

When was the fob last charged using a mains mobile charger and USB lead? A flat fob battery will cause connection to be lost. From full charge (dependant on use) the battery on average will last 5 – 7 days between charging.

1. Press and hold opposite buttons. Do the fob LEDs light and circle?

If yes go to step 2

If no go to step 3

2. Does 'Fob' appear on the controller?

If yes and the 'Fob' appears briefly then the fob and controller should be connected. Press a button to check for response – If no LED light or the controller is still not responding to the fob go to step 3

3. Carry out a soft reset of the fob by pressing and holding all four buttons until all green LEDs light briefly. If no LEDs light then please connect the fob to a micro USB charger. Note that battery LED will show red whilst charging. Once charged for 30-60 minutes repeat the soft reset.

If LEDs light go to step 1

If LEDs still do not light, then go to step 4

4. Disconnect the USB charger lead. Open the fob case by following the instructions provided. Carry out a hard reset of the fob by disconnecting the fob battery. Leave disconnected for at least one minute then reconnect the battery.

5. Press and hold opposite buttons. Do the fob LEDs light and circle?

If yes go to step 7

If no go to step 6

6. Reconnect USB charger lead and charge for 3 hours then repeat step 1

7. Is the controller showing the "Fob" message?

If yes go to step 8

If no go to step 9

8. Press all three buttons on controller to complete bond with fob. Test to ensure fob is functioning correctly.

9. If the controller is still not responding to the fob then carry out a hard reset of the controller by removing the in-line fuse between the battery and pump controller. Leave out for 2 minutes then replace the fuse. Repeat steps from 5 if your fob is charged, if you suspect your fob is discharged go to step 1.

If there is still no controller response to the fob please contact Gardiner Pole Systems on sales@gardinerpolesystems.co.uk for further technical advice or warranty assistance.