Freedom 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. Wi-Fi not pairing

There are a few things that can cause this. Things to check are:

2a. Are you using a Wi-Fi extender / signal booster? The thermostats need to pair directly to the router and will not pair through an extender/booster. If you are using a extender/booster then you will need to disable this temporarily to be able to connect to the thermostat, once it is paired you can turn the repeater back on. Mesh networks are fine to use as they operate differently.

2b. Are you using the correct Wi-Fi band? The thermostats will not pair with 5ghz Wi-Fi so you will need to ensure you are using 2.4ghz. If you have a router that can run 5ghz and 2.4ghz you will need to turn of the 5ghz signal. Once the 5ghz is turned off try pairing it again and if it still will not connect then it is possible that the signal is still there in the background and you will need to pair the thermostat using the AP mode instead, follow the manual to do this.

2c. Is there enough signal in the room you are trying to pair the thermostat in? You will need to make sure you have a strong signal, if you are only getting 1 or 2 bars of signal on your mobile then it likely isn't strong enough to pair the thermostat.

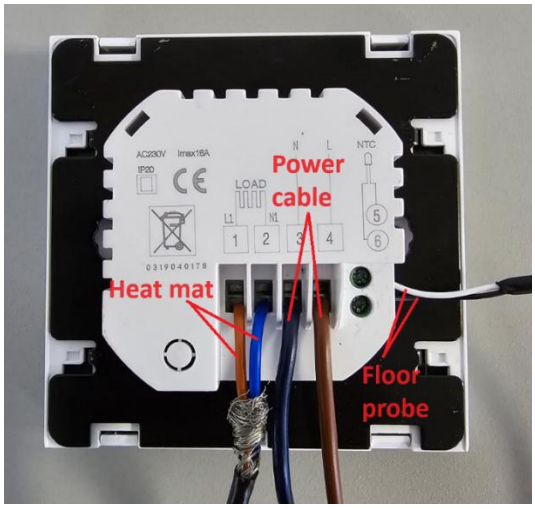
3. Buttons on screen unresponsive

Check that the child lock has not been activated. If it is there will be a lock icon in the bottom right of the screen. Hold the down button for 5-10 seconds to deactivate.



4. 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 1 and 2. If everything is wired in correctly then check that the thin cable that goes from the unit to the faceplate is plugged in correctly and has not been damaged.



5. Unable to separate the front from the backplate

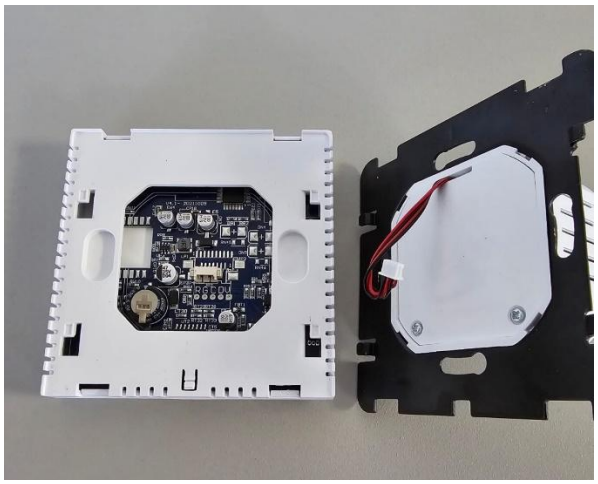
The faceplate slides up from the black metal backplate and wiring terminal so it can be disconnected. To do this hold the top of the wiring terminal on the back with your fingers and apply pressure with your thumbs from the bottom upwards, you will hear a click when the unit has separated. This can be stiff when the unit is new so may need a firmer press if it is the first time.

Ensure that you are careful when separating them to ensure you do not cause any damage to the LCD ribbon cable inside. The LCD ribbon needs to be unclipped from the board before you completely separate the unit.









6. 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 both of the screen protectors. The first protector comes with a small tab in the corner to help pull it off, the 2nd screen protector does not have a tab so it is easy to miss.







7a +7b. Connection lost and wont repair either randomly or after router change.

If your thermostat has lost connection or you have changed the router then it will need to be factory reset and then paired again in AP pairing mode to ensure It reconnects.

To perform a factory reset do the following:

- Make sure the display is blank, if it is on the tap the power button
- Hold SET until A1 appears on the screen
- Tap the SET button to cycle through the menus until you get to AD
- Hold the OK button until all of the icons appear on the screen at once
- Tap the power button to reactive the screen

Once the unit has been factory reset you can then pair again using the AP method.

To pair using AP method do the following:

- Open the SmartLife app
- Click on the + symbol to add new device
- On the left side select “small home appliances”
- Scroll down and then select Thermostat (Wi-fi)
- Put the password for your Wi-Fi in
- On the screen that asks you about resetting the thermostat click “confirm the indicator is blinking”
- On the next page it will ask if it is blinking rapidly or slowly. At this point put the app down and activate the pairing on the thermostat
- To activate pairing on the thermostat hold the SET and OK button until just the cloud icon is flashing, if both icons are flashing then let go of the buttons and hold them both again until just the cloud is flashing
- Now on the app you can click blinking slowly
- It will now ask you to connect to a hotspot – click the one that starts with SmartLife and connect to it. If it says connected without internet this is normal as you are connecting to the thermostat as just a hotspot
- The next screen will go through the pairing process and then when it is done your thermostat will be added and can be renamed.