



TS – My Remote Control Is Not Working

Objective: To troubleshoot remote control issues for EL21

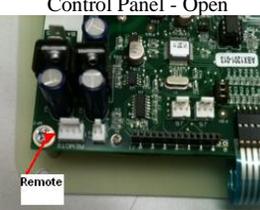
Action		
<p>This guide is to help you troubleshoot your Grand 20 function Remote.</p> <p>The (EL21) 20-function Wireless Remote Control is compatible with the following models: Elite Grand IV (EL04) Elite Grand V (EL05) Elite Grand V LE (EL05 LE) Phenom Phenom 2</p> <p>There are 2 parts to any Wireless Remote Control System; the transmitter and the receiver.</p>		<div style="text-align: center;"> <p>EL21 Transmitter (Controller)</p> <p>Remote Control Receiver</p> </div>
<p>The more common statements regarding a remote control not functioning are...</p> <p>“My remote control does not work from the other side of the net” “My remote control does not work at all”</p> <p>This indicates one of the following: The remote control button is off The battery in the transmitter is weak There is interference in the signal The remote control is faulty The remote receiver wire is stuck inside the receiver</p> <p style="text-align: center;">Go to Step 1.</p> <p>Step 1 – Replace Battery In Transmitter</p> <ol style="list-style-type: none"> a. Check the key fob or controller (transmitter), if the LED indicator light is weak or not illuminating it indicates the battery is low on power and the battery needs to be replaced. b. To replace the battery in the transmitter unscrew the screws on the back, note the orientation of the battery before 		<div style="text-align: center;"> <p>Back of EL21 Transmitter (Controller)</p> </div>



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	<p>removing the old one and then replace the battery.</p> <p>c. Press the play button to ensure the led comes on before you screw the controller back up.</p> <p>If the LED light on the transmitter does not illuminate after a replacement battery has been installed then the transmitter is faulty and a replacement is needed. If the transmitter is broken inside or is “rattling” then a replacement is needed.</p> <p>Please note if your remote was purchased before 8/1/2021 then a new 20 function remote control assembly is needed.</p> <p>If the issue is not resolved then Go to Step 2.</p>		
	<p>Step 2 – Checking Interference and Reception</p> <p>1. Remove the control panel and look at the wires leading to the Remote Receiver. There should be a single thin black wire with no clip or attachment at the end, this is the antenna. The antenna should be “hanging” down loosely in the machine to maximize reception from the transmitter. You can try using your index finger and thumb to ensure the antennae did not recede into the Receiver box.</p> <p>If the issue is not resolved then Go to Step 3.</p>		 <p style="text-align: center;">Control Panel - Open</p>  <p style="text-align: center;">Remote Receiver Installed</p>

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<p>Step 3 – Check For Faulty Remote Control</p> <ol style="list-style-type: none"> 1. Check to make sure the remote button on the control panel is in the “on” position (the LED will illuminate red). 2. There is a 20 second delay before the feed wheel begins to rotate when the machine starts up the remote is also not usable during this time. 3. Hold down button on transmitter for 1 second to register. 4. Unscrew the four screws to the control panel and pull it out and to the side being careful not to disconnect any additional wires. 5. On the green electronic board (PCB) find the connection labeled “Remote” and ensure the connection from the receiver is firmly connected. 6. You can try disconnecting and reconnecting the Remote Receiver from the circuit board. 		 <p style="text-align: center;">Remote Control Switch (EL01-EL03)</p>  <p style="text-align: center;">Remote Control Button (EL04-EL05LE)</p>  <p style="text-align: center;">Control Panel - Open</p>  <p style="text-align: center;">Remote connection for Receiver on circuit board.</p>
<p>If the troubleshooting does not correct the issue then the remote control is faulty and a replacement is needed.</p> <p>If your remote was purchased before 8/1/2021 you will need to purchase a new 20 function remote assembly. Please visit our website at lobstersports.com</p>		