

***MINI SPLIT***  
**OWNER'S MANUAL**

***Whisper*KOOL™**  
The Coolest Thing In Wine Storage

Conforms to ANSI/UL Std 427

Certified to CAN/CSA Std C22.2 No. 120

***We manufacture, test and certify 100% of our wine cooling units in the USA. By sourcing the best components and closely controlling our manufacturing processes, we can assure the highest-quality, lowest defect manufacturing rates in the industry.***

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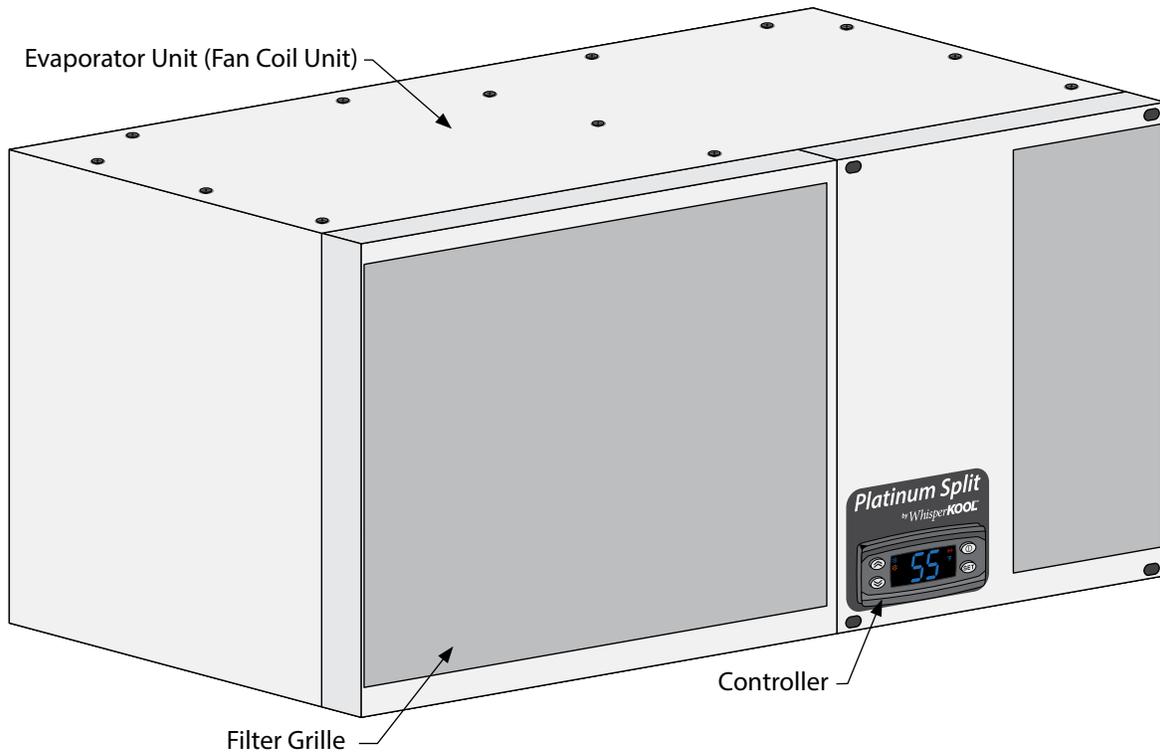
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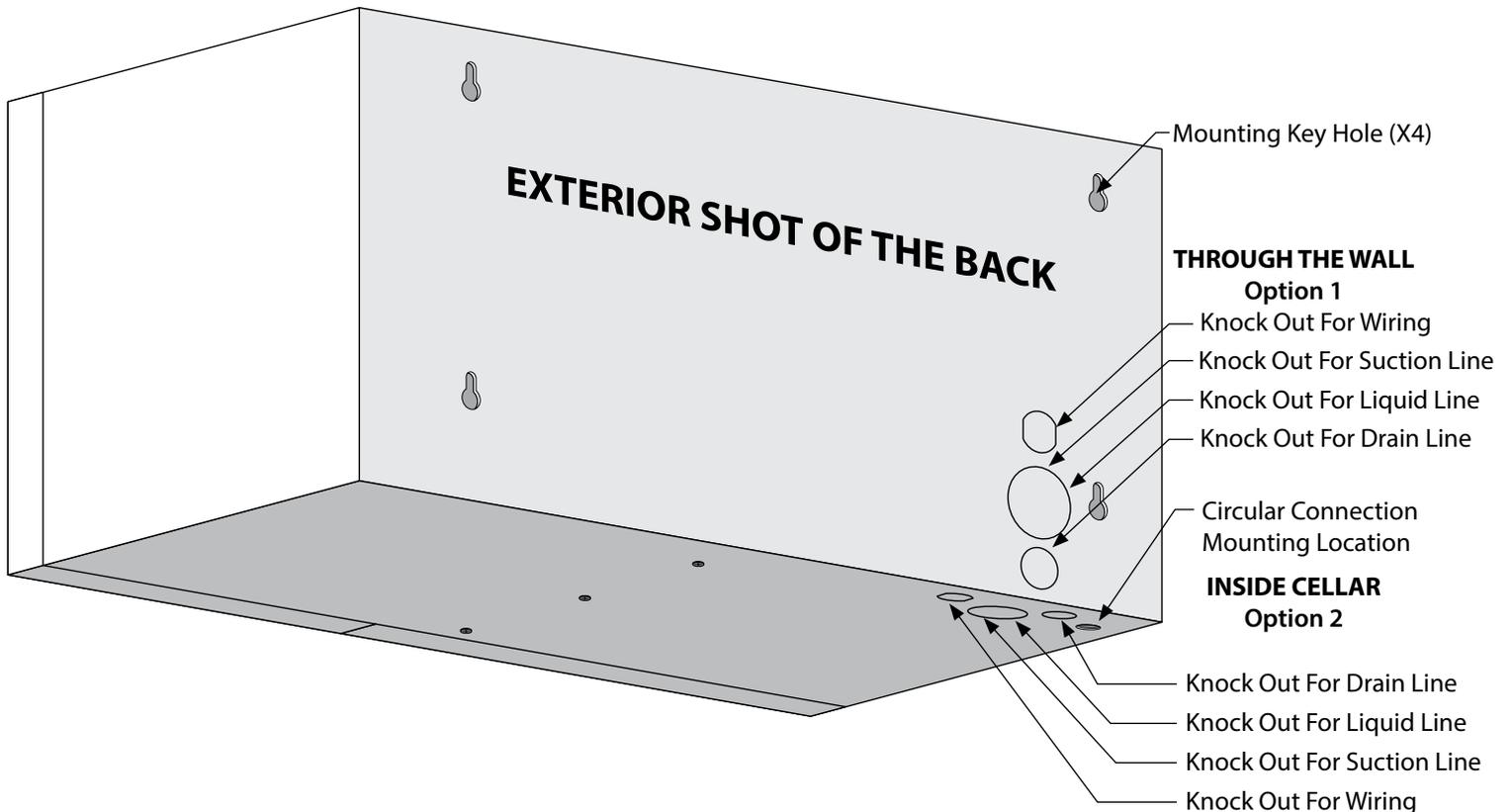
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## QUICK REFERENCE GUIDE

Front / Side View

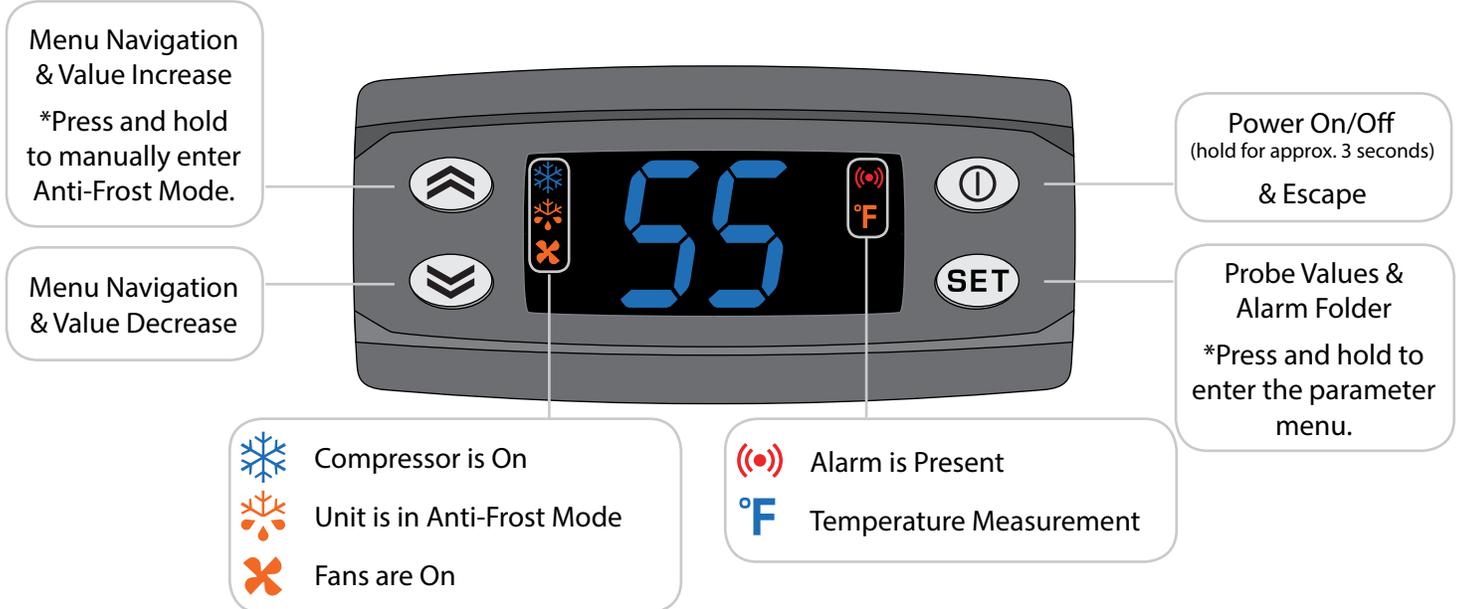


Rear / Side View



## CONTROLLER LAYOUT

Refer to page 12 for complete listing of buttons and symbols.



## Platinum Mini-Series Specifications

Model	Mini Evaporator Unit (Fan Coil Unit)	Mini Condenser (Air Cooled Condensing Unit)
Cellar Size (cu. ft.)	500	
Dimensions	20"w x 10.5"h x 13"d	11.5"w x 9.9"h x 16"d
BTUh with 90°F air entering the condenser coil.	1540	
CFM	99	190
Refrigerant	R-134a	
Condensing Unit HP	1/5	
Voltage Rating (20 amp dedicated circuit required)	115V or 230V - 20 amp dedicated circuit required	
Weight (lbs)	25	41
AMPS (Starting/Running)	2/1	11/3.8
dBA	51	65
Line Set	Suction Line 3/8" od. Liquid Line 1/4" od.	
Drain Line	1/2"	
Installation	Evaporator Unit (Fan Coil Unit) is installed in the cellar. The Condensing Unit is installed up to 100 line ft. away and in accordance with the installation specifications found in the Technician's Manual.	
Thermostat	Digital Control Display	
Temp. Delta	55°F temperature differential (maintains proper cellar temperature when exhaust environment does not exceed 110°F)	
Warranty	2-year parts and labor	

## INTRODUCTION

### Customer Service

Thank you for purchasing a WhisperKOOL cooling system. We strive to provide the highest quality products and the best possible customer service. If you have any questions about your system, please call us at 1-800-343-9463 or visit [WhisperKOOL.com](http://WhisperKOOL.com).

### Using the Manual

This Owner's Manual is intended to assist in the proper maintenance of the cooling system. In order to ensure the longevity of your cooling unit, the equipment should be installed as outlined in the Technician's Manual. It is also vital to establish a proper care and maintenance schedule. Please read and review this manual carefully and keep it for future reference.

### What Is the WhisperKOOL Cooling System?

The WhisperKOOL cooling system is a specialized refrigeration system designed for one purpose only: to maintain the optimal temperature and humidity levels conducive to the proper storage and aging of fine wines. This system produces minimal in-cellar noise and has the most lenient exhaust requirements. An exterior housing is required for outdoor Condensing Unit installations.

### How Does the Cooling System Work?

Similar to the air conditioning systems used for homes, the Evaporator Unit (Fan Coil Unit) and Condensing Units are installed in separate locations and are connected by a refrigerant line set. The evaporator portion is commonly installed in the wine cellar, with the Condensing Unit is located either outside or in a remote indoor location that is ventilated. An exterior housing is required for outdoor Condensing Unit installations.

### Temperature Setting

The WhisperKOOL system can be set at any temperature within the acceptable wine-aging range of 45°F to 67°F. It is designed to cool up to 55°F cooler than the ambient temperature of the space to which the Condensing Unit is installed.

## WARRANTY REGISTRATION

In order to activate the warranty of your system, the Verification and Operational Documentation must be completed by the certified refrigeration technician installing your system and submitted via mail, fax, or e-mail.

Mail to:  
WhisperKOOL  
ATTN: Warranty Registration  
1738 E. Alpine Avenue  
Stockton, CA 95205-2505  
USA

OR

Fax to:  
209-466-4606

OR

Scan and email to:  
[warranty@whisperkool.com](mailto:warranty@whisperkool.com)

## RECEIVING & INSPECTING THE SYSTEM

### Upon receiving the WhisperKool Cooling Unit

- Lift only at the designated hand hold locations on the shipping container or fully support the unit from underneath. A shipment may include one or more boxes containing accessories.
- Before opening the container, inspect the packaging for any obvious signs of damage or mishandling.
- Write any discrepancy or visual damage on the Bill of Lading before signing.
- Allow the Condensing Unit to sit 24 hours prior to start up. The Condensing Unit can be placed in the installation location, piped and evacuated during this time.

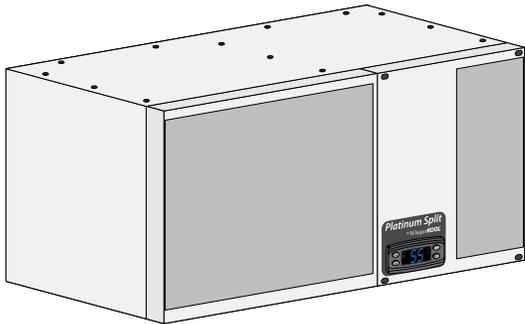
**Note:** WhisperKOOL units are manufactured in the USA and tested prior to shipment.

### Review the Packing Slip to Verify Contents

- Check the model number to ensure it is correct.
- Check that all factory options ordered are listed.

**If any items listed on the packing slip do not match your order information, contact WhisperKOOL Customer Service immediately.**

### Check the box for the following contents:



(1) Platinum Mini Split Evaporator Unit (Fan Coil Unit)

### Main Evaporator Unit (Fan Coil Unit) Box:

- |                              |                                      |
|------------------------------|--------------------------------------|
| (1) 12' Bottle Probe         | (1) 10" Piece of Cork Tape           |
| (4) 2" #8 Hex Head Screws    | (1) Split System Owner's Manual      |
| (1) 10 ft. 1/2" Drain Line   | (1) Split System Tech Manual         |
| (1) 1/4" Sight Glass         | (1) Unit Specific Installation Guide |
| (1) 1/4" Filter Drier        | (1) Evaporator Mounting Template     |
| (1) Power Cord Strain Relief | (1) Split System Warranty Checklist  |
|                              | (1) 90° Drain Connector              |

### Main Condensing Unit Box:



(1) Condensing Unit

Please leave the unit in its original box until you are ready for installation. This will allow you to move the product safely without damaging it. When you are ready to remove the product from the box, refer to the installation instructions.

**TIP:** Save your box and all packaging materials. They provide the only safe means of transporting/shipping the unit.

## BEFORE YOU START

1. **Inspect all components prior to installation.** If damage is found, please contact your distributor or WhisperKOOL Customer Service at 1-800-343-9463.
2. The Condensing Unit **requires a dedicated 115V, 20 amp circuit.** Use a surge protector with the unit. **Do not use a GFI** (Ground Fault Interrupter) line.
3. It is **REQUIRED** to **install a drain line** to remove condensation from the Evaporator Unit (Fan Coil Unit).
4. The system is intended **for use in properly designed and constructed wine cellars.** Hire a professional wine storage consultant with a valid contractor's license to build your wine cellar.
5. WhisperKOOL requires that all Split Systems are installed by a certified HVAC-R technician only. NATE or equivalent is recommended.
6. Warranty is not active until a Warranty Checklist has been received, reviewed, and approved.

If you encounter a problem with your WhisperKOOL system, please refer to the Troubleshooting Guide on page 16. If you have any further questions, concerns, or need assistance, please contact WhisperKOOL's Customer Service at 1-800-343-9463. Please be sure all testing has been completed prior to contacting Customer Service. Please have your results ready for your representative.

## PREPARING THE WINE CELLAR

The performance and life of your system is contingent upon the steps you take in preparing the wine cellar.

**Note:** Improperly preparing your enclosure or incorrectly installing your unit may cause unit failure, leaking of condensation, and other negative side effects.

**It is highly recommended that you obtain the assistance of a wine storage professional.**

Wine storage professionals work with licensed contractors, refrigeration technicians, and racking companies to build well-insulated, beautiful, and protective wine cellars. WhisperKOOL has put together some useful tips to assist in the installation process. Our recommendations are meant to act as a guide in the process of building a proper enclosure. Your intended location may have specific needs that we do not address.

### Wall & Ceiling Framing

Build wine cellar walls using standard 2x4 or 2x6 construction methods and ceiling joists following the guidelines of local and state codes in your area. As a general rule, the thicker the walls and the higher the insulation value in your cellar, the better it will be at maintaining a consistent temperature.

### Insulation

Insulation is **REQUIRED** with the use of the WhisperKOOL product. Standard fiberglass or rigid foam insulation is normally used in cellar construction or, in some cases, "blown-in" insulation is used. It is very important that all walls and ceilings are insulated to keep the cellar temperature as consistent as possible during the summer and winter months. The R-value, or quality of insulation, is determined by the rate at which heat passes through the insulation. The higher the R-value, the more resistant the insulation is to conducting heat. Using higher R-values in insulation will lower your operating costs and unit run time. (R-13 minimum, R-19 recommended, R-30 for ceiling and exterior walls.)

### Vapor Barrier

Water vapor creates its own pressure, separate from the air pressure, and will intrude into colder/drier areas. A vapor barrier is **REQUIRED** to prevent the intrusion of water vapor so that the cellar can be kept at the correct temperature and humidity. 6 mm plastic sheeting (recommended) should be applied to the warm side of the cellar walls. The vapor barrier must also be applied to the outside walls and ceiling. If it is impossible to reach the outside, then the plastic must be applied from within the cellar. The most common method is to wrap the entire interior, leaving the plastic loose in the stud cavity so the insulation can be placed between each stud. All of the walls and ceiling must be wrapped in plastic for a complete vapor barrier.

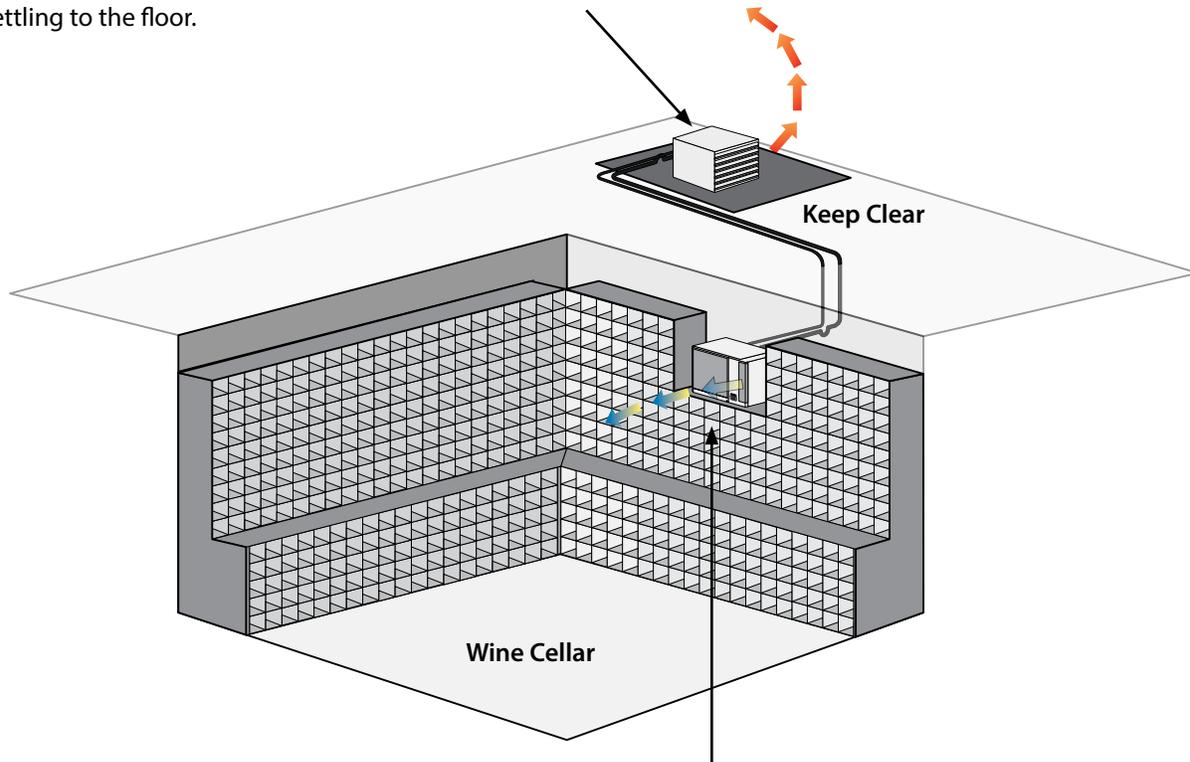
In areas of high humidity, such as Southern and Gulf States, the vapor barrier will prevent infiltration of warm moist air. The moist air can cause mold to form, and standing water in drain pans promote microbial and fungal growth that cause unpleasant odors and indoor air quality problems. If mold is found, remove it immediately and sanitize that portion of the unit.

**Note:** High humidity significantly increases the heat load on the cooling system.

Any break in the vapor barriers (cut, nail hole, over-lapping, etc.) will allow a moisture leak and must be sealed. Electric conduit is a "duct" for vapor to travel in. The conduit should be caulked and sealed on the warm air end.

## Mounting the Evaporator Unit (Fan Coil Unit)

The Evaporator Unit (Fan Coil Unit) must be mounted within 18" of the top of the room in order to achieve sufficient cooling. As the room cools down, the warm air will rise to the ceiling. Mounting the unit high in the room will create a consistently cool environment by capturing the warm air and replacing it with cool air. Mounting the unit low in the room will result in a temperature variation in the room due to the unit's inability to draw warm air from the ceiling of the cellar to the unit itself, and cold air settling to the floor.



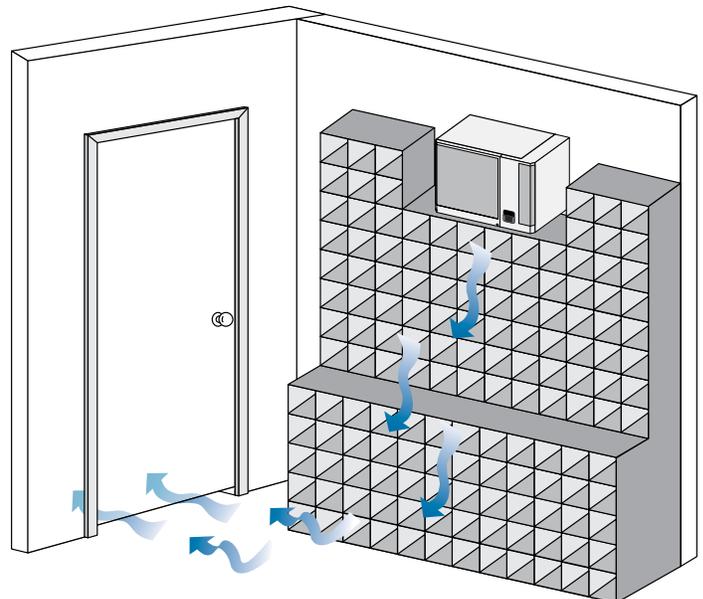
### Unobstructed Airflow

Unobstructed airflow to and from the system is critical for the Evaporator Unit (Fan Coil Unit) and Condensing Units overall performance and lifespan. A minimum 3 ft. clearance (5 ft. is ideal) area is crucial. The air the fans blow needs to circulate and either dissipate or absorb heat from the space. The more air to exchange, the more efficient the system will operate.

**Note:** Avoid attempting to camouflage the unit. This will restrict airflow and thus the systems ability to work efficiently.

### Door and Door Seal

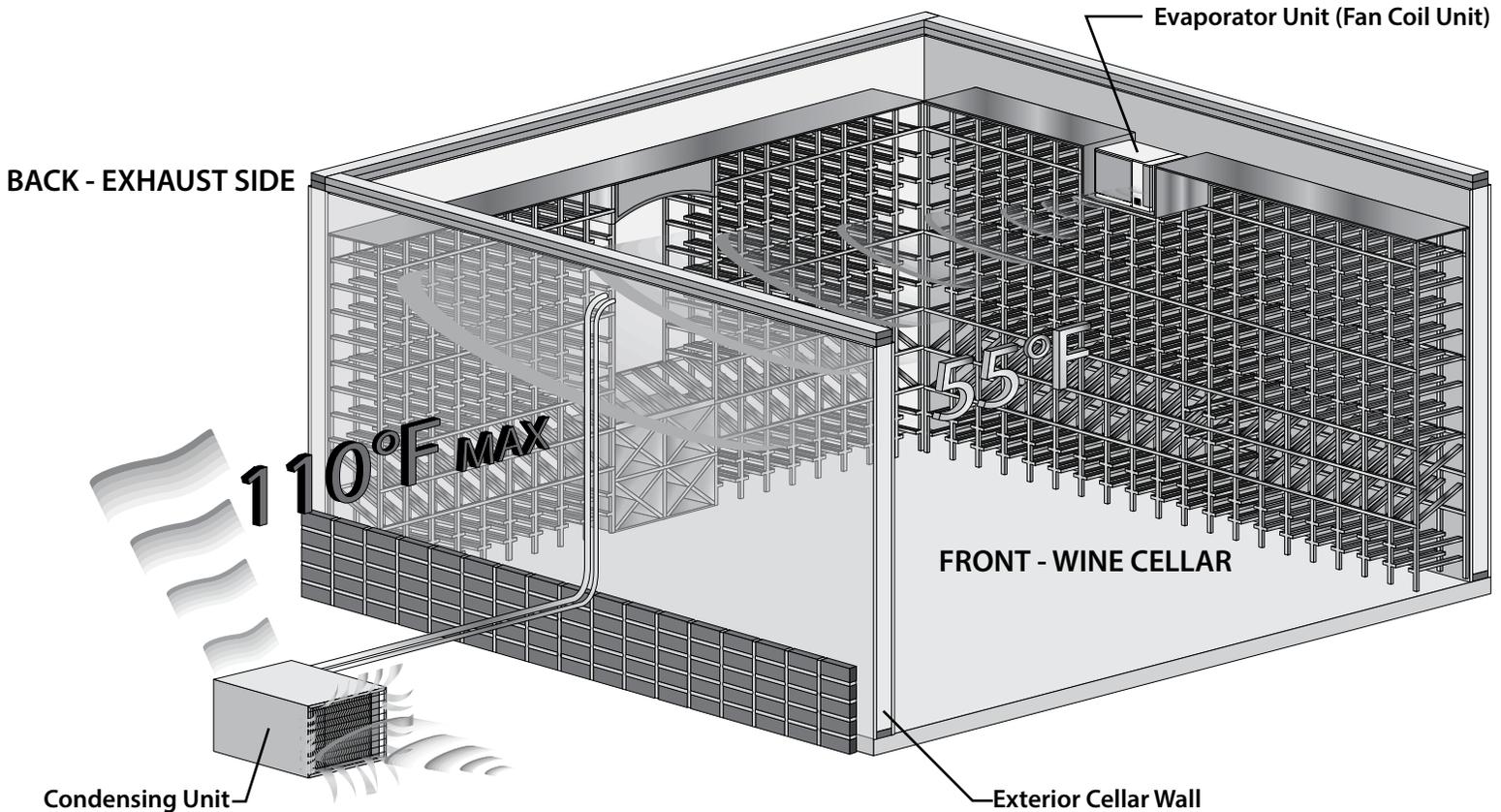
An exterior grade (1 3/4") door must be installed as a cellar door. It is essential that weather stripping is attached to all 4 sides of the doorjamb. A bottom "sweep" or threshold is also required. The door must have a very good vapor seal to prevent warmer moist air from leaking into the cellar. One of the most common problems with cooling systems running continually is due to the door not sealing properly. **In cases where glass doors are used and the room size is close to the recommended system size, the next larger size WhisperKOOL system should be used.** This will compensate for the insulation loss due to the lower insulating rating of glass.



## Ventilation

The necessity of dissipating heat away from the Condensing Unit is critical to the performance and cannot be overstated. As the system operates and cools, a greater amount of heat is generated on the condensing side of the system. Adequate ventilation is required in order to dissipate heat away from the Condensing Unit. If ventilation is inadequate, the exhaust will heat up the area or room and adversely affect the systems ability to cool. In some cases, it may be advisable to install a vent fan to dissipate heat within the exhaust area on the condensing side of the system. However, you must have a fresh air inlet as well.

**Note:** If you are unsure about having adequate ventilation in your install location, please contact us to assess your specific installation at [support@whisperkool.com](mailto:support@whisperkool.com) or 1-800-343-9463.



## Ambient Temperature Factor

The cooling system has the ability to cool a wine cellar efficiently to 55°F as long as the ambient temperature of the area that it is exhausting to does not exceed 110°F. Therefore, you want to exhaust the Condensing Unit in a space which will not exceed 110°F. Otherwise the system will not have the capacity to keep the wine at a desirable 55°F.



**WARNING! Allowing your system to operate in high ambient temperatures for extended periods of time will greatly decrease the life of your system and void your warranty. The cooler the temperature of the air entering the condenser coil, the more cooling capacity the system has. The less heat gain through the common wall, the less the electricity consumption.**



**NOTES**

## UNIT OPERATION

### Initial Start-Up:

When power is applied to the unit, the control will briefly display all symbols, and the Compressor symbol will be displayed (if unit is calling for cooling). There may be a brief delay prior to the evaporator fans turning on.

### Set Point:

The set point is set from the factory (WhisperKool) at 55°F. It can be adjusted by the customer between 50°F and 70°F in 1°F increments.

### Cooling Operation:

Cooling is activated once the bottle probe senses a temperature that is 1°F greater than the set point. The controller then energizes the solenoid relay, which activates the solenoid. The evaporator fans operate with the compressor. The unit provides cooling until the bottle probe senses the set point. At this point, the solenoid relay is de-energized, which stops the flow of refrigerant through the evaporator coil. The compressor will continue to run until the low side pressure reaches 5 psi. The evaporator fans will continue to run for 1 minute to re-evaporate any moisture from the evaporator coil.

### Humidity Features:

The FDC parameter can be increased to allow the evaporator fans to run for a longer period of time after the compressor turns off, allowing more moisture to be re-evaporated into the cellar.

### Anti-Frost:

When the evaporator probe senses a temperature of 26°F for 5 minutes, the unit will go into Anti-Frost mode. This will shut down the compressor and allow the evaporator fans to run to evaporate any frost accumulation on the coil. The compressor will remain off until the evaporator coil reaches 40°F, or for a maximum of 10 minutes. The unit will then return to normal operation.

If the evaporator is not above 26°F after the Anti-Frost sequence has ended, the red error light will display in the upper right corner. Alarm "Ad3" will be recorded in the alarm folder, meaning that the Anti-Frost sequence ended based on time. The unit will run for 5 minutes and then enter another Anti-Frost cycle. This sequence will continue until the evaporator temperature increases above 26°F.

"Def" will be displayed during Anti-Frost. If the Anti-Frost sequence is less than 5 minutes, the control will not allow the compressor to start until 5 minutes has elapsed. This is to prevent short cycling of the compressor.

Holding down the Up arrow for approximately 5 seconds manually starts the Anti-Frost sequence, but only if the evaporator is below 40°F (defrost end temperature). If the evaporator is above 40°F, the display will blink 3 times and continue normal operation.

### Display:

The bottle probe temperature is displayed by default. "Def" is displayed during Anti-Frost. The bottle probe and evaporator probe temperatures can all be accessed by pushing the SET button and scrolling through PB1 (bottle probe) and PB2 (evaporator probe).

### Safety Features:

Once the solenoid relay is de-energized the controller must wait 5 minutes before re-energizing the relay. This prevents the compressor from repeatedly turning off and on. If the unit is calling for cooling during this time, the compressor symbol will blink, indicating that cooling is needed but the control is waiting for the Anti-Short cycle delay. In the event of a faulty bottle probe, the compressor will cycle off for 10 minutes and on for 40 minutes. E1 will be displayed on the screen.

### Alarms:

If the bottle temperature reaches 8°F above the set point, a red light will blink in the upper right corner of the display. The set button can then be pressed to reach the alarm menu. The menu will display "AH1" indicating a high bottle temperature. The same thing will happen if the bottle temperature reaches 8°F below the set point, except the alarm will read "AL1". These alarms will not display for the first 10 hours after the unit is turned on to allow the cellar to reach temperature. They will also wait 1 hour after an Anti-Frost cycle before displaying.

In the event of a faulty evaporator probe E2 will flash on the screen intermittently. The red alarm light will be displayed in the upper right corner. The unit will go through one Anti-Frost sequence every 24 hours.

Press the SET button and enter the Al folder to view any current alarms that are not flashing on the display.

## CONTROLLER FUNCTIONS



Button/Symbol	Normal Functions						
 <p><b>ON/OFF</b></p>	<p>Press and hold the on/off button for approximately 3 seconds to turn the unit on or off. <i>Note: This does not disconnect power from the unit. In order for the power to be shut off from the unit, the power cord must be unplugged from the wall receptacle.</i> This button also serves as an escape button.</p>						
 <p><b>Up and Down</b></p>	<p>Use these buttons to scroll up or down a menu. Press and hold the Up arrow for approximately 5 seconds to manually start the Anti-Frost sequence. The Anti-Frost sequence will begin, but only if the evaporator is below 40°F. If the evaporator is above 40°F, the display will blink three times, signalling that an Anti-Frost cycle is not needed, and the unit will continue normal operation.</p>						
 <p><b>SET</b></p>	<p>Press the SET button once to view the set point, temperature of the evaporator and actual bottle temperature as well as any alarms. Once the SET button is pressed "SEt" will be displayed. Press the up or down arrows to scroll through Pb1 &amp; Pb2.</p> <table border="1" data-bbox="591 1037 1263 1178"> <thead> <tr> <th>SEt</th> <th>Set Point</th> </tr> </thead> <tbody> <tr> <td>Pb1</td> <td>Liquid Temperature</td> </tr> <tr> <td>Pb2</td> <td>Evaporator Coil Temperature</td> </tr> </tbody> </table> <p>Press the SET button again to view any of these values. To change the set point, press the SET button. When "SEt" is displayed on the screen, press the SET button once more. Use the up and down arrow buttons in order to change the value until the desired set point is reached. Hold the SET button for approximately 5 seconds to enter the CPSM (Customer Preference Selection Mode) menu. (CPSM detail on next page).</p>	SEt	Set Point	Pb1	Liquid Temperature	Pb2	Evaporator Coil Temperature
SEt	Set Point						
Pb1	Liquid Temperature						
Pb2	Evaporator Coil Temperature						
 <p><b>Snowflake</b></p>	<p><b>Constant:</b> Unit is in cooling mode and the compressor is running.</p> <p><b>Blinking:</b> The unit is calling for cooling, but must wait 5 minutes before restarting the compressor. This 5 minute delay serves as an Anti-Short cycle for the compressors protection.</p>						
 <p><b>Dripping Snowflake</b></p>	<p>Unit is in Anti-Frost mode. The evaporator and condenser fans are running to evaporate any frost which may have formed on the evaporator coil.</p>						
 <p><b>Fan</b></p>	<p>The evaporator and condenser fans are on.</p>						
 <p><b>Alarm</b></p>	<p>The Alarm symbol is shown and a audible buzzer will sound when the unit encounters an issue that needs attention, the displayed alarm codes are explained below. To silence the buzzer press any button, the alarm code will remain displayed until corrected.</p>						

## Alarm Codes

Message	Cause	Solution
"E1"	Bottle probe is unplugged	Attach bottle probe to unit
	Faulty bottle probe connection	1. Check bottle probe attachment at circular connector 2. Check bottle probe connection at the back of controller
	Defective bottle probe	Replace the bottle probe
"E2"	Faulty evaporator probe connection	Check evaporator probe connection at the back of controller
	Defective evaporator probe	Replace the evaporator probe
"AH1"	The bottle probe is sensing a temperature that is 8°F above the set point	1. Allow time for the wine to reach the desired temperature 2. Make sure all windows and doors are closed and have a proper seal 3. Follow the procedures in the pre-installation instructions to test the unit for proper cooling
"AL1"	The bottle probe is sensing a temperature that is 8°F below the set point	1. Make sure unit is not in cooling mode (the snowflake symbol will not be lit) 2. Add heat to the room until the wine reaches the desired temperature
"Ad3"	Anti-Frost ended on time-out	1. Check the evaporator coil for ice buildup. Unplug the unit and allow coil to thaw before re-starting 2. Make sure the room to which the unit is exhausting is not less than 60°F 3. If unit continues to go into continuous Anti-Frost cycles (every 5 minutes), call customer service for more troubleshooting information

## CPSM (Customer Preference Selection Mode)

**Press and hold the SET button for approximately 5 seconds to enter the CPSM menu. "Fdc" will be displayed on the screen. Use the down arrow to access the following parameters.**

<b>Fdc</b> <i>Humidity Management/Enhancement</i>	This parameter is set to 1 from the factory, which should provide adequate relative humidity for the cellar. An increase in this parameter will increase the Humidity Enhancement (%RH). This parameter should not be adjusted below 1. Adjustments should be made in increments of 5, with a maximum of 15 and a minimum of 1. After any adjustment to Humidity Enhancement you should wait a minimum of 3 days before making any additional adjustments. This will allow the cellar sufficient time to acclimate to the new setting.
<b>PA2</b>	No adjustable settings in this parameter
<b>tab</b>	No adjustable settings in this parameter
<b>Rel</b>	No adjustable settings in this parameter
<b>loc</b>	Change this parameter from "n" to "y" to lock the keyboard from changes to the set point
<b>ddd</b>	Select one of these numbers to display your preference: 0 = Set Point 1 = Bottle Probe Temperature 2 = Evaporator Probe Temperature
<b>"CA1"</b>	Use this parameter to calibrate the bottle probe to a known temperature. This parameter can be adjusted between -12°F and 12°F. Example: Bottle temperature reading = 58°F Known temperature reading = 55°F CA1 parameter setting to match known temperature = -3

## MAINTENANCE SCHEDULE

<b>Monthly</b>	<ol style="list-style-type: none"><li>1. Check for debris surrounding Condensing Unit (i.e. leaves, branches, trash ect). Remove all obstructions</li><li>2. Check for unusual noise or vibration</li><li>3. Check the drain line to see if it is above the waterline if draining into a vessel</li></ol>
<b>Quarterly</b>	<ol style="list-style-type: none"><li>1. Use a vacuum with brush attachment to clean the evaporator coil. Be careful not to crush coil fins when cleaning</li><li>2. Remove the evaporator filter and clean with warm water</li><li>3. Ensure the Condensing Unit is free of debris and dust</li><li>4. Have a certified HVAC Technician service the Condensing Unit/clean the condenser coil</li></ol>
<b>Annually</b>	<ol style="list-style-type: none"><li>1. Inspect for corrosion</li><li>2. Check wiring connections and integrity of cords</li><li>3. Pour a 50/50 bleach solution into the drain line every spring</li></ol>

## NOTES

## TROUBLESHOOTING GUIDE

<b>Unit Has Ice Forming on the Evaporator Unit (Fan Coil Unit)</b>	
<b>Possible Cause</b>	<b>Solution</b>
Evaporator filter or coil is dirty	Remove the filter and wash, then clean the coil with a vacuum. If coil is very dirty, use a spray bottle with a small amount of liquid dish washing detergent or coil cleaner. Spray coil, let set for 5 min, then flush with fresh water
There is something blocking the supply and or return air	Remove blockage
The evaporator fan is not turning on	Call a service tech to troubleshoot
The Evaporator Unit (Fan Coil Unit) has not gone through its Anti-Frost sequence yet	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
If Evaporator Unit (Fan Coil Unit) continues to ice	Observe ice formation pattern. If only part way up the coil face, the system could be low on refrigerant. If all the way up, the coil may be dirty or airflow is blocked
<b>Unit Does Not Run/Power Up</b>	
<b>Possible Cause</b>	<b>Solution</b>
Evaporator Unit (Fan Coil 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 the system	Check line voltage to make sure there is 110v/120v
Setpoint at set point	Lower set point
Thermostat not calling for cooling	Lower set point
Faulty thermostat or wiring	Call Customer Service at 1-800-343-9463
<b>Cellar Temperature is Too Warm</b>	
<b>Possible Cause</b>	<b>Solution</b>
The temperature of the room Condensing Unit is exhausting to has exceeded 110°F	Intake temperature needs to drop below 85°F
The system is undersized for the cellar	Order correct size system
There is something blocking the supply and/or return air on the Evaporator Unit (Fan Coil Unit) or the Condensing Unit	Remove air flow obstruction
Evaporator Unit (Fan Coil Unit) is mounted too low in the cellar	Re-locate unit so the distance from the ceiling and top of the unit is no more than 18"
One or more of the fans are not turning on	Please contact the installing technician to troubleshoot
Compressor is not turning on	Please contact the installing technician to troubleshoot
Compressor keeps cycling on overload	Make sure all fans are working and there is no airflow obstruction
Poor seal around door or other areas requiring a seal (around the unit, wall joints, etc.)	Make sure there are no air gaps around the door. If door seal is damaged, replace it
Controller set too high	Lower the set point
Evaporator coil is frosted or iced up	Observe ice formation pattern. If only part way up the coil face, Evaporator Unit (Fan Coil Unit) could be low on refrigerant. If so, contact your installing technician to assist with troubleshooting
<b>System Runs Constantly</b>	
<b>Possible Cause</b>	<b>Solution</b>
Leaky door seal or poorly insulated cellar	Fix leaky door seal and insulate cellar in accordance with this manual. (Page 8)

**Unit Leaks Water**

Possible Cause	Solution
Evaporator Unit (Fan Coil Unit) is not level	Evaporator Unit (Fan Coil Unit) should be level on the 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 out, open access door and check drain for blockage
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 ice and water overflowing	Melt ice with blow drier. Soak up with a towel

**Unit Runs But Does Not Cool**

Possible Cause	Solution
Lack of air flow	Make sure fan is unobstructed; Make sure the evaporator filter, evaporator coil, and condenser coil are clean and free of debris
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 air flow out. If compressor runs, check for and clean condenser coil as possible cause of compressor overheating. If problem repeats, contact your installing technician to assist with troubleshooting

**Evaporator Fan Runs But Compressor Does Not**

Possible Cause	Solution
Running an Anti-Frost cycle	1) If the system is maintaining the correct cellar temperature and there is a dripping snowflake symbol illuminated on the control, the system is going through an Anti-Frost cycle. No action Required. 2) If the system is not maintaining the correct cellar temperature this may be caused by a dirty evaporator filter or coil. 3) Call installing technician to troubleshoot as the system may be low on charge or may require an adjustment to the TXV
Compressor and/or starting components faulty	Please contact the installing technician to troubleshoot
System may be performing the WHM function	Allow cooling system to revert back to cooling mode
Compressor may have overheated	Shut system off for 1 hour to allow compressor to cool. Turn back on and check for cooler air flow out. If compressor runs, check for and clean condenser coil as possible cause of compressor overheating. If problem repeats, contact your installing technician to assist with troubleshooting

**Compressor Runs But Evaporator Fan Does Not**

Possible Cause	Solution
Faulty fan motor	Please contact the installing technician to troubleshoot.
Faulty controller	Please contact the installing technician to troubleshoot.

**Compressor Short Cycles**

Possible Cause	Solution
Evaporator Unit (Fan Coil Unit) blows on bottle probe	Move bottle probe to a more central location
System low on refrigerant charge	Please contact the installing technician to troubleshoot
Condensing fan motor/capacitor faulty	Please contact the installing technician to troubleshoot
Compressor and /or starting components faulty	Please contact the installing technician to troubleshoot

**Humidity in Cellar Too Low**

Possible Cause	Solution
Not enough moisture	Raise the Fon setting to increase the humidity level

## TECHNICAL ASSISTANCE

WhisperKOOL Customer Service is available Monday through Friday from 6:00 a.m. to 4:00 p.m. Pacific Standard Time.

The appointed customer service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

The model and serial number of your WhisperKOOL systems.

Location of unit and installation details, such as ventilation, ducting, construction of your wine cellar, and room size. Photos of the cellar and installation location may be needed.

### Contact WhisperKOOL Customer Service

1738 E. Alpine Ave  
Stockton, CA, 95205  
[www.WhisperKOOL.com](http://www.WhisperKOOL.com)

**Email:** [support@whisperkool.com](mailto:support@whisperkool.com)

**Phone:** 209-466-9463

**US Toll Free:** 1-800-343-9463

**Fax:** 209-466-4606

## ACCESSORIES FOR COOLING UNITS

WhisperKOOL offers accessories to enhance and customize your wine cooling unit.

### Exterior Housing

Protects the Condensing Unit from the weather elements when the unit is located outside.

### Condensate Pump Kit

The condensate pump kit is designed as an automatic condensate removal pump for water dripping out of our Evaporator Unit's (Fan Coil Unit's) drain line. The pump is controlled by a float/switch mechanism that turns the pump on when approximately 2-1/4" of water collects in the tank, and automatically switches off when the tank drains to approximately 1-1/4". The condensate pump kit allows the excess condensate to be pumped up to 20 ft. away from the unit.

**Accessories can be purchased at [www.whisperkool.com](http://www.whisperkool.com)**

**WhisperKOOL Product Terms and Conditions  
Including Product Limited Warranty And Product Installation Requirements  
For WhisperKOOL Split System Series**

ATTENTION: PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE INSTALLING YOUR WHISPERKOOL COOLING SYSTEM. INSTALLING YOUR WHISPERKOOL COOLING SYSTEM INDICATES THAT YOU ACCEPT AND AGREE TO EACH OF THE TERMS AND CONDITIONS SET FORTH HEREIN ("TERMS OF USE"). IF YOU DO NOT ACCEPT THESE TERMS OF USE, YOU RISK VOIDING YOUR WARRANTY AND ASSUMING ADDITIONAL REPAIR AND REPLACEMENT COSTS.

**1. Purchase of a WhisperKOOL Cooling System assumes that the Purchaser ("End User") fully accepts and agrees to the Terms and Conditions set forth in this document. The Terms and Conditions of Sale and Owner's Manual are shipped with each unit and, if another copy is needed, replacement copies can be downloaded from the company website ([whisperkool.com](http://whisperkool.com)) or by contacting WhisperKOOL directly for a new copy. WhisperKOOL reserves the right, in its sole discretion, to change its Terms and Conditions at any time, for any reason, without notice.**

**2. WhisperKOOL Product Installation and Limited Warranty**

- A. Purchaser of the product must arrange for the product to be installed by a certified HVAC/R technician in accordance with procedures set forth by WhisperKOOL and described in the WhisperKOOL Owner's Manual.
- B. The HVAC/R technician installing the product must complete the designated portion of the Split Startup Checklist and provide licensing or certification identification number information to assist in the warranty registration process.
- C. Purchaser must return the completed Split Startup Checklist to WhisperKOOL within thirty (30) days of installation of Product. The Split Startup Checklist must be approved by WhisperKOOL to activate the Limited Warranty. If the Split Startup Checklist is approved, Purchaser will be sent activation approval documents and will start receiving the benefits of the Limited Warranty throughout the warranty period. If the Split Startup Checklist is incomplete, Purchaser will be informed they have five days to complete the Split Startup Checklist and re-submit to WhisperKOOL. The Split Startup Checklist will be reviewed again, and if denied, Purchaser will be informed that they have 10 business days for corrective action. Failure to register the Product may result in loss of warranty.
- D. Purchaser is responsible for the full costs of installation and any additional parts required for the proper and complete installation of the product.
- E. For Split Systems returned to WhisperKOOL in accordance with the terms and conditions of the Limited Warranty, WhisperKOOL warrants against defects in material and workmanship as follows:
  - 1. LABOR** - For a period of two (2) years commencing on the date of purchase, WhisperKOOL will, at its option and discretion, reimburse up to \$250 to the End User for cost incurred for servicing, repairing, removing or installing warranty parts. Invoice for service must be forwarded to WhisperKOOL for assessment and processing. The Split System warranty is invalid if there is attempted repair by anyone other than an HVAC/R technician approved by WhisperKOOL to service the Product.
  - 2. PARTS** - For a period of two (2) years commencing on the date of purchase, WhisperKOOL will supply, at no charge, new or rebuilt replacement parts in exchange for defective parts. Replacement parts are warranted only for the remainder of the original warranty period.
  - 3. FREIGHT** - For a period of two (2) years commencing on the date of purchase, if after WhisperKOOL approved evaluation the original Product failure is determined to be the cause of a manufacturers defect, and not the cause of an installation error or other cause, WhisperKOOL will cover at its option, freight for the replacement parts or Product.

The following part or cause of failure is not the responsibility of WhisperKOOL:

- Improper voltage supply
- Line set with screw connectors (high end and low end)
- Leaks found at the braze points when performing pressure check
- Unit that has been charged incorrectly
- Incorrect tubing diameter used on line set
- A unit that has been wired incorrectly
- Valve stem on condenser side
- Improper installation of P-Trap
- Lack of P-Trap (if required)
- Condensers that are installed outdoors or in elements that would affect operation without proper cover or housing. (Housing is available from Manufacturer).

#### Product Warranty Limitations and Exclusions.

1. This limited warranty does not cover cosmetic damage caused during installation, damage due to acts of God, commercial use, accident, misuse, abuse, negligence, or modification to any part of the Product. Delivery and installation of the Product, any additional parts required, as well as removal of the Product if warranty work is required, are all at the sole cost, risk and obligation of the End User.
2. This limited warranty does not cover damage due to improper installation or operation or lack of proper maintenance of the Product, connection of the Product to improper voltage supply, or attempted repair of the Product by anyone other than a technician approved by WhisperKOOL to service the Product.
3. This limited warranty does not cover any Product sold "AS IS" or "WITH ALL FAULTS."
4. Product that has been replaced during warranty period does not extend the warranty period past the original date of purchase.
5. This limited warranty is valid only in the continental United States. Sales elsewhere are excluded from this warranty.
6. Proof of purchase of the Product in the form of a bill of sale, receipted invoice or serial number, which is evidence that the Product is within the Limited Warranty Period, must be presented by the End User to WhisperKOOL in order to obtain limited warranty service.
7. This limited warranty is void if the factory applied serial number has been altered or removed from the Product.
8. This limited warranty is voided if installed in an enclosure of insufficient design that does not follow the Product installation requirements stated herein and in the owner's manual.
9. Removing the rivets from the Product's unit housing without prior authorization from WhisperKOOL voids this limited warranty.
10. The End User must first contact WhisperKOOL Customer Service by telephone (at 1-800-343-9463) prior to attempting service on any Product still under the limited warranty; else the limited warranty is voided.
11. This limited warranty does not cover Product being concealed by, but not limited to, vegetation, fabric, shelving, mud, snow, or dirt. Product must not be painted or limited warranty will be void.
12. This limited warranty does not cover exposure to corroding environments such as, but not limited to, petroleum and gasoline products, cleaning solvents, caustic pool chemicals, and marine air.
13. This limited warranty does not cover any cause not relating to Product defect.
14. THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF YOU, THE END USER, AS WELL AS ANYONE ELSE IN THE CHAIN OF TITLE OF THE PRODUCT, DOES NOT START A NEW LIMITED WARRANTY TIME PERIOD, AND IS IN LIEU OF ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) WITH REGARD TO THE PRODUCT. IN NO EVENT SHALL WHISPERKOOL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THE IMPLIED WARRANTIES OF MERCHANTABILITY

1. AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state.
2. Failure of the End User to comply with all of the Product Installation Requirements, Maintenance Requirements and End User Requirements may, at WhisperKOOL's sole discretion, void this limited warranty.
3. No one has any authority to add to or vary the limited warranty on this Product.

### **3. Maintenance Requirements**

The End User is responsible for checking the coils on the condenser unit and vacuuming them every three months to maintain them free of debris. It is the End User's responsibility to clean off any accumulated dust, lint, or other debris from the front and rear intake grills; failure to do this on a regular basis will restrict the airflow and may affect the Product's ability to function properly. Periodically cleaning the Product's vents will help assure maximum cooling efficiency. The drain tube must also be checked and kept clean and free of debris and mold to maintain proper performance.

Mold is a natural living organism in the environment. It exists in the air in the form of microscopic spores that move in and out of buildings through doors, windows, vents, HVAC systems and anywhere else that air enters. Once it is discovered, mold must be addressed quickly and appropriately. Delayed or improper treatment of mold issues can result in costly and reoccurring repairs. If the End User suspects a mold problem, it is always best to hire a qualified and experienced mold remediation specialist.

### **4. Additional End User Costs And Responsibilities**

Terms and conditions for replacing the Product that is being evaluated for limited warranty.

1. After evaluation by a certified HVAC/R technician and the Product is found to be un-repairable in the field, contact WhisperKOOL Customer Service to arrange for replacement under the warranty guidelines. When a claim for warranty is submitted for a condenser skid, the End User must purchase a new condenser skid from WhisperKOOL at retail price. Upon installation of the new condenser skid by a certified HVAC/R Technician, the HVAC/R Technician must complete the Installation Checklist and End User must submit the Installation Checklist to WhisperKOOL Customer Service for approval. The original condenser skid must be returned within 21 days to WhisperKOOL for failure analysis. If the Installation Checklist is approved and the failure is evaluated as defective and not installation error or other reason, the End User will be refunded for the cost of the replacement skid.
2. If the Product failure is evaluated and it is determined that it is an installation error or other reason, all costs, including shipping will be the responsibility of the End User.

The following items are not covered under any warranty and are the sole responsibility of the End User:

- A. End Users should satisfy themselves that the Product they are purchasing is suitable for their particular needs and requirements, and thus no responsibility will be placed with WhisperKOOL for the End User's decisions in this regard.
- B. End Users must assure that the product is installed by a certified HVAC/R technician. Failure to do so will result in Voiding the Limited Warranty.
- C. It is the End User's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the End User's wine cellar, including any Product. WhisperKOOL takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable to maintain a proper storage environment.
- D. End User is responsible for initial installation costs, including, but not limited to, labor costs and the cost of any additional parts necessary to complete the installation.
- E. End User is responsible for all costs incurred for the installation and/or removal of the Product, or any part thereof, unless such cost has been agreed by WhisperKOOL to be a warranty repair prior to the work being performed.

## 5. Sales and Use Tax

WhisperKOOL only collects California sales tax for orders shipped within the State of California; WhisperKOOL does not collect sales tax for orders shipped to other states. However, the Purchaser and the End User may be liable to the taxing authority in their state for sales tax and/or use tax on the Product. The Purchaser and the End User should each check with their state's taxing authority for sales and use tax regulations.

## 6. Customer Service and Troubleshooting

WhisperKOOL's customer service department is available to answer any questions or inquiries for End Users regarding a WhisperKOOL Product, as well as to assist in performing basic troubleshooting, Monday through Friday, from 6:00 a.m. to 4:00 p.m. PST, at telephone number 1-800-343-9463. WhisperKOOL reserves the right to have a certified, WhisperKOOL-approved, HVAC/R technician go on site and inspect the product if the initial troubleshooting warrants further investigation. WhisperKOOL Corporation is located at 1738 East Alpine Avenue, Stockton, California 95205.

## 7. Request for Product Evaluation and Repair Under Warranty

**SPLIT SYSTEM FIELD SERVICE WARRANTY POLICY:** This Policy is to clarify what falls under Warranty Service and what becomes the responsibility of the Owner. WhisperKOOL ("manufacturer") strives to provide our customers with a superior Product and we back our Product with a Two Year Limited Warranty. Please review the WhisperKOOL Product Terms and Conditions including Product Limited Warranty and Product Installation Requirements to ensure you have a complete understanding of our Policy and coverage of your Split System.

**ARBITRATION:** Any disputes arising out of or in connection with the installation and warranty of the Split System shall be referred to and finally resolved by a WhisperKOOL approved Independent Certified HVAC/R Technician. The evaluation of the Technician on all issues or matters of identifying the responsible party (WhisperKOOL or Installing Technician) shall be determined in a written report. This report will be made available to all concerned parties. If discovered under warranty, WhisperKOOL will assume the financial responsibility under their warranty guidelines. If the report finds the Owner's Installer as the responsible party, WhisperKOOL will provide all documentation to the customer to substantiate the findings. This will include the Invoice from the Independent Certified HVAC/R Technician and the written report of the findings. The Owner will become responsible for payment directly to WhisperKOOL for all charges incurred for repairs (labor, parts and shipping costs) on the Split System.

## 8. Miscellaneous Terms and Conditions

- A. **Return Policy.** All return inquiries must be made within thirty (30) calendar days of the original purchase of a Product and are subject to a twenty five percent (25%) restocking fee. Shipping costs are not refundable and the Purchaser is responsible for all return shipping costs (including customs fees and duties, if applicable).
- B. **Security Interest.** WhisperKOOL retains a security interest in each Product until payment in full.
- C. **Construction and Severability.** Every provision of these Terms and Conditions shall be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision will, to the extent so held, be deemed severed from the contract of sale between Purchaser and WhisperKOOL, and all of the other non-severed provisions will remain in full force and effect.
- D. **Governing Law/Choice of Forum.** The laws of the State of California (without regard for conflicts of law) shall govern the construction and enforcement of the these Terms and Conditions of Sale (Sections 1 through 9 inclusive, including Product Limited Warranty And Product Installation Requirements), and further these Terms and Conditions of Sale shall be interpreted as through drafted jointly by WhisperKOOL and Purchaser. Any dispute will be resolved by the courts in and for the County of San Joaquin, State of California, and all parties, WhisperKOOL, Purchaser and End User, hereby irrevocably submit to the personal jurisdiction of such courts for that purpose. No waiver by WhisperKOOL of any breach or default of the contract of sale (including these Terms and Conditions of Sale) concerning a Product will be deemed to be a waiver of any preceding or subsequent breach or default.
- E. **Correction of Errors and Inaccuracies.** These Terms and Conditions may contain typographical errors or other errors or inaccuracies. WhisperKOOL reserves the right to correct any errors, inaccuracies or omissions, and to change or update these Terms and Conditions, at any time without prior notice.

**9. Questions, Additional Information And Technical Assistance**

A. Questions. If you have any questions regarding these Terms and Conditions or wish to obtain additional information, contact us via phone at 1-800-343-9463 or please send a letter via U.S. Mail to:

Customer Service  
WhisperKOOL Corporation  
1738 E Alpine Ave  
Stockton, CA 95205

Email: [support@whisperkool.com](mailto:support@whisperkool.com)  
Web: [www.whisperkool.com](http://www.whisperkool.com)

B. Technical Assistance. WhisperKOOL Customer Service is available Monday through Friday from 6:00 a.m. to 4:00 p.m. PST. The Customer Service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

1. The model and serial number of your WhisperKOOL UNIT.
2. The location of the system and installation details, such as ventilation, construction of your wine cellar, and room size.

Model \_\_\_\_\_ Serial Number \_\_\_\_\_

Installed by \_\_\_\_\_ Date \_\_\_\_\_

*Whisper***KOOL**<sup>™</sup>

WhisperKOOL  
1738 E. Alpine Ave  
Stockton, CA 95205  
1(800) 343-9463  
[www.whisperkool.com](http://www.whisperkool.com)