Wildlife Materials International, Inc.

TROUBLESHOOTING the TRX-2000S RECEIVER

Please check the following list **before you return** the TRX-2000S Receiver to WMI **for repairs**.

I. If you turn the TRX on and it doesn't work:

A. Turn INT/EXT switch to INTernal power.
B. Turn BAT/SIG switch to BATtery.
C. If meter needle registers 6-7, the battery is OK.
D. If meter needle registers below 6, the battery is probably discharged.
    1. Charge battery for 1 hour and recheck. The receiver may now be OK.
    2. If the battery does not charge, check the voltage output of the recharge unit on a DC voltmeter. If the recharger fails to register in the normal 12-18 v range, a new recharger is needed. **Return receiver with recharger** to WMI; include note on tests run. During warranty period, old recharger must be returned before new recharger is shipped.
E. If the battery won't charge and the recharger tests OK, send the receiver back to WMI. Include note on behavior and tests run.
F. If the battery tests OK, charge receiver 18-20 hours before use. Then try to tune in the frequency no. of a collar.
    1. Turn GAIN Control fully clockwise. Do you get a sound? You may need to place your ear by the speaker. If you get no sound, send **receiver and recharger** to WMI with note on behavior and tests run.

II. If you hear a signal, is it a) a musical beep or b) a dull thump?

A. If you hear a) a musical beep; attach your antenna cable to receiver. Check range of at least 2 transmitter collars **known to be good.** During test, place good transmitters on stump, box, or block about 6-12 inches above ground. Do you get a normal signal range for the collar type used? If not, send receiver and antenna back to WMI with a note on tests run.
B. If you hear b) only a dull thump,
    1. Tune the frequency number up and down several numbers or KHz to see if the frequency has shifted. i.e., if your collar frequency number is 212, go from 213 to 214 to 215; then go down to 211, 210, 209 to see if a signal comes in. It is not unusual for the collar's frequency number to come in on the receiver at a different number, or to slip by 1 to 3 KHz up or down. However, larger frequency shifts of 5 to 10 KHz are uncommon and unacceptable.
    2. Borrow a buddy's **working** receiver to see if your transmitter collar's signal will come in at the correct frequency number on another receiver. This will insure that the collar is not the problem.

III. If the receiver is not getting the range you expect:

A. Is the problem the same with all your collars? If you have only one collar, try a buddy's that is on the same frequency.
B. If all your collars are giving poor signal range, borrow an antenna and cable that work. Try picking up each collar signal with the borrowed antenna and cable.

1. If the collar signals come in well, you probably need a new antenna cable. Or, less likely, the antenna needs repairs.
2. If all collar signals do not come in well with a borrowed antenna and cable, send the **receiver, recharger and collars** back for repair. Include note on equipment behavior and tests run.

IV. If the transmitter collar signal does not come in on the frequency assigned to it:

A. Check your other transmitter collars on your receiver. Are they off frequency also?

1. Tune the frequency number **up** and **down** several numbers or KHz to see if the frequency has shifted. For example, if your collar frequency number is 217.212, go up to 213 to 214 to 215 on the frequency dial; then go down to 211, 210, 209 to see if a signal comes in. It is not unusual for the collar's frequency number to come in on the receiver at a different number, or to slip by 1 to 3 KHz up or down. However, larger frequency shifts of 5 to 10 KHz are uncommon and unacceptable.
2. Borrow a buddy's **working** receiver to see if your collar frequency numbers come in. Insure that the collars are not the problem.

B. If all collars are off frequency, the receiver needs to be calibrated. Return **receiver and recharger** to WMI.

V. If you get noise from the receiver, but no signal:

A. Does receiver fail to work when exposed to either very hot or cold or humid conditions?
B. Allow the receiver to return to room temperature, then check.
C. If the receiver still doesn't work, return **receiver and recharger** to WMI with note about temperature effects, if any.

VI. If the Δ (Delta) Tune knob has slid or loosened on its shaft:

A**.** You will not be able to locate your dog's signal at its assigned frequency. To center the Delta Tune knob,

1. Turn the Delta Tune **and** the Gain Control knobs down to low, with both their white lines in matching positions.
2. Then tighten the screw at the side of the Delta Tune knob.
3. Return Gain knob to desired level.
4. Place Delta Tune line at 0 or center.

VII. If the Signal Meter Needle stays or "hangs" at the low end of the meter:

A. When the needle does not go down to **0,** your readings will be off kilter. To "zero the meter,"

1. TURN OFF POWER.
2. Place BAT/SIG switch on SIGnal.
3. With a small screwdriver, turn screw beneath signal meter until needle centers on zero line.

VIII. If your receiver has gotten wet (by humidity, fog, rain, snow, dropping in pond, etc.)**:**

A. The signal meter **needle** sticks at the right side of the meter. The needle stays up or "hangs" rather than coming down.
B. DO NOT OPERATE during this time. Turn power **OFF**.
C. **Water damage may void your warranty.**
D. If your receiver has been **dampened by moisture**:

1. Turn box upside down with lid open to form an inverted V.
2. Draw moisture out with a fan or blow dryer set on **LOW**. Dry by blowing air through receiver from one end to another.

E. **We prefer that you send the receiver to us immediately!**
F. However, **if water runs out** of receiver when turned upside down, the circuit boards have been drenched with water. It becomes important to **minimize damage as quickly as possible.**

1. On receiver **face,** remove four corner screws, 2 from **left side** and 2 from **right side**. These screws are inside the rubber lip and nearest to the lip. Use the screw just right of the AC Charger as guide.
2. Lift the entire receiver assembly from blue case. DO NOT TAKE THIS ASSEMBLY APART! Leave 3 boards intact, with spacers between.
3. Disconnect the battery: pull apart white connector at right.
4. Turn on oven to 200 degrees, open door, **and pull out** bottom rack.
5. Put receiver assembly on rack so warm air will pass over it.
6. DO NOT PUT RECEIVER **IN** OVEN, even with door open.
7. After receiver assembly has dried, reassemble using **new** battery pack ($35.00). Receiver moisture usually harms battery, which then corrodes and leaks onto circuit boards.

NOTE:

These recommended actions do not guarantee that the receiver will work when reassembled. If the receiver works, there is no guarantee that it will continue to do so for a long period of time. However, the above actions will slow down or minimize corrosion of circuitry.

If the receiver works, the customer may continue to use the unit. However, we recommend that the receiver be returned to WMI as soon as possible for inspection. WHEN A RECEIVER IS OPENED, THE SENSITIVITY AND CALIBRATION MAY BE ALTERED.

If the receiver does not work, send it back to us for a **repair estimate.** Please include all receiver parts in your shipment. Also include your **phone number** and a **written message** that explains any unusual behavior and your actions to stop the behavior. This information will help the technician to go quickly to the problem, saving time and repair costs.

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35 YEARS MANUFACTURING EXPERIENCE

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