



DUCOTERRA

Green Heating Solutions



MightyEnergy.net

SolaRay Installation Troubleshooting Guide

In the rare event you experience issues with your SolaRay heating panels, there are a few things you can check.

BEFORE SERVICING ANY ELECTRICAL CONNECTIONS POWER MUST BE SHUT OFF AT THE BREAKER. DO NOT ATTEMPT ANY REPAIRS WHILE POWER IS ON. CONTACT A QUALIFIED ELECTRICIAN IF NECESSARY. OPENING THE UNIT WILL VOID THE WARRANTY.

- Panel not heating up
 - Check all connections to the panel. Use a tester to check for power at delivery point. Check panel breakers. Check thermostat settings.
- Panel heat is very low
 - Insure the panel voltage rating and supply voltage match
- Panel is too hot/Burning smell present
 - Turn off power immediately. Confirm panel voltage rating and supply voltage match.
- Buzzing noise when panels are on
 - Check for loose connections in circuit
 - Ensure supply wire is of sufficient gauge to carry load
 - Remove thermostat from circuit and test for noise with switch or direct connection
- Clicking/popping noise from panels
 - Loosen panel slightly from ceiling

If you have another issue or are unable to resolve your problem with the above steps, please contact us directly for customer support and service.

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