Troubleshooting Checklist for Snow Melting System

Kindly provide accurate information for us to correctly identify the issue of your application.
Inaccurate information may lead to wrong diagnosis of the problem.
If unsure of the following details, please consult a person with adequate knowledge of roofing and electrical installations.

Return this completed document to your contact at Easy Heat – Technical Support.
Fax Number US & Canada: 1-877-270-1738 I Easyheat.Technicalservices@Emerson.com

Customer Information	
Name**:**	
Address**:**	
Phone Number:	
E-mail Address:	

Troubleshooter Information	
Name**:**	
Phone Number:	
E-mail Address:	
Business Name:	
Business Address:	
Phone Number:	
Fax Number:	

Installer Information	
Name**:**	
Business Address**:**	
Phone Number:	
E-mail Address:	
Fax Number:	

Electrical Information	
What is the supply voltage?	◯ 120V ◯ 208V ◯ 240V ◯ 277V ◯ Others (Please Specify): _____
Is the system Ground Fault Protected?	◯ Yes ◯ No
What is the size of the circuit breaker per circuit?	◯ 15 Amps ◯ 20 Amps ◯ 30 Amps ◯ Others (Please Specify): _____
What is the model number of the contactor?	
What is the coil voltage?	
What is the amperage rating?	

Installation Information	
Type of Installation:	◯ Residential ◯ Institutional ◯ Commercial ◯ Industrial ◯ Others (Please Specify): _____

Troubleshooting Information	
What is the problem with the system?	

Cable / Mat Information	
Where was the cable(s) purchased?	
When was the cable(s) purchased?	
When was the cable(s) installed?	

Electrical Information	
What is the supply voltage?	◯ 120V ◯ 208V ◯ 240V ◯ 277V ◯ Others (Please Specify): _____
Is the system connected to a GFCI protected circuit?	◯ Yes ◯ No
What is the size of the circuit breaker where the cable(s) is/are connected?	◯ 15 Amps ◯ 20 Amps ◯ 30 Amps ◯ Others (Please Specify): _____
How do you operate the heating cable(s)?	◯ Manual (ON/OFF) ◯ Manual ON / Timer OFF ◯ Automatic (Please Specify): _____ ◯ Others (Please Specify): _____

Installation Information	
Type of Installation:	◯ Residential ◯ Institutional ◯ Commercial ◯ Industrial ◯ Others (Please Specify): _____
What is the Target Area?	◯ Walkway ◯ Porch ◯ Driveway ◯ Steps ◯ Others (Please Specify): _____
What is the Pavement Finish?	◯ Concrete ◯ Asphalt ◯ Paver ◯ Others (Please Specify): _____

Cable / Mat Specification Information				
Catalog Number	Watts	Amps	Ohms	Insulation Resistance

Note:

• To measure insulation resistance, use a 500 Vdc (Minimum) mega-ohmmeter. Ideally, the measured resistance should be infinite, and no less than 50 Mega-ohms.

• For asphalt paving, defer final tests until surface has cooled to below 100°F to avoid faulty readings.

SA-1 Controller Checklist	
SA-1 Information	
Where was the controller purchased?	
When was the controller purchased?	
When was the controller installed?	
What is the problem with the SA-1?	

SA-1 Specification Information				
Catalog Number	Input Voltage	Output voltage connected to the coil of the contactor (Vac)	Outside Temperature	Color of LED Light (If lit)

Note:

• To measure an output voltage connected to the coil of the contactor accurately, the SA-1 should meet two conditions:

- ► The temperature should be colder than 38°F (3°C)
- ► There is water on the grid panels (located at the top of the unit)

MSC-1 Controller Checklist	
MSC-1 Information	
Where was the controller purchased?	
When was the controller purchased?	
When was the controller installed?	
What is the model number of the Moisture Sensor?	
What is the problem with the MSC-1?	

MSC-1 Specification Information					
Input Voltage (Vac)	Output Voltage connected to the coil of the contractor (Vac)	MSP-1 Pavement Sensor Voltage (Vac)	MSA-1 Aerial Sensor Voltage (Vdc)	MSA-1 Aerial Sensor Voltage (Vac)	Is the communication wire of the moisture sensor in the same conduit with the power supply line for the controller? (Yes / No)

• If you are not sure about the color of the moisture sensor, trace the yellow communication wire from the controller to the moisture sensor and check for wire extensions
• MSP-1 Pavement Sensor Voltage (Vac): Measure the voltage between the black and green wire
• MSA-1 Aerial Sensor Voltage (Vac): Measure the voltage between the black and white wire
• MSA-1 Aerial Sensor Voltage (Vdc): Measure the voltage between the black and red wire

Please use this section for additional notes and sketches

Please use this section to attach some photos of the installation

Return this completed document to your contact at Easy Heat – Technical Support.
Attach also a copy of your proof of purchase.

Fax Number US & Canada: 1-877-270-1738 I Easyheat.Technicalservices@Emerson.com

SUBMIT

Note: For IOS users, please copy the E-mail address above, click submit and paste the address on the Recepient (To.:)