



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 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).



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 TV2 GROZONE – MULTIMODE FAN SPEED CONTROLLER

Procedure Name: TV2-V1

1 – BEFORE YOU START

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

- DO NOT CONNECT THE UNIT BEFORE STEP 1 OF THE TEST.
- CONNECT A LOAD (15-60 watts light bulb or night light) IN THE FRONT UNIT OUTPUT.
- 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 80F (18C and 28C). Rooms that are too cold or too warm are not appropriate locations to perform this test.

NOTE: if the room temperature is above 80°F, you must fill a glass of cold tap water in preparation for step 6.

- Definitions : CW : Clockwise
CCW : Counterclockwise

2 – TEST

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
1	<ul style="list-style-type: none"> ● Plug the unit in the power outlet ● Turn UPPER knob fully CCW (55°F). ● Turn LOWER knob fully CW. 	Light bulb or night light will light ON at <u>100% INTENSITY.</u>
2	<ul style="list-style-type: none"> ● Turn UPPER knob fully CW (Set Idle). 	Light bulb or night lamp will drop at 60% INTENSITY (dimmer effect).
3	<ul style="list-style-type: none"> ● Turn LOWER knob fully CCW. 	Light bulb or night light will drop as low as 25% INTENSITY (larger dimmer effect).
4	<ul style="list-style-type: none"> ● Turn LOWER knob fully CW. ● Turn UPPER knob slightly CCW to set the knob line between 90°F and 95°F. 	Light bulb or night light will return to 60% INTENSITY (dimmer effect).
5	<ul style="list-style-type: none"> ● 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). 	Light bulb or night light will turn OFF after 6-8 seconds, the test is then complete. <u>IF the light bulb or night light DOES NOT turn OFF, go to STEP 6.</u>
6	<ul style="list-style-type: none"> ● While maintaining the light sensor HIDDEN, put the temperature sensor in a glass of cold tap water. 	Light bulb or night lamp will turn OFF after 6-8 seconds, the test is then complete.