Vela Electric & Radiatori 2000 Smart Thermostat Troubleshooting

Problem	Possible Cause	Solution
QR code invalid	Damaged label or dirty camera lens.	Ensure the QR label is not damaged in anyway and that your camera lens is clean.
	Unit previously connected to the WiFi network	Contact your retailer or merchant to reset the QR code.
Unable to connect to WiFi network	GPS/Location Services not active	Check that the devices GPS/Location Services are enabled.
	Heater not in pairing mode	Hold down the WiFi button for 15 seconds. This can be located on the control unit at the bottom of the unit.
	Username and/or password entered incorrectly	Check that username and password has been entered correctly paying careful attention to any predictive passwords your device may choose.
	Router not correctly configured	Contact your internet provider.
The radiator does not heat up	A low temperature has been set, or is very close to the ambient temperature of the room	Check the current temperature the heater is set to and adjust as required.
	The temperature sensor is covered	Check that the bottom of the heater is not covered and is at least 200mm off the ground.
Remote control not working	Low batteries	Replace the batteries.
Cannot control heater via the Radiatori 2000 application	Remote control also connected	The Radiatori application and the remote control cannot be connected at the same time to the same heater.

If you are unable to resolve any of the above issues, then please contact your retailer or merchant for further assistance.