batteries if necessary.
- B. Check the temperature at the receiver. Make sure the temperature at the Receiver is below 140°F (when the fireplace is turned on). Install a heat shield if necessary to reduce the operating temperature.
- C. Reduce the distance between the Transmitter and Receiver if necessary. (Twenty feet is the maximum recommended distance.)

## 6. Receiver Does Not Learn the Transmitter Coding:

- A. Remove batteries from the transmitter.
- B. Remove batteries from the receiver (DC Receiver only).
- C. Remove power to the receiver (AC Receiver only).
- D. Wait for 1 minute and take the transmitter to "within 5 feet" of the receiver.
- E. Set the code switches on the transmitter.
- F. Restore power to the receiver (AC Receiver only).
- G. Replace batteries into the receiver (DC receiver only).
- H. Place receiver switch in Remote position.
- I. Install batteries into the transmitter and press a button after the LCD begins to flash.

- J. The receiver will acknowledge the receipt of new coding by producing a beep
- K. Repeat step a to j if necessary.

### **7. Receiver turns OFF automatically after some time:**

- A. The receiver will turn itself off automatically if the temperature around it rises above 150°F.
- B. Check the temperature at the receiver. Make sure the temperature at the receiver is below 140°F (when the fireplace is turned on). Install a heat shield if necessary to reduce the operating temperature.

### **8. Receiver turns ON unexpectedly:**

- A. Check transmitter is off.
- B. Change code switch setting on transmitter (Nearby Tx may interfere with proper operation).
- C. Place receiver slide switch in the off position when not in use. (DC Receiver only)