



**RES12VU Trouble Shooting Guide
(2013, 2014, 2015 models)**

- 1) Apply 12 volt DC power to the receiver. The receiver should beep within 1-2 seconds to indicate that it has power. If the receiver does not beep, check the items below.
 - 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. An improper crimp could also come from the factory.
 - 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 and black RES12VU wires leads near the receiver. Voltage should read about 12V DC.
- 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 unsnap 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.
- 3) Check that the transmitter activates the receiver.
 - a. With the vehicle's engine off, press a button on the remote.
 - i. A beep and/or 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/deactivated with the transmitter's LOCK and UNLOCK buttons are pressed.
 - b. If the transmitter 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.
 - c. Resistor type spark plugs may also help reduce the engine's radio frequency noise.
 - d. Test the vehicle in a different geographic location.
 - e. If no improvements can be found, contact techsupport@3built.com