

# Schluter<sup>®</sup>-DITRA-HEAT-E-RS1

## Smart Thermostat

### Troubleshooting Guide

**SELECT YOUR ISSUE BELOW**

**AN ERROR  
CODE IS  
DISPLAYED  
ON YOUR  
THERMOSTAT  
SCREEN**

**THERMOSTAT  
DISPLAY  
ISSUES**

**WI-FI AND  
CONNECTION  
ISSUES**

**GENERAL  
ISSUES**

**FREQUENTLY  
ASKED  
QUESTIONS**



RETURN TO  
HOME PAGE

ERROR CODES  
AND SOLUTIONS

DISPLAY  
ISSUES

WI-FI AND  
CONNECTION ISSUES

GENERAL  
ISSUES

FREQUENTLY ASKED  
QUESTIONS



# ERROR CODES

**SELECT THE ERROR CODE THAT APPEARS  
ON YOUR THERMOSTAT SCREEN**

**E1**

**E2**

**E15**

**E16**

**E17**

**E18**

**E19**

**E25**

**E26**

**OL**

**GFCI FAULT**

**CHECK FLOOR SENSOR**

**LL**

**HH**

**INCORRECT PASSWORD**



## ERROR CODE

**E1**

### POSSIBLE CAUSE

The internal ambient temperature sensor is disconnected, defective, open, or other.

### SOLUTION

Perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**E2**

### POSSIBLE CAUSE

The internal ambient temperature sensor is defective, has short-circuited, or other.

### SOLUTION

Perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**E15**

### POSSIBLE CAUSE

The device's temperature sensor is incorrectly connected, the device's cover is not properly pressed on, or an internal part is defective.

### SOLUTION

Make sure the cover is properly attached to its case, and that all wires are correctly connected.

If the problem persists, perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**E16**

### POSSIBLE CAUSE

The device perceives a problem with an internal component.

### SOLUTION

Perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**E17**

### POSSIBLE CAUSE

The self-test of the GFCI (ground fault circuit interrupter) failed.

### SOLUTION

Press the reset button on the right side of the thermostat. If the thermostat indicates a GFCI error again, perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**E18**

### POSSIBLE CAUSE

The device perceives a problem with an internal component.

### SOLUTION

Check that no external heat source influences the temperature of the thermostat. If not, perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

# E19

### POSSIBLE CAUSE

The device perceives an abnormally high internal temperature, higher than the limit allowed by the device.

#### SOLUTION 1

Perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

#### SOLUTION 2

1. If this has not solved the problem, verify that the heating cable connected to the thermostat does not exceed the maximum load of 15 amps.
2. Verify that no external heat source influence the thermostat, and/or the electrical junction box is large enough to accommodate all the wiring.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



RETURN TO  
HOME PAGE

ERROR CODES  
AND SOLUTIONS

DISPLAY  
ISSUES

WI-FI AND  
CONNECTION ISSUES

GENERAL  
ISSUES

FREQUENTLY ASKED  
QUESTIONS

## ERROR CODE

**E25**

### POSSIBLE CAUSE

There is an error with the thermostat's TLS certificates  
The device must be replaced.

### SOLUTION

Please contact the Customer Support Team at  
800-472-4588 (US) or 800-667-8746 (Canada).



RETURN TO  
HOME PAGE

ERROR CODES  
AND SOLUTIONS

DISPLAY  
ISSUES

WI-FI AND  
CONNECTION ISSUES

GENERAL  
ISSUES

FREQUENTLY ASKED  
QUESTIONS

## ERROR CODE

**E26**

### POSSIBLE CAUSE

There is an error with the Apple Home token.

### SOLUTION

Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).



## ERROR CODE

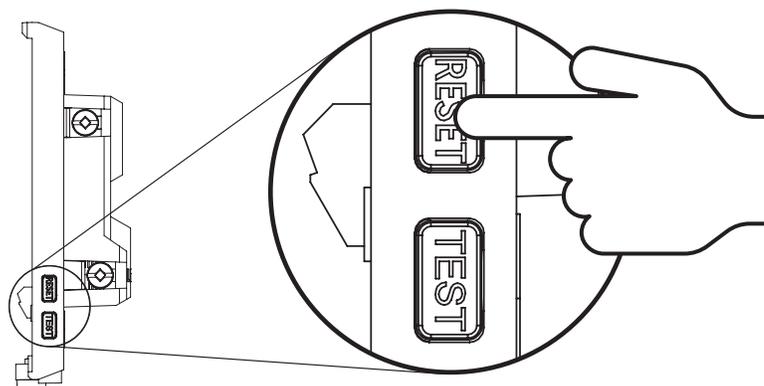
### GFCI FAULT

#### POSSIBLE CAUSE

The device detects a short circuit on the load connection of the relay.

#### SOLUTION

Reset the GFCI by pressing the RESET button on the side of the device.



If resetting the GFCI did not eliminate the problem and the GFCI trips again, then this indicates either the heating cable is short circuited and needs to be investigated for a possible repair, or the thermostat is defective.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

### CHECK FLOOR SENSOR

### POSSIBLE CAUSE

The thermostat is in “floor” control mode, and a temperature sensor is connected.

### SOLUTION

Check if the floor temperature sensor is connected and properly installed. Refer to the installation manual for instructions.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



[RETURN TO HOME PAGE](#)

[ERROR CODES AND SOLUTIONS](#)

[DISPLAY ISSUES](#)

[WI-FI AND CONNECTION ISSUES](#)

[GENERAL ISSUES](#)

[FREQUENTLY ASKED QUESTIONS](#)

## ERROR CODE

**INCORRECT  
PASSWORD**

### POSSIBLE CAUSE

Wrong password.

### SOLUTION

Re-enter your password.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**OL**

### POSSIBLE CAUSE

The current overload protection of the thermostat is activated. The connected electrical load is too high.

### SOLUTION

Make sure that the heating cables connected to the thermostat do not exceed the maximum load of 15 amps. Check that no external source influences the temperature of the thermostat and/or the electrical junction box is large enough to accommodate all the wiring.

If this has not solved the problem, perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

**HH**

### POSSIBLE CAUSE

The ambient temperature exceeds the reading range.

### SOLUTION

If it was above 122°F (50°C), let it cool down for at least one hour, and perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## ERROR CODE

LL

### POSSIBLE CAUSE

The ambient temperature is below the reading range.

### SOLUTION

Make sure that the operating temperature of the thermostat is between 32 °F and 122 °F (0 °C and 50 °C).

Perform a reset of the circuit breaker:

- Find the circuit breaker connected to the unit
- Disable it
- Wait about 30 seconds
- Reactivate the circuit breaker

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



# THERMOSTAT SCREEN DISPLAY ISSUES

**SELECT THE ISSUE THAT YOU ARE EXPERIENCING**

**The thermostat does not let me change the set point**

**The screen is blank**

**The screen display is not responsive**

**Thermostat's display is missing segments, or some segments are more pale**



## THERMOSTAT SCREEN DISPLAY ISSUE

**The thermostat does not let me change the set point**

### POSSIBLE CAUSE

The thermostat is locked by the app.

### SOLUTION

To remove this function, unlock the thermostat using the “Unlock” function from the thermostat’s settings menu of the app.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## THERMOSTAT SCREEN DISPLAY ISSUE

### The screen is blank

#### POSSIBLE CAUSE

No power to unit.

#### SOLUTION

Possible power failure.

Check that the circuit breaker connected to the thermostat and floor warming system is still on.

#### POSSIBLE CAUSE

Possible faceplate issue.

#### SOLUTION

Make sure the cover is properly attached to its case, and that all wires are correctly connected.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## THERMOSTAT SCREEN DISPLAY ISSUE

**The screen display is not responsive**

### POSSIBLE CAUSE

The faceplate is improperly mounted.

### SOLUTION

Make sure the cover is properly attached to its case, and that all wires are correctly connected.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## THERMOSTAT SCREEN DISPLAY ISSUE

**Thermostat's display is missing segments, or some segments are more pale**

### POSSIBLE CAUSE

There is an issue with the thermostat's components.

### SOLUTION

Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



# INTERNET AND WI-FI CONNECTION ISSUES

## SELECT THE ISSUE THAT YOU ARE EXPERIENCING

The thermostat will not connect to the Wi-Fi after the customer changed the network name or password

Why is my Wi-Fi randomly disconnecting?

I can't connect to my Wi-Fi network, or the thermostat cannot find my network

My Schluter-DITRA-HEAT-E-RS1 thermostat is connected to my Wi-Fi network, but when attempting to open the Schluter Smart Thermostat app, I get an error message on the first page of the screen, or nothing comes up

I cannot see the weather information on the thermostat, but I am connected to the Wi-Fi

The time shown on my Schluter-DITRA-HEAT-E-RS1 thermostat is incorrect

I do not have access to my Schluter-DITRA-HEAT-E-RS1 thermostat via the Schluter Smart Thermostat app

I have trouble downloading the Schluter Smart Thermostat app on my iPad

The floor or room temperature information on the Schluter Smart Thermostat app is different than the one on the thermostat

I do not get any energy use graphs on the Schluter Smart Thermostat app



## INTERNET AND WI-FI CONNECTION ISSUE

**The thermostat will not connect to the Wi-Fi after the customer changed the network name or password**

### POSSIBLE CAUSE

The thermostat is still trying to connect to the Wi-Fi network with the old credentials.

### SOLUTION

Open the app and reinstall the thermostat using the new credentials.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**Why is my Wi-Fi randomly disconnecting?**

### POSSIBLE CAUSE

The router does not have enough IP addresses for all the connected devices.

### SOLUTION

Change the router for one that can support more devices.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**I can't connect to my Wi-Fi network, or the thermostat cannot find my network**

### POSSIBLE CAUSE

Too many networks appearing in the list while setting it up, or your router has been set to hide your network.

### SOLUTION

Select "Other", and enter name manually.

### POSSIBLE CAUSE

Router does not support the required Wi-Fi specification

### SOLUTION

The thermostat uses the 2.4 GHz Wi-Fi frequency (Standard IEEE 802.11 b/g/n). Ensure your router supports it.

### POSSIBLE CAUSE

Thermostat is too far from router and the Wi-Fi signals are too weak.

### SOLUTION

Confirm by trying to connect to Wi-Fi with your smartphone at the thermostat's location. If the signals are too weak, change the location of your Wi-Fi router, or install a Wi-Fi repeater at a location between the router and the thermostat, or it may be that the router has a problem.



## POSSIBLE CAUSE

Your Wi-Fi router has insufficient security .

## SOLUTION

Wi-Fi routers utilize two main types of protective encryption: WEP and WPA. WEP is the original form of encryption, and it offers very little security. Hackers can very easily break into your wireless network if your router is set up for WEP encryption. WEP encryption was replaced with WPA encryption in 1999 and WPA2 in 2006. WPA is a security protocol that makes it much more difficult to break into networks. For optimum security and for protecting your network, your Schluter-DITRA-HEAT-E-RS1 thermostat currently supports WPA and WPA2 encryption only. If your router was manufactured after 2003, you should be able to change the setting from WEP to WPA by following the guide in the link: (<http://www.tech-faq.com/how-to-change-wep-to-wpa.html>). Your Schluter-DITRA-HEAT-E-RS1 thermostat can still control your floor heating system without wireless network connection. As the best course of action, it is recommended that you upgrade your security settings to properly protect your network from hackers.

## POSSIBLE CAUSE

Good signal but can't connect due to too many devices connected to the Internet by the router.

## SOLUTION

The problem might be with your router (even if your other wireless devices are still connected). A simple restart of the router will usually resolve such problems. While most routers simply have to be unplugged and then plugged back into their power source to restart them, you should refer to your router's documentation for specific instructions



## **POSSIBLE CAUSE**

Invalid Wi-Fi password.

## **SOLUTION**

The thermostat will display “Incorrect Password”; retry with the right password.

## **POSSIBLE CAUSE**

Wi-Fi router requires a restart or reboot.

## **SOLUTION**

Contact your ISP or the router manufacturer website for downloads and for instructions on how to update the firmware

## **POSSIBLE CAUSE**

Wi-Fi router firmware needs to be updated

## **SOLUTION**

Contact your ISP or the router manufacturer website for downloads and for instructions on how to update the firmware

## **POSSIBLE CAUSE**

Other devices are interfering with the wireless signal.

## **SOLUTION**

Try turning off other wireless devices (Bluetooth, Wi-Fi, wireless phones/cameras) that may cause interference, then test the Schluter-DITRA-HEAT-E-RS1 thermostat’s network connection.



## POSSIBLE CAUSE

Your DITRA-HEAT-E-RS1 thermostat needs a reset with the router.

## SOLUTION

Reset your Schluter-DITRA-HEAT-E-RS1 thermostat by pressing both arrows simultaneously on the thermostat and re-connect it to the app on your smartphone. Make sure beforehand that your phone is connected to your router Wi-Fi.

## POSSIBLE CAUSE

The thermostat is 'Offline'

## SOLUTION

The Schluter-DITRA-HEAT-E-RS1 thermostat server may be offline for service, or there may be a poor internet connection. Re-try registering the thermostat at a later time.

## POSSIBLE CAUSE

Thermostat is not in access point.

## SOLUTION

Press the two arrows on the thermostat to put it in access point; the word "Connecting" will be displayed and the Wi-Fi logo will be animated.

Did this solve your problem?

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**My Schluter-DITRA-HEAT-E-RS1 thermostat is connected to my Wi-Fi network, but when attempting to open the Schluter Smart Thermostat, I get an error message on the first page of the screen, or nothing comes up**

### POSSIBLE CAUSE

The Schluter-DITRA-HEAT-E-RS1 thermostat server may be offline for service, or there may be a poor internet connection.

### SOLUTION

Re-try at a later time.

### POSSIBLE CAUSE

Your smartphone may not be connected to the local Wi-Fi network or on the Internet wireless network from the mobile phone company.

### SOLUTION

Connect your smartphone to the local Wi-Fi network, or on the Internet wireless network of the mobile phone company.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**I cannot see the weather information on the thermostat, but I am connected to the Wi-Fi**

### POSSIBLE CAUSE

Your zip/postal code is missing in the Schluter Smart Thermostat app, or the Schluter-DITRA-HEAT-E-RS1 thermostat server may be offline for se vice, or there may be a poor internet connection.

### SOLUTION

At the “My Home” menu, click the house icon to access the different locations you may have. Long press the appropriate location to access its settings. Press the menu icon at the bottom right corner of the screen. Edit or add the zip/postal code for your location. If your zip/postal code was correct, the server may be down, so retry at a later time.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**The time shown on my Schluter-DITRA-HEAT-E-RS1 thermostat is incorrect**

### POSSIBLE CAUSE

Wrong or missing zip/postal code.

### SOLUTION

At the “My Home” menu, click the house icon to access the different locations you may have. Long press the appropriate location to access its settings. Press the menu icon at the bottom right corner of the screen. Edit or add the zip/postal code for your location.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**I do not have access to my Schluter-DITRA-HEAT-E-RS1 thermostat via the Schluter Smart Thermostat app**

### POSSIBLE CAUSE

Thermostat is disconnected from the Internet.

### SOLUTION

Verify your Wi-Fi router to make sure it is functioning properly.

### POSSIBLE CAUSE

Not connected to the local Wi-Fi network, or to the Internet wireless network from mobile phone company.

### SOLUTION

Connect to local Wi-Fi network or to Internet wireless network from mobile phone company or move to a different location to obtain a better signal.

### POSSIBLE CAUSE

Wrong app was installed.

### SOLUTION

Make sure you have downloaded the Schluter Smart Thermostat app.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**I have trouble downloading the Schluter Smart Thermostat app on my iPad**

### POSSIBLE CAUSE

The Schluter Smart Thermostat app on App Store is for iPhones.

### SOLUTION

The app will function on an iPad, but the view may be limited to an iPhone screen size.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



## INTERNET AND WI-FI CONNECTION ISSUE

**The floor or room temperature information on the Schluter Smart Thermostat app or the website is different than the one on the thermostat**

### POSSIBLE CAUSE

System delay.

### SOLUTION

Any change done goes through the Schluter server, which then communicates the new data to the other devices. These events may take different time delays depending on all the Internet systems and devices within the chain.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



# INTERNET AND WI-FI CONNECTION ISSUE

**I do not get any energy use graphs on the phone app**

## POSSIBLE CAUSE

The load has not been set correctly during initial set up and installation of the thermostat.

## SOLUTION

You must wait at least 48 hours in order to obtain enough data to create a graph. If no graph is visible after this time, delete the thermostat and add it again using the app. If this does not work, add the total wattage of all heating cables connected to the thermostat to “Aux. Load Connected” in the “Advanced” section of the “Settings” menu. If you also have one or more power modules connected to the thermostat, include also the total wattages of the heating cables connected to the power module(s).

## POSSIBLE CAUSE

The energy tariff has not been set in the app.

## SOLUTION

To set or change the energy tariff, press the “Home” icon, or the name given of the location in question at the home page. Press the menu symbol at the bottom right of the screen, and select “Edit a Location”. Press the appropriate location icon and set the “kWh costs in cents” energy tariff.

**DID THIS SOLVE YOUR PROBLEM?**

**NO**



# GENERAL ISSUES

## SELECT THE ISSUE THAT YOU ARE EXPERIENCING

The floor is not heating even if the setpoint is above the temperature read

Temperature read by the sensor isn't accurate

The time and weather are not accurate or not present

When I switch to either "Control Mode" or "Max. Floor Temperature" on the thermostat, I do not see this change reflected in the APP

Why doesn't the "Floor Temp. offset" seem to work properly?

Why is the "Away" set point activated on the thermostat with an airplane icon when the APP home page shows "Home" and I have not left home nor set the thermostat to "Away"?

My power module connected to my thermostat doesn't switch off when the thermostat does

The thermostat is heating outside of the programmed schedule

The thermostat is heating above/below the target floor temperature

The display temperature on the thermostat does not match the measured floor or ambient room temperature



## The floor is not heating even if the setpoint is above the temperature read

### POSSIBLE CAUSE

The the maximum floor or the maximum ambient temperature has been reached. The word “Limit” will be on the thermostat’s display.

### SOLUTION

The thermostat will call for heat again once the temperature is not at its limit. Remove the maximum limits if they are not wanted.

### POSSIBLE CAUSE

The thermostat is not sending power to the load.

### SOLUTION

Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).

### POSSIBLE CAUSE

A GFCI fault has been triggered.

### SOLUTION

Reset the thermostat’s GFCI. If it triggers again, contact an electrician to have your installation verified

### POSSIBLE CAUSE

The floor heating system is defective

### SOLUTION

Contact an electrician to have your installation verified



## Temperature read by the sensor isn't accurate

### **POSSIBLE CAUSE**

The resistance value selected for the sensor in the thermostat's settings is not the right one.

### **SOLUTION**

Select the right resistance value (10K or 12K).

### **POSSIBLE CAUSE**

The sensor is too close or too far from the heating cables.

### **SOLUTION**

Adjust the sensor's temperature offset.

### **POSSIBLE CAUSE**

The sensor's temperature offset is not properly adjusted.

### **SOLUTION**

Verify the value entered as an offset. Set to 0 degrees if no offset is required.

### **POSSIBLE CAUSE**

The sensor is defective.

### **SOLUTION**

If a 2nd sensor was added upon installation, switch the connection to that of the 2nd sensor. If the issue persists, please reach out to the Support Team for further assistance.



## The time and weather are not accurate or not present

### **POSSIBLE CAUSE**

The thermostat has not been connected to the app.

### **SOLUTION**

Connect the thermostat to the app.

### **POSSIBLE CAUSE**

The postal/Zip code in the app isn't the right one.

### **SOLUTION**

Verify the postal/Zip code and update it if needed.



**When I switch to either “Control Mode” or “Max. Floor Temperature” on the thermostat, I do not see this change reflected in the AP**

## **POSSIBLE CAUSE**

These changes require a reinitialization of the app.

## **SOLUTION**

Go back to the thermostat main page or to “Home” to reinitialize the app and update the settings and the proper settings will be updated.

**Why doesn't the “Floor Temp. offset” seem to work properly?**

## **POSSIBLE CAUSE**

The offset is applied gradually over time.

## **SOLUTION**

The offset is applied gradually over time to prevent a sudden or abrupt change in temperature.



**Why is the “Away” set point activated on the thermostat with an airplane icon when the APP home page shows “Home” and I have not left home nor set the thermostat to “Away”?**

## **POSSIBLE CAUSE**

The main user of the account, or one of the sub-users has activated the “Away” mode, which sets the thermostat set point(s) to the away set point.

## **SOLUTION**

Contact the person who may have activated the “Away” mode and/or to de-activate the “Away” mode, select “Away” mode on your smart phone and immediately select “Home” mode. This will bring back the original set point and mode to all thermostats.

**My power module connected to my thermostat doesn't switch off when the thermostat does**

## **POSSIBLE CAUSE**

Faulty thermostat.

## **SOLUTION**

If the thermostat was able to switch ON the power module, and now it is not able to switch it OFF, the thermostat may need to be replaced. Please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).



## The thermostat is heating outside of the programmed schedule

### POSSIBLE CAUSE

The thermostat has not been set to “Automatic”.

### SOLUTION

Set the thermostat to “Automatic”.

### PAUSIBLE CAUSE

Someone has manually changed the setpoint on the thermostat.

### SOLUTION

The app should display the mode as “Auto Bypass”. When the next programmed period begins, the manual setpoint will be overridden. The user can cancel the bypass by putting the thermostat back in “Automatic” mode.

## The thermostat is heating above/below the target floor temperature

### POSSIBLE CAUSE

Thermostat has been recently installed and not enough time has passed for the thermostat to learn the floor’s heating/cooling characteristics.

### SOLUTION

It will take 3-5 days of uninterrupted heating/cooling for the thermostat to learn the floor’s heating/cooling characteristics. If the system is not performing as desired after several days, please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).



## The display temperature on the thermostat does not match the measured floor or ambient room temperature

### POSSIBLE CAUSE

In the case of the floor temperature control, there are two possibilities:

- 1) The instrument used to make the measurement may not be accurate. Non-contact infrared temperature measuring instruments are generally not accurate for this type of measurement, as they require special adjustments to make them accurate.
- 2) The floor temperature sensor may be located too close to the heating cable, or too far from it, relative to the general cable spacing in the room.

### SOLUTION

To troubleshoot the floor

Either use a (1) non-contact infrared instrument which has been adjusted and calibrated for the application or (2) use a calibrated instrument which uses a small contact sensor and tape the sensor to the floor in between cable runs to obtain a new temperature measurement. If it is determined through this testing that the installed sensor under the floor covering is indeed too close or too far from the heating cable, use the “OFFSET” feature in the app to adjust the temperature indication.



## **POSSIBLE CAUSE**

In the case of the ambient temperature control, it could be that the thermostat is located where the sun is shining on it for long periods, or where the wall is poorly insulated and cold relative to the other walls.

## **SOLUTION**

Relocate the thermostat to a different location or use the “OFFSET” feature in the app to adjust the ambient temperature indication.

If the solutions listed do not resolve the issue, please contact the Customer Support Team at 800-472-4588 (US) or 800-667-8746 (Canada).



RETURN TO  
HOME PAGE

ERROR CODES  
AND SOLUTIONS

DISPLAY  
ISSUES

WI-FI AND  
CONNECTION ISSUES

GENERAL  
ISSUES

FREQUENTLY ASKED  
QUESTIONS



# FREQUENTLY ASKED QUESTIONS

**FIND ANSWERS TO YOUR MOST  
FREQUENTLY ASKED QUESTIONS**



**Q:** Can different users of the Schluter Smart Thermostat app control separate thermostats?

**A:** Yes, individual accounts (unique email address and password) can be created to control either specific or all thermostats

---

**Q:** How do I protect my laminate / LVT / SPC flooring or similar for a maximum floor temperature of 82°F (28°C)?

**A:** In the “Advanced” settings, when in “Floor” control mode or in “Ambient” control mode, set “Max. Floor Temperature” to 82°F (28°C) and “Laminate flooring” will be indicated

---

**Q:** Can the Schluter-DITRA-HEAT-E-RS1 thermostat be installed to replace an existing Schluter thermostat?

**A:** Yes, the thermostat can be used with any electric radiant floor heating system. Consult with a local electrician to ensure electrical specifications are met. There is no additional hardware required than a Wi-Fi signal and a router with good connectivity. The same line and load principles exist.

---

**Q:** Where can I purchase the Schluter-DITRA-HEAT-E-RS1 thermostat?

**A:** Check with your local dealer or select “Where to Buy” at the top of this screen for local points of purchase.

---

**Q:** How do I suspend my programmed schedule for a period of time?

**A:** Press the appropriate arrow on the thermostat to adjust the temperature, or use the Schluter Smart Thermostat app and select “Manual” to adjust it. Whenever you wish to go back to the automatic program, select “Automatic” on the app.



**Q:** What happens if there is a power outage?

**A:** Once the power is restored, the thermostat will return to the previously scheduled settings, or to the manual set point before the outage.

---

**Q:** Can I lock my thermostat so that no one can change the settings?

**A:** Yes, using the “Lock” function in the Schluter Smart Thermostat app menu for the particular thermostat.

---

**Q:** The under-floor heating cable has a ground wire, however, the thermostat has no terminal for ground. What do I do with the ground wire?

**A:** Hook it up to the ground screw within the junction box.

---

**Q:** How do I connect an expansion unit/power module to the thermostat? What is the maximum length of signal cable between a power module and the thermostat?

**A:** Connect the thermostat AUX 1 & 2 ports to the power module AUX IN ports. The maximum length is 80 feet (25 meters) , and with 20 AWG conductors (recommended). See the installation guide for further details.

---

**Q:** Can I override the automatic time setting feature and manually set my clock?

**A:** No, the time setting and the weather information are automatically tied according to the zip/postal code entered for the thermostat’s home location.



**Q: Can I adjust the brightness of the thermostat display?**

**A:** No, the display brightness is automatically adjusted according to the light in the room.

---

**Q: How do I set the load on the thermostat?**

**A:** The load is the total amount of watts from all the heating cables connected directly to the thermostat. It is automatically measured by the thermostat. If the installation consists of expansion unit(s)/ power module(s), enter the auxiliary load manually. Both loads will be considered in the calculations of total energy consumption and cost.

---

**Q: Is the Schluter-DITRA-HEAT-E-RS1 thermostat compatible with both iOS and Android apps?**

**A:** Yes, download the Schluter Smart Thermostat app from Google Play or the App Store. With the connected app, you will be able to control your Schluter-DITRA-HEAT-E-RS1 thermostat remotely from any location.

---

**Q: Can I access my DITRA-HEAT Smart thermostat using the Web?**

**A:** No, the Schluter Smart Thermostat app is only accessible via mobile devices.

---

**Q: How do I connect to the Wi-Fi and setup?**

**A:** An internet connection is required. Download the Schluter Smart Thermostat app and follow the installation wizard.



**Q:** How do I update my email address in the Schluter Smart Thermostat app? What if I have forgotten my password?

**A:** Enter the new email in the “Account Settings”. For a forgotten password, click “Forgot Password” at the Log In screen. Enter your email to access a new password.

---

**Q:** Can my thermostat obtain software updates?

**A:** Yes, updates are automatic via the internet connection.

---

**Q:** How do I connect multiple thermostats to one account?

**A:** Just go to “Add Device” in the menu of the Schluter Smart Thermostat app, and they will automatically be added to your account, if they all been entered with the same email address.

---

**Q:** How do I give another user access to my Schluter-DITRA-HEAT-E-RS1 thermostat via the Schluter Smart Thermostat app?

**A:** You can provide the same email address and password to additional users.

---

**Q:** I no longer want to use the Wi-Fi connectivity of my Schluter-DITRA-HEAT-E-RS1 thermostat. How do I turn off this feature?

**A:** Simultaneously press the two arrows on the thermostat, or by selecting “Delete my account” in the menu for “Account Settings”

---

**Q:** How do I unregister my thermostat from a previous account?

**A:** By selecting “Delete my account” in the menu for “Account Settings”.

**Q:** Why doesn't the "Floor Temp. Offset" seem to work properly?

**A:** It's working! The offset is applied gradually over time to prevent a sudden or abrupt change in temperature.

---

**Q:** Can Geofencing be activated for more than one mobile device, or be transferred to another mobile device?

**A:** Geofencing is set to the first mobile device which activates it. Geofencing for multi-user is under development and not available at the moment. It can be transferred from one mobile device to another, by selecting "Change device" from the menu.

---

**Q:** I have a commercial property. Can the Schluter Smart Thermostat app work with my BAS (Building Automation Software)?

**A:** Possibly. Please contact our Customer Support team to discuss your application.

---

**Q:** Can I access my DITRA-HEAT Smart thermostat using the Web?

**A:** No, the Schluter Smart Thermostat app is only accessible via mobile devices.

---

**Q:** What software versions of iOS and Android does the Schluter Smart Thermostat app support?

**A:** The Schluter Smart Thermostat app supports iOS 10 or later, and Android 6 or later.

---

**Q:** The under floor heating cable has a ground wire, however the thermostat has no terminal for ground. What shall I do with the ground wire?

**A:** Hook it up to ground screw within the junction box.



**Q:** What temperature will my heated floor reach?

**A:** Floor temperature can reach 75 - 97°F (24 - 36°C) depending on the type of sub-floor and floor covering, but the normal comfortable range is 77 - 84°F (25 - 29°C)

---

**Q:** Why is the “Away” set point activated on the thermostat with an airplane icon when the Schluter Smart Thermostat app home page shows “Home” and I have not left home nor set the thermostat to “Away”?

**A:** Only one account can control Geofencing at a time. This happens in situations when more than one smart phone is connected and the primary smart phone that controls the Geofencing feature is out of range. Should you wish to access control while the primary smart phone is out of range, simply log into the account, head to the Geofencing section and press “Replace device”.

---

**Q:** What is Frost Safe mode?

**A:** Frost Safe mode prevents the floor temperature from falling below the “Min. Floor Temperature” setpoint that is selected in “Advanced Device Settings”.

---

**Q:** I am experiencing internet and cell phone connectivity issues. Can I unlock the keyboard even if I do not have access to the Schluter Smart Thermostat app?

**A:** Yes. You can unlock the keyboard when the thermostat is in an unlocked state. To achieve an unlocked state, unplug your router, and power cycle the thermostat. You will be able to access the thermostat buttons, including factory reset. Alternately, you can simply unplug the Wi-Fi router and power cycle the thermostat to initiate a factory reset



**Q:** When I switch to either “Control Mode” or “Max. Floor Temperature” on the thermostat, I do not see this change reflected in the Schluter Smart Thermostat app.

**A:** These changes require a reinitialization of the app. Going back to the thermostat main page or to “Home” will reinitialize the Schluter Smart Thermostat app and update the settings.

---

**Q:** I changed the temperature unit from Fahrenheit (°F) to Celsius (°C) on the thermostat, however, the Schluter Smart Thermostat app is still displaying the temperature in Fahrenheit (F). Why are the temperature units not syncing between the thermostat and the app?

**A:** Settings such as temperature unit (°F or °C), time (12- or 24-hour clock), and language (English or French) are not synced between the Device and the Account. To set preferential settings in the Schluter Smart Thermostat app, you will need to make and save changes under the Device section and the Account section, separately.



RETURN TO  
HOME PAGE

ERROR CODES  
AND SOLUTIONS

DISPLAY  
ISSUES

WI-FI AND  
CONNECTION ISSUES

GENERAL  
ISSUES

FREQUENTLY ASKED  
QUESTIONS

**CONTACT THE CUSTOMER  
SUPPORT TEAM AT 800-472-4588 (US)  
OR 800-667-8746 (CANADA).**