Thermostat Troubleshooting

Thermostat is blank
1. Check that the display/brightness is not on not on the lowest setting "0". To access the display/audio settings first wake the thermostat by touching the screen, press menu>settings>display/audio>display/brightness.
2. (ELECTRICIAN REQUIRED) An electrician will be needed to verify that the power going to the thermostat and that it is correctly wired. See wiring diagram in DS 044.6 Wire Installation Manual.

Thermostat displays ER1 or ER2
1. (ELECTRICIAN REQUIRED). An electrician is required to check that the floor sensor has been connected to the correct terminals (typically terminals 1 and 2 for normal operation) and have not come loose. If the floor sensor is connected to the correct terminals, the electrician will need to check the resistance of the floor sensors using a multi meter set to 20k ohms to see if the floor sensor has been damaged. The STRATA_HEAT Thermostat uses a 10k sensor at 77°F (25°C).

   If the readings on the sensor are incorrect, this would indicate a fault. If the floor is finished and the thermostat is in the room to be heated, then the thermostat can be set to "air mode". To set the thermostat into "air mode" press menu>settings>heating preference>control air/floor. This can also be changed via the MYSTRATAHEAT app or via your mystrataheat.com account.

   Another option is to set the thermostat into "regulator mode" where the thermostat will work in cycles. To set to "regulator mode" press menu>settings>advanced settings>heater settings>regulator on.

   Lastly you can replace the probe by removing a tile or placing it a minimum of halfway down into the grout joint.

Heating is coming on earlier than pre-programmed time
1. The STRATA _HEAT Thermostat "early start" feature is on. This means that the thermostat will start early to achieve the set temperature at the set time. For example, if period 1 is set at 85 F for 7am, the thermostat will come on early to achieve 85 F at 7am instead of starting at 7am.
   Please note that the "Early start function of the thermostat has to be learnt by the thermostat. This will normally take approximately a week of use to regulate and learn the specifics of the installation.

   If you would like to turn off the "early start" feature go to menu>settings>heating preference>early start and turn it off. This can also be changed via the app of the mystrataheat.com account.
2. When you first set up your STRATA_HEAT Thermostat you would have been asked to set the "setback temperature". This "setback temperature" is where you require a minimum temperature or the heat off all together in your program. If the "setback temperature" has been set too high and the floor falls below what is set, the thermostat will come on to maintain that minimum level. To lower or raise the "setback temperature press menu>program and then set the "setback temperature".

The STRATA_HEAT Thermostat will not allow me to set above a certain temperature
1. The thermostat is in "air mode". The maximum set temperature in air mode is 86° F (30°C). The maximum temperature for "floor mode" is 104°F (40°C).
2. Delicate floor coverings need to have their temperatures limited. If your finished floor is set for wood, vinyl, laminate, etc. you are unable to set your floor above 81°F (27°C).

The STRATA_HEAT Thermostat time and temperature not updating in standby mode

1. There are two screws to the left and the right of the stand-by button. Unscrew them and remove the face plate of the thermostat. Leave off for 15 seconds and reattach. If the problem persists, press menu>settings>advanced settings>reset.

Setting a custom temperature changes the run mode but doesn't store the temperature

1. If you have created a custom program that has not saved, you have to make sure that the accept button has been pressed in the weekly schedule screen to confirm the new program, and the mode has been changed to scheduled.
2. Create a new program for any day of the week and note the changes that have been made.
3. Select "accept" on the program. This will then bring you back to the weekly schedule screen.
4. Select "accept" on the weekly schedule screen.

Air temperature behaving erratically

1. If the total wattage of the heaters has been entered incorrectly or if a relay has been used this may occur. To resolve the issue the customer will have to log into their Mystratamat.com account. On the mystratamat.com homepage select settings, scroll down to the bottom of the page and delete the room. The customer will now have to re-register their room but instead of selecting electric as the system type please select hydronic. This will resolve the sensor issue.

The small header on the home screen display is wrong

1. If the small header is not displaying the correct information, it could be because both the floor and external sensors have been set to none. To resolve this issue set the air sensor as the heating target.

Holiday mode does not cancel when control mode is changed

1. If the holiday mode has not been cancelled when the control mode has changed, you have to cancel holiday mode manually. This can be done by selecting "cancel holiday" on the STRATA_MAT Thermostat screen. If the "holiday mode" is still required, you must then program a new holiday mode on either the thermostat, app, or web portal.

STRATA_HEAT Thermostat cannot find SSID (service set identifier) but can find other SSID's

1. Make sure that your SSID name has not been hidden. To check this, go into the router settings. It is usually a tick box next to the SSID name saying SSID name. Direct them to ISP/router manufacturer for assistance.
2. Range could be an issue. Set up a mobile phone as a hotspot. See if the STRATA_HEAT Thermostat will detect the phone's mobile hotspot and connect to its network. If it does, then direct them to there is as the range is the issue. A Wifi extender may help with this.

WIFI Troubleshooting

STRATA_HEAT Thermostat won't connect to WiFi network

1. Possible connection time out when you try and connect to your WiFi network. Try to reconnect with your network.
2. Check that your SSID (Network name) and WiFi password are correct.
3. If your SSID and password are correct check that you are using a WPA2 password format on your network. The Strata Heat thermostat will not connect if using a WEP password as they are outdated and are no longer considered secure. To check whether you have a WPA2 or WEP double click on the network connection icon and click connect to a network. If you hover over your WiFi network, it will show your security type. To change this, contact your internet service provider.
4. Check if you are on a 2.4 GHz or 5 GHz band. The STRATA_HEAT Thermostat will only connect using 2.4 GHz. You will need to check with your internet service provider to see which band your WiFi is set to.
5. If the previous steps have been checked and verified, then we need to "power cycle" the thermostat. There are screws on either side of the standby button. Unscrew the screws and remove the face plate. Leave off for 10-15 seconds, reattach and try to connect to your WiFi network.

6. It is possible that the location of the thermostat may be an issue. If you have another STRATA_HEAT Thermostat which is connecting to the network, remove that face plate and place it in the location where you are having issues and see if it connects to the WiFi in that location. If this one also fails to connect then the distance to the router may be too great. Purchase a WiFi extender to enhance signal strength. Contact your internet service provider for more information. If you only have one thermostat, to test signal strength, there are apps available such as WiFi Analyzer and Ofcom. If you have poor signal strength this may be the reason that the thermostat cannot connect.
7. If signal strength is not an issue, please reboot /restart your router and try to connect again.
8. If you still cannot connect, it may mean that your router needs to be updated. Please contact your interest service provider/router manufacturer to see if your router needs to be updated to the latest firmware.
9. If after all these steps you still cannot connect, you may have problems with your router or a firewall in place that is preventing a successful connection. Please contact LATICRETE® technical support at 1-800-243-4788 ext1234 with details of your system setup, including router model, internet supplier, and any 3rd party firewall and anti-virus software that you have installed and we will investigate your problem.

My STRATA_HEAT Thermostat is failing to connect to the WiFi network where it did previously

1. Go to advanced settings>info>about. If the device number is all 0's and there is a blank where the WiFi version should be then contact LATICRETE technical support at 1-900-243-4788 ext 1234.

Server Issue Troubleshooting

STRATA_HEAT Thermostat won't connect to MYSTRATAHEAT server

1. You have not registered an account on Mystrataheat.com Please go to www.mystrataheat.com and register your thermostat. If you did not keep a note of your device number which will be needed for registration, you can find it by pressing menu>settings>advanced settings>about>info and you will see your device number. To register go to mystrataheat.com and click register and enter your details. You will receive a confirmation email when you setup an account. Click on the link in the email and log into mystrataheat.com. To set up your room click the "+" icon to add a room. Here you enter the details of your installation and your device number. Once your room has been added the error symbol will disappear.
2. If after registration, the error symbol remains, then you need to "power cycle" the thermostat. Unscrew the screws on either side of the standby button on the bottom of the device and remove the face plate for 10-15 seconds and reattach.
3. If the "power cycle" did not work, please reboot/restart your router.
4. If you still cannot connect to the server it may be that your router needs to be updated. Please contact your internet service provider/router manufacturer to see if your router needs to be updated to the latest firmware.
5. If after all these steps, you still cannot get connected, you may have problems with your router or a firewall in place that is preventing a successful connection. Please contact LATICRETE technical support at 1-800-243-4788 ext1234 with details of your system setup, including router model, internet supplier, and any 3rd party firewall and anti-virus software that you have installed, and we will investigate your problem.

MYSTRATAHEAT.com Portal Troubleshooting

My background image will not load on my thermostat

1. This is done on the mystrataheat.com homepage. Click on settings and scroll to the bottom for custom background. Images must be no larger than 2mb.

The cost graph on the energy monitoring is stuck on $0

1. Check that you have entered the tariff type and cost. Go to the profile page on mystrataheat.com click on the cog to the right of your location. Scroll down to edit location and click. In energy monitoring, you can enter tariff type and costs.

How do I switch from schedule mode to fixed temperature mode?

1. On the mystrataheat.com page just below your location click schedule and now you will be able to select fixed temperature. If you want to change the fixed temperature, click schedule and select fixed temperature.

The schedule on the portal is filled out for the whole day but the thermostat is still heating

1. Problems can be created when a comfort period has been set to cover a whole day (i.e. comfort periods back to back for the whole day). To stop this from happening make sure there are gaps, of any length, included into the schedule.