HEATING ISSUE 1 - The floor does not heat up
Instructions which are shaded grey must completed by a qualified electrician

END USER

With the thermostat in manual mode set the temperature to 28°C. Is the thermostat indicating that it is sending power?

YES

NO

Depending on the base allow allocated time and assess. Does the system heat up after 1 or 2 hours?

YES

NO

Possible programming issue. Refer to the thermostat troubleshooting guide in your thermostat manual

YES

NO

Can you hear the relay click on when the thermostat is calling for heat?

YES

NO

Measure the output voltage. Is there 230V on the load side when the stat calls for power?

YES

NO

Rewire as per the wiring diagram

NO

Engineer Service Call required. Please contact Warmup for more information

YES

NO

Is there an earth fault between live/earth or neutral earth?

YES

NO

Please see Performance Troubleshooting Guides

NO

YES

Engineer Service Call required. Please contact Warmup for more information

HEATING ISSUE 2 - The heater trips the RCD
Instructions which are shaded grey must completed by a qualified electrician

ELECTRICIAN

Are the connections on the back of the thermostat made in line with the wiring diagram?

YES

NO

Conduct a resistance & insulation resistance test. Do the figures match the control card and/or reference resistance bands?

YES

NO

Rewire as per the wiring diagram

NO

Engineer Service Call required. Please contact Warmup for more information

YES

NO

Is there an earth fault between live/earth or neutral earth?

YES

NO

Test RCD