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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WARNING

The evaporator unit (fan coil unit) must be insulated using the insulation blanket provided in accordance with this manual. Refer to the insulation blanket installation instructions.

Failure to follow the instructions provided will result in a poor vapor barrier, water damage, rust, and system corrosion which will void the warranty on your unit.

The evaporator unit (fan coil unit) must be insulated using fiberglass insulation (R13 or higher) in addition to the provided insulation blanket. This includes the cavity between the ceiling joists. A warm attic environment will reduce the capacity of the cooling system, as the system will absorb heat from the attic in addition to the heat load from the wine cellar. This, in effect, will significantly reduce the cooling system’s ability to cool the wine cellar.

Failure to properly insulate the evaporator unit may cause condensation to form on the surface of the housing and water damage to the surrounding structure, the cooling unit, and possibly the wine cellar.

To avoid these issues, install the insulation kit and insulate the surface of the evaporator unit that is located outside of the wine cellar using fiberglass insulation.

*Additional insulation is required!
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.

Using the Manual
This 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 system is designed to maintain a cellar temperature of 55°F as long as the ambient temperature does not exceed 110°F.

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

Fax to:
209-466-4606

Scan and email to:
warranty@whisperkool.com
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 evaporator unit and condensing unit **each require a dedicated 115V, 20-amp circuit.** Use a surge protector with the unit. **Do not use a GFI (ground fault interrupter) line.**

3. The evaporator unit and condensing unit require no communication lines unless the system is equipped with a Cold Weather Start Kit. If the system is equipped with a Cold Weather Start Kit, a low-voltage 18-2 thermostat wire will need to be run between the evaporator unit (fan coil unit) and the condensing unit.

4. A standard 18-5 thermostat wire must be run from the evaporator unit (fan coil unit) to the thermostat.

5. You are **REQUIRED** to install a **drain line** to remove condensation from the evaporator unit (fan coil unit).

6. **The warranty is not active until a warranty checklist has been received, reviewed, and approved.**

7. 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.

8. WhisperKOOL requires that all split systems be installed by a certified HVAC-R technician only. NATE or equivalent is recommended.

If you encounter a problem with your WhisperKOOL system, please refer to the Troubleshooting Guide. If you have any further questions or 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.
RECEIVING & INSPECTING THE SYSTEM

• Use caution when lifting and check package for damage.
• 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 for 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 all shipped boxes for the following contents:

Evaporator Unit Box

(1) Ceiling Mount evaporator unit (fan coil unit)

Documentation bag:
• Ceiling Mount Version 2 owner’s manual
• Ceiling Mount Version 2 technician’s manual
• R-134a split system warranty checklist

Accessory kit bag:
• Evaporator installation hardware bag

Ceiling Mount insulation blanket bag:
• Ceiling Mount insulation blanket

Condensing Unit Box

(1) Ceiling Mount condensing unit

Evaporator installation hardware bag:
• (12) 2½” Phillips wood screws
• (12) #8 3/8” Phillips pan-head screws
• (1) Bypass plug
• (1) ¼” barbed coupling
• (2) 3” strip of cork tape

Condensing unit accessory kit:
• (1) Filter drier
• (1) Sight glass

Single-piece mounting bracket

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.
QUICK REFERENCE GUIDE

Bottom View

Evaporator Unit (Fan Coil Unit)

Line Set Knockout (x6)

Electrical Knockouts

Supply and Return Grille (Paintable)

Mounting Bracket (Paintable)

Top View

Line Set Knockout
Options

Top Panel

Electrical Knockout Options

Note: The unit comes in black. The mounting bracket and front grille are paintable, enabling you to match your desired color.
KNOCKOUT LOCATIONS

Top View of Evaporator Unit

Side View of Evaporator Unit

Front View of Evaporator Unit
**CEILING MOUNT SPECIFICATIONS**

<table>
<thead>
<tr>
<th>Model</th>
<th>4000 Evaporator (Fan Coil Unit)</th>
<th>4000 Condenser (Air-Cooled Condensing Unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellar Size (cu. ft.)</td>
<td>1000</td>
<td></td>
</tr>
<tr>
<td>Dimensions</td>
<td>12.75”H x 14.5”W x 35.75”D</td>
<td>13.5”H x 12”W x 18”D</td>
</tr>
<tr>
<td>(17.10”H x 38.75”D w/mounting bracket)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BTUh with 90° air entering the Condenser Coil*</td>
<td>3650</td>
<td></td>
</tr>
<tr>
<td>CFM</td>
<td>321</td>
<td>190</td>
</tr>
<tr>
<td>Refrigerant</td>
<td>R-134a</td>
<td></td>
</tr>
<tr>
<td>Condensing Unit HP</td>
<td>1/3+++</td>
<td></td>
</tr>
<tr>
<td>Voltage Rating</td>
<td>115V (20-amp dedicated circuit required)</td>
<td></td>
</tr>
<tr>
<td>Weight (lbs)</td>
<td>80</td>
<td>56</td>
</tr>
<tr>
<td>AMPS (Starting/Running)</td>
<td>2/1</td>
<td>23.5/6.8</td>
</tr>
<tr>
<td>dBA</td>
<td>58.5</td>
<td>65</td>
</tr>
<tr>
<td>Drain Line</td>
<td>¼”ID clear plastic tubing</td>
<td></td>
</tr>
<tr>
<td>Installation</td>
<td>Evaporator unit (fan coil unit) is installed through the cellar ceiling. Condensing unit is installed up to 100 line ft. from the evaporator unit.</td>
<td></td>
</tr>
<tr>
<td>Thermostat</td>
<td>After market (24V thermostat not included)</td>
<td></td>
</tr>
<tr>
<td>Temp. Delta</td>
<td>55°F max temperature differential between the cellar temperature and condensing unit air intake temperature</td>
<td></td>
</tr>
<tr>
<td>Warranty</td>
<td>2 years (parts and labor)</td>
<td></td>
</tr>
</tbody>
</table>
## CEILING MOUNT SPECIFICATIONS

<table>
<thead>
<tr>
<th>Model</th>
<th>8000 Evaporator (Fan Coil Unit)</th>
<th>8000 Condenser (Air-Cooled Condensing Unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellar Size (cu. ft.)</td>
<td>2000</td>
<td></td>
</tr>
<tr>
<td>Dimensions</td>
<td>12.75&quot;H x 14.5&quot;W x 35.75&quot;D</td>
<td>13.5&quot;H x 12&quot;W x 18&quot;D</td>
</tr>
<tr>
<td></td>
<td>(17.10&quot;H x 38.75&quot;D w/plate)</td>
<td></td>
</tr>
<tr>
<td>BTU/h with 90° air entering the Condenser Coil</td>
<td>4900</td>
<td></td>
</tr>
<tr>
<td>CFM</td>
<td>321</td>
<td>350</td>
</tr>
<tr>
<td>Refrigerant</td>
<td>R-134a</td>
<td></td>
</tr>
<tr>
<td>Condensing Unit HP</td>
<td>1/2</td>
<td></td>
</tr>
<tr>
<td>Voltage Rating</td>
<td>115V (20-amp dedicated circuit required)</td>
<td></td>
</tr>
<tr>
<td>Weight (lbs)</td>
<td>80</td>
<td>69</td>
</tr>
<tr>
<td>AMPS (Starting/Running)</td>
<td>2/1</td>
<td>43.6/8.7</td>
</tr>
<tr>
<td>dBA</td>
<td>58.5</td>
<td>65</td>
</tr>
<tr>
<td>Drain Line</td>
<td>¼&quot;ID clear plastic tubing</td>
<td></td>
</tr>
<tr>
<td>Installation</td>
<td>Evaporator unit (fan coil unit) is installed through the cellar ceiling. Condensing unit is installed up to 100 line ft. from the Evaporator Unit.</td>
<td></td>
</tr>
<tr>
<td>Thermostat</td>
<td>After market (24V thermostat not included)</td>
<td></td>
</tr>
<tr>
<td>Temp. Delta</td>
<td>55°F max temperature differential between the cellar temperature and condensing unit intake temperature</td>
<td></td>
</tr>
<tr>
<td>Warranty</td>
<td>2 years (parts and labor)</td>
<td></td>
</tr>
</tbody>
</table>

### *Sizing the Unit to the Room*

There are several factors such as glass, stone, and concrete which will change the required amount of BTUs needed to properly cool your wine room. We strongly recommend utilizing the cellar wizard on the WhisperKOOL website in order to ensure you are selecting the proper cooling system for your application. Under-sizing your cooling unit can lead to premature failure and/or prevent the system from reaching the desired set temperature.
CONDENSING UNIT QUICK REFERENCE GUIDE*

Ceiling Mount 4000 Condensing Unit

- Standard Electrical Box
- Cold Weather Start Kit Electrical Box (if equipped)
- Fan Cycling Switch
  - Cut-Out: 75 psi
  - Cut-In: 120 psi
- Low-Pressure Switch
  - Cut-Out: 5 psi
  - Cut-In: 20 psi
- Suction Line Service Valve

Ceiling Mount 8000 Condensing Unit

- Standard Electrical Box
- Fan Cycling Switch
  - Cut-Out: 75 psi
  - Cut-In: 120 psi
- Low-Pressure Switch
  - Cut-Out: 5 psi
  - Cut-In: 20 psi
- Suction Line Service Valve

*CWSK not shown
PREPARING THE WINE CELLAR

The performance and life of your system is contingent upon the steps you take in preparing the wine cellar. 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 which we do not address.

Wall & Ceiling Framing
Build wine cellar walls using standard 2x4 or 2x6 boards and ceiling joists without violating local or state codes in your area. As a general rule, the thicker the walls and the higher the insulation value, the more consistent your cellar temperature will be.

Insulation
Insulation is REQUIRED in order to properly use WhisperKOOL products. It is vital that all walls and ceilings be insulated to keep the cellar temperature as consistent as possible during the summer and winter months. Standard fiberglass or rigid foam insulation is normally used in cellar construction; in some cases, “blown-in” insulation is used. 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, and the more consistent your wine cellar’s temperature will be. Using higher R-values in insulation will lower your operating costs and WhisperKOOL unit run time. (R-13 is the recommended minimum; R-19 is preferred for interior cellar walls, and R-30 for ceilings and exterior walls.)

Vapor Barrier
Water vapor creates its own pressure, separate from the ambient air pressure, and will intrude into colder/drier areas. A vapor barrier is REQUIRED in order to prevent the intrusion of water vapor and maintain the correct cellar temperature and humidity. It is recommended that 6-millimeter plastic sheeting 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 cause a moisture leak and must be sealed. The electric conduit is a “duct” for vapor to travel in. The conduit should be caulked and sealed on the warm air end.
Unobstructed Airflow

Unobstructed airflow to and from the system is critical for the system's overall performance and lifespan. A minimum of 3 feet of clearance around the unit is crucial (5 feet is ideal). The air blown by the fans needs to circulate and either dissipate or absorb heat from the space. The system will operate more efficiently with a greater amount of air to exchange.

**Note:** Avoid attempting to camouflage the unit. This will restrict airflow, and thus the system's ability to work efficiently.

Door and Door Seal

An exterior-grade (1¾”) door must be installed as a cellar door. It is very important that weather stripping is attached to all four sides of the doorjamb. A bottom “sweep” or threshold is also required. The door must have an excellent seal to keep the cool cellar air from escaping the cellar. If the door is not sealed properly, the cooling system may run continuously, shortening its operational lifespan.

*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 insulation rating of glass.
Ventilation
The necessity of dissipating heat away from the condensing unit is critical to the system’s 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 the area or room and adversely affect the system’s 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 whether you have adequate ventilation in your installation location, please contact us to assess your specific installation at 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 to which it is exhausting does not exceed 110°F. Therefore, you the condensing unit to exhaust in a space which will not exceed 110°F, allowing for proper dissipation of the heat exhausted by the condensing unit. Without proper heat dissipation 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 lower the consumption of electricity.

Note: The unit comes in black. The mounting bracket and front grille are paintable, enabling you to match your desired color.
SYSTEM OPERATION

The cooling system is equipped with the hardware needed to support a 24-volt air conditioning thermostat (not included).

Initial Start-Up
Set the thermostat to COOL and fan switch to AUTO.
Lower the set point to the desired cellar temperature. (A temperature of 55°F is the recommended set point.) See thermostat instructions for details.

Normal System Cycle
The thermostat should turn the cooling system on when it senses a temperature one (1) degree higher than the set point. See thermostat instructions for details.

Anti-Short Cycle
Most thermostats have a safety feature that will prevent the condensing unit from cycling on and off within a short period of time. During the anti-short cycle, the condensing unit will typically remain off for 5-7 minutes. See thermostat instructions for details.

Fan Operation
If the fan switch on the thermostat is in the AUTO position, it will run only during the cooling cycle. If the fan switch on the thermostat is in the ON position, the fan will continuously run until the switch is set back to the AUTO position.

Anti-Frost
Systems equipped with a 24V thermostat conversion kit do NOT have an anti-frost feature. To reduce the possibility of the evaporator coil icing up, avoid setting the thermostat lower than 55°F.

NOTE: To ensure correct system operation, the 24V thermostat must be placed inside the wine cellar, preferably in a central location away from any airflow.
### TROUBLESHOOTING GUIDE

#### Unit has ice forming on the evaporator unit (fan coil unit)

<table>
<thead>
<tr>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaporator filter or coil is dirty</td>
<td>Remove the filter and wash it, then clean the coil with a vacuum. If coil is very dirty, use a spray bottle with a small amount of liquid dish detergent or coil cleaner. Spray coil, let set for five minutes, then flush with fresh water.</td>
</tr>
<tr>
<td>There is something blocking the supply and/or return air</td>
<td>Remove blockage</td>
</tr>
<tr>
<td>The evaporator fan is not turning on</td>
<td>Call Customer Service for details on how to perform the bypass plug test. If all components run correctly, and the system cools during the bypass plug test, there is either an issue with the 24V thermostat conversion kit or the thermostat. Contact Customer Service for further action.</td>
</tr>
<tr>
<td>If evaporator unit (fan coil unit) continues to ice</td>
<td>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.</td>
</tr>
<tr>
<td>The set point is too low</td>
<td>Raise set point to recommended set point of 55°F</td>
</tr>
</tbody>
</table>

#### Unit does not run/power up

<table>
<thead>
<tr>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaporator unit (fan coil unit) is not plugged in</td>
<td>Make sure the unit is plugged into an outlet</td>
</tr>
<tr>
<td>Line voltage rating is incorrect for the system</td>
<td>Check line voltage to make sure there is 110V-120V</td>
</tr>
<tr>
<td>Thermostat not calling for cooling</td>
<td>Lower set point</td>
</tr>
<tr>
<td>Faulty thermostat or wiring</td>
<td>Call Customer Service</td>
</tr>
</tbody>
</table>

#### Cellar temperature is too warm

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The temperature of the room to which the condensing unit exhausts exceeds 110°F</td>
<td>Intake temperature needs to drop below 110°F</td>
</tr>
<tr>
<td>The system is undersized for the cellar</td>
<td>Order correct size system</td>
</tr>
<tr>
<td>There is something blocking the supply and/or return air on the evaporator unit (fan coil unit) or the condensing unit</td>
<td>Remove airflow obstruction</td>
</tr>
<tr>
<td>Evaporator unit (fan coil unit) is mounted too low in the cellar</td>
<td>Relocate unit so the distance from the ceiling and top of the unit is no more than 18”</td>
</tr>
<tr>
<td>One or more of the fans is not turning on</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Compressor is not turning on</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Compressor keeps cycling on overload</td>
<td>Make sure all fans are working and there is no airflow obstruction</td>
</tr>
<tr>
<td>Poor seal around door or other areas requiring a seal (around the unit, wall joints, etc.)</td>
<td>Make sure there are no air gaps around the door. If door seal is damaged, replace it.</td>
</tr>
<tr>
<td>Thermostat set too high</td>
<td>Adjust thermostat to lower temperature</td>
</tr>
<tr>
<td>Evaporator coil is frosted or iced up</td>
<td>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.</td>
</tr>
</tbody>
</table>

#### System runs constantly

<table>
<thead>
<tr>
<th>Possible Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaky door seal or poorly insulated cellar</td>
<td>Fix leaky door seal and insulate cellar</td>
</tr>
<tr>
<td><strong>Unit leaks water</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Evaporator unit (fan coil unit) is not level</td>
<td>Evaporator unit (fan coil unit) should be level on the wall to prevent leaking</td>
</tr>
<tr>
<td>Drain line clogged or kinked</td>
<td>Check drain line to make sure water can flow freely</td>
</tr>
<tr>
<td>Drain is clogged, preventing water from escaping</td>
<td>Disconnect drain and clear it out; check drain for blockage</td>
</tr>
<tr>
<td>Drain line does not have a downward slope</td>
<td>Fix drain line so there is a downward slope from the unit to the drain</td>
</tr>
<tr>
<td>Coil is iced, causing drain pan to freeze and water to overflow</td>
<td>Melt ice with blow drier. Soak up with a towel.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Unit runs but does not cool</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Lack of air flow</td>
<td>Make sure fan is unobstructed and that the evaporator filter, evaporator coil, and condenser coil are clean and free of debris</td>
</tr>
<tr>
<td>System undersized</td>
<td>Contact Customer Service</td>
</tr>
<tr>
<td>Compressor is overheating</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Evaporator fan runs but compressor does not</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Compressor and/or starting components faulty</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Compressor may have overheated</td>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Compressor runs but evaporator fan does not</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Faulty fan motor</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Faulty thermostat</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Fan switch on thermostat set to &quot;on&quot;</td>
<td>Set fan switch to the &quot;auto&quot; position</td>
</tr>
<tr>
<td>Fan relay in thermostat or 24V thermostat conversion kit stuck on</td>
<td>Call Customer Service for details on how to perform the bypass plug test</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Compressor short cycles</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Evaporator unit (fan coil unit) thermostat location</td>
<td>Move thermostat out of airflow</td>
</tr>
<tr>
<td>System low on refrigerant charge</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Condenser fan motor/capacitor faulty</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
<tr>
<td>Compressor and/or starting components faulty</td>
<td>Please contact the installing technician to troubleshoot</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Humidity in cellar too low</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible cause</strong></td>
<td><strong>Solution</strong></td>
</tr>
<tr>
<td>Not enough moisture</td>
<td>Purchase and place a humidifier (or a decorative fountain) in cellar</td>
</tr>
</tbody>
</table>
Units equipped with the 24V Thermostat Conversion Kit:

<table>
<thead>
<tr>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batteries on thermostat have lost their charge</td>
<td>Change batteries</td>
</tr>
<tr>
<td>Thermostat wired incorrectly</td>
<td>Check wiring on 24V thermostat and correct</td>
</tr>
<tr>
<td>Wiring issue at evaporator unit (fan coil unit)</td>
<td>Contact Customer Service for troubleshooting</td>
</tr>
<tr>
<td>Condensation levels are critical and prevent the unit from running</td>
<td>Contact Customer Service for troubleshooting</td>
</tr>
<tr>
<td>24V transformer in evaporator unit (fan coil unit) has failed</td>
<td>Contact Customer Service for troubleshooting</td>
</tr>
</tbody>
</table>

**Evaporator fan runs continuously**

<table>
<thead>
<tr>
<th>Possible cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fan switch on thermostat set to &quot;on&quot;</td>
<td>Set fan switch to the &quot;auto&quot; position</td>
</tr>
<tr>
<td>Fan relay in thermostat or 24V conversion kit stuck on</td>
<td>Call customer service for details on how to perform the bypass plug test</td>
</tr>
</tbody>
</table>
# MAINTENANCE SCHEDULE

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| **Monthly** | 1. Check coils  
2. Check for unusual noise or vibration  
3. Check the drain line to see if it is above the waterline (if draining into a vessel) |
| **Quarterly** | 1. Use a vacuum with brush attachment to clean coils; be careful not to crush coil fins when cleaning  
2. Change duct filter if the system is ducted |
| **Annually** | 1. Inspect for corrosion  
2. Check wiring connections and integrity of cords  
3. Pour a 50/50 bleach solution into the drain line every spring |
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 system(s).
• 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

Email: 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.

Condensate Pump Kit
The condensate pump kit automatically removes water that drips out of the evaporator unit’s drain line. The pump is controlled by a float/switch mechanism that turns the pump on when approximately 2¼” of water collects in the tank, and automatically switches off when the tank drains to approximately 1¼”. The condensate pump kit allows the excess condensate to be pumped up to 20 feet away from the unit.

Exterior Housing
If the cooling unit is installed outside, it will need protection from sun, wind, and rain. The exterior housing protects the condensing unit portion of the split system from the elements when installed outdoors.

Accessories can be purchased at 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) 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

15. 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.

16. 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.

17. 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 trouble shooting 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 between Purchaser and WhisperKOOL, and all of the other non-severed provisions will remain in full force and effect.

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
   E-mail: support@whisperkool.com
   Web: 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.