



## TROUBLESHOOTING GUIDE

DO YOU HAVE A PROBLEM WITH YOUR GROZONE CONTROLLER ?

DO YOU NEED ANY TECHNICAL SUPPORT ?

ARE YOU AWARE OF THE WARRANTY COVERAGE ?

**PLEASE READ THESE INSTRUCTIONS CAREFULLY AND SAVE THEM FOR FUTURE REFERENCE**



**QUESTION #1: I think my controller is damaged, or it simply does not work as indicated in the user guide, what should I do ?**

Please refer to the troubleshooting steps. Follow these instructions carefully, step by step. The Controller should work as described in the “Expected Result” section.

Do you need assistance in executing the Troubleshooting steps ?

1. **Please contact your RETAILER or**
2. **Send us an EMAIL at [support@grozonecontrol.com](mailto:support@grozonecontrol.com) or**
3. **VISIT our Technical Support Center at [www.grozonecontrol.com/techsupport.html](http://www.grozonecontrol.com/techsupport.html) or place your Smartphone to capture the QR Code shown here.**  
(QR-code Reader application required).



CAPTURE THIS QR CODE WITH YOUR SMARTPHONE !

Technical Support is available Monday through Friday, from 8:00 AM to 5:00 PM, Eastern Time. **You want us to contact you ?** Do not hesitate to leave your phone number, we should be able to call you back within minutes during business hours.



**QUESTION #2: I've been through the troubleshooting steps, what do I do if I meet a problem at any of these steps ? Is my product covered by the WARRANTY ?**

Grozone controllers are covered by a 3-year warranty. We will replace any DAMAGED PRODUCT WITH A BRAND NEW PRODUCT.

Covered or not covered ? We do not authorize the replacement of fully working products nor altered (tampered) products. The Troubleshooting steps on reverse will help you identify a damaged product. Do not hesitate to contact us or contact your retailer to make sure the controller is not fully working or damaged before returning it to the store.

My product is not fully working or damaged, I want a replacement unit: in order to get a replacement product, **you MUST return all modules and applicable accessories to the retailer** – controller, output boxes, remote sensors, cables, power cord or power supply. We've observed that many problems often originate from seemingly insignificant components the user forgets to return, so we are unable to identify the problem and thus authorize the return under warranty. To avoid being charged for the accessories, be sure to include all pieces. Thanks for your cooperation.

PRODUCT \_\_\_\_\_ DATE OF PURCHASE \_\_\_\_\_ SERIAL NUMBER \_\_\_\_\_

# TROUBLESHOOTING THE TP2 GROZONE – ADJUSTABLE TEMPERATURE THERMOSTAT

## Procedure name : TP2-V1

### 1 – BEFORE YOU START

**\*\*\*\*\* CAUTION : MAKE SURE TO READ AND FOLLOW THESE INSTRUCTIONS BEFORE STARTING THE TEST.**

- 🔴 DO NOT CONNECT UNIT BEFORE STEP 1 OF THE TEST.
- 🔴 DO NOT CONNECT A LOAD INTO THE UNIT BEFORE STEP 8 OF THE TEST.
- 🔴 LIGHTNING CONDITION : Make sure to perform this test in a room with enough light for the controller to detect a DAY condition. A dark location should be avoided.
- 🔴 TEMPERATURE : Make sure to perform this test in a room where ambient temperature is between 65F and 85F (18C and 30C). Rooms that are too cold or too warm are not appropriate locations to perform this test.
- 🔴 Definitions : CW : Clockwise  
CCW : Counterclockwise
- 🔴 **TURN BOTH KNOBS FULLY CW BEFORE GOING TO STEP 1.**

### 2 – TEST

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
1	<p><b>AS SOON AS THE UNIT IS PLUGGED INTO THE POWER OUTLET, YOU HAVE 5 SECONDS TO PERFORM THIS FIRST STEP :</b></p> <ul style="list-style-type: none"> <li>🔴 Plug the unit into the power outlet.</li> <li>🔴 FIRST turn LOWER knob fully CCW.</li> <li>🔴 THEN turn UPPER knob fully CCW.</li> </ul>	<b>Output on</b> indicator will turn ON (lit).
2	<ul style="list-style-type: none"> <li>🔴 Turn UPPER knob fully CW.</li> </ul>	<b>Output on</b> indicator will turn OFF.
3	<ul style="list-style-type: none"> <li>🔴 Turn UPPER knob fully CCW.</li> </ul>	<b>Output on</b> indicator will turn ON (lit).
4	<ul style="list-style-type: none"> <li>🔴 Cover the light sensor completely with the palm of your hand (a single finger will NOT hide the sensor enough, use the palm of your hand instead).</li> </ul>	<b>Output on</b> indicator will turn OFF after 6-8 seconds.
5	<ul style="list-style-type: none"> <li>🔴 Uncover the light sensor and wait for 6-8 seconds.</li> </ul>	<b>Output on</b> indicator will turn ON after 6-8 seconds.
6	<ul style="list-style-type: none"> <li>🔴 Rotate the UPPER knob very slowly CW until the Output on indicator turns OFF : leave the knob in this position.</li> </ul>	<b>Output On</b> indicator will turn OFF when the knob pointer (line) indicates a temperature close to the ambient room temperature. (eg. if the knob line indicates 75°F when the indicator turns OFF, the ambient temperature should be around 73°F). Make sure this temperature indication makes sense.
7	<ul style="list-style-type: none"> <li>🔴 Turn UPPER knob fully CCW.</li> </ul>	<b>Output On</b> indicator will turn ON
8	<ul style="list-style-type: none"> <li>🔴 Plug a load (lamp, pump..) into the TP2 front outlet.</li> </ul>	The load must be energized (working): make sure the load ON/OFF switch (if any) is in the ON position.
9	<ul style="list-style-type: none"> <li>🔴 Turn UPPER knob fully CW.</li> </ul>	<b>Output on</b> indicator and the load will turn OFF. (load switch still to ON position, if any).