

## SIGNATURE – THE SCREEN IS BLANK - TROUBLESHOOTING STEPS

Please try the following solutions for the listed causes.

<i>Cause</i>	<i>Solution</i>
The unit is turned off.	Turn the unit on by pressing the on/off button on the right side of the thermostat. Wait several seconds for the screen to turn on.
There is no power going to thermostat.	Press the GFCI test button at the top of the thermostat. If the red light at the top of the thermostat (or on the right side depending on the thermostat model) turns on, this indicates that there is power to the thermostat. If not, confirm that the circuit breaker on the electrical panel is ON and/or contact your electrician to confirm/check the wiring.
It is a defective faceplate.	If there is power to the unit and attempts to turn the unit on has been unsuccessful, please contact Nuheat Customer Care at 1-800-778-WARM (9276). After verification, a replacement faceplate can be sent out with instructions on how to replace the faceplate. An electrician is NOT required to install the new faceplate when received.

If the causes above do not solve the issue, please follow the instructions below.

### Steps for Homeowner:

1. At the breaker panel, confirm the circuit breaker controlling the floor heating circuit is **ON**.
  1. Cycle the breaker **OFF**. Hold the breaker **OFF** for 10 Seconds and then turn the breaker back **ON**.
2. At the thermostat, press & hold the **ON/OFF** button (located on the bottom right side of the thermostat faceplate) for 4 seconds, then release and wait 4 seconds to see if the screen display turns on.
3. If the screen does not turn on, press the **GFCI Test Button** (located on the top of the thermostat) and check for a flashing **RED** light (located either on the top or right side of the thermostat).
  1. If the thermostat screen remains blank and the **RED** light activated when the **Test Button** was pressed, [click here to complete the Thermostat Faceplate Replacement Form](#).
  2. If the **RED** light does not appear, contact an electrician and have them come to the site to perform steps 4 to 6 using a digital multimeter.

### Steps for Electrician:

1. At the thermostat junction box location, confirm there is power (120 V / 208 V / 240 V) at the line side of the thermostat (terminals 2 & 3 on the thermostat back plate).

2. Confirm the wiring is correct ([click here for the quick start wiring guide](#))...
  1. Incoming power to terminals 2 & 3
  2. Load wires connected to terminals 1 & 4
  3. Braided ground shield tied to the house ground
  
3. If the voltage and wiring are correct and the screen is still blank, [click here to complete the Thermostat Backplate Replacement Form](#).