

## **Nuheat** - What are the most common Questions about our Thermostats?

### **What if my thermostat screen is blank?**

1. Open the left panel of the thermostat.
2. Double check to make sure the On/Standby switch is in the "On" position.
3. If not, switch the thermostat and the system "On"

### **What if my GFCI light is on?**

1. Open the left panel on the thermostat.
2. Switch the "On/Standby" switch to "Standby" for three seconds to reset the GFCI.
3. Or at your electrical box flip the breaker that controls the Nuheat system off.
4. Flip the breaker back on.
5. If the GFCI light is still on – call your electrician.

### **"LO" reading on screen.**

The floor sensing probe is damaged, missing, or loose. Call your electrician.

### **"HI" reading on screen means** the floor sensing probe is reading a temperature over 104F.

Probe is likely too close or is touching a heating wire inside the mat. The probe must be relocated. Call your tile setter to reposition the probe.

### **How do I Set the Time & Date on my thermostat?**

#### **Note: When programming Time - the thermostat will denote pm but does not have an indicator for am.**

1. Open the left side door of the thermostat.
2. Use the Hour and Minute buttons to set the correct time.
3. Use the Day button to set the correct day.

Programming YOUR settings for Comfort, Economy, and Vacation temperature settings.

Note: The Thermostat comes pre-programmed with the following temperature settings.

- Comfort Temperature Setting: 88F
- Economy Temperature Setting: 74F
- Vacation Temperature Setting: 74F

If you would like to CHANGE these default temperatures, continue with the following steps.

### **Comfort Setting**

1. Open the right panel of the thermostat.
2. Press or tap the sun symbol.
3. The Temperature reading will appear with a small arrow pointing to it.
4. Use the arrow buttons to set the desired comfort setting.
5. Once desired temperature is reached press & **hold the sun button** until the sun icon appears.
6. The comfort temperature setting is now set.

### **Economy Setting**

1. Open the right panel of the thermostat.
2. Press or tap the moon symbol.
3. The Temperature reading will appear with a small arrow pointing to it.
4. Use the arrow buttons to set the desired economy setting.
5. Once desired temperature is selected press and **hold the moon button** until the moon icon appears below the temperature. The Economy temperature setting is now set.

## **Vacation Setting**

1. Open the right panel of the thermostat.
2. Press or tap the suitcase symbol.
3. The Temperature reading will appear with a small arrow pointing to it.
4. Use the arrow buttons to set the desired vacation setting.
5. Once desired temperature is selected press and hold the suitcase button until the suitcase icon appears below the temperature. The Vacation temperature setting is now set.

## **Manual temperature adjustment.**

1. Tap the sun button to increase the current temperature.
2. Tap the moon button to decrease the current temperature.
3. Manual mode displays the "pointing finger" instead of any "houses" or "the clock".

# Troubleshooting Guide

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
Programmable thermostat screen is blank	Programmable thermostat is not turned on	Open left hand door. Turn On/Standby switch to ON
	No voltage to programmable thermostat	Call your electrician
	Faulty programmable thermostat	Call Nuheat at 1-800-778-9276
GFCI light is on	Unit needs to be reset	Switch On/Standby to "Standby" then back to ON
	Programmable thermostat has a defective GFCI that is oversensitive	If unit is under warranty, return to Point of Purchase for replacement
	Nuheat mat system has been damaged as determined by ohms readings	Call Nuheat at 1-800-778-9276
Floor heats but GFCI comes on OCCASIONALLY	Programmable thermostat has a defective GFCI that is oversensitive or Halogen lights installed causing electrical noise to trip programmable thermostat	Call Nuheat at 1-800-778-9276
"LO" reading on the screen	Floor sensing probe is damaged, missing or loose	Call your electrician
	Problem with programmable thermostat	Call Nuheat at 1-800-778-9276
"HI" reading on the screen	Floor sensing probe is reading a temp. of over 140F	Call your tile setter to reposition the probe
	Probe is likely too close or touching a heating wire in the mat	Call your tile setter to reposition the probe

	Probe is damaged	Confirm with electrician and have tile installer install new probe under tile
Programmable thermostat won't hold a program	Problem with programmable thermostat	Call Nuheat at 1-800-778-9276.
	Thermostat programs are not set properly	Check out above instructions
Programmable thermostat enters "ON" mode to soon	Early start function turning on too soon	Disable early start function on back of faceplate
Mats do not heat up	Bad connection in junction box	Refer to instructions and reprogram
	No voltage to control	Call your electrician
	No voltage out of control	Call your electrician - return programmable thermostat to POP for replacement
	Probe placed on mat wire	Call your tile setter to reposition probe
	Mat wire is damaged	Have electrician check for correct mat readings. If incorrect, call Nuheat at 1-800-778-9276
	Probe in direct sunlight or under obstruction	Call your tile setter to reposition probe
Control showing much higher temperature than set	Problem with programmable thermostat	Return programmable thermostat to POP
	Probe in direct sunlight or under obstruction	Call your tile setter to reposition probe
Control shows a cool floor temperature but floor feels warm. Heating indicator bars are showing.	Probe placement. Not on heating pad	Call your tile setter to reposition probe