



## venu at Grayhawk Gate Remote Not Working

Please use this form to inform us that your Remote Gate Opener is not working on the property gate system.

Name \_\_\_\_\_

Unit Number \_\_\_\_\_

Before submitting this form, however, please change the battery. When the battery is running low, it is common for the red LED light to come on but send too weak a signal to activate the gate or garage door. Try replacing the battery, making sure the polarity is correct. The most common reason for gate remote failure is a weak battery.

If the opener is working only on the garage door, or if it's not working at all please check the remote and locate the serial number. When clickers are issued new, the serial number is located on a white sticker on the back of the clicker. There may be other information as well, but it is only the *white sticker with a 5-digit code* that is required to check the DoorKing gate software system. If the sticker has come off, or if the numbers have faded, you will need to open the remote with a small screwdriver. Inside the remote is a green circuit board. On one side of the green circuit board is a duplicate white sticker with the correct serial number. Please write the 5-digit code legibly in the spaces provided.

Please Fax to Eagle Property Management at 602-965-3522

If the opener is working on the gate but not on your garage door, check power connections and circuit breakers to your garage and restore power if necessary. If it still does not respond you may have to ensure that your remote is recognized by the door system. To check this:

- Look at the back of the Genie Garage Door Motor Unit hanging from the ceiling inside the garage.  
On the far right hand side there is a learn-button with a red LED light port directly underneath. The light will not be on.
- Look at the Remote Control Opener in your hand.  
It has one large button and two small buttons.
- Press the learn-button on the Garage Door Motor Unit once.  
The red LED light will begin blinking.
- Press one of the small buttons on the Remote Control Opener.  
Look at the Garage Door Motor Unit and you should see the red LED light is now ON, glowing steadily – not blinking.  
This indicates that the signal from the remote has been recognized.
- Press the same small button on the Remote Control Opener a second time.  
Look at the Garage Door Motor Unit and you should see that the red LED light is now OFF. This indicates that the signal from the remote has been accepted. The opener and door are now programmed.
- Press the same small button on the remote control opener a third time.  
The Garage Door Motor Unit should be activated and the door will open/close.

If this does not resolve the matter, you will need to contact a repair service or the manufacturer. The HOA handles the remotes only as means to service the property gates.

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This Space Is For Office Use Only

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