Material Handling Redefined®

SRP

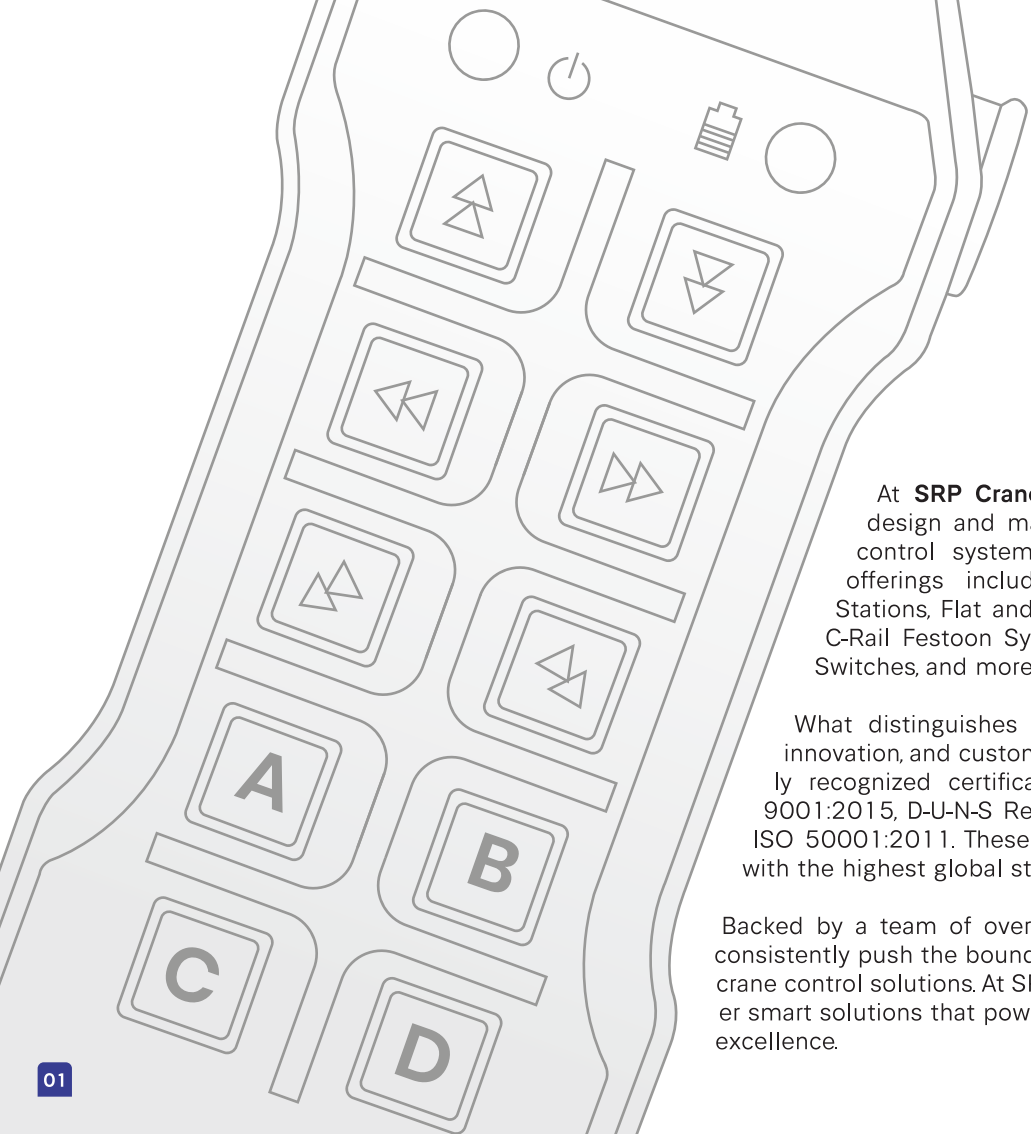
SRP CRANE CONTROLS (INDIA) PVT. LTD.

USER MANUAL

Note : Read This Manual Carefully Before Using This Device

CE

www.srpcranecontrols.in



ABOUT US

At **SRP Crane Controls (India) Pvt. Ltd**, we specialize in the design and manufacturing of high-performance industrial crane control systems. With a portfolio of over 300 products, our offerings include: Wireless Radio Remote Controls, Pendant Stations, Flat and Round Cables, Current Collectors, Cable Trolleys, C-Rail Festoon Systems, DSL Busbar Systems, Limit Switches, Foot Switches, and more.

What distinguishes SRP is our unwavering commitment to quality, innovation, and customer satisfaction. We are proud to hold internationally recognized certifications such as: MSME-ZED Gold, TÜV SÜD ISO 9001:2015, D-U-N-S Registered, ISO 14001:2015, ISO 45001:2018, and ISO 50001:2011. These accreditations validate that our products comply with the highest global standards for safety, performance, and sustainability.

Backed by a team of over 230 experienced engineers and technicians, we consistently push the boundaries of technology to deliver reliable and efficient crane control solutions. At SRP, we don't just manufacture products — we deliver smart solutions that power productivity, ensure safety, and drive operational excellence.

ROBUSTRONIC SERIES

SRPR0601

6+2 Single Speed

SRPR0602

6+2 Double Speed

SRPR1002

10+2 Single Speed

SRPR1002

10+2 Double Speed

NEWEDGE SERIES

SRPN0601

6+2 Single Speed

SRPN0602

6+2 Double Speed

SRPN1001

10+2 Single Speed

SRPN1002

10+2 Double Speed

ROBUSTRONIC

SRPR0601

SRPR0602

SRPR1002

SRPR1002

Features

- 1 Year warranty against manufacturing defect
- Magnetic emergency stop key
- Customizable labelling
- Range of up to 200 meters
- IP65 Water resistance upto 50 meters
- Automated pick-up and drop
- Multi-crane operations

NEWEDGE

SRPN0601

SRPN0602

SRPN1001

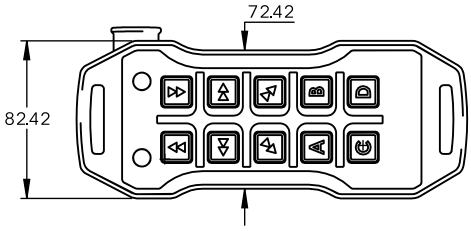
SRPN1002

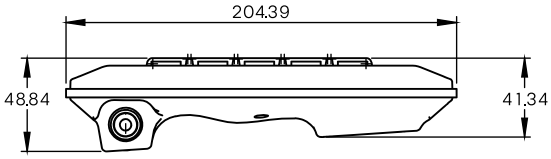
Features

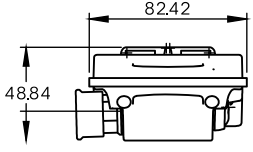
- 1 year warranty against manufacturing defect
- Customizable labelling
- Advanced modulation support
- Range of up to 250 meters
- IP65 Water resistance upto 100 meters
- Effortless wireless pairing
- Software-based customization
- Programmable performance settings

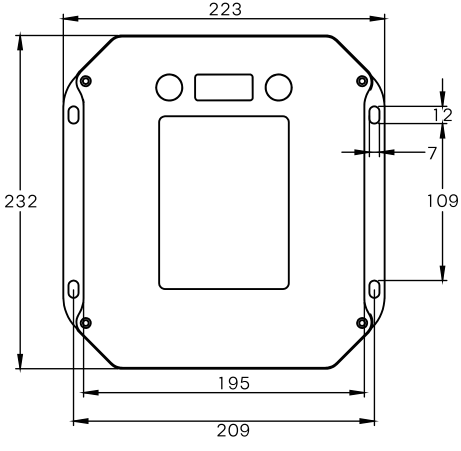
DIMENSIONS

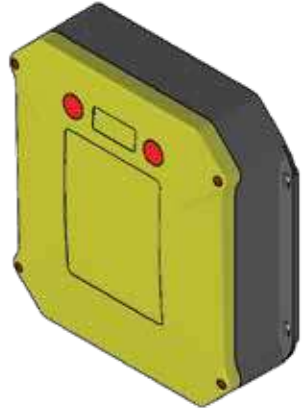
- All Dimensions are in mm

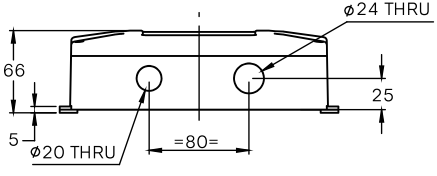












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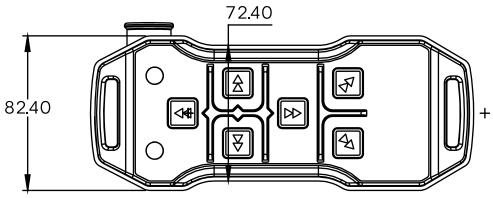
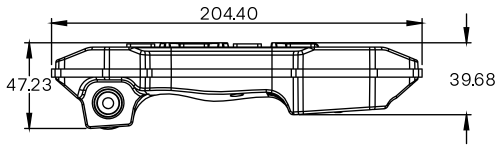
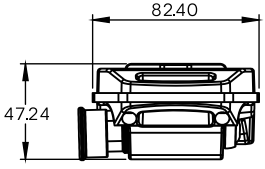
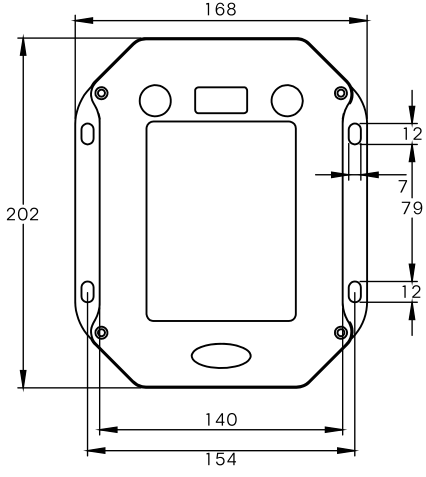
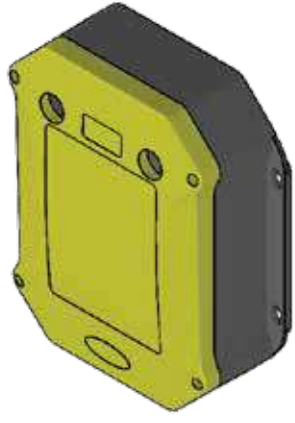
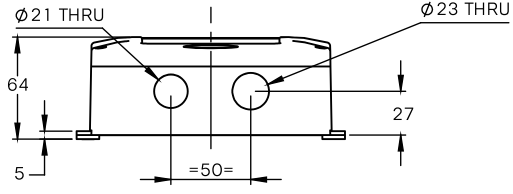












DESIGN. REG. NO. 401830/001

WARNING ⚠

THIS SECTION OF THE MANUAL CONTAINS ESSENTIAL INFORMATION, INSTRUCTIONS AND WARNINGS REGARDING THE INSTALLATION, USAGE, MAINTENANCE AND SAFETY COMPLIANCE OF NEWEDGE WIRELESS RADIO REMOTE CONTROL SYSTEMS. THIS DOCUMENT FORMS PART OF THE COMPLETE MANUAL, WHICH ALSO INCLUDES GENERAL SAFETY GUIDELINES, TRANSMISSION MODULES, RECEIVING MODULES, POWER SYSTEMS, COMPONENT INTEGRATION AND TECHNICAL SPECIFICATIONS.

THE COMPLETE MANUAL AND ALL INSTRUCTIONS THEREIN MUST BE READ, UNDERSTOOD AND FOLLOWED BY ALL PERSONS RESPONSIBLE FOR INSTALLING, OPERATING, MAINTAINING OR REPAIRING NEWEDGE WIRELESS RADIO REMOTE CONTROL EQUIPMENT.

FAILURE TO FOLLOW THE WARNINGS, LIMITATIONS AND SAFETY INSTRUCTIONS IN THIS MANUAL MAY RESULT IN SERIOUS INJURY, DEATH OR PROPERTY DAMAGE.

NEWEDGE WIRELESS RADIO REMOTE CONTROL SYSTEMS ARE NOT STANDALONE DEVICES. THEY ARE INTENDED TO FUNCTION AS INTEGRATED COMPONENTS WITHIN INDUSTRIAL CRANES OR RELATED MACHINERY THAT HAVE BEEN PROPERLY DESIGNED FOR CONTROLLED REMOTE OPERATION IN ACCORDANCE WITH RELEVANT LAWS, STANDARDS AND REGULATIONS.

IT IS THE RESPONSIBILITY OF THE CRANE OR MACHINE MANUFACTURER TO PERFORM A DETAILED RISK ASSESSMENT TO DETERMINE WHETHER NEWEDGE WIRELESS RADIO REMOTE CONTROL ARE APPROPRIATE FOR SAFE OPERATION UNDER EXPECTED WORKING CONDITIONS, INCLUDING NORMAL USE, MISUSE AND FORESEEABLE FAULTS.

THE MACHINE DESIGNER, MANUFACTURER AND OPERATOR ARE RESPONSIBLE FOR ENSURING THAT THE NEWEDGE WIRELESS RADIO REMOTE CONTROL SYSTEM IS PROPERLY INTEGRATED AND THAT ITS INSTALLATION SUPPORTS SAFE, RELIABLE AND CLEARLY MARKED OPERATION.

ONLY QUALIFIED, TRAINED AND AUTHORIZED PERSONNEL MUST BE PERMITTED TO INSTALL, CONFIGURE, OPERATE OR SERVICE THE NEWEDGE WIRELESS RADIO REMOTE CONTROL SYSTEM AND ANY MACHINERY IT INTERFACES WITH. NO UNTRAINED PERSONNEL SHOULD BE IN PROXIMITY TO EQUIPMENT CONTROLLED VIA NEWEDGE WIRELESS RADIO REMOTE CONTROL OR WIRED SYSTEMS.

FAILURE TO ENSURE PROPER INSTALLATION, MAINTENANCE AND OPERATION MAY RESULT IN SERIOUS HAZARDS. SRP CRANE CONTROLS (INDIA) PRIVATE LIMITED IS NOT RESPONSIBLE FOR INSTALLATIONS NOT CONDUCTED BY SRP OR FOR IMPROPER USE OUTSIDE THE SCOPE OF THIS MANUAL OR REGULATORY COMPLIANCE.

MODIFICATIONS TO NEWEDGE WIRELESS RADIO REMOTE CONTROL OR THE USE OF NON-SRP COMPONENTS WITHOUT PRIOR AUTHORIZATION MAY VOID THE WARRANTY AND COMPROMISE SYSTEM SAFETY.

IT IS THE OWNER'S AND FACILITY OPERATOR'S RESPONSIBILITY TO ENSURE THAT MAINTENANCE, OPERATION AND SUPERVISION OF THE NEWEDGE WIRELESS RADIO REMOTE CONTROL SYSTEM COMPLY WITH THIS MANUAL AND ALL APPLICABLE REGULATIONS.

ALL USERS AND WORKERS WHO INTERACT WITH NEWEDGE WIRELESS RADIO REMOTE CONTROL OR THE CONTROLLED MACHINERY MUST BE FULLY TRAINED AND INFORMED ON SAFETY PRACTICES, SYSTEM FUNCTIONALITY AND RELEVANT WARNINGS. FAILURE TO DO SO MAY RESULT IN SEVERE INJURY, FATALITY OR EQUIPMENT DAMAGE.

OPERATING ZONES MUST BE CLEARLY MARKED TO INDICATE THAT CONTROL IS BEING EXERCISED REMOTELY OR THROUGH NEWEDGE WIRELESS RADIO REMOTE CONTROL. RESTRICTED ACCESS MUST BE ENFORCED TO PREVENT UNAUTHORIZED OR UNSAFE INTERFERENCE.

OPERATING NEWEDGE WIRELESS RADIO REMOTE CONTROL WITHOUT PROPER TRAINING, IN VIOLATION OF THIS MANUAL OR OUTSIDE OF COMPLIANCE WITH LOCAL OR NATIONAL REGULATIONS, MAY RESULT IN SERIOUS BODILY INJURY OR DEATH AND/OR PROPERTY DAMAGE.

SRP holds the official patent for this product. Unauthorized use or replication is strictly prohibited.

INDEX

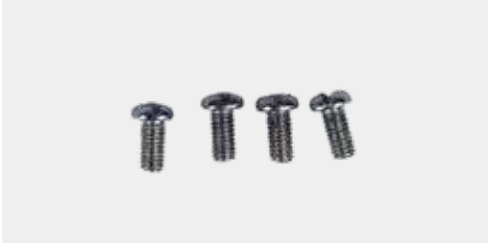
1. Package Contains

Receiver

Transmitter

Protective Cover with Belt

Battery AA 1.5V



Mounting Screw (4 Pcs)

Remote Packing Kit

2. Safety Instructions

2.1 General Warnings

- Read this manual thoroughly before using the SRP wireless radio remote control system.
- Do not subject the transmitter to impacts, shocks, or throws. This will result in malfunction or personal injury
- Never open the transmitter or receiver casing unless you are technically authorized. Unauthorized access may damage components or cause injury.
- Do not test buttons randomly or blindly—this may lead to unexpected crane movements and serious safety risks.
- Always replace low-voltage batteries promptly. Do not use rechargeable batteries.

2.2 Usage Restrictions, Operator Responsibility & Safe Zones

- Do not operate the crane in adverse weather conditions such as heavy rain, strong winds, or lightning. It can compromise crane performance and operator safety.
- Operators must move to a clearly designated safe zone, away from the load path and moving crane components, before initiating crane operation
- Only operate the crane after confirming all power supply connections, LED indicators, and battery status.
- Avoid operating the system near transformers, motors, or umbilical cables to prevent interference.
- The receiver should never be installed inside the distribution box. Mount it externally in a location with good signal reception.
- When checking connections, ensure there are no exposed wires. Never touch bare cables during operation.
- Power must be disconnected from the master switch during installation, service, or if the crane is not in use.
- Use only tools and components recommended by SRP for maintenance and servicing.

2.3 Important Note

- Installation, operation, and maintenance must be performed only by qualified and trained personnel who understand the relevant safety laws, equipment behavior, and electrical standards.
- Untrained or unauthorized personnel should not be allowed to:
  - Operate the remote system.
  - Access live electrical parts.
  - Perform inspections, wiring, or part replacements.

3. Configurability

3.1 Technical Highlights

- SRP's wireless remote control system is built with advanced technology to ensure safe, stable, and efficient crane operation in a wide range of environments. Below are the key technical features that make our system reliable and user-friendly :

Operating Frequency
The system operates on a secure 335 MHz frequency, a choice that minimizes interference from other common radio devices, ensuring reliable operation

Working Range
Designed for flexibility in large workspaces, the system supports a communication range of up to 250 meters in open environments.

Modulation Technology
To ensure a reliable and noise-resistant signal, the system supports multiple modulation schemes including 2-FSK, GFSK, and MSK.

Power Efficiency
The receiver consumes only 14 mA, while the transmitter operates at 7 to 22 mA, resulting in low power usage and longer battery life — perfect for extended shifts or heavy-duty use.

Advanced Programmability
The system allows for:

- Customizable data rate and frequency settings, providing flexibility for various site conditions.
- A Wake-on-Radio (WOR) mode that enables the receiver to remain in a low-power standby state until a signal is received, conserving energy when not in use.

3.2 Universal Pairing Flexibility

- SRP wireless systems feature a universal pairing architecture, providing high adaptability across various crane types and operational environments. This allows users to easily replace, upgrade, or repurpose transmitters and receivers without requiring custom hardware or complex reconfiguration.

- Whether you're switching operators, working with multiple crane systems, or managing backup equipment, the universal pairing feature ensures minimal downtime and maximum flexibility.

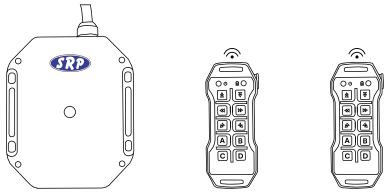
- For detailed pairing instructions, please refer to section 6.3 – Transmitter and Receiver Pairing Process.
  Use Case Example: If one transmitter is damaged or under maintenance, another compatible SRP transmitter can be quickly paired to the same receiver, ensuring uninterrupted operation.

3.3 Multi-System Configurations

- SRP wireless systems are designed to support high adaptability. A single receiver can be paired with any compatible SRP transmitter, allowing flexible integration across various crane setups or working environments.

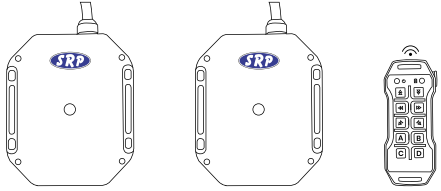
3.4 Multi-Transmitter System (Take & Release)

- Multiple transmitters can be paired to a single receiver, allowing several operators to take control of the same machine— but only one transmitter can operate the crane at a time.



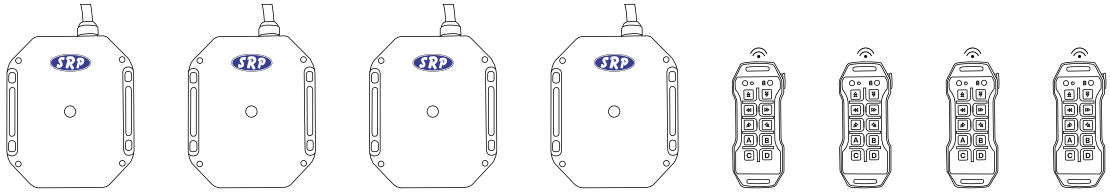
3.5 Multi-Receiver System

- A single transmitter can control multiple receivers mounted on different machines. If the transmitter loses connection with even one of them, operation is halted for all, ensuring complete safety.



3.6 Multi-Unit System

- Up to 4 transmitters and 4 receivers can be used together in coordinated control environments, with only one transmitter active at any given time to prevent conflicting commands



3.7 Master-Slave Configuration (One Transmitter, Dual Crane Control)

- The Master-Slave configuration is designed for situations where two independent cranes
  - each equipped with its own control panel, transmitter, and receiver
  - need to be operated in sync using a single transmitter.
- Under normal conditions, each transmitter communicates only with its dedicated receiver. However, when synchronized control is required (e.g., for long or heavy loads), the operator can activate the Master-Slave mode.
  - The transmitter designated as the Master can temporarily take control of both receivers.
  - The second transmitter enters an idle state and is referred to as the Slave during this operation.
- To enable Master-Slave Mode:
  Press and hold the 'C' (Couple) button for a few seconds on the Master transmitter. This action links the Master transmitter to both receivers, enabling simultaneous operation of both cranes.
- To disable Master-Slave Mode:
  Press and hold the 'D' (Decouple) button for a few seconds. This will disconnect the Master transmitter from the second receiver, and both cranes will revert to independent operation with their respective transmitters.

Before enabling the Master-Slave mode, ensure that the cranes are aligned and ready for synchronized operation.
Always decouple after the task is completed to avoid unintended simultaneous movements.

3.8 One Remote – Operate Two or More Cranes Simultaneously

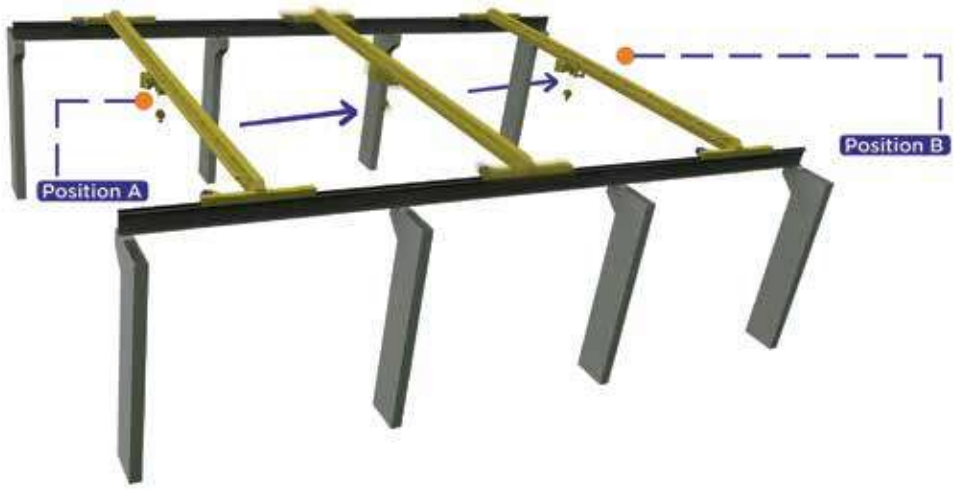
- SRP wireless systems are engineered for multi-crane control, allowing operators to control two or more cranes at the same time using a single transmitter.
- This feature is especially useful in applications where synchronized crane movement is required, such as lifting long or heavy loads that need balanced support from multiple cranes.

3.9 Preplanned Pick-Up and Drop (Auto Positioning)

- The SRP wireless remote system supports automated positioning of the crane to pre-programmed pick-up and drop locations. With the press of a button, the crane will move automatically to a specific position along the bay without manual joystick operation.

- This is particularly useful in operations where the crane regularly picks up and places loads at specific, repeated spots — for example, moving material from Position A to Position B in a production line or warehouse.

- How It Works:
  - The operator can press Button A to move the crane to Position A (pickup).
  - Pressing Button B will move the crane to Position B (drop-off).
  - Movements are pre-configured in the system and carried out automatically, ensuring high accuracy and repeatability.



- Press button A to get the crane automatically at **Position A**
- Press button B to get the crane automatically at **Position B**

4. Product Components

1	Start Push Button
2	Battery
3	Battery Housing
4	Signal Indication Light
5	Emergency Stop Button
6	Power Indication Light
7	Function Pushbutton

1	Signal Indication Light
2	Mounting hole
3	Wiring Diagram
4	Power Indication Light
5	Serial Number
6	Volt
7	RF

8	IC
9	Paring Switch
10	Fuse
11	MOV
12	Serial Number
13	CPU Pin
14	Register

15	Diode
16	No NC relay
17	Antena
18	Capacitor
19	Relay
20	Transformer
21	EMI Filter
22	Backup Fuse

5. Technical Specifications

Transmitter Specifications

Frequency MHz	335
Transmitter RF Power	< 10mW
Remote Control Distance M	up to 250m (programmable)
Power Supply DC	(AA)1.5Vx2 DC3V
Transmitter button life	10 M operations (Single Speed)
Transmitter button life	5 M operations (Double Speed)
Frequency generation	Crystal
Channel Space KHz	100
Modulation	GFSK
Frequency Control	PLL
Antenna Impedance Ω	50 Ohm
Command Response Time	<50ms
Stop Command Response Time ms	<50ms
Average Power Consumption At Working time mA@DC	8mA-24mA @DC3V
Average Power Consumption At Stand BY μA@DC	15μA
Working Temperature (regardless of battery temperature)	-35°C~+75°
Net weight (with battery)	200 g
Case Material	ABS
Protection Level IP	IP65

Receiver Specifications

Frequency MHz	335
Receiving Sensitivity dBm	-116 to -104dBm
Remote Control Distance M	up to 250m (programmable)
Power Supply AC/DC	Low voltage 24V, 36V, 48V, high voltage 110V, 240V, 425V
Frequency generation	Crystal
Modulation	GFSK
Frequency Control	PLL
Antenna Impedance	50 Ohm
Reaction Time ms	<50ms
Relay Power Capacity A@AC	10A@250V
Average Power Consumption (standby) mA@AC	18-20mA@AC220V
Operating Temperature	-35°C~+75°
Net weight g	1.3 kg
Case Material	ABS
Protection Level IP	IP65

6. Installation Instructions

6.1 Mounting and Wiring the Receiver

To ensure the safe and reliable operation of the SRP wireless remote control system, follow the steps below when mounting and wiring the receiver:

6.1.1 Mounting Guidelines:

- Install the receiver unit on a flat, stable surface near the crane's electrical panel or control system.
- The receiver must be mounted outside the distribution box. Installing it inside can lead to poor signal reception and operational issues.
- Use the provided mounting screws to secure the receiver. Ensure it is positioned where it will not be exposed to direct impact, excessive heat, or vibration.
- Maintain enough clearance around the receiver for ventilation and easy access to wiring terminals.

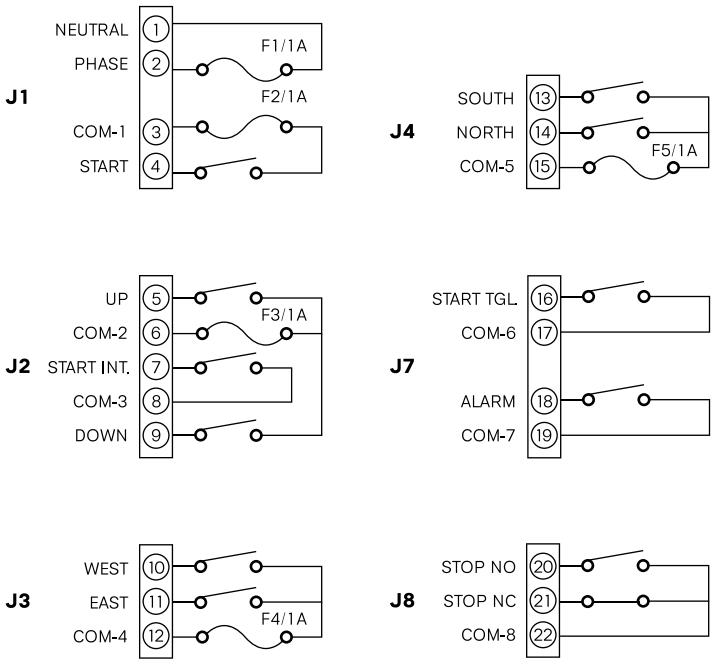
6.1.2 Wiring Guidelines:

- Follow the wiring diagram provided with the receiver model. If uncertain, contact SRP technical support.
- Use proper insulation for all connections.
- Ensure no exposed wires are left during or after the installation.
  Connect the receiver's power supply to a stable voltage source as per the specifications (e.g., 24VDC, 110VAC, 230VAC, etc.).
- Relay outputs should be connected to the crane's motor control system using industrial-grade terminals and connectors.
  After completing the wiring, verify that the LED indicators on the receiver light up to confirm power supply and readiness.

All installation work must be performed by qualified personnel with knowledge of industrial electrical systems and applicable safety standards.

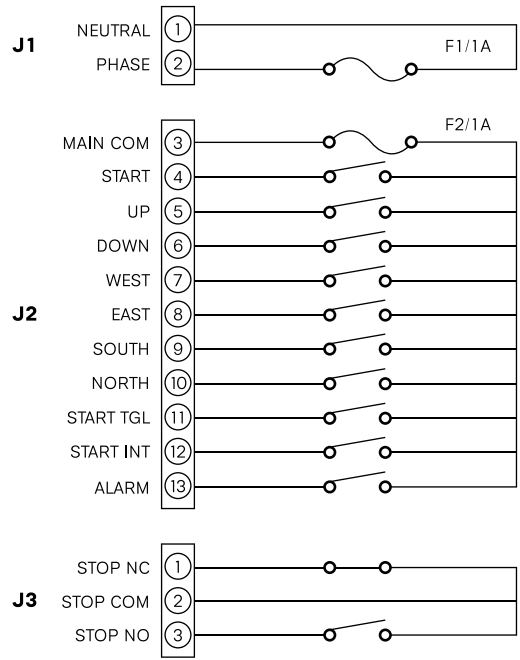
SRPN0601MC

6+2 SINGLE SPEED MULTI COMMON



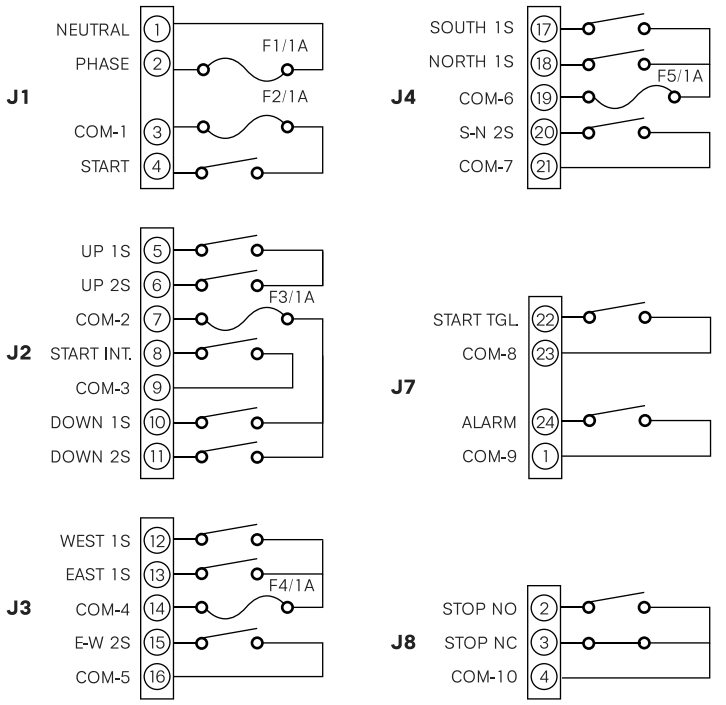
SRPN0601SC

6+2 SINGLE SPEED SINGLE COMMON



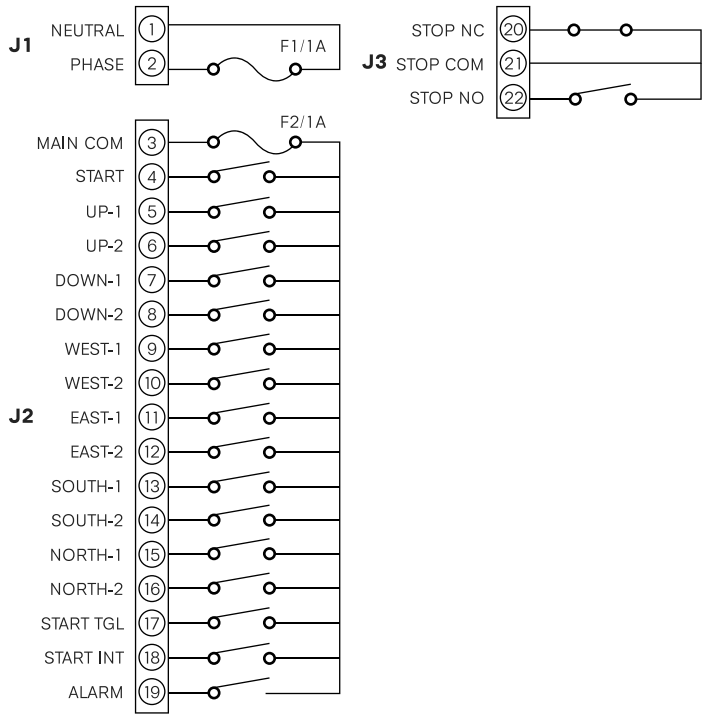
SRPN0602MC

6+2 DOUBLE SPEED MULTI COMMON



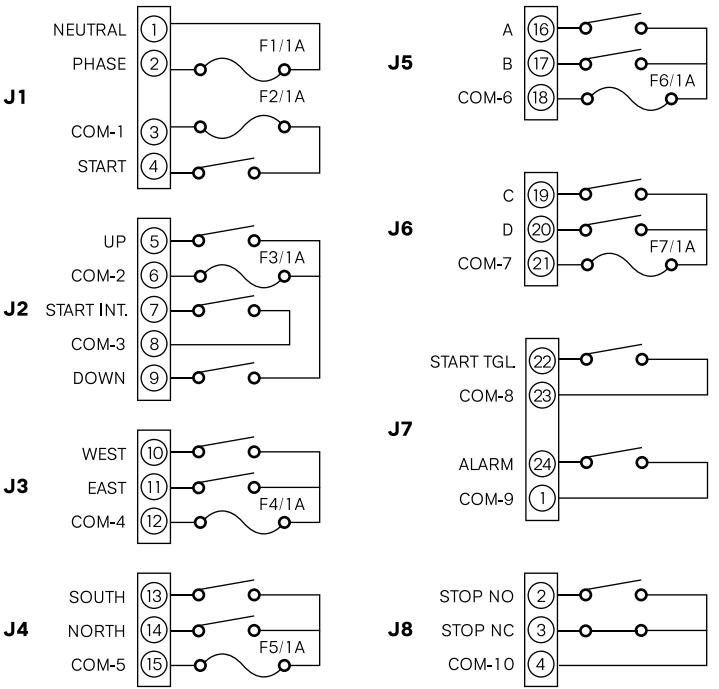
SRPN0602SC

6+2 DOUBLE SPEED SINGLE COMMON



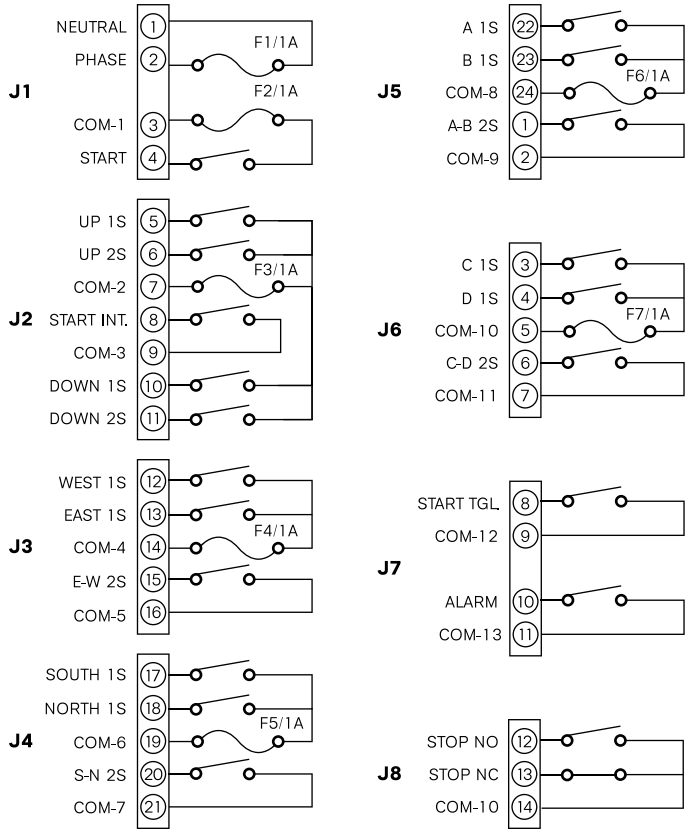
SRPN1001MC

10+2 SINGLE SPEED MULTI COMMON



SRPN1002MC

10+2 DOUBLE SPEED MULTI COMMON



6.2 Wireless Pairing

Pairing the SRP transmitter with the receiver ensures that both units can communicate securely and correctly. Follow the procedure below for your specific configuration.

6.2.1 Pairing Procedure for 6+2 Model

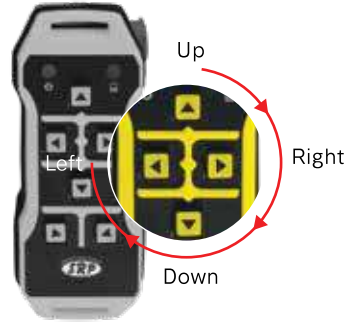
Receiver Side

1 Power on the receiver.
2 Locate the small black button on the receiver's motherboard.
3 Press and hold the button for 5 seconds until the Green and Red LEDs flash alternately.

Push the black button for 5 second

Transmitter Side

1 Power on the transmitter.
2 Press the emergency stop button.
3 Then, alternately press the buttons in the following sequence: “Up | Right | Down | Lest” twice.
4 The transmitter's LEDs will flash green continuously, indicating that pairing data is being downloaded.
5 After approximately 3 seconds, all lights will turn off, confirming that the receiver code and settings have been successfully transferred to the transmitter.



Press the buttons in the following sequence:
“Up | Right | Down | Left” twice.

6.2.2 Pairing Procedure for 10+2 Model

Receiver Side

1 Power on the receiver.

2 Press and hold the small black button on the motherboard for 5 seconds until the Green and Red LEDs flash alternately.

Push the black button for 5 second

Transmitter Side

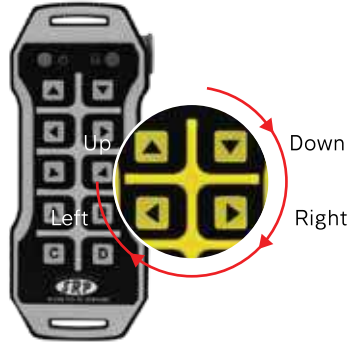
1 Power on the transmitter.

2 Press the emergency stop button.

3 Then, alternately press the buttons in the following sequence: “Up | Down | Right | Left” twice.

4 The green light will flash continuously to indicate that pairing is in progress.

5 After approximately 3 seconds, all lights will turn off, confirming that the pairing was successful.



Press the buttons in the following sequence:
“Up | Down | Right | Left” twice.

7. Operating Instructions

7.1 START Pushbutton

The SRP transmitter includes a dedicated START pushbutton. This button serves two essential functions:

1. **System Start-Up** : It activates the wireless connection between the transmitter and receiver (refer to Section 3.4: Start-Up Process).
2. **Horn/Light Activation** : When the system is already active, pressing the START button can activate the horn.

> The START pushbutton must be held down until the green LED blinks rapidly. Once the blinking slows, the system is fully started and ready for use.

7.2 Battery

SRP transmitters are powered using 2 x AA-size batteries. Rechargeable batteries are not recommended and may lead to unreliable operation.

7.2.1 Battery Insertion

1. Align the battery with the transmitter housing, ensuring correct polarity.
2. Push it gently into place until it sits securely.

7.2.2 Battery Removal

1. Push the battery toward the contact side.
2. Gently remove it from its housing.

> When the transmitter is not in use, it is recommended to remove the batteries to prevent drainage and prolong device life.

7.3 Startup Procedure for NEWEDGE remote

To start the SRP wireless control system:

1 Fully charged batteries inserted correctly.
2 Ensure the receiver unit is powered on.
3 Confirm that the Emergency Stop button is disengaged (Pull to unlock).
4 Press and hold the START button until the green LED blinks rapidly.
5 Release the START button. When the LED blinks slowly, the remote control is fully activated.

Do not leave the transmitter powered on when not in use. Always power it down during breaks or between operations.

Never leave a suspended load or active crane unattended with the system still powered. Doing so can result in injury or property damage.

8. Maintenance & Care

8.1 Battery Handling

- Use only AA-size 1.5V alkaline batteries (e.g., Duracell). Do not use rechargeable batteries.
- Replace batteries when Power indication light flash continously.
- When not using the transmitter, remove the batteries to avoid leakage or unnecessary discharge.
- Insert and remove batteries carefully to avoid damaging battery contacts.

8.2 Cleaning and Storing Devices

- Keep the transmitter, receiver, and accessories clean and free from dust or debris that may interfere with performance.
- Use appropriate cleaning agents and soft tools; avoid using water or corrosive substances directly on the components.
- After use, store the transmitter and receiver in a dry, cool location, away from direct sunlight, moisture, or extreme temperatures.
- Always disconnect power using the master switch before performing cleaning or storing the system.

8.3 Periodic Checks

- Regularly inspect electrical connections, cables, and housings for:
  - Loose terminals
  - Exposed wires
  - Cracked or deformed parts
  - Signs of corrosion or wear
- Ensure all connections are secure and properly insulated.
- Replace damaged or worn parts immediately using original SRP components.
- All inspection, maintenance, and repairs must be performed only by trained and qualified personnel.
- If any unusual behavior or malfunction occurs, stop the system immediately and notify the SRP support or service team.

For any maintenance or support inquiries, please reach out to the SRP Support Centre:
Phone: +91 98799 09413 | Email: srpremote@gmail.com

9. Troubleshooting

Problem	Diagnosis	Solution
Red and green without indication	No power.	1. Please check the battery itself, damage or not. Or the battery joint dirt causes poor contact. 2. Please replace the brand new battery and start the transmitter again. 3. rechargeable battery needs to be charged or replaced with new one.
Red light flashing	1. The battery spring piece is dirty. 2. The battery power is insufficient. 3. The battery itself is damage	1. Please check if the battery itself is damaged or not. 2. Check if the battery spring is dirty or not. 3. Please replace the brand new battery and start the transmitter again.
The green light flashing	1. The receiver without sufficient power. 2. The receiver without input power.	1. Please check the power of receiver. 2. Please check the fuse of receiver.
The green light is Continue	Transmitter RF damaged	Need to send for Repairs to Service centre

9.1 Pre-Troubleshooting Checks

- Ensure the RRC is properly paired with the crane's receiver.
- Verify the RRC's battery level and change it if necessary.
- Check the crane's power supply and ensure it's functioning correctly

Step 1: Visual Inspection

1. Inspect the RRC for any physical damage, such as cracks or broken buttons.
2. Verify all connections are secure.

Step 2: Power and Signal Checks

1. Turn on the RRC and check for any error messages or lights.
2. Check the crane's receiver for any error messages or lights.

Step 3: Functional Testing

1. Test the RRC's buttons to ensure they're functioning correctly.
2. Verify the crane's responses to RRC commands (e.g., movement, lifting).
3. Check for any unexpected or erratic crane behavior.

Step 4: Interference and Environmental Checks

1. Check for potential sources of radio frequency interference (RFI) near the crane or RRC.
2. Ensure the crane and RRC are not exposed to extreme temperatures, humidity, or physical stress.

Step 5: Advanced Troubleshooting

1. Consult the RRC's documentation and manufacturer's support resources for specific troubleshooting guidance.
2. Consider contacting a professional technician or the manufacturer's support team for further assistance.

9.2 Common Issues and Solutions

1. Weak or lost signal: Check antenna alignment, move the RRC closer to the crane, or replace the antenna.
2. Interference: Identify and eliminate sources of RFI, adjust the RRC's frequency, or use a signal booster.
3. Button malfunction: Immediately Contact SRP Customer Service Team.
4. Crane malfunction: Check the crane's mechanical and electrical systems, consult the crane's documentation, or contact a professional technician.

Remember to always follow safety guidelines and manufacturer instructions when working with electrical systems and heavy machinery.

10. Compliance & Certification

Certifications & Quality Standards

SRP Crane Controls (India) Pvt. Ltd. is proud to be a company that adheres to global standards for quality, safety, and sustainability. We are certified and recognized under:

11. Warranty Coverage

SRP Crane Controls (India) Pvt. Ltd. warrants that its wireless radio remote control systems are free from defects in material and workmanship under normal use and service for a period of one (1) year from the date of shipment. If a product is found to be defective within this period, SRP will repair or replace the product at its sole discretion, provided that the defect is not due to misuse, negligence, or external damage.

11.1 What the Warranty Does Not Cover

This warranty does not apply in the following circumstances:

- Cosmetic damage, including:
  - Scratches, dents, or casing cracks unless due to manufacturing defect
- Consumable parts, including:
  - Batteries, fuses, relays, buttons
- Damage resulting from:
  - Improper installation or wiring
  - Unauthorized modification or repair
  - Failure to perform proper maintenance
  - Use of third-party components or accessories not approved by SRP
  - Accidental drops, impact, or mechanical abuse
  - Exposure to liquids, fire, excessive humidity, or corrosive environments
  - Incorrect voltage or power supply usage
- If serial number labels are removed, altered, or defaced

11.2 Warranty Validation

To ensure your warranty is valid:

- Retain original proof of purchase.
- Do not tamper with or remove the serial number label.
- Use the product according to the official SRP User Manual.
- Perform installation, operation, and maintenance only by qualified personnel.

11.3 How to Obtain Warranty Service

If you experience any issues covered under the warranty, please follow the steps below to obtain service:

1. Verify Warranty Period

Ensure that your product is still within the warranty period as specified in the Warranty Terms section of this manual.

2. Prepare Product Details

Have the following information ready:

- Product model and serial number
- Date of purchase
- Description of the issue
- Proof of purchase (e.g., invoice or receipt)

3. Contact Customer Support

Reach out to our support team via one of the following methods:

- Phone: +91 98799 09413
- Email: srpremote@gmail.com

4. Ship the Product

Send the product securely packed along with the proof of purchase, and a written description of the issue to the address provided by our support team.
Note : Customers are responsible for shipping costs unless stated otherwise.

5. Service and Return

Once received, we will inspect the product. If the issue is found to be due to a manufacturing defect covered under warranty, we will repair or replace the product at no cost and return it to you promptly. However, if the issue is not caused by a manufacturing defect or is due to external factors not covered under warranty, the customer will be responsible for all repair/service charges as communicated by the SRP support team.

Notes

Material Handling Redefined®

SRP

SRP CRANE CONTROLS (INDIA) PVT. LTD.

Survey no : 202, National highway 27, Jaydev Industrial Estate,
Plot no. 39, Opp. Inova Cast, Essen Road , Veraval(Shapar), Rajkot–360024, Gujarat.
www.srpcranecontrols.in | www.srpremote.com | sales@srpcranecontrols.com
+91 82009 59593 | +91 99988 17013

AHMEDABAD

Shed 8, Unique Industrial Park,
Overbridge Vatva, GIDC Road,
Ahmedabad–382449.

amd@srpcranecontrols.com
+91 98799 98013

FARIDABAD

Plot No. 2, Shop No .3, Main Pali,
Badkhal Road, Bhankri Village,
Faridabad, Haryana-121004

ranjeet@srpcranecontrols.com
+91 98799 19013

BENGALURU

Ground Floor Flat No. :1,
Nelagadaranahalli, Kariobanahalli
Bengaluru Urban-560073.

blr@srpcranecontrols.com
+91 98799 93013

PUNE

GAT NUMBER : 607, Murhe Vasti,
Moi road, Kuruli, Tehsil-Khed,
Pune-410505.

chetan@srpcranecontrols.com
+91 99988 47613