

# TROUBLE SHOOTING GUIDE

## Ecotec EAS, EGS, and EHS Series

### “No heat!”

Most heat pump failures are caused by thermostat malfunctions or a tripped circuit breaker or blown fuse. If the heat doesn't come on even when you adjust the thermostat to a setting above room temperature:

1. **Be sure the thermostat is set to "Heat." If it isn't, turn it to "Heat."**
2. **Be sure the heat pumps circuit breaker is on or that its fuse has not blown. Check both the main electrical panel and any secondary sub-panels that supply power is going to the unit. If the circuit has blown or tripped, reset the circuit breaker or replace the fuse. If the circuit blows again, there is a probably a short in the electrical system providing power to the unit. Call an electrician.**
3. **Be sure the heat pump's power switch is turned on; it is usually located next to or inside the air handler cabinet. If it isn't on, turn it on and wait a few minutes for the air handler to engage.**
4. **The motor may need to be reset because of an overload. Look for a RESET button near the blower motor's housing and, if you find one, press it. If nothing happens, wait about 30 minutes for the motor to cool, and then try the RESET button again.**
5. **Turn off the power to the heat pump at the main electrical panel or sub-panel. Look for a fuse in the power switch. If there is one there, it may have blown. Replace the fuse (be sure to follow instructions in your owner's manual). If you don't have an owners' manual or are not clear about what it will take to do this, call a heating repair technician.**
6. **Check the heat pump's ignition, according to the owner's manual.**
7. **If it still doesn't work, be sure the thermostat isn't faulty**
8. **If none of this works, call your heating contractor or Ecotec Accredited heat pump technician (01566-779869).**

### “Insufficient heat?”

If your heat pump runs and provides some heat but not enough, be sure nothing is blocking the flow of warm air.

1. **First be sure the thermostat is set properly. Try raising the set temperature 5 degrees and waiting a few minutes.**
2. **Be sure the room heating registers are open.**
3. **Check the heat pump filter. If it's dirty, change it.**
4. **If these simple steps don't work, have a heat pump repair technician check out your system--either the blower isn't working properly or the system is out of balance.**

### Heat pump trips circuit breaker

Some heat pump systems may have auxiliary heating installed. These are designed to provide top-up heat if the weather gets very cold (typically found on Scandinavian models). These elements automatically turn on at a fairly low temperature: around -5°C for example. When they come on, they may be drawing too much power, which trips the circuit breakers. Just locate the circuit breaker that serves the heat pump and reset it.

### Heat pump turns on and off too often

if your heat pump cycles off and on too frequently, the problem is likely to be with the thermostat. See the thermostat-related problems below for information on repairing this problem. When a heat pump turns off and on too frequently, the problem may be that the unit is overheating because of a clogged filter or blower that is malfunctioning. Try cleaning or replacing the filter. If that does not work, call a heat pump repair technician.

### Major room temperature swings

When room temperatures swing more than 3 degrees between when the heat pump goes off and on again, it generally means that the heat pump isn't cycling on often enough.

### Room temperature is too high or too low

When room temperature rises higher or drops lower than the set temperature on the thermostat, it usually means that the thermostat is improperly calibrated or installed where it doesn't sense a proper sampling of room air.

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### Heat Pump runs continually

If your heat pump runs continually on a moderately cold day, it might be the room thermostat. Check to see if the temperature has been set too high.

If you have recently used all of your hot water then the heat pump may be running continuously to replenish the hot water. Wait a few minutes to check.

The heat pump will stop once the water is up-to-temperature.

It could be refrigerant problem in which case call your heat pump repair technician.

### THE FOLLOWING IS FOR AIR DISTRIBUTION SYSTEMS WITHIN THE BUILDING:

#### Blower runs continuously (air distribution only)

This may be caused by two things: the thermostat mounted on the wall or the limit switch located on the heat pump just below the Plenum box that distributes heated air to all of the ducts. The limit switch is designed to shut off the heat pump if the air in the plenum gets too hot.

Check the thermostat to see if the "Fan" switch has been turned on. If it has, turn it to "Off" or to "Auto." If it is set to "Off" or "Auto" already, the heat pump's limit switch must be adjusted. Call a heat pump repair technician to adjust the limit switch or, he will reset the pointers on the fan side of the limit control. The lower pointer should be set to about 32°C and the upper one should be at about 46°C.

#### Fan unit 'squeals' (air distribution only).

Squealing sounds from an air source heat pump are not common. They could be caused by reduced lubrication to the fan motor, try sparingly spraying WD40 where the fan unit joins the motor. If it persists call your heat pump repair technician. If the fan unit is making a grinding noise, shut off the unit and call a heat pump repair technician --the motor's bearings may have collapsed.

### Heat pump 'rattles'

If the heat pump makes rattling noises when it runs, be sure the cover panels are screwed on tight. If they aren't, tighten them. Other noises may be coming from squealing belts (see above), or rattling ductwork for air to air.

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