User Guide RC-16B







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1. Introduction

1.1. Welcome

Thank you for buying your Well Straler gas heater.

We are glad to have you as a customer. With this quality product you will enjoy the cosy warmth and unique flame dance for many years.

Before using the heater, please read the instructions carefully and keep them in a safe place.

Installation must be carried out by a suitably qualified gas technician in accordance with the gas safety regulations that are currently in effect. Make sure that you get informed by your technician about how to use, operate and maintain your appliance. Every appliance has been tested, carefully adjusted and sealed in the factory in accordance with I2H or I3B/P category. The warranty will only be valid if the service has been completed by a competent person (according the gas safety regulations in force). Failure to install the fire correctly could lead to prosecution.

The appliance is covered with a heat-resistant surface coating. During the first few hours of use, it is absolutely normal that a harmless temporary odor is produced. This disappears after a short period. We advise you to let the appliance work for a few hours in a well ventilated room.

1.2. Warranty

This product has a 2 year warranty counting from the date of installation, and this for manufacturing defects only. The warranty is limited to a simple exchange of parts that are recognized as defective by our technical department, and not giving cause by any means to further liability. Shipping costs and labor are not part of the warranty and have to be paid by the user. Warranty will be invalidated if the appliance has been poorly maintained, used in a wrong way, has been damaged in an accident or catastrophe of which the origin has no connection with the appliance itself, or if service has been done by an unauthorized person. Delicate parts in contact with fire like glass etc. are not covered by warranty. Complaints are only accepted when made through a recognized dealer.

1.3. Security

1.3.1. Built-in safeties in the control system

The system operates on radio frequency signals that are sent by the transmitter (remote) to the receiver in the appliance. We recommend that the transmitter always be located within the operating range (± 6 m).

To avoid unpleasant situations, the system has several built-in safety measures that alert the user when action is needed.

1.3.2. Thermo safety - transmitter

The transmitter has a thermo-safety function built into its software. It provides an extra margin of safety when the appliance is in the **THERMO** or **PROGRAM** mode.

The thermo-safety is activated when the transmitter is moved beyond the maximum recommended operating range, which is \pm 6 m. It is also activated when batteries become weak or are removed from the transmitter. The thermo-safety operates in the following manner (only in **THERMO** or **PROGRAM** mode):

The room temperature is measured every 2 minutes by the transmitter and compared against the **SET** temperature. In addition to check these temperatures, the transmitter sends an RF signal to the receiver, signaling that the transmitter is still in the operating range. Should the receiver NOT receive a transmitter signal every 2 minutes, the IC software in the receiver will begin a 45 minutes countdown timing function (thermo-safety function).

If the receiver does not receive a signal from the transmitter during this 45 minutes period, the system will shut down the appliance. The receiver will produce a series of rapid beeps for a period of 10 seconds, followed by a single beep every 4 seconds until a transmitter signal is again received and the system is **RESET**.

To **RESET** the receiver: press the **MODE** button until **OFF** appears on the LCD-screen. It is now possible to operate the appliance to the preferred working mode.



1.3.3. Communication safety – transmitter

The communication-safety operates in all operation modes (**ON-THERMO-PROGRAM**):

At all times and in all operating modes, the transmitter sends an RF-signal every 15 minutes to the receiver, signaling that the transmitter is within the normal operating range of \pm 6 m. Should the receiver not receive a transmitter signal, the IC-software in the receiver will begin a 1 hour countdown timing function. If the receiver does not receive a signal from the transmitter during this 1 hour period, the system will shut down the appliance. The receiver will produce a series of rapid beeps for a period of 10 seconds, followed by a single beep every 4 seconds until a transmitter signal is again received and the system is **RESET**.

To **RESET** the receiver: press the **MODE** button until **OFF** appears on the LCD-screen. It is now possible to operate the appliance to the preferred working mode.

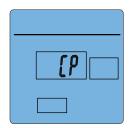
1.3.4. Thermo-safety – receiver

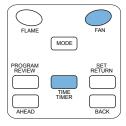
The system has a thermo-safety feature that is built into the receiver. This feature is temperature-activated and it provides an extra margin of safety in case the receiver should be placed where ambient temperatures exceed 65°C. At 65°C the thermistor will automatically shut down the fireplace and the receiver will begin emitting a series of 4 beeps every 2 seconds. When the ambient temperature near the receiver drops under 50°C, you can reactivate the appliance by pushing **MODE** on the transmitter.

1.3.5. Child Protection (CP)

The system includes a child-proof 'lock-out' feature that allows the user to "lock-out' operation of the appliance from the transmitter.

REMARK: If the appliance is already operating in ON, THERMO or PROGRAM modes, engaging the "lock-out" will not cancel the operating mode. It only prevents the manual operation of the transmitter. If the appliance is operating in AUTO mode (thermo and/or program operation) it will continue working normally. To totally "lock-out" the operation of the transmitter's operating signals, the transmitter's mode must be set to OFF.







- To activate the "LOCK-OUT', press and hold the TIME/TIMER and FAN buttons together for 5 seconds. The letters CP will appear in the TEMP frame on the LCD-screen.
- 2. To disengage the "LOCK OUT,' press and hold the TIME/TIMER and FAN buttons together for at least 5 seconds.

1.4. Appliances with ventilator

To prevent cold air to flow out of the cooled-down appliance, the ventilator begins working after the appliance has warmed up (± 5 minutes warming up at the maximum rate). After extinction of the burner the ventilator keeps working for 15 minutes, in order to use the residual warmth.



2. Commands of your appliance

Some advantages of the Well Straler new product generation:

- Automatic ignition without steady pilot;
- Precise digital temperature control in a range of ± 6 m from the heater;
- Wireless RF remote control of all the functions of your heater in a range of ± 6m;
- Four different operation modes: (ON/OFF THERMOSTAT WEEKLY PROGRAM – COUNTDOWN TIMER);
- Full automatic pre-programmed weekly program with 4 independent temperature ranges each day, seven days a week.



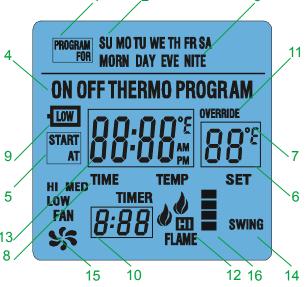
IMPORTANT For the device to work correctly, the emitter and receiver must be well tuned to each other (cfr. LEARN, p.13). If the range is lower than 6 m, the antenna of the receiver (black wire on the side) must be moved. If the receiver is in safety mode (one beep every 20 seconds), it has to be reset. In that case switch the receiver OFF, and then again on REMOTE.

2.1. Transmitter

The transmitter operates on 2 AAA-size 1,5V batteries. We recommend the use of ALKALINE BATTERIES for maximum operation performance. Insert batteries into the battery compartment on the back of the transmitter, positioning the (+) and (-) ends of the batteries as indicated. Once batteries are inserted, the temperature will display. If this is not the case please check that batteries are inserted properly (check polarity).

2.2. <u>LCD-screen</u>

- 1. **PROGRAM FOR**: Displays when programming days of week and periods of day. In normal state only current DAY (2) and single PERIOD (3) are displayed, when in PROGRAM mode.
- 2. **DAY**: Current DAY of week
- 3. **PERIOD**: Current period of DAY
- 4. **MODE**: Indicates operation MODE of system
 - **ON** (Indicates system is on, manually or thermostatically)
 - **OFF** (Indicates system is turned off)
 - THERMO (Indicates the system will automatically cycle, depending on programmed SET temperature)
 - PROGRAM (Indicates the system is operating with PROGRAMMED settings)
- 5. **START AT**: Appears when programming time to turn system on
- SET: Indicates desired SET room temperature, when in THERMO or PROGRAM mode
- 7. **F°/C°**: Temperature, in Fahrenheit or Celcius
- 8. **TIME/TEMP**: Displays CURRENT room temp. In same frame, the current time will display in AM or PM. Press **TIME/TIMER** to display current time
- 9. **LOW**: Battery power is **LOW**. Replace batteries within 2 weeks
- 10. **TIMER**: When displayed, indicates countdown timer in operation
- 11. **OVERRIDE**: Displays when **SET** temperature is overridden
- 12. FLAME: Single or double flame symbol indicates burner is operational in LOW/HI mode
- 13. **CP**: Displays when CHILD PROOF—LOCK OUT" is engaged. Pressing **TIME/TIMER** and **FAN** buttons together for more than 10 seconds, engages or disengages **CP**
- 14. (**SWING**: not applicable)
- 15. FAN: indicates the FAN is operating in normal speed LOW, MED or HI speed (when fan blade is displayed)
- 16. **TRANSMIT**: Lights up whenever a signal is send from the transmitter to the receiver.





Initial set-up programming of transmitter 2.3.

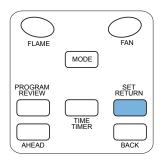
Follow the procedure below before first use:

- Temperature setting (°C of °F) preset for °F;
- Current day of week SU-MO-TU-WE-TH-FR-SA;
- Current time of day hours and minutes.

To program settings, first remove the battery cover on the back of the transmitter. If you have not already installed the 2 AAA batteries, this would be a good time to do so. Note the small push button at the top of the battery compartment. This button is used to perform the initial transmitter programming.

2.3.1. Changing temperature scale (°C - °F)





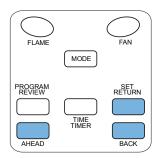


- Press button on back of transmitter ONCE. °C symbol will begin flashing on the LCD-screen.
- To change °C to °F, press the UP or DOWN button on the front of the transmitter.
- 3. preferred setting/confirming After the temperature scale, press SET/RETURN.

REMARK: If you choose to keep the set temperature (°C), push **SET/RETURN** after step 1.

Setting the current day of the week

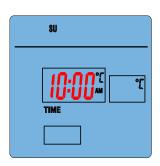


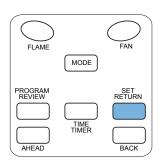




- Following step 3 above, the SU symbol will begin flashing on the LCD-screen.
- To change to the **CURRENT DAY** of the week, press the AHEAD or BACK button.
- After setting/confirming the current DAY of the week, press SET/RETURN.

2.3.3. Setting of the current hour and minutes





- Following step 6 above, the HOUR digits will begin flashing in the TIME frame.
- To set the current HOUR, press UP or DOWN. setting the HOUR for the corresponding AM/PM-period.
- After setting the current HOUR, press SET/RETURN and the MINUTE digits will begin flashing.
- 10. To set the MINUTES, press UP/DOWN, setting the correct MINUTES.
- 11. After setting HOURS and MINUTES press SET/RETURN. HI FLAME will start to flash.
- 12. Press SET/RETURN to confirm your settings.

THE INITIAL SET-UP/PROGRAMMING OF THE TRANSMITTER IS NOW COMPLETE. BE SURE THE SLIDE-ON BATTERY COVER IS REINSTALLED. THE LCD-SCREEN IS NOW IN ITS NORMAL STATE.

























2.4. <u>Program operation of remote control</u>

The transmitter has a factory program built-in standard program. Each day has been broken into four periods and each period has its own starting time and temperature. A chart of the built-in programs is pictured below

DAY	PERIOD	hour / temperature	
	MORN	6:00 am	21°C
Every day of the week	DAY	8:30 am	16°C
	EVE	3:00 pm	21°C
	NIGHT	11:00 pm	18°C

You may change any of the factory settings by following the procedures below. Should you wish to return to the factory program, follow the procedure under heading 2.4.3 Program cancellation.

2.4.1. <u>Programming day/period of day/temperature</u>

CUSTOM PROGRAM:

	Morning		Day		Evening		Night	
DAY	Hour	Temp	Hour	Temp	Hour	Temp	Hour	Temp
SU								
MO								
TU								
WE								
TH								
FR								
SAT								

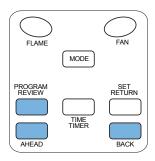
You may change the built-in time and temperature programs to suit your personal schedule. Each day is divided into four periods: MORNING, DAY, EVENING and NIGHT. A blank programming chart is provided above to record your customized time and temperature settings If desired, you may change a single day or all seven days that have the built-in factory program. To change one or all seven days, complete the following steps.

NOTE: If the initial SET-UP and settings were not previously completed and you go into programming mode, the LCD-screen will display SU, MORN, TIME and SET temperature digits. You must go back and perform the initial set-up procedure or the remote will not operate properly in the PROGRAM MODE.



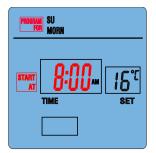
To make changes in the standard program:

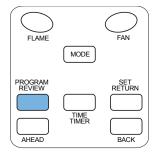






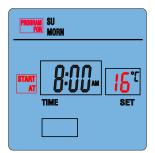
- Press PROGRAM/REVIEW for 4 sec. The shaded boxes on the LCD-screen with the words PROGRAM FOR and START AT will begin to flash. The current day, period, time and set temperature of the built-in factory program will also be displayed.
- To program the DAY and PERIOD of DAY, press AHEAD or BACK to display the DAY and PERIOD you wish to program.
- 3. Press **PROGRAM/REVIEW**. to confirm, and **TIME** will flash on the LCD-screen.

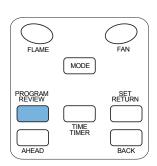






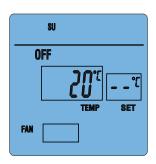
- Press UP or DOWN to program the START TIME.
 Programmed start time settings are in 15
 min.-segments. The new start time will display on
 the LCD-screen.
- 5. Press **PROGRAM/REVIEW** to confirm: **SET TEMP** will flash on the LCD-screen.

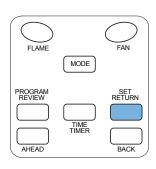






- Press UP or DOWN to program the SET temperature.
- 7. When the desired **SET TEMP** displays, press **PROGRAM/REVIEW** to confirm.
- 3. After pressing the **PROGRAM/REVIEW** button in step 7, the next **PERIOD** of the same **DAY** or next **DAY** will display on the LCD-screen.







- 9. To program the next period, follow steps 3, 4, 5, 6 and 7.
- 10. Continue to follow steps 3, 4, 5, 6 and 7 until all 7 days and the 4 time periods in each day are programmed.
- 11. Once all the programming has been completed, press SET/RETURN. The programming data that has been entered will now over-ride the factory built-in program and operate your remote control system.

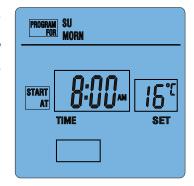
NOTE: Once you are in the programming process and you want to advance the programming procedure, you may bypass some of the DAYS or PERIODS OF DAY, by pushing the **AHEAD** or **BACK** buttons. This allows you to eliminate the need to enter the TIME and TEMP for each DAY/PERIOD, speeding up the programming process by skipping some of the 'software prompts'. Once the DAY/PERIOD you want to reprogram is displayed by the LCD-screen, press **PROGRAM/REVIEW** and follow the programming steps outlined above.

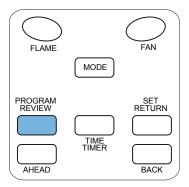


2.4.2. Program overview

If you want to review the settings for either the factory program and/or your customized program, you may do so by pressing the **PROGRAM/REVIEW** button for 1 second. By pushing this button repeatedly you can review the complete program.

If you press the **PROGRAM/REVIEW** button for 4 sec. then you enter the programming process. Press the **SET/RETURN** button should you hold the **PROGRAM/REVIEW** button too long.





2.4.3. <u>Program cancellation – return to factory settings</u>

To cancel the customized program that you have entered and to return to the factory settings:

Press **SET/RETURN** to make sure the LCD-screen is in its normal state. Press and hold **PROGRAM/REVIEW** and at the same time, press **SET/RETURN** for a period of ± 10 sec. The customized program will be cancelled when the display icons/numbers flash with some icons disappearing. The LCD-screen will begin flashing **PROGRAM FOR**, **START AT**, together with the digits in the TIME and SET frames. This confirms that the CUSTOMIZED program has been cancelled. Press **SET/RETURN** to return the LCD-screen to normal state, or wait approximately 10 seconds and the LCD-screen will return to its normal state automatically.

2.5. Operating your appliance

2.5.1. Manual (ON/OFF)

Press **MODE** until the LCD-screen displays **ON**. Together with **ON** the LCD-screen will display **FLAME** and **1 flame symbol**. At this point the spark electrode will begin sparking to ignite the pilot for a period of maximum 60 seconds. As soon as a flame is detected the sparking will stop, and after a few seconds the main burner will ignite. The flame height at this stage will be **LO**. The appliance will burn as long as it is not turned off manually, regardless of the room temperature.

REMARK: In case of a new installation, it is possible that the pilot does not ignite after 60 seconds, due to air in the gas pipes. In this case the appliance will shut down and turn to secure mode. Before you can use the appliance again it has to be reset. To reset the appliance press **MODE** till LCD-screen displays **OFF**. To ignite again: press **MODE** until LCD-screen displays **ON**. Repeat this procedure until there is no more air in the gas pipes that lead to the appliance and the pilot ignites.

Once the pilot is on and the main burner is burning low, it is possible to change the flame height and the speed of the fan with the **FLAME** and **FAN** toggle keys.

To switch off the device, push **MODE** repeatedly until **OFF** appears. The pilot as well as the main burner will be quenched. After this, the fan will still turn for about 15 minutes, until the remaining heat is fully utilized.

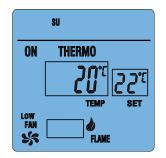
There is an additional safety imbedded in this mode of operation that will put the fire automatically to OFF after a period of 9 hours.

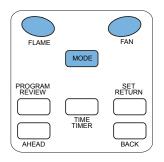
^{*}only for devices equipped with a fan



2.5.2. Thermo operation (ON/OFF BASED ON SET TEMP SETTING)

The system can control your appliance thermostatically when operating in **THERMO** mode.







- 1. Press **MODE** repeatedly until LCD-screen displays **THERMO**.
- Press UP/DOWN to set the desired room temperature. The highest SET temperature is 32°C (99°F), the lowest SET temperature is 6°C (45°F). The transmitter will measure the room temperature every 2 minutes automatically turning the appliance ON or OFF thermostatically, according to the SET temperature.
- 3. Press **FLAME** to modify the **FLAME HEIGHT** (see chapter Adjusting FLAME Height).

Press **FAN** (only for appliances equipped with a fan) to modify the FAN speed (see chapter 2.5.5. Changing FAN speed).

NOTE: To prevent repeated thermo-cycling of the gas appliance, changes in temperature are only recorded every 2 minutes.

2.5.3. Automatic (PROGRAM)

Press **MODE** repeatedly until **PROGRAM** is displayed on the LCD-screen. Together with PROGRAM the following is displayed on the LCD-screen:

Current period of the day (morn/day/eve/nite), depending on the program;

ON/OFF to mark if the appliance is turned on or not;

Room temperature (**TEMP**). Desired temperature for this period (**SET**);

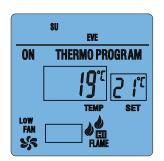
FLAME/FLAME HI to indicate whether the appliance functions or will function with normal/high flames;

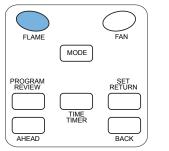
FAN LOW/MED/HI to indicate whether the fan operates or will operate in LOW/MEDIUM or HI speed.

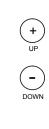
The gas appliance will operate fully automatically depending on the pre-programmed weekly program and changes in temperature.

2.5.4. Adjusting the FLAME HEIGHT

The flame height can be adjusted only in the following modes: **ON – THERMO – PROGRAM**. Press **FLAME** on the transmitter to change flame height from **LO** to **HI**. You will note the word **HI** and a 2nd **FLAME** icon will appear on the LCD-screen. Press again to change from **HI** to **LO**.





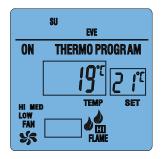


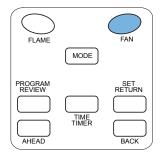
The transmitter always remembers the last setting of the flame height, and this for the entire mode of operation (**ON** - **THERMO** and **PROGRAM** mode). Only when you change mode the setting will return to its standard setting (**LO**).

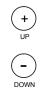


2.5.5. Adjusting FAN speed

The speed of the FAN can be adjusted only in the following modes: ON - THERMO – PROGRAM.







The **FAN** operates automatically in **LOW** speed (**FAN LOW**) whenever the fire is on for 5 minutes and stays on for approximately 15 minutes after the burner is turned off. Press **FAN** to change the **FAN** speed to **MED** or **HI**.

This symbol is displayed when the burner is on:



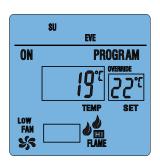
If the burner is **OFF** only **FAN** appears.

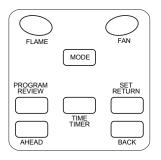
The transmitter always remembers the last setting of the FAN speed, and this for the entire mode of operation (**ON** - **THERMO** and **PROGRAM** mode). Only when you change mode the setting will return to its standard setting (**FAN LOW**).

Remark: only for appliances equipped with a fan.

2.5.6. Temperature OVERRIDE (operates only in PROGRAM mode)

You can change the current **SET** temperature without changing the programs stored in the transmitter's memory. The **OVERRIDE** feature will be automatically cancelled at the start of the next **PROGRAM PERIOD**.



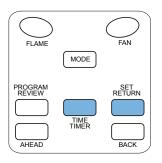




- Press UP/DOWN to change the SET temperature. Setting will be cancelled automatically when next program period begins). The word OVERRIDE will appear over the SET frame on the LCD-screen.
- To cancel temperature OVERRIDE, press SET/RETURN.

2.5.7. Time of day display







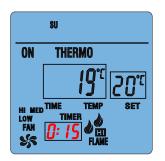
- To check the current TIME of day, press TIME/TIMER on the transmitter for less then 1 second. The current TIME of day will appear in the TIME/TEMP frame replacing the temperature reading.
- The temperature will reappear automatically in 15 seconds, or you can press SET/RETURN to cancel the display of TIME immediately.

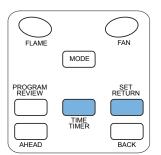


2.5.8. Setting the countdown timer

This system can operate with a built-in **COUNTDOWN** timer when the transmitter is in the **ON** or **THERMO** mode (**THERMO** or **ON** must be displayed on the LCD-screen).

When the set time period has elapsed, the device will automatically switch off.



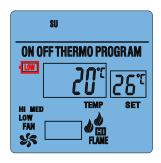




- 1. Press **TIME/TIMER** on the transmitter for more than 5 seconds. The word **TIMER** and 0:15 flash on the LCD-screen.
- Press UP/DOWN to begin advancing through each of the countdown time options. Available countdown times are 15 min/30 min/45 min/1 hr/1hr30/2 hr/2hr30/... up to 9hrs.
- To set the TIMER press SET/RETURN. If the system is ON, it will remain on until the "timer time" has expired. If the system is in the THERMO mode, it will cycle ON and OFF as the room temperature requires
- 4. To cancel the **TIMER** operation, press the **TIME/TIMER** button for more than 5 seconds until the 'timer time' disappears.

NOTE: When the timer is used in THERMO mode, the THERMO operation will discontinue only when the countdown time' has expired.

2.5.9. Low battery indicator



The word **LOW** outlined by a battery on the left side of the LCD-screen will appear when battery power has dropped significantly. At this time, approximately two weeks of battery power remains until the transmitter may experience partial or complete loss of functions.

Here's how to replace the batteries:

- 1. Push the **MODE**-button until OFF appears on the screen;
- 2. Remove the batteries one by one;
- 3. Place new batteries, minding their polarity.

Replacing the batteries in an operational mode (ON – THERMO – PROGRAM) can damage the microprocessor.

2.5.10. Place of the remote control system

As the transmitter is also the thermostat of your appliance, it is preferable to locate the bracket on an inside wall, sufficiently far away from direct sources of heat such as a fireplace, incandescent lighting or sunlight, in order for it to detect actual ambient room temperatures, and not a single heat source. Before fixing the bracket to the wall, check if the transmitter is not outside the operating range of the receiver! Normal operating range is ± 6 m, but can vary.

The system operates on RF-signals. The place of the antenna (black thread on the side of the receiver) determines the operating range of the system. In order to get the system to function as good as it may, the antenna must be free in the appliance.

<u>Be careful</u>: Transmitter and receiver must be placed at at least 1 meter from electromagnetic fields (such as TV, radio, PC, microwave oven,...). Repeated exposure to magnetic fields reduces the operating capacity of the appliances.



2.6. Receiver

The receiver is built-in in your appliance and has a 3-position slide button:

- LEFT: REMOTE (the system only operates if the receiver receives commands from the transmitter)
- MIDDLE: ON (the system remains ON in low flame until the slide switch is placed in the OFF or REMOTE position)
- **RIGHT: OFF** (the system is OFF)

We advise you to put the slide switch in the OFF position if you will be away from your home for an extended period of time or during summer.

Placing the slide switch in the **OFF** position also functions as a safety "**LOCK-OUT**" by both turning the system off and rendering the **TRANSMITTER** inoperative.



Each transmitter can use one of the 1.048.576 security codes. It may be necessary to program the remote receiver to **LEARN** the security code of the transmitter, upon initial use, if batteries are replaced or if a replacement transmitter is purchased.

When matching security codes, be sure the slide button on the **RECEIVER** is in the **REMOTE** position: the code will not **LEARN** if the slide switch is in the **ON** or **OFF** position. Also make sure the transmitter is switched **OFF**.

Program the remote **RECEIVER** to **LEARN** a new security code by pushing in the **LEARN**-button on the **RECEIVER** for <u>3 seconds</u>, until you hear a beep. Then, <u>within 10 seconds</u>, press **MODE** on the **TRANSMITTER**. The **TRANSMITTER** will automatically be switched **ON**, and the **RECEIVER** will emit a series of 4 rapid beeps indicating the transmitter's code has been programmed into the receiver.









2.7. <u>Problem solver</u>

PROBLEM	CAUSE	SOLUTION
The appliance does not react	The receiver is in 'OFF' position	Place the receiver button in 'REMOTE' position
when the MODE-button is pressed.	The receiver does not match to the transmitter.	Execute the 'LEARN' procedure
The transmitter does not react after the 'LEARN'-procedure.	The transmitter is too far from the receiver.	Move the antenna to a free space (the outside of the appliance is the maximum range area) so that the operating range is wider
The receiver emits a beep	The transmitter is positioned out of range of the receiver for more than 1 hour.	Place the transmitter closer to the receiver, or move the antenna of the receiver
The receiver beeps repeatedly in quick tempo and the transmitter is within the receiver's operating range	The receiver got overheated	The receiver has to cool down, as it will only operate again when the temperature inside the receiver drops beneath 50°C
The receiver beeps in slow tempo and the transmitter is within the receiver's operating range	The transmitter is positioned on a radio-wave reflecting surface The transmitter is broken	Place transmitter on a soft, non-reflecting surface, or place it in an upright position Replace transmitter