

# Cooling Fail

## Description of Fault

A CATALYST Cooling Failure Alarm is generated when the CATALYST commands the unit into full cooling and a supply temperature of 65°F or less is not produced after 40 min.

A CATALYST Cooling Failure Alarm will automatically reset when the unit is commanded into full cooling and supply temperature drops below 58°F for 2 consecutive minutes.

## Possible Causes

A CATALYST Cooling Fail is typically caused by:

- Mechanical Issues.
- Not bypassing the existing economizer controls
- Unitary safeties.
- Unit control board restricting cooling command
- Issues with wiring
- Incorrect Unit configuration

# Troubleshooting

## eIQ Platform

1. On the eIQ Platform, navigate to the Settings page of the unit and locate the Soft Switch.
2. Set the Service Switch to the OFF option.
3. Navigate to the Status page and verify the unit is not outputting any commands.
4. Go back to the Settings page and set the Soft Switch to the Cool 1 or 2 Fan 100% (based on the number of cooling stages the unit has) option.
5. Navigate to the Status page of the unit and verify that full cooling is commanded to be on.
  - a. If the supply temperature drops below 58°F, continue to monitor the unit for 10-15 minutes to verify that the cooling continues to run and does not trip on any unitary safeties.
  - b. If the supply temperature does **not** drop below 58°F, a technician will need to investigate the equipment to resolve the issue.

## Site

1. Access the CATALYST Service Switch typically located in the controls section of the Unit.
2. Set the CATALYST Service Switch to the Unit OFF position and verify the fan and cooling elements are disengaged.
3. Set the CATALYST Service Switch to the Cool 1 or 2 Fan 100% position and verify the cooling command engages.
  - a. If the Cooling fails to engage:
    - i. Verify that you have 24 volts AC on the cool command from the CATALYST Green 8 conductor that is landed on the unit's low voltage terminal.
      1. If there is voltage on the cool command wires from the CATALYST green 8 conductor, then the cooling is not functioning due to a mechanical deficiency with the unit. Continue standard mechanical troubleshooting to resolve the issue.
      2. If there is **no** voltage on the cool command wires from the CATALYST green 8 conductor, then contact Transformative Wave for additional troubleshooting support.
4. Contact Transformative Wave for further assistance at [technical@twavetech.com](mailto:technical@twavetech.com) or (855) 867-2333.