



# Floor HEAT

## Troubleshooting Guide

### TDS 215

Complaint	Cause(s)	Solution
Floor HEAT Thermostat screen is blank	<ol style="list-style-type: none"> <li>1. Thermostat is not turned on</li> <li>2. Thermostat is not wired per the diagram on the back of the thermostat</li> <li>3. No power to the thermostat</li> </ol>	<ol style="list-style-type: none"> <li>1. Open door on the left side of the thermostat and turn the On/Standby switch to ON</li> <li>2. Call your electrician</li> <li>3. Call your electrician</li> </ol>
The Ground Fault Circuit Interrupter (GFCI) light comes on or appears on the Floor HEAT Thermostat display	<ol style="list-style-type: none"> <li>1. Thermostat needs to be reset</li> <li>2. Floor HEAT has been damaged as determined by ohm reading using an ohm meter</li> </ol>	<ol style="list-style-type: none"> <li>1. Open door on the left side of the thermostat and turn the On/Standby switch to Standby and then back to ON</li> <li>2. Call LATICRETE Technical Service at 1.800.243.4788 x235</li> </ol>
There is an “ER” message on my Floor HEAT Thermostat display	<ol style="list-style-type: none"> <li>1. Temperature probe is improperly wired</li> <li>2. Temperature probe was not installed</li> <li>3. Thermostat is wired improperly</li> </ol>	<ol style="list-style-type: none"> <li>1. Remove faceplate and make sure that probe is wired to terminal 1 and 2 per instructions</li> <li>2. Contact the tile setter to install the probe</li> <li>3. Call your electrician</li> </ol>
There is an “LO” message on my Floor HEAT Thermostat display	<ol style="list-style-type: none"> <li>1. Temperature probe is missing, loose, damaged, or improperly wired</li> </ol>	<ol style="list-style-type: none"> <li>1. Call your electrician for wiring issues or tile setter to install the thermostat probe</li> </ol>
There is an “HI” message on my Floor HEAT Thermostat display	<ol style="list-style-type: none"> <li>1. Temperature probe may be touching the blue heating element</li> <li>2. Temperature probe may have been damaged during installation</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the tile setter and have him reposition the temperature probe</li> <li>2. Confirm with electrician and have the tile setter install a new probe</li> </ol>
The Floor HEAT heats but the GFCI occasionally trips	<ol style="list-style-type: none"> <li>1. Floor HEAT system is not on a dedicated circuit</li> <li>2. Power from main circuit not wired properly</li> <li>3. Floor HEAT system is drawing more amps than circuit can provide</li> </ol>	<ol style="list-style-type: none"> <li>1. Call your electrician</li> <li>2. Call your electrician</li> <li>3. Call your electrician</li> </ol>
Floor HEAT does not heat up	<ol style="list-style-type: none"> <li>1. No voltage to the thermostat</li> <li>2. No voltage out of the thermostat</li> <li>3. Improper electrical connection</li> <li>4. Temperature probe is lying directly on the blue heating element</li> <li>5. Heating element is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Call your electrician</li> <li>2. Call your electrician</li> <li>3. Call your electrician</li> <li>4. Contact the tile setter and have him reposition the temperature probe</li> <li>5. Call your electrician and have that person get an ohm reading and then contact LATICRETE Technical Service at 1.800.243.4788 x235</li> </ol>
LATICRETE Floor HEAT Thermostat shows a low temperature but the floor is warm	<ol style="list-style-type: none"> <li>1. The temperature probe is too far from blue heating element(s)</li> </ol>	<ol style="list-style-type: none"> <li>1. Contact the tile setter and have him reposition the temperature probe</li> </ol>
Floor shows a different temperature than temperature on floor	<ol style="list-style-type: none"> <li>1. The temperature probe is under tile that is exposed to direct sunlight or is near a space heater</li> </ol>	<ol style="list-style-type: none"> <li>1. Restrict sunlight exposure to the area, move the space heater, or contact the tile setter and have him reposition the temperature probe</li> </ol>

Floor HEAT Thermostat does not hold a program	1. Thermostat is not set properly	1. Refer to programming instruction sheet 606.5 or contact LATICRETE Technical Service at 1.800.243.4788 x235
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If none of the above mentioned suggestions help resolve the problems being experienced, please contact LATICRETE Technical Service at 1.800.243.4788 x235 for assistance.

Technical Data Sheets are subject to change without notice. For latest revision, check our website at [www.laticrete.com](http://www.laticrete.com)  
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**LATICRETE INTERNATIONAL, INC.** ▪ 1 LATICRETE Park North ▪ Bethany, CT 06524-3423 USA  
800.243.4788 ▪ [support@laticrete.com](mailto:support@laticrete.com) ▪ [www.laticrete.com](http://www.laticrete.com)

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