

Unit leaks water

Possible cause	Solution
Unit is not level	Unit should be level in 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	1. Disconnect exterior drain line and clear it out; run provided drain line brush through the drain port and into the interior drain line. 2. Open access port and, using a flashlight, check drain line for blockage; drop a pan tab into the drip tray to prevent further blockages.
Drain line does not have a downward slope	Fix drain line so there is a downward slope from the drain port to the discharge location
Coil is iced, causing the drip tray 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 air flow	Make sure fan is unobstructed and coil is clean
Compressor not running	Call Customer Service at 1-800-343-9463
Unit undersized	Call Customer Service at 1-800-343-9463
Compressor is overheating	Shut unit off for 1 hour to allow compressor to cool. Turn back on and check for cooler air to flow out. If compressor runs, check for and clean condenser coil as a possible cause of compressor overheating. If problem repeats, call Customer Service at 1-800-343-9463.

Evaporator fan runs but compressor does not

Possible cause	Solution
Unit is running an Anti-Frost Cycle	Check evaporator coil temperature
Compressor and/or starting components faulty	Call Customer Service at 1-800-343-9463
Fdc parameter has been increased, allowing fans to run after the compressor turns off	Lower the Fdc parameter
Compressor may have overheated	Shut unit off for 1 hour to allow compressor to cool. Turn back on and check for cooler air to flow out. If compressor runs, check for and clean condenser coil as a possible cause of compressor overheating. If problem repeats, call Customer Service at 1-800-343-9463.

Compressor runs but evaporator fan does not

Possible cause	Solution
Faulty fan motor	Call Customer Service at 1-800-343-9463
Faulty controller	Call Customer Service at 1-800-343-9463

Compressor short cycles

Possible cause	Solution
Evaporator blows on bottle probe	Move bottle probe to a more central location
Unit low on refrigerant charge	Call Customer Service at 1-800-343-9463
Condensing fan motor/capacitor faulty	Call Customer Service at 1-800-343-9463
Compressor and/or starting components faulty	Call Customer Service at 1-800-343-9463

Humidity in cellar too low

Possible cause	Solution
Not enough moisture	Raise the Fdc setting to increase the humidity level

TROUBLESHOOTING GUIDE

Unit has ice forming on the evaporator	
Possible cause	Solution
Evaporator coil is dirty	Clean coil with a vacuum. If coil is very dirty, use a spray bottle with a small amount of liquid dish detergent. Spray coil, let set for 5 minutes, then flush with fresh water.
Something is blocking the supply and/or return air	Remove blockage
Evaporator fan is not turning on	Call installing technician to troubleshoot
Unit has not gone through an Anti-Frost Cycle	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.
Unit continues to ice	Observe ice formation pattern. If only part way up the coil face, unit 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
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 is incorrect rating for unit	Check line voltage to make sure there is 110V-120V
Bottle at setpoint	Lower setpoint
Thermostat not calling for cooling	Lower setpoint
Power select switch in wrong position	See page 10 for correct switch position
Faulty thermostat or wiring	Call Customer Service at 1-800-343-9463
Cellar temperature is too warm	
Possible cause	Solution
Temperature of intake air has exceeded 85°F	Intake air temperature needs to drop below 85°F
Unit is undersized for the cellar	Order correctly sized unit
Something is blocking the supply and/or return air on evaporator or condenser side of the unit	Remove airflow obstruction
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 inches
One or more of the fans is not turning on	Call Customer Service at 1-800-343-9463
Compressor is not turning on	Call Customer Service at 1-800-343-9463
Compressor keeps cycling on overload	Make sure all fans are working and there is no airflow obstruction
Poor seal around door	Make sure there are no air gaps around the door. If door seal is damaged, replace it.
Controller set too high	Lower the setpoint
Evaporator coil is frosted or iced up	Observe ice formation pattern. If only part way up the coil face, unit could be low on refrigerant. If so, call Customer Service at 1-800-343-9463.
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 8)