



**BARTLETT** Instrument Company

# Common Cause and Fix For Your STUC Error

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Getting a STUC error will cause the buttons on your controller to stop working until it has been remedied, so it's important to know what causes it and how to fix it. A STUC error indicates that one of the buttons is being held down for a prolonged period of time or is "stuck".

If you receive the error by pressing down the button too long, simply release the button and the error will disappear. If you are not pressing the key pad and the error is still there, you'll need to try and release the stuck key. There is a trick that may remedy the problem without sending the controller in for repair.

Follow these instructions to try and fix a STUC error:

- First, visually look for any air bubbles in the key pad that may be causing the STUC error.
- Then, remove power from the controller, take the lid off the controller, and unplug the ribbon cable that connects the top board to the bottom board.
- Using a hair dryer on very low heat, warm the key pad up.
- Once warm, use your thumbs and firmly press over the overlay to smooth any bubbles under the keypad.
- When you are finished, reconnect the controller and return power to the unit.

- Upon repowering, the STUC error should be cleared. If it persists, the controller will likely need sent in for repair.

If you have questions about remedying your STUC error, give us a call and we'll be glad to help you!

***BARTLETT***

**Instrument Company**

1032 Avenue H

Fort Madison, IA 52627

Phone: 1(888)404-9026 Fax: (319)372-5560

[www.bartinst.com](http://www.bartinst.com)

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