

Radio Controlled Sockets

Frequently Asked Questions

Q: Does the controller come with a battery included?

Answer: Yes a CR2032 3V battery is preinstalled in the controller but the protective tag might need to be removed before first use.

Q: What appliances can I use this socket for?

Answer: As it is 13A rated, it can be used with any household device. It is most suitable where access is restricted and for those with restricted movement.

Q: Can this be used with a trailing socket (a multi-socket extension lead) to allow many appliances to be turned on or off at the same time?

Answer: Yes. Plug the radio socket into the wall socket and then plug the lead of the trailing socket into the radio socket. Ensure the trailing socket is switched on if it has its own power switch.

Q: Is the remote controller battery powered?

Answer: Yes, it uses battery type A23 12V. The battery is preinstalled but needs the protective tag removed before first use. This may involve unscrewing the cover on the back with a small screwdriver.

Q: How do I replace the battery?

Answer: Slide open the cover on the back of the hand controller. Replace the battery with a CR2032 3V battery. Ensure correct polarity for the battery, (+ sign facing the plastic casing). The protective tag will need to be removed before first use.

Q: Does it work in concealed locations and behind walls?

Answer: As it uses radio frequency control it will work through walls, though its range will be reduced depending on the material and the thickness of the wall.

Q: How is the radio socket powered? Does it have a battery?

Answer: The socket uses power directly from the mains and so requires no battery. The controller requires a battery for its power.

Q: Can I use more than one of the sockets in the same room, or do they interfere with each other?

Answer: There may be some interference between radio-sockets placed into adjacent wall sockets. This may affect the range or operation. Sockets should not be in too close proximity. Try placing the socket in another wall. The same controller may also be used to control the 4-way radio controlled extension lead provided by Energenie.

Q: Can a different button be programmed into the socket?

Answer: Yes. Press and hold the button on the socket unit for at least 5 seconds until the light on the unit flashes slowly. A new key can then be programmed in by pressing and holding the required key 1, 2, 3 or 4 on the remote control until the light flashes quickly and extinguishes indicating programming complete.

Q: Can this product be used with any other remote controls such as my TV remote?

Answer: This is not supported. Most TV remotes use infrared control.

Q: Is it possible to programme 2 remotes to the one socket?

Answer: No, the current product has no way of duplicating the hand controller. Each hand controller creates its own unique code in order to prevent interference from further hand controllers. The packaging may indicate that there are twelve keycode memories, however this is not the case currently.

Q: Can the socket be used outside?

Answer: No, this product is for indoor use only.

Q: Do you have any other remote control devices?

Answer: We have a 4 way trailing socket (extension lead) that has individual control for each socket. The hand controller is compatible with the single radio socket.

Q: I am looking to control 10 separate devices individually so is it possible to do this with a combination of your products and can you get several remote controls to control the same sockets?

Answer: It is not possible to control one socket from more than one hand controller. Hand controllers use unique identity codes which are not user selectable.

Q: Can I buy another set of 4 sockets to use along with my existing 4 sockets?

Answer: Yes, you can use multiple sockets together as long as they have been programmed to a control button individual. For example, if you have 8 sockets, one controller can only control 4 of them, and you will need another controller to control the other 4 sockets.