

## How to fix a remote control connectivity issue.

Every now and again a new or used heater will lose its binding connection with its relevant remote control. This will result in the remote not controlling the heater and will show a "Device Not Found" message on the LCD screen. You can solve this by following these instructions;

### Troubleshooting

Check if your control panel of buttons on the back of your heater is working. If there are no LEDs showing or no response from pressing these buttons, skip straight to point 2. Reconnecting/replacing the ribbon attached to the motherboard.

If your remote has no message or lighting on your screen, it may require a new, replacement battery.

#### 1. Change the frequency of your remote

- Your remote will be displaying the message "Device Not Found". Press the 'OK' and 'Standby' button at the same time for five seconds.
- Your remote will display the message 'Radio ID Menu'. Press the arrow down button until the message 'NEW' appears.
- With the up and down arrows choose a new number to reconnect to. The most common change is to 25 #
- Disconnect the power cable, reconnect the power cable and press 'OK'
- Repeat this process three - five times as it can take some time to bind the heater to the remote.
- If your remote still is not working, proceed to point 2 below.

#### 2. Reconnecting/replacing the ribbon attached to the motherboard

- If your remote control and the control panel on the back is not working or showing any LEDs, then it is likely that the ribbon that attached the control panel and binding unit to the motherboard has disconnected during transit.
- When you are standing in front of the heater, remove the right hand side majolica/pressed metal surround carefully. The process of removing this will vary depending on what type of heater you have. Some majolicas will lift upwards and out, some metal surrounds will have screws on the back that need to be loosened, then the front will pop off.
- Look around the lower back side of the heater for an electrical connection that may be loose or disconnected and look to put it back in place as per the image on the right which indicated that 'V' is the electrical ribbon and 'A' is the control panel.

