

## WHISPERKOOL TROUBLESHOOTING GUIDE

Unit has ice forming on the evaporator	
Possible cause	Solution
There is something blocking the supply and/or return air	Remove blockage
The evaporator fan is not turning on	Call service tech to troubleshoot
The evaporator unit has not gone through its anti-frost sequence yet	Check for ice in the depth of the coil. Melt with blow drier until coil is warm to the touch. Soak up water with a towel.
If evaporator continues to ice	Observe ice formation pattern. If only partway 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 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 display
Line voltage rating is incorrect for the system	Check voltage line to make sure there is 110V-120V
Bottle at set point	Lower set point
Thermostat not calling for cooling	Lower set point
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 unit is exhausting has exceeded 110°F	Intake temperature needs to 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 or condenser side of the unit	Remove airflow obstruction
Compressor is not turning on	Please contact the installing technician to troubleshoot
Compressor keeps cycling on overload	Make sure condenser fan is working and there is no airflow obstruction
Poor seal around door or other areas requiring a seal (around the unit itself, wall joints, etc.)	Make sure there are no air gaps around the door. If door seal is damaged, replace it.
Controller set too high	Lower set point
Evaporator coil is frosted or iced up	Observe ice formation pattern. If only partway up the coil face, evaporator could be low on refrigerant. If so, contact the 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)

<b>Unit leaks water</b>	
<b>Possible cause</b>	<b>Solution</b>
Evaporator unit is not level	Evaporator unit should be level in ceiling 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	Remove ¾" CPVC caps on P-trap and check for blockage; if necessary, use the supplied drain line brush to clean the P-trap
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 the drain pan to freeze and water to overflow	Melt ice with a blow drier and soak up with a towel
<b>Unit runs but does not cool</b>	
<b>Possible cause</b>	<b>Solution</b>
Lack of air flow	Make sure fan is unobstructed; evaporator coil, and condenser coil are clean and free of debris
System undersized	Call Customer Service at 1-800-343-9463
Compressor is overheating	Shut system off for an hour to allow compressor to cool. Turn back on and check for cooler airflow out. If compressor runs, check to see if evaporator coil is dirty and if so, clean it. If problem persists, contact your installing technician to assist with troubleshooting.
<b>Evaporator fan runs but compressor does not</b>	
<b>Possible cause</b>	<b>Solution</b>
Unit is running an Anti-Frost Cycle	(1) If the system is maintaining the correct cellar temperature and there is a dripping snowflake icon illuminated on the control, the system is going through an Anti-Frost Cycle. No action is required. (2) If the system is not maintaining the correct cellar temperature, the evaporator coil may be dirty. (3) Call installing technician to troubleshoot, as the system may be low on refrigerant or require an adjustment to the TXV.
Compressor and/or starting components faulty	Contact 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 an hour to allow compressor to cool. Turn back on and check for cooler airflow out. If compressor runs, check to see if evaporator coil is dirty and if so, clean it. If problem persists, contact your installing technician to assist with troubleshooting.
<b>Compressor runs but evaporator fan does not</b>	
<b>Possible cause</b>	<b>Solution</b>
Faulty fan motor	Contact installing technician to troubleshoot
Faulty controller	Contact installing technician to troubleshoot
<b>Compressor short cycles</b>	
<b>Possible cause</b>	<b>Solution</b>
Evaporator fan blows on bottle probe	Move bottle probe to a more central location
System low on refrigerant charge	Contact installing technician to troubleshoot
Condensing fan motor/capacitor faulty	Contact installing technician to troubleshoot
Compressor and/or starting components faulty	Contact installing technician to troubleshoot
<b>Humidity in cellar too low</b>	
<b>Possible cause</b>	<b>Solution</b>
Not enough moisture	Install humidifier or decorative fountain in wine cellar