WhisperKOOL Alarm Code Cheat Sheet by Controller

Every alarm code in WhisperKOOL's current owner's manuals, sorted by controller type. Find your model first, then look up the code. The same code can mean different things on different controllers.

STEP 1: FIND YOUR CONTROLLER

CONTROLLER TYPE	MODELS	HOW CODES APPEAR
A · SC-style	SC PRO, Slimline LS, 2500 Cabinet	Press SET; at "AL" press SET again to view. Any button silences the buzzer; the code stays until the problem is fixed.
B · Extreme ti	Extreme 3500ti, 5000ti, 8000ti	Codes P1, P2, HA, LA and POF show on the display.
C · Circuit-board	Extreme tiR & tiR Fully Ducted, Phantom, Platinum Split, Ceiling Mount, Quantum, Blow-Through	E1, E2, E7 and E10 show on screen with the alarm icon. EA, AH1, AL1 and Ad2 are viewed in the Set Menu "ALr" folder.

A SC PRO · Slimline LS · 2500 Cabinet

E1	**Bottle probe unplugged, loose or defective**	Check the circular connector on the back of the controller; replace the probe if defective. SC PRO: the compressor runs a backup cycle of 40 min on / 10 min off.
E2	**Evaporator probe fault**	Check the probe connection on the back of the controller; replace if defective.
E3	**Condenser probe fault**	Check the probe connection; replace if defective.
AH1	**Bottle probe 4°F above setpoint**	Allow time to cool down; make sure doors and windows are sealed.
AL1	**Bottle probe 4°F below setpoint**	Confirm the unit is not cooling (snowflake not lit); add heat to the room.
COH	**Condenser coil over 125°F; cooling stops**	Clean the condenser coil; keep intake air at or below 85°F; confirm both condenser fans run. SC PRO resumes at 115°F.
Ad3	**Anti-frost cycle ended on time-out**	Check for ice; unplug and let the coil thaw; intake air must not drop below 60°F. Cycles every 5 minutes: call WhisperKOOL Customer Service.

B Extreme ti 3500ti · 5000ti · 8000ti

P1	**Bottle probe unplugged, loose or defective**	Reconnect or replace the probe. The compressor runs a backup cycle (Con 40 min / Cof 10 min).
P2	**Evaporator probe fault**	Check the connection at the green terminal block; replace if defective.
HA	**Faulty controller**	Call WhisperKOOL Customer Service.
LA	**Bottle probe 4°F below setpoint, or defective probe**	Let the room warm up; if the probe is defective, replace it.
POF	**Keypad locked**	Hold UP and DOWN for 3–5 seconds until "PON" appears.

Source: WhisperKOOL owner's manuals (SC PRO, Slimline LS, 2500 Cabinet, Extreme ti). WhisperKOOL is a trademark of its owner; WineCellarCoolingUnits.com is an independent authorized dealer.

Circuit-Board Controllers & When to Call

Extreme tiR and tiR Fully Ducted, Phantom, Platinum Split, Ceiling Mount, Quantum and Blow-Through.

C Shown on screen with the alarm icon

E1	**Bottle probe not connected, loose or defective**	Check the circular connector and the CPB/PB1 terminal; replace the probe if defective.
E2	**Evaporator probe fault**	Check the CPB/PB2 connection; replace if defective.
E7	**Keypad and circuit board lost communication for 60 seconds**	Check the display cable. If it persists, call WhisperKOOL Customer Service.
E10	**Clock battery dead**	Replace the battery. It does not affect cooling.

C Viewed in the Set Menu "ALr" folder

EA	**Unit not draining**	Level the unit, clear the drain and check the condensate pump. Platinum Split, Ceiling Mount, Blow-Through: check the wire at the D.I. port; after a power loss, reset the pump by disconnecting and reconnecting its black cables. The unit won't run until the drip-tray water drops.
AH1	**Bottle probe above setpoint (see threshold below)**	Allow time; seal the room; check calibration and unit sizing.
AL1	**Bottle probe below setpoint**	Confirm the unit is not cooling; add heat; check calibration.
Ad2	**Anti-frost cycle ended on time-out**	Check for ice; unplug and thaw; exhaust-room air must not drop below 60°F. Repeating about once a minute: call Customer Service.

Temperature alarms are blocked for the first 10 hours after the unit is plugged in. The Platinum Split Twin 220V H.E. manual does not list EA. Some condensing units have their own separate controller; have your HVAC-R technician read those codes.

AH1 / AL1 THRESHOLDS BY MODEL

4°F	Extreme tiR & tiR Fully Ducted · Platinum Split Mini, 4000 & 8000 (H.E. and OMEGA) · Ceiling Mount (all, including Twin) · Blow-Through · SC PRO, Slimline LS & 2500 Cabinet
8°F	Phantom · Quantum (all) · Platinum Split Twin · Platinum Split 4000 & 8000 with the alternate 110V condenser

CALL WHISPERKOOL CUSTOMER SERVICE

HA on the Extreme ti · E7 that won't clear · Ad2 or Ad3 repeating
1-800-343-9463 · Mon–Fri, 6:00 a.m.–4:00 p.m. Pacific

CALL A LICENSED HVAC-R TECHNICIAN

Any split-system condenser or refrigerant service · a compressor or fan that won't start · ice only part-way up the coil

WRITE IT DOWN

Model: _____ Serial: _____ Code seen: _____ Date: _____

Source: WhisperKOOL owner's manuals for each series listed. Codes and thresholds vary by controller and model version, so confirm in your manual. WhisperKOOL is a trademark of its owner; WineCellarCoolingUnits.com is an independent authorized dealer.