

# Warmup

The world's **best-selling** floor heating brand™

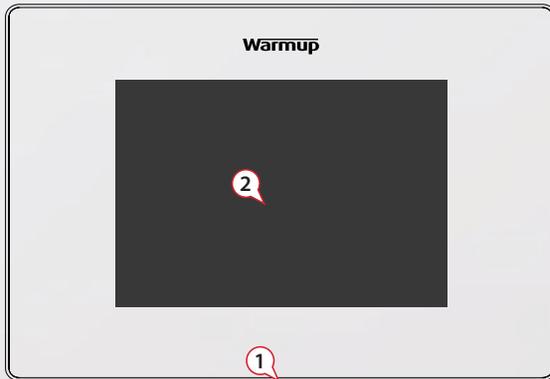
## 4iE™ Smart WiFi Thermostat

Smarten your Floors



*Troubleshooting Guide*

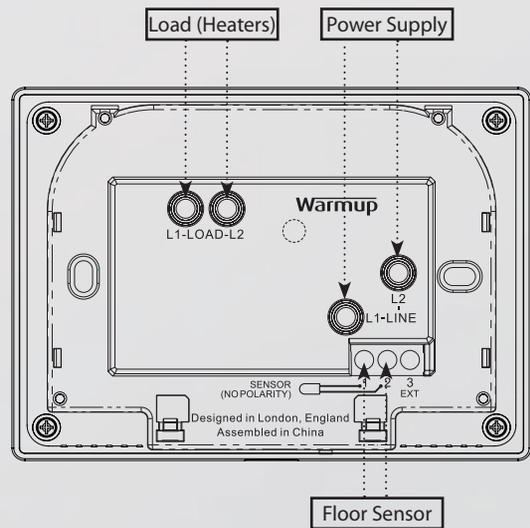
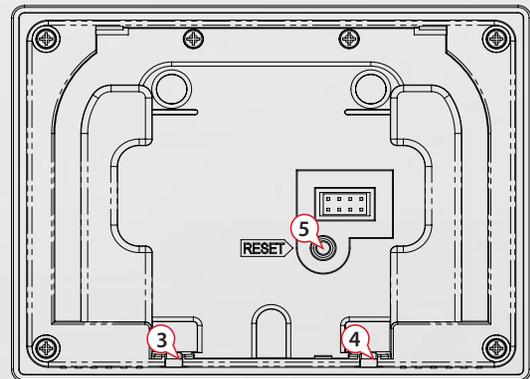
## 4iE Legend & Wiring Diagram



- (1) **Standby Button**
- (2) **Touchscreen**
- (3 & 4) **Screws (To remove fascia)**
- (5) **Reset**

### NOTE:

For all Warmup thermostats the sensor has no polarity.  
 Fil Pilote (F.P.) - Not used in the UK



## Thermostat Troubleshooting

### Thermostat display is blank

- 1.** Check that the display/standby brightness is not on the lowest setting, "0". To access display/audio settings firstly wake the thermostat, press menu, then settings and display/audio settings & display brightness.
- 2. (Electrician Required)** An electrician will be needed to verify that power is going to the 4iE and that it is correctly wired. (See wiring diagram above)

### 4iE displays "er1" or "er2"

- 1. (Electrician Required)** An electrician is required to check that the floor sensor has been connected to the correct terminals at the back of the thermostat and it has not come loose. If the floor sensor is in the correct terminals the electrician will need to check the resistance of the floor sensor using a multi meter set to 20k Ohms to see if the floor sensor has been damaged. the 4iE uses a 10K sensor @77°F (25°C).

If reading on sensor is incorrect this indicates a fault. If they have a tiled floor and the thermostat is in the room to be heated then the thermostat can be set into "Air Mode". To set into "Air Mode" press menu, settings, heating preference and control floor/air. This can also be changed online via the MyWarmup account.

Another option is to set it into regulator mode where the 4iE will work in heating cycles. To set regulator mode press menu, settings, advanced settings, heater settings and regulator.

If they have a Wood, Vinyl or Carpet floor the damaged floor sensor will have to be replaced.

<p><b>Heating is coming on earlier than the pre-programmed time</b></p>	<p><b>1.</b> The 4iE “Early Start” function is on. This means that the heating will come on early to achieve the set temperature at the set time. e.g. if period 1 is set at 86°F (30°C) for 7am – the thermostat will come on early to achieve 86°F (30°C) at 7am. Not start heating at 7am. Please note the “Early Start” function has to be learnt by the thermostat. This will normally take approximately a week of use to regulate and learn the specifics of the installation.</p> <p>If you would like to switch off “Early Start” go to menu, settings, heating preference, early start and switch it off.</p> <p>This can also be changed on your MyWarmup account.</p> <p><b>2.</b> When you first set up your 4iE you would have been asked to set the setback temperature. The setback temperature is where you require a lower temperature or the heat off altogether in your program.</p> <p>If the setback has been set too high and the floor/air temperature falls below this setback temperature the heating will come on to maintain your setback temperature. To lower/raise your setback temperature press menu, program and set setback temperature.</p>
<p><b>4iE will not allow me to set above a certain temperature</b></p>	<p><b>1.</b> The thermostat set in “Air Mode”. The maximum set temperature in air mode is 86°F (30°C). The maximum temperature for “Floor Mode” is 104°F (40°C).</p> <p><b>2.</b> Delicate floor coverings need to have their temperatures limited. If your finished floor is set for wood, laminate, vinyl etc. . . you are unable to set the temperature above 80.6°F (27°C). Tiled floor can be set to 104°F (40°C).</p>
<p><b>4iE time and floor temp not updating when the 4iE goes into standby mode</b></p>	<p><b>1.</b> There are 2 screws to the left and right of the standby button, unscrew and remove the front fascia. Leave for 10-15 seconds and reattach. If the problem persists press menu, settings, advanced settings and reset.</p>
<p><b>Air temperature behaving erratically</b></p>	<p><b>1.</b> If they have entered the incorrect total wattage of the heaters or a contactor is installed this issue will occur. To resolve this issue the customer will have to log into their MyWarmup account. On the MyWarmup Homepage click the green cog for settings, scroll down to the bottom of the page and click delete room.</p> <p>They will now have to re-register their device but instead of selecting electric as the system type please select hydronic. This will resolve the air sensor issue.</p>
<p><b>Setting a custom program changes the run mode but doesn't store the program</b></p>	<p><b>1.</b> If you have created a custom program that hasn't saved, you have to make that the accept button has been selected in the weekly schedule screen to confirm the new program and change the mode from fixed to schedule.</p> <p><b>2.</b> Create a new program for any day of the week and note the changes that have been made.</p> <p><b>3.</b> Select 'accept' on the program. This will then bring you back to the weekly schedule screen.</p> <p><b>4.</b> Select 'accept' on the weekly schedule screen.</p>
<p><b>The small header on the homescreen display is wrong</b></p>	<p><b>1.</b> If the small header is not displaying the correct information, it could be because both the floor and external sensors have been set to none. To resolve this issue set the air sensor as the heating target.</p>

***Holiday mode doesn't cancel when control mode is changed***

- 1.** If the holiday mode has not been cancelled when the control mode has changed, you have to cancel the holiday manually. This can be done by selecting 'cancel holiday' on the 4iE screen. If the holiday mode is still required, you must then program a new holiday on either the 4iE, web portal or app.

***4iE can't find my SSID Name but can find other SSID's***

- 1.** Make sure that your SSID Name has not been hidden. To check this the customer will have to go into their router settings. It is usually a tick box next to the SSIDName saying SSID Name. Direct them to their ISP/Router manufacturer.
- 2.** Range could be an issue. Get them to set their smartphone up as a mobile hotspot. See if the 4iE will detect the phones mobile hotspot and connect to its network. If it does then direct them to their ISP as the range is an issue. They may have to buy a WiFi repeater/extender

**WiFi Troubleshooting**



***4iE won't connect to WiFi Network***

- 1.** Possible connection time out when you try and connect to your WiFi Network. Press back on the 4iE and try to reconnect with your WiFi password once more.
- 2.** Check your SSID (Network Name) & WiFi password as they may be too long. The 4iE will only recognise SSID Names that have 11 characters or less. Similarly the WiFi password must have 10 characters or less. Anything more than this and the 4iE will be unable to connect.

To change your SSID or password please contact your internet service provider.

- 3.** If the SSID & password are within the character limit check that you are using a WPA2 password format on your network. The 4iE will not connect if they are using a WEP password as they are outdated and are no longer considered secure.

To check whether they have a WPA2 or WEP double click on the network connection icon and click connect to a network. If you hover over your WiFi network it will show your security type. WPA2 or WEP. To change this they will have to contact their internet service provider.

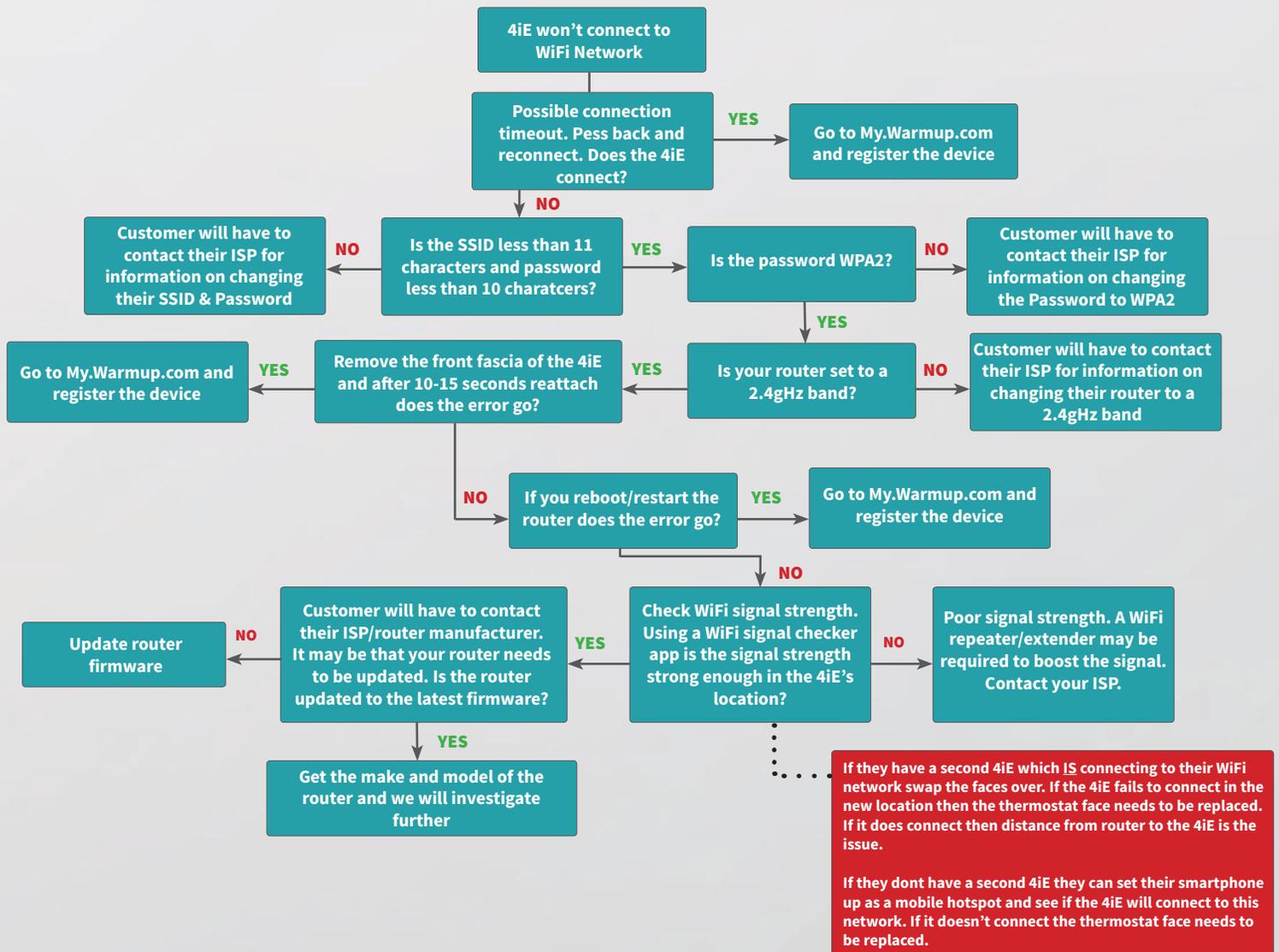
- 4.** Check if you are on a 2.4ghz band or a 5ghz band. The 4iE will only connect using 2.4ghz WiFi and not 5.0ghz WiFi. You will need contact your internet service provider to check which band your WiFi is set to.
- 5.** If the previous steps have been checked and verified then we need to "power cycle" the thermostat. There are 2 screws to the left and right of the standby button, unscrew and remove the front fascia. Leave for 10-15 seconds and reattach and try and connect to your WiFi Network.
- 6.** It is possible the location of the thermostat could be an issue. If you have another 4iE in your property which is connecting to your WiFi network, remove that fascia and place it in the location where there is a connection issue and see if it connects. If it fails to connect in this location then the distance from your router and the 4iE may be too great. A WiFi repeater/extender can be purchased to enhance signal strength. Please contact your internet service provider for more information.

If you only have one 4iE, to test WiFi signal strength, there are apps available for iPhone and Android such as WiFi Analyzer & Ofcom. If you have poor signal strength this may be the reason the 4iE cannot connect.

- 7.** If signal strength is not an issue please reboot/restart your router and try to connect.
- 8.** If you still cannot connect it may be that your router needs to be updated. Please contact your internet service provider/router manufacturer to see if your router needs to be updated to the latest firmware.
- 9.** If after these steps you still cannot get connected you may have problems with your router or a firewall in place that is preventing a successful connection – please contact Warmup (<http://www.warmup.com/contact-warmup/>) with details of your system setup, including router model, internet supplier and any 3rd party firewall and anti-virus software you have installed and we will investigate your problem.

**4iE failing to connect to WiFi network where it did previously.**

1. Go to advanced settings, info and then about. If the device number is all 0's and there is a blank where the WiFi version should be then contact Warmup Technical Support on US: (888) 927-6333 or Canada (888) 592-7687





## 4iE won't connect to the Warmup Server

**1.** You have not registered an account on my.warmup.com. Please go to my.warmup.com and register your new 4iE. If you did not keep a note of your device number which will be needed for registration you can find it by pressing menu, settings, advanced settings, about and then info, your device number will be here.

To register you go to my.warmup.com and click register and enter your details. You will receive a confirmation email once you setup an account. Click on the link in the email and log into my.warmup.com.

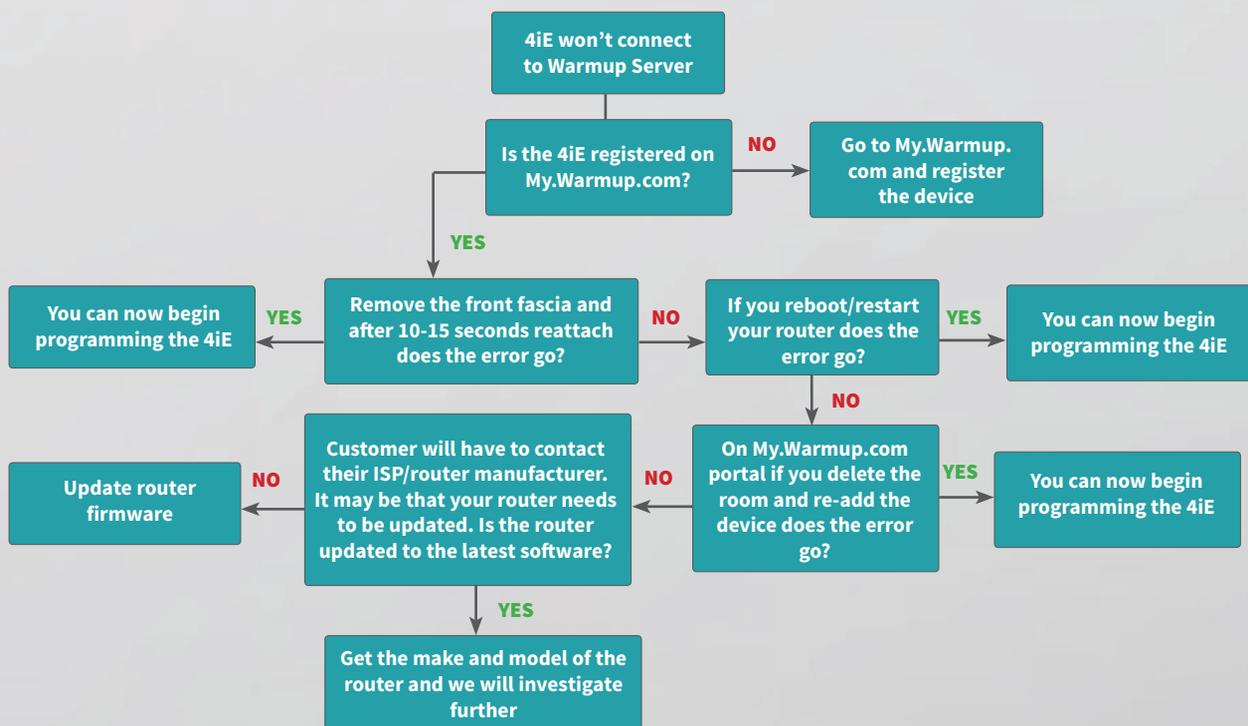
To set up your room click the + icon to add a room. Here you enter details of your installation and your device number. Once the room has been added the error symbol will be removed.

**2.** If after registration the error symbol remains then we need to “power cycle” the thermostat. There are 2 screws to the left and right of the standby button, unscrew and remove the front fascia. Leave for 10-15 seconds and reattach.

**3.** If the “power cycle” did not work please reboot/restart your router.

**4.** If you still cannot connect to the server it may be that your router needs to be updated. Please contact your internet service provider/router manufacturer to see if your router needs to be updated to the latest firmware.

**5.** If after these steps you still cannot get connected you may have problems with your router or a firewall in place that is preventing a successful connection – please contact Warmup (<http://www.warmup.com/contact-warmup/>) with details of your system setup, including router model, internet supplier and any 3rd party firewall and anti-virus software you have installed and we will investigate your problem.



## MyWarmup.com Portal Troubleshooting

<p><b><i>How do I transfer my rooms from the old MyWarmup Portal to the new Portal</i></b></p>	<p><b>1.</b> When you first log into the new site it will ask you to add a location. You can call the location the area you live e.g. London or Home. For people with multiple 4iE's in different locations e.g. Home, Holiday Home, Office etc... you will have to add more than one location.</p> <p>Once you have registered your location you will then need to pull your rooms across from the old site to the new.</p> <p>On the new portal click profile and scroll down to locations and click on the cog symbol next to the name of your location.</p> <p>A new page will come up with Rooms which should say no rooms registered. Click on the plus sign in the Rooms box and you will be able to use the tick boxes to add your old Rooms.</p>
<p><b><i>My background image won't load on my 4iE screen</i></b></p>	<p><b>1.</b> This is done on the MyWarmup Homepage. Click the green cog for settings and scroll to the bottom for Custom Background. Images must be no larger than 2mb.</p>
<p><b><i>The cost graph on the energy monitoring page is stuck on £0</i></b></p>	<p><b>1.</b> Have you entered your tariff type and cost. Go to the profile page on MyWarmup and click the cog to the right of your location. Scroll down to edit location and click. In the energy monitoring you can enter your tariff type and tariff costs here.</p>
<p><b><i>I cannot see my room in the new portal but can see it on the old version of the portal</i></b></p>	<p><b>1.</b> It may be that you were not the primary user of this thermostat and someone else registered the thermostat and granted you access to the account.</p> <p>Whoever registered the device will have to transfer the thermostat to the new portal and grant you access or ask the person who registered the device to delete the room.</p>
<p><b><i>How do I switch from schedule mode to fixed temperature mode</i></b></p>	<p><b>1.</b> On the MyWarmup homepage just below your location click schedule and you will now be able to select fixed temperature, which will be defaulted to 69.8°F (21°C).</p> <p>If you want to change the temperature the fixed temperature is set to click Schedule on the MyWarmup homepage, scroll to the bottom of the page and click set fixed temperature.</p>
<p><b><i>The schedule on the portal is filled out for the whole day but the thermostat is still heating</i></b></p>	<p><b>1.</b> Problems can be created when a comfort period has been set to cover a whole day (i.e. comfort periods back to back for the whole day). To stop this from happening make sure there are gaps, of any length, included into the schedule.</p>