

SAUNA TROUBLESHOOTING

Problem	Probable Cause	Solution
Note: Except where noted otherwise, reference to control refers to TPT3 mechanical control.		
Heater will not start.	Control wired incorrectly.	Check wiring diagram carefully to ensure control circuit is wired correctly.
	High temperature control has tripped.	Using pencil or other non-conductive material, carefully push in "reset" button at front bottom of heater.
	Thermostat off or set below room temperature.	Turn thermostat clockwise. Saunas are generally set to between 80-90 C. (175-194. F).
	No power.	Turn on breaker. If on, it may be faulty or installed incorrectly. Call for service.
	Timer off.	Turn timer clockwise.
	Faulty magnetic contactor (applies only to heaters 7.5 kw & larger).	Call for assistance / Call service person.
Sauna not hot enough.	Temperature not set high enough.	Set thermostat higher- normal range is 80-90. C.
	Thermostat sensor not positioned properly.	Relocate sensor. Should be @ ceiling 1'-2' from heater, 1" from ceiling.
	Thermostat miscalibrated.	Recalibrate or replace.
Sauna on, but no real heat. Elements are not glowing red.	Sauna has been wired at 120 volt. (Note:two 120 volt lines does not make 240 volt.	Call qualified service person. Using meter, confirm there is 240 across line 1 and line 2.
One or more elements not glowing red.	One or more elements burned out.	Replace element.
Pilot light on. No Heat	High Limit tripped.	Reset. (See above)
	High Limit defective.	Replace high limit.
High Limit trips frequently.	Too many rocks or rocks packed too tightly, trapping heat inside (very common).	Leave one side of rock tray free of rocks. Rocks should be stacked so that air can pass through.
	Thermostat sensor not positioned properly (very common).	Relocate sensor. Should be at ceiling 1' -2' from heater, 1" max. from ceiling. (If bulb is further away it will report a lower temperature and the heater will stay on too long. You can also try to lower temperature setpoint on thermostat to "compensate" for the false reading.
	Thermostat broken or miscalibrated.	Recalibrate or replace.
	(Public) Sauna being tampered with by users; i.e splashing water or placing wet towel on thermostat sensor bulb.	Close sauna to public use. Run heater for 2-3 three hours. If sauna does not trip, this suggests the problem is user tampering.
	High Limit defective.	Replace high limit.
Sauna too hot.	Sensor not properly positioned.	Reposition sensor or lower thermostat setting to compensate.
	Thermostat broken or miscalibrated.	Recalibrate or replace.
Breaker trips frequently.	G.F.C.I. breaker was used.	Replace with standard breaker.
	Breaker too small for heater installed.	Replace with properly rated breaker.
	Short circuit or ground in wiring.	Call service person.