WhisperKOOL Maintenance Checklist & Service Log

The official care schedule for every WhisperKOOL wine cellar cooling series, on one page. Print it and keep it near your unit.

BEFORE EVERY TASK

- **Disconnect power** to the cooling unit.
- Clean coils with a soft brush and vacuum, **without crushing the fins**.
- Use the **drain-line brush** supplied with your unit.

WHO DOES WHAT

Self-contained (SC PRO, Slimline LS, Extreme, Phantom, 2500): owners can handle routine care.
Split (Platinum Split, Ceiling Mount, Quantum, Blow-Through): owners clean the evaporator and drip pan. A **licensed HVAC-R technician** services the condenser and refrigerant.

MAINTENANCE SCHEDULE BY SERIES

SERIES	MONTHLY	EVERY 6 WEEKS	QUARTERLY	ANNUALLY
SC PRO SELF-CONTAINED	☐ Check coils ☐ Noise / vibration ☐ Drain line	☐ Brush interior drain line	☐ Vacuum coils	☐ Corrosion, wiring & cords ☐ 50/50 bleach in drain (spring)
Slimline LS SELF-CONTAINED	☐ Noise / vibration ☐ Clear external drain line	—	☐ Clean coils (panels off) ☐ Clear drain spout	☐ Vacuum grilles; wiring ☐ Inspect heater tray
Extreme ti/tiR SELF-CONTAINED	☐ Noise / vibration ☐ Drain line	☐ Brush drain line ☐ Add pan tab	—	☐ Vacuum coils; corrosion; wiring ☐ 50/50 bleach in drain (spring)
Phantom FULLY DUCTED	☐ Check filters ☐ Noise; drain line	☐ Brush drain line ☐ Add pan tab	☐ Clean filters ☐ Replace (ducted units)	☐ Vacuum coils; inspect ducts ☐ 50/50 bleach in drain (spring)
2500 Cabinet SELF-CONTAINED	☐ Check filters ☐ Noise / vibration	—	☐ Wash filter ☐ Vacuum fins & evaporator	—
Platinum Split SPLIT	☐ Clear debris at condenser ☐ Noise; drain line	—	☐ Clean drip pan; add pan tab ☐ Vacuum evap. coil; wash filter ☐ Tech services condenser	☐ Corrosion; wiring ☐ 50/50 bleach in drain (spring)
Ceiling Mount SPLIT	☐ Clear debris at condenser ☐ Drain line & pump	—	☐ Clean drip pan ☐ Twice a year: coils, filter, tech on condenser	☐ Corrosion; wiring ☐ Blow out drain line
Quantum DUCTED SPLIT	☐ Clear debris at condenser ☐ Noise; drain line	☐ Brush P-trap ☐ Add pan tab	☐ Vacuum evap. coil ☐ Tech services condenser	☐ Corrosion; wiring ☐ 50/50 bleach in drain (spring)
Blow-Through CONCEALED SPLIT	☐ Clear debris at condenser ☐ Noise; drain line	—	☐ Clean drip pan; add pan pad ☐ Vacuum evap. coil ☐ Tech services condenser	☐ Corrosion; wiring ☐ 50/50 bleach in drain (spring)

PAN TAB RULE

Use pan tabs: Extreme, Phantom and Quantum (every 6 weeks). Platinum Split and Blow-Through (quarterly).
Do NOT use pan tabs: SC PRO and Slimline LS. Their manuals say so directly.
Never add other chemicals to the internal drain pan.

COMMON ALARM CODES

E1 / P1	Bottle probe unplugged, loose or defective (P1 on the Extreme ti). Reconnect or replace it.
E2 / P2	Evaporator probe fault (P2 on the Extreme ti). E3 is the condenser probe on SC-style controllers.
AH1 / AL1	Wine 4°F above/below setpoint (8°F on Phantom, Quantum and some splits). Seal the room; allow time.
COH	Condenser over 125°F (SC PRO, Slimline LS, 2500 Cabinet). Clean the coil; intake air at or below 85°F.
Ad3 / Ad2	Anti-frost timed out. Thaw the coil; keep intake (Ad3) or exhaust (Ad2) air above 60°F.
EA	Not draining (circuit-board models). Level the unit, clear the drain and check the pump.

Source: WhisperKOOL owner's manuals and maintenance checklists. Codes vary by controller. Full list by model: winecellarcoolingunits.com/blogs/news/whisperkool-alarm-codes.
WhisperKOOL is a trademark of its owner; WineCellarCoolingUnits.com is an independent authorized dealer.

WhisperKOOL Service Log

Record every cleaning and inspection. A simple log helps your technician and documents the routine maintenance WhisperKOOL's warranty asks owners to perform.

YOUR SYSTEM

MODEL _____ SERIAL NUMBER _____ INSTALL DATE _____ INSTALLER / TECHNICIAN _____

ANNUAL PROFESSIONAL INSPECTION

YEAR 1
Spring / Fall Date: _____

YEAR 2
Spring / Fall Date: _____

YEAR 3
Spring / Fall Date: _____

EVERY UNIT, EVERY VISIT

- ☐ Wipe the bottle probe and change the water in its bottle
- ☐ Confirm all fans run
- ☐ Check that the drain line sits above the waterline
- ☐ Book the annual HVAC-R inspection (spring or fall)

CALL A LICENSED HVAC-R TECHNICIAN IF YOU SEE

Ice only part-way up the coil
A compressor or fan that won't start
Repeated COH, Ad2 or Ad3 alarms
Bubbles in a split system's sight glass

MAINTENANCE RECORD

DATE	TASK(S) PERFORMED	DONE BY	NOTES / READINGS