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Quantek Remotes

Troubleshooting

You must locate & access the receiver to program a remote

- Compatible receivers are: RX-2, RX-2-5A, RX-4, RX-MINI-1, RX-MINI-1-PLUS, RX-T, GDRC
- The receiver will be wired in to whatever it is switching. If switching an automatic door, it is likely to be inside the operator. If switching a gate, it is likely to be inside the gate control box. You may need to trace some wires back to it or contact your installer or maintenance company.
- Please note the receiver may have been taken out of its housing.

Remote has stopped working

1. Change the batteries, even if the LED is lighting up.
2. If more than one remote has stopped working at the same time, check there's power to the receiver. If you can hear the receiver relay clicking or see the red LED turning on when you press a remote, then the system is working. The issue is probably with the equipment the receiver is activating, e.g. auto door, gate, garage, etc. Contact your installer or maintenance company.

Remote won't program

1. Check the remote is compatible and looks identical to other remotes on the system.
2. Change the batteries, even if the LED is lighting up.
3. Refer to the receiver manual or follow the programming video tutorial.
4. If more than one remote won't program, the issue is unlikely to be the remotes. Check there are no metal objects obstructing the receiver, extend the antenna if possible, and check its power supply.
5. If a new installation, test in a different location to determine if the issue is signal interference.

Remote is intermittent

1. Change the batteries, even the LED is lighting up.
2. Check there are no metal objects obstructing the receiver and extend the antenna if possible.
3. If the issue persists, test in a different location to determine if the issue is signal interference.

The equipment (auto door operator, gate panel, etc) the receiver is wired into isn't activating

If the relay in the receiver is clicking or the red LED is turning on when the transmitter is pressed:

- The system is working. Check the wiring from the receiver to the equipment. Refer to the manual of the equipment or contact the manufacturer.

If the relay in the receiver NOT is clicking when the transmitter is pressed:

- Check the transmitter programmed the receiver. If you have a transmitter with more than one button, each button must be programmed individually. See also previous sections.