



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 SCO2 « *The Simple One* »

GROZONE CO₂ CONTROLLER












Procedure Name : SCO2-V1

1 – BEFORE YOU START



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

-  CONNECT A LOAD INTO THE OUTPUT ON THE LEFT SIDE OF THE MODULE (lamp or fan)
-  LIGHTING 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.

2 – TEST

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
1	<ul style="list-style-type: none">  Plug the module power cord into any 120V outlet or power bar. 	The screen shows a 30-second countdown after a short introduction displaying the name of the product and the revision number. Wait until the countdown ends.
2	<ul style="list-style-type: none">  After a few seconds, the module will indicate the CO₂ level in your room 	A « normal » value should stand between 400 and 1000 ppm. It might be higher if your room is not ventilated enough or many people are present or you are blowing directly toward the module. CALIBRATION will be checked at step 10.
3	<ul style="list-style-type: none">  Click knob once.  Turn knob both ways, and set value to 4500 ppm. 	The CO₂ High (ppm) indicator lights up to indicate the value on screen is the CO ₂ high setpoint (the default value is 1500 ppm). The value on screen goes up or down according to the knob rotation direction. To complete this step, set the value to 4500 ppm, getting ready for step 5.
4	<ul style="list-style-type: none">  Click knob twice 	The CO₂ Low (ppm) indicator and Set-up & Cal will light up in this order. Make sure to stop when Set-up & Cal lights up.
5	<ul style="list-style-type: none">  Turn knob in both directions to change the value on screen between F13 and F14 repeatedly. 	The Output ON indicator will turn off when F14 is set, and will turn back on when F13 is set. <u>The LAMP (or LOAD) and Output ON indicator always turn ON and OFF at the same time.</u> This step works only if the CO₂ High (ppm) has been set to 4500 ppm at step 3.
6	<ul style="list-style-type: none">  Turn the knob to set value to F11  Click knob one last time 	The first 3 light indicators must be off to view the CO ₂ level in the room. F11 stands for « CO ₂ enrichment – day only ». The Output ON indicator must be ON.
7	<ul style="list-style-type: none">  COVER the day-night detector (Light Sensor) with the palm of your hand. DO NOT use one finger only. <u>The covered surface is not large enough and daylight will still be detected.</u> 	The Output ON indicator must be ON before you hide the sensor, but will turn off after 6 to 8 seconds when the night condition is detected.
8	<ul style="list-style-type: none">  Withdraw the palm of your hand (uncover detector) and wait for 6 to 8 seconds. 	The Output ON indicator will turn ON when day condition is detected.
9	<ul style="list-style-type: none">  Blow softly into the air intake (lower right corner of the module) through the air filter. 	You will see the CO ₂ ppm level on screen going up to a value up to 5000 ppm and above. If needed, blow closer to the module or stronger : your breath contains a lot of CO ₂ . The Output ON indicator will turn off and the screen will show « OVER » and « 5000 » alternately.

The basic test is now complete. The CO₂ SENSOR (SNIFFER) CALIBRATION instructions follow on page 2.

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
10	<ul style="list-style-type: none">  Check the CO2 Controller calibration to confirm whether calibration is required or not.  IF REQUIRED, you will find the calibration procedure below. 	<p>You must bring the module close to an open door or window or simply outside. Wait 1-2 minutes to get a stable value and AVOID breathing near the module. The CO2 ppm value on screen should be between 350 and 450 ppm, sometimes up to 500 in urban surroundings. In this case, your module DOES NOT NEED calibration.</p> <p>Note : The built-in CO2 sensor (<i>sniffer</i>) is precise at +/- 75 ppm (industry standard) meaning that two or more modules in the same room are likely to indicate different ppm values, showing variation between them of up to 150 ppm. THIS IS NORMAL and no action is required. If the variation between readings is beyond 150-200 ppm, one of them is likely to require a calibration. Be aware that a difference of 100 ppm has insignificant effect on plants.</p>

Step	<p style="text-align: center;"><u>CO2 SENSOR CALIBRATION</u> (for SCO2 and CO2R)</p> <p>>>>>> IMPORTANT <<<<<< Expose your Controller to outdoor air for a minimum of 1-2 minutes, fresh air being used as a reference. If the value on screen is around 350 to 450 ppm, YOU DO NOT NEED TO RECALIBRATE YOUR UNIT.</p>
1	Click knob repeatedly until “Set-Up & Cal” indicator turns ON.
2	Press knob and keep it pressed for about 5 seconds, until “Set-Up & Cal” indicator begins to flash and “CAL” appears on screen.
3	Let button go, “CO2” and “CAL” appears on screen alternately (blinking).
4	Click knob again, then “CAL” and “400” appears on screen alternately (blinking). >>> IMPORTANT : if the value shown IS NOT 400, turn the knob to set value to 400.
5	TO CALIBRATE : press knob and keep it pressed for at least 5 seconds, until “CAL” shows up on screen (not blinking), then let button go. >>> IMPORTANT : if you “click” the knob instead of “pressing and maintaining the knob pressed”, you will exit WITHOUT calibrating.
6	The automatic calibration takes just seconds. When completed, « CAL » and « GOOD » appear on screen alternately (blinking) for 5 seconds, then the controller returns to normal operation. >>> IMPORTANT : You MUST see « GOOD » on screen at the end of the calibration process. If not, the calibration has FAILED. Then go back to step 1.