

- Q. Where do I find out my unit information? Model number and Serial number?
A. Unit information can be found on the name plate at the front panel of unit.
- Q. How long my unit should last?
A. Based on ASHRAE Equipment Life Expectancy chart, Commercial Water to Air heat pump should last 19 years.
- Q. How long is my warranty period?
A. Please contact a local ClimateMaster Distributor or Representative for warranty information.
- Q. Can I order parts from factory direct?
A. No, All Parts must be ordered through a local ClimateMaster Distributor or Rep.
- Q. What does test mode do to the operation of the unit?
A. Test Mode allows the service personnel to check the operation of the control in a timely manner. By momentarily shorting the test terminals or switches, the Control enters a 20-minute Test Mode period in which all time delays are sped up 15 times.
- Q. How to retrieve fault code?
A. In Test Mode, The Alarm Relay will cycle on and off similar to the fault LED to indicate a code representing the last fault, at the thermostat. Count the number of flashes and compare to the "LED and Alarm Relay Output Table" in the unit IOM.
- Q. What does the # of flashes mean?
A. "Flashing Appropriate Code" means that the Fault LED will always flash a code representing the last fault in memory. If there is no fault in memory, the Fault LED will flash code 1.
- Q. What is slow flash and fast flash?
A. Slow flash will be 1 flash per every 2 seconds. It is displayed when the control is in Fault Retry mode. See IOM for more details Fast flash will be 2 flash per every 1 second. It is displayed when the control is in Lockout mode. Compressor will not be energized in Lockout mode. See IOM for more details
- Q. What is a CO fault?
A. "Condensate Overflow" Code = 6 - The Condensate Overflow sensor must sense overflow levels for 30 continuous seconds to be recognized as a CO fault. Condensate Overflow will be monitored at all times. The Fault LED will immediately begin flashing Code 6 when a Condensate Overflow Fault occurs. Condensate overflow will be monitored during compressor run cycle.
- Q. Why do we have a drier on discharge line?
A. In most ClimateMaster heat pumps a muffler is installed in discharge line. This is not to be considered as a filter drier.
- Q. Do you have piping Schematics and parts breakdown for my unit?
A. Normally piping schematics and diagrams are not included in the unit IOM or literature. Engineering drawings are available to technicians and engineers upon special request.
- Q. What is service Desk Ticket? How can I start a ticket?
A. Help Desk ticket is a tracking system that allows communication through the ticket to be tracked and available to all ClimateMaster Technicians. To start using the help desk system, go to the Business Center under help and select Technical Support Center and register. Or Go to Techsupport.climatemaster.com and register.
- Q. What should the ΔT of the EWT and LWT be for each mode?
A. There is no set range for this parameter. Water temperature differential or Range between the Entering and Leaving water temperatures depends on several other variables. Please refer to unit IOM for detailed information and range per unit operating conditions.
- Q. Why am I lockout out on Code-8?
A. The UPS feature warns when the heat pump is operating inefficiently. A UPS condition exists when: a) In heating mode with compressor energized, if FP2 is greater than 125°F for 30 continuous seconds, or b) In cooling mode with compressor energized, if FP1 is greater than 125°F for 30 continuous seconds, OR FP2 is less than 40°F for 30 continuous seconds. See IOM for more details.
- Q. Why is the green LED on the DXM flashing 4 times?
A. Air Coil Freeze Protection (FP2) - The control will recognize an FP2 fault, during a compressor run cycle if: a) the thermistor temperature is below the selected freeze protection limit setting, and b) the thermistor temperature is rising (getting warmer) at a rate LESS than 2°F per 30 second time period.
- Q. Compressor will not come on?
A. Check for 24V at Y to ground if so, check for 24V to ground on the first red wire on HP pin 1 if so, it's a bad control board.