



WINEGARD®

Winegard RoadTrip/DuraSat Antenna Troubleshooter

Start



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Select the symptom listed below that best correlates to your issue

No Movement

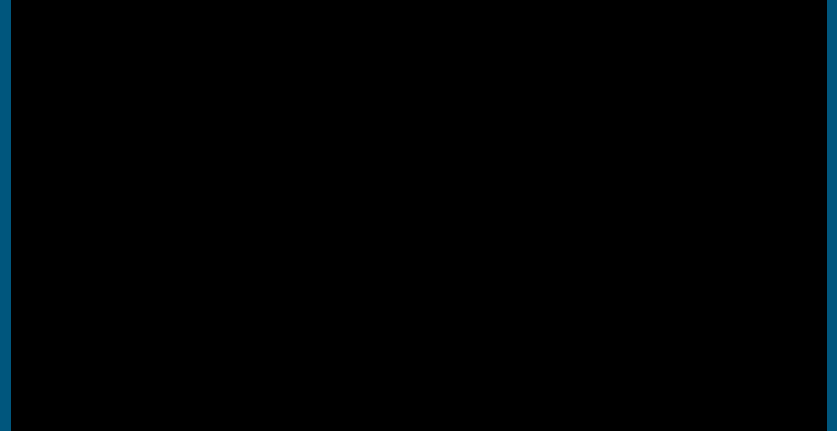
No Signal Lock



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No Movement

If the antenna does not move when powered on a voltage test is required to verify proper power is reaching the antenna. The video to the right will guide you through testing voltage.



Is there at least +12vdc on the end of the power cord?

Yes

No

Restart



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No Movement

If there is +12vdc on the end of the power cord, voltage needs to be tested on the power pigtail connection under the dome.

Is there at least +12vdc through the pigtail?

Yes

No

Restart



No Movement

1. If there is not +12vdc power on the end of the power cord, power will need to be traced back through the line. Voltage will need to be tested out of the power switch and into the power switch to determine if the switch is working. If no power is reaching the switch it will need to be traced back to the source. We recommend contacting a local RV dealer or the coach manufacturer for assistance with tracing voltage to the power source in the coach.

2. If there is power through the switch, but it is not passing through the power cord, the power cord needs replaced. If you are within the two year warranty please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for a replacement.

If the antenna is over two years old a replacement pigtail can be purchased on our website using the link below.

[RoadTrip/Carryout Power Cord](#)

Restart



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No Movement

If there is +12vdc power through the pigtail and the antenna is not moving, the antenna has failed and will need to be repaired or replaced. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for repair or replacement options.

Restart



WINEGARD®

No Movement

If the required +12vdc power is not passing through the pigtail connection the pigtail has failed and needs replaced. If the antenna is less than two years old the part is covered by the warranty. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for a replacement.

If the antenna is over two years old a replacement pigtail can be purchased on our website using the link below.

[RoadTrip/Carryout Power Pigtail](#)

Restart



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No Signal Lock

1. Antenna placement for optimal line of sight is of the utmost importance for obtaining a signal lock. The antenna needs to be able to see the satellites as it searches, and blockage, such as trees, buildings, or power lines will cause interference when the antenna tries to find signal.

2. DISH and DirecTV satellites are located between southern Texas and southern California, if you have anything blocking the view in that direction you will want to reposition the antenna to get a signal lock.

3. A general rule of thumb for overcoming signal blockage is you need to be twice as far away from an object as it is tall in order to get over it.

For example, if you have a 30 foot tree in the direction of the signal, you need to be 60 feet away from the tree in order to get over the tree.

4. If you are unsure if you have something blocking the view of the satellites you can download the Winegard TV signal finder app for iOS and Android devices. Click the Next button to proceed.

Next

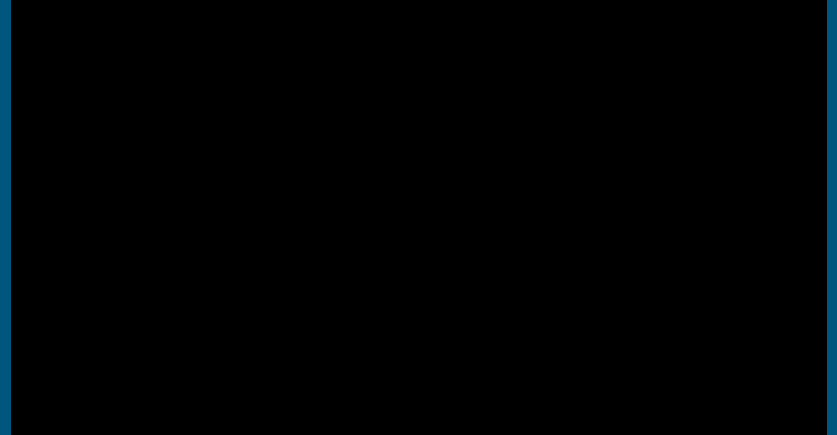
Restart



WINEGARD®

No Signal Lock

The Winegard TV signal finder app will utilize your phones camera to give you a real time view of the satellites in the sky. This will help determine any potential blockage and help with best placement of the antenna. In order to get an accurate reading of the line of sight, you must be at the antennas height when using the app. See the video to the right for assistance with using the app.



Once positioned for optimal line of sight click the Next button to proceed.

Next

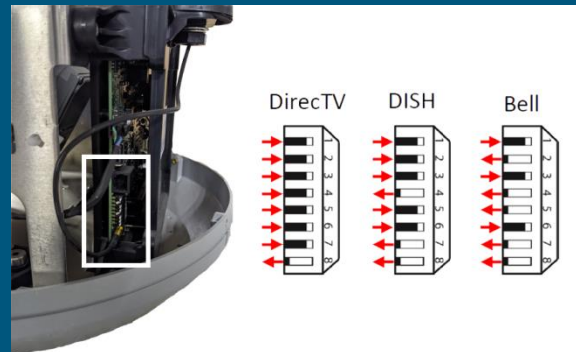
Restart

No Signal Lock

To begin troubleshooting, verify the dip switches are set properly for your desired provider using the figure to the right.

With the dip switches set correctly, connect the receiver to the main port of the antenna and power the antenna on and allow it to search.

Click the Next button to proceed.



Next

Restart



WINEGARD®

No Signal Lock

1. A typical search routine takes approximately 3-7 minutes to locate signal. The T4 and D4 model systems are in-motion capable, so after they locate signal they will begin what is called the conical search. During the conical search the antenna will agitate up and down and side to side very quickly. This process sounds like a washing machine agitation. It is normal, and will last approximately 7 minutes.

2. If the antenna does not enter the conical search after locating signal, please contact Winegard Customer Support via phone at 800-288-8094 or email help@winegard.com for additional assistance.

Is signal being displayed on the receiver?

Yes

No

Restart



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No Signal Lock

With signal being displayed on the receiver the antenna is operating as designed and you can complete the receiver setup process as outlined in your product manual if necessary.

Restart



No Signal Lock

1. If no signal is being displayed on the receiver we recommend running an external coax cable from the main port of the antenna down through a door or window into the receiver.
2. If you still do not get signal on the receiver try connecting the receiver to the secondary.
3. Please contact Winegard Customer Support via phone at 800-288-8094, or email help@winegard.com for additional assistance.

Restart



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Follow proper safety practices. If in doubt, consult a professional RV technician.