

## TROUBLESHOOTING

### TROUBLESHOOTING CUSTOM COUNTER COLD

Symptom	Possible causes
No power to Custom Counter controls.	<ol style="list-style-type: none"> <li>1. Main breaker open.</li> <li>2. Tumble switch malfunction.</li> <li>3. Main switch malfunction.</li> <li>4. Wiring loose.</li> </ol>
No indication on electronic thermostat, but the lighting is functioning.	<ol style="list-style-type: none"> <li>1. Electronic thermostat malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Wiring loose.</li> </ol>
Main fuse or breaker blows.	<ol style="list-style-type: none"> <li>1. Wiring incorrectly.</li> <li>2. Blower shorted.?????? zijn 24V blowers</li> <li>3. Wiring shorted.</li> </ol>
Illumination does not work.	<ol style="list-style-type: none"> <li>1. LED lamp malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Power supply unit malfunction.</li> <li>4. Wiring loose.</li> </ol>
Display does not reach set temperature.	<ol style="list-style-type: none"> <li>1. Incorrect line voltage.</li> <li>2. PTC 1k temperature sensor malfunction.</li> <li>3. Condenser filled with dust.</li> <li>4. Blower condenser malfunction.</li> <li>5. Cooling system inoperative or defective.</li> <li>6. Airflow around condenser blocked.</li> <li>7. Ambient temperature too high.</li> <li>8. Contactor malfunction.</li> <li>9. Defrosting sensor malfunction.</li> <li>10. Parameters not according specified values.</li> <li>11. programmed thermostat.</li> <li>12. One or more blowers defective.</li> <li>13. Unit is placed in direct sunlight or near a heat source.</li> <li>14. Products are stacked too high.</li> <li>15. Unit is wrongfully installed and cannot dispose of heat.</li> </ol>
Cooling system does not initiate (compressor does not run).	<ol style="list-style-type: none"> <li>1. PTC-1000 temperature sensor malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Compressor defective or parts associated with it.</li> <li>4. Incorrectly programmed thermostat.</li> <li>5. Defrosting sensor malfunction.</li> <li>6. Wiring loose.</li> </ol>

Cooling compressor switches on and off on the thermistor inside the compressor.	<ol style="list-style-type: none"> <li>1. Condenser filled with dust.</li> <li>2. Blower condenser malfunction.</li> <li>3. Airflow around condenser blocked.</li> <li>4. Tension too low.</li> <li>5. Products inside the cabinet are too warm.</li> <li>6. Too much refrigerant in the system.</li> </ol>
Water does not drain.	<ol style="list-style-type: none"> <li>1. Clogged drain pipe and or tube.</li> <li>2. One or more tubes are not descending.</li> </ol>
No air circulation within the Custom Counter.	<ol style="list-style-type: none"> <li>1. Obstruction of one or more of the ventilation openings in the front or rear.</li> <li>2. One or more blowers inoperative or defective.</li> <li>3. Evaporator frosted or clogged with dirt.</li> <li>4. Wiring loose.</li> </ol>
Evaporator full of ice.	<ol style="list-style-type: none"> <li>1. High humidity.</li> <li>2. Setpoint too low.</li> <li>3. Defrost sensor not in right position.</li> <li>4. Defrost sensor malfunction.</li> <li>5. Parameters not according specified values.</li> <li>6. Electronic thermostat malfunction.</li> </ol>
Error E1 on display thermostat.	<ol style="list-style-type: none"> <li>1. Fault in controller. Try to reset by pulling plug out and in again.</li> </ol>
Error E27 on display thermostat.	<ol style="list-style-type: none"> <li>1. Evaporator temperature sensor broken or wiring problem.</li> </ol>
Error E29 on display thermostat.	<ol style="list-style-type: none"> <li>1. Cabinet temperature sensor broken or wiring problem.</li> </ol>

## TROUBLESHOOTING CUSTOM COUNTER HOT

Symptom	Possible causes
No power to Custom Counter controls.	<ol style="list-style-type: none"> <li>1. Main breaker open.</li> <li>2. Tumble switch malfunction.</li> <li>3. Main switch malfunction.</li> <li>4. Wiring loose.</li> </ol>
No indication on electronic thermostat, but the lighting is functioning.	<ol style="list-style-type: none"> <li>1. Electronic thermostat malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Wiring loose.</li> </ol>
Main fuse or breaker blows.	<ol style="list-style-type: none"> <li>1. Wiring incorrectly.</li> <li>2. Blower shorted.</li> <li>3. Wiring shorted.</li> </ol>
Illumination does not work.	<ol style="list-style-type: none"> <li>1. LED lamp malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Power supply unit malfunction.</li> <li>4. Wiring loose.</li> </ol>
Display does not reach set temperature.	<ol style="list-style-type: none"> <li>1. Incorrect line voltage.</li> <li>2. PTC 1k temperature sensor malfunction.</li> <li>3. Heaters inoperative.</li> <li>4. Contactor K1 inoperative.</li> <li>5. Blower motor(s) inoperative.</li> <li>6. Relay on thermostat malfunction.</li> <li>7. Parameters not according specified values.</li> <li>8. Wiring loose.</li> </ol>
Display temperature gets too high.	<ol style="list-style-type: none"> <li>1. PTC 1k temperature sensor malfunction.</li> <li>2. Contactor inoperative.</li> <li>3. Blower motor(s) inoperative.</li> <li>4. Relay on thermostat malfunction.</li> </ol>
Illumination does not work.	<ol style="list-style-type: none"> <li>1. LED lamp malfunction.</li> <li>2. Tumble switch malfunction.</li> <li>3. Power supply unit malfunction.</li> <li>4. Wiring loose.</li> </ol>
Heating stays in.	<ol style="list-style-type: none"> <li>1. Contactor K1 malfunction.</li> <li>2. Sensor not in right position.</li> <li>3. Sensor malfunction.</li> <li>4. Thermostat malfunction.</li> </ol>

## TROUBLESHOOTING R.O. FILTER (REVERSED OSMOSE)

Symptom	Possible causes
Continuous water supply.	<ol style="list-style-type: none"> <li>1. R.O. membrane filter saturated.</li> <li>2. Water leakage between water supply and sediment and/or carbon filter.</li> </ol>
No water supply.	<ol style="list-style-type: none"> <li>1. Tap water closed.</li> <li>2. Red water tube kinked.</li> <li>3. Malfunction shut off valve.</li> </ol>
R.O. system makes some noise.	<ol style="list-style-type: none"> <li>1. System vibrates on base plate and is not thightened.</li> <li>2. Loose parts on filter.</li> </ol>
Leaking cartridge-case.	<ol style="list-style-type: none"> <li>1. Cartridge-case broken.</li> <li>2. Rubber gasket of gasket-case broken.</li> <li>3. Blower shorted.</li> </ol>
High conductivity of the purified water. (This is the water after the membrane).	<ol style="list-style-type: none"> <li>1. Membrane damaged.</li> <li>2. Incorrect connection of the membrane.</li> <li>3. Flow restrictor clogged.</li> <li>4. Black drain tube kinked or clogged.</li> </ol>

## TROUBLESHOOTING ULTRASONIC HUMIDIFIER

Symptom	Possible causes
No power to humidifier.	<ol style="list-style-type: none"> <li>1. Main breaker open.</li> <li>2. Fuse transformer burned.</li> <li>3. Switch malfunction.</li> <li>4. Transformer burned.</li> <li>5. PCB (printed circuit board) transformer broken.</li> <li>6. Main switch broken.</li> <li>7. Wiring loose.</li> </ol>
Continuous water supply, overflow of water.	<ol style="list-style-type: none"> <li>1. Water supply solenoid malfunction.</li> <li>2. Dirt on water level sensor.</li> <li>3. Water level sensor(s) malfunction.</li> <li>4. Water supply valve malfunction.</li> <li>5. Wiring loose.</li> </ol>
No water supply.	<ol style="list-style-type: none"> <li>1. Tap water closed.</li> <li>2. Blue water supply tube kinked.</li> <li>3. Water supply valve malfunction.</li> <li>4. Wiring loose.</li> </ol>

No or no sufficient production of fog.	<ol style="list-style-type: none"> <li>1. limited or no water supply.</li> <li>2. Water lock in duct hose for humidifying.</li> <li>3. Water supply valve malfunction.</li> <li>4. Oil contamination of water in water tank.</li> <li>5. oscillator malfunction.</li> <li>6. Blower malfunction.</li> <li>7. Water level sensor malfunction.</li> <li>8. PCB (printed circuit board) malfunction.</li> <li>9. Transformer malfunction.</li> <li>10. Wiring loose.</li> </ol>
Red lamp on transformer humidifier is on.	<ol style="list-style-type: none"> <li>1. UV lamp malfunction.</li> </ol>

## TROUBLESHOOTING MISTING SYSTEM

Symptom	Possible causes
No power to misting system.	<ol style="list-style-type: none"> <li>1. Main breaker open.</li> <li>2. Fuse burned.</li> <li>3. Power switch malfunction.</li> <li>4. Transformer malfunction.</li> <li>5. Timer module malfunction.</li> <li>6. Wiring loose.</li> </ol>
No water supply.	<ol style="list-style-type: none"> <li>1. Tap water closed.</li> <li>2. Green water tube kinked.</li> <li>3. Wiring loose.</li> </ol>
No or no sufficient production of mist.	<ol style="list-style-type: none"> <li>1. limited or no water supply.</li> <li>2. Mist time setting on timer module is too low.</li> <li>3. Purge time setting on timer module is too low.</li> <li>4. Timer module malfunction.</li> <li>5. Pump(s) malfunction.</li> <li>6. Mist valve malfunction.</li> <li>7. Purge valve malfunction.</li> <li>8. Pressure switch malfunction.</li> </ol>
Water drops on the nozzles.	<ol style="list-style-type: none"> <li>1. Purge time setting on timer module is too low.</li> <li>2. Purge valve malfunction.</li> <li>3. Red water tube kinked.</li> <li>4. Timer module malfunction.</li> <li>5. Nozzles malfunction.</li> </ol>
Pumps never turn off.	<ol style="list-style-type: none"> <li>1. Pressure switch malfunction.</li> <li>2. Pump malfunction.</li> <li>3. Wiring loose.</li> </ol>
Pumps never turn on.	<ol style="list-style-type: none"> <li>1. Pressure switch malfunction.</li> <li>2. Pump malfunction.</li> <li>3. wiring loose.</li> </ol>