

## WHISPERKOOL TROUBLESHOOTING GUIDE

Unit has ice 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 set 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 customer service for details on how to perform the bypass plug test. If all components run correctly, and the system cools during the bypass plug test, there is either an issue with the 24V thermostat conversion kit or the thermostat. Contact customer service for further action.
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.
The set point is too low	Raise set point to recommended temperature of 55°F
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 there is 110V-120V
Thermostat not calling for cooling	Adjust thermostat to a lower temperature
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 needs to drop below 110°F
The system is undersized for the cellar	Order correct size system
There is something blocking the supply and/or return air on the evaporator unit or the condensing unit	Remove air flow 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.
Thermostat set too high	Adjust thermostat to a lower temperature
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

<b>Unit leaks water</b>	
<b>Possible cause</b>	<b>Solution</b>
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 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 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 air flow out. If compressor runs, check for and clean condenser coil as possible cause of compressor overheating. If problem repeats, contact you installing technician to assist with troubleshooting.
<b>Evaporator fan runs but compressor does not</b>	
<b>Possible cause</b>	<b>Solution</b>
Compressor and/or starting components faulty	Please contact the installing technician to troubleshoot
Compressor may have overheated	Shut system off for 1 hour to allow compressor to cool. Turn back on and check for cooler air flow 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.
Thermostat not sending power to Y terminal	Call customer service for details on how to perform bypass plug test
24V thermostat conversion kit solenoid relay not working correctly	Call customer service for details on how to perform bypass plug test
<b>Compressor runs but evaporator fan does not</b>	
<b>Possible cause</b>	<b>Solution</b>
Faulty fan motor	Please contact the installing technician to troubleshoot
Faulty thermostat	Please contact the installing technician to troubleshoot
<b>Compressor short cycles</b>	
<b>Possible cause</b>	<b>Solution</b>
Evaporator unit thermostat location	Move thermostat out of airflow
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
<b>Humidity in cellar too low</b>	
<b>Possible cause</b>	<b>Solution</b>
Not enough moisture	Purchase and place a humidifier (or a decorative fountain) in cellar

Units equipped with the 24V Thermostat Conversion Kit:

<b>Unit does not power up/run</b>	
<b>Possible cause</b>	<b>Solution</b>
Batteries on thermostat have lost their charge	Change batteries
Thermostat wired incorrectly	Check wiring on 24V thermostat and correct
Wiring issue at evaporator unit	Contact Customer Service for troubleshooting
24V transformer in evaporator unit has failed	Contact Customer Service for troubleshooting
<b>Evaporator fan runs continuously</b>	
<b>Possible cause</b>	<b>Solution</b>
Fan switch on thermostat set to "on"	Set fan switch to the "auto" position
Fan relay in thermostat or 24V conversion kit stuck on	Call Customer Service for details on how to perform the bypass plug test