Service Support System

This document provide two levels of support; customer advice provides information that meant to be shared with the customer explaining possible operation issues that may be creating problems. Service assistance provides solutions for the technician servicing the product in the home. Also included are applicable primary and secondary parts recommendations. The primary part listed is expected to be the solution in 80% of the repairs with that symptom. The idea of the document is to provide the technicians with repair advice that can be used to improve the first time fix ratio as well as reduce “shotgun” troubleshooting.

Model #	**CPN12XH9**		**Modified Date**		**8/8/2012**	
Symptom	Customer advice	Repair Guidance	Primary Part Description	Primary Part #	Secondary Part Description	Secondary Part #
Musty Smell	Verify the Exhaust kit is not obstructed. Verify the water tank is not full. If mold or sediment is found in the water tray it is best to clean the tray completely.	1. Inspect the drain tube and pan assembly for signs of standing water or mold. 2. Inspect the evaporator and blower fan motors and fan blades looking signs of wear or overheating. 3. Inspect the evaporator coils for mold	Pan base	AC-5150-80	N/A	N/A

Unit ices over	Verify the air filter is clear verify there is nothing obstructing air flow on the outside of the unit	1. Verify the air filter is clear 2. Verify there is nothing obstructing air flow on the outside of the unit 3.Verify the fan motors are working properly and the fan blades are attached securely to the motors 4. Verify the thermostat is cycling the unit on and off properly. 5. Verify the unit is properly charged with refrigerant	WHEEL-BLOWER CONDENSER	AC-0600-17	N/A	N/A
STOP is shown on the LCD display	This indicates the internal water tank has filled with water and needs to be drained. Open the drain plug on the back of the unit and allow the unit to drain into a shallow bowl.	1. Inspect the drain tube and pan for signs of blockage. 2. Verify the float moves freely and is not stuck in the up position 3. Inspect the wiring to and from the float switch	COVER-FLOAT	AC-2855-02	N/A	N/A

Poor cooling	Verify the thermostat is set for a value ~ 10 degrees lower than the room temperature Verify the air filter is clear Verify there is nothing obstructing air flow on the outside of the unit and the exhaust kit is venting outdoors Verify the unit is not frosted over and the drain is working properly Verify the water tank is empty, drain the tank if necessary Verify the unit is the proper size for the room being cooled.	1. Verify the fan motors are working properly and the fan blades are attached securely to the motors 2. Verify the thermostat is cycling the unit on and off properly. 3. Inspect the wiring to the Control PCB. 4. Verify the unit is properly charged with refrigerant	WHEEL-BLOWER CONDENSER	AC-0600-17	N/A	N/A
Cannot adjust the Temperature (Temperature buttons do not work)	When using Dehumidify or Fan Mode the temperature adjustment button is disabled	Inspect the wiring from the Display PCB to the Control PCB	P.C.B.-CONTROL BOARD	AC-5210-139	N/A	N/A

The Fan speed cannot be adjusted	When Dehumidify mode is selected and the room temperature is lower than 77 degrees the fan speed is fixed at the low setting	1. Verify the fan motors are working properly and the fan blades are attached securely to the motors. 2. Inspect the wiring from to and from the fan motor.	P.C.B.-CONTROL BOARD	AC-5210-139	WHEEL-BLOWER EVAPORATOR	AC-4550-309
The set temperature only shows on the display for a moment after adjustment (where applicable)	This is normal operation, after adjusting the temperature the display reverts to the temperature value in the room.	N/A	N/A	N/A	N/A	N/A
No cooling, fans are running	Verify the thermostat is set for a value ~ 10 degrees lower than the room temperature Verify the air filter is clear Verify there is nothing obstructing air flow through the exhaust kit Verify the water tank is empty , drain the tank if necessary	1. Verify the thermostat is cycling the unit on and off properly. 2. Inspect the wiring to the Control PCB. 3. Verify the unit is properly charged with refrigerant	P.C.B.-CONTROL BOARD	AC-5210-139	N/A	N/A

No Cooling Fans are NOT running	Verify the thermostat is set for a value ~ 10 degrees lower than the room temperature Verify the air filter is clear Verify there is nothing obstructing air flow through the exhaust kit Verify the water tank is empty , drain the tank if necessary	1. Inspect the wiring from the Control PCB to the evaporator fan motor and condenser fan motor. 2. Verify the continuity of the Overload protector. 3. Verify the continuity of the compressor windings.	P.C.B.-CONTROL BOARD	AC-5210-139	Exhaust Motor	AC-4550-309
The Reset button is tripped.	The reset button has popped out and in some models the green indicator light is out) Press and release the RESET button (listen for the click) the reset button will latch and on some models the green light will turn on to resume operation.	1. Inspect the wiring from the Control PCB to the compressor, evaporator fan motor and condenser fan motor. 2. Verify the continuity of the Overload protector. 3. Verify the continuity of the compressor windings.	Exhaust Motor	AC-4550-309	N/A	N/A

A Household fuse has blown, or a circuit Breaker has been tripped	It is recommended that an AC unit have its own circuit. Be sure the time-delay fuse or circuit breaker of the correct capacity Do not use an extension cord with this or any other appliance. You are trying to restart the air conditioner too soon after turning off the air conditioner. Wait at least 3 minutes after turning off the air conditioner before trying to restart the air conditioner.	1. Inspect the wiring from the Control PCB to the compressor, evaporator fan motor and condenser fan motor. 2. Verify the continuity of the Overload protector. 3. Verify the continuity of the compressor windings.	Exhaust Motor	AC-4550-309	N/A	N/A
Air conditioner seems to run too much or over cycle	The use of more efficient components may cause the air conditioner to run longer than an older model, but the total energy consumption will be less. Newer air conditioners do not emit the “blast” of cold air you may be	1. Verify the thermostat is cycling the unit on and off properly. 2. Inspect the wiring to the Control PCB. 3. Verify the unit is properly charged with refrigerant	P.C.B.-CONTROL BOARD	AC-5210-139	N/A	N/A

	accustomed to from older air conditioners, but this is not an indication of lesser cooling capacity or efficiency. A higher capacity air conditioner may be required, depending on the size of the room being cooled.					
Remote not working	Verify the batteries are good Verify nothing is blocking the receiver Verify there are no fluorescent lights or other sources of RF interference near the unit.	1. Inspect the wiring to and from the Control PCB 2. Inspect the remote sensor for signs of poor connection	P.C.B.-CONTROL BOARD	AC-5210-139	N/A	N/A

Common Accessory Parts					
Part Name	**Part Number**	**Part Name**	**Part Number**		
REMOTE	AC-5620-62				
HOSE-Exhaust	AC-1830-07				
CONNECTOR-Exhaust hose	AC-1830-14				
GRILL-FAN HOUSING	AC-3150-90				
CAP - Window Panel	AC-1350-09				
PLATE w/hole	AC-5300-186				
PLATE-solid	AC-5300-192				
PLATE - Half Width	AC-5300-170				
Filter	AC-2800-106				