

Problem	Possible Cause	Solution
THERMOSTAT		
Thermostat display does not display when powered	Incorrect wiring of the thermostat	Rewire thermostat according to instructions provided with the thermostat
Thermostat E2 error	Loose connection; or Faulty floor sensor	Ensure floor sensor is installed and check resistance of floor sensor. Should read 10k - 16k ohms
FLOOR HEAT		
Floor is only partially warm	Check to see if the GFCI is tripped; or The System has relays, one of which is not turned on	Identify relay causing the issue and reset. If problem continues, contact Technical Support on 888-927-6333
Floor heats unevenly (one area gets hotter than the rest)	Wiring was installed with uneven spacing; or One or more relays is off (e.g. tripped)	For uneven spacing, remove tiles and heater and re-install; or For relay issues, see installation solution above for partial heat.
Floor gets very hot	Incorrect supply voltage	Identify voltage requirements of heater and have electrician change
Floor warms very slowly	Incorrect supply voltage	Identify voltage requirements of heater and have electrician change
Floor does NOT reach set temperature	Incorrect heater was installed; or Excessive heat loss caused by area below floor, exposed to open air; or Probe laid too close to wire	Remove and re-install correct heater; or Insulate area below floor.; or Reset the temperature offset on the thermostat
No Heat	Thermostat is set incorrectly; or Wires were cut or damaged during installation	Check setting of thermostat. Test resistance of heating wires and contact technical support
GFCI		
The GFCI trips when turned on	Test resistance of heater wires both black and white to ground	Contact Technical Support on 888-927-6333
The System energizes for a few seconds then trips the GFCI	Check for more than one GFCI on the circuit	Remove GFCI other than thermostat
GFCI does NOT trip when test button is pressed	Thermostat temperature is set too low. The thermostat must be calling for heat to test GFCI	Raise desired heat level on thermostat. It must be showing wavy lines, then press GFCI test

If you still have problems, call our 24/7 Customer Service line on 888-927-6333.

NOTE: It is highly recommended that a qualified, licensed electrician carry out the electrical work.