



# REMOTE MOTOR TROUBLESHOOTING

## SYMPTOMS

## POSSIBLE CAUSE

## REMEDY

Motor runs but stops every couple of inches

1. Lost memory
2. Failed motor

1. Reprogram using instructions
2. Replace motor with a new one

Motor will not move

1. Coach battery low or no power
2. Remote control battery low or dead
3. Shorted wire
4. Lost memory
5. Failed motor

1. Start coach and let it charge
2. Replace battery in the remote
3. Locate shorted wire and repair
4. Reprogram using instructions
5. Replace motor with new

Motor “clicks” when you try to operate up or down

1. Failed motor

1. Replace motor

## TROUBLESHOOTING PROCEDURE FOR REMOTE CONTROLLED MOTOR

1. Verify the voltage applied to the motor. Voltage should be between 11.0 and 13.6 volts DC. The positive wire is identified by large lines on the insulation. If the voltage is low, charge the chassis or coach batteries and retry the motor operation. Voltage can be verified in the disconnect/butt splices in the shade motor wiring leads. Verify positive and negative voltage (both up and down directions) from the switch.
2. If the shade fails to move, attempt to reset the motor by pressing and holding the learning button. The motor should beep. If the motor does not beep, verify that the power is going to the motor. If power for the shade is not present, please correct the power problem.
3. Refer to the back of this guide and follow the directions to link the shade motor to your model of remote controller.
4. If a shade motor fails to link to the remote controller, try to use a spare button on your 14-Channel or 2-Channel remote controller. If the motor links to the remote controller on an alternate button, please contact MCD for assistance.
5. If the motor will not program to any button on any remote controller, the batteries have been replaced, and correct voltage has been verified, please contact MCD for assistance.

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