

TROUBLE SHOOTING GUIDE TEMPLATE

Supplier: The Gro Company
Product: groegg
SKU: 781286
Style No: B5987

Picture of product



1. Q: No LED lights or LCD display.
A: Check that the switch on the base of the Egg is depressed, that the inter-connecting lead is seated in it's socket and that the 13A power unit plug is connected to a live mains socket.
2. Q: Temperature display appears inaccurate.
A: Firstly, make sure that the device you are measuring against is accurate, then make sure that the Egg is not in direct sunlight, next to a radiator or positioned in a draft. The egg will take about 15 minutes to equalise when first switched on.
3. Q: The display keeps changing.
A: The Egg is a sensitive device, displaying small increments of temperature change. Drafts and movement of air, will then register as a change in read-out.
4. Q: Display is faint when viewed from below.
A: The display is optimised to enable the brightest display when viewed from above. This is the most common viewing position.
5. Q: The power unit becomes warm.
A: This is quite normal, and the unit is designed and safety tested, to operate like this.
6. Q: The Egg keeps changing colour.
A: The Egg is a sensitive device and is designed to change colour at certain pre-defined temperatures. If the room temperature is then close to one of these change-over points, small fluctuations of air temperature can then be sufficient to change between two adjacent colour bands.

Customer Care Number
0844 557 2985

Website: www.gro.co.uk

Customer Care opening times

Weekday: 9am – 5pm
Saturday: Closed
Sunday: Closed