SKYTECH 3003
REMOTE CONTROL TROUBLESHOOTING

If the remote control unit for your Fireside Franklin gas stove has been working, but begins to behave erratically, or stops working altogether, the following steps should help you get it working again. Wiring probably will not be the culprit. If you are starting up from scratch and need wiring instructions, see your Owner's Manual or call us for assistance.

QUICK CHECKS:

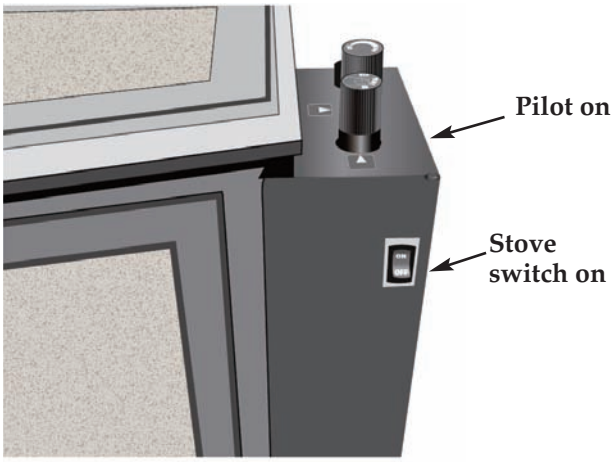
1. Check batteries in hand-held Transmitter *and* Receiver

Simply replacing the batteries in the hand–held transmitter ***and*** in the receiver can solve a majority of transmitter problems. Weak batteries can give misleading results over and above simply "working" or "not working". The transmitter takes (2) AAA batteries. The receiver requires (4) AA batteries. We recommend that you replace both sets at the same time.

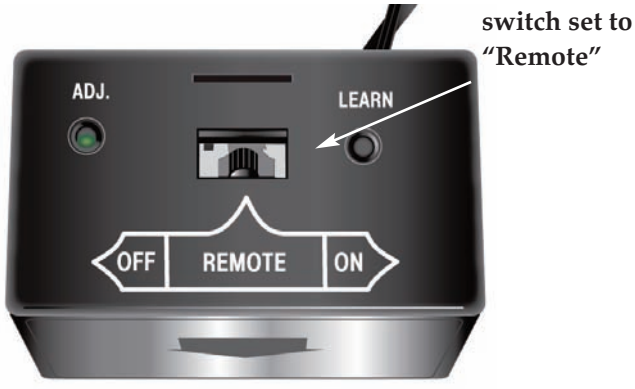
NOTE: If you replace batteries, you may have to reset the "LEARN" function. See number 6 below.

2. Check pilot light. Must be ON.

3. Check stove switch. Must be ON.



4. Check Receiver switch. Must be set to REMOTE.



Quick test: If steps 1 through 4 have been completed, try this quick test: Press the "Mode" button on the transmitter until the display reads "ON". This should ignite the burner no matter what the settings are programmed for. If not, continue as follows…

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5. Check to see if the transmitter is out of range from the receiver (15 – 20') Move the transmitter closer to the receiver and try again. If the transmitter works near the stove, but not further away, it could simply be a weak battery problem.

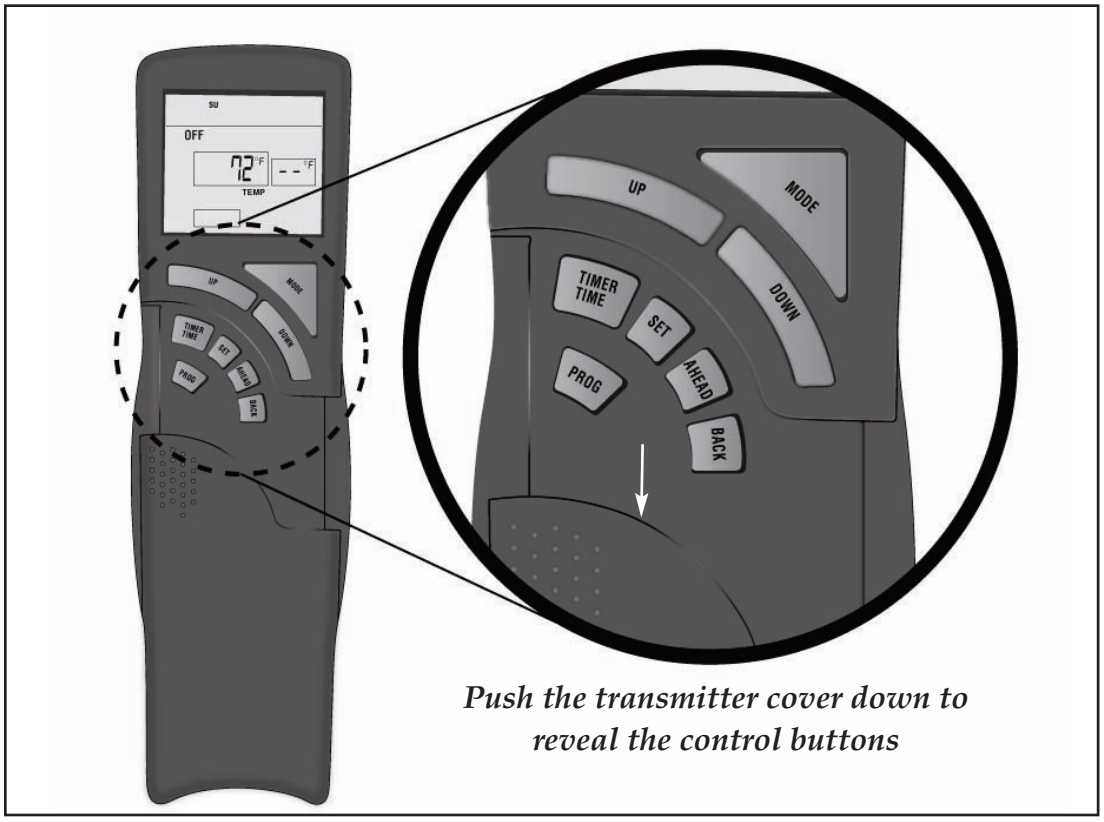
6. Reset the <u>LEARN</u> function:

It may be necessary to program the Receiver to re-learn the Security Code of the Transmitter. This could be the case after you have replaced the batteries. To reset the <u>LEARN</u> function, continue as follows:

- Check that the slide button on the receiver box is set to "REMOTE" position.

- Using the point of a ballpoint pen, press and release the "LEARN" button on the Receiver. You should hear a beep. Then press the "MODE" button on the Transmitter. The burner pan should ignite. If you are successful, your transmitter should be working again.

- If you are unsuccessful, wait one or two minutes before trying again so the receiver can re-set. Try up to two or three more times, waiting between each try.



Push the transmitter cover down to reveal the control buttons

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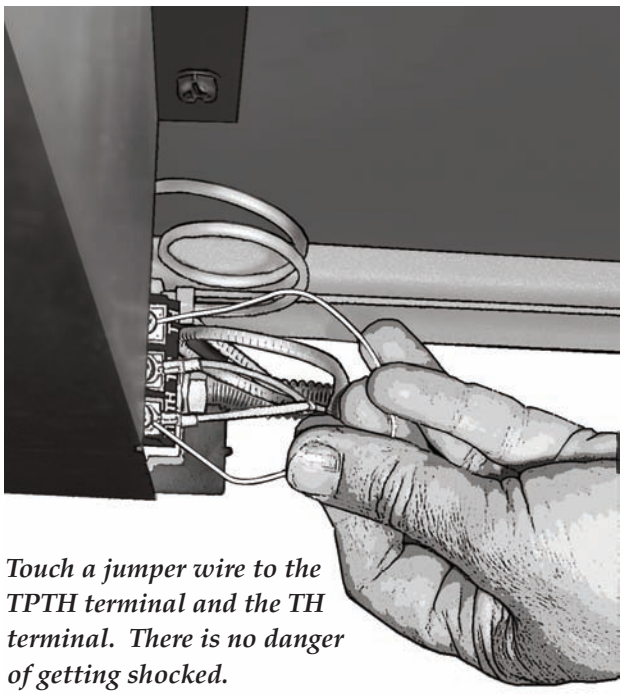
7 Try a "JUMPER TEST" to isolate possible electrical problems. *Step One* determines if there is an electrical problem at all. *Step Two* determines if the problem is related to the Transmitter.

Jumper Test/*Step One:*

Make sure the pilot is lit and the control knob is in the "ON" position and pulled up completely. Place a conductive element like a piece of wire with two bare ends, a paper clip, etc. on the terminal labeled "TPTH" on the control valve wiring block (far left, away from the stove) and then touch the other end of the conductive element to the terminal labeled "TH" (far right, closest to the stove). (See the following photo.) This is a safe procedure and you will not get shocked. If the jumper wire turns the burner on, there is an electrical problem.



Touch a jumper wire to the TPTH terminal and the TH terminal. There is no danger of getting shocked.

The problem could be a bad ON/OFF switch, a bad switch wire, or a faulty Transmitter. To narrow it down, start by disconnecting the Receiver box and reconnecting the lead from the ON/OFF switch. Turn on the stove with the switch. If the stove will not turn on with the switch, but worked with the jumper test, then it needs a new switch. If the switch works, but the Remote will not, then the problem is somewhere in the remote system.

The following jumper test can help to prove if there is a problem with the remote system. To perform a jumper test on the system, you will need a Multimeter. This will be a two step test, A & B:

Jumper Test/*Step Two:*

A) Disconnect the Receiver from the stove by pulling the two leads from the Receiver off of the controller. Set the ***Receiver*** switch to "ON" and press the MODE button on the ***Transmitter*** until the window display reads "OFF". Check continuity within the receiver by touching the two leads from the multimeter to the two leads from the receiver. It makes no difference which leads you connect to which as none are polarity-sensitive. If there is no continuity, the problem is in the receiver. If the test proves continuity, proceed to Step 2.

B) Now set the ***Receiver*** switch to "REMOTE" and press the MODE button on the hand-held ***Transmitter*** until the display reads "ON". Check continuity as in Step 1 by touching the two leads from the multimeter to the two leads from the Receiver. It makes no difference which leads you test as none are polarity-sensitive. If there is no continuity, the problem is in the transmitter.

8. The Receiver can get too hot and shut off the stove. If the temperature inside the Receiver box exceeds 130°, it will shut the stove off and emit a continuous four-beep signal. This is unlikely to happen with your Woodstock stove because the firebox tends to project heat forward, but it is something to be aware of, especially in a poorly ventilated area where heat can build up. Let the stove cool down and try repositioning the receiver

9. "Swing" setting. The Transmitter does not activate or de-activate the burner precisely at the SET temperatures. The room temperature must be 2° lower than the setting for the thermostat to activate, and 2° warmer than the setting for the stove to de-activate. It could be that the transmitter is working fine although it appears to be unresponsive. If you have verified that the transmitter is not responding, even taking the swing setting into consideration, the swing setting may need to be reset. To re-program the swing setting, follow these steps:

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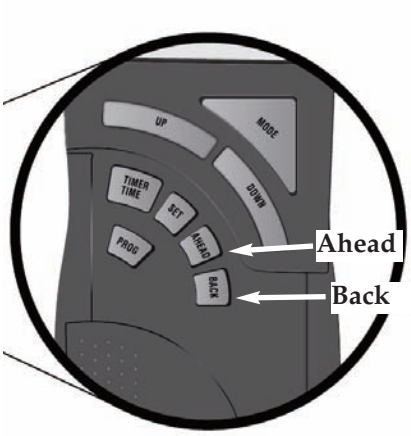


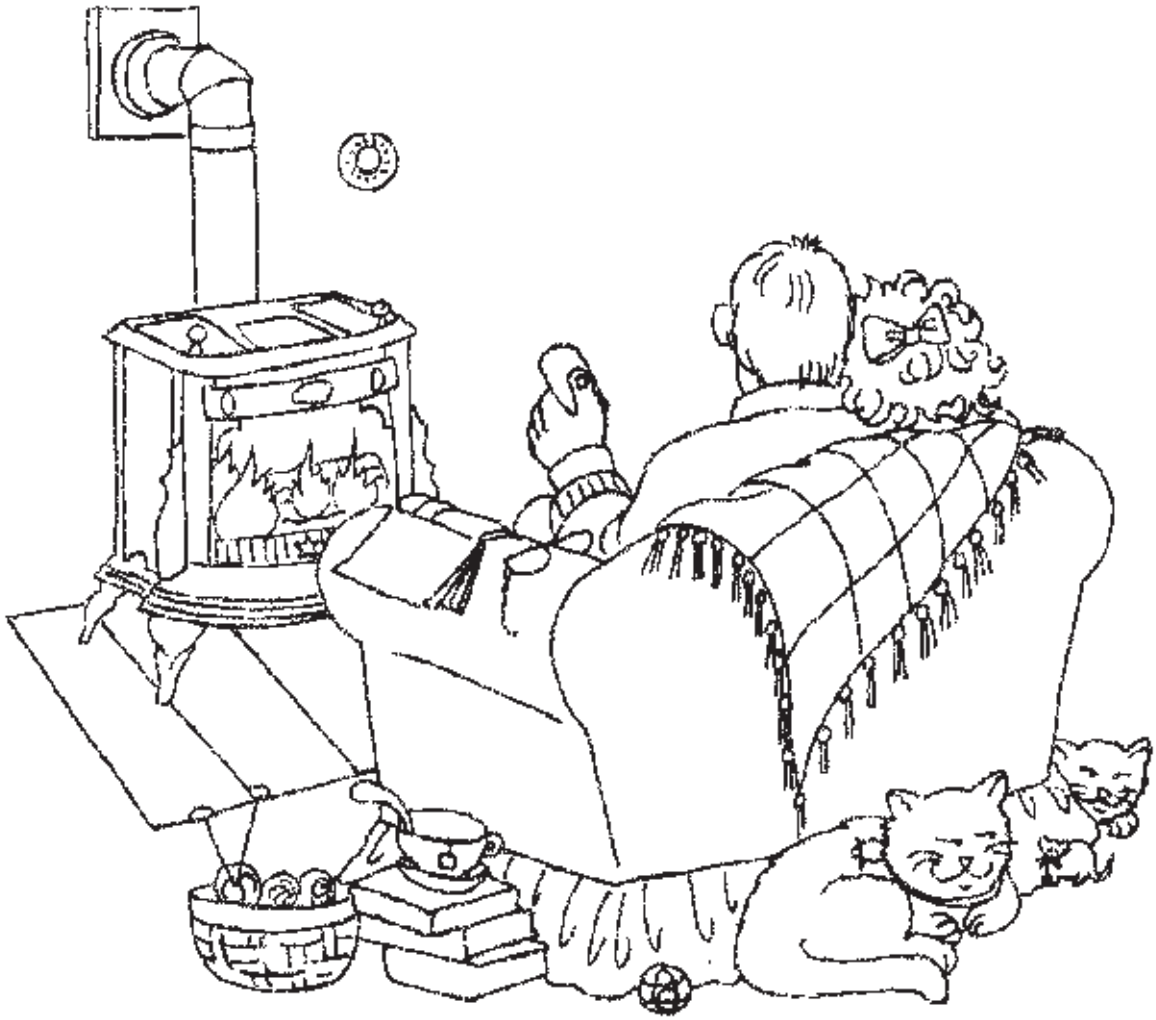
1. On your Transmitter, press the **Ahead** and **Back** buttons simultaneously to display the swing setting. (It will flash off and on).

2. Press the **Up** or **Down** button to adjust the swing differential. A 2° differential is the recommended factory setting.

3. Press **SET** to store the swing number or simply leave it alone. It will re-set itself after 15 seconds.

10 The *Receiver Frequency* may need to be adjusted for various reasons. The adjustment is made to improve the communication and operating distance be tween the transmitter and the receiver. Since the slightest misadjustment of this setting can do more harm than good, please call Woodstock Soapstone for technical assistance before attempting to modify this setting.

If you have any questions about your Remote Control, or any other features of your soapstone gas stove, we are happy to help you from 9 am to 5 pm, Eastern Time, Monday through Saturdays, at 1-800-866-4344.



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