This manual contains detailed information on your KING Quest.

To start watching TV right away, use the Quick Reference Guide.

For Bell TV™ (Canada) and DISH® (USA)
IMPORTANT!

This KING Quest is specifically designed to work with Bell TV satellites 82 and 91, enabling you to receive your favorite SD and HD programming from Bell TV. The antenna can also be configured to work with DISH when you are in the US (see page 2 for details on DISH programming options).

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

Please read this Owner's Manual thoroughly before using or installing the KING Quest. See additional maintenance and safety information in section 16.

PRODUCT REGISTRATION

To provide ongoing technical support and to better facilitate warranty processing, please register your product at www.kingconnect.com/products/product-registration/.

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Thank you for purchasing a KING antenna!

Bell TV

This KING Quest is factory preset to work with Bell TV satellites 82 and 91, enabling you to receive your favorite SD and HD programming from Bell TV (programming subscription and Bell 6400 or 9400 receiver required - see our website for additional compatible legacy receivers).

Approximate Coverage Map for Bell TV

DISH

As a Canadian traveling in the US, you can now get DISH satellite TV service on a month-to-month basis with no long-term contract or commitment and without needing a permanent residence in the US. Getting set up with service is fast and easy!

1. Purchase a compatible DISH mobile receiver* from an authorized reseller.

2. Reconfigure your KING Quest antenna for DISH service (this takes about 2 minutes).

3. Call (800) 963-3474 to activate your DISH pay-as-you-go service.

*Go to kingconnect.com/receivers for a list of compatible DISH receivers.
Unbox contents and verify everything is present.

- Antenna Unit
- Controller
- Power Supply
- 50' RG-6 Coax Cable
- (2) Screws
- (2) Velcro
- (3) Rubber Feet
- Decal
- Registration Card
- Owner's Manual
- Quick Reference Guide
- Product Flyer

Screws or Velcro can be used to mount controller.
Decal may be applied to back of dome cover near coax connections.

3 APPLY RUBBER FEET TO ANTENNA UNIT

Lay the antenna unit on a soft, non-scratching surface, and apply the (3) rubber feet.

IMPORTANT!
If you are going to permanently roof mount the antenna unit, DO NOT apply the rubber feet. See the roof installation section later in this manual.

Apply (3) rubber feet

Do not apply here

Soft, non-scratching surface
Make connections A-D in order shown.

Do not over tighten the coax connections.
Do not route the coax cable where it can be tripped on or run over by a vehicle.
Do not put sharp bends or kinks in the coax cable.

See section 9 (Bell) or 11 (DISH) for optional second receiver use.
This unit is shipped from the factory with the alarm feature in the ON condition. If you wish to have the alarm in the ON condition, you can skip this section and go to section 6. To disable the alarm, follow the instructions below.

If desired, apply the included decal to the dome cover near the coax connections.

1. Press **POWER** to turn on the controller. Wait for the lights to stop flashing and for the **COAX CONNECTION** light to remain on.

2. Simultaneously press and hold **POWER** and **SCAN** for five seconds. Controller begins beeping.
   - Single Beep (beep...beep...beep)  **Alarm is OFF**.
   - Double Beep (beep beep...beep beep)  **Alarm is ON**.

3. Press and release **SCAN** to toggle between the on and off conditions. Beep pattern will change to indicate new condition.

4. When alarm is in desired condition, press and hold **SCAN** for 5 seconds to save in memory. **COAX CONNECTION** light will turn solid and **SCAN PROGRESS** lights will stay off.

5. Press and hold **POWER** to turn off the controller. Go to section 6.

**ALARM OPERATION**

If the coax cable is disconnected from the antenna unit or the controller while the system is turned on or in standby mode, the controller will sound an audible alarm.

To turn off the alarm when it is sounding, press **POWER** until the controller turns off.

You can change the alarm condition at anytime by following the steps above.
1. Press **POWER** to turn on the controller. Wait for the lights to stop flashing and for the **COAX CONNECTION** light to remain on.

2. Press and hold **SCAN** for five seconds. The **COAX CONNECTION** light and the **SCAN PROGRESS** lights that indicate the currently selected service will begin flashing.

3. Press **SCAN** repeatedly to scroll thru the available service options.

4. When the correct lights turn on to show your desired satellite configuration, press and hold **SCAN** for five seconds to save in memory.

   All **SCAN PROGRESS** lights will turn off and the **COAX CONNECTION** light will stop flashing and remain on.

5. Press and hold **POWER** to turn off the controller. **Bell go to section 7, DISH go to section 10.**

### SATELLITE SERVICE CHART

<table>
<thead>
<tr>
<th>Service Option</th>
<th>Satellites</th>
<th>Light 1</th>
<th>Light 2</th>
<th>Light 3</th>
<th>Light 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECTV SD</td>
<td>101</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIRECTV SD with Locals</td>
<td>101, 119</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISH SD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISH SD and HD</td>
<td>110, 119, 129</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DISH SD and HD Alternate</td>
<td>61.5, 110, 119</td>
<td>●</td>
<td></td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>BELL SD</td>
<td>91</td>
<td></td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BELL HD and SD</td>
<td>91, 82</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>DISH MODE</td>
<td>110, 119, 129</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

**DO NOT CHOOSE ANY GRAYED OUT SERVICE OPTION.**

---

○ = OFF  ● = ON

To check which service is selected without changing it, perform steps 1, 2, 4 and 5.
1. Turn on the TV and satellite receiver.

2. Press **POWER** to turn on KING Quest controller. Wait for the **COAX CONNECTION** light to stop flashing and remain on.

3. Press **SCAN**. The antenna will scan and locate all of the appropriate satellites before completing the search process.

   **PLEASE BE PATIENT!** This initial scan may take up to 15 minutes to complete. After this initial scan, subsequent scans may take as little as 2 minutes, but may occasionally take up to 10-15 minutes.

After the satellite acquisition process is complete, specific **SCAN PROGRESS** lights will turn on to show which satellites have been found.

**“SATELLITES FOUND” CHART**

<table>
<thead>
<tr>
<th>Service Option</th>
<th>Satellites</th>
<th>Light 1</th>
<th>Light 2</th>
<th>Light 3</th>
<th>Light 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bell SD</td>
<td>91</td>
<td>●</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Bell HD and SD</td>
<td>91, 82</td>
<td>●</td>
<td>●</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

○ = OFF  ● = ON

**NOTE:** Light 1 = Satellite 91, Light 2 = Satellite 82

4. **GO TO NEXT PAGE TO CONFIGURE RECEIVER.**
1. On the receiver remote, press **MENU**, 6, 1, 1 to access the *Point Dish* screen.

2. Highlight “Check Switch” and press **SELECT** on your remote.

The receiver will perform a check switch test. This process can take a little while so PLEASE BE PATIENT.

3. When test is complete, a screen similar to one below should appear.

   **Bell TV SD**

   **Bell TV HD and SD**

   If the indicated results are not obtained, go back to Step 1 and run test again.

   Contact KING if the check switch fails to load after 4 attempts.

4. When the installation summary shows the successful check switch test results, highlight “Done.” Press **SELECT** on your remote to exit the screen.

5. Configuration is complete. Watch TV and enjoy!

   You can now use the instructions in the BELL: OPERATION section for subsequent use.
8  BELL: OPERATION

IMPORTANT! Make sure you have completed section 7, INITIAL SCAN AND RECEIVER CONFIGURATION before continuing below.

Place the antenna unit in a position with a clear view of the southern sky to scan for satellites.

- Point handle north to speed up search time
- IMPORTANT! Any tall objects can block the signal from reaching the antenna.

Place the KING Quest on a stable and reasonably level surface with a clear view of the southern sky. When placing the KING Quest in position, be sure surface is dry and free of loose dirt or sand.

1. Turn on the TV and satellite receiver.

2. Press **POWER** to turn on KING Quest controller. Wait for the **COAX CONNECTION** light to stop flashing and remain on.

3. Press **SCAN**. The antenna will scan and locate all of the appropriate satellites before completing the search process.

**PLEASE BE PATIENT!** The antenna unit may lock on the satellites in as little as 2 minutes, but may occasionally take up to 10-15 minutes.

After the satellite acquisition process is complete, specific **SCAN PROGRESS** lights will turn on to indicate which satellites have been found.

**“SATELLITES FOUND” CHART**

<table>
<thead>
<tr>
<th>Service Option</th>
<th>Satellites</th>
<th>Light 1</th>
<th>Light 2</th>
<th>Light 3</th>
<th>Light 4</th>
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<td>●</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Bell HD and SD</td>
<td>91, 82</td>
<td>●</td>
<td>●</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

○ = OFF  ● = ON

**NOTE:** Light 1 = Satellite 91, Light 2 = Satellite 82

4. Watch TV. Enjoy!
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 receiver’s 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.

The receiver will perform a check switch test. This process can take a little while so PLEASE BE PATIENT.

3. When test is complete, highlight “Done.” Press SELECT on your remote.

See the next page for downloading programming to the second receiver.
DOWNLOADING PROGRAMMING TO THE SECOND RECEIVER

After completing the steps on the previous page, reset 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 91 satellite, then the second receiver will be able to view any channel broadcast from the 91 satellite.

If you switch channels on the main receiver to one that is broadcast from the 82 satellite, the antenna will automatically switch to the 82 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 91 satellite.

  (or)

• Reset the second receiver by following INITIAL SETUP FOR SECOND RECEIVER (on previous page) to download the program guide for the 82 satellite.

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.
1. 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.
IN STEPS 2-6, DO NOT BLOCK THE ANTENNA’S LINE OF SIGHT TO THE SATELLITES IN THE SOUTHERN SKY AT ANY TIME!

Point handle north to speed up search time

Antenna Unit

Obstructions

IMPORTANT!
If you move the antenna unit any time during or after the scan, you will have to repeat steps 2-6.

**Portable Antenna Setup**

1. The portable antenna must be placed on a stable surface with a clear view of the southern sky.
2. Ensure no obstructions block the line of sight from the portable antenna to the sky.
3. Select the state where the portable antenna is currently located below and select “Scan”.

<table>
<thead>
<tr>
<th>A-F</th>
<th>Alabama</th>
</tr>
</thead>
<tbody>
<tr>
<td>G-L</td>
<td>Alaska</td>
</tr>
<tr>
<td>M-R</td>
<td>Arizona</td>
</tr>
<tr>
<td>S-Z</td>
<td>Arkansas</td>
</tr>
</tbody>
</table>

Scan  Cancel  Summary

2. 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.

3. Highlight the state you are currently in from the state menu. Press SELECT.

4. Verify “Scan” is highlighted. Press SELECT.

The scan will begin and may take up to several minutes to complete.
The receiver will download software for the Custom User Interface. This step may take 20-25 minutes.

5. The receiver will reset and the Mobile Antenna Setup Screen will appear. Repeat steps 2-4 to start 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.

6. After your receiver has acquired the signal, it is ready to be activated. To activate service call 1-800-963-DISH (3474).

After your receiver is activated, the electronic program guide will download. This may take up to 10 minutes to complete (potentially longer if an external hard drive is connected).

This completes the setup for new receivers. You may now use STANDARD OPERATION WITH DISH RECEIVER starting on the next page for subsequent use.
IF YOUR RECEIVER IS NEW AND UNACTIVATED, YOU MUST COMPLETE THE STEPS ON PAGES 12-15 FIRST!

After connecting and turning on your equipment, the Mobile Antenna Setup screen will display. (It may take up to two minutes to display.)

Note: If the Mobile Antenna Setup screen does not display, press MENU, 6, 1, 1 on your remote. Highlight the “Check Switch” button then press SELECT on your remote.

1. 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.

SATELLITES IN SOUTHERN SKY

IN STEPS 1-5, DO NOT BLOCK THE ANTENNA’S LINE OF SIGHT TO THE SATELLITES IN THE SOUTHERN SKY AT ANY TIME!

Point handle north to speed up search time

ANTENNA UNIT

OBSTRUCTIONS

IMPORTANT!
If you move the antenna unit any time during or after the scan, you will have to repeat steps 1-5.
2. Highlight the state you are currently in from the state menu.

Press **SELECT**.

3. 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.

4. When the scan is complete, the **Acquiring Signal** message will display. Acquiring the signal may take up to 5 minutes to complete.
5. After your receiver has acquired the signal, the electronic program guide will download. This may take up to 10 minutes to complete (potentially longer if an external hard drive is connected).

If your receiver has not been used for awhile the 013 error message may appear. Call 1-800-333-DISH (3474) and follow the prompts to reauthorize your receiver. Note that if channel 101 appears, scroll channel up or down to make sure 013 error message does not appear.

You can view your programming when your receiver has been authorized and the guide has finished downloading.

OPERATING NOTES:

If you move the KING QUEST, you will have to repeat Steps 1-5 to reacquire the satellites and restore programming.

When in the northeastern United States, television programming from the 129 satellite may not be available (programming from the 110 and 119 should still be available.)

If your system is inactive for an extended period of time, you may have to call DISH Customer Service at 1-800-333-DISH (3474) to reauthorize your receiver.
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.

The receiver will perform a check switch test. This process can take a little while so PLEASE BE PATIENT.

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

After completing the steps on the previous page, reset 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, (for example, your channel was broadcast from satellite 119 but your new channel is broadcast from the 110), the antenna will automatically switch to the 110 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 by following INITIAL SETUP FOR SECOND RECEIVER (on previous page) to download the program guide for the newly selected satellite (satellite 110 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.
1. Make sure you have the following tools and materials before starting.

- Drill
- Drill Bit Set
- 7/16" Open End Wrench (for coax connections)
- SEALANT
  - Roof Compatible Sealant
- Appropriate Fasteners to install all Components and Wiring
  (to be determined and supplied by installer)

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

If prewired, run the existing coax cable from the prewire location in the roof to the antenna unit. When choosing the antenna unit location, make sure the prewiring will reach the antenna unit.

ANTENNA UNIT LOCATION (See Illustration on next page)

2. 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 shorter distance between the antenna unit and the satellite receiver is most desirable.
- Make sure you have enough room to mount the antenna unit.
- The antenna unit should be mounted on the center line of the vehicle, and not tilted more than 2 degrees in any direction.
- 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 unit.
- Mount the antenna unit with the handle to rear of the vehicle.
ANTENNA UNIT LOCATION

<table>
<thead>
<tr>
<th>HEIGHT OF OBSTRUCTION</th>
<th>APPROXIMATE MINIMUM DISTANCE TO EDGE OF ANTENNA UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>10”</td>
<td>8”</td>
</tr>
<tr>
<td>11”</td>
<td>10”</td>
</tr>
<tr>
<td>12”</td>
<td>12”</td>
</tr>
<tr>
<td>13”</td>
<td>14”</td>
</tr>
<tr>
<td>14”</td>
<td>16”</td>
</tr>
<tr>
<td>15”</td>
<td>18”</td>
</tr>
<tr>
<td>16”</td>
<td>20”</td>
</tr>
</tbody>
</table>

Vehicle Roof

Approximate Minimum Distance to Edge of Antenna Unit

Height of Obstruction

Do not mount antenna unit too close to obstructions.

Choose a location with adequate space.

Mount antenna unit on center line of vehicle.

Mount antenna unit with handle to rear of vehicle.

Try to install antenna unit as close as possible to main receiver to minimize coax length.

To optional second receiver

To Main Receiver
3. If the rubber feet have been installed, lay the unit on a soft, non-scratching surface and remove them from the bottom of the unit. **DO NOT INSTALL UNIT ON ROOF WITH RUBBER FEET IN PLACE.**

For roof mounting, do not apply the rubber feet. If present, remove rubber feet. **MOUNTING TO ROOF WITH RUBBER FEET VOIDS WARRANTY.**

4. Mount the antenna unit using the (4) mounting holes. Make sure to seal mounting holes with roof compatible sealant.

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. The one labeled "AUX" can be used for an additional receiver if desired.

5. Connect one end of 50 foot coax cable to the MAIN port and tighten connection (see below). **DO NOT OVER TIGHTEN.**

If using a second receiver, connect end of second coax (sold separately) to the AUX port. Tighten connection. **DO NOT OVER TIGHTEN.**
6. Run coax from the antenna unit to the roof edge, then along edge to location where coax will be fed into the vehicle. If installing an optional second receiver, run second coax to location where it will enter the vehicle. Secure (both) coax to roof every 12-18 inches (see below).

7. 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.

8. Inside vehicle, make connections as shown in section 4, CONNECTIONS.

---

**IMPORTANT!**
Roof hole(s) for wiring must be sealed so they are completely waterproof.
Sealant must be roof compatible.

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**IMPORTANT!**
You can cut the coax to length but you must terminate the coax with Snap-n-Seal Connectors.

**SNAP-N-SEAL® CONNECTOR**
Thomas and Betts part # SNS 1P6

**CRIMPER**
Thomas and Betts part # SNSUTL

Connector and crimper sold separately.
## 13 TROUBLESHOOTING

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>POSSIBLE CAUSE</th>
<th>COURSE OF ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antenna unit does not scan for satellites.</td>
<td>No power to antenna unit.</td>
<td>Make sure antenna unit is connected to controller.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Make sure controller is powered (LED will be lit).</td>
</tr>
<tr>
<td>Antenna unit scans but no picture on TV.</td>
<td>Improper connections made.</td>
<td>Make sure antenna unit is connected to controller, and controller is plugged in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Make sure powered receiver is connected to controller and TV.</td>
</tr>
<tr>
<td>Antenna unit scans but does not find satellite.</td>
<td>Line of sight obstruction.</td>
<td>Move antenna unit to have a clear view of the southern sky. Press SCAN to start a new scan.</td>
</tr>
<tr>
<td>Picture on TV goes in and out.</td>
<td>Temporary obstruction of signal.</td>
<td>Heavy rain or snow may cause loss of signal. Reception will improve as weather clears.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Make sure nothing is temporarily blocking view to the southern sky (even tree branches swaying in the wind may cause temporary interruptions of signal).</td>
</tr>
</tbody>
</table>

## 14 SECURITY FEATURE

The KING Quest can be secured to an object using a cable looped thru the handle.

To a secure object
MOUNTING BRACKETS AND MOUNTING FEET

KING offers several options for permanent and temporary mounting of the antenna unit.

**MB150 Mounting Bracket**

The KING Quest is not compatible with the MB100 Mounting Bracket. Use of the MB100 will void warranty.

The use of any unauthorized mounting bracket will void warranty.

**MB500 Mounting Bracket**

Includes (2) Hanger Brackets

Allows hanging of antenna unit on vehicle window or included hanger bracket.

For stationary use only. Vehicle must not be in motion while antenna unit is on window or hanger bracket.

**MB600 Removable Mounting Feet**

The MB600 removable mounting feet allow semipermanent mounting of your KING Quest on your vehicle roof.
2. Follow all instructions and warnings. Set up and operate the KING Quest in accordance with the instructions.
3. Always handle the KING Quest product carefully. Do not drop the KING Quest. Avoid excessive shock or vibration to the KING Quest.
4. Use caution when carrying the KING Quest. Always carry the KING Quest by the handle.
5. Do not operate near any indoor or outdoor heat source such as radiators, heat registers, stoves, barbecues, campfires, or other items that produce heat.
6. Do not stack the KING Quest on top of or below other electronic devices as this can cause heat buildup or block the satellite signal from reaching the KING Quest.
7. Keep the enclosure clean from dirt, bugs, and other debris by hand washing with mild soap and water.
8. Do not power wash the KING Quest. Do not submerge the KING Quest or place in standing water.
9. To avoid risk of electrical shock, unplug the controller before connecting the KING Quest in damp or wet conditions.
10. Do not remove the cover of the KING Quest without prior authorization. Doing so will void the limited warranty.
11. Do not coat or paint the KING Quest with any substance.
12. Tighten all of the coax cable connections only by hand. If you use a wrench, you may over tighten the connections and damage your equipment.
13. Servicing may be required if the unit has been dropped or damaged in any way or if the unit does not operate normally. Call the KING Service Department at (952) 345-8147.

The KING Quest has been designed to be maintenance and trouble free. If not using the KING Quest for long periods of time, it is recommended that you set up the system on a quarterly basis (every three months) to keep all moving parts of the KING Quest in good working order.

If you have any comments or questions, please contact the KING Service Department at (952) 345-8147, or by email at help@kingconnect.com.
Every new KING Quest 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. The customer is responsible for all labor costs after one year.

Only KING may perform warranty evaluations and repairs. Depending upon the problem, KING may authorize a dealer to perform the necessary repairs. Any warranty labor outside of that performed at the factory is not covered unless 1) the product has been installed by an authorized dealer/installer or OEM manufacturer and 2) the dealer/installer receives prior authorization to perform the repair.

Should any trouble develop during the warranty period, contact KING at (952) 922-6889. 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 the customer cannot supply proof of purchase, warranty period shall start 30 days after date of manufacture.

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 will result in delays in processing claim. Along with product, the customer should include in the box: 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 does not cover damage caused by the use of a mounting bracket other than a KING mounting bracket designed for the product. 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.
- The product has been installed on a bracket that is not a KING bracket designed for the product.
- 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 antenna unit has been opened without authorization.
- 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 two 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.
Simply better, by design.™