



Troubleshooting Guide

Common Issues & Solutions



|01 Unit Not Cooling Properly

Potential Causes:

- Thermostat set incorrectly or malfunctioning
- Power supply issues (e.g., tripped breaker or unplugged unit)
- Defrost system malfunction
- Overpacked unit hindering airflow
- Door left open, allowing warm air ingress

Solutions:

- Verify thermostat settings and functionality
- Check power connections and reset breakers if necessary
- Inspect defrost timer and heater; consult technician if unsure
- Rearrange contents to ensure proper airflow
- Educate staff on proper door usage

|02 Temperature Fluctuations

Potential Causes:

- Inadequate defrost cycles
- Faulty temperature sensors
- Frequent door openings

**Solutions:**

- Review and adjust defrost cycle settings
- Test and replace temperature sensors as needed
- Implement staff training on minimizing door openings

|03 Ice Buildup on Evaporator Coils

Potential Causes:

- Defrost system failure
- Warm, humid air entering the unit
- Clogged or damaged drain lines

**Solutions:**

- Inspect and repair defrost components
- Ensure door seals are intact and doors are closed properly
- Clean and clear drain lines

|04 Water Leakage Inside the Unit

Potential Causes:

- Blocked or damaged drain lines
- Excessive condensation due to door seal issues

Solutions:

- Clear blockages and repair drain lines
- Inspect and replace door gaskets if necessary

|05 Unusual Noises

Potential Causes:

- Faulty fan motors or blades
- Compressor issues
- Loose components

Solutions:

- Inspect and replace defective fan parts
- Consult technician for compressor diagnostics
- Tighten or secure loose components

|06 Compressor Running Continuously or Not Starting

Potential Causes:

- Dirty condenser coils
- Low refrigerant levels
- Electrical issues

Solutions:

- Clean condenser coils regularly
- Check for refrigerant leaks; consult technician for recharge
- Inspect electrical connections and components



Quick Reference: When to Call for Service

- Persistent temperature fluctuations despite adjustments
- Unusual noises (e.g., grinding, squealing, or rattling)
- Continuous water leakage inside the unit
- Compressor issues: not starting, short cycling, or running continuously
- Electrical problems: tripped breakers, flickering lights, or non-functional controls
- Frequent icing on evaporator coils or other components

