

Troubleshooting Guide

1. Check the surface temperature of all heaters

Type of Infrared Heater	Surface Temperature
1,500 Watt Cove Heater	Wall Mounted : - 300° F - 350° F Ceiling Mounted: - 350°F - 400°F
1,250 Watt In-Ceiling Heater	Measures: - 400°F - 425°F
SolaRay Heater	Measures: - 200°F - 250° F
Versa & ILO Heaters	Measures: - 200°F - 250 ° F

Using an Infrared thermometer, measure the surface temperature of all heaters

Please note: Due to fluctuating voltage, temperatures will vary. Room temperature, or significantly lower temperature readings should follow steps below

2. Multiple heaters reading room temperature?



Check each relay connected to your infrared system! If the red light is illuminated on your relay(s) when heating, then they are functioning properly!

3. Only one heater reading room temperature? All relays functioning?



Test the continuity of each heater by following HG's steps for taking an Ohm test for a warranty replacement

4. Heaters still not working?

Have your electrician confirm:

- The transformer is working! The transformer should be outputting 24 volts and powers all relays and the thermostat.
- Connections are secure between power and heaters in the junction box.
- Voltage service in studio matches the voltage of the heaters (usually 208, 240, or 277)



5. All my panels are working but not reaching my desired temperature!

Please review the environmental aspects of your space! Environmental factors often contribute to heat loss despite sufficient heat output.

- Insulation
- Square footage of your space
- Aesthetics or Unique Features (concrete floors, windows, mirrors, high ceilings, etc.)
- Target Temperatures & Warm-up times

