

TROUBLESHOOTING GUIDE

Ice is forming on the Evaporator Unit

Possible Cause	Solution
Evaporator filter or coil is dirty	Remove the filter and wash it, then clean the coil with a vacuum. If coil is very dirty, use a spray bottle with a small amount of liquid dish detergent or coil cleaner. Spray coil, let sit for five minutes, then flush with fresh water.
There is something blocking the supply and/or return air	Remove blockage
The evaporator fan is not turning on	Call a service tech to troubleshoot
The evaporator unit has not gone through an Anti-Frost Cycle yet	Check the coil for surface ice. Melt with blow drier until coil is warm to the touch. Soak up water with a towel.
If evaporator unit continues to ice	Observe ice formation pattern. If only part way up the coil face, the system could be low on refrigerant. If all the way up, the coil may be dirty or airflow is blocked.

Unit does not run/power up

Possible Cause	Solution
Evaporator unit is not plugged in	Make sure the unit is plugged into an outlet
Power switch not on	Turn unit on by pressing the power button on the control
Line voltage rating is incorrect for the system	Check line voltage to make sure it is 110V-120V
Setpoint at setpoint	Lower setpoint
Thermostat not calling for cooling	Lower setpoint
Faulty thermostat or wiring	Call Customer Service at 1-800-343-9463

Cellar temperature is too warm

Possible Cause	Solution
The temperature of the room to which the condensing unit exhausts exceeds 110°F	Intake temperature must drop below 110°F
The system is undersized for the cellar	Order correctly sized system
There is something blocking the supply and/or return air on the evaporator unit or the condensing unit	Remove airflow obstruction
Evaporator unit is mounted too low in the cellar	Relocate unit so the distance from the ceiling and top of the unit is no more than 18"
One or more of the fans is not turning on	Please contact the installing technician to troubleshoot
Compressor is not turning on	Please contact the installing technician to troubleshoot
Compressor keeps cycling on overload	Make sure all fans are working and there is no airflow obstruction
Poor seal around door or other areas requiring a seal (around the unit, wall joints, etc.)	Make sure there are no air gaps around the door. If door seal is damaged, replace it.
Setpoint too high	Lower the setpoint
Evaporator coil is frosted or iced up	Observe ice formation pattern. If only part way up the coil face, evaporator unit could be low on refrigerant. If so, contact your installing technician to assist with troubleshooting.

System runs constantly

Possible Cause	Solution
Leaky door seal or poorly insulated cellar	Fix leaky door seal and insulate cellar in accordance with this manual (page 11).

Unit leaks water	
Possible Cause	Solution
Evaporator unit is not level	Evaporator unit should be level on the wall to prevent leaking
Drain line clogged or kinked	Check drain line to make sure water can flow freely
Drain is clogged, preventing water from escaping	Disconnect drain and clear it out; open access door and check drain for blockage
Drain line does not have a downward slope	Fix drain line so there is a downward slope from the unit to the drain
Coil is iced, causing drain pan to freeze and water to overflow	Melt ice with blow drier. Soak up water with a towel.
Unit runs but does not cool	
Possible Cause	Solution
Lack of airflow	Make sure fan is unobstructed and that the evaporator filter, evaporator coil, and condenser coil are clean and free of debris
System undersized	Contact Customer Service at 1-800-343-9463
Compressor is overheating	Shut system off for 1 hour to allow compressor to cool. Turn back on and check for cooler airflow out. If compressor runs, check for and clean condenser coil as possible cause of compressor overheating. If problem repeats, contact your installing technician to assist with troubleshooting.
Evaporator fan runs but compressor does not	
Possible Cause	Solution
Running an Anti-Frost Cycle	1) If the system is maintaining the correct cellar temperature and there is a dripping snowflake symbol illuminated on the keypad, the system is going through an Anti-Frost Cycle. No action is required. 2) If the system is not maintaining the correct cellar temperature, this may be due to a dirty evaporator filter or coil. 3) Call the installing technician to troubleshoot, as the system may be low on charge or require an adjustment to the TXV.
Compressor and/or starting components faulty	Please contact the installing technician to troubleshoot
System may be performing the WHM function	Allow cooling system to revert back to cooling mode
Compressor may have overheated	Shut system off for 1 hour to allow compressor to cool. Turn back on and check for cooler airflow out. If compressor runs, check for and clean condenser coil as possible cause of compressor overheating. If problem repeats, contact your installing technician to assist with troubleshooting.
Compressor runs but evaporator fan does not	
Possible Cause	Solution
Faulty fan motor	Please contact the installing technician to troubleshoot
Faulty controller	Please contact the installing technician to troubleshoot
Compressor short-cycles	
Possible Cause	Solution
Evaporator unit blows on bottle probe	Move bottle probe to a more central location
System low on refrigerant charge	Please contact the installing technician to troubleshoot
Condensing fan motor/capacitor faulty	Please contact the installing technician to troubleshoot
Compressor and /or starting components faulty	Please contact the installing technician to troubleshoot
Humidity in cellar too low	
Possible Cause	Solution
Not enough moisture	Raise the "fan on" setting to increase the humidity level