Troubleshooting

Symptom	Possible cause	Solution
Room temperature too high	When batteries are running low, the device will automatically set the room to a certain temperature before the batteries die.	Replace the batteries (the Danfoss Link™ CC panel will indicate if a device has run out of battery power).
	Someone may have set the room device too high.	Reduce the room temperature setting range in the room, or deactivate the local setting option. Also refer to section: ***Does the Danfoss One® system have a tamper-proof lock?***
	Strong solar gains in low-energy homes.	Solar screening / blinds.
Room temperature is too low in **all** rooms	The heat source is providing no or insufficient heat.	Check if the heat source is active.
	The heat source itself is operating with an automatic temperature reduction schedule.	Deactivate temperature reduction schedule on the heat source if it conflicts with the desired operation.
	Defective circulation pump.	Check the circulation pump. If necessary, contact your installer.
The room temperature is too low in **a single** room (radiator heating).	The thermostat has been set too low.	Set the thermostat to the desired temperature, at ½-degree intervals, if possible.
	There is air in the system.	If your radiator is making hissing or bubbling noises, try bleeding it for air, if possible, topping off the system with water (ask installer).
	Valve is "sticking"/defective.	Replace the gland seal if valve spindle movement is restricted (Installer). Contact your installer.

Symptom	Possible cause	Solution
The room temperature is too low in **a single** room (radiator heating).	The dirt trap is blocked. If the room has never been able to reach the desired temperature, it may be due to an incorrectly dimensioned heat source: • The radiator is too small. • Insufficient hydronic balancing -> insufficient flow to radiator or floor heating circuit.	Contact your installer. • Install a larger radiator. • Contact your installer for proper hydronic balancing and the correct presetting of the radiator valve.
The room temperature is too low in **a single** room (room sensor)	If the room has never been able to reach the desired temperature, it may be due to an incorrectly dimensioned heat source: • The radiator is too small. • Insufficient hydronic balancing -> insufficient flow to radiator or floor heating circuit. The room sensor has been shut off (the display is blank/ off).	 • Install a larger radiator. • Contact your installer for proper hydronic balancing and the correct presetting of the radiator valve. Press the small button at the top of the room sensor to re-activate heating in the room. Also refer to section: ***Does the Danfoss One® system have a tamper-proof lock?***
The battery life is less than 2 years	Rechargeable batteries are being used. Old batteries (batteries also have an expiry date). Unstable wireless network. Defective product.	Switch to non-rechargeable alkaline batteries. Switch to non-rechargeable alkaline batteries. Contact your installer. If the wireless network is unstable, the room device will communicate more often than normal, resulting in increased battery consumption. If you believe you have a defective product, contact your installer.

Symptom	Possible cause	Solution
I use the ***weekly schedule*** function, but I am unable to obtain the desired temperature at the desired time.	The system has a built-in *forecast* function, which gradually 'learns' how quickly the individual room can be reheated. Once the system has learned how quickly the room can be reheated, the re-heat function will start at the right time. Your installer may have deactivated this function from the service menu (the forecast function is activated in standard settings). If the forecast function is deactivated, the re-heat cycle will only start when the system enters a ***comfort*** period, i.e. it will take longer to reach the desired room temperature.	The forecast function will improve the longer the system has been in use. During the first two weeks after start-up of a newly installed system, the system must 'become familiar' with the house. If after a couple of weeks the system cannot reach the desired temperature, contact your installer to see if the forecast function has been deactivated.
	The heat source also runs with a temperature reduction schedule, e.g. a gas boiler that runs with a reduced flow temperature during night hours. This can result in insufficient heating output when the heating system needs it.	Check your heat source to see if it has a temperature reduction schedule; if so, you should ensure that there is enough power available when the system needs it. Danfoss recommends using only the Danfoss Link™ CC to set the temperature reduction periods.
	The decreased temperature is set so low that the reheating cannot be achieved within the desired time interval.	Try to set a slightly higher temperature for the reduction period. If you have ***heavy floor heating***, you cannot lower the temperature by more than 1-2 degrees at night, as ***heavy floor heating*** has a relatively long response time.
	The presetting of the radiator valve is too low.	For rooms with radiator heating, a max. reduction of around 4 degrees is recommended.

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