

Warmup[®]

The world's **best-selling** floor heating brand™

5iE™ Wireless Smart Thermostat

• Smarter • Better • Independent



Troubleshooting Guide

5iE THERMOSTAT FACE TROUBLESHOOTING

Thermostat display is blank

1. Check that the display/standby brightness is not on the lowest setting, "0". To access display/audio settings firstly press the button at the bottom of the Thermostat Face, press menu, settings, display/audio settings & display brightness.

2. **(Electrician Required)** An electrician will be needed to verify that power is going to the Thermostat Face and that it is correctly wired.

5iE displays "er1" or "er2"

1. **(Electrician Required)**. An electrician is needed to check that the floor sensor has been connected to the correct terminals at the back of the thermostat and it has not come loose. If it is correctly wired the electrician will need to check the resistance of the floor sensor using a multi meter set to 20K Ohms. For temperatures between 20°C and 30°C the resistance of the floor sensor should measure between 8K ohms and 12K ohms.

If the electrician finds a fault, and the 5iE is in the room to be heated then it can be set into "Air Mode". To set into "Air Mode" press menu, settings, heating preference and control floor/air. This can also be changed online via the MyWarmup account.

Another option is to set it into regulator mode where the 4iE will work in heating cycles. To set regulator mode press menu, settings, advanced settings, heater settings and regulator.

NOTE: Air and Regulator mode only available for tiled floors.

If you have a Wood, Vinyl or Carpet floor the damaged floor sensor will have to be replaced.

Heating is coming on earlier than the pre-programmed time

1. The 5iE "Early Start" function is on. This means that the heating will come on early to achieve the set temperature at the set time. e.g. if period 1 is set at 30°C for 7am - the thermostat will come on early to achieve 30°C at 7am. Not start heating at 7am.

Please note the "Early Start" function has to be learnt by the thermostat. This will normally take approximately a week of use to regulate and learn the specifics of the installation.

To switch off "Early Start" go to menu, settings, heating preference, early start and switch it off.

2. When you first set up the 5iE you would have been asked to set the setback temperature. The setback temperature is where you require a lower temperature or the heat off altogether in a program.

If the setback has been set too high and the floor/air temperature falls below this setback temperature the heating will come on to maintain the setback temperature. To lower/raise the setback temperature press menu, program and set setback temperature.

This can also be changed online via the MyWarmup account.

5iE will not allow me to set above a certain temperature

1. The thermostat is set in "Air Mode". The maximum set temperature in air mode is 30°C. The maximum temperature for "Floor Mode" is 40°C

2. Delicate floor coverings need to have their temperatures limited. If the finished floor is set for wood, laminate, vinyl etc... you are unable to set the temperature above 27°C.

5iE time and floor temp not updating when the 5iE goes into standby mode

1. There are 2 screws to the left and right of the standby button, unscrew and remove the front fascia. Leave for 10-15 seconds and reattach.

If the problem persists press menu, settings, advanced settings and reset.

Air temperature behaving erratically

1. On initial 5iE setup if the incorrect total wattage of the heaters or the wrong system type was selected this issue will occur. To resolve this issue contact Warmup and we will switch you to the correct system type.

5iE can't find my SSID

1. Make sure that your SSID Name has not been hidden. You will have to go into your router settings to check. It is usually a tick box next to the SSID Name.

2. Range could be an issue. Set your smartphone up as a mobile hotspot. If the 5iE detects the phones mobile hotspot and connect to its network then the distance between 5iE and your router could be an issue. A WiFi repeater/ extender may be necessary to boost WiFi signal strength.

MYWARMUP.COM PORTAL TROUBLESHOOTING

My background image won't load on my 5iE screen

1. This is done on the MyWarmup Homepage. Click the cog on the MyWarmup Homepage for settings and scroll to the bottom for Custom Background.

Alternatively background images can be uploaded through the MyHeating app.

Where do I set my traffic alerts

1. Go to the profile page on MyWarmup and click the cog to the right of the location. Scroll down to edit location and click. Scroll down to Traffic Settings and roads can be entered here e.g. M1, A2 etc.

The cost graph on the energy monitoring page is stuck on £0

1. Have you entered your tariff type and cost. Go to the profile page on MyWarmup and click the cog to the right of the location. Scroll down to edit location and click. In the energy monitoring you can enter the tariff type and tariff costs here.

I cannot see my room in the new portal but can see it on the old version of the portal

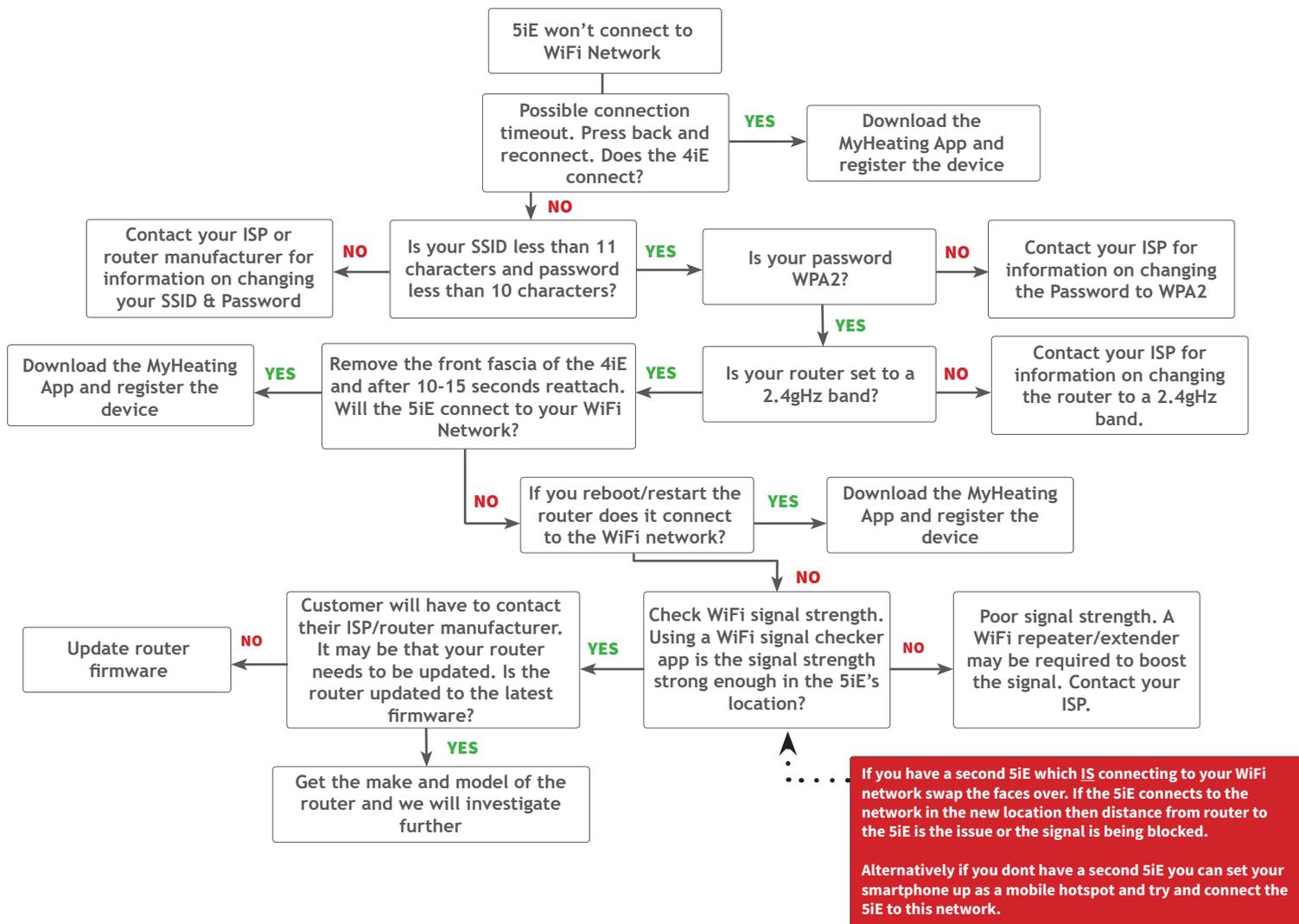
1. It may be that you were not the primary user of this thermostat and someone else registered the thermostat and granted you access to the account.

Whoever registered the device will have to transfer the thermostat to the new portal and grant them access or ask the person who registered the device to delete the room.

How do I switch from schedule mode to fixed temperature mode

1. On the MyWarmup homepage just below location click "Change Temperature", scroll to the bottom of the page and select fixed temperature, which will be defaulted to 21 °C.

WIFI TROUBLESHOOTING



SERVER ISSUE TROUBLESHOOTING

