



## TROUBLESHOOTING GUIDE

DO YOU HAVE A PROBLEM WITH YOUR GROZONE CONTROLLER ?

DO YOU NEED ANY TECHNICAL SUPPORT ?

ARE YOU AWARE OF THE WARRANTY COVERAGE ?

**PLEASE READ THESE INSTRUCTIONS CAREFULLY AND SAVE THEM FOR FUTURE REFERENCE**



**QUESTION #1: I think my controller is damaged, or it simply does not work as indicated in the user guide, what should I do ?**

- Please refer to the troubleshooting steps. Follow these instructions carefully, step by step. The Controller should work as described in the “Expected Result” section.
- Do you need assistance in executing the Troubleshooting steps ?

1. **Please contact your RETAILER or**
2. **Send us an EMAIL at [support@grozonecontrol.com](mailto:support@grozonecontrol.com) or**
3. **VISIT our Technical Support Center at [www.grozonecontrol.com/techsupport.html](http://www.grozonecontrol.com/techsupport.html) or place your Smartphone to capture the QR Code shown here. (QR-code Reader application required).**



CAPTURE THIS QR CODE WITH YOUR SMARTPHONE !

Technical Support is available Monday through Friday, from 8:00 AM to 5:00 PM, Eastern Time. **You want us to contact you ?** Do not hesitate to leave your phone number, we should be able to call you back within minutes during business hours.



**QUESTION #2: I've been through the troubleshooting steps, what do I do if I meet a problem at any of these steps ? Is my product covered by the WARRANTY ?**

- Grozone controllers are covered by a 3-year warranty. We will replace any DAMAGED PRODUCT WITH A BRAND NEW PRODUCT.
- Covered or not covered ? We do not authorize the replacement of fully working products nor altered (tampered) products. The Troubleshooting steps on reverse will help you identify a damaged product. Do not hesitate to contact us or contact your retailer to make sure the controller is not fully working or damaged before returning it to the store.
- My product is not fully working or damaged, I want a replacement unit: in order to get a replacement product, **you MUST return all modules and applicable accessories to the retailer** – controller, output boxes, remote sensors, cables, power cord or power supply. We've observed that many problems often originate from seemingly insignificant components the user forgets to return, so we are unable to identify the problem and thus authorize the return under warranty. To avoid being charged for the accessories, be sure to include all pieces. Thanks for your cooperation.

PRODUCT \_\_\_\_\_ DATE OF PURCHASE \_\_\_\_\_ SERIAL NUMBER \_\_\_\_\_

# TROUBLESHOOTING THE CO2D GROZONE DUAL ZONE CO<sub>2</sub> CONTROLLER

Procedure Name : CO2D-V1

## 1 – BEFORE STARTING

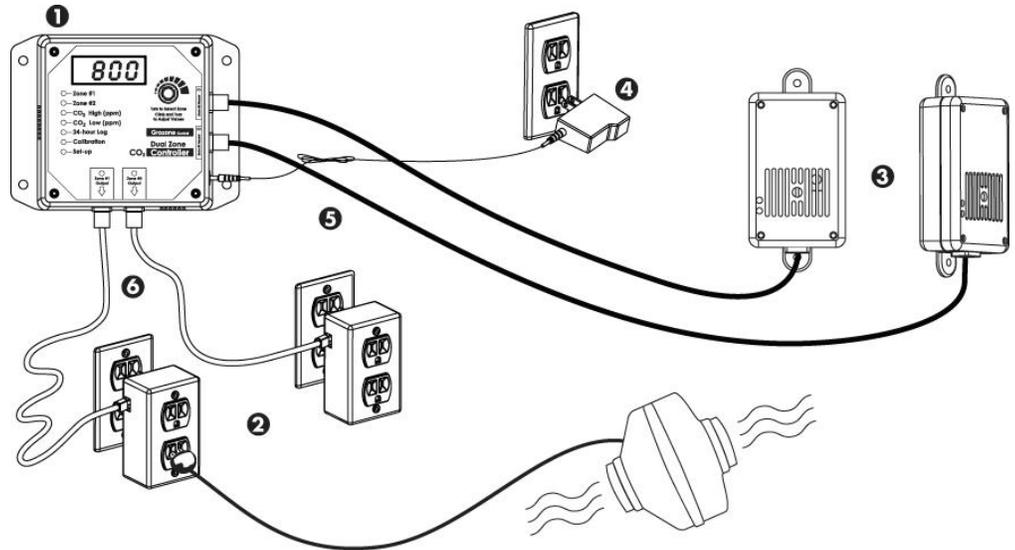
**\*\*\*\*\* CAUTION : MAKE SURE TO READ AND FOLLOW THESE INSTRUCTIONS BEFORE STARTING THE TEST.**

- PLUG both output boxes (**Zone #1 Output** and **Zone #2 Output**) to the main module using the 2 telephone cables (included).
- PLUG both remote sensors (**Zone #1 Sensor** and **Zone #2 Sensor**) to the main module using the 2 “Network – CAT5” cables (included, 25-ft each).
- PLACE both remote sensors close to each other in order to read similar (or equal) CO<sub>2</sub> PPM levels.
- CONNECT A LOAD (lamp or fan...) into the CO<sub>2</sub> OUTPUT BOX of ZONE #1 (**NOT** in the OUTPUT BOX of ZONE #2).
- LIGHTING CONDITION: make sure to perform this test in a room with enough light for the controller to detect a DAY condition. A dark location should be avoided.

**VERY IMPORTANT NOTICE**

you **MUST** use a  
**12 Volts- 1 Amp.**  
Power Supply.

A 500mA (or 0.5Amp) unit  
will **NOT** supply enough  
power to the Controller and  
Sensors.



## 2 –TEST

STEP	HANDLING AND TEST DESCRIPTION	EXPECTED RESULTS
1	<ul style="list-style-type: none"> <li>● Plug the external supply into any 120V outlet or power bar, and plug the power supply connector on the left side of the module.</li> </ul> <p><b>VERY IMPORTANT NOTICE : MAKE SURE TO USE A 12V – 1A POWER SUPPLY.</b></p>	<p>The screen shows a 30-second countdown after a short introduction displaying the name of the product and the revision number. Wait until the countdown ends.</p>
2	<ul style="list-style-type: none"> <li>● Turn the KNOB CCW to see the <u>CO<sub>2</sub> PPM level of Zone #1.</u></li> <li>● Turn the KNOB CW so see the <u>CO<sub>2</sub> PPM level of Zone #2.</u></li> </ul>	<p>Zone #1 or Zone#2 light indicators turn on alternately, according to the selected zone.</p> <p>A « normal » CO<sub>2</sub> value should stand between 400 and 1000 PPM. It might be higher if your room is not ventilated enough or many people are present or you are blowing directly toward the module.</p> <p>Both PPM values SHOULD NOT be separated by more than 150 PPM. If the difference between sensor values goes beyond 150 to 200 PPM, it is likely that one sensor needs to be calibrated.</p> <p><b>Make sure to select Zone #1 while ending this step. Zone #2 will be tested later.</b></p> <p><b>CO<sub>2</sub> CALIBRATION will be checked at step 10.</b></p>

3	<ul style="list-style-type: none"> <li> Click knob once.</li> <li> Turn knob both ways, and set value to 4500 ppm.</li> </ul>	<p>The <b>CO<sub>2</sub> High (ppm)</b> indicator lights up to indicate the value on screen is the CO<sub>2</sub> high setpoint (the default value is 1500 PPM). The value on screen goes up or down according to the knob rotation direction. To complete this step, set the value to 4500 PPM, getting ready for step 5.</p>
4	<ul style="list-style-type: none"> <li> Click knob FOUR TIMES</li> </ul>	<p>The <b>CO<sub>2</sub> Low (ppm)</b> indicator, as well as the <b>24-hour Log, Calibration and Set-up &amp; Cal</b> indicators, will light up in this order. Make sure to stop when <b>Set-up &amp; Cal</b> lights up.</p>
5	<ul style="list-style-type: none"> <li> Turn knob in both directions to change the value on screen between F13 and F14 repeatedly.</li> </ul>	<p>The <b>ZONE #1 OUTPUT</b> indicator will turn off when F14 is set, and will turn back on when F13 is set. <u>The LAMP (or LOAD) and the Zone #1 Output indicator always turn ON and OFF at the same time.</u></p> <p>This step works only if the <b>CO<sub>2</sub> High (ppm)</b> has been set to 4500 PPM at step 3.</p>
6	<ul style="list-style-type: none"> <li> Turn the knob to set value to F11</li> <li> Click knob <u>ONCE to exit</u></li> </ul>	<p>The 5 last light indicators at (from <b>CO<sub>2</sub> High (ppm)</b> to <b>Set-up</b>) must be off to view the CO<sub>2</sub> level in Zone #1. F11 stands for « CO<sub>2</sub> enrichment – day only ». The <b>ZONE #1 OUTPUT</b> indicator must be ON.</p>
7	<ul style="list-style-type: none"> <li> Place the Zone #1 sensor flat on your desk and cover it up entirely with a DARK FABRIC (coat, sweater...).</li> </ul> <p><b>WARNING:</b> the sensor has two day-night detectors, one on EACH SIDE of the enclosure.</p>	<p>The <b>Zone #1 Output</b> indicator must be ON before you hide the sensor, but will turn off after 6 to 8 seconds when the night condition is detected.</p>
8	<ul style="list-style-type: none"> <li> Remove the fabric covering the Zone #1 sensor and wait 6-8 seconds.</li> </ul>	<p>The <b>Zone #1 OUTPUT</b> indicator will turn ON when day condition is detected.</p>
9	<ul style="list-style-type: none"> <li> Blow softly on Zone #1 sensor</li> </ul>	<p>You will see the CO<sub>2</sub> PPM level on screen going up to a value up to 5000 PPM and above. If needed, blow closer to the module or stronger : your breath contains a lot of CO<sub>2</sub>.</p> <p>The <b>Zone #1 OUTPUT</b> indicator must turn OFF and the screen will show « OVER » and « 5000 » alternately.</p>
<p><b>The basic test for Zone #1 or Zone #2 is now complete. If you just ended Zone #1 test, please do again STEP 3 to STEP 9 while replacing « Zone #1 » by « Zone #2 » in the text. PLEASE WAIT UNTIL CO<sub>2</sub> PPM LEVEL GOES DOWN BELOW 1500 PPM BEFORE STARTING THE TEST ON ZONE #2. The CO<sub>2</sub> SENSOR (SNIFFER) CALIBRATION instructions follow.</b></p>		
10	<ul style="list-style-type: none"> <li> Check the CO<sub>2</sub> Controller calibration to confirm whether calibration is required or not.</li> <li> IF REQUIRED, you will find the calibration procedure on next page.</li> </ul>	<p>You must bring the sensor close to an open door or window or simply outside. Wait 1-2 minutes to get a stable value and AVOID breathing near the sensor. <b>The CO<sub>2</sub> PPM value on controller screen should be between 350 and 450 PPM, sometimes up to 500 in urban surroundings. In this case, your module DOES NOT NEED calibration.</b></p> <p>Note : The CO<sub>2</sub> sensor (<i>sniffer</i>) is <b>precise to +/- 75 PPM</b> (industry standard) meaning that two or more modules in the same room are likely to indicate different ppm values, showing variation between them of up to 150 ppm. <b>THIS IS NORMAL</b> and no action is required. If the variation between readings is beyond 150-200 ppm, one of them is likely to require a calibration. <b>Be aware that a difference of 100 PPM has insignificant effect on plants.</b></p>

## CO2D REMOTE SENSOR CALIBRATION

**>>>>> IMPORTANT <<<<<<**

Expose your sensors to outdoor air for a minimum of 1-2 minutes, fresh air being used as a reference. If the value on screen is around 350 to 450 PPM, YOU DO NOT NEED TO RECALIBRATE YOUR UNIT.

Step	
1	Turn knob to select the first zone sensor you would like to calibrate (Zone #1 or Zone #2 indicator will be ON accordingly)
2	Click knob repeatedly until “ <b>Calibration</b> ” indicator turns ON, then controller screen shows « <b>CO2</b> ».
3	Press knob and keep it pressed for about 5 seconds, until « <b>CAL</b> » appears on screen.
4	Let button go, « <b>CO2</b> » and « <b>CAL</b> » appear on screen alternately (blinking).
5	Click knob again, then « <b>CAL</b> » and « <b>400</b> » appear on screen alternately (blinking). <b>&gt;&gt;&gt; IMPORTANT : if the value shown IS NOT 400, turn the knob to set value to 400.</b>
6	TO CALIBRATE : press knob and keep it pressed for at least 5 seconds, until « <b>CAL</b> » shows up on screen (not blinking), then let button go. <b>&gt;&gt;&gt; IMPORTANT : if you “click” the knob instead of “pressing and maintaining the knob pressed”, you will exit WITHOUT calibrating.</b>
7	The automatic calibration takes just seconds. When completed, « <b>CAL</b> » et « <b>GOOD</b> » appear on screen alternately (blinking) for 5 seconds, then the controller returns to normal operation. <b>&gt;&gt;&gt; IMPORTANT : You MUST see « GOOD » on screen at the end of the calibration process. If not, the calibration has FAILED. Then go back to step 1.</b>
8	Turn knob to select the second zone sensor you would like to calibrate (Zone #1 or Zone #2 indicator will be ON accordingly) and then do again STEP 2 to STEP 7.