

Vinothèque Wine Cellars

Troubleshooting Checklist for WhisperKOOL Unit

General Inspection:

Unit Installation:

1. Is the unit installed in the correct direction, with front side of unit in wine cellar and back side in exhaust room/space? Refer to page 12 of the owner's manual. YES NO
2. Is the unit mounted within 18" from ceiling to allow proper air circulation? Refer to page 6 of the owner's manual. YES NO

Wine Cellar:

3. Is the cellar door sealed properly? To check, make sure cellar door is closed and lights are turned off within cellar; light from outside should not be visible through any of the four sides around the door. YES NO
4. Are there any glass windows and/or glass doors in the cellar? YES NO
5. Are any of the cellar walls in the direct path of the sun? YES NO

General Ventilation:

6. Is there at least 3' of unobstructed clearance for the vents on the unit? Obstructions to the air flow greatly reduce the effectiveness of the unit's ability to cool the cellar. Refer to page 7 of the owner's manual. YES NO
7. Are there any decorative plates/covers on the unit? If so, remove them. They obstruct air flow to and from the vents. Refer to page 7 of the owner's manual. YES NO
8. Is the unit on top of, in, or surrounded by shelving? Nearby flat surfaces, such as shelving, may obstruct air circulation and ventilation. YES NO
9. Are all four fans in the unit operating? Two are in the front, and two are in the back. YES NO

Exhaust Room/Space Ventilation:

10. Into what kind of room/space is the unit exhausting? To Outside Crawl Space
Utility Space
11. Is the exhaust room/space as large as or larger than the cellar? YES NO
12. Is the exhaust room/space warm? YES NO

13. Is there any ventilation into and out of the exhaust room/space?
Please describe. Refer to page 7 of the owner's manual.

Specific Performance Issues:

Unit is Not Cooling Sufficiently or Not Cooling at All:

14. On a thermostat with digital readout, what is the set temperature?
To check, hold down the "SET" button on the thermostat to see the set temperature. Refer to page 16 of the owner's manual. Set Temp: _____
15. On a thermostat with digital readout, does the thermostat display two horizontal dashes or the letters "PRB"? This indicates a problem with the thermostat. YES NO
16. Is the probe inserted into a bottle of water? Refer to page 14 of the owner's manual. YES NO
17. Is there any level of cooling from the unit? Is the air coming out of the unit any cooler than the air in the cellar? YES NO
18. If so, approximately how much cooling is occurring?*
- 0°F <5°F
<10°F <15°F

*Note: To check air temperature, use a digital thermostat which can be purchased at any hardware store under kitchen supplies.

Water is Leaking from the Unit:

19. Is the unit level? YES NO
20. Is the drain line* attached? It is necessary to attach the drain line to the unit in case of excess condensate build up that can lead to leaking water. There is an opening for the drain line to be attached to the back side of the unit. You may need to unscrew a protective cap that covers the drain line opening on the unit. Refer to page 13 of the owner's manual. YES NO
21. Is the unit leaking from the front? This indicates a clogged drain. YES NO
22. Is the unit leaking from the back? This is generally due to an improper setting on the condensate evaporator.* In high humidity regions, the condensate evaporator should be set to "ON" while other regions should be set to "AUTO". Refer to page 13 of the owner's manual. YES NO

*Note: All units come with a drain line for additional removal of excess condensate, as a back up system to the Condensate Evaporator which is used to maintain proper humidity. If the unit is installed in a high humidity area of the country, it is critical to install the drain line attachment for the unit to function effectively, preventing overflows and leaks from build up of condensate. **Failure to install drain line will void warranty.**

Unit is Icing Up:

23. Is the unit icing up? Allow the unit to thaw for 24-36 hours and ensure that there is adequate air flow to and from the unit before operating again. Obstructed airflow is a possible reason why units ice up. Refer to page 21 of the owner's manual. YES NO

Unit Short Cycles, Clicks Intermittently, Trips Breaker, or does not Run:

24. Is there power being supplied to the outlet? To check, test the outlet using a small appliance (lamp). YES NO
25. Is the unit on a GFI (Ground Fault Interrupter)? The unit should not be run on a GFI. Refer to page 10 of the owner's manual. YES NO
26. Does the unit have a dedicated electrical line and circuit breaker? To check, examine the breaker box to see if the cellar is on its own circuit. Refer to page 21 of the owner's manual. YES NO
27. Are there any large appliances plugged into the same room or in the same area of the building of the cooling unit? If so, what are they? Refer to page 21 of the owner's manual. YES NO