

# Warm Tiles™

## Troubleshooting Tips

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# Troubleshooting Tips for Warm Tiles™ Floor Warming System

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- If the overall floor surface feels unusually cool after the system has been energized for more than 3 hours, verify that the Thermostat (heating controller) is correctly installed and functioning properly. Check with the Thermostat (heating controller) operating manual and contact the manufacturer, if necessary.

# Troubleshooting Ideas

PROBLEM	POSSIBLE CAUSE	SUGGESTED CORRECTION
Display is Blank	No power to the thermostat	Restore power supply
Er 02 on display	Program cannot run with time setting proposed due to conflict of time (e.g. Leave time occurs after Return time)	Adjust program time to eliminate conflict
EGFD test button won't cause thermostat to trip	Thermostat is in 'Standby' mode (Heating Symbol Flashing Slowly)	Wait for 3 minutes, until heating icon stops flashing and is on continuously
GFI flashing on LCD display	Ground Fault detected by thermostat	Press Reset button on thermostat, if fault does not clear, switch to Off mode call, service technician or contact Easy Heat Customer Service Center
Cold/Hot Floor	Floor Temp Set too low/high. Clock not set properly	Increase/decrease Floor Temp Setting. Check Time and Day settings, watch for AM/PM

# Troubleshooting Ideas

PROBLEM	POSSIBLE CAUSE	SUGGESTED CORRECTION
Floor Temp won't reach set level	Program Set Time may be off	Check program settings, watch for AM/PM
	Heat up time may be longer than one hour	Set cables to come on earlier than current program
	Cables may not be able to reach set level due to room heat loss	Reduce source of heat loss, such as open windows, insulate floor directly under cables
	Cable Problem	Cables must be checked
Floor Heating doesn't turn on	Thermostat in Off mode	Switch to Manual or Auto mode
	Power supply problem	Check breaker panel and wiring
	Problem with sensor wire, 'Sensor' flashing on LCD display must be checked	Check sensor and/or connections to thermostat
	Cable problem	Cables must be checked

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# C O N T A C T S

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For additional inquiries, please feel free to contact us at the following:

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EasyHeat Toll Free Hotline

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