

ARE YOU EXPERIENCING DISRUPTION TO YOUR FREEVIEW SERVICE?

There are many things that can be the cause of Freeview disruption that are internal to the home. Below are some of the most common causes, and solutions to address them.

Causes in the home

Induction or impulse interference comes from mains-powered household devices. It disrupts power to the Freeview device at the mains, causing a fluctuation in the electrical current. You can identify if one of your devices is causing your disruption by switching off the device.

Common culprits are:

Washing machine, Tumble dryer, Central heating pump/combination boiler, Fridge, Freezer, Power tools, Vacuum cleaner.

Some older Freeview equipment may not be adequately filtered and can be affected by the very close proximity of 4G mobile signals. If you believe your Freeview service is being affected in this way, please contact your mobile service provider who will be able to help. If you experience interference on your Sky multi-room, where internal coax RF cabling is used please change the channel using the Sky box menu system.

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