Preventive Maintenance

Water Coil Maintenance - (Direct ground water applications only) If the system is installed in an area with a known high mineral content (125 P.P.M. or greater) in the water, it is best to establish a periodic maintenance schedule with the owner so the coil can be checked regularly. Consult the well water applications section of this manual for a more detailed water coil material selection. Should periodic coil cleaning be necessary, use standard coil cleaning procedures, which are compatible with the heat exchanger material and copper water lines. Generally, the more water flowing through the unit, the less chance for scaling. Therefore, 1.5 gpm per ton [1.6 l/m per kW] is recommended as a minimum flow. Minimum flow rate for entering water temperatures below 50°F [10°C] is 2.0 gpm per ton [2.2 l/m per kW].

Water Coil Maintenance - (All other water loop applications) Generally water coil maintenance is not needed for closed loop systems. However, if the piping is known to have high dirt or debris content, it is best to establish a periodic maintenance schedule with the owner so the water coil can be checked regularly. Dirty installations are typically the result of deterioration of iron or galvanized piping or components in the system. Open cooling towers requiring heavy chemical treatment and mineral buildup through water use can also contribute to higher maintenance. Should periodic coil cleaning be necessary, use standard coil cleaning procedures, which are compatible with both the heat exchanger material and copper water lines. Generally, the more water flowing through the unit, the less chance for scaling. However, flow rates over 3 gpm per ton (3.9 l/m per kW) can produce water (or debris) velocities that can erode the heat exchanger wall and ultimately produce leaks.

Hot Water Generator Coils - See water coil maintenance for ground water units. If the potable water is hard or not chemically softened, the high temperatures of the desuperheater will tend to scale even quicker than the water coil and may need more frequent inspections. In areas with extremely hard water, a HWG is not recommended.

Filters - Filters must be clean to obtain maximum performance. Filters should be inspected every month under normal operating conditions and be replaced when necessary. Units should never be operated without a filter.

Washable, high efficiency, electrostatic filters, when dirty, can exhibit a very high pressure drop for the fan motor and reduce air flow, resulting in poor performance. It is especially important to provide consistent washing of these filters (in the opposite direction of the normal air flow) once per month using a high pressure wash similar to those found at self-serve car washes.

Condensate Drain - In areas where airborne bacteria may produce a "slimy" substance in the drain pan, it may be necessary to treat the drain pan chemically with an algaecide approximately every three months to minimize the problem. The condensate pan may also need to be cleaned periodically to ensure indoor air quality. The condensate drain can pick up lint and dirt, especially with dirty filters. Inspect the drain twice a year to avoid the possibility of plugging and eventual overflow.

Compressor - Conduct annual amperage checks to ensure that amp draw is no more than 10% greater than indicated on the serial plate data.

Fan Motors - All units have lubricated fan motors. Fan motors should never be lubricated unless obvious, dry operation is suspected. Periodic maintenance oiling is not recommended, as it will result in dirt accumulating in the excess oil and cause eventual motor failure. Conduct annual dry operation check and amperage check to ensure amp draw is no more than 10% greater than indicated on serial plate data.

Air Coil - The air coil must be clean to obtain maximum performance. Check once a year under normal operating conditions and, if dirty, brush or vacuum clean. Care must be taken not to damage the aluminum fins while cleaning. When the heat pump has experienced less than 100 operational hours and the coil has not had sufficient time to be "seasoned", it is necessary to clean the coil with a mild surfactant such as Calgon to remove the oils left by manufacturing processes and enable the condensate to properly "sheet" off of the coil. CAUTION: Fin edges are sharp.

Cabinet - Do not allow water to stay in contact with the cabinet for long periods of time to prevent corrosion of the cabinet sheet metal. Generally, vertical cabinets are set up from the floor a few inches [7 - 8 cm] to prevent water from entering the cabinet. The cabinet can be cleaned using a mild detergent.

Refrigerant System - To maintain sealed circuit integrity, do not install service gauges unless unit operation appears abnormal. Reference the operating charts for pressures and temperatures. Verify that air and water flow rates are at proper levels before servicing the refrigerant circuit.

Troubleshooting

General
If operational difficulties are encountered, perform the preliminary checks below before referring to the troubleshooting charts.
- Verify that the unit is receiving electrical supply power.
- Make sure the fuses in the fused disconnect switches are intact.

After completing the preliminary checks described above, inspect for other obvious problems such as leaking connections, broken or disconnected wires, etc. If everything appears to be in order, but the unit still fails to operate properly, refer to the "DXM2 Troubleshooting Process Flowchart" or "Functional Troubleshooting Chart."

DXM2 Board
DXM2 board troubleshooting in general is best summarized as verifying inputs and outputs. After inputs and outputs have been verified, board operation is confirmed and the problem must be elsewhere. Below are some general guidelines for troubleshooting the DXM2 control.

Field Inputs
Conventional thermostat inputs are 24VAC from the thermostat and can be verified using a voltmeter between C and Y1, Y2, W, O, G. 24VAC will be present at the terminal (for example, between "Y1" and "C") if the thermostat is sending an input to the DXM2 board.

Proper communications with a thermostat can be verified using the Fault LED on the DXM2. If the control is NOT in the Test mode and is NOT currently locked out or in a retry delay, the Fault LED on the DXM2 will flash very slowly (1 second on, 5 seconds off), if the DXM2 is properly communicating with the thermostat.

Sensor Inputs
All sensor inputs are 'paired wires' connecting each component to the board. Therefore, continuity on pressure switches, for example can be checked at the board connector. The thermistor resistance should be measured with the connector removed so that only the impedance of the thermistor is measured. If desired, this reading can be compared to the thermistor resistance chart shown in Table 8. An ice bath can be used to check the calibration of the thermistor.

Outputs
The compressor and reversing valve relays are 24VAC and can be verified using a voltmeter. For units with ECM blower motors, the DXM2 controls the motor using serial communications, and troubleshooting should be done with a communicating thermostat or diagnostic tool. The alarm relay can either be 24VAC as shipped or dry contacts for use with DDC controls by clipping the JW1 jumper. Electric heat outputs are 24VDC "ground sinking" and require a voltmeter set for DC to verify operation. The terminal marked "24VDC" is the 24VDC supply to the electric heat board; terminal "EH1" is stage 1 electric heat; terminal "EH2" is stage 2 electric heat. When electric heat is energized (thermostat is sending a "W" input to the DXM2 controller), there will be 24VDC between terminal "24VDC" and "EH1" (stage 1 electric heat) and/or "EH2" (stage 2 electric heat). A reading of 0VDC between "24VDC" and "EH1" or "EH2" will indicate that the DXM2 board is NOT sending an output signal to the electric heat board.

Test Mode
Test mode can be entered for 20 minutes by pressing the Test pushbutton. The DXM2 board will automatically exit test mode after 20 minutes.

⚠ WARNING! ⚠

WARNING! HAZARDOUS VOLTAGE! DISCONNECT ALL ELECTRIC POWER INCLUDING REMOTE DISCONNECTS BEFORE SERVICING.
Failure to disconnect power before servicing can cause severe personal injury or death.

Troubleshooting (Continued)

Advanced Diagnostics
If a communicating thermostat or diagnostic tool (ACDU) is connected to the DXM2, additional diagnostic information and troubleshooting capabilities are available. The current status of all DXM2 inputs can be verified, including the current temperature readings of all temperature inputs. With a communicating thermostat the current status of the inputs can be accessed from the Service Information menu. In the manual operating mode, most DXM2 outputs can be directly controlled for system troubleshooting. With a communicating thermostat the manual operating mode can be accessed from the Installer menu. For more detailed information on the advanced diagnostics of the DXM2, see the DXM2 Application, Operation and Maintenance (AOM) manual (part #97B0003N15).

DXM2 Troubleshooting Process Flowchart/Functional Troubleshooting Chart
The "DXM2 Functional Troubleshooting Process Flowchart" is a quick overview of how to start diagnosing a suspected problem, using the fault recognition features of the DXM2 board. The "Functional Troubleshooting Chart" on the following page is a more comprehensive method for identifying a number of malfunctions that may occur, and is not limited to just the DXM2 controls. Within the chart are five columns:

- The "Fault" column describes the symptoms.
- Columns 2 and 3 identify in which mode the fault is likely to occur, heating or cooling.
- The "Possible Cause column" identifies the most likely sources of the problem.
- The "Solution" column describes what should be done to correct the problem.

DXM2 Process Flow Chart

⚠ WARNING! ⚠

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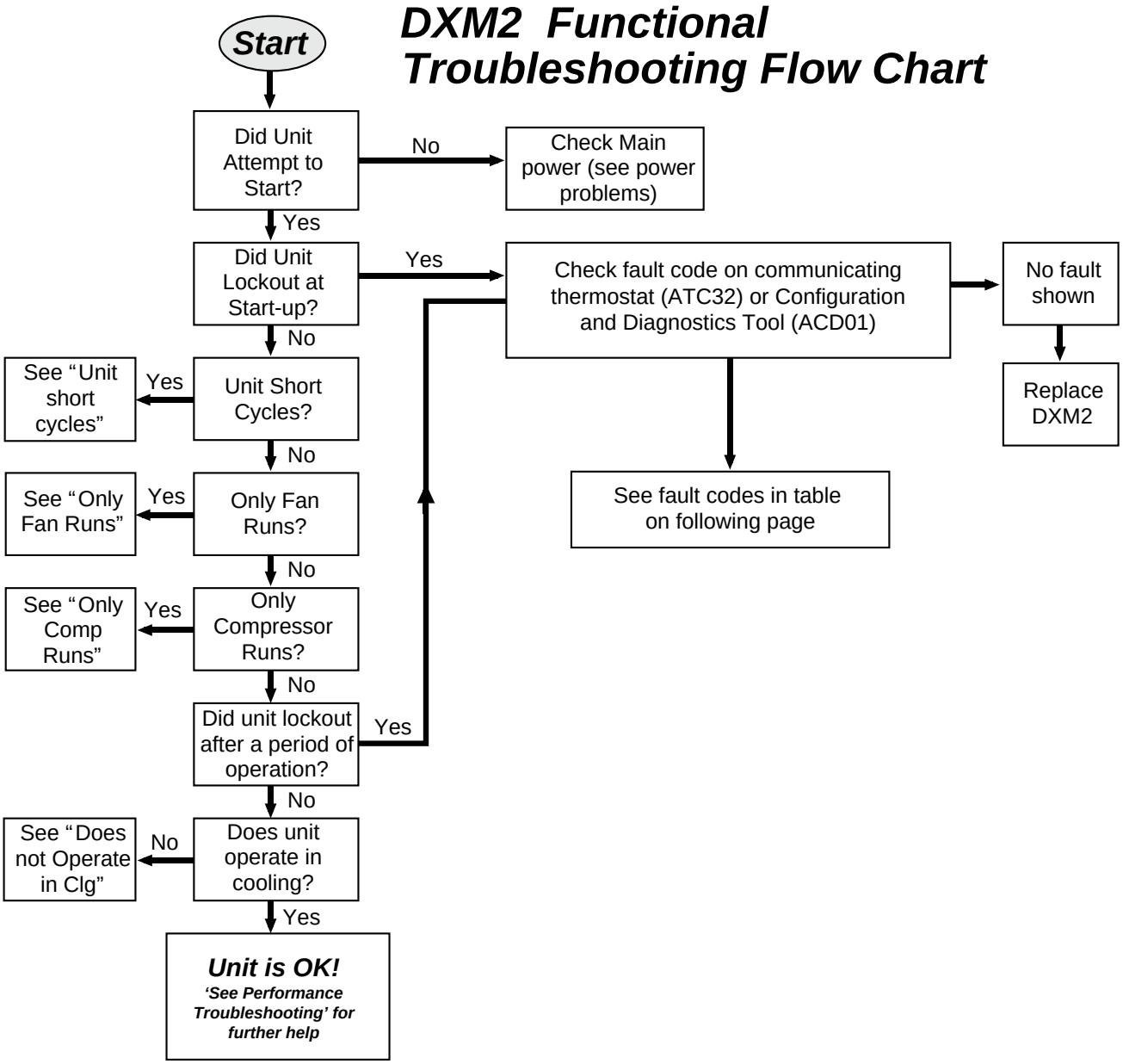


Functional Troubleshooting

Fault	Htg	Clg	Possible Cause	Solution
Main power problems	X	X	Green Status LED Off	Check line voltage circuit breaker and disconnect.
				Check for line voltage between L1 and L2 on the contactor.
				Check for 24VAC between R and C on CXM/DXM'
				Check primary/secondary voltage on transformer.
HP Fault Code 2 **High Pressure**		X	Reduced or no water flow in cooling	Check pump operation or valve operation/setting.
				Check water flow adjust to proper flow rate.
		X	Water Temperature out of range in cooling	Bring water temp within design parameters.
	X		Reduced or no air flow in heating	Check for dirty air filter and clean or replace.
				Check fan motor operation and airflow restrictions.
				Dirty Air Coil- construction dust etc.
				Too high of external static. Check static vs blower table.
	X		Air temperature out of range in heating	Bring return air temp within design parameters.
	X	X	Overcharged with refrigerant	Check superheat/subcooling vs typical operating condition table.
	X	X	Bad HP Switch	Check switch continuity and operation. Replace.
LP/LOC Fault Code 3 **Low Pressure / Loss of Charge**	X	X	Insufficient charge	Check for refrigerant leaks
	X		Compressor pump down at start-up	Check charge and start-up water flow.
LT1 Fault Code 4 **Water coil low temperature limit**	X		Reduced or no water flow in heating	Check pump operation or water valve operation/setting.
				Plugged strainer or filter. Clean or replace..
				Check water flow adjust to proper flow rate.
	X		Inadequate antifreeze level	Check antifreeze density with hydrometer.
	X		Improper temperature limit setting (30°F vs 10°F [-1°C vs -2°C])	Clip JW3 jumper for antifreeze (10°F [-12°C]) use.
	X		Water Temperature out of range	Bring water temp within design parameters.
	X	X	Bad thermistor	Check temp and impedance correlation per chart
LT2 Fault Code 5 **Air coil low temperature limit**		X	Reduced or no air flow in cooling	Check for dirty air filter and clean or replace.
				Check fan motor operation and airflow restrictions.
				Too high of external static. Check static vs blower table.
		X	Air Temperature out of range	Too much cold vent air? Bring entering air temp within design parameters.
		X	Improper temperature limit setting (30°F vs 10°F [-1°C vs -12°C])	Normal airside applications will require 30°F [-1°C] only.
	X	X	Bad thermistor	Check temp and impedance correlation per chart.
Condensate Fault Code 6	X	X	Blocked drain	Check for blockage and clean drain.
	X	X	Improper trap	Check trap dimensions and location ahead of vent.
		X	Poor drainage	Check for piping slope away from unit.
				Check slope of unit toward outlet.
				Poor venting. Check vent location.
		X	Moisture on sensor	Check for moisture shorting to air coil.
	X	X	Plugged air filter	Replace air filter.
	x	X	Restricted Return Air Flow	Find and eliminate restriction. Increase return duct and/or grille size.
Over/Under Voltage Code 7 **(Auto resetting)**	X	X	Under Voltage	Check power supply and 24VAC voltage before and during operation.
				Check power supply wire size.
				Check compressor starting. Need hard start kit?
				Check 24VAC and unit transformer tap for correct power supply voltage.
	X	X	Over Voltage	Check power supply voltage and 24VAC before and during operation.
				Check 24VAC and unit transformer tap for correct power supply voltage.
Unit Performance Sentinel Code 8	X		Heating mode LT2>125°F [52°C]	Check for poor air flow or overcharged unit.
		X	Cooling Mode LT1>125°F [52°C] OR LT2< 40ºF [4ºC])	Check for poor water flow, or air flow.
Swapped Thermistor Code 9	X	X	LT1 and LT2 swapped	Reverse position of thermistors
ECM Fault - Code 10	X	X	Blower does not operate	Check blower line voltage
				Check blower low voltage wiring
			Blower operating with incorrect airflow	Wrong unit size selection
				Wrong unit family selection
				Wrong motor size
				Incorrect blower selection
Low Air Coil Pressure Fault (ClimaDry) Code 11		X	Reduced or no air flow in cooling or ClimaDry	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
			Air temperature out of range	Too much cold vent air - bring entering air temp within design parameters
			Bad pressure switch	Check switch continuity and operation - replace

Functional Troubleshooting (cont.)

Fault	Htg	Clg	Possible Cause	Solution
Low Air Coil Temperature Fault - (ClimaDry) Code 12		X	Reduced airflow in cooling, ClimaDry, or constant fan	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
			Air temperature out of range	Too much cold vent air - bring entering air temp within design parameters
			Bad thermistor	Check temp and impedance correlation per chart
ESD - ERV Fault (DXM Only) Green Status LED Code 3	X	X	ERV unit has fault (Rooftop units only)	Troubleshoot ERV unit fault
No Fault Code Shown	X	X	No compressor operation	See 'Only Fan Operates'
			Compressor overload	Check and replace if necessary
			Control board	Reset power and check operation
Unit Short Cycles	X	X	Dirty air filter	Check and clean air filter
			Unit in 'Test Mode'	Reset power or wait 20 minutes for auto exit
			Unit selection	Unit may be oversized for space - check sizing for actual load of space
			Compressor overload	Check and replace if necessary
Only Fan Runs	X	X	Thermostat position	Ensure thermostat set for heating or cooling operation
			Unit locked out	Check for lockout codes - reset power
			Compressor overload	Check compressor overload - replace if necessary
			Thermostat wiring	Check thermostat wiring at DXM2 - put in Test Mode and jumper Y1 and R to give call for compressor

Performance Troubleshooting

Symptom	Htg	Clg	Possible Cause	Solution
Insufficient Capacity/ Not Cooling or Heating Properly	X	X	Dirty filter	Replace or clean
	X		Reduced or no air flow in heating	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
		X	Reduced or no air flow in cooling	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
	X	X	Leaky duct work	Check supply and return air temperatures at the unit and at distant duct registers if significantly different, duct leaks are present
	X	X	Low refrigerant charge	Check superheat and subcooling per chart
	X	X	Restricted metering device	Check superheat and subcooling per chart - replace
		X	Defective reversing valve	Perform RV touch test
	X	X	Thermostat improperly located	Check location and for air drafts behind stat
	X	X	Unit undersized	Recheck loads & sizing check sensible cooling load and heat pump capacity
	X	X	Scaling in water heat exchanger	Perform Scaling check and clean if necessary
	X	X	Inlet water too hot or cold	Check load, loop sizing, loop backfill, ground moisture
High Head Pressure	X		Reduced or no air flow in heating	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
		X	Reduced or no water flow in cooling	Check pump operation or valve operation/setting
				Check water flow adjust to proper flow rate
		X	Inlet water too hot	Check load, loop sizing, loop backfill, ground moisture
	X		Air temperature out of range in heating	Bring return air temp within design parameters
		X	Scaling in water heat exchanger	Perform Scaling check and clean if necessary
	X	X	Unit over charged	Check superheat and subcooling - reweigh in charge
	X	X	Non-condensables insystem	Vacuum system and reweigh in charge
	X	X	Restricted metering device	Check superheat and subcooling per chart - replace
Low Suction Pressure	X		Reduced water flow in heating	Check pump operation or water valve operation/setting
				Plugged strainer or filter - clean or replace
				Check water flow adjust to proper flow rate
	X		Water temperature out of range	Bring water temp within design parameters
		X	Reduced air flow in cooling	Check for dirty air filter and clean or replace
				Check fan motor operation and airflow restrictions
				Too high of external static - check static vs blower table
		X	Air temperature out of range	Too much cold vent air - bring entering air temp within design parameters
	X	X	Insufficient charge	Check for refrigerant leaks

Performance Troubleshooting (continued)

Symptom	Htg	Clg	Possible Cause	Solution
Low Dischage Air Temperature in Heating	X		Too high of air flow	Check fan motor speed selection and airflow chart
	X		Poor performance	See “Insufficient Capacity”
High Humidity		X	Too high of air flow	Check fan motor speed selection and airflow chart
		X	Unit oversized	Recheck loads & sizing check sensible cooling load and heat pump capacity
Only Compressor Runs	X	X	Thermostat wiring	Check G wiring at heat pump. Jumper G and R for fan operation.
	X	X	Fan motor relay	Jumper G and R for fan operation. Check for Line voltage across blower relay contacts.
				Check fan power enable relay operation (if present)
	X	X	Fan motor	Check for line voltage at motor. Check capacitor
	X	X	Thermostat wiring	Check thermostat wiring at or DXM2. Put in Test Mode and then jumper Y1 and W1 to R to give call for fan, compressor and electric heat.
Unit Doesn't Operate in Cooling		X	Reversing Valve	Set for cooling demand and check 24VAC on RV coil.
				If RV is stuck, run high pressure up by reducing water flow and while operating engage and disengage RV coil voltage to push valve.
		X	Thermostat setup	For DXM2 check for “O” RV setup not “B”.
		X	Thermostat wiring	Check O wiring at heat pump. DXM2 requires call for compressor to get RV coil “Click.”
Modulating Valve Troubleshooting	X	X	Improper output setting	Verify the AO-2 jumper is in the 0-10V position
			No valve output signal	Check DC voltage between AO2 and GND. Should be O when valve is off and between 3.3v and 10v when valve is on.
			No valve operation	Check voltage to the valve
				Replace valve if voltage and control signals are present at the valve and it does not operate

Start-Up Log Sheet

Installer: Complete unit and system checkout and follow unit start-up procedures in the IOM. Use this form to record unit information, temperatures and pressures during start-up. Keep this form for future reference.

Job Name:_____ **Street Address:**_____

Model Number:_____ **Serial Number:** _____

Unit Location in Building:_____

Date:_____ **Sales Order No:**_____

In order to minimize troubleshooting and costly system failures, complete the following checks and data entries before the system is put into full operation.

Fan Motor: CFM Settings (ECM)_____

Temperatures: F or C **Antifreeze: _____%**

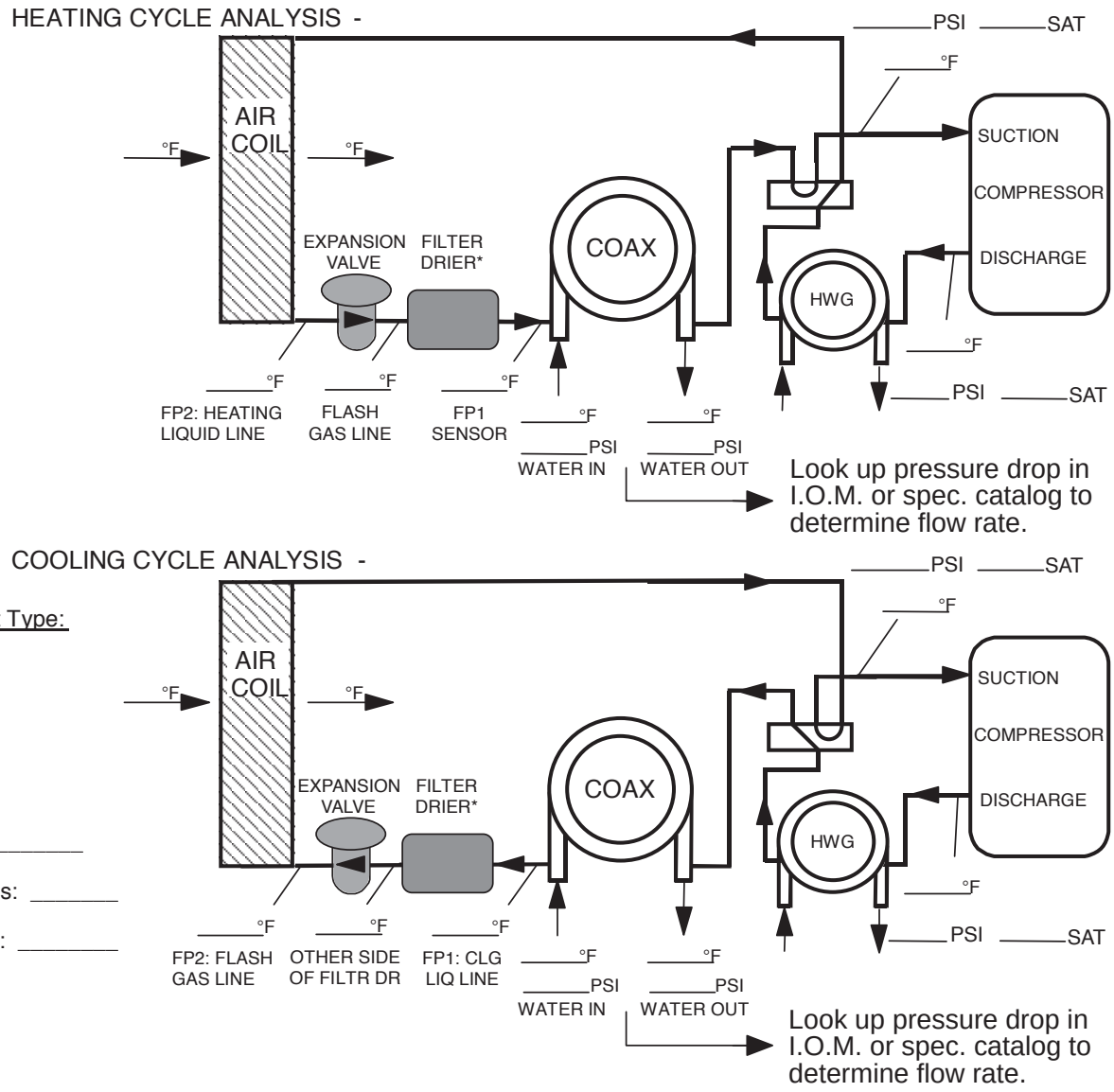
Pressures: PSIG or kPa **Type _____**

	Cooling Mode		Heating Mode
Entering Fluid Temperature			
Leaving Fluid Temperature			
Temperature Differential			
Return-Air Temperature	DB	WB	DB
Supply-Air Temperature	DB	WB	DB
Temperature Differential			
Water Coil Heat Exchanger (Water Pressure IN)			
Water Coil Heat Exchanger (Water Pressure OUT)			
Pressure Differential			
Water Flow GPM			
Compressor			
Amps			
Volts			
Discharge Line Temperature			
Motor			
Amps			
Volts			

Allow unit to run 15 minutes in each mode before taking data.

Note: Never connect refrigerant gauges during startup procedures. Conduct water-side analysis using P/T ports to determine water flow and temperature difference. If water-side analysis shows poor performance, refrigerant troubleshooting may be required. Connect refrigerant gauges as a last resort.

Functional Troubleshooting



Refrigerant Type:

HFC-410A

Voltage: _____

Comp Amps: _____

Total Amps: _____

Heat of Extraction (Absorption) or Heat of Rejection =

_____ flow rate (gpm) x _____ temp.diff. (deg. F) x _____ fluid factor† = _____ (Btu/hr)

Superheat = Suction temperature - suction saturation temp. = _____ (deg F)

Subcooling = Discharge saturation temp. - liquid line temp. = _____ (deg F)

† Use 500 for water, 485 for antifreeze.

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