

The pan tilt unit at the top of the tower does not work or is malfunctioning.

The pan tilt unit is 'floppy' or makes a clicking sound

The unit is moving by itself!

Did you replace the batteries with new, high quality, NON rechargeable batteries?

It's broken. This occurs when the unit is mishandled or the tower is lowered too fast and crashes down. It does not take that much force to damage the internal gears. Replace the unit.

Make sure unit is in "M" mode and not "A" or when the bottom remote port is exposed to rain, it will cause a short and cause the motor to spin on its own. Disconnect the remote and allow to dry completely.

YES

NO

Plug the remote directly into the unit. Does it work?

Replace the batteries. Does it work?

NO

Replace the unit.

YES

NO

YES

Check all connections and cables for damage. Reconnect remote to base of the tower. Does it work?

YES

Problem solved

NO

Buy external Bescor cable to bypass tower