

## Tech Support Troubleshooting Tips:

### Second Stage Cooling Not Coming On

1. Check to confirm that accessory board 2 is set to address 0.
2. Check on the main board the number of cooling stages (ESC "3" Times > Scroll up to "Configurations Menu" > Enter > Scroll up to "Configurations Misc." > Enter > Scroll up to "Configure # of Cool Stages" > Enter > Make sure the "# of cool stages" is 2)
  - If not Push up and change to 2 and press enter
3. On main board go Down or up until you are on "Diagnostics"?
4. Check Status Menu (On main board go Down or up until you are on "Status Menu" > Enter> Up push all the way up to "Colling Stages" > Enter > If Y2 has a number)
5. If Y2 is calling, go to your terminal strip and check the 24V Wire (On the terminal Strip Place you Voltmeter on "common" & "Y2" and it should read 24 ACV)
6. Need to check Refrigerant Pressures (Put gauges on service ports on compressor) Above 50PSI
7. Check bad contractors
8. Check Plug

### Blower Motor Will Not Come On

1. Check High Voltage at drive
2. Check Status Menu (On main board go Down or up until you are on "Status Menu" > Enter> Up push all the way up to "Fan status" > Enter > Enter > Fan speed should be on & 50%)
3. If G terminal is calling, go to your terminal strip and check the 24V Wire (On the terminal Strip Place you Voltmeter on "common" & "G" and it should read 24 ACV)
4. Check if your Accessory board is not reading any faults (Check Accessory board display)
5. Check Battery (DC- Direct Current) Voltage (Check at drive)
6. **Check parameters for the drive on back on panel**
7. Did you OHM out Motor and was it good.

### Unit is Over Cooling

1. Check Status menu to see if the Hot gas is open (Press ESC "3" times > Scroll up to "Status Menu" > Enter > Scroll up to "Hot Gas %" > Enter > Should be at 2% Open.
2. Test Hot Gas Valve to see if it is working properly. (Push ESC "3" Times > Scroll up to "test menu" > Enter > Enter > Push up to "Enable" if it is "Disabled" > Enter > Automatically goes to "Hot Gas" and in "Test" > Enter > Should be on 2% open > Check Voltage with voltmeter by place voltmeter on "Mod Hot Gas Positive" & "Mode Hot Gas Negative")
3. Check to see if there is a Solid Red Light on Spoilan Board at the condenser on a split system or by the main & accessory boards on a package unit.
4. Check if the yellow light on the Spoilan board on open
5. Check voltage on Spoilan board to see if there is voltage feeding the board, the voltage should be at 24ACV
6. Switch Black and White Wire to see if the Hot Gas opens. (This will engage Hot Gas to be open. If head pressure goes up the Valve is bad)

### First Stage Compressor is not Coming On

1. Check status menu to see if the unit is calling the compressor. (On main board go Down or up until you are on "Status Menu" > Enter> Up push all the way up to "Colling Stages" > Enter > If Y1 has a number)
2. If Y1 is calling, go to your terminal strip and check the 24V Wire (On the terminal Strip Place you Voltmeter on "common" & "Y1" and it should read 24 ACV)
3. Check pressures to see if the low-pressure switch is off. (Need to charge system with refrigerant)
4. Check to see if the outdoor fan is on, may have turned off by high pressure.

### Unit is not cooling or dehumidifying

1. Check the fan speed in status menu.
2. Check if the unit is properly charged on the first stage.
3. Check is the outdoor dampers are opened or closed.
4. Check setpoints to see when the first stage compressor comes on with humidity in setpoints
5. Check setpoints to see when second stage compressor comes on with humidity in setpoints
6. Check the unit's status in the status menu
  - A. Check entering air temperature
  - B. Check DAT temperatures
  - C. Check if first and second stage are calling
  - D. Check Hot Gas %

### Screen is blank on IAIRE board

1. Check transformer to see if its reading 24ACV (On Voltmeter) (Make sure transformer is not tripped – If button is out push in)
2. Push Reset button on IAIRE Main board with paper clip or something small
3. Recycle Power to unit (Turn off disconnect and wait 3 Minutes)
4. If Nothing else works, it is a bad board

### Customer replaced compressor and unit is not cooling properly

1. Check if technician charged the first stage compressor according to manufacturing specs (Can be found in our IOM Manual)
2. Explain how to do a startup (closing hot gas valve, removing white wire on terminal strip for hot gas valve, charging up to 12-15 sub cooling)

### Coil is icing up / Low super heat

1. Check air flow (Damper may be closed)
2. Check Fan speed (check in status Menu)
3. Check refrigerant charge (Refrigerant may be leaking)
4. Could be a bad TXV to Clogged drier

### Another company has worked on the unit and now the unit is not working properly

1. Check fan speed (Located in setpoints) (Note it down so after resetting the board you can change the fan speed back)
2. Reset IAIRE board back to defaults (Configurations Menu > Enter > configurations MISC > Enter > Scroll up to "Load Defaults" > Enter 2 times)
3. Go through settings and reset a ordinance to the system (1-2 stage cooling, fan speed, 1-2 heat stage, heat pump, ETC)
4. Check refrigerant charge on 1st or 2nd stage.
5. Check air flow is dampers opening.