Technical Support Guide

INTEGRATED CONTROL SYSTEM

August 2013

This guide provides you with helpful tips and solutions for troubleshooting the ICS System.

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Heat

Problem	Cause	Solution
Heat is not functioning.	Power is not applied to the ICS.	1. Locate the ICS power cord (*Figure 5*). 2. One end plugs into a standard 120V-240V wall outlet (*as labeled in Figure 5*). 3. The other end plugs into the ICS (*as labeled in Figure 5*). 4. Ensure both ends of the power cord are properly connected. 5. To indicate the ICS is receiving power, please check to see if the light on the unit is illuminated (*Figure 7*). 6. If this light is not illuminated, try plugging the power cord into another wall outlet 7. If this light fails to illuminate, please contact the manufacturer.
	Heating element(s) is/are not plugged into the ICS and/or not properly connected to ICS.	1. Disconnect power from the ICS (*Figure 6*). 2. Locate the heating element connector (*Figure 2*). 3. Disconnect the heating elements from the ICS. *4.* Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (*Figure 6*). 6. Activate system by pushing the heat button on the switch as seen in (*Figure 4*).
	Damaged terminals or connecter	To check for damage: 1. Disconnect power from the ICS (*Figure 6*). 2. Disconnect the heating elements from the ICS (*Figure 2*). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to the ICS. 7. Reconnect power to the ICS (*Figure 6*). 8. If you suspect damage of any kind, please contact the manufacturer.

Switch

Problem	Cause	Solution
3 Blinking Lights (*Shown in* Figure 8)	Heating element connector is not secured at the ICS.	1. Disconnect power from the ICS (*Figure 6*). 2. Locate the heating element connector (*Figure 2*). 3. Disconnect the heating elements from the ICS. *4.* Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (*Figure 6*). 6. Activate system by pushing the heat button on the switch seen in (*Figure 4*).
	Temperature sensor is disconnected.	1. Disconnect power from the ICS (*Figure 6*). 2. Locate the heating element connector *(Figure 2*). 3. Disconnect the heating elements from the ICS. 4. Gently pull on the wires at all connectors to verify they are properly seated in the connector. 5. If not properly seated, push wire into connector until click sound is made and gently tug on wires to ensure that they are properly in place. 6. Reconnect heating elements to the ICS. 7. Reconnect power to the ICS (*Figure 6*). 8. If the problem persists, please contact the manufacturer.
	Damaged terminals or connecter	To check for damage: 1. Disconnect power from the ICS (*Figure 6*). 2. Disconnect the heating elements from the ICS (*Figure 2*). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to the ICS. 5. Reconnect power to the ICS (*Figure 6*). 6. If you suspect damage of any kind, please contact the manufacturer.

Switch Cont.

Problem	Cause	Solution
2 Blinking Lights (*Shown in Figure 9*)	A break in the heating element circuit.	1. Disconnect power from ICS (*Figure 6*). 2. Locate heating element connector (*Figure 2*). 3. Disconnect the heating elements from the ICS. 4. Gently pull on the wires at all connectors to verify they are properly seated in the connector. 5. If not properly seated, push wire into connector until click sound is made, and gently tug on wires to ensure that they are properly in place. 6. Reconnect heating elements to ICS. 7. Reconnect power to ICS (*Figure 6*). 8. If the problem persists, please contact the manufacturer.
	Damaged terminals or connecter	To check for damage: 1. Disconnect power from ICS (*Figure 6*). 2. Disconnect the heating elements from the ICS (*Figure 2*). 3. Visually inspect the wires and connector for any apparent damage, such as pulled wires or any visibly exposed wire. 4. Reconnect heating elements to ICS. 5. Reconnect power to ICS (*Figure 6*). 6. If you suspect damage of any kind, please contact the manufacturer.

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System Overview

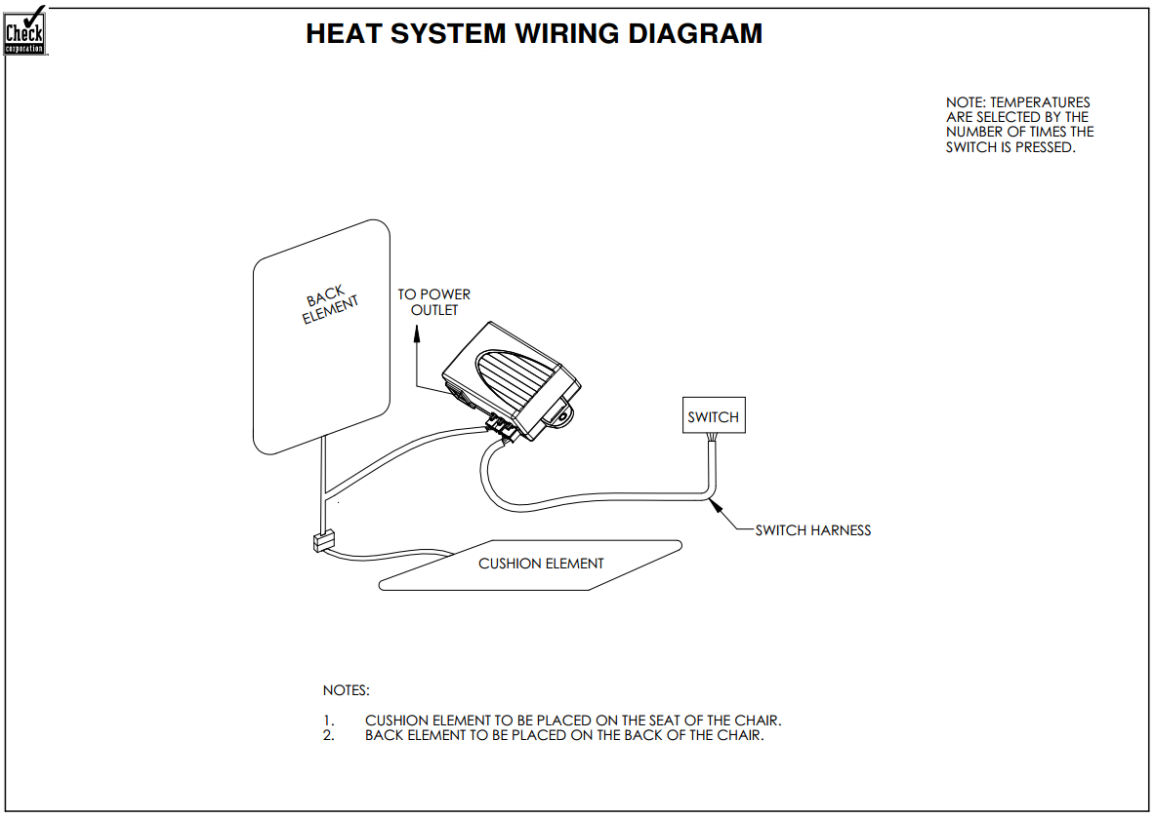

Figure 1: ICS System Overview

Generic Heating Elements

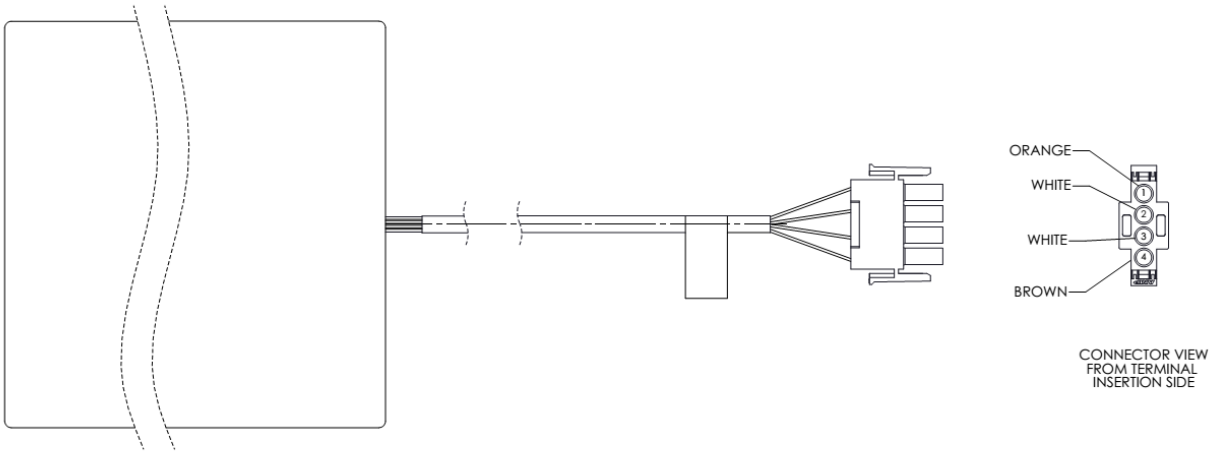

Figure 2: Cushion Element

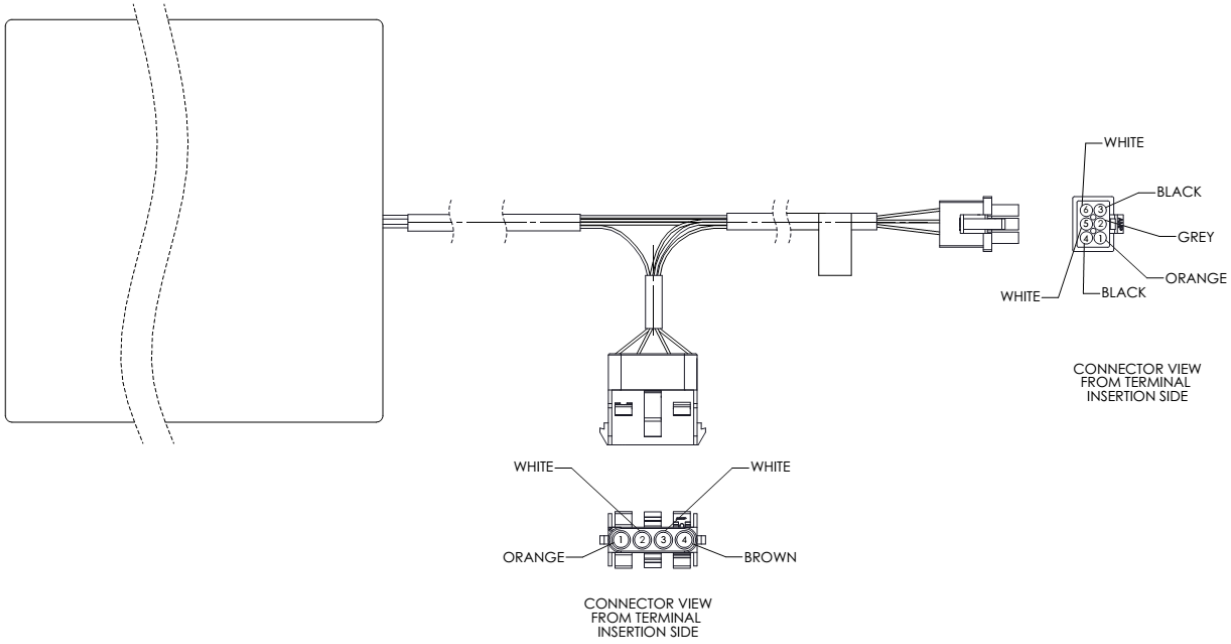

Figure 3: Back Element

ICS Switch and Switch Harness

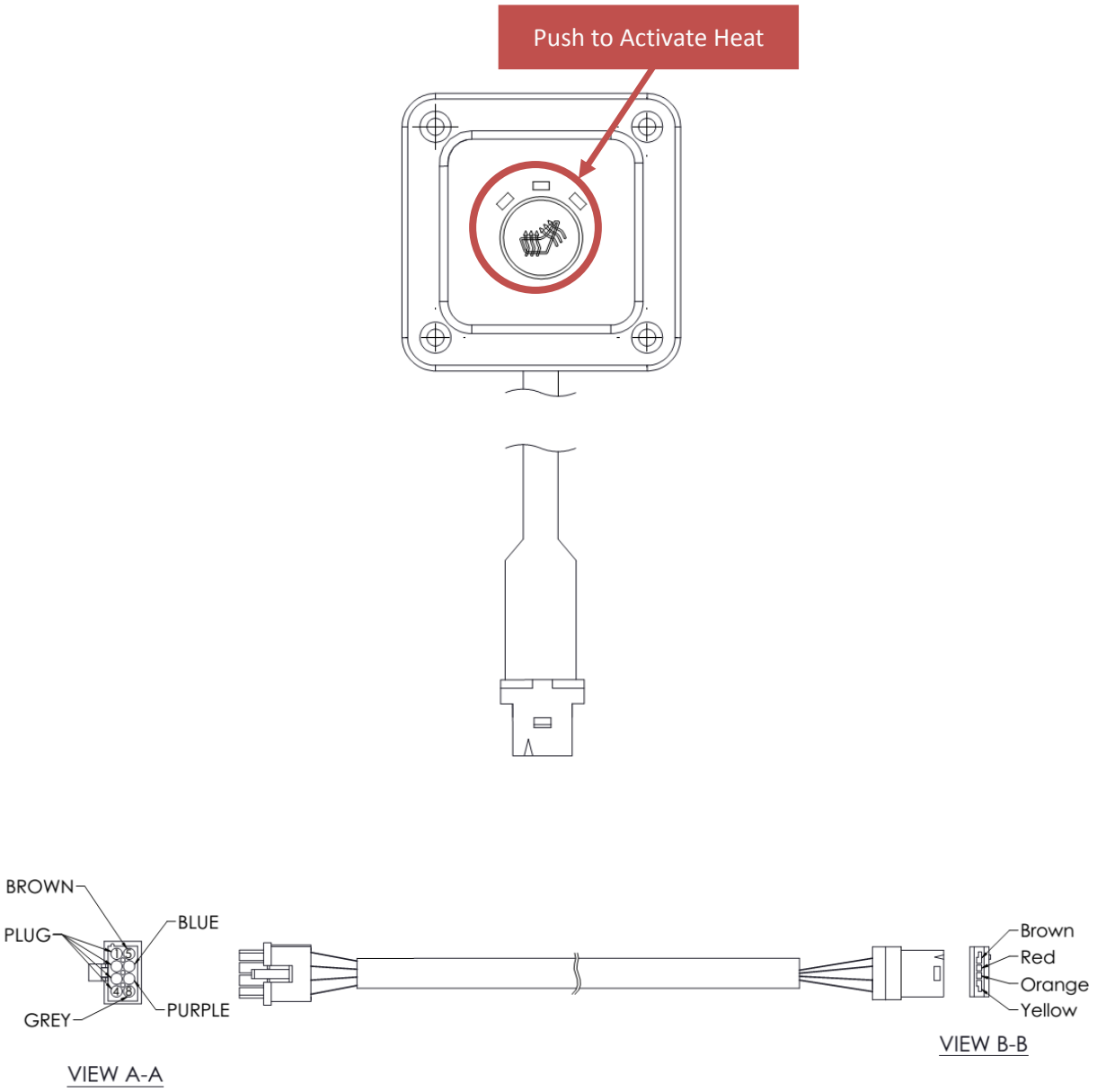

Figure 4: Heat Switch

ICS Power Cord

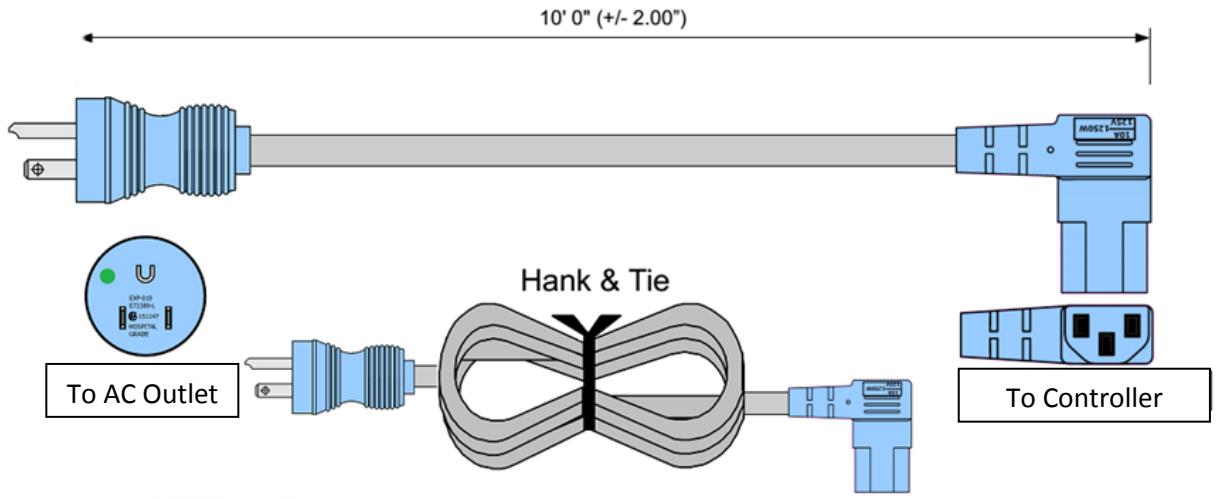

Figure 5: ICS Power Cord

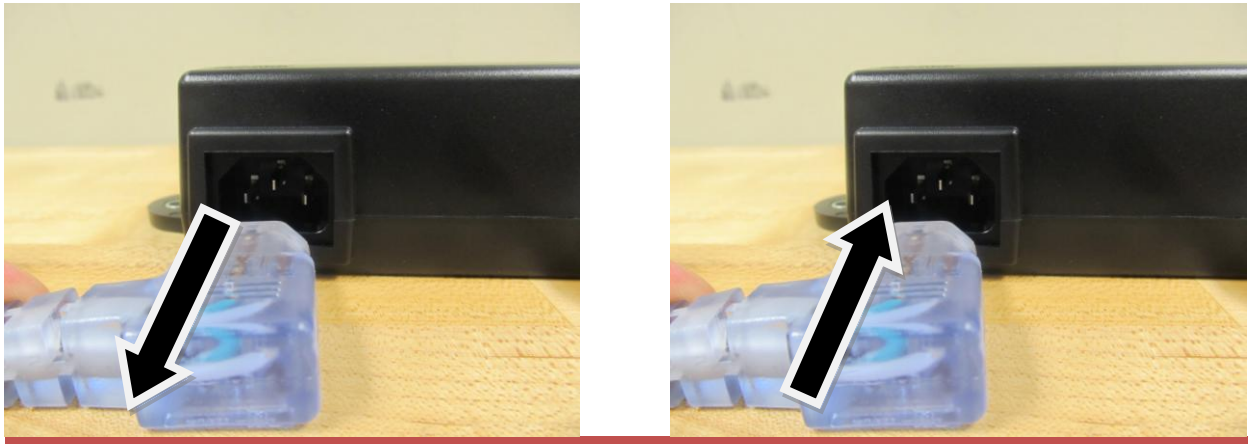

Figure 6: Disconnecting/ Connecting Power from ICS

Indicator Light

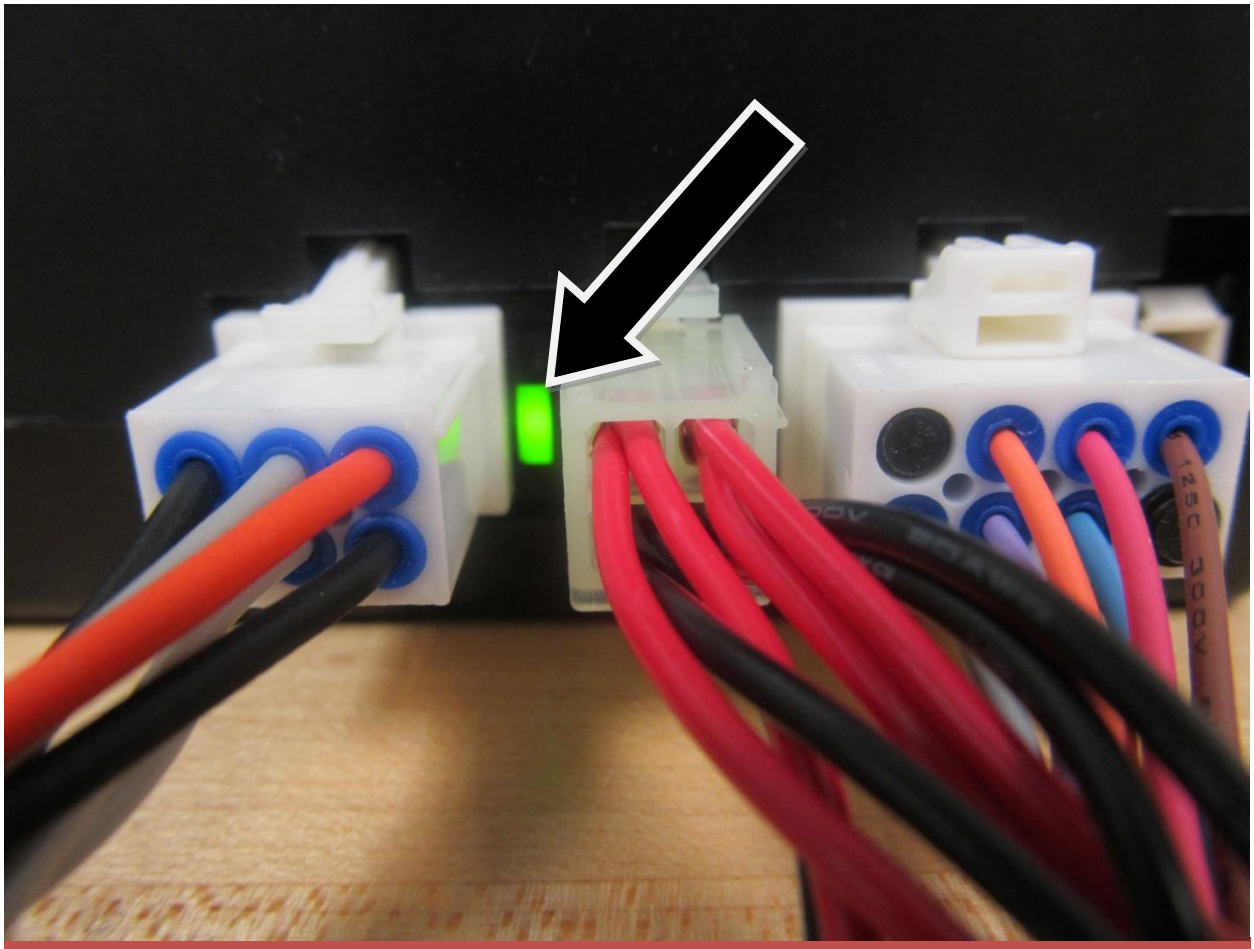

Figure 7: ICS Power Indicator Light

Light Diagnostics

Figure 8: 3 Blinking Lights

Figure 9: 2 Blinking Lights