

# Alta's Wireless Remote Control System

## Frequently Asked Questions

- 1. My Key Fob stopped working but my manual wall switch still works.**
  - First check the battery in the key fob
  - Second check and make sure the button on top of the receiver box is in the "on" position. If it is in the "off" position the wall switch will continue to work, but the key fob is locked out.
  - Third check and see if the breaker/fuse has blown. This will be located on the red wire coming out of the receiver box and connected to the battery.
  - Fourth take the cover off the box and smell if there is an electrical short. If there is you will need to replace the box. Please contact your manufacturer to proceed.
  - If you have any technical questions, feel free to contact Alta Resources directly.
- 2. What applications can I use the remote with?**
  - You decide, as long as it is powered by 12-volt dc.
- 3. What about the battery in the Key FOB. How long will it last and can it be replaced?**
  - In our testing the battery should last for up to 2 to 3,000 cycles. Should the Key FOB quit working, the battery (A23 Alkaline) can be purchased at any battery store (Radio Shack for around \$3.00) and should be replaced and the system tried before contacting Alta for service. Also, replacing the battery DOES NOT REQUIRE THAT THE Key FOB be reprogrammed.
- 4. What happens if I lose my Key FOB? How can I activate the system and how can I get the Key FOB replaced?**
  - The receiver box is designed so using the external / manual wall switches can operate the mechanism. Key Fob's can be replaced by contacting Alta Resources with the US code located on the bottom left of the receiver box (example US03979).
- 5. What type of Auto Reset Breaker should I use?**
  - Check the receiver box lid / instructions that came with the remote system. Some remote systems ask for 15, 20, or 30. If a 15amp auto reset breaker is required it should be installed in the line from the receiver and the positive/load side of the battery. (\$5.34 at Car Quest, p/n 30055-15, UPC Code 32850-25780).
- 6. Is this system easy to install?**
  - The system is easy to install and the installation instructions are very thorough.
- 7. What kind of electrical load will the system handle?**
  - The remote system will handle 35 continuous amps and 45 intermittent amps. When the remote is not running it will draw 6.5-7.0 mille amps. This is sufficient for all 12volt dc motors and hydraulic pumps that we have tested.



**8. Will the motor or hydraulic pump be able to be activated while I'm traveling?**

- There are two significant safety features to avoid this. First, the receiver box has an on/off switch and we recommend that the system be turned off and disabled during travel or when the application is set-up and not in use.
- Additionally, we have programmed a two second delay on the receiver board. This means that a stray signal would have to have the identical code of your receiver and would also have to enter your receiver with a continuous signal for over 2 seconds before the mechanism would be affected.

**9. Can anyone else activate my system with another Key FOB or a garage door opener?**

- There is always a possibility that this could happen. However, there are between 6 and 7 thousand different codes in use and it is unlikely that you will ever experience interference from another source. For safety reasons, however, we suggest turning off and disabling the system when the vehicle is set up or in transit to avoid accidental activation of the system.

**10. On the dual systems, can I run both mechanisms at the same time?**

- No. The system is designed so that only one motor can be controlled at a time. This is for simplicity and safety.

**11. Can I damage my motor, hydraulic pump, or mechanism if I continue to operate the system after the mechanism has reached its full extension?**

- There is no more chance to do this than exists before the remote system is installed. Certainly if you continue to try to activate the system after the motor, pump, or mechanics have reached their limit, there is a potential for damage to the mechanism or the vehicle.
- The current switching systems used with electric motors have rocker switches and hydraulic pumps are with a "tethered" controller that requires you to hold down the button until the mechanism reaches the desired location. The length of the connected cord also restricts you from overseeing the application in progress.
- With our remote system, because it requires a continuous pulse, the button on the Key FOB stays depressed until the mechanism reaches its limit, then the button is released.

**12. How long is the warranty?**

- 12 months from the date of retail sale.

**13. There are a number of warnings in the instructions, why is this?**

- Any electrical mechanical device has the possibility of causing damage or injury if not used properly. It is important that the system is disabled at all times if work is being performed on the system.

**11. What do I do if the system will not operate and I cannot move the mechanism?**

- First, check power to the pump and receiver. If there is power and the system does not work, check the Key FOB, the Key FOB battery, and the manual switches. If none of these works, you will have to manually activate the mechanism, no different than you would have to do before the remote system was installed.



**12. How and where should the receiver box be installed?**

- We recommend that the receiver box is located in an accessible compartment, which the customer can reach in the event that they would have to use the switches (if applicable) located on the box instead of the key fob. Also, in a location that will keep the receiver out of inclement weather and protect it from damage.
- When using the remote in conjunction with a hydraulic pump, most customers mount the receiver box inside the same steel (dense) box that houses the pump. This is favorable **if** you drill a hole in the steel box and hang the antenna out. By doing so, it will greatly increase the distance of the signal.
- The receiver is enclosed in a water resistant box with mounting tabs. It is recommended that you screw through the mounting tabs to secure the receiver box.

**13. Approximate distance I can use the key fob?**

- 50-100ft. This is depending on where the receiver is installed and the extension of the antenna. If the antenna is exposed and you feel that the distance is still less than 50-100ft, check the key fob battery. A low battery can weaken the signal and decrease the distance.