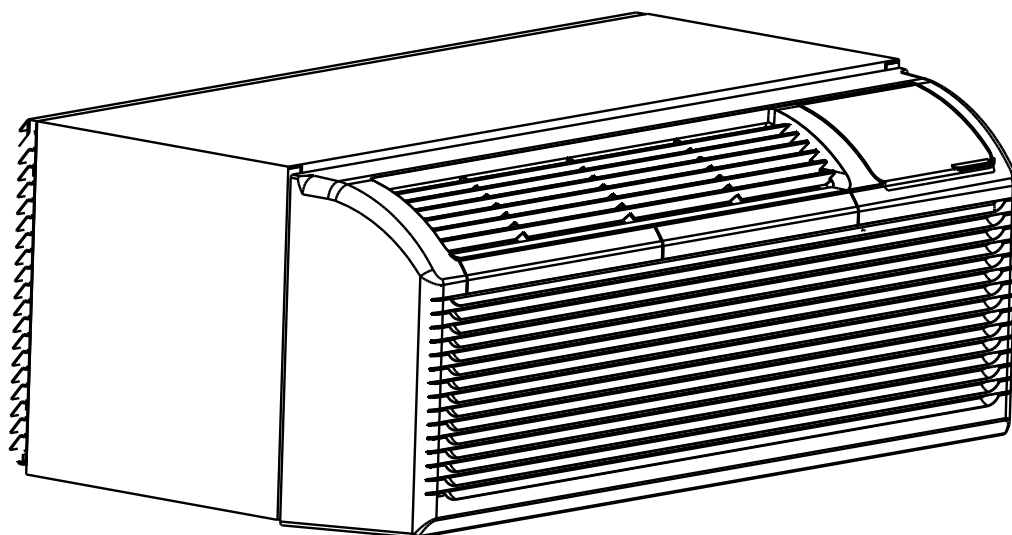


PTAC/PTHP

SERIES

PACKAGED TERMINAL AIR CONDITIONER / HEAT PUMP

Troubleshooting



KLIMAIRE®

Mark of Superior Quality

IMPORTANT NOTE:

Read this manual carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.

For more information please visit www.klimaire.com

TROUBLESHOOTING

POSSIBLE CAUSES	SOLUTIONS
UNIT DOES NOT START <ul style="list-style-type: none"> ● Unit may have become unplugged ● Fuse may have blown ● Circuit breaker may have been tripped ● Unit may be off ● Unit may be in a protection mode. 	<ul style="list-style-type: none"> ● Check that plug is plugged securely in wall receptacle. Note: Plug has a test/reset button on it. Make sure that the plug has not tripped. ● Replace the fuse. See Note 1. ● Reset circuit breaker. See Note 1. ● Turn unit on (bottom right button on keypad).
UNIT NOT COOLING/HEATING ROOM <ul style="list-style-type: none"> ● Unit air discharge section is blocked ● Temperature setting is not high or low enough Note: Setpoint limits may not allow the unit to heat or cool the room to the temperature desired. Check section on dipswitch settings. ● Unit air filters are dirty. ● Room is excessively hot or cold when unit is started. ● Vent door left open. ● Unit may be in a protection mode. ● Compressor is in time delay. 	<ul style="list-style-type: none"> ● Make sure that curtains, blinds or furniture are not restricting or blocking unit airflow. ● Reset to a lower or higher temperature setting. ● Remove and clean filters. ● Allow sufficient amount of time for unit to heat or cool the room. Start heating or cooling early before outdoor temperature, cooking heat or gatherings of people make room uncomfortable. ● Close vent door. ● Check dipswitch and wall thermostat settings for desired comfort. ● Wait approximately 3 minutes for compressor to start.
DISPLAY HAS STRANGE NUMBERS/CHARACTERS ON IT	<ul style="list-style-type: none"> ● The unit may be in a protection mode. ● The unit may be set for °C (instead of °F).
UNIT MAKING NOISES	<ul style="list-style-type: none"> ● Clicking, gurgling and whooshing noises are normal during operation of unit.
WATER DRIPPING OUTSIDE	<ul style="list-style-type: none"> ● If a drain kit has not been installed, condensation runoff during very hot and humid weather is normal. See Note 2. If a drain kit has been installed and is connected to a drain system, check gaskets and fittings around drain for leaks and plugs.
WATER DRIPPING INSIDE <ul style="list-style-type: none"> ● Wall sleeve is not installed level 	<ul style="list-style-type: none"> ● Wall sleeve must be installed level for proper drainage of condensation. Check that installation is level and make any necessary adjustments.

TROUBLESHOOTING

POSSIBLE CAUSES	SOLUTIONS
ICE OR FROST FORMS ON INDOOR COIL <ul style="list-style-type: none"> • Low outdoor temperature • Dirty filters 	<ul style="list-style-type: none"> • When outdoor temperature is approximately 55°F or below, frost may form on the indoor coil when unit is in Cooling mode. Switch unit to FAN operation until ice or frost melts. • Remove and clean filters.
COMPRESSOR PROTECTION <ul style="list-style-type: none"> • Power may have cycled, so compressor is in a restart protection. 	<ul style="list-style-type: none"> • Random Compressor restart-Whenever the unit is plugged in, or power has been restarted, a random compressor restart will occur. After a power outage, the compressor will restart after approximately 3 minutes. • Compressor Protection-To prevent short cycling of the compressor, there is a random startup delay of 3 minutes and a minimum compressor run time of 3 minutes.
ELECTRIC HEATING FAILURE	<ul style="list-style-type: none"> • Clean the evaporator once every three months by professional people.

NOTES:

- 1.If circuit breaker is tripped or fuse is blown more than once, contact a qualified electrician.
- 2.If unit is installed where condensation drainage could drip in an undesirable location, an accessory drain kit should be installed and connected to drain system.



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