

Residential Troubleshooting

Heater connected directly to thermostat (line voltage)

Follow these instructions if there is an issue with a heater that is directly connected with a programmable or manual thermostat to determine which product is experiencing the issues:

1. Is the thermostat turning on?

- a. [Mysa thermostat](#), [Mysa LITE](#), Honeywell/Aube [programmable](#) or Honeywell/Aube [manual](#)
- b. If there is no power to the thermostat only the day/time will show due to the batteries. If power goes out, the thermostat will need to be re-programmed.
- c. If the thermostat is not on, check to see if there is power to the thermostat. If there is power and still no function with the thermostat, contact the manufacturer if the product is still covered under warranty for a replacement.
 - i. If the thermostat is no longer under warranty a replacement will need to be purchased.
 - ii. If you have a Mysa thermostat, contact [Mysa Support](#) for immediate assistance
 - iii. If you have a Honeywell/Aube thermostat, contact [Honeywell/Aube Support](#) for immediate assistance

2. If the thermostat is powered, is the heater turning when calling for heat or programmed? Turn up your thermostat 5° above room temperature

- a. After 5 minutes of your heater operating, use an [infrared thermometer](#) to see if the cove is in the correct range of operating temperature.
 - i. [SolaRay](#): 175-250°
 - ii. Wall [Cove](#): 275-350°
 - iii. Ceiling [Cove](#): 350-400°
- b. If the heater is working sometimes or erratically, the programming may be an issue with the thermostat.
 - i. If you have a Mysa thermostat, contact [Mysa Support](#) for immediate assistance
 - ii. If you have a Honeywell/Aube thermostat, contact [Honeywell/Aube Support](#) for immediate assistance

3. If the thermostat is functioning but the heater is not responding at all, then the owner will need to take an Ohm test to confirm.

- a. If your heater is reading room temperature, have your electrician follow these steps for an [Ohm test](#), and submit the form for a warranty replacement if the results are OL
 - i. Read through the Manufacturer's warranty on our [Support Hub](#) because the process does vary.



4. **If there was a sparking event and the heater stopped working:**
- a. Either the spark happened within the junction box or in the heater itself
 - b. The heater should be removed from power and an Ohm test should be taken to determine if the element will be replaced under warranty (OL).
 - c. Read through each Manufacturer's warranty on our [Support Hub](#) because the process does vary.

