



RES12VU Trouble Shooting Guide

- 1) Make sure the receiver is getting 12V DC power.
 - a. Check the connections to the battery.
 - b. Check the fuse on the power wire near the battery.
 - c. Check the power connector
 - d. Check all connections and power connector.
 - e. Check all crimp locations for improper crimping.
 - f. If you have a volt/ohm meter (multimeter)
 - i. Connect negative lead to the battery's negative terminal
 - ii. Set meter to DC Voltage: Probe the red RES12VU wire with the positive lead near the receiver. Voltage should read near 12V DC.
 - iii. Set meter to Continuity: Probe the black RES12VU wire with the positive lead near the receiver. Continuity should exist.
 - g. On 2009+ models, you can look through the antenna wire hole (single black wire) and you may see a red glowing light to show that it is receiver has power.
- 2) Check that the remote transmitter is functioning.
 - a. Press the LOCK and UNLOCK buttons, the red light on the remote should flicker while the button is pressed.
 - b. If the red light does not light up then:
 - i. Check that the battery is positioned properly in the remote
 1. Remove the small Philips screw on the back of the remote and snap the remote body open.
 - ii. Check the battery voltage with a voltmeter. It should read about 12V.
 1. Replacement batteries are available on our website or at electronics retailers. The battery is a GP27A. (Radio Shack® part number: 23-279)
- 3) Check that the remote activates the receiver.
 - a. With the engine off, press the button on the remote.
 - i. A clicking should be heard from the receiver when the remote's LOCK and UNLOCK buttons are pressed.
 - ii. If you put your hand on the receiver, you can feel the relay being activated with the remote's LOCK and UNLOCK buttons are pressed.
 - b. If the remote does not activate the receiver:
 - i. Was the remote supplied with the receiver?
 1. Yes – This may be a faulty unit. You can try to reprogram the remote transmitter to the receiver and/or contact techsupport@3built.com for further information. Programming instructions can be found at www.3Built.com/supports.asp.
 2. No – Has the receiver been programmed to accept the new remote? If not, follow the instructions supplied with the remote or on the www.3Built.com/supports.asp website.
- 4) Range Issues
 - a. Make sure the remote's antenna is extended all the way.
 - b. Check the receiver's antenna wire placement
 - i. Make sure that the antenna is away from the spark plug wire.
 - ii. Make sure the antenna is away from other metallic objects.
 - iii. Attempt moving the location of the receiver.
 - iv. Resistor type spark plugs may also help reduce the engine's radio frequency noise.
 - c. If no improvements can be found, contact techsupport@3built.com