



Versatile, Dependable Walk-ins and Blast Chillers

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## **Heater Diagnostic**

This walk-in has a System 100/200 controller, that controls the door heater.

There are four possible reasons why the door frame heater is not working;

1. The Heater Wire Probe has gone bad.
2. The relay on the System Monitor has gone bad.
3. Someone may have changed the setting(s) in the controller program.
4. The Heater Wire, itself, has gone bad.

- 1) Check the status of the heater wire probe by pressing, and holding, the down arrow. If the display is showing the letter “d”, followed by a number (temperature reading), then the probe is good. If the display reads “HPn6” (Heater Probe No Good), then the heater probe is bad.
- 2) Force the heater relay to turn on:
  - a. Press and hold the ON/OFF button until display reads “OFF”.
  - b. Press and hold UP, DOWN & ENTER keys (all at the same time) until display flashes “Test Mode”.
  - c. Press RESET button twice, until display reads “R2 On” (R2 is heater Relay).
- 3) Go to the junction box, above the door opening on the inside of the walk-in, next to the light fixture. Check terminals 4&5 for 115v.
  - a. If voltage is not present; the R2 relay has failed and the monitor needs to be replaced. **Proceed to Step 4, to take the monitor out of Test Mode.**
  - b. If voltage is present, **proceed to Step 4, to take the monitor out of Test Mode.** Turn the monitor back on and follow the Owner’s Manual instructions, to verify that the programing matches the suggested factory settings. If the settings are incorrect, change them to the factory defaults, then recheck for voltage at terminals 4&5. If the settings are correct and there is, still, no voltage to terminals 4&5, the heater wire needs to be replaced (you may verify this by doing a continuity check, on the heater wire).
- 4) **Turn off R2 relay and get out of Test Mode:** Press & hold the RESET button until display reads “Off”. You may, now, power the monitor back on, for normal operation.