Schluter®-DITRA-HEAT-E-WiFi Thermostat - Troubleshooting Guide

External Use and for Inclusion in User Manual and/or Website

General/Operational Troubleshooting Guide

Problem	Possible Cause	Solution/Reason
I have an Error Code: E0 (Thermostat also shuts off heating).	Internal failure	The thermostat is defective and must be replaced. Contact your installer.
I have an Error Code: E1 (Thermostat also shuts off heating).	Internal room temperature sensor defective or short-circuited	The thermostat must be replaced. Contact your installer.
I have an Error Code: E2 (Thermostat also shuts off heating).	Floor temperature sensor disconnected, defective, or short circuited	Reconnect floor sensor, or use installed spare floor sensor, or install new floor sensor.
I have an Error Code: E5 (Thermostat also shuts off heating).	Internal overheating	Contact your installer to have the installation inspected.
Three circles containing dots are shown on the screen and the thermostat cannot be operated.	The thermostat is in "Child Lock" function	To remove this function, draw an "L" on the screen with one finger without lifting it, starting from the dot at the top and finishing at the dot at the lower right hand corner. When done correctly, the home screen will appear.
The screen is blank.	The ON/OFF switch may have been pressed	Press the ON/OFF switch on the bottom right hand side of the thermostat
	No power to unit	Possible power failure, or verify breaker in breaker panel
	Possible defective faceplate	Need a thermostat replacement
The screen display is distorted or not responsive.	Faceplate improperly mounted	Remove faceplate from thermostat, reinstall it by inserting the top portion into the slot first, then pushing the bottom portion into position and tightening the bottom screw.
The RED light is on or blinking on the thermostat.	Ground fault circuit interupter (GFCI) is tripped	Press the standby/reset button at the lower right corner of the thermostat to check whether it is a ground fault or a nuisance tripping. If this causes the red LED to stop flashing and stay off, it was nuisance tripping and the system is operating correctly. If this does not occur, there is a ground fault. The red LED on the right of the thermostat can indicate three different GFCI states: 1. LED flashing slowly (once every two seconds) – TRIGGERED state. Try pressing the “Standby/Reset” button to reset the GFCI. 2. LED flashing quickly (five flashes per second) – ERROR state. Try switching the power off and then back on again. If the thermostat re-enters ERROR state, either the wiring is wrong (a ground-neutral short exists), or the unit is defective and must be replaced. 3. LED lit constantly – Internal microprocessor malfunction or abnormal hardware fault! Try switching the thermostat off and then back on again. If the LED still lights constantly, the GFCI is defective and the thermostat must be replaced. In the case where the problem persists, it is important to have the installation checked by a qualified repair electrician. Note: The LED lights up briefly without flashing during every power-up.

General/Operational Troubleshooting Guide

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I do not get any energy use graphs on the thermostat.	The load has not been set during initial set up and installation of the thermostat	Will need to re-initialize the thermostat by doing a factory reset. In the "Installer settings", select "Factory reset", go through the set up, and when at "Load measurement" select "ON" to activate the automatic power measurement, if you do not have any expansion unit(s)/power module(s) connected to the thermostat. If you have expansion unit(s)/ power module(s) connected to the thermostat, select "OFF", and enter the total amount of kilowatts of all of the heating cables connected to the thermostat and to all expansion unit(s)/power module(s).
	The energy tariff has not been set in the thermostat	In the "User settings", select "Energy tariff" and set the appropriate cost of electricity
My expansion unit/power module connected to my thermostat doesn't switch off when the thermostat does. What do I do?	Faulty thermostat	Replace thermostat
The thermostat is heating outside of the programmed schedule.	"Adaptive function" in "Installer Settings" is ON	Put the "Adaptive function" to OFF if you prefer not to have it
"Floor protection" and "Floor sensor calibration" are shaded out and not selectable.	Thermostat is set to "Room" in the "Sensor application" choices in the "Installer settings" menu	When the sensor application is set to "Room", "Floor protection", "Floor sensor calibration", and "Sensor type" are disabled. Schluter recommends setting the "Sensor application" to "Floor" for floor warming.
The thermostat is under/overshooting the target floor temperature.	Thermostat has been recently installed and functioning	It will take 3-5 days of uninterrupted heating/cooling for the thermostat to learn the floor's heating/cooling characteristics.
	In the cases of undershooting, Ditra-Heat may be installed on a concrete sub-floor on grade without insulation and the outdoor weather is cold.	Schluter recommends insulating the sub-floor, or installing a wood sub-floor on top of the concrete sub-floor prior to installing Ditra-Heat. No short fix solution.
The temperature in the display does not match the temperature of the floor or of the room.	The instrument used to make the measurement may not be accurate. Non-contact infrared temperature measuring instrument are generally not accurate for this type of measurement, as they require special adjustments to make them accurate. Small contact sensors taped to the floor are generally more accurate.	For floor: Either use a non-contact infrared instrument which has been adjusted and calibrated for the application, or use a calibrated instrument which uses a small contact sensor and which will be taped to the floor. For ambient air: Use a calibrated instrument with a wired sensor.
	Floor or room sensor needs to be calibrated.	Make the measurement using a calibrated and adequate measuring instrument and adjust the temperature of the appropriate sensor by selecting "Floor sensor calibration" or "Room sensor calibration" in the "Installer settings" menu.

Wi-Fi/Weather/Time/Connectivity Troubleshooting Guide

Problem	Possible Cause	Solution/Reason
I can’t connect to my Wi-Fi network or the thermostat cannot find my network.	Too many networks appearing in the list while setting it up, or your router has been set to hide your network	Select "Other", and enter name manually
	Router does not support the required Wi-Fi specification	The thermostat uses the 2.4 GHz Wi-Fi frequency (Standard IEEE 802.11 b/g/n). Ensure your router supports it.
	Wrong password	Re-enter password again. Be carefull about capital letters. The lower left hand soft key brings numbers, symbols, punctuations, and back to letters.
	Thermostat is too far from router and the Wi-Fi signals are too weak	Confirm by trying to connect to Wi-Fi with your smart phone at the thermostat's location. If the signals are too weak, change the location of your Wi-Fi router, or install a Wi-Fi repeater at a location between the router and the thermostat, or it may be that the router has a problem.
	Your Wi-Fi router has insufficient security	Wi-Fi routers utilize two main types of protective encryption: WEP and WPA. WEP is the original form of encryption and it offers very little security. Hackers can very easily break into your wireless network if your router is set up for WEP encryption. WEP encryption was replaced with WPA encryption in 1999 and WPA2 in 2006. WPA is a security protocol that makes it much more difficult to break into networks. For optimum security and for protecting your network, your Ditra-Heat-E-WiFi thermostat currently supports WPA and WPA2 encryption only. If your router was manufactured after 2003, you should be able to change the setting from WEP to WPA by following the guide in the link: (http://www.tech-faq.com/how-to-change-wep-to-wpa.html). Your Ditra-Heat-E-WiFi thermostat can still control your floor heating system without wireless network connection. As the best course of action, it is recommended that you upgrade your security settings to properly protect your network from hackers.
	Good signal, but can't connect due to too many devices connected to the Internet by the router	Some Wi-Fi routers limit the number of wireless devices that can connect to the Internet. To test whether this is the problem, shut down one of the other Wi-Fi-enabled devices in your home. Once that device is completely shut down, try once again to connect your Ditra-Heat-E-WiFi thermostat to the network. If the thermostat connects successfully, consult the documentation for your access point or contact your Internet Service Provider (ISP) to find out if you can increase the number of simultaneous connections to your Wi-Fi network.
	Wi-Fi router requires a restart or reboot	The problem might be with your router (even if your other wireless devices are still connected). A simple restart of the router will usually resolve such problems. While most routers simply have to be unplugged and then plugged back into their power source to restart them, you should refer to your router’s documentation for specific instructions.
	Wi-Fi router firmware needs to be updated	Contact your ISP or the router manufacturer website for downloads and for instructions on how to update the firmware.
	Other devices are interfering with the wireless signal	Try turning off other wireless devices (Bluetooth, Wi-Fi, wireless phones/cameras) that may cause interference, then test the Ditra-Heat-E-WiFi thermostat’s network connection.
	Your Ditra-Heat-E-WiFi thermostat needs a user reset	Reset your Ditra-Heat-E-WiFi thermostat by selecting "User Settings" from the menu, then "User Reset" and select “Reset User Settings”. Once the thermostat has restarted, select "Wi-Fi/Weather" from the menu and try connecting your thermostat to the Wi-Fi router again.
	The thermostat is 'Offline'	The Ditra-Heat-E-WiFi server may be offline for service, or there may be a poor internet connection. Re-try registering the thermostat at a later time.

Wi-Fi/Weather/Time/Connectivity Troubleshooting Guide

Problem	Possible Cause	Solution/Reason
There is a blank line in the list of network SSID's on the thermostat screen.	SSID's may consist of a number of spaces, shown as a blank line	Do not consider them.
I have not received an activation email after setting up successfully my Ditra-Heat-E-WiFi thermostat for Wi-Fi and weather communication.	The email may be in your spam folder	Verify your spam folder.
	An incorrect email address may have been registered	Verify the email address given on the thermostat on the last page of the "Information" selection under "User Settings". If the email address is possibly wrong, a new activation email needs to be sent by doing the following: a) Go to www.ditra-heat-e-wifi.schluter.com on your computer, b) Login using the wrong email used and click on "Forgot password", c) Enter the correct email address, d) You will receive a new password from which you can log into your account and set up your profile as needed.
	The Ditra-Heat-E-WiFi server may be busy, offline for service, or there may be a poor internet connection.	Wait for a bit more time.
	The clock may be incorrectly set by more than +/- 5 hours within the thermostat. This is the maximum time difference required for the server to accept the security certificate.	Verify that the zip/postal code under “WiFi/Weather”, and date and time under “User Settings” are accurately set within the thermostat. At best, the time can be set automatically by choosing "Synchronize with server".
My Ditra-Heat-E-WiFi thermostat is connected to my Wi-Fi network, but when attempting to open up the Ditra-Heat-E-WiFi web page or smart phone app, I get an error message on the first page of the screen, or nothing comes up.	The Ditra-Heat-E-WiFi server may be offline for service, or there may be a poor internet connection.	Re-try at a later time.
	The clock may be incorrectly set by more than +/- 5 hours within the thermostat. This is the maximum time difference required for the server to accept the security certificate.	Verify that the zip/postal code under “WiFi/Weather”, and date and time under “User Settings” are accurately set within the thermostat. At best, the time can be set automatically by choosing "Synchronize with server".
	Your smart phone or computer may not be connected to the local Wi-Fi network or on the Internet wireless network from the mobile phone company.	Connect your smart phone or computer to the local Wi-Fi network, or on the Internet wireless network of the mobile phone company.
I can connect to the local Wi-Fi network or the Internet wireless network from the mobile phone company , but when attempting to open up the Ditra-Heat-E-WiFi web page or smart phone app, I get an error message on the screen or nothing comes up.	The Ditra-Heat-E-WiFi server may be offline for service, or there may be a poor internet connection.	Re-try at a later time.
	The clock may be incorrectly set by more than +/- 5 hours within the thermostat. This is the maximum time difference required for the server to accept the security certificate.	Verify that the zip/postal code under “WiFi/Weather”, and date and time under “User Settings” are accurately set within the thermostat. At best, the time can be set automatically by choosing "Synchronize with server".
The weather information is not working.	The Canadian postal code needs to be entered without the space in the middle.	Press “WiFi/Weather” from the menu, follow the sequence and enter the postal code without any space in the middle.
	Or you live in a newly built neighorhood.	Do as above, and temporarily, use a zip/ postal code from an older area near your neighborhood.
	Or the Schluter server may be down.	Wait for a few minutes and try again.
I get the message “Weather service is not available”, but I am connected to the Wi-Fi.	Incomplete setup and/or initial delay	Complete the weather setup by entering your zip/postal code, and/or it takes approximately half a minute delay initially to obtain weather data.

Wi-Fi/Weather/Time/Connectivity Troubleshooting Guide

Problem	Possible Cause	Solution/Reason
I do not have access to my Ditra-Heat-E-WiFi thermostat via my Schluter app.	Thermostat is disconnected from the Internet	Verify your Wi-Fi router to make sure it is functioning properly.
	Not connected to the local Wi-Fi network, or to the Internet wireless network from mobile phone company	Connect yourself to local Wi-Fi network or to Internet wireless network from mobile phone company, or move to a different location to obtain a better signal.
	Wrong app was installed	Make sure you have downloaded the appropriate Schluter app.
I have trouble downloading the Schluter app on my iPad.	The Schluter app on App Store is for iPhones	The app will function on a iPad, but the view could be limited to an iPhone screen size .
The weather forecast information is incorrect .	Update period, or rapid weather change	The weather information is updated every 3 hours.
	Wrong zip/postal code	Verify the proper zip/postal code has been entered in the "Wi-Fi / Weather" section of the thermostat settings.
The time shown on my Ditra-Heat-E-WiFi thermostat is incorrect.	Wrong zip/postal code	The system uses the zip/postal code to set correct time when it is set to "Sychronize with server".
The floor or room temperature information on the smart phone app or the website is different than the one on the thermostat.	System delay	Any change done goes through the Schluter server, which then communicates the new data to the other devices. These events may take different time delays depending on all the Internet systems and devices within the chain.
I do not get any energy use graphs on the web page or the phone app.	The load has not been set during initial set up and installation of the thermostat	Will need to re-initialize the thermostat by doing a factory reset. In the "Installer settings", select "Factory reset", go through the set up, and when at "Load measurement" select "ON" to activate the automatic power measurement, if you do not have any expansion unit(s)/power module(s) connected to the thermostat. If you have expansion unit(s)/ power module(s) connected to the thermostat, select "OFF", and enter the total amount of kilowatts of all of the heating cables connected to the thermostat and to all expansion unit(s)/power module(s).
	The energy tariff has not been set in the thermostat	In the "User settings", select "Energy tariff" and set the appropriate cost of electricity.

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