

How to troubleshoot?

QuickHeat controller kit – wifi connection problems

Check list

- A. Controller is in AP mode (access point)
- B. Mobile data is off
- C. Location is allowed (app permissions)
- D. 2G Hz (home wifi network), don't choose 5G
- E. Configuration
 - a. Input name of home wifi network (not SSID of the controller)
 - b. Password: only English letters or numbers, no special symbols or alphabets from other languages
- F. Use the DIRECT function in the app to check if the wifi function works with the controller
- G. Check with your network provider to see if there is any setting that needs to be adjusted for your router

General problems

1. The QuickHeat system doesn't get warm
 - a. Check if the heating symbol is on (three heating wires are shown in the display when it is in heating mode).
 - b. Ask the customer what the temperature is that is showed on the display. (Knowing the temperature will better help to make the judgement whether the system fails or whether the room is too cold. F.ex. if the customer says that the temperature showed on the display is 15 celsius degrees, then most likely the room is too cold to feel the heat from the heating foils. Specific tests can be carried out then.)
 - c. Ask the set temperature. (This helps us to know if the system is turned on as it should be. For example, if the set temperature is 20 celsius degrees while the actual temperature showed on the display is 15 celsius degrees, and the heating symbol is on, then we can say that the system works properly.)

Solution:

- Ask the customer to set the controller in Comfort mode, make sure the heating symbol is on.
 - Put something thick like a cushion or carpet on top of an area where you've placed the heating films and leave it there for 15-30min. Then check if this area is warmer than other places. If this is the case, we can say that the system works but the room temperature may be too low. Therefore the system is not able to heat up the room so that the user can feel the warmth.
2. The system doesn't work
 - Repeat the process stated in 1.
 - When you can't feel the warmth under the covering, ask the customer to press the TEST button while the heating symbol is on. If nothing happens, there should be something wrong then with the controller. The controller needs to be replaced.

3. Fuse is gone

When the fuse is gone, it can be either something wrong with the controller/thermostat, it can be a fault in the heating foils (very rare) or it's simply a fault with the socket. Follow the below instructions in order to find out.

- Connect other electrical appliance to the socket where the controller is connected to. If there is still no power, then most likely it's a problem with the socket. More investigation is needed by a professional electrician.
- Connect the controller power plug to another socket. If the controller works, it can be a heating film problem then. Please contact your dealer to help you further.

4. The temperature setting doesn't work as it should be

- Check the time & day settings in the controller.
- Or reset the controller to factory settings by pressing OK & P at the same time for 5 seconds.