

## Tylo Sense Diagnostic (Combi & Plus models)

### A. CONTROL IS BLANK (NO DISPLAY)

#### 1. Heater integral high limit has tripped

(If high limit trips repeatedly, it usually means there is something incorrect with sauna installation or construction. See High Limit diagnostic page & questions)

#### Sense Tylo Temperature High Limit Reset

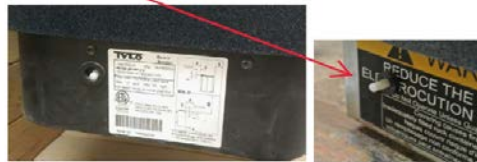
Tylo High Temperature limit is thermo-disc part inside heater. There is white plastic stem (plunger) that extends from limit switch to opening in left side of heater frame (next to rating label).

If high limit "trips", the metal clip pops out and pushes white stem out from heater frame. Pressing white stem will push clip back in.

When tripped heater will not produce heat. If it is Plus or Combi with Pure or Elite control, control will go blank.

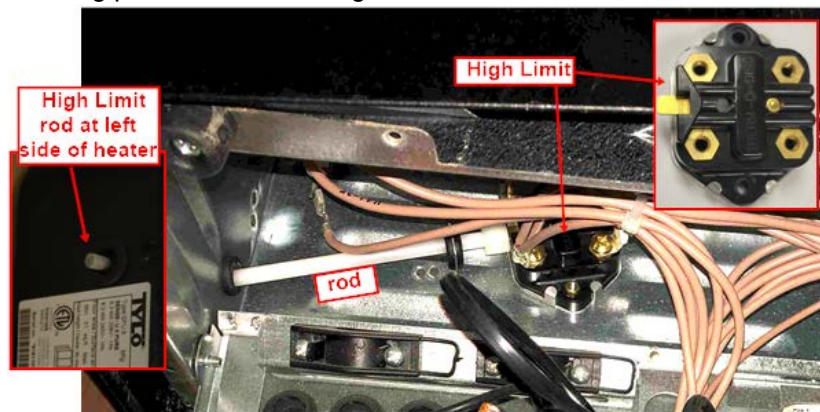


Limit is on left side of junction box  
 When tripped, stem is pushed out.



**NOTE:** On occasion, white plastic white can be misaligned inside heater, so that even though high limit has tripped, it does not push out white plastic button.

When bottom junction box is open, you can determine if high limit itself has tripped by visually checking it. You can bend bracket securing plastic stem to re-align it.

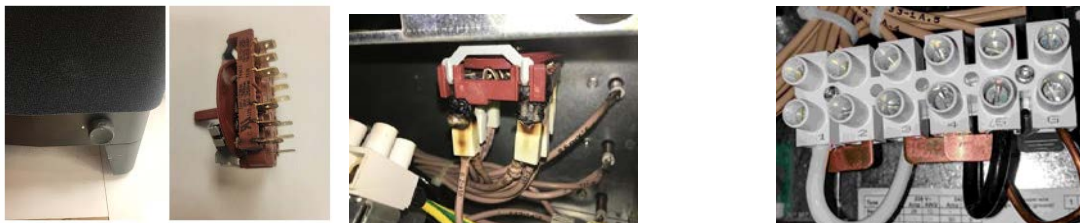


#### 2. On/Off Switch has failed

This is not a common issue. Generally, this only occurs several years after installation, if installer failed to install copper connectors on terminal Block.

Look for burn marks on switch. And check to see if copper connectors install correctly

**NOTE:** Turn off breaker in fused panel before opening bottom heater junction box.



### 3. Circuit Board (PCB) has failed

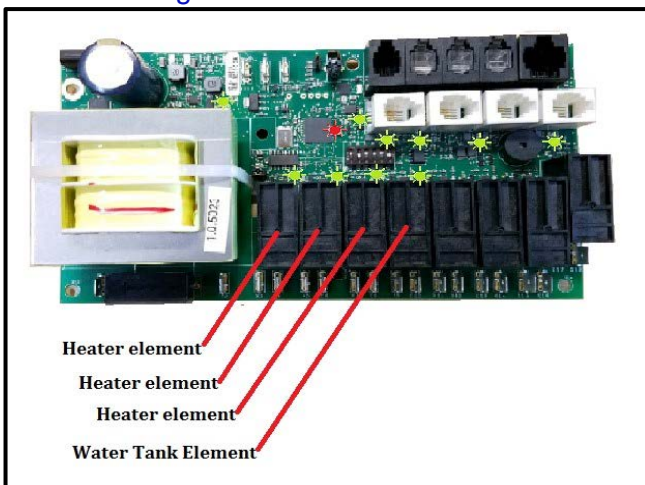
#### Tylo Circuit Board Diagnostic

1. Turn off breaker
2. Remove two screws from bottom. Electrical cover will swing down.
3. Turn on circuit breaker.
4. Turn on/ off knob to on.
5. Turn on control if it is responsive.
6. Using a meter, test across X1 & X2. You should read 240 volt (or very close)
7. If you have 240v, LED lights should light up on circuit board

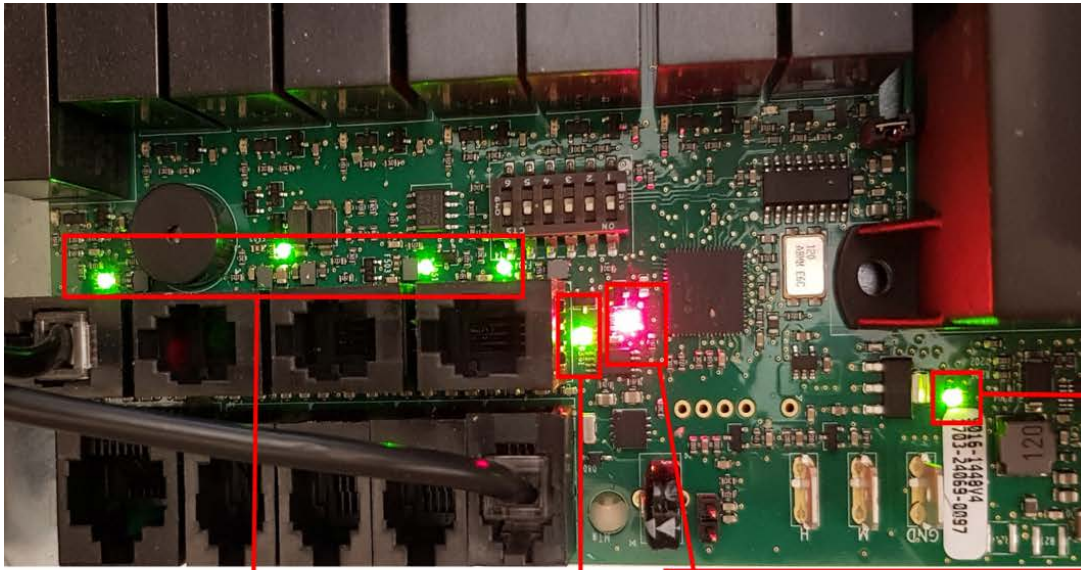
**NOTE:** This should only be done by an electrician.



Are there any LED lit on circuit board  
Is red LED light on



If there are LEDs on board, please take picture and forward to tech support.  
So, we can review which lights are lit



This green led shows that there is power (12Vdc) from the transformer. If this doesnt lit up, check if there is power to the circuit card. There should be around 200-240V between X1-X2, if there is power on X1-X2 but the led is not on, the transformer may be faulty and circuit card need to be replaced

These 4 led show that connections 6,7,8 and 9 have power. If the led besides any of the contacts is not on it means that contact has not any power and will not work.

The red led means the CPU has contact with the control panel. It can take up to 90 seconds after power on before the red led is on. If it doesnt lit up it is usally a problem with the connection to the control panel

This green led indicate that the CPU has power. If this led is not lit up, the circuitcard is faulty. Error will be that control panel will not connect.

Note: Ports shown here with NTC sensor (silver bullet) in port#1 (used for Combi Pure & all Plus models). Combi Elite sensor (mini circuit board) will be plugged into port #6