

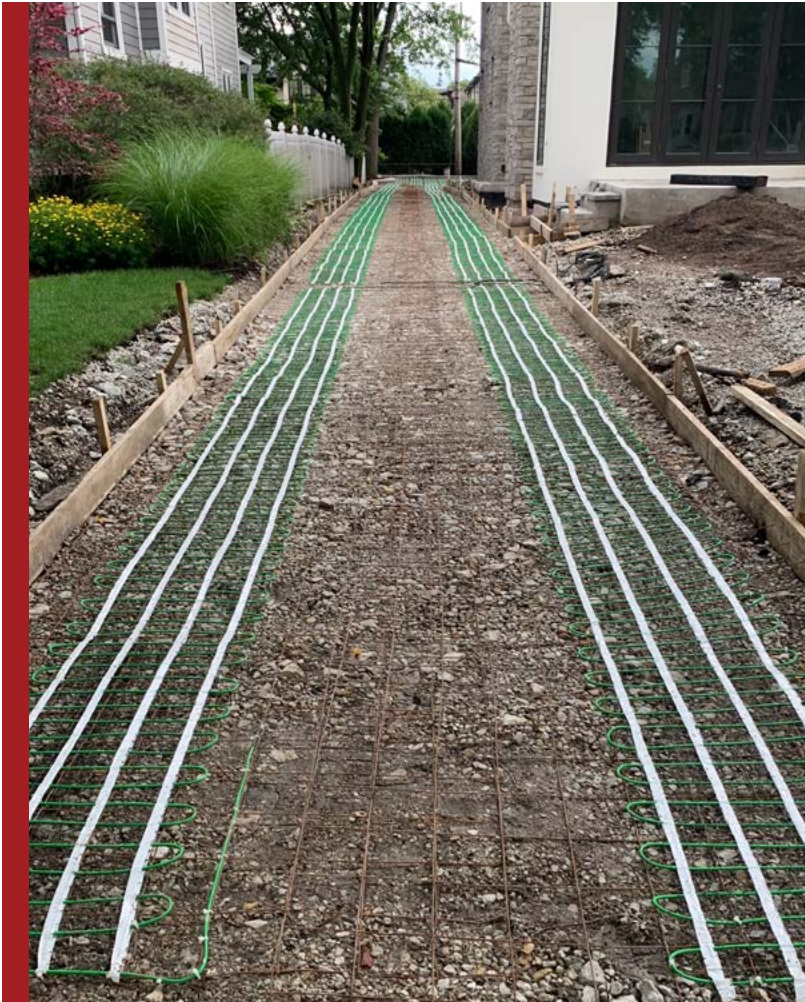


WarmlyYours

Built for PROS

Backed by EXPERTS

QUICK FIELD TROUBLESHOOTING CHECKLIST



WarmlyYours Snow Melting Field Pocket Guide

Use this checklist as a first-response guide on-site. Match the observed symptom and check off each verification step before replacing any components.

Symptom 1

Controller indicates HEAT, but snow not melting

Primary Suspect: Faulty connection, relay, or element; installation depth or weather factors

Verification Checklist:

Perform In/Out voltage testing across each component: breaker → relay → J-box → lead

De-energize and test resistance across heating elements

Compare measured resistance to factory spec

Symptom 2

Snowing, but controller is not turning on the system

Primary Suspect: Faulty sensor or incorrect sensor location

Verification Checklist:

Inspect sensor location for free-falling snow/moisture exposure

Check for debris or ice blocking the sensor grid

Test sensor per manufacturer guide

Symptom 3

GFEP breaker trips

Primary Suspect: Ground fault, moisture in a junction box, or overloaded/incorrect breaker

Verification Checklist:

De-energize, lock out, and use a qualified electrician for all live measurements

Megger test core-to-ground

Inspect boxes for water ingress

Confirm the installer used a 30mA GFEP (Ground Fault Equipment Protection) breaker — a standard 5mA GFCI will nuisance-trip on an electric snow-melt circuit's normal capacitive leakage and is not the correct breaker type for this application

Clamp-meter the load and verify amperage against breaker rating

De-energize and lock out before any wiring access. Involve a qualified electrician for all live measurements.

Symptom 4

Controller light flashing / error / alarm code

Primary Suspect: Sensor communication loss or thermistor loop issue

Verification Checklist:

- Do not guess the flash pattern — cross-reference the specific controller-and-sensor combination manual
- Verify sensor connections and setup
- Measure thermistor resistance
- Compare against the manufacturer's documented values for that specific sensor model

Symptom 5

Partial melting / cold spots across the area

Primary Suspect: Damaged cable section, improper wire spacing, or uneven slab depth

Verification Checklist:

- Clamp-meter the live feed per zone to check amp draw
- Inspect relay panel and j-box connections
- Sweep the area with a thermal imaging camera to locate wire spacing gaps, cold zones, or break locations
- No destructive digging required before thermal scan

Field Safety Reminder

Before accessing any wiring or taking electrical measurements: de-energize the circuit, lock it out, and involve a qualified electrician. Only non-invasive checks (visual inspection, sensor placement, thermal imaging) should be performed without these safety steps in place.



De-energize

Always cut power to the circuit before any hands-on inspection of wiring or components.



Lock Out

Apply lockout/tagout procedures to prevent accidental re-energization on site.



Qualified Electrician

All live electrical measurements must be performed by a qualified electrician only.



Non-Invasive First

Visual inspection, sensor placement checks, and thermal imaging are safe first steps.

Verify before you replace. Bookmark this guide and keep it with your multimeter kit.