



# What Is Causing My STRATA\_HEAT<sup>®</sup> Thermostat to Keep Tripping? TDS 223

What causes the thermostat to trip, requiring the Reset Button to be Pressed?

The GFCI in the STRATA\_HEAT thermostats are Class A, which means below 5mA trip levels. This is a very sensitive trip level required by UL. There are several instances that could cause “spurious tripping,” or “nuisance tripping,” due to electrical noise on the circuit. Common instances are:

- Check resistance reading of the wire. Across the two main wires refer to page 34 of the wire installation manual for what readings are for what size. Each main lead to ground should read an open circuit. This typically is OL or 1. On a multimeter
- GFCI on breaker and on thermostat: You should aim to only have one GFCI on the circuit. If you have installed an external GFCI on the line remove it and use the GFCI built into the thermostat.
- Dedicated Circuit: If the power supply is shared with other devices, and especially if these use a GFCI, there may be issues on the line causing the GFCI to trip. In those instances, aim to isolate your floor heating system with a dedicated circuit breaker.
- 240V Nuisance Tripping: On 240V circuits, it is common for the breakers to be merged in a single physical area of the electrical panel. And in the case of GFCI breakers, all the neutral wires will be connected together to the same neutral bus bar. To resolve nuisance tripping issue, you can relocate your 240V breaker on the panel in a more isolated location, or you can tie the neutral wire (for GFCI breakers) to the other neutral bus bar (alone). Remember for outside of bathrooms, GFCIs are not required for floor heating systems.

If all above steps have been verified and you are still experience the thermostat to trip, please call our Technical Services department at 1-800-244-4788 ext. 1235.

Technical Data Sheets are subject to change without notice. For latest revision, check our website at <https://laticrete.com>  
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