Ecobee System Installation Troubleshooting

If your electrician has any questions about wiring the controls (thermostat, relays, transformer) they can reach out directly to the Professional Technical Support Line at Jackson Systems 1-888-652-9663. They are available 8 AM - 6 PM EST M-F.

Steps to troubleshoot controls with electrician:

1. Is the low voltage transformer getting the proper voltage that correlates with the colored lead wires?
2. Is the transformer outputting 24v? Have an electrician measure this.
3. Our low voltage thermostats (yoga thermostats) will not work if they are getting more or less than 24v.
4. Is the Ecobee's screen on and working? If not, call Ecobee Support.
5. Is the thermostat set above room temperature? Set at least 5° above room temp.
6. Verify the connections at the terminal per the wiring diagram.
7. Is the relay receiving 24v? Is the thermostat supplying 24v?
8. The relay light is on when operating. Is the relay operating?
9. Are the yellow & purple wires connected to the first heater leads?
10. Blue and gray wires should be capped off
11. Are orange and brown wires receiving proper voltage (208/240v)?
12. If all the heaters on a relay are not working, test the relay first then the continuity of all heaters starting with the first. There may be a break in continuity in one heater and the rest will not work.

1. Is the Ecobee still powering on and engaging? If not, the 24v transformer may need to be replaced. Have your electrician measure the voltage to see if it is outputting the correct power (24v) which powers the thermostat and relays controlling the heaters.

2. If the Ecobee is on and working, make sure to set the temperature to at least 5-10° above the current room temperature and measure to see if the panels are coming on. Use an infrared thermometer like this one (linked here) that can measure temperatures to 500°F.
We recommend contacting Ecobee Support to see if they are able to notice a scheduling or setting conflict on the back end. Follow the link and it may be easiest to message them for an appointment time to call if you do not have time to be on hold.

Make sure the Ecobee is able to reach above 79° by following the below steps:
- Select Main Menu > Settings (preferences & defaults) > Preferences
- Select Max Temperature Range, Increase & save.
- Go Back to Preferences.
- Select Heating Smart Recovery or Cooling Smart Recovery.
- Touch Enable or Disable.

heating green

3. After verifying the Ecobee settings are correct via Ecobee Support, have your electrician check all the relays to be sure those are working as they tell the heaters when to turn on.

If your electrician has any questions about the wiring between the thermostat, transformer, and relays- they can reach out directly to the Professional Technical Support Line at Jackson Systems 1-888-652-9663. They are available 8 AM - 6 PM EST M-F. They will only speak to licensed electricians and let them know you are a Heating Green customer!

4. The heaters are simple electric resistance heaters and the continuity of the system has been disrupted somewhere. Your electrician should continue to look for shorts, or breaks in the circuit. The heaters are either on or off meaning that they are not receiving power somewhere on the line.

Please see our Infrared Yoga Support Page linked, including our Infrared Yoga Installation Guide as well as our Operation Guide which includes further troubleshooting steps for the heaters.

Warranty and Refund/Return Information

Any non-working parts under warranty can be replaced or refunded to purchase a replacement.

The manufacturer needs the defective units returned in order to provide a replacement or a refund under warranty.

We will provide a return shipping label to return the defective part to the manufacturer.

After the non-working part is returned they can provide either a replacement or refund the amount if your electrician sources it on their own.

We often recommend the latter for the benefit of your time and getting everything up and running ASAP!