

TROUBLESHOOTING

TROUBLESHOOTING CUSTOM COUNTER COLD

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

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

TROUBLESHOOTING CUSTOM COUNTER HOT

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

TROUBLESHOOTING R.O. FILTER (REVERSED OSMOSE)

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

TROUBLESHOOTING ULTRASONIC HUMIDIFIER

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

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

TROUBLESHOOTING MISTING SYSTEM

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