WarmStep®
FLOOREVER WARM®

Install Record, Customer Care and Usage Instructions

ThermoSoft
INTERNATIONAL CORPORATION

WarmStep® Customer Care and Usage Instructions

Congratulations on the installation of your WarmStep® by ThermoSoft® electric radiant heat system for wood floors.
Your WarmStep® heating mats are made by ThermoSoft® in the USA and WarmStep® is one of our most innovative product lines for radiant floor heating.

This Customer Care and Usage Instruction guide will walk you through the basics of operating and caring for WarmStep® heating mats, especially when installed under a wood floor.

At all times it is important to consider the information provided in the full installation guide, as well as follow any applicable processes described by the manufacturer of other components of your floor installation, or trade organizations such as the National Wood Flooring Association (NWFA).

Contents

Some sections of this document are to be completed by the contractor(s) during/after the installation.

This packet is to be left with the homeowner after completion of the project.

Important: This packet may be required to achieved resolution on potential warranty claims. It is the responsibility of both the homeowner and the installing parties to ensure this is adequately completed and filed for record.

Project Documentation

For easier record keeping, we recommend taking note of the contact information of those involved in your project. Almost every project has a few standard parties involved, but in case you had any additional help, we have left a couple extra spots for you to record additional information.

ThermoSoft® representative responsible for system design and estimate:

Name:_____

Phone: 800-308-8057_____

Email:_____

Flooring Installer/Contractor:

Name:_____

Phone: _____

Email:_____

Electrician:

Name:_____

Phone: _____

Email:_____

Role:_____

Name:_____

Phone: _____

Email:_____

Role:_____

Name:_____

Phone: _____

Email:_____

System Documentation

It can be extremely useful to know where your mats were laid out and to have record of where components like your floor sensor were placed.

The next page is for your contractor to sketch a layout of the system that was installed in your home. Additional sketch pages can be found at the end of this guide, and if you need additional copies, this guide can be downloaded from www.warmstep.com/resources at your convenience.

Do not use the example sketch below to guide your installation, this example is only to help you sketch a record of your installation. Refer to installation guide(s) for instruction on install processes.

Example:

Mat **A**-Size _1.5X6_ Res _215_
Serial _361058_

Mat **B**-Size _3X6_ Res _108_
Serial _361059_

Mat **C**-Size _3X10_ Res _67_
Serial _3610510_

Mat **D**-Size _3X10_ Res _62_
Serial _3610511_

Mat **E**-Size _3X10_ Res _59_
Serial _3610512_

Mat **F**-Size _1.5X10_ Res _140_
Serial _3610513_

Mat **G**-Size _N/A_ Res_____
Serial_____

Mat **H**-Size _N/A_ Res_____
Serial_____

LEGEND

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Draw the icon on the right to indicate "JUNCTION BOX" -	JB

Mark the direction of the mat lead wires.

![WarmStep FLOOREVER WARM logo]

Sketch Page

Include a basic dimensional sketch of the room, mat locations, and location of floor sensor and datalogger. Identify location of Floor sensor and datalogger with a distance to 2 walls or another static feature of the room to find these components in the floor in the future.

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Additional layout sheets are found at the back of this guide.

![ThermoSoft International Corporation logo]

System Care and Maintenance

WarmStep® radiant heat mats require zero regular maintenance. They have no moving parts and under normal operating conditions should need no further adjustment, maintenance, or repair. WarmStep® mats carry our standard 10-year warranty, but we are happy to assist you with any questions you might have at any point during use.

Your thermostat carries a 3-year warranty. Different thermostat models will have varying levels of features. Read **Programming Your Thermostat** for some helpful tips on using your thermostat, but they will require no regular maintenance.

The most important note about maintenance is to remember during any future remodeling that the radiant heat system is present and refer back to your **System Documentation** sketches before taking on any projects that might come into contact with your radiant heat system.

The most temperamental portion of your wood floor heating system will be the wood floor itself. Make sure to read **Caring for Your Wood** for some tips on how to take care of your wood floor.

Your floor installer or electrician may have some additional tips and advisements for you, please call us if those recommendations conflict with comments made by ThermoSoft®. Use the space below to note these or other recommendations:

Programming Your Thermostat

WarmStep® heating mats are already designed to be a safe and gentle source of heat tailor made for your wood floors. Combining WarmStep® heating mats with a properly utilized thermostat makes the day to day use a breeze and keeps your floor healthy.

Please refer to the instruction included with your thermostat, this page is only a supplement.

Some of these recommendations are mostly applicable to wood flooring, so make sure to talk with your contractor about the materials and related best practices for your floor material.

- Do not begin heating your floor until the floor installer gives you the notice that any finishes, adhesives, or other components of the flooring installation have been given time to dry/cure.

- Each thermostat should include a manual instructing general setup. Typically, this will involve connecting the thermostat to power, and then following any on screen prompts to establish first time setup.

- Most thermostats that we provide include a maximum temperature setting. Set this "limiter" to the temperature recommended by your installer, the manufacturer of the flooring, or the NWFA.

- You will want to make sure that the "sensor application" (or similarly named) setting is set to "floor only" so that your thermostat is relying on the most specific temperature reading.

- Many thermostats have the capability of applying a weeklong schedule of temperature changes. During initial use or when entering or exiting a period when you will be heating the floor, use this weeklong programming to your advantage to gradually apply heat to your floor.
    - See **Caring for Your Wood** for more detailed discussion of this topic.

For your first time using the heat system, you may find it useful to write out your intended schedule as a guide while you program:

"Day 1" should be programmed to heat within 2 degrees of the temperature of the floor while the system is powered of, gradually increasing to give a wood floor ample acclimation time.

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day7
Week 1 Scheduled Temp:							
	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Week 2 Scheduled Temp:							

Caring for Your Wood

Wood floors are some of the most attractive and long-lasting features you can add to your home. Some high-quality wood floors will far outlast the owners of the homes in which they are installed. The key to keeping your floor beautiful for a lifetime is proper care and maintenance.

If ThermoSoft® recommendations, guidance from your installer, or mandates from the flooring manufacturer differ from each other, always <u>**defer to the most conservative**</u> **recommendations for applying radiant heat to your floor.**

Some rules of thumb:

- For a wood floor, temperature should be changed gradually, Relative Humidity and temperature will have a recommended upper and lower limit.

- Review and follow all recommendations provided by your floor manufacturer, especially those made regarding temperature ranges and Relative Humidity.

- Consult the National Wood Floor Association (NWFA) for more advice on caring for a wood floor in general, as well as specific notes referencing temperature allowances, temperature variations, and relative humidity.

- Your installer should be able to help relay relevant information from the floor manufacturer or the NWFA.

- Do not obstruct the flow of heat up away from the floor with something like flat bottom furniture or a rug that is too well insulated. Contact us for advice on this if you have questions.

- Be sure to engage in other proper care and maintenance like cleaning and dusting to keep your floors as beautiful as the day they were installed.

A tool made available to you to help properly care for your wood floors is a datalogger that monitors and records temperature and humidity in your floors. See **Using Your Datalogger** for more information.

Using Your Datalogger

One of the features available to a full WarmStep® heating system for wood floors is a datalogger that measures and records temperature and humidity readings of both the floor material and the subfloor. Fidbox® is the datalogger that we currently offer.

The datalogger information can be accessed via smartphone or computer and gives you both a current and historical reading of your floor's temperature and humidity.

This is important because conditions that can adversely affect your wood floor are usually existing prior to the point when your floor will show visible signs of a problem. With a datalogger, you are never left to wonder about what is happening inside your floor.
Some notes for you:

- A Fidbox® or other datalogger won't actively control the heat and humidity applied to your floor, but it will give you a way to access precise data, therefore enabling you to more easily follow care instructions such as those noted in **Caring for Your Wood.**

- Refer to Fidbox® documentation for more detailed information regarding activation and use.

- Your installer should activate the Fidbox® for you and "transfer ownership" to you so that you can access and utilize your Fidbox® on a regular basis.

- Your phone or computer should be able to pull a reading from the Fidbox® on a regular basis, but if your Fidbox® enters a power save mode from not being accessed regularly, run a magnet over the area where the Fidbox® is installed in order to enable connection.

IMPORTANT: If you have included a datalogger in your WarmStep® system, you may qualify for coverage under our **Enhanced Warranty**, please make sure to take full and regular advantage of your datalogger to maintain this coverage. See full warranty statement for details.

- Obtain readings on a regular basis, at least once a calendar month, recommended once every 2-3 weeks.

- Contact us as soon as you identify any problem obtaining a connection to the datalogger.

- Act immediately when you identify a condition outside of recommended temperatures and humidity levels.

- Do not wait until there is a visible problem to check your datalogger, be proactive about checking the datalogger information just like you would with changing the oil in your car.

WarmStep® is designed to not cause the problems that other radiant heat can exhibit in wood flooring, but by using a datalogger, your floor is given a voice all year round, even during times when the WarmStep® is not heating.

Additional Sketch Pages

Include a basic dimensional sketch of the room, mat locations, and location of floor sensor and datalogger. Identify location of Floor sensor and datalogger with a distance to 2 walls or another static feature of the room to find these components in the floor in the future.

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