



## TROUBLESHOOTING GUIDE

DO YOU HAVE A PROBLEM WITH YOUR GROZONE CONTROLLER ?

DO YOU NEED ANY TECHNICAL SUPPORT ?

ARE YOU AWARE OF THE WARRANTY COVERAGE ?

**PLEASE READ THESE INSTRUCTIONS CAREFULLY AND SAVE THEM FOR FUTURE REFERENCE**



**QUESTION #1: I think my controller is damaged, or it simply does not work as indicated in the user guide, what should I do ?**

Please refer to the troubleshooting steps. Follow these instructions carefully, step by step. The Controller should work as described in the “Expected Result” section.

Do you need assistance in executing the Troubleshooting steps ?

1. Please contact your **RETAILER** or
2. Send us an **EMAIL** at [support@grozonecontrol.com](mailto:support@grozonecontrol.com) or
3. **VISIT** our **Technical Support Center** at [www.grozonecontrol.com/techsupport.html](http://www.grozonecontrol.com/techsupport.html) or place your **Smartphone** to capture the **QR Code** shown here. (QR-code Reader application required).



CAPTURE THIS QR CODE WITH YOUR SMARTPHONE !

Technical Support is available Monday through Friday, from 8:00 AM to 5:00 PM, Eastern Time. **You want us to contact you ?** Do not hesitate to leave your phone number, we should be able to call you back within minutes during business hours.



**QUESTION #2: I’ve been through the troubleshooting steps, what do I do if I meet a problem at any of these steps ? Is my product covered by the WARRANTY ?**

Grozone controllers are covered by a 3-year warranty. We will replace any DAMAGED PRODUCT WITH A BRAND NEW PRODUCT.

Covered or not covered ? We do not authorize the replacement of fully working products nor altered (tampered) products. The Troubleshooting steps on reverse will help you identify a damaged product. Do not hesitate to contact us or contact your retailer to make sure the controller is not fully working or damaged before returning it to the store.

My product is not fully working or damaged, I want a replacement unit: in order to get a replacement product, **you MUST return all modules and applicable accessories to the retailer** – controller, output boxes, remote sensors, cables, power cord or power supply. We’ve observed that many problems often originate from seemingly insignificant components the user forgets to return, so we are unable to identify the problem and thus authorize the return under warranty. To avoid being charged for the accessories, be sure to include all pieces. Thanks for your cooperation.

PRODUCT \_\_\_\_\_ DATE OF PURCHASE \_\_\_\_\_ SERIAL NUMBER \_\_\_\_\_

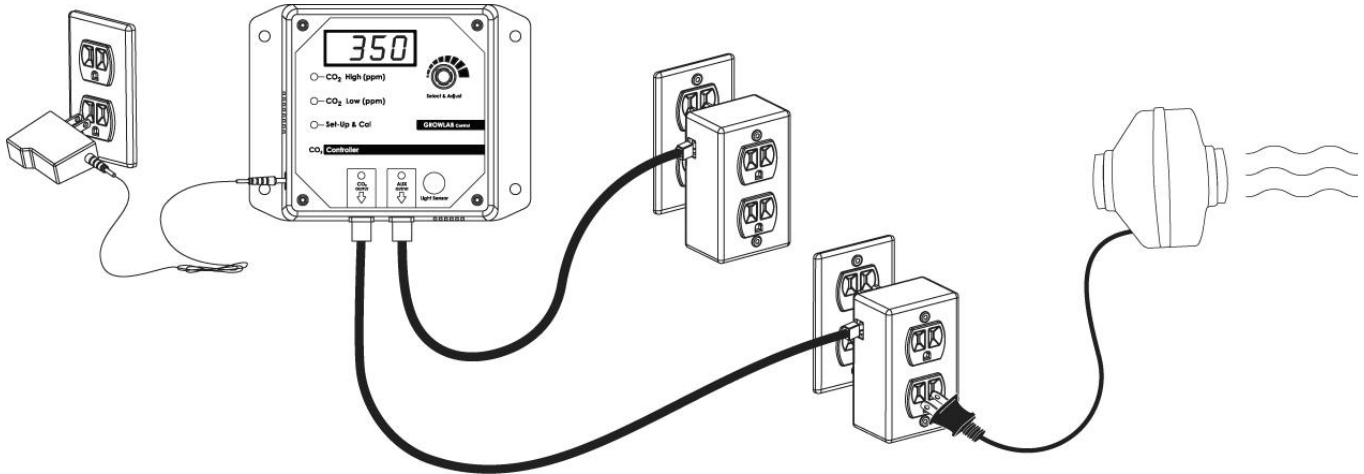
# TROUBLESHOOTING THE CO2R GROZONE CO<sub>2</sub> CONTROLLER

Procedure Name : CO2R-V1.1

## 1 – BEFORE STARTING

**\*\*\*\*\* CAUTION : MAKE SURE TO READ AND FOLLOW THESE INSTRUCTIONS BEFORE STARTING THE TEST.**

- PLUG both output boxes (OB1) to the main module with the 2 telephone cables (included).
- CONNECT A LOAD (lamp or fan...) into the CO<sub>2</sub> OUTPUT BOX (not the AUX OUTPUT BOX).
- LIGHTING CONDITION: make sure to perform this test in a room with enough light for the controller to detect a DAY condition. A dark location should be avoided.



## 2 – TEST

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
1	<ul style="list-style-type: none"> <li>● Plug the external supply into any 120V outlet or power bar, and plug the power supply connector on the left side of the module.</li> </ul>	The screen shows a 30-second countdown after a short introduction displaying the name of the product and the revision number. Wait until the countdown ends.
2	<ul style="list-style-type: none"> <li>● Turn the KNOB CCW to see the <u>CO<sub>2</sub> ppm</u>.</li> <li>● Turn the KNOB CW so see the <u>temperature</u>.</li> </ul>	<p>A « normal » <b>CO<sub>2</sub></b> value should stand between 400 and 1000 ppm. It might be higher if your room is not ventilated enough or many people are present or you are blowing directly toward the module.</p> <p>The <b>temperature</b> is indicated in °C or °F according to the unit setting made in the “Set-Up &amp; Cal” menu. <u>The temperature value must be relevant.</u></p> <p><b>CALIBRATION will be checked at step 10.</b></p>
3	<ul style="list-style-type: none"> <li>● Click knob once.</li> <li>● Turn knob both ways, and set value to 4500 ppm.</li> </ul>	The <b>CO<sub>2</sub> High (ppm)</b> indicator lights up to indicate the value on screen is the CO <sub>2</sub> high setpoint (the default value is 1500 ppm). The value on screen goes up or down according to the knob rotation direction. To complete this step, set the value to 4500 ppm, getting ready for step 5.
4	<ul style="list-style-type: none"> <li>● Click knob twice</li> </ul>	The <b>CO<sub>2</sub> Low (ppm)</b> indicator and <b>Set-up &amp; Cal</b> will light up in this order. Make sure to stop when <b>Set-up &amp; Cal</b> lights up.
5	<ul style="list-style-type: none"> <li>● Turn knob in both directions to change the value on screen between F13 and F14 repeatedly.</li> </ul>	<p>The CO<sub>2</sub> <b>OUTPUT</b> indicator will turn off when F14 is set, and will turn back on when F13 is set. <u>The LAMP (or LOAD) and the <b>CO<sub>2</sub> Output</b> indicator always turn ON and OFF at the same time.</u></p> <p>Unplug the LOAD from the CO<sub>2</sub> OUTPUT BOX and plug it into the AUX OUTPUT BOX, to be ready for step 7, where the LOAD switching test will be completed.</p> <p>This step works only if the <b>CO<sub>2</sub> High (ppm)</b> has been set to 4500 ppm at step 3.</p>

6	<ul style="list-style-type: none"> <li>Turn the knob to set value to F11</li> <li>Click knob <u>four times to exit</u></li> </ul>	The first 3 light indicators must be off to view the CO2 level in the room. F11 stands for « CO2 enrichment – day only ». The <b>CO2 OUTPUT</b> indicator must be ON and the <b>AUX OUTPUT</b> indicator must be OFF.
7	<ul style="list-style-type: none"> <li>COVER the day-night detector (<b>Light Sensor</b>) with the palm of your hand. DO NOT use one finger only. <u>The covered surface is not large enough and daylight will still be detected.</u></li> </ul>	The <b>CO2 Output</b> indicator must be ON before you hide the sensor, but will turn off after 6 to 8 seconds when the night condition is detected. The <b>AUX Output</b> indicator works the opposite of the <b>CO2 OUTPUT</b> indicator: <b>AUX OUTPUT</b> is ON when <b>CO2 OUTPUT</b> is OFF, and vice versa. The LOAD connected to the AUX OUTPUT BOX must be ON only when the <b>AUX Output</b> indicator is ON.
8	<ul style="list-style-type: none"> <li>Withdraw the palm of your hand (uncover detector) and wait for 6 to 8 seconds.</li> </ul>	The <b>CO2 OUTPUT</b> indicator will turn ON (and <b>AUX OUTPUT</b> indicator turns OFF) when day condition is detected.
9	<ul style="list-style-type: none"> <li>Blow softly into the air intake (lower right corner of the module) through the air filter.</li> </ul>	You will see the CO2 ppm level on screen going up to a value up to 5000 ppm and above. If needed, blow closer to the module or stronger : your breath contains a lot of CO2. The <b>CO2 OUTPUT</b> indicator must turn OFF (and <b>AUX OUTPUT</b> indicator turns ON), the screen will show « OVER » and « 5000 » alternately.

**The basic test is now complete. The CO2 SENSOR (SNIFFER) CALIBRATION instructions follow.**

10	<ul style="list-style-type: none"> <li>Check the CO2 Controller calibration to confirm whether calibration is required or not.</li> <li>IF REQUIRED, you will find the calibration procedure on page 3.</li> </ul>	<p>You must bring the module close to an open door or window or simply outside. Wait 1-2 minutes to get a stable value and AVOID breathing near the module.</p> <p><b>The CO2 ppm value on screen should be between 350 and 450 ppm, sometimes up to 500 in urban surroundings. In this case, your module DOES NOT NEED calibration.</b></p> <p>Note : The built-in CO2 sensor (<i>sniffer</i>) is <b>precise to +/- 75 ppm</b> (industry standard) meaning that two or more modules in the same room are likely to indicate different ppm values, showing variation between them of up to 150 ppm. THIS IS NORMAL and no action is required. If the variation between readings is beyond 150-200 ppm, one of them is likely to require a calibration. <b>Be aware that a difference of 100 ppm has insignificant effect on plants.</b></p>
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<b><u>CO2 SENSOR CALIBRATION</u></b> (for SCO2 and CO2R)	
Step	<p><b>&gt;&gt;&gt;&gt;&gt; IMPORTANT &lt;&lt;&lt;&lt;&lt;&lt;</b></p> <p>Expose your Controller to outdoor air for a minimum of 1-2 minutes, fresh air being used as a reference. If the value on screen is around 350 to 450 ppm, YOU DO NOT NEED TO RECALIBRATE YOUR UNIT.</p>
1	Click knob repeatedly until “ <b>Set-Up &amp; Cal</b> ” indicator turns ON.
2	Press knob and keep it pressed for about 5 seconds, until “ <b>Set-Up &amp; Cal</b> ” indicator begins to flash and “CAL” appears on screen.
3	Let button go, “CO2” and “CAL” appears on screen alternately (blinking).
4	Click knob again, then “CAL” and “400” appears on screen alternately (blinking). <b>&gt;&gt;&gt; IMPORTANT : if the value shown IS NOT 400, turn the knob to set value to 400.</b>
5	TO CALIBRATE : press knob and keep it pressed for at least 5 seconds, until “CAL” shows up on screen (not blinking), then let button go. <b>&gt;&gt;&gt; IMPORTANT : if you “click” the knob instead of “pressing and maintaining the knob pressed”, you will exit WITHOUT calibrating.</b>
6	The automatic calibration takes just seconds. When completed, « <b>CAL</b> » et « <b>GOOD</b> » appear on screen alternately (blinking) for 5 seconds, then the controller returns to normal operation. <b>&gt;&gt;&gt; IMPORTANT : You MUST see « GOOD » on screen at the end of the calibration process. If not, the calibration has FAILED. Then go back to step 1.</b>