



Versatile, Dependable Walk-ins and Blast Chillers

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.
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- 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. On the Monitor keypad: 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. 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.** Perform a continuity check on the heater wire. If your check reads that the heater is “open”, it is bad and needs to be replaced.
 - c. If voltage is getting to terminals 4&5 and the heater wire is working properly, in test mode, refer to the Owner’s Manual for instruction on how to check the heater program settings. Adjust the programs, as necessary or reset the monitor to factory settings.
 - 4) **Turn off R2 relay and get out of Test Mode:** Press & hold the RESET button until display reads “Off”.
 - 5) Testing has been completed. You may, now, power on the monitor and resume normal operation. If this test has not resolved your issue, please, call American Panel for further support.