

3iE 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 4iE, press menu, settings, display/audio settings & standby brightness.
2. **(Electrician Required)** An electrician will be needed to verify that power is going to the 4iE and that it is correctly wired.

3iE 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 3iE is in the room to be heated then it can be set into "Air Mode". To set into "Air Mode" press menu, settings, set heating target and target air temperature.

Another option is to set it into regulator mode where the 3iE 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 3iE thermostat has an adaptive function where it will switch your heating on early to achieve your set temperature at the set time. For example if period 1 is set for 23°C at 7am, the thermostat will come on early to achieve 23°C at 7am, not start heating at 7am.

The adaptive function has to be learnt by the thermostat. This will take approximately a week of use for the 3iE to regulate and learn the specifics of the installation.

The adaptive function cannot be switched off.

3iE 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.

3iE will not come out of standby mode

1. The child lock function may be active. When the child lock is on you cannot just press and release the wake button to take the thermostat out of 'standby' mode. The wake button must be pressed and held for approximately 10 seconds to come out of standby mode when the child lock is on.

The child lock can be switched on and off in the Display / Audio section of the settings on the 3iE.