

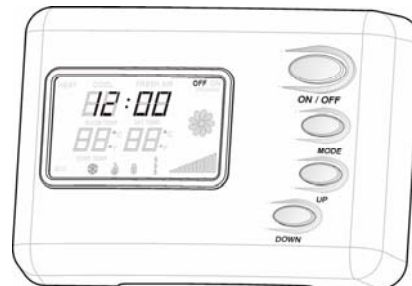
## Frequently Asked Question

### Basic Manual

#### How do I get the fault codes?

When a product fails and generates a fault code, the manual control will flash ERR and indicate the fault code using the screen display. The fault errors will only be displayed for the unit currently operating.

1. e.g. HEAT – ERR F1 8
2. To view the log for previous faults, use the up or down buttons to display.
3. To exit and reset the unit, turn the control OFF then ON.



#### View the Fault Log.

To view the fault code log on a basic manual thermostat use the following steps:

- Step 1** Turn the control ON and select the product to check.
- Step 2** Press the MODE button and the DOWN button together until the screen display changes.
- Step 3** To view the fault code log use the up down buttons.
- Step 4** To exit the fault code mode and reset the unit, press OFF.
- Step 5** Turn ON to restart the unit.



\*\* Gas Interruption Fault Displayed

When requesting a service call for a failed unit, please note these fault codes and advise them to the call centre operator. This will assist our service technicians to carry the correct components for the service call.