Coloursense Wi-Fi Thermostat Troubleshooting guide

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1. The heating icon is flashing

This indicates that the floor probe has reached its high temperature limit and has stopped calling for power. If the floor is not hot then this is normally an indication that the floor probe has been placed too close to one of the heating elements and needs to be moved.

If you have checked that the floor probe is not too close to one of the elements and the issue persists then you need to check that there is nothing obstructing the heat from escaping, particularly in the area around the floor probe. Things such as flat bottomed furniture or bean bags etc can cause the heat to get trapped underneath.



2. No display on the screen

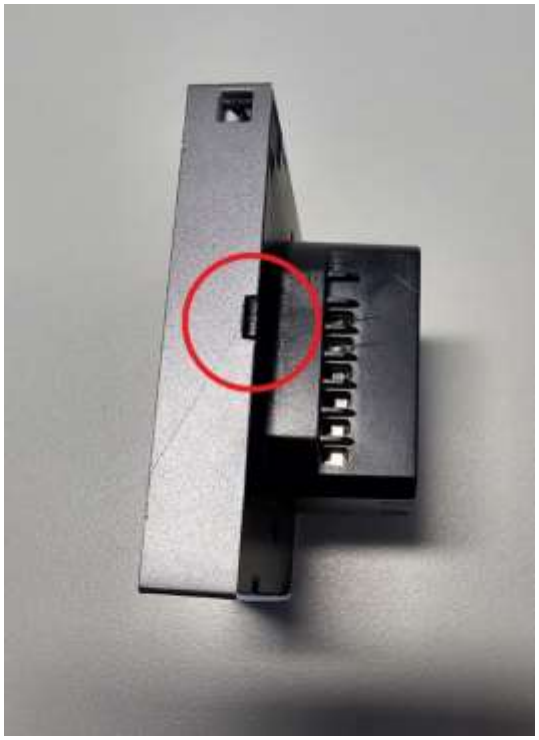
Firstly check that the unit has power to it. If there is power, make sure the wiring is in the unit correctly, the incoming power needs to be in terminals 3 and 4 and the heating mat goes into 5 and 6. If everything is wired in correctly then check that the faceplate is plugged in correctly and has not been damaged. On the faceplate of the unit there is a block where the pins from the backplate need to connect to, ensure this is lined up properly and the faceplate is securely clipped to the backplate.



3. Unable to separate the front from the backplate

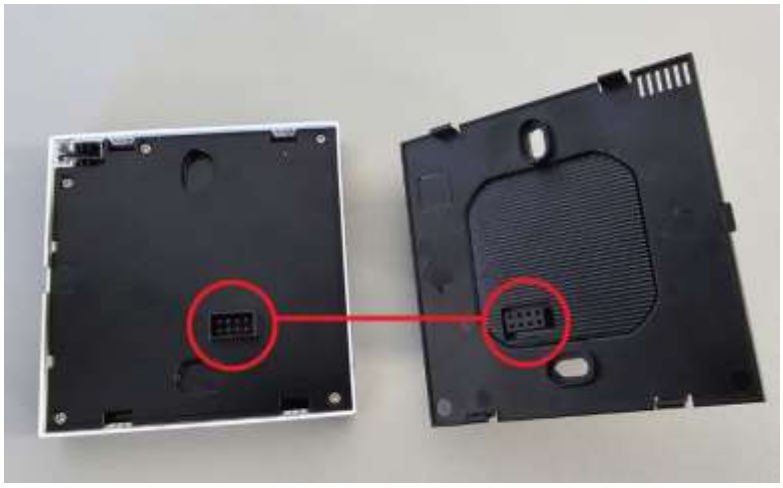
The backplate unclips from the faceplate so it can be disconnected. To do this you need to insert a flathead screwdriver into the slot on the bottom of the unit and apply a little bit of pressure, you will hear a click when the unit has separated.

Ensure that you are careful when putting the screwdriver in as you only need a small amount of pressure to unclip the unit. When you need to reconnect the unit you will need to make sure that the section with the clips lines up with the port on the back otherwise the unit will not clip together.









4. The display looks like it has scratches straight out of the box

If this if the case you will need to check and make sure that you have removed the screen protector. The screen protector comes with a small tab in the corner to help pull it off.



