Technical specifications

1.1. Troubleshooting

Problem	Cause	Solution
The LCD on the Control Panel has thin vertical or horizontal lines	The LCD is faulty	Request a new Control Panel
The "Signal test" does not work	The Control Panel is in error mode	Ensure that the temperature sensor is connected and that the isolation switch is turned on
	The unit is in normal operation or ventilation operation	Signal testing can only be done when the Power Unit is not in operation (not in normal operation or ventilation operation)
When trying to update the firmware, the update process keeps resetting	The Control Panel is in error mode	Ensure that the temperature sensor is connected and that the isolation switch is turned on
I cannot connect the Repeater	The Repeater does not need to be connected	Ensure that the Repeater is turned on. It should work if it is receiving power
I cannot charge my Control Panel	Some chargers do not work with the Control Panel	Try using another charger or a computer USB
	The charger cable is faulty	Try another cable with micro-USB connector
	The Control Panel is faulty	Contact your dealer
I cannot connect to the Power Unit	Power unit is not receiving power	Ensure that the Power Unit is receiving the correct supply voltage of 230V AC
	The PIN code is incorrect	Ensure that you have entered the PIN code exactly as it appears on your PIN code card. The PIN code may be alphanumerical and contain both letters and numbers (i.e. the letter B can look a bit like the number 8 etc.). If you have lost your code, refer to page 14 in the manual for instructions (contact exodraft if you need the code and know the ID of the Power Unit)
	The Power Unit has hung / frozen	Disconnect the Power Unit from the power supply, wait 30 minutes, then turn it back on. Open the Power Unit and press and hold the button under the circular cutout of the isolation cover for at least 10 seconds
	The Power Unit is faulty	Contact your dealer
	The distance between the Power Unit and the Control Panel exceeds the wireless connectivity range	Request a Repeater from your dealer and connect it to power in a position midway between the Power Unit and the Control Panel
The temperature in my chimney shows approximately 526 °C	The temperature sensor is not connected correctly	Check the wiring of terminal 13 and 14 in the Power Unit
	The temperature sensor is faulty	The resistance of the sensor is approx. 1080 ohm at 20 °C. Check whether the sensor has that resistance. If not, contact your dealer
	The Power Unit is faulty	Contact your dealer
One or more buttons on the Control Panel do not work	The touch functionality is faulty (Update your firmware)	See manual: "Xzense - Update of firmware" https://exodraft-manuals.com/
The Control Panel seems to be hung	The microcontroller may have crashed	Connect a power supply and press and hold the power button for at least 10 seconds
I cannot connect to the Control Panel using Bluetooth	Bluetooth is not enabled on the Control Panel	Ensure that Bluetooth is enabled on the Control panel
	You are using the built-in Bluetooth pairing of your device	Only use the Xzense App for pairing your devices. The built-in one will not work
	Your phone's Bluetooth settings must be corrupted / faulty	Check the Bluetooth functionality with another device and contact technical support of your device manufacturer

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I have a problem that is not listed in this guide	Your Control Panel / Power Unit firmware may not be up to date. Go to the settings menu and select "software version". It must be version 3.8 or higher	Go to the App Store / Google Play and download the Xzense App. See manual: "Xzense - Update of firmware" https://exodraft-manuals.com/
I cannot select "Pressure Controlled" in the System Control menu	Your wireless XTP sensor is not connected	Connect the wireless XTP sensor by following the steps outlined in the manual. Ensure that the wireless XTP sensor is receiving power
	You do not have a wireless XTP sensor	Request a wireless XTP sensor from your dealer
	Your system is in operation	Wait for the fire to burn out

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