



**Model**

**HWTH1**

**Hotwire Under Tile Heating  
Trouble Shooting Guide**



Most faults are simply and easily solved. Please refer to the following trouble shooting guide.

Sympton	Solution
My screen is completely blank.	Your thermostat will not give any reading until the power is connected. Ensure your Electrician has connected the power to your thermostat.
My thermostat is on but there is no heat.	Your thermostat may need resetting.  Step 1, turn off the thermostat.  Step 2, press and hold the Clock button and Day button for 5 seconds until -- : -- is shown.  Your thermostat will be completely reset and need reprogramming.
A replacement thermostat has been supplied how do I fit it?	Simply undo the screw visible from the bottom of the unit slide the thermostat up off the backing plate.
My thermostat does not look like the one pictured.	See the following pages of this document.



**Model**

**Hotwire Under Tile Heating  
Trouble Shooting Guide**

**T888**



Most faults are simply and easily solved. Please refer to the following trouble shooting guide.

Sympton	Solution
<p>My screen is completely blank.</p>	<ol style="list-style-type: none"> <li>1) Your batteries may be flat. See the diagram at the end of this document showing how to replace the batteries.</li> <li>2) If this does not fix the problem the backing plate may be too tight. If the backing plate is overtightened it can bend slightly and the thermostat loses contact.</li> </ol> <p>Remove the thermostat from the backing plate (diagram at the end of this document) and loosen the screws slightly. Note: No dangerous cables are exposed when the thermostat is removed.</p>
<p>My screen is on but the floor is not heating.</p>	<p>Your batteries may be flat.</p> <p>When the batteries is low on power the batteries simply have enough power to show the display but not run the heating.</p> <p>See the diagram at the end of this document showing how to replace the batteries.</p>
<p>There is a flashing battery light, how do I change the batteries?</p>	<p>See the diagram at the end of this document showing how to replace the batteries.</p>
<p>A replacement thermostat has been supplied how do I fit it?</p>	<p>See the diagram at the end of this document showing how to replace a thermostat.</p>
<p>My thermostat does not look like the one pictured.</p>	<p>See page 3 of this document</p>

## Hotwire T888 Thermostat Battery

### Changeover Instructions

Your Hotwire Under Tile Heating Thermostat is powered by 2 x AAA batteries. These batteries ensure that in the event of a power failure all programmed settings are maintained.

If your batteries are very flat the unit may cease to operate as there is only enough power left in the batteries to power the screen and not the functionality.

Changing the batteries is very easy.

Simply pull the two circled tabs toward each other and pull down. A small battery compartment will slide down containing the 2 AAA batteries. Replace them and slide the compartment back into place. If this process is done quickly all programming will be maintained.



### Hotwire T888 Thermostat Changeover Instructions

The Hotwire Under Tile Heating Thermostat can be very easily swapped over. Assuming the backing plate has not been removed simply push the lever circled towards the wall and push the thermostat up. The thermostat will slide free of the backing plate and the replacement unit can simply be slid back into place.

No dangerous cables are exposed and no Electrician is required for this process.





## Hotwire Thermostat Trouble Shooting Guide

**Model**

**Siemens RDE 20.1**

Sympton	Solution
My screen is completely blank.	<p>Your batteries may be flat.</p> <p>Put your finger in the bottom left hand corner of the thermostat (at the back) you will feel a small lip. Push this down and a tray containing 2 x AAA batteries will slide out.</p>
There is a flashing battery light, how do I change the batteries?	<p>Your batteries may be flat.</p> <p>Put your finger in the bottom left hand corner of the thermostat (at the back) you will feel a small lip. Push this down and a tray containing 2 x AAA batteries will slide out</p>
My floor is on all the time.	<p>The thermostat may need resetting.</p> <p>Press and hold the "Clock" button.</p> <p>Whilst holding the "Clock" button press and hold the "Up" and "Down" arrows.</p> <p>Hold all 3 down for 3 seconds. All the lights on the screen will flash. The unit is now reset. You will have lost all your programming but the problem should be solved.</p> <p>Note: You will notice the temperature on the screen climbing quite rapidly. This is due the thermostat reading the floor temperature. It should fall over the next hour or so.</p>
My floor is off all the time.	<p>The thermostat may need resetting.</p> <p>Press and hold the "Clock" button.</p> <p>Whilst holding the "Clock" button press and hold the "Up" and "Down" arrows.</p> <p>Hold all 3 down for 3 seconds. All the lights on the screen will flash. The unit is now reset. You will have lost all your programming but the problem should be solved.</p>