

Heating Fail

Description of Fault

A CATALYST Heating Failure Alarm is generated when the CATALYST commands the unit into full heating and a supply temperature of 85°F or more is not produced after 40 min.

A CATALYST Heating Failure Alarm will automatically reset when the unit is commanded into full heating and supply temperature rises above 90°F.

Possible Causes

A CATALYST Heating Fail is typically caused by:

- Failed heating components.
- Unitary safeties.
- Unit control board restricting heating command

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 cooling commands.
4. Go back to the Settings page and set the Soft Switch to the Heat 1 or 2 Fan 100% (based on the number of heating stages the unit has) option.
5. Navigate to the Status page of unit and verify that full heating is commanded to be on.
 - a. If the supply temperature rises above 85°F, continue to monitor the unit for 10-15 minutes to verify that the heating continues to run and does not trip on any unitary safeties.
 - b. If the supply temperature does **not** rise above 85°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 heating elements are disengaged.
3. Set the CATALYST Service Switch to the Heat 1 or 2 Fan 100% position and verify the heating command engages.
 - a. If the heat fails to engage:
 - i. Verify that you have 24 volts AC on the heat command from the CATALYST Green 8 conductor that is landed on the unit's low voltage terminal.
 1. If there is voltage on the heat command wires from the CATALYST green 8 conductor, then the heating 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 heat 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 or (855) 867-2333.