

FAQ

Frequently Asked Questions



MAGNETEK

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Magnetek® Flex Pro2 Radio Remote Control FAQ

INTRODUCTION

The Flex Pro2 series of radio remote controls offers even more features and greater performance than our first-generation Flex Pro. These durable, rugged, and feature-rich radios are ideal for use in mobile hydraulic, material handling, and overhead crane applications. Flex Pro2 transmitters are ergonomic and lightweight and are available in 4, 6, 8, and 12-button style options to meet your application needs.

Q1. What is an ETO radio transmitter?

A: An engineered-to-order (ETO) transmitter is a customized solution rather than an off-the-shelf product. Each unit is reviewed and configured by our radio engineering team before production, ensuring it meets the specific requirements of a customer's application.

As part of the process, we create a system-engineered drawing that defines both the transmitter and receiver configuration. ETO products also offer the option to incorporate custom labeling, allowing customers to brand the product as their own.

Our previous ETO transmitter lineup included the Flex EM (one-step button), Flex EX (two-step button), Flex Pro (stepless button), and Flex Pro Tether. These capabilities are now consolidated into a single platform: the Flex Pro2 transmitter.

Q2. What is different between the Flex Pro 1st Generation and the Flex Pro2?

A: The Flex Pro2 offers the following key new features:

- a. The addition of a 4- and 6-button offering. The Flex Pro 1st Gen only was offered with 8 or 12 buttons.
- b. The addition of a 3-step button. Previously only one- and two-step buttons were offered as part of the Flex EM and EX product lines.
- c. Radio Control Programmer (RCP) support has been added with the addition of a USB-C port accessible through the battery door compartment.
- d. Charging contacts on bottom of transmitter allow for easy dock able charging.
- e. Look and feel matches the standard Flex EX2 product line.

Q3. Which receivers are compatible with the Flex Pro2?

A: The Flex Pro2 will work with the following receivers:

- a. Flex M
- b. CAN-2
- c. CAN-6
- d. MHR
- e. inteleSmart2 (IS2)

Q4. The Flex Pro 1st Generation included an I-CHIP. Is that available with the Flex Pro2?

A: There is no I-CHIP on the Flex Pro2. Instead, the Flex Pro2 is now RCP compatible, which brings the handheld transmitter up to date to meet the same configuration standards as our current engineered radio product line (i.e. XLTX, MLTX2, Flex VUE, etc.).

Q5. What is the functionality of the dip switches on the Flex Pro2?

A: By default, the dip switches on the Flex Pro2 have no assigned functionality. They are intentionally left unconfigured to allow for customization during the engineering process. This flexibility enables features to be defined and programmed based on specific application requirements.

Q6. Is the START key switch removable by default?

A: No, the Flex Pro2 START key switch is not removable unless you open the unit and remove the pre-installed stopper screw.

Q7. On the Flex Pro 1st Gen transmitter, there were no off-the-shelf rechargeable batteries. Is this an available option on the Flex Pro2?

A: Yes, Flex Pro2 can operate with both standard “AA” rechargeable and non-rechargeable batteries. There are battery contacts on the bottom of the transmitter that allow charging on a docking station. Plus, there are two docking station options for use on different types of applications, including the ability to mount directly on equipment for the mobile hydraulic market.

Q8. The Flex EX and Flex EM radio are offered with hazardous location certification options. Is the Flex Pro2 going to be available with HAZLOC certifications?

A: No, initially Flex Pro2 will not be offered with hazardous location certifications. The hazardous location versions of both the Flex EX and Flex EM radios will continue to be available for sale even once the standard versions of those radios become obsolete.

Q9. The original Flex Pro has a tethered option. Is there going to be a Flex Pro2 tethered option?

A: Yes, Flex Pro 2 offers a tethered option. A swappable battery allows users to change between a tethered CAN communication via a 5-pin M12 B-coded connector and wireless communication.

The tethered battery door will be available in summer 2026.

Q10. How long will the Flex Pro 1st Gen be available?

A: The Flex Pro 1st Gen will transition to the “Classic” phase in the next few months. Entering the Classic phase does not mean the product is being discontinued; rather, it signals to customers that we are beginning a transition to the next generation of product offerings.

We plan to maintain the Flex Pro, Flex EX, and Flex EM in the Classic phase through the end of 2028. After that, the product line will move into the “Limited” phase, during which units will be available only while existing inventory and spare parts last. Once inventory is depleted, the products will be classified as “Obsolete.”

Q11: What support is available for the Flex Pro2?

A: We provide the same support our customers have come to expect with all of our control and power delivery products and automation systems:

- a. Over-the-phone technical support—24 hours a day, 365 days a year
- b. One-year warranty
- c. Fast turnaround on repaired products
- d. Manual and product documentation available digitally on www.cmco.com