

TROUBLESHOOTING

PROBLEM	POSSIBLE SOLUTION
System does not turn on	<ul style="list-style-type: none"> • Check that circuit breaker is on • Check that thermostat is turned on. • Make sure that the GFCI on the circuit breaker is not tripped on either the thermostat or the Sheet. • Check wiring at thermostat.
Can't feel any heat	<ul style="list-style-type: none"> • Confirm that the floor sensor is on and that the temperature is not set too low (thermostat installation guide). • Check the temperature set point on thermostat. • Make sure the thermostat is set for ambient air and floor temperature.
GFCI tripping on thermostat	<ul style="list-style-type: none"> • Tripping is often caused by moisture. • Double check OHMs readings making sure there are no loose connections. • Call customer support 1-866-786-1806.
Heat works, but then shuts off	<ul style="list-style-type: none"> • Check the thermostat floor sensor setting. • Make sure the thermostat is set on both floor and ambient settings. • Make sure the floor sensor is in an appropriate location.
Floor keeps heating after it should stop	<ul style="list-style-type: none"> • Thermostat "bypassed" or switch on. The control has the proper wire connections per diagram on back, but your multi-meter shows full line voltage on the "load side" of the control when you believe it should not be sending power to the floor. If it is a programmable control, there may be an error in programming. (Check installation guide). • There may be a problem with the floor temperature sensor itself, or it may not be in the proper location.

PLEASE NOTE: THIS IS A TROUBLESHOOTING DOCUMENT. IF YOU ARE NOT QUALIFIED TO DO ELECTRICAL WORK, WE RECOMMEND HIRING A QUALIFIED, LICENSED ELECTRICIAN. ANY TROUBLESHOOTING WORK SHOULD BE DONE WITH THE POWER REMOVED FROM THE CIRCUIT UNLESS OTHERWISE INDICATED. IF YOUR PROBLEM CAN'T BE RESOLVED WITH THESE TIPS, CALL CARBONIC HEAT PRODUCTS, LLC AT (866) 786-1806. THESE TIPS ARE PROVIDED TO ASSIST WITH TROUBLESHOOTING THE FLOOR WARMING SYSTEM. RESULTS ARE NEVER GUARANTEED. CARBONIC HEAT PRODUCTS, LLC DOES NOT ASSUME ANY LIABILITY OR RESPONSIBILITY FOR DAMAGE OR INJURY THAT MAY OCCUR FROM USING THESE TIPS. REFER TO THE INSTALLATION GUIDE OR OTHER APPROPRIATE INSTRUCTIONS AND WARNINGS REGARDING INSTALLATION, USE, AND MAINTENANCE.