



▶ **KING** || RELAY™

Automatic Satellite TV Antenna
for DISH® Programming



KD5500
Owner's Manual

▶ **KING**™

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IMPORTANT!

The KING Relay Automatic Satellite System is designed to work with both standard and high definition satellite TV broadcasts from DISH satellites 110/119/129, and ONLY with the following DISH receivers:

ViP211z • ViP211k • ViP211 • 411

It will not work with other DISH receiver models or with equipment for other satellite TV service providers.

The mobile satellite TV market is expanding and changing. The information in this manual was accurate at the time of printing. If your KING Relay antenna does not operate as outlined in this manual, please call KING at (952) 922-6889 or visit our website at www.kingcontrols.com. KING is not responsible for changes outside of its control.

Please read this entire manual before beginning the installation process.

PRODUCT REGISTRATION

To provide on-going technical support and to better facilitate warranty processing, please register your product at www.kingcontrols.com/products/productregistration/.

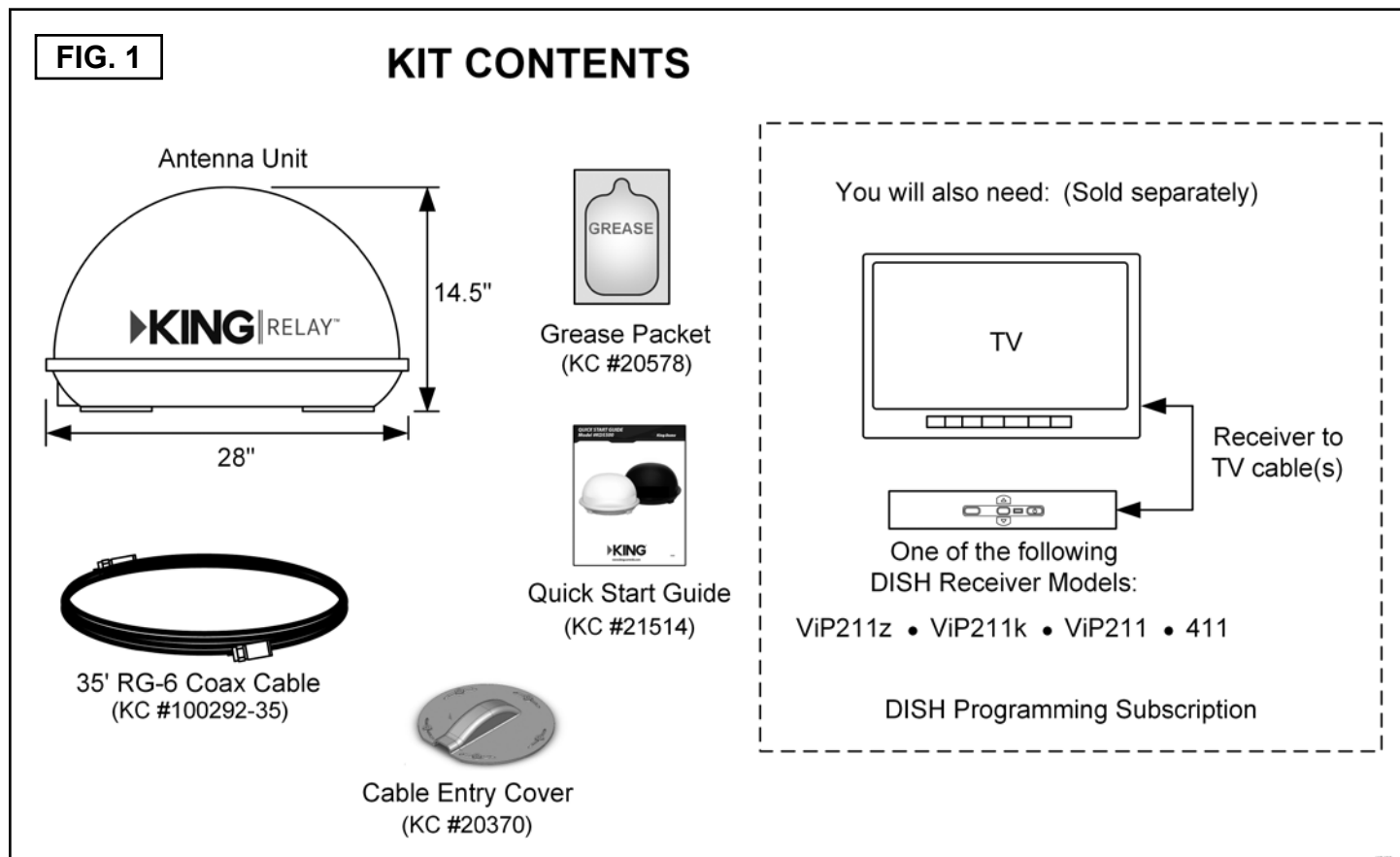
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Section 1 INTRODUCTION

The KING Relay Model KD5500 Automatic Satellite System is designed for permanent, roof mounted installation on a recreational vehicle. A single coax cable connection between the KING Relay antenna and your DISH model ViP211z, ViP211k, ViP211 or 411 receiver provides power to the automated positioning system under the dome and transmits your SD and HD satellite video signals to your receiver.

An optional second receiver may be connected to provide independent channel viewing on a second TV. Your DISH programming is broadcast from two or three satellites and the KING Relay antenna automatically switches between satellites based on the channel selected on your main receiver. Channels available on the second receiver will depend on the channel (satellite) selected on the main receiver.



TOOLS AND MATERIALS REQUIRED

- drill and drill bit set
- tape measure
- 7/16" open end wrench (coax connections)
- adhesive sealant (compatible with roof material)
- appropriate fasteners to install all components and wiring

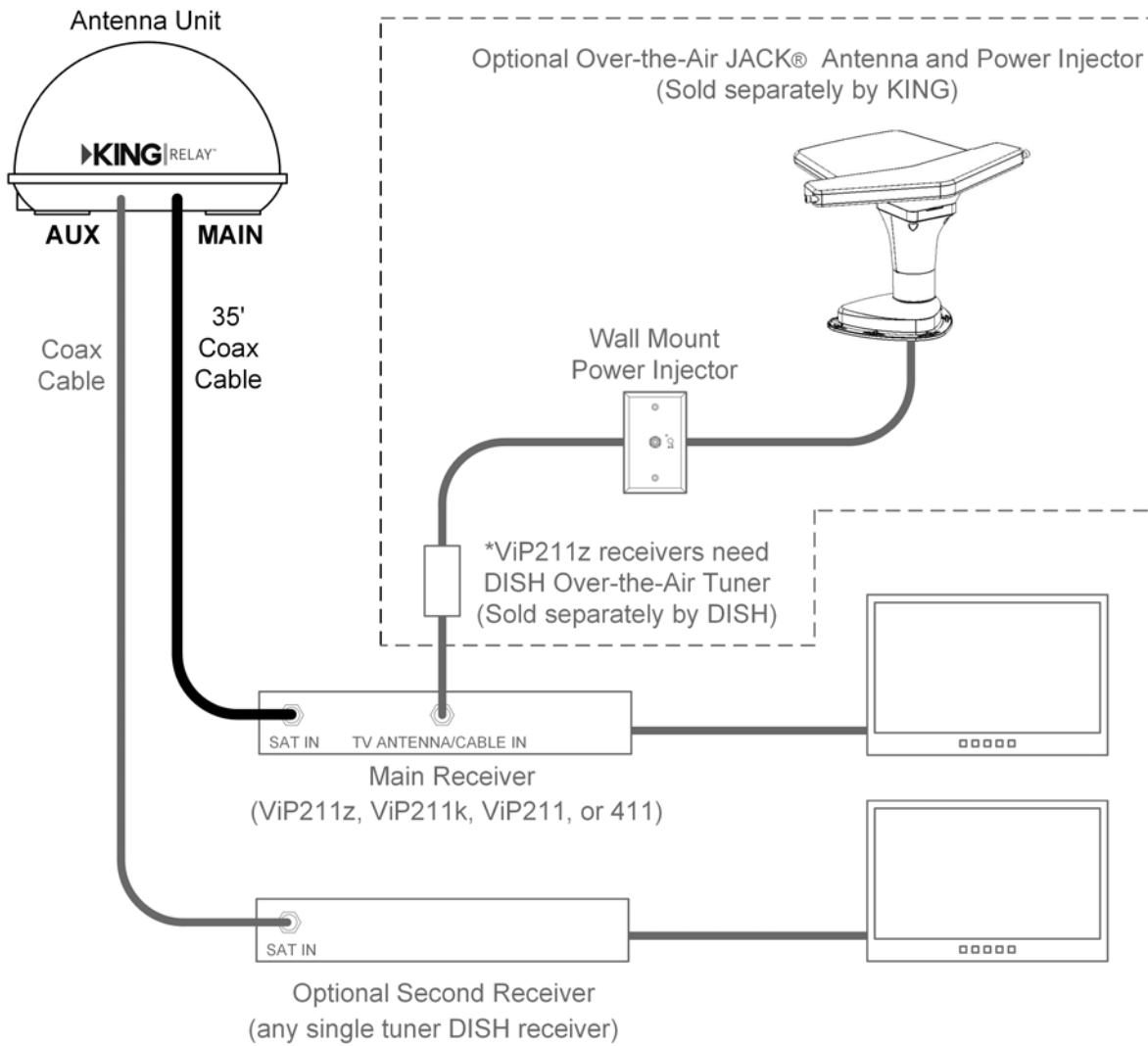
Section 2 WIRING DIAGRAM

NOTE: All components sold separately except for antenna unit and main 35 foot coax.

See your respective owner's manuals for the best connections between your compatible DISH receiver and TV.

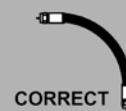
FIG. 2

KD5500 WIRING DIAGRAM



IMPORTANT! DO NOT OVER TIGHTEN COAX CONNECTIONS.

**AVOID SHARP BENDS
WHEN ROUTING COAX!**



Section 3 INSTALLATION

NOTE: Many RVs are pre-wired for satellite with RG-6 coax cable. Contact the manufacturer of your RV or your local dealer to verify where this cable is located.

If pre-wired, run the existing coax cable from the pre-wire location in the roof to the antenna unit. When choosing the antenna unit location, make sure the pre-wiring will reach the antenna unit.

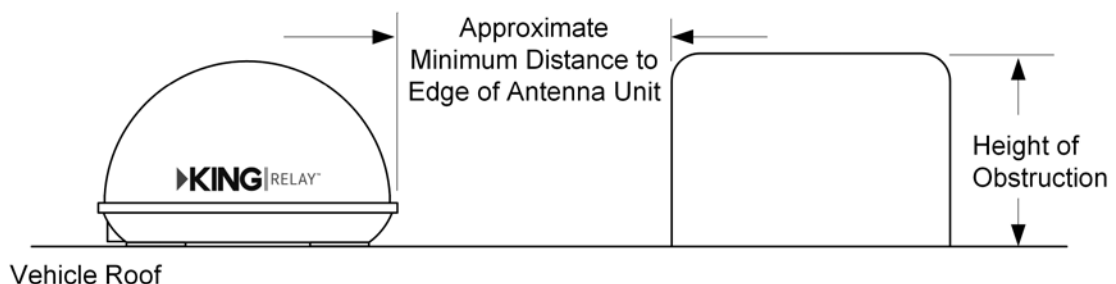
Make all connections, properly route and fasten wiring to roof, and completely waterproof entry hole with the cable entry cover as shown in this section. You may still run a second coax to the rear of the vehicle for an optional second receiver.

ANTENNA UNIT LOCATION

1. Select an area on the roof for the antenna unit and the location where the wiring will enter the vehicle through the roof to the satellite receiver inside using the following criteria:
 - a) A shorter distance between the antenna unit and the satellite receiver is most desirable.
 - b) The antenna unit requires a 28 inch diameter mounting area.
 - c) The antenna unit should be mounted on the centerline of the vehicle.
 - d) There must be no “line of sight” obstructions. Air conditioning units, other antennas, and storage areas that are too close to the antenna unit may prevent the satellite signal from reaching the antenna (**Fig. 3**).

FIG. 3

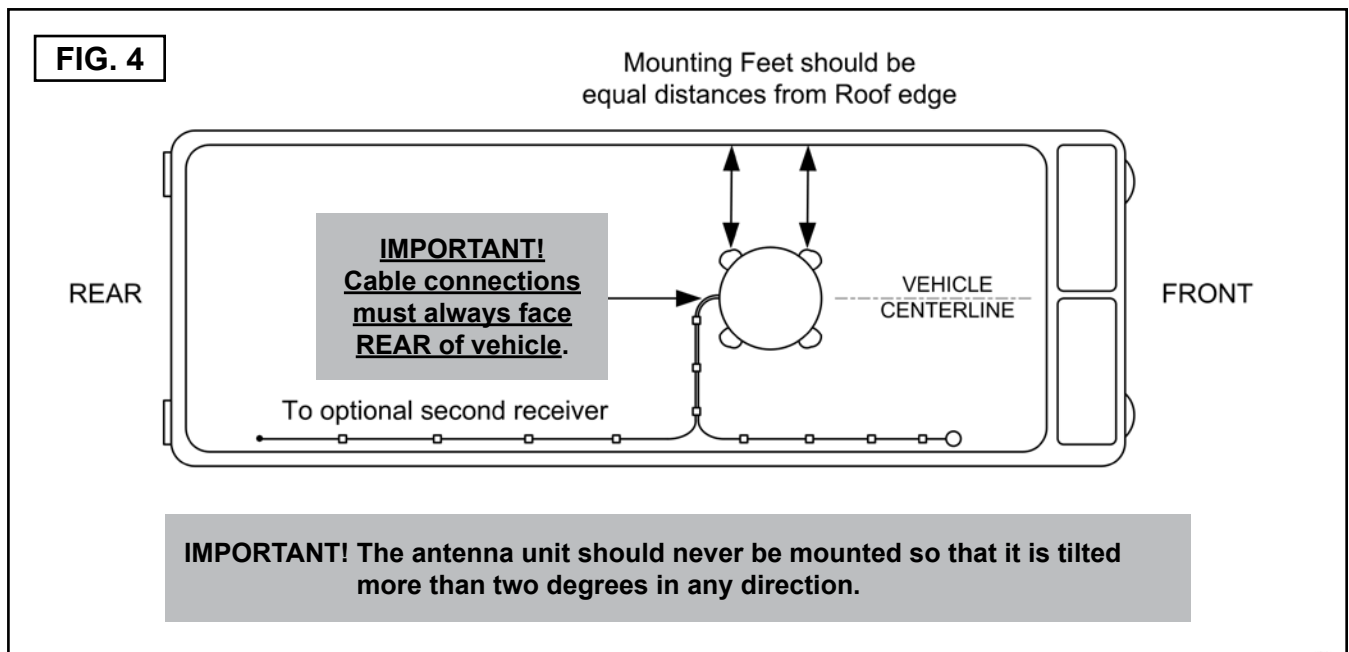
HEIGHT OF OBSTRUCTION	APPROXIMATE MINIMUM DISTANCE TO EDGE OF ANTENNA UNIT
10"	8"
11"	10"
12"	12"
13"	14"
14"	16"
15"	18"
16"	20"



ANTENNA UNIT INSTALLATION

IMPORTANT! Cable connections must ALWAYS be positioned facing the rear of vehicle.

2. Place antenna unit on installation location chosen using the criteria discussed in the previous section. Cable connections must be positioned facing rear of vehicle.
3. The antenna unit must be positioned so that both mounting feet on each side of the vehicle are equal distances from the roof edge. This should be checked by measuring the distance from each foot to the roof edge. Confirm that these measurements are equal (**Fig. 4**).



NOTE: The installer is responsible for determining the most appropriate fasteners to secure the antenna unit to the roof. Depending on the roof material, fasteners such as lag screws, well nuts, sheet metal screws, toggle bolts and T anchors may be used, and should always be used in combination with a roof compatible sealant.

IMPORTANT! The installer is responsible for weatherproofing all holes with sealant.

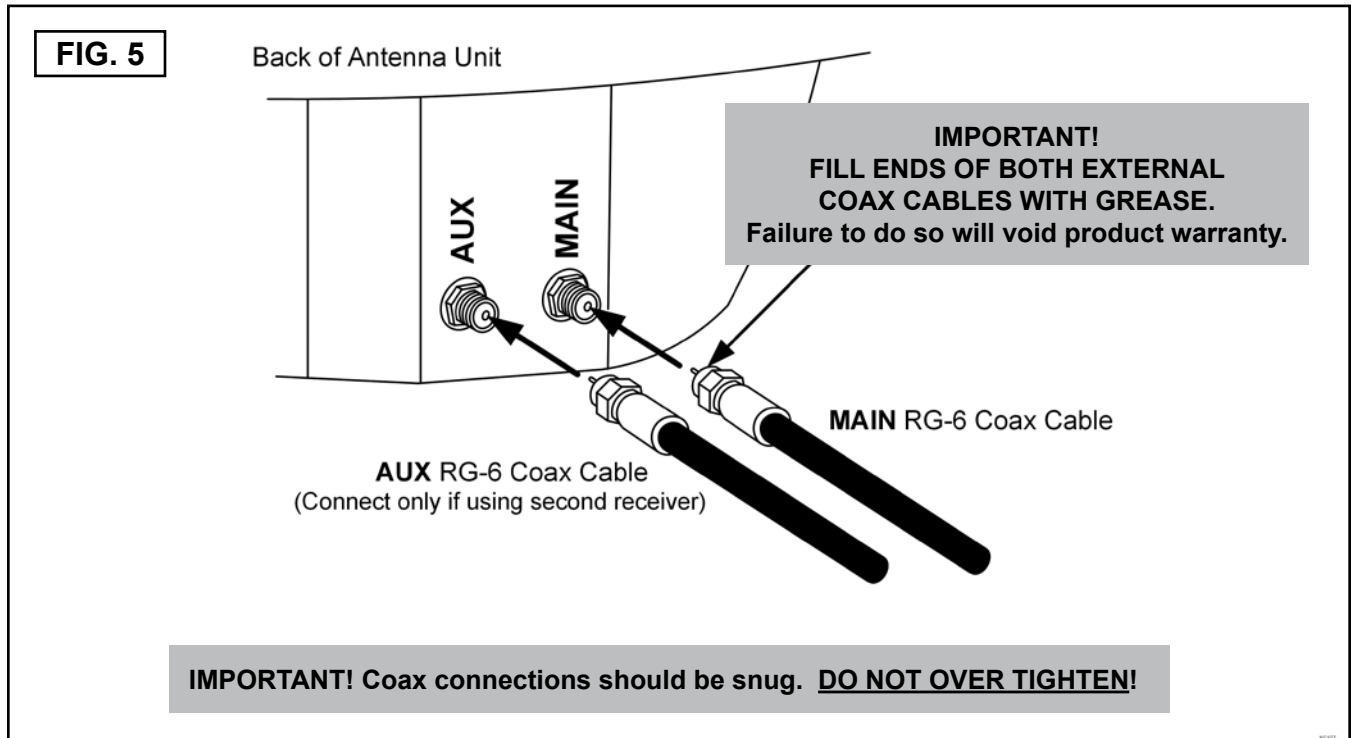
4. Mount the antenna unit. Use the pre-drilled holes in the mounting feet as a guide to install the fasteners into the roof. Use additional fasteners whenever necessary.
5. Test that the antenna unit is secure by pulling upward from each foot location.

EXTERNAL WIRING

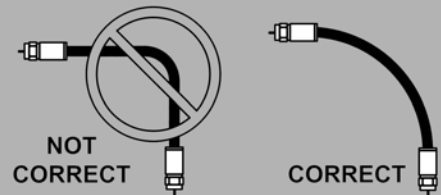
NOTE: There are two coax ports on the back of the antenna unit. The one labeled “MAIN” **MUST** be connected to the main receiver in vehicle (DISH model ViP211z, ViP211k, ViP211, or 411 only). This is the receiver that will control automatic satellite switching. The one labeled “AUX” can be used for an additional receiver (may be any single tuner DISH receiver - see Section 5 of this manual).

6. Fill end of coax cable that will connect to the MAIN port on the antenna unit with supplied dielectric grease. Connect this end of the coax cable to the MAIN port and tighten connection (**Fig. 5**). **DO NOT OVER TIGHTEN.**

If using a second receiver, fill end of second coax cable with supplied dielectric grease and connect it to the AUX port. Tighten connection. **DO NOT OVER TIGHTEN.**



AVOID SHARP BENDS WHEN ROUTING COAX!



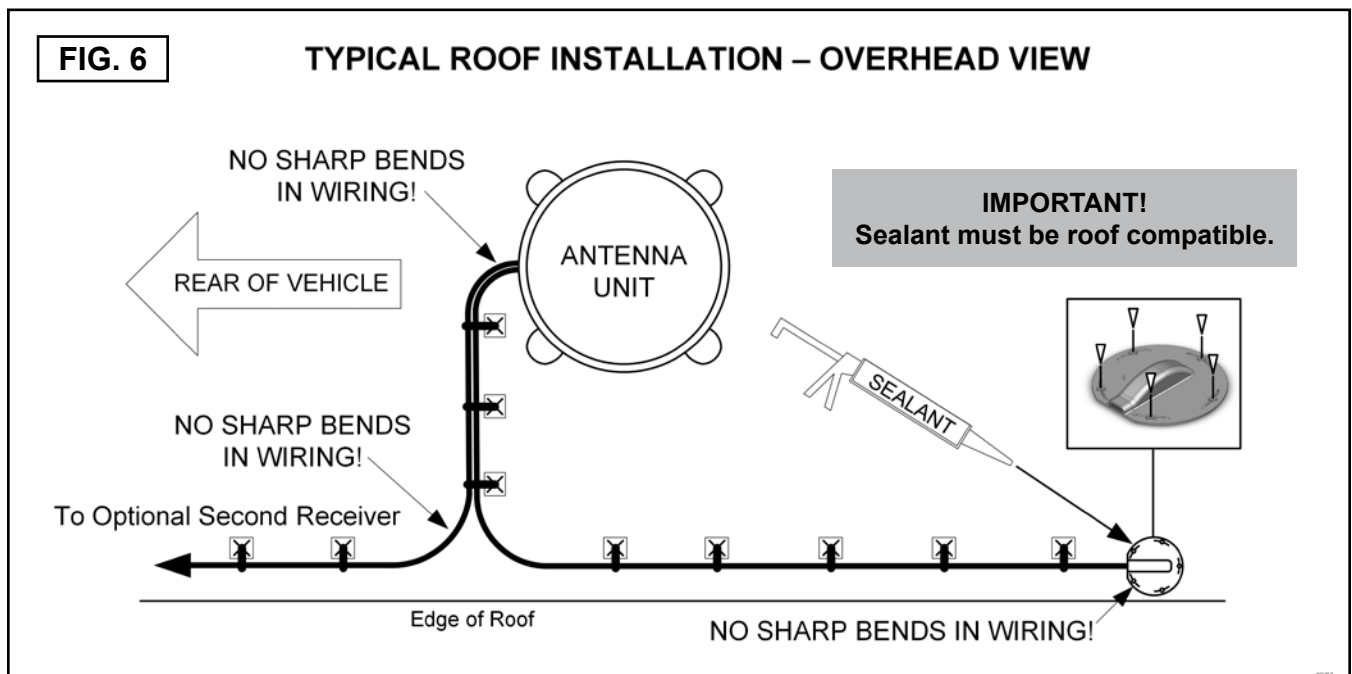
7. Run the main coax from the back of the antenna unit to the roof edge, then along the edge to the location where it will be fed into the vehicle. If installing an optional second receiver, run second coax to location where it will enter the vehicle. Secure wiring to roof every 12-18 inches (**Fig. 6**).

IMPORTANT! Use adhesive sealant compatible with roof material.

Installer is responsible for determining proper roof compatible adhesive sealant and fasteners for cable entry cover.

Roof holes for cables must be sealed so they are completely waterproof. Mounting holes, perimeter of cable entry cover and cable opening of cable entry cover must be sealed so they are completely waterproof.

8. Drill 3/4" hole through the roof and into the cabinet where receiver is stored. Feed coax down through hole. Seal opening with roof compatible sealant so that it is completely waterproof (inside and outside of the 3/4" hole). Repeat for second coax if present.
9. Fasten cable entry cover to roof with appropriate adhesive sealant and roof fasteners. Seal mounting holes, perimeter of cover and cable opening so they are completely waterproof.



10. Remove blue protective sheet and red "position to rear" sticker from the antenna unit.

INTERNAL WIRING (FIG. 2, PAGE 3)

11. Connect the coax from the MAIN port on the antenna unit to SATELLITE IN on your main receiver (must be DISH model ViP211z, ViP211k ViP211 or 411).
12. Connect the coax from the AUX port on the antenna unit to SATELLITE IN on your second receiver (any single tuner DISH receiver).
13. Go to OPERATION on page 8.

IMPORTANT:

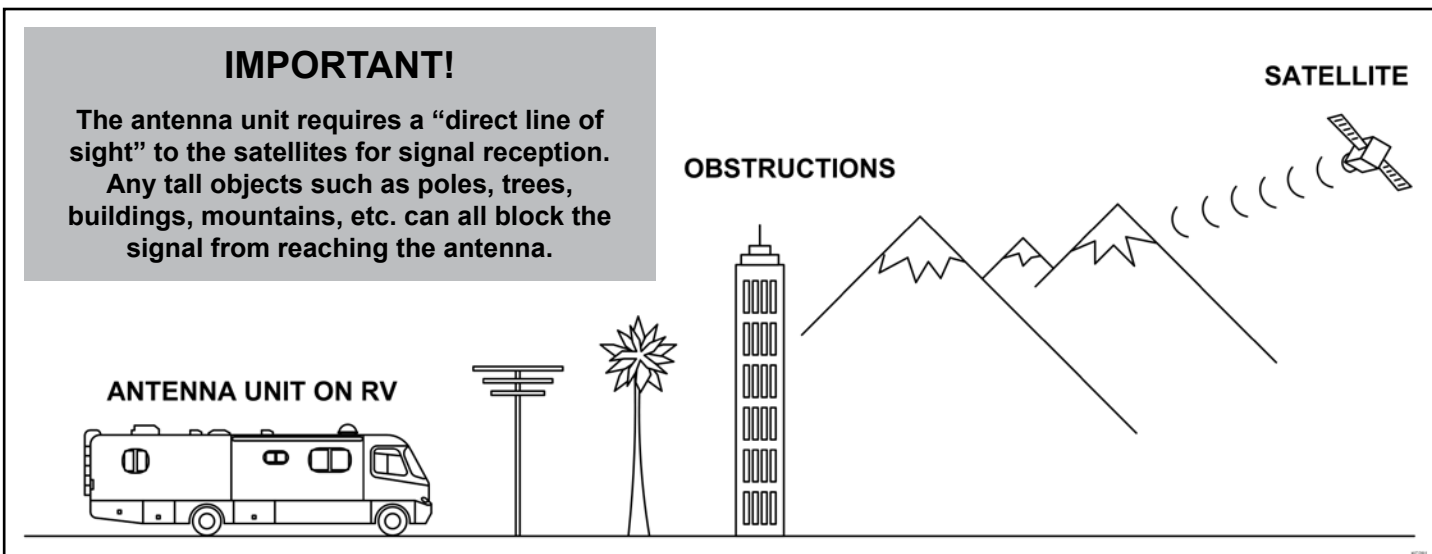
THIS ANTENNA IS DESIGNED TO WORK AUTOMATICALLY WITH THE FOLLOWING DISH RECEIVERS:

ViP211z • ViP211k • ViP211 • 411

IT WILL NOT WORK WITH OTHER DISH RECEIVER MODELS OR WITH EQUIPMENT FOR OTHER SATELLITE TV SERVICE PROVIDERS.

IMPORTANT!

The antenna unit requires a “direct line of sight” to the satellites for signal reception. Any tall objects such as poles, trees, buildings, mountains, etc. can all block the signal from reaching the antenna.



If your receiver is NEW AND UNACTIVATED, START HERE.

If not, go to page 12.

1. Plug your receiver and TV into a 110 volt AC power source.

The green power light on your receiver should illuminate or begin cycling on and off.

Wait for the green light to turn solid. This may take up to two minutes.

If it does not turn solid, power on your receiver using the front panel POWER button. (On ViP211z models, this is located behind the door panel.)

2. Plug in and turn on your TV.

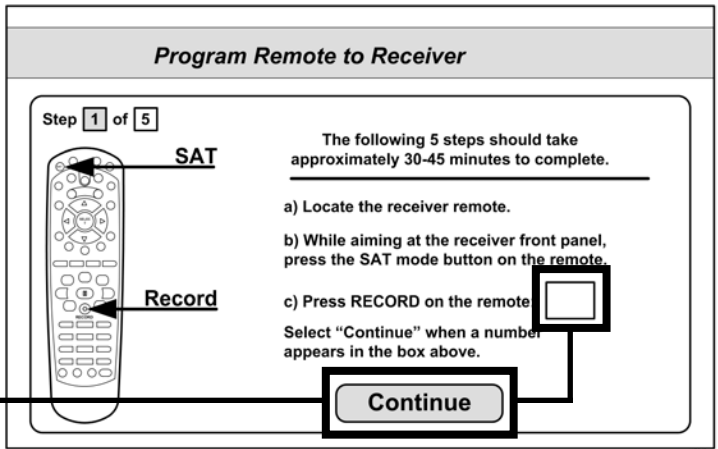
In your TV's input selection menu, choose the input that matches the connection from your receiver (example: if using an HDMI cable from your receiver, choose the HDMI input on your TV). See your TV owner's manual for details.

- Point your receiver's remote at the front of the receiver and press **SAT**.

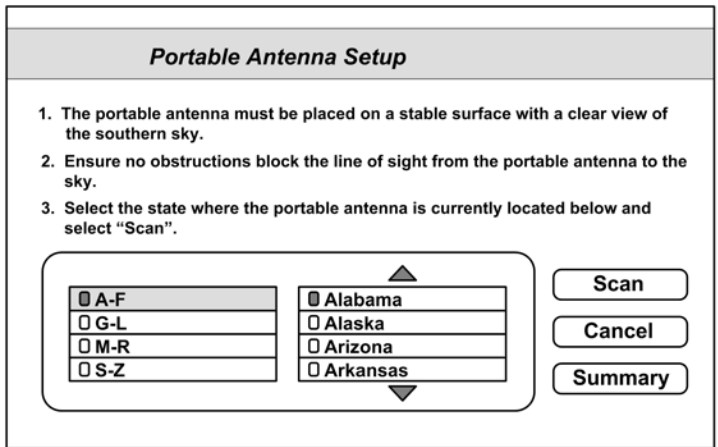
Press **RECORD**.

When a number appears in the box, verify "Continue" is highlighted.

Press **SELECT** on your remote.

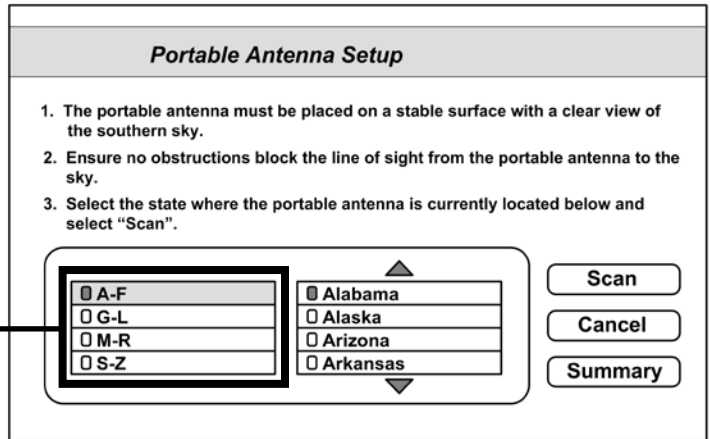


The *Portable Antenna Setup* screen will display.



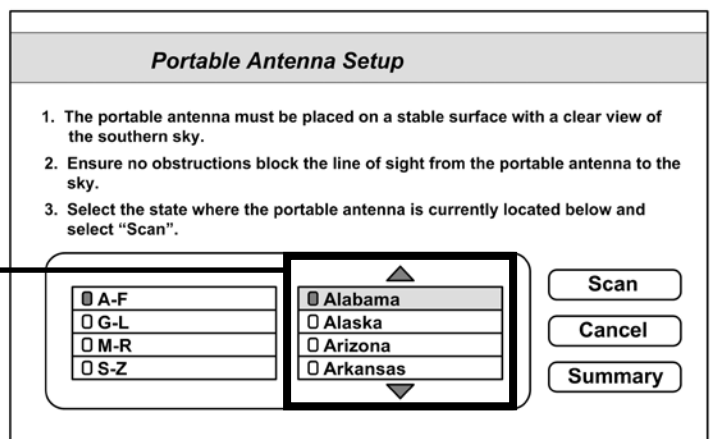
- Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT**.



- Highlight the state you are currently in from the state menu.

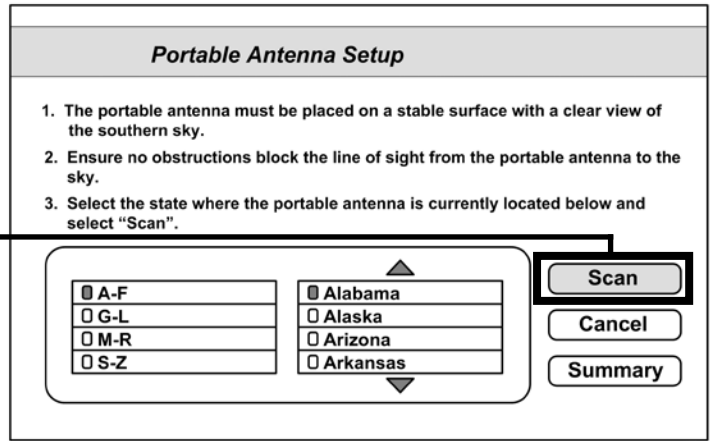
Press **SELECT**.



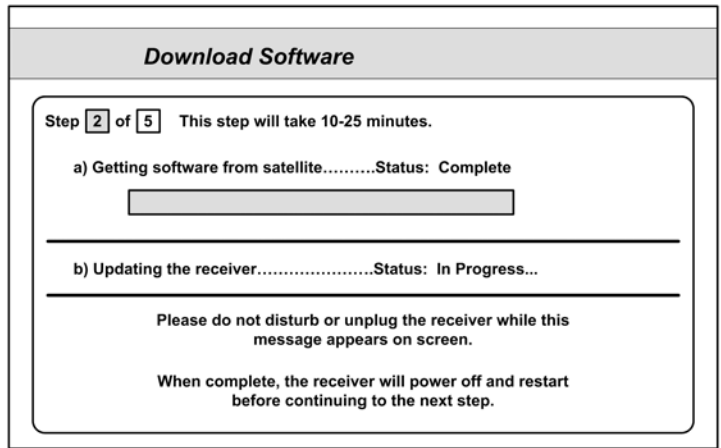
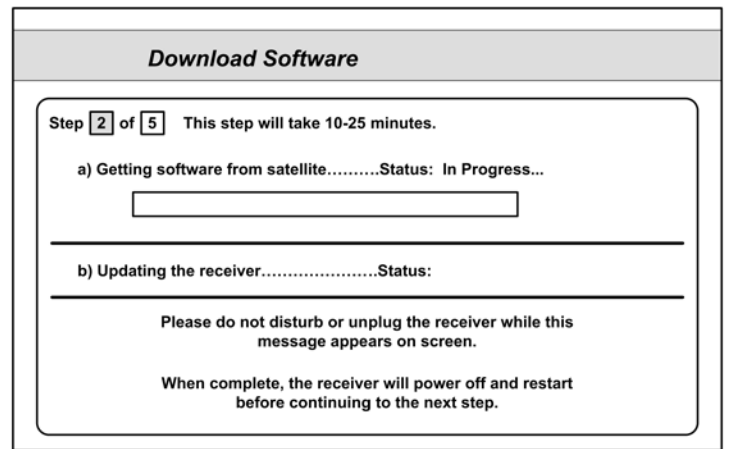
6. Verify "Scan" is highlighted.

Press **SELECT**.

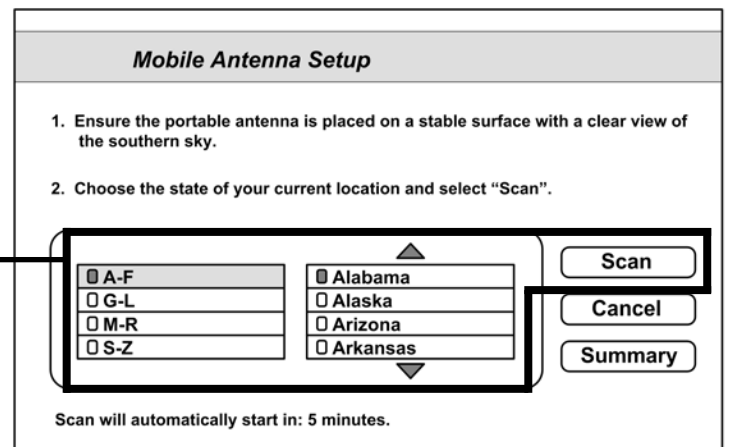
The scan will begin and may take up to several minutes to complete.



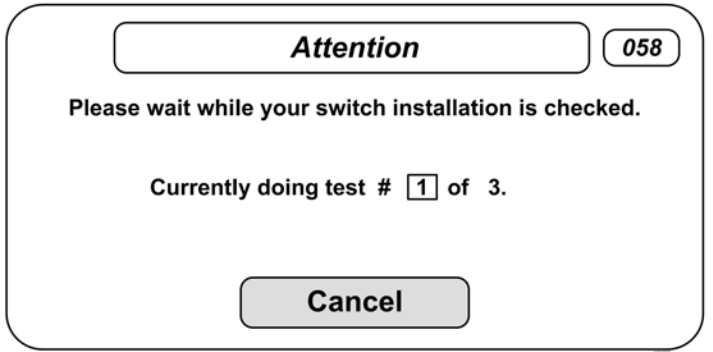
The receiver will update software for DISH programming. This step may take 20-25 minutes.



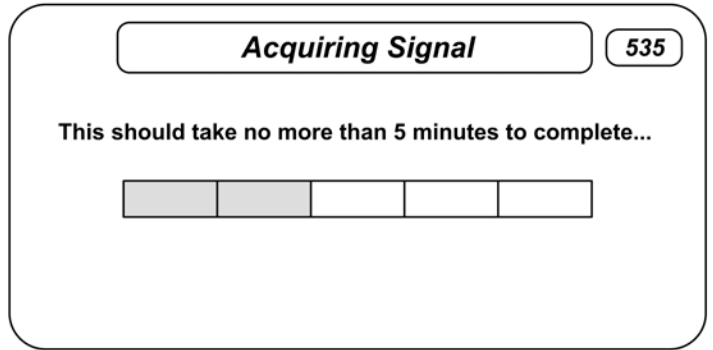
7. The receiver will reset and the *Mobile Antenna Setup* Screen will appear. Choose your location again and initiate a second scan.



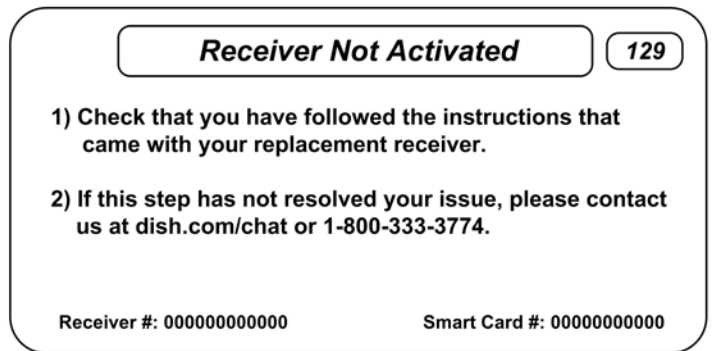
The unit will scan a second time.



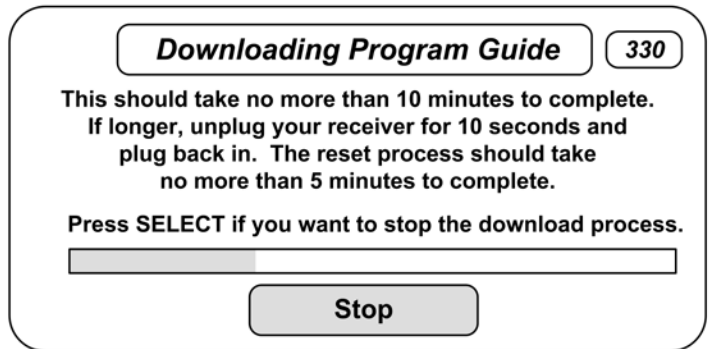
When the scan is complete, the "Acquiring Signal" message will display. Acquiring the signal may take up to 5 minutes to complete.



8. After your receiver has acquired the signal, it is ready to be activated. If your receiver packaging has a specific phone number displayed, be sure to call this number to activate your service. Otherwise, call 1-800-333-DISH (3474) to activate.



After your receiver is activated, the electronic program guide will download. This may take up to 5 minutes to complete (potentially longer if an external hard drive is connected).



This completes the setup for new receivers.

From now on, use the standard operation procedure starting on page 12.

NOTE: If you are using a second receiver, see SECOND RECEIVER OPERATION on page 16.

STANDARD OPERATION

NOTE: Your local channels may not be available when traveling outside your home area.

IMPORTANT!

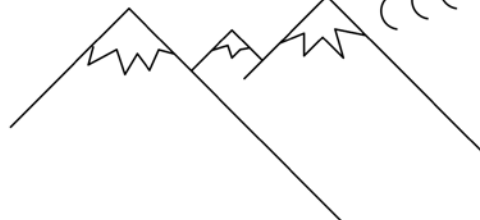
The antenna unit requires a “direct line of sight” to the satellites for signal reception.

Any tall objects can block the signal from reaching the antenna.

ANTENNA UNIT ON RV



OBSTRUCTIONS

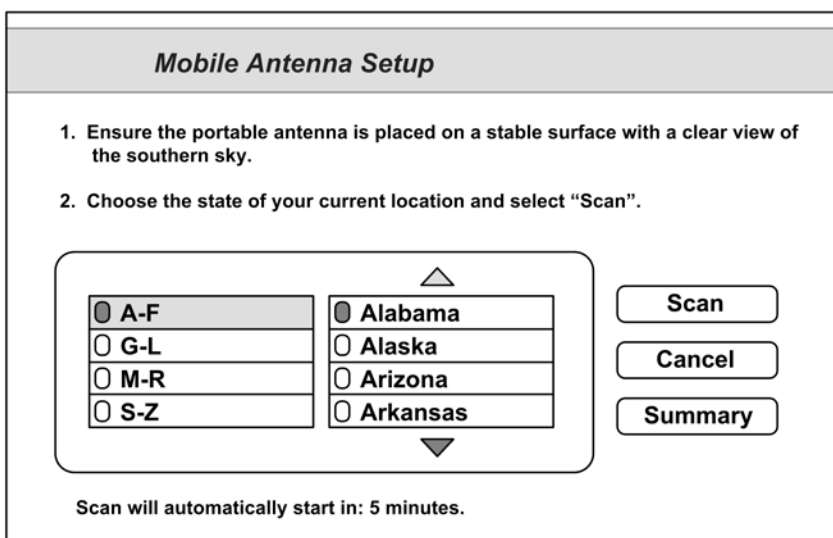


SATELLITE



If your receiver is **NEW AND UNACTIVATED**, start on page 8.

1. Turn on your receiver. The *Mobile Antenna Setup* screen will display on your TV.

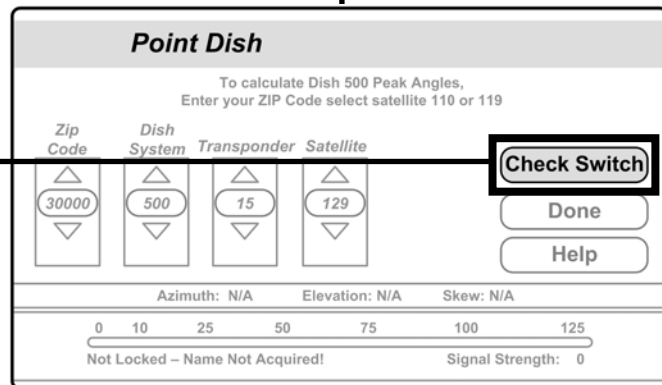


NOTE: If the *Mobile Antenna Setup* screen does not display, press **MENU, 6, 1, 1** on your DISH remote.

Highlight “Check Switch.”

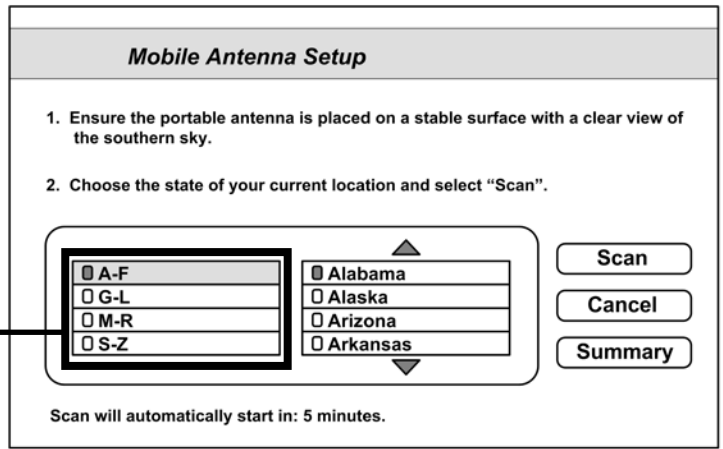
Press **SELECT** on your remote.

The *Mobile Antenna Setup* screen should now display.



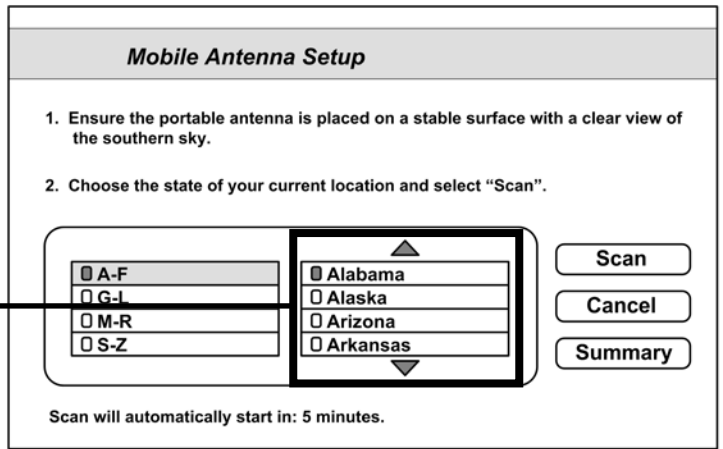
- Use the arrow buttons on your remote to highlight the letter group that includes the first letter of the state you are currently in.

Press **SELECT** on your remote.



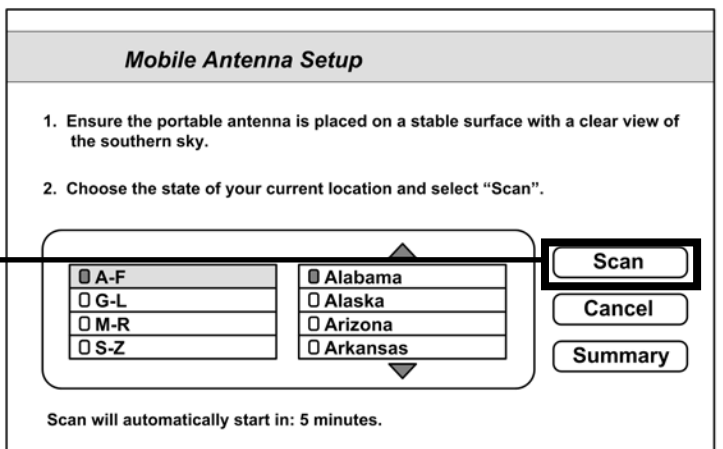
- Highlight the state you are currently in from the state menu.

Press **SELECT**.



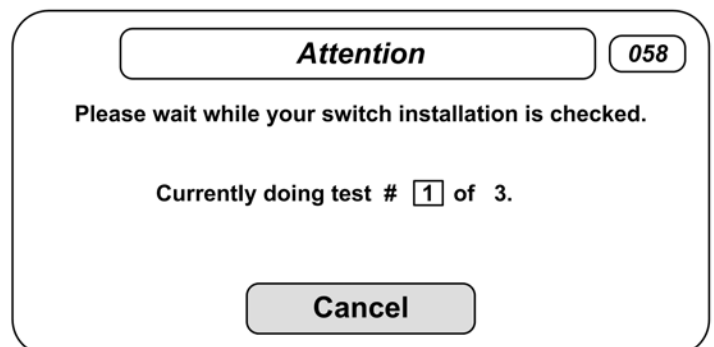
- Verify "Scan" is highlighted.

Press **SELECT**.

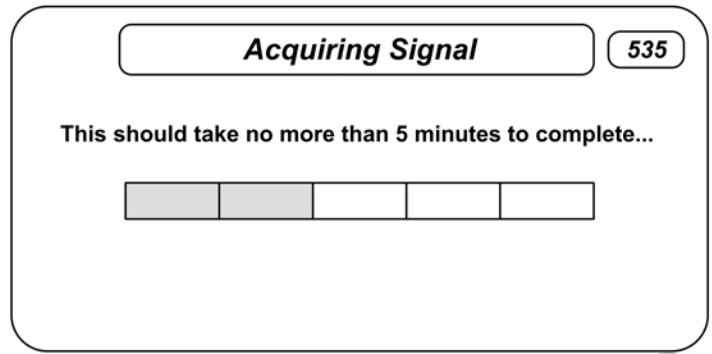


The scan will begin and may take up to several minutes to complete.

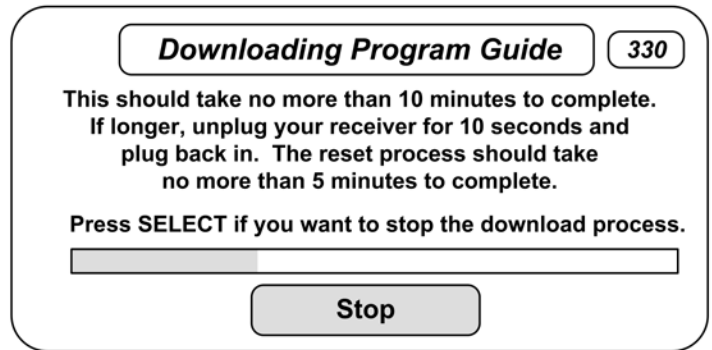
This screen will display during the scan.



5. When the scan is complete, the *Acquiring Signal* message will display. Acquiring the signal may take up to 5 minutes to complete.



6. After your receiver has acquired the signal, the electronic program guide will download. This may take up to 5 minutes to complete (potentially longer if an external hard drive is connected).



NOTE: If you are using a second receiver, see SECOND RECEIVER OPERATION on page 16.

OPERATING NOTES

If your system is inactive for an extended period of time, you may need to call DISH Customer Service at 1-800-333-DISH (3474) to re-authorize your receiver. You can view your programming when your receiver has been re-authorized and the guide has finished downloading.

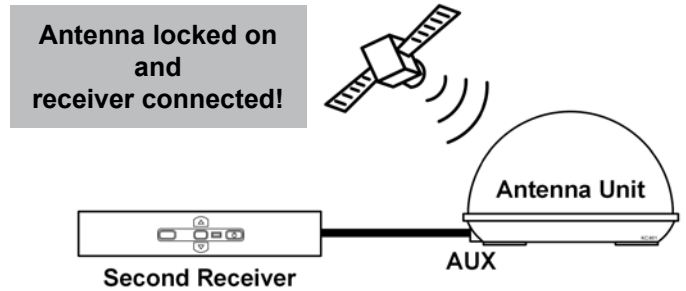
If you move the vehicle, you will need to repeat the scan process to re-acquire the satellites and restore programming.

When in the northeastern United States, television programming from the 129 satellite may not be available (see page 21).

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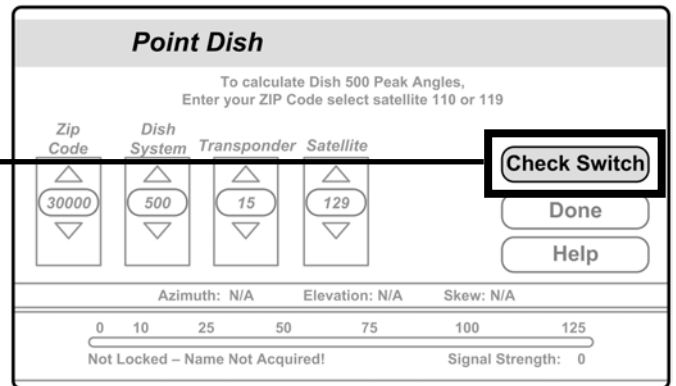
INITIAL SETUP FOR SECOND RECEIVER

1. With the antenna locked on the satellite and the second receiver connected to the antenna unit's AUX port coax, use your DISH remote control and press **MENU, 6, 1, 1** to display the *Point Dish* screen.



2. Use the arrow buttons on the remote to highlight "Check Switch."

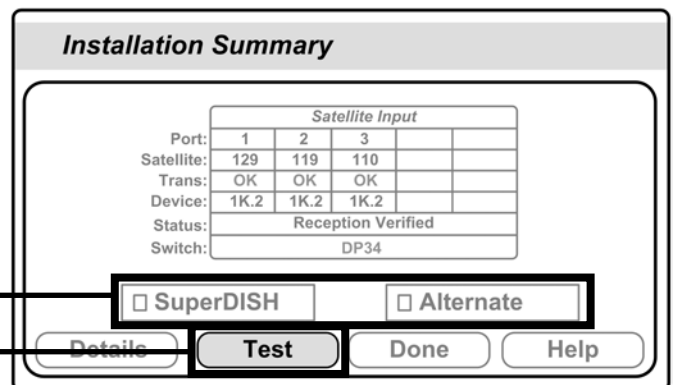
Press **SELECT** on your remote.



3. Verify "SuperDISH" and "Alternate" are not selected.

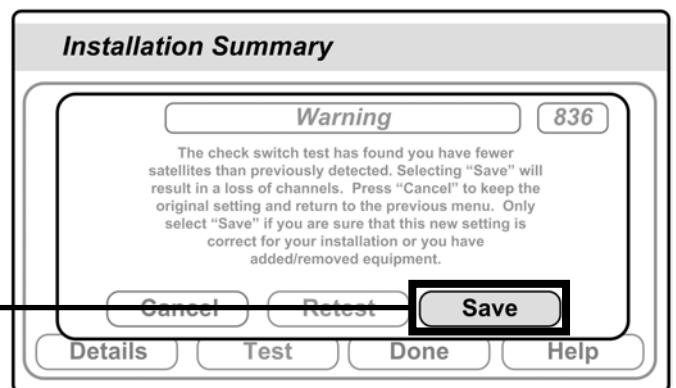
Verify "Test" is highlighted.

Press **SELECT** on your remote.



4. When test is complete, highlight "Save."

Press **SELECT** on your remote.



See the next page for downloading programming to the second receiver.

DOWNLOADING PROGRAMMING TO THE SECOND RECEIVER

1. After completing the steps on the previous page, re-set the second receiver by pressing the POWER button on the front panel for 10 seconds. The TV picture will go away and should reappear within two minutes.

The receiver will then download the program guide to show only the channels available on the current satellite as determined by the channel selected on the main receiver. Downloading the new program guide can take up to five minutes to complete.

The channels available on the second receiver are determined by the channel/satellite selected on the main receiver. For example, if you select a channel on the main receiver that is broadcast from the 119 satellite, then the second receiver will be able to view any channel broadcast from the 119 satellite.

If you switch channels on the main receiver to one that is broadcast from a different satellite, (i.e. your channel was broadcast from satellite 119 but your new channel is broadcast from the 110 or 129), the antenna will automatically switch to the new satellite and programming will be lost on the second receiver until you either:

- Select a channel on the main receiver that is broadcast from the previous satellite (satellite 119 in this example).
- (or)
- Reset the second receiver to download the program guide for the newly selected satellite (satellite 110 or 129 in this example).

NOTE: If you choose a channel on the main TV that causes the antenna to switch satellites, you may have to run a check switch on the second receiver.

Section 6 TROUBLESHOOTING

Symptom/Message	Possible Cause	Troubleshooting
Complete Signal Loss - 015	<p>Obstructions to the antenna's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the antenna unit.</p> <p>You have selected a local channel but are outside of its spot beam area.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 4) Verify you have selected a nationally broadcast channel (CNN, ESPN, etc.).
No Satellites Found - 151	<p>Obstructions to the antenna's view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Coax cable not connected properly between your receiver and the antenna unit.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Partial Signal Loss - 002	<p>Obstructions to the antenna's view of the southern sky, such as tree branches, severe rain, etc.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Check that the coax cable between your receiver and the antenna unit is connected properly. 3) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
My remote is not working.	<p>Your remote is not currently paired with your receiver.</p>	<ol style="list-style-type: none"> 1) Check to make sure the batteries are properly inserted in your remote. 2) Set up your remote control: <ul style="list-style-type: none"> • Press the "SYSTEM INFO" button on the front panel of your receiver. The "System Info" screen displays. • Press and release the SAT button on your remote control. • Press and release the RECORD button. You may see the remote address change on the screen. • Press and release the SELECT button on your remote to continue.

Symptom/Message	Possible Cause	Troubleshooting
Channel Signal Loss - 004	Antenna has not tracked to the appropriate orbital slot upon channel change.	<ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Portable Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
No Program Guide - 023	Your receiver has not yet acquired signal required to allow access to the electronic program guide.	<ol style="list-style-type: none"> 1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Portable Antenna Setup Screen: <ul style="list-style-type: none"> • Verify the correct state is selected. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
All Satellites Not Found - 150	<p>Obstructions to the antenna’s view of the southern sky, such as tree branches, severe rain, etc.</p> <p>Your physical location may be outside the footprint of the desired orbital slot.</p>	<ol style="list-style-type: none"> 1) Make sure nothing is blocking the antenna’s view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Sporting Event Blackout - 744	Blackout patterns are applied based on the physical address on your account. Events outside the area surrounding your physical address may not be available.	N/A
Programming Not Authorized - 005/013/014	<p>You may not be subscribed to the channels you are trying to view.</p> <p>Your receiver has been unplugged or not connected to signal for a significant period of time.</p>	<ol style="list-style-type: none"> 1) Confirm that you subscribe to this channel by using dish.com/mychannels. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Call 800-333-DISH (3474) and select TECH. When prompted by the audio menu, enter the error number using your phone keypad and an activation command will be sent to your receiver.

Symptom/Message	Possible Cause	Troubleshooting
Over-the-Air Antenna Channels Missing - Error 739	<p>The quality of reception and number of over-the-air (OTA) channels available depends on, among other things, the type and positioning of your OTA antenna.</p> <p>Obstructions such as trees, buildings, mountains, and weather conditions may interfere with OTA signal reception.</p>	<ol style="list-style-type: none"> 1) Check that the wiring between your DISH receiver and your over-the-air antenna is configured properly. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Re-scan over-the-air antenna channels to your receiver: <ul style="list-style-type: none"> • Using the DISH remote, press MENU then 6-8 to access the local channels screen. • Select “Scan Locals.”
Outside of Viewing Area - 120	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A
Local Channels Interrupted - 536	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A
Missing Channels	<p>The electronic program guide may not be set to “My Channels.”</p> <p>You may not have the orbital slots required to view the missing television programming.</p>	<ol style="list-style-type: none"> 1) Press the GUIDE button on your remote twice to display the “Favorites List Options” menu. Select “My Channels” using the arrow buttons on your remote. 2) Confirm that you subscribe to the missing channel by using dish.com/mychannels. 3) Perform a check switch test: <ul style="list-style-type: none"> • Using your DISH remote, press MENU then 6-1-1. Highlight the “Check Switch” Button then press SELECT. • Highlight “Scan” then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears. 4) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on.
Local Channels Missing	Local channels may not be available if your receiver is not physically located at or near the address listed on your DISH account.	N/A

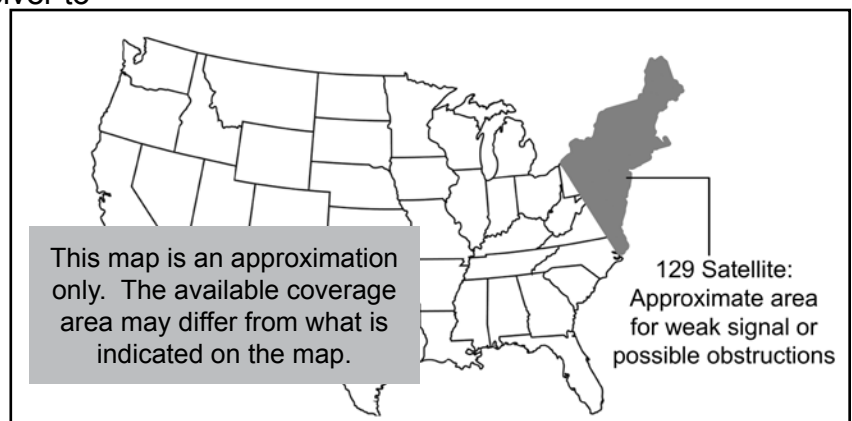
Symptom/Message	Possible Cause	Troubleshooting
Guide Information Not Available	Your receiver was not powered off at night to receive the nightly electronic program guide updates. Your receiver has not yet acquired signal needed to gain access to the electronic program guide.	1) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 2) On the Portable Antenna Setup Screen: • Verify the correct state is selected. • Highlight "Scan" then press SELECT. • Once your system has found its satellites, it may take a few minutes to download the electronic program guide and acquire signal before live TV appears.
Guide Time is Incorrect	The guide time may be incorrect if your receiver is not physically located at the address listed on your DISH account.	N/A
Video Pixelates / Audio Pops	Obstructions to the antenna's view of the southern sky, such as tree branches, severe rain, etc. Your receiver's signal is low.	1) Make sure nothing is blocking the antenna's view of the southern sky, such as tree branches, severe rain, or other obstructions. 2) Unplug the power cord of your receiver for 10 seconds and plug it back in. It may take up to 5 minutes for your receiver to power back on. 3) Check that the coax cable between your receiver and the antenna unit is connected properly.

SATELLITE TV RECEPTION

Satellite TV signals are broadcast from satellites in a geostationary orbit over the earth. This enables the satellites to stay aligned over one place on the surface of the earth and to transmit your television programming to the antenna (inside antenna unit) when pointed at the appropriate satellite.

Your television programming is delivered from up to 3 satellites located at the 110°, 119°, and 129° west longitudes. The KING Relay antenna will automatically find and then switch between satellites as you change channels on the main receiver to offer you the ideal viewing experience.

Due to the low look angle for the 129 satellite in the northeastern region of the United States, you may experience difficulty viewing programming from the 129 satellite while in this region. (Programming from the 110 and 119 satellites should still be available.)



RAIN AND SNOW FADE

Though rare, heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming. Your programming should return as conditions improve.

Section 7 MAINTENANCE

KING Relay Satellite Systems are designed to be maintenance and trouble free.

For optimum performance, keep the dome clean from dirt, bugs, and other debris. Periodic washing of the dome with mild soap and water is recommended.

IMPORTANT! Do not power wash the KING Relay.

If you plan on storing your vehicle for long periods of time, it is recommended that the system be put through a search procedure on a quarterly basis to keep all moving parts in good working order.

If you have any comments or questions, please contact the KING Service Department at (952) 922-6889, or via email at info@kingcontrols.com.

Rain Fade

Rain or dew on the dome can cause signal interference and make the digital picture freeze, pixelate or go out altogether. This loss of signal is commonly referred to as “rain fade” and is caused by the combination of water in the atmosphere and water on the dome surface.

To minimize this issue and eliminate the effects of water on the dome, apply KING **Dome Magic**[®] rain fade solution to the dome. This will prevent water from adhering to the dome surface and blocking the signal. For additional details on **Dome Magic**[®] rain fade solution please contact an authorized dealer or call KING at (952) 922-6889.



Single Application Packet #1830-SP



Spray Can #1830

NOTE: *Dome Magic*[®] will discolor black domes or domes painted a dark color.

Section 8 LIMITED WARRANTY

Every new KING Relay Satellite System is thoroughly inspected and tested before leaving the factory, and is covered by the following two year parts and one year labor limited warranty from the date of original purchase:

- Two year parts warranty: The customer is not responsible for the cost of replacement parts if the original part is determined to be defective under the terms of the warranty. The customer is responsible for the cost of replacement parts after two years.
- One year labor warranty: The customer is not responsible for labor costs to repair unit if unit falls under the terms of the warranty. Any warranty labor outside of that performed at the factory is not covered unless the product has been installed by an authorized dealer/installer or OEM manufacturer. The customer is responsible for all labor costs after one year.

Should any trouble develop during the warranty period, contact KING. You must contact KING before the warranty period expires. The customer must supply proof of purchase (such as a dated sales receipt) when requesting warranty service. If customer cannot supply proof of purchase, warranty period shall start 30 days after date of manufacture.

Only KING and certified dealers are authorized to perform warranty evaluations and repairs. Depending upon the problem, KING may authorize the dealer to perform the necessary repairs, or may have the unit returned to KING for repairs.

A certified dealer must not perform any repair without first contacting KING for a Service Order Number. KING will advise the dealer on how to proceed with any repairs.

If it is determined that the unit needs to be returned to KING, customer must return COMPLETE product, freight prepaid, to: **KING, 11200 Hampshire Avenue South, Bloomington, MN 55438-2453.**

If inspection shows the trouble is caused by defective workmanship or material, KING will repair (or at its option, replace) without charge.

When returning product, KING will supply an RMA number (Return Merchandise Authorization). This number must be clearly written on the box. Failure to clearly write RMA number on box may result in delays in processing claim. Along with product, customer should include in the box: his/her name, address, daytime phone number, proof of purchase and description of the problem.

This warranty does not cover installation and external wiring, or remanufactured units. This warranty is not transferable from the original owner.

Due to the expanding and changing TV market, KING cannot be held responsible for changes made to satellite services. Software updates to address such issues are not covered under warranty.

This warranty also does not apply where:

- The product has been abused, misused, improperly installed or improperly maintained.
- Repairs have been made or attempted by others that are not certified by KING to do such repairs.
- Repairs are required because of normal wear and tear.
- Alterations have been made to the product.
- The dome has been removed without authorization.
- Supplied grease not used in the external coax connections as specified in the instructions.
- Damage has been caused by power washing.
- Circumstances beyond the control of KING cause the product to no longer operate correctly.
- Customer is not the original owner.

In no event shall KING be liable for any indirect, incidental, or consequential damages from the sale or use of the product. This disclaimer applies both during and after the term of the warranty.

KING disclaims liability for any implied warranties, including implied warranties of “merchantability” and “fitness for a specific purpose,” after the one year term of this warranty.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

NOTES:



11200 Hampshire Avenue South, Bloomington, MN 55438
PH 952.922.6889 || FAX 952.922.8424 || kingcontrols.com

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