

TROUBLESHOOTING GUIDE

Should you experience any problems with your installation not warming your sub floor surface, please carry out the following test, before calling the floor heat system technical support team.

My floor does not heat-up

1. Basic checks:

1.1 Ensure thermostat connections are correct and the circuit breaker is in the on position.

1.2 Check Thermostat settings and make sure Sensor application is set correct.

Note: Thermostats often have their Sensor application set to 'Dual' as a default, meaning it will try to measure air and floor. If this is the case, one must either connect an external floor sensor, or change default setting to read Air only.

1.3 Heaters are rated at either 120v or 240v, make sure your heater rating matches that of the supply circuit.

Note: A cable rated at 240v will not work effectively on a 120v supply circuit.

2. Testing the system:

Using a Multi-meter carry out the following tests – The following tests are best left to Professionals.

2.1 **Test house supply circuit** – Set Multi-meter to Volts AC and tests for Voltage, supply should be 120v or 240v depending on the circuit. Again make sure the heater rating matches supply.

2.2 **Test Heater cable** – Set Multi-meter to Ohms, typically use 200 Ohm setting. When testing between Live & Neutral the cable should measure within 5-10% (above or below) of the resistance noted on the cable rating plate. If the cable measures 'Open circuit', or the Ohm reading continues to run, it is most likely a damaged cable and will require a professional to locate and repair the damage.

2.3 **Test external floor Sensor** – Set Multi-meter to Ohms, typically use 200 Kohm setting. Test resistance across the sensor wires and compare to manufacture sensor ratings.

Note: 10Kohm Sensors measure between 8-12Kohm's at temperatures between 68-86 DegF.

2.4 **Test the Thermostat** – Set Multi-meter to Voltage AC and measure Voltage at Thermostat points. First check Voltage at Supply points, secondly test Voltage at Load points.

Note: The Voltage across both sets of points should measure the same, or within a few Volts. Before completing this test make sure the Thermostat settings and sensor applications are correct, and that the Thermostat is in 'Heating mode'.

Note: Room/Floor temperatures can affect Resistance readings of heating cable and Floor sensor.

GFCI is tripped - Reset GFCI control on the thermostat or circuit breaker. If GFCI continues to trip, check circuit breaker and thermostat wiring. If the system continues to trip it is possible the insulation surrounding the heater wire has been damaged. Call a professional to locate and repair the damage.

Note: Floor heating must be on a dedicated circuit, verify there is only one GFCI on the circuit.

Note: Do not connect heaters in Series, multiple heaters must only be connected in parallel. The combined amperage must not exceed the rating on the thermostat – Refer to Thermostat for maximum amp rating