

TROUBLESHOOTING GUIDE

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	Disconnect drain and clear it out
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.
Unit runs but does not cool	
Possible Cause	Solution
Lack of airflow	Make sure both fans are running and coils are not dirty or blocked by foreign objects.
Compressor not running	Contact Customer Service at 1-800-343-9463
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 Customer Service at 1-800-343-9463.
Evaporator fan runs but compressor does not	
Possible Cause	Solution
Compressor and/or starting components faulty	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 Customer Service at 1-800-343-9463.
Compressor runs but evaporator fan does not	
Possible Cause	Solution
Faulty fan motor	Contact Customer Service at 1-800-343-9463
Faulty fan relay	Contact Customer Service at 1-800-343-9463
Compressor short-cycles	
Possible Cause	Solution
Evaporator fans blow 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 high	
Possible Cause	Solution
Cellar vapor not sufficient	Install proper vapor barrier

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Ice is forming on the evaporator coil

Possible Cause	Solution
Evaporator coil is dirty	Clean coil with a vacuum brush attachment or blow out with compressed air
There is something blocking the supply and/or return air	Remove blockage
Evaporator fan is not turning on	Call a service tech to troubleshoot
If unit continues to ice	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.

Unit does not run/power up

Possible Cause	Solution
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 it is 110V-120V
Room temperature equals the setpoint on the controller	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 unit is exhausting exceeds 85°F. Make sure the exhaust area behind the unit is well ventilated. If you are unsure about ventilation, call customer service at 1-800-343-9463	Intake temperature must drop below 85°F
The unit is undersized for the room	Order correctly sized unit
There is something 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 room	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.
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, the 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 8)