



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 ?



CAPTURE THIS QR CODE WITH YOUR SMARTPHONE !

- 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 or**
 3. **VISIT our Technical Support Center at www.grozonecontrol.com/techsupport.html or place your Smartphone to capture the QR Code shown here. (QR-code Reader application required).**

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 TP3 GROZONE – HIGH TEMPERATURE SHUT-OFF THERMOSTAT

Procedure name : TP3-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 3 OF THE TEST.
- TEMPERATURE : You have to perform this test with the sensor held in the palm of your hand to simulate a temperature between 30°C and 40°C (86°F and 104°F).
- Definitions : CW : Clockwise
CCW : Counterclockwise

2 – TEST

STEP	HANDLING AND DESCRIPTION	EXPECTED RESULTS
1	<p>AS SOON AS THE UNIT IS PLUGGED INTO THE POWER OUTLET, YOU HAVE 5 SECONDS TO PERFORM THIS FIRST STEP :</p> <ul style="list-style-type: none"> ● Plug the unit into the power outlet while maintaining the temperature sensor in your hand. ● Turn UPPER knob fully CW (High Temp at 120°F). ● Turn LOWER knob fully CCW (Delay at 0 min.). 	Output On indicator turns ON.
2	<ul style="list-style-type: none"> ● Turn UPPER knob fully CCW. 	Output On indicator turns OFF.
3	<p>AT THIS STEP, WITHDRAW THE SENSOR FROM YOUR HAND :</p> <ul style="list-style-type: none"> ● Set the LOWER knob one half line over 0 (Delay at 1 min.) ● Turn LOWER knob fully CW. ● Plug a load (lamp, pump..) into the TP3 front outlet. ● WAIT approximately 1 minute. 	Output On indicator and the load turn OFF instantly and they will turn back ON after ONE MINUTE. Make sure that the load ON/OFF switch (if any) is ON.