



**Subject:** 652V/756V Keypad not working

**Number:** SRV0005

**Applicability:** SolarForce 652V  
SS 756V  
Platinum 652V  
ELITE 756V

**Date:** 11/1/2004

**Symptoms:** Keypad functions are not working. Buttons do not seem to do anything.

**Explanation:** Keypad/Display Harness may not be plugged into the back of the keypad and display correctly.

**Solution:** Refer to the user manual for specific instructions and diagrams. Be sure to disconnect power to the unit before beginning.

Pull out Aluminum extrusion with keypad. To do this, remove the top lid of the pedestal and remove the (2) #10 x 1/2" screws going up into the Aluminum extrusion (use a 5/16" wrench). Then remove the dome by unscrewing the six screws securing it to the ceiling. Unplug and remove the ceiling panel. It is also held in place by six screws. The top two screws holding the keypad extrusion are now accessible. Remove them. Pull the Aluminum extrusion out and verify harness is plugged in. Also the harness has a flat side and the opposite side has 2 raised areas. If you are facing the pushbuttons of the keypad the flat side is on the right side and the 2 raised areas are on the left. Make sure that the harness is lined up with the pins to make sure the pins are all covered. Reinstall the keypad extrusion.

Reinstall the ceiling panel and connect the wiring harnesses as described in the manual. When looking at the display PCB from above the rear of the unit, the harness is on the right hand side. The flat side of the harness should be facing up and the 2 raised areas are going to be facing down. Be sure it is plugged in firmly.

Power up the unit and check for proper operation. Once confirmed, reinstall the dome.

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