

Trouble Shooting Guide - 1000 Series Remote Control



**Use a digital or analog voltmeter to check power and voltage!
Do NOT use a test light**

Symptom	Possible Cause	Corrective Action
1.0 No output from one or more outputs on receiver when transmitter buttons are pressed	1.1 No signal from transmitter 1.2 One or more of the outputs have failed. 1.3 Receiver outputs OK, but relays or equipment do not operate. 1.4 Fuse is blown. 1.5 Wire harness problem	1.1.1 Verify that transmitter is sending a signal and that transmitter is coded correctly. See Symptom 3. 1.2.1 Open receiver and observe yellow LEDs. The output LED should turn ON as long as relay is ON. 1.2.2 Press each transmitter button in sequence. Using a volt meter, check each output. There should be +12V present anytime the corresponding transmitter button is pressed. If no outputs, call factory for RMA number. 1.3.1 Check wire and equipment for problem. 1.4.1 Check the fuse in fuse block. If fuse is blown, replace it. 1.5.1 Check input wire harness connections on J2-6 and J2-7. If no voltage, correct wiring
Symptom	Possible Cause	Corrective Action
2.0 Receiver is 'dead'. Does not operate, no heart beat LED.	2.1 Logic ground or power connection to receiver has failed 2.2 Chassis ground connection has failed 2.3 Receiver and / or microprocessor has failed.	2.1.1 Check logic ground and logic power. Use a voltmeter probe when checking voltage. 2.1.2 If either ground or power is not present, then locate failure in wire harness and repair. 2.2.1 Check chassis ground connection, it should be clean and tight, no paint on metal, an external tooth star washer should be present, no rust or dirt in connection. 2.2.2 Chassis ground should be located on vehicle frame or directly to battery. 2.3.1 Check yellow output LEDs. If they DO NOT flash each time corresponding channel is activated, the receiver has failed. Call factory to get RMA number. 2.3.2 Check heart beat LED. If it is not flashing, the microprocessor has failed. Call factory to get RMA number.
Symptom	Possible Cause	Corrective Action
3.0 No signal (code) being transmitted	3.1 Transmitter battery voltage low 3.2 Transmitter code is incorrect 3.3 Not all buttons send a signal when pressed.	3.1.1 Check battery voltage, should be 3.0 VDC. Replace battery if voltage is 2.8 VDC or less. (Signal strength is dependent upon battery voltage.) Transmitter LED does not turn on if battery voltage is low. 3.2.1 If transmitter is sending a signal (LED turns ON) and no signal is being received, re-enroll transmitter to receiver. If unable to enroll transmitter, call factory for RMA number. 3.3.1 If a signal is not transmitted on all buttons, send back to factory for repair or replacement.

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4.0 Poor range 0' to 25' (pulsating 0' to 25')	4.1 Antenna damaged or grounded	4.1.1 Check antenna placement, it should not be touching any metal or tinted glass. 4.1.2 It should not be closer than 6' to any motors or relays / contactors. 4.1.3 If antenna is cut or damaged, send back to factory for repair. <i>Please Note: Antenna can NOT be shortened or altered in any way</i>
	4.2 Receiver installed in poor location near motor, large bundle of wires or enclosed in a metal box	4.2.1 Disconnect motor and recheck range. 4.2.2 If range is ok, then 'electrical noise' from motors is causing interference with RF signal. 4.2.3 Move receiver and antenna a minimum of 6 feet from the motors. 4.2.4 If moving receiver 6 feet does not improve, an external antenna may be required to boost signal. Call factory.
	4.3 Receiver logic power input or ground is exposed to radiated noise from wire harness or motors	4.3.1 Disconnect receiver logic power input or logic ground from main wire harness 4.3.2 Run new wire from vehicle battery to red wire. 4.3.3 Remove black wire on receiver from vehicle wire harness and install on the vehicle frame for a new chassis ground or battery ground.
	4.4 Poor ground connection	4.4.1 Remove any paint or residue from metal, use an external tooth star washer and tighten new chassis ground terminal securely to vehicle frame.
	4.5 Transmitter 3-volt battery is low	4.5.1 Replace battery if voltage is 2.8 volts or below (All transmitters use: Lithium Coin Style - #CR2032)
	4.6 Interference	4.6.1 Electromagnetic interference (EMI) can be generated by motors, welding equipment, relays, RF from other radio frequency devices, etc. which may be in close proximity to the receiver or transmitter. 4.6.2 Move closer to antenna or move vehicle out of range of EMI caused by high levels of radio frequency from devices such as welding equipment, as this is a temporary problem. 4.6.3 If EMI is caused by relays, door motors or lift motors then the receiver must be moved or shielded or the EMI noise diverted to ground. Call the factory for details.
	4.7 Receiver component damaged or defective	4.7.1 Call factory for RMA number and return unit for repair.
	4.8 Other equipment installed in vehicle causing voltage drop when initially turning on	4.8.1 Remove all other equipment from logic ground and power. Check range. If ok, move other antennas, route wires away from the receiver, move unit away from large motors or run logic power & ground directly from battery.

Technical Support Via Web Site / Email www.touchtronics.com Techsupport@touchtronics.com or 'Contact Request' link on the web page	Technical Support Numbers Indiana Local 1-574-294-2570 Toll Free 1-800-294-2570 Fax 1-574-293-1611	Sales Support Phone 1-800-294-2570 Fax 1-574-293-1611 Email sales@touchtronics.com	Hours M - F 8:00 am - 5:00 pm
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