



RV Entry Door System Trouble Shooting Guide

1) Door Entry System Is Not Working

A. Are the keypad lights coming on when any button on the keypad is pressed? May be difficult to see in daylight.

NO. Keypads lights are NOT coming on when any button is pressed.

- Check keypad battery and replace if necessary. To access the battery, the keypad needs to be removed from the wall of the RV to access the screws that secure the keypad housing together.
- Contact **Lippert Components*** if the keypad lights still don't illuminate after replacing the battery.

YES. Keypad lights are coming on when a button is pressed.

- Make sure the entry door is closed and no keypad lights are on before continuing (the door must be closed to supply power to the RF Receiver and dead bolt actuator located inside the door).
- **Enter the current user code (default is 1234), then hit the 3-4 button. This should lock the dead bolt. Do all the keypad lights go off except the one behind the 9-0 button, which stays on for 2 seconds?**

NO. ALL the keypad lights stay on for 5 seconds after hitting the 3-4 button?

- This indicates that the user code being entered is incorrect. Try again. If this still doesn't work, the date code will be needed to reset the **user code back to 1234**.

YES. All the keypad lights go off **except** the one behind the 9-0 button, which stays on for 2 seconds.

- This indicates the user code is correct. Confirm the door did not lock.
- **Was there a clicking sound coming from the receiver inside the door after the user code was entered and the 3-4 button was pressed?**

Yes. Confirm the blue and green wires leading from the receiver are connected to the electronic lock inside the door. If they are but the dead bolt is not operating, contact **Lippert Components***.

No. Check the following:

- Is the RV door closed?
 - Is the RV master power switch in the ON position?
 - Confirm power to the bridge connector which is located at the bottom of the door on the hinge side. The voltage on the frame side should measure +12VDC nominally (the top contact is + and the bottom contact is ground).
 - Confirm orientation of the bridge connector on both the door and frame side is the same so pins are making correct contact.
 - Confirm power to the receiver which is located inside the door, directly below the window (can be accessed by Removing the window frame). Check the voltage on the red and black wires that are a part of the three wire connector (red, black and yellow). The voltage across the red and black wires should be +12 VDC nominally.
- NOTE:** The yellow wire and two black wires that exit the receiver intentionally do not connect to anything.
- If all of the above conditions are met, the RF Receiver and keypad may not be enrolled to each other. Go through the enrolling process.

NOTE: See Pg. 2 for RevA controller and Pg. 4 for RevB controller.

2) Can't Change the Keypad User Code

A. Does the current user code still work?

YES. Follow the below instructions for changing the user code. Use the keypad lights as a guide for when to release the buttons. (Some people count faster or slower than others).

- 1) Press the 9-0 button for approximately 3 seconds. Keypad lights should flash twice then stay on.
- 2) Enter the current user code. When entering the last digit of the current user code, hold the button for approximately 2 seconds. Keypad lights should flash once then stay on.
- 3) Enter the new user code. When entering the last digit of the new user code, hold the button for approximately 2 seconds. Keypad lights should flash once then stay on.
- 4) Repeat the new user code. When entering the last digit of the new user code, hold the button for approximately 2 seconds. Keypad lights should flash once then turn off. The user code has been successfully changed. If the keypad lights turn off during Steps 1-4, then programming has been timed out and the process needs to be repeated from Step 1.

NO. The date code will be needed to reset the user code back to 1234. Contact Lippert Components for the master code.