

## WHISPERKOOL TROUBLESHOOTING GUIDE

| Unit has ice forming on the evaporator unit  |  |
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| 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 set point 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   |
| Line voltage rating is incorrect for the system  | Check line voltage to make sure there is 110V-120V   |
| Thermostat not calling for cooling   | Lower set point  |
| Faulty thermostat or wiring  | Call Customer Service  |
| 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 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>   |  |
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| <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   |
| 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. |
| <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   |
| Fan switch on thermostat set to "on"                              | Set fan switch to the "auto" position  |
| Fan relay in thermostat or 24V thermostat conversion kit stuck on | Call Customer Service for details on how to perform the bypass plug test   |
| <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   |
| Condenser 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>Does not power up or run</b>                                    |  |
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| <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                             |
| Condensation levels are critical and prevent the unit from running | 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 |