sinopé

Troubleshooting Guide

Web Programmable devices

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Issue: Device is inaccessible through neviweb®.
Solution: Reset the switch's connection to the network:
1- Press and hold the UP button on the switch until the LED flashes yellow.
2- Release the button, then press and hold it again until the LED flashes red.
3- Release the button and link your switch back to the network with the connectivity session.

Issue: LED blinks 4 times, stops for 4 seconds, then repeats.
Solution: This means the switch has lost contact with the network:
1- Check the other devices to see if there is one that is off. If not, reset the switch's connection with the procedure above and link it back to the network using the connectivity session.

Issue: LED blinks 5 times, stops for 4 seconds, then repeats.
Solution: This means the switch detects more than one network to connect to:
1- Wait a few minutes, then try to connect your switch again.

Issue: LED blinks 6 times, stops for 4 seconds, then repeats.
Solution: This means the switch detects a network to which it can connect, but the said network's connectivity session is closed.
1- Open the connectivity session to link your switch to the network.

Issue: LED blinks 7 times, stops for 4 seconds, then repeats.
Solution: This means the switch cannot find any network to connect to.
1- Make sure the switch is within 30 feet of either the GT125 or another compatible device.

Issue: LED blinks 8 times, stops for 4 seconds, then repeats.
Solution: This means the switch isn't linked to any network.
1- Link the switch to the network using the connectivity session.

Issue: LED blinks 13 times, stops for 4 seconds, then repeats.
Solution: Reset the switch's connection to the network using the procedure above and link it back to the network using the connectivity session.

Issue: LED blinks 10 times, stops for 4 seconds, then repeats.
Solution: Contact Sinopé Technologies' technical support.

Issue: LED blinks 9 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's switch.

Issue: LED blinks 11 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's switch.

Issue: LED blinks 12 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's switch.

Issue: The light will not turn on or off even after pressing the on/off button multiple times.
Solution: Exchange the client's switch.

[GT125](#)

Issue: RF LED is off.
Solution: This means no devices are linked to the network:
- 1- Link your devices to the network using the connectivity session.

Issue: Web LED flashes green.
Solution: This means the GT125 is updating its firmware:
- 1- Give the GT125 a few minutes to finish updating and the LED will be solid green when it is done.

Issue: Web LED is off.
Solution: This means the GT125 cannot contact the servers:
- 1- Make sure the Ethernet cable is well plugged and that there is an orange and green light on each side of the connector on the GT125.
- 2- Unplug the GT125's power cord for 15 seconds, then plug it back in and give it 30 seconds to reboot.
- 3- Unplug the router's power cord for 15 seconds, then plug it back in and give it time to reboot.
- 4- If the issue isn't solved, contact Sinopé Technologies' technical support.

Issue: Power supply emits a high frequency noise.
Solution: Contact Sinopé Technologies' technical support.

Issue: RF LED flashes red.
Solution: Exchange the client's GT125.

Issue: Device is inaccessible through neviweb®.
Solution: Reset the load controller's connection to the network:
    1- Press and hold both the on/off button and the RF button until the LEDs flash.
    2- Release the buttons, make sure the RF LED is off and link your load controller back to the network with the connectivity session.

Issue: The detected load is inaccurate.
Solution: Cycle the breaker so the load controller takes a new reading.

Issue: DR LED blinks 4 times, stops for 4 seconds, then repeats.
Solution: This means the load controller has lost contact with the network:
    1- Check the other devices to see if there is one that is off. If not, reset the load controller's connection with the procedure above and link it back to the network using the connectivity session.

Issue: DR LED blinks 5 times, stops for 4 seconds, then repeats.
Solution: This means the load controller detects more than one network to connect to:
    1- Wait a few minutes, then try to connect your load controller again.

Issue: DR LED blinks 6 times, stops for 4 seconds, then repeats.
Solution: This means the load controller detects a network to which it can connect, but the said network's connectivity session is closed:
    1- Open the connectivity session to link your load controller to the network.

Issue: DR LED blinks 7 times, stops for 4 seconds, then repeats.
Solution: This means the load controller cannot find any network to connect to.
    1- Make sure the load controller is within 30 feet of either the GT125 or another compatible device.

Issue: DR LED blinks 8 times, stops for 4 seconds, then repeats.
Solution: This means the load controller isn't linked to any network.
    1- Link the load controller to the network using the connectivity session.

Issue: DR LED blinks 13 times, stops for 4 seconds, then repeats.
Solution: Reset the load controller's connection to the network using the procedure above and link it back to the network using the connectivity session.

Issue: DR LED blinks 10 times, stops for 4 seconds, then repeats.
Solution: Contact Sinopé Technologies' technical support.

Issue: DR LED blinks 9 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's load controller.

Issue: DR LED blinks 11 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's load controller.

Issue: DR LED blinks 12 times, stops for 4 seconds, then repeats.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's load controller.

Issue: Device is inaccessible through neviweb®.
Solution: Reset the thermostat's connection to the network:
TH1120RF-3000 and TH1120RF-4000
1- Unplug the GT125's power cord.
2- Press and hold the DOWN button on the thermostat until you reach the minimum set point, then keep on holding it until you reach the menu.
3- Once you reach the menu, press the DOWN button twice to reach the screen saying CONNECT RESET and NO.
4- Press the UP button to select YES.
5- Press the DOWN button to confirm. The screen will show CONNECT RESET, SURE and NO.
6- Press the UP button to select YES.
7- Press the DOWN button to confirm. The screen will show CLR. You can now plug the GT125's power cord and link the thermostat back to the network.

Issue: The thermostat's screen is showing ATP or FAIL RF.
Solution: Follow these steps.
1- Press the UP button until the screen shows FAIL RF.
2- Press and hold both buttons until the screen shows ATP PASS.
3- Cycle the breaker. The thermostat will now function properly.

Issue: Code E4.
Solution: This means the thermostat has lost contact with the network:
1- Check the other devices to see if there is one that is off. If not, reset the thermostat's connection with the procedure above and link it back to the network using the connectivity session.

Issue: Code E5.
Solution: This means the thermostat detects more than one network to connect to.
1- Wait a few minutes, then try to connect your thermostat again.

Issue: Code E6.
Solution: This means the thermostat detects a network to which it can connect, but the said network's connectivity session is closed:
1- Open the connectivity session to link your thermostat to the network.

Issue: Code E7.
Solution: This means the thermostat cannot find any network to connect to:
1- Make sure the load controller is within 30 feet of either the GT125 or another compatible device.

Issue: Code E8.
Solution: This means the thermostat isn't linked to any network:
1- Link the thermostat to the network using the connectivity session.

Issue: The detected load is inaccurate.
Solution: Cycle the breaker so the thermostat takes a new reading.

Issue: Wrong outside temperature.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E2.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E3.
Solution : Contact Sinopé Technologies' technical support.

Issue: Code E10.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E9.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E11.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E12.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E20.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code HH.
Solution: This means the thermostat is taking a reading above 70°C:
1- If the ambient temperature isn't really above 70°C, exchange the client's thermostat.

Issue: Code LL.
Solution: This means the thermostat is taking a reading below 0°C:
1- If the ambient temperature isn't really below 0°C, exchange the client's thermostat.

Issue: Code OL.
Solution: This means the load connected to the thermostat exceeds the maximum of 3000W (TH1120RF-3000) or 4000W (TH1120RF-4000):
1- Change the thermostat to one that can take a bigger load. If it exceeds 4000W, the client has to use a TH1400RF with a relay. If the thermostat isn't really overloaded, exchange the client's thermostat.

Issue: Screen blank, heater is heating.
Solution: Swap two thermostat to see if the issue is with the heater or thermostat. If the issue is with the thermostat, exchange the client's thermostat.

Issue: Screen blank, no heating.
Solution: Follow these steps:
1- Check if the thermostat comes back itself after 10-15 minutes or less. If so, the issue is caused by the heater's thermal protection.
2- Check if the heater has an integrated thermostat. If so, it needs to be deactivated.
3- Swap two thermostats. If the issue follows the thermostat, exchange the thermostat.

Issue: Wrong time shown on the thermostat.

Solution:

1- Check that the load connected isn't over the maximum of 3000W (TH1120RF-3000) or 4000W (TH1120RF-4000). If it is, the client needs to change his thermostat for one with a bigger capacity.
2- Make sure the client has entered the right zip/postal code in his neviweb® account.
3- Exchange the thermostat.

Issue: Code E1.

Solution: Exchange the client's thermostat.

Issue: Device is inaccessible through neviweb®.
Solution: Reset the thermostat's connection to the network:
TH1300RF and TH1400RF
1- Unplug the GT125's power cord.
2- Press and hold the DOWN button until you reach the minimum set point, then keep on holding it until you reach the menu.
3- Once in the menu, press both buttons simultaneously (quick press, do not hold them down) twice to have the text RST on the screen.
4- Press the DOWN button to select YES.
5- Press both buttons simultaneously (quick press, do not hold them down) to confirm.
6- The text SURE will show on the screen. Press the DOWN button to select YES.
7- Press both buttons simultaneously (quick press, do not hold them down) to confirm. The screen will show CLR. You can now plug the GT125's power cord and link the thermostat back to the network.

Issue: The thermostat's screen is showing ATP or FAIL RF.
Solution: Follow these steps.
4- Press the UP button until the screen shows FAIL RF.
5- Press and hold both buttons until the screen shows ATP PASS.
6- Cycle the breaker. The thermostat will now function properly.

Issue: Code E1F.
Solution: If you are not using a floor sensor, switch to the thermostat's AIR mode instead of FLOOR.

Issue: Code E4.
Solution: This means the thermostat has lost contact with the network:
2- Check the other devices to see if there is one that is off. If not, reset the thermostat's connection with the procedure above and link it back to the network using the connectivity session.

Issue: Code E5.
Solution: This means the thermostat detects more than one network to connect to.
2- Wait a few minutes, then try to connect your thermostat again.

Issue: Code E6.
Solution: This means the thermostat detects a network to which it can connect, but the said network's connectivity session is closed:
2- Open the connectivity session to link your thermostat to the network.

Issue: Code E7.
Solution: This means the thermostat cannot find any network to connect to:
2- Make sure the load controller is within 30 feet of either the GT125 or another compatible device.

Issue: Code E8.
Solution: This means the thermostat isn't linked to any network:
2- Link the thermostat to the network using the connectivity session.

Issue: The detected load is inaccurate.
Solution: Cycle the breaker so the thermostat takes a new reading.

Issue: Wrong outside temperature.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E2.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E3.
Solution : Contact Sinopé Technologies' technical support.

Issue: Code E10.
Solution: Contact Sinopé Technologies' technical support.

Issue: Code E9.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E11.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E12.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E15.
Solution: This means the thermostat's cover isn't properly connected:
   1-   Remove the cover and put it back in place. If the issue isn't solved, exchange the client's thermostat.

Issue: Code E16.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code E17.
Solution: This means the GFCI auto-test has failed:
   1-   Check to make sure there is no GFCI fault on the floor. The client can also swap two thermostats to check if the issue comes from the thermostat or the floor. If the issue is with the thermostat, exchange the client's thermostat.

Issue: Code E19.
Solution: This means the thermostat's internal temperature is too high:
   1-   Wait for the thermostat to cool down. If the thermostat keeps on showing the error or is not too hot, exchange the client's thermostat.

Issue: Code E20.
Solution: Cycle the breaker. If this does not solve the issue, exchange the client's thermostat.

Issue: Code GFCI.
Solution: Swap two thermostats to confirm there is a GFCI fault. If there isn't, exchange the client's thermostat.

Issue: Code HH.

Solution: This means the thermostat is taking a reading above 70°C:

     1- If the ambient temperature isn't really above 70°C, exchange the client's thermostat.

Issue: Code LL.

Solution: This means the thermostat is taking a reading below 0°C:

     1- If the ambient temperature isn't really below 0°C, exchange the client's thermostat.

Issue: Code OL.

Solution: This means the load connected to the thermostat exceeds the maximum of 3600W (TH1300RF):

     1- Split the load into one thermostat and one or more expansion unit.

Issue: Screen blank, heater is heating.

Solution: Swap two thermostat to see if the issue is with the heater or thermostat. If the issue is with the thermostat, exchange the client's thermostat.

Issue: Screen blank, no heating.

Solution: Follow these steps:

     1- Check if the thermostat comes back itself after 10-15 minutes or less. If so, the issue is caused by the heater's thermal protection.

     2- Check if the heater has an integrated thermostat. If so, it needs to be deactivated.

     3- Swap two thermostats. If the issue follows the thermostat, exchange the thermostat.

Issue: Wrong time shown on the thermostat.

Solution:

     1- Check that the load connected isn't over the maximum of 3600W (TH1300RF).

     2- Make sure the client has entered the right zip/postal code in his neviweb® account.

     3- Exchange the thermostat.

Issue: Code E1.

Solution: Exchange the client's thermostat.

Issue: Code E18.

Solution: Exchange the client's thermostat.

CONTACT INFORMATION

Sinopé Technologies Inc.
Technical Support Department
705, Montrichard Avenue
St-Jean-sur-Richelieu, Qc
J2X 5K8

T: 450.741.7700 / 1.855.741.7701 – extension 5107
F: 450.741.7710

E-mail : support@sinopetech.com

www.sinopetech.com