SC PRO SERIES
OWNER'S MANUAL

SC PRO 2000
SC PRO 3000
SC PRO 4000
SC PRO 8000

WhisperKOOL®
The Future of KOOL

Conforms to ANSI/UL Std 427

Certified to CAN/CSA Std C22.2 No. 120

WhisperKOOL

"Engineered, Designed and Assembled in the USA"
WhisperKOOL products are composed of parts and materials that were imported to the United States and then assembled into the final products in Stockton, California.
The WhisperKOOL split system condensers are sourced internationally.

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INTRODUCTION

Customer Service

Thank you for purchasing a WhisperKOOL cooling system. We strive to provide the highest-quality products and the best possible customer service. If you have any questions about your system, please call us at support@WhisperKOOL.com or visit whisperkool.com/ticket.

Using the Manual

This manual is intended to assist in the proper maintenance of the cooling system. In order to ensure the longevity of your cooling unit, the equipment should be installed correctly and have a proper care and maintenance schedule. Please read and review this manual carefully and keep it for future reference.

What is the WhisperKOOL Cooling Unit?

The WhisperKOOL cooling unit is a specialized refrigeration unit designed for one purpose only: to maintain the optimal temperature and humidity levels conducive to the proper storage and aging of fine wines. It is a self-contained cooling unit designed to be used as a forced-air through-the-wall unit.

How Does the WhisperKOOL Cooling Unit Work?

The WhisperKOOL cooling unit is specially designed for the use and application to maintain optimal conditions for wine storage and aging. The unit is fully self-contained and is designed to be installed as a through-the-wall application with the ability to duct the exhaust air. The unit is temperature-controlled via a bottle probe.

Temperature Setting

The system is designed to maintain a cellar temperature of 55°F as long as the ambient temperature does not exceed 85°F.

BEFORE YOU START

This guide is meant to serve as a quick reference for installation of the WhisperKOOL unit. The remainder of this owner's manual will provide more detailed information and instructions.

Upon receiving the WhisperKOOL cooling unit:

1. **Inspect the unit before installation.** If damage is found, please contact your distributor or WhisperKOOL Customer Service at support@WhisperKOOL.com.

2. The unit should **remain in an upright position for 24 hours** prior to operation.

3. The WhisperKOOL SC PRO 2000, SC PRO 3000, and SC PRO 4000 units **require a dedicated 115-volt, 15-amp circuit**. The WhisperKOOL SC PRO 8000 unit requires a dedicated 115-volt, 20-amp circuit. Use a surge protector with the WhisperKOOL units. **Do not use a GFI** (ground fault interrupter) line. GFI's are too sensitive to be used with WhisperKOOL units, they will trip prematurely and prevent the unit from operating.

4. For your convenience, the WhisperKOOL unit has two power inlets: one on the side of the unit, and the other on the back. Use the selector switch, located on the right side of the unit, to select the inlet you would like to use.

5. The unit is designed to gently cool down the temperature of the cellar over time by cycling cooler air throughout. **Test the unit prior to installation**.

6. You are **required to install a drain line** to remove condensation from the unit.

7. The WhisperKOOL unit is intended **for use in properly designed and constructed wine cellars**. Hire a professional wine storage consultant with a valid contractor's license to build your wine cellar.

Never try to open the WhisperKOOL unit, repair it yourself, or use a service company without WhisperKOOL's authorization. This will void your warranty.

If you encounter a problem with your WhisperKOOL unit, please refer to the Troubleshooting Guide. If you have any further questions or concerns, or need assistance, please contact WhisperKOOL Customer Service at support@WhisperKOOL.com. Please be sure all testing has been completed prior to contacting Customer Service. Please have your results ready for your representative.

Please review the installation instructions in this manual. Failure to follow proper installation procedures will void your warranty.

RECEIVING AND INSPECTING THE UNIT

Upon receiving your WhisperKOOL unit:

- Lift only at the designated hand-hold locations on the shipping container, or fully support the unit from underneath. A shipment may include one or more boxes containing accessories.
- Inspect the packaging for any obvious signs of damage or mishandling before opening the container.
- Place the box containing the WhisperKOOL unit on a tabletop to prepare it for testing prior to installation.
- Review the packing slip to verify the package's contents.
- Check the model number to ensure it is correct.
- Check that all factory options ordered are listed.
- Check the box for the following:

2000 / 3000 / 4000 /8000

Single-piece mounting bracket

Accessory kit #1:

- (1) WhisperKOOL SC Series owner's manual
- (1) Drain Brush
- (1) Bypass plug
- (1) Liquid-measuring thermostat (bottle probe)

Accessory kit #2:

- (1) Power cord (8 feet)
- (1) Piece of mounting bracket insulation foam (6 feet)
- (11) 1¾" hex head screws
- (7) ¼" Flat undercut screws
- (1) Drain line tube (½" ID clear plastic tubing, 10 feet)
- (1) ¼" FNPT x ½" Hose elbow

NOTE: WhisperKOOL units are assembled in the USA and tested prior to shipment.

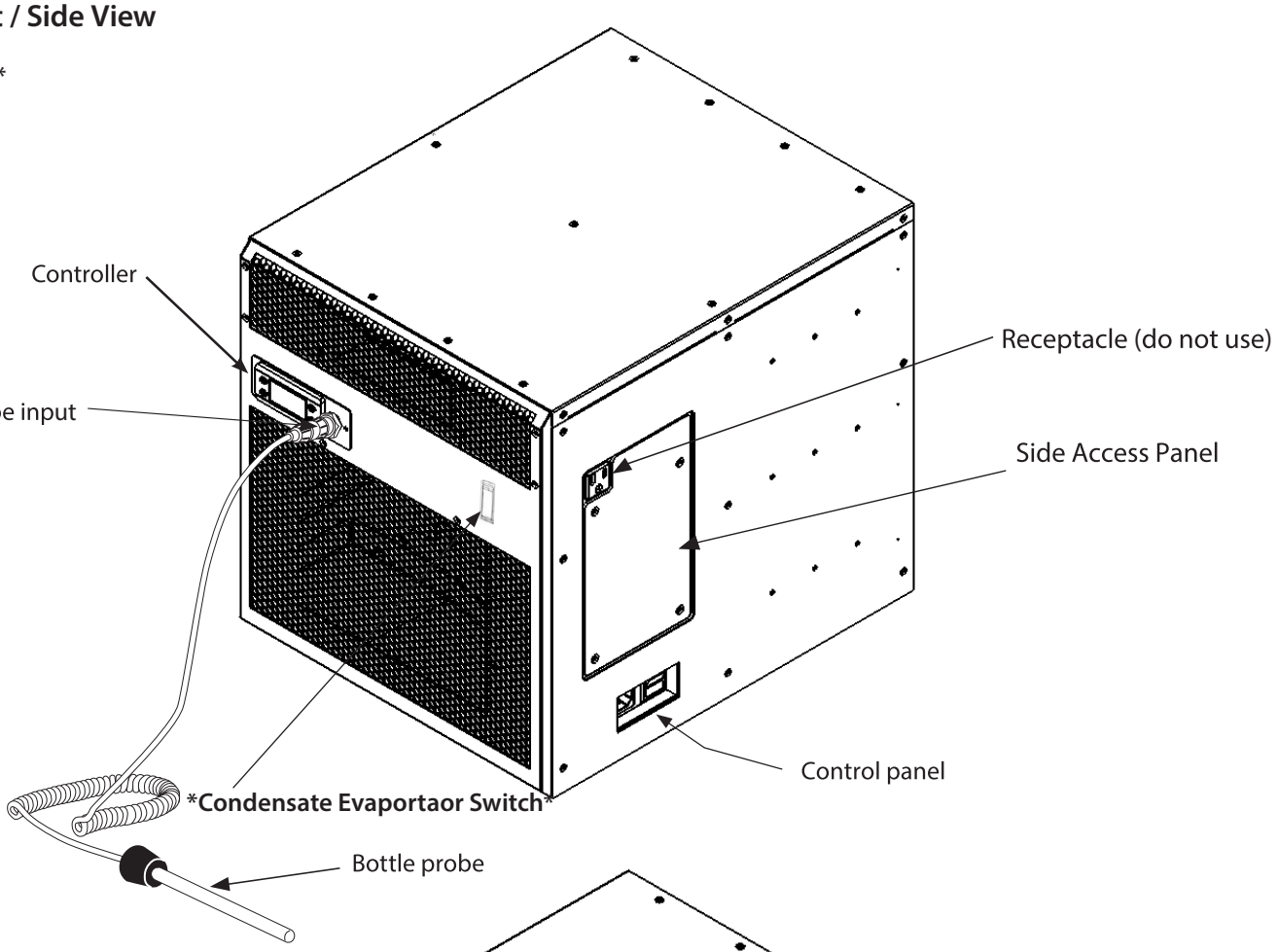
Please leave the WhisperKOOL unit in its original box until you are ready for installation. If the unit is to be stored for any length of time prior to installation, ensure that the unit is stored on a flat level surface in the upright position. This will allow you to move the product safely without damaging it. When you are ready to remove the product from the box, refer to the installation instructions.

TIP: Save your box and all packaging materials. They provide the only safe means of transporting/shipping the unit.

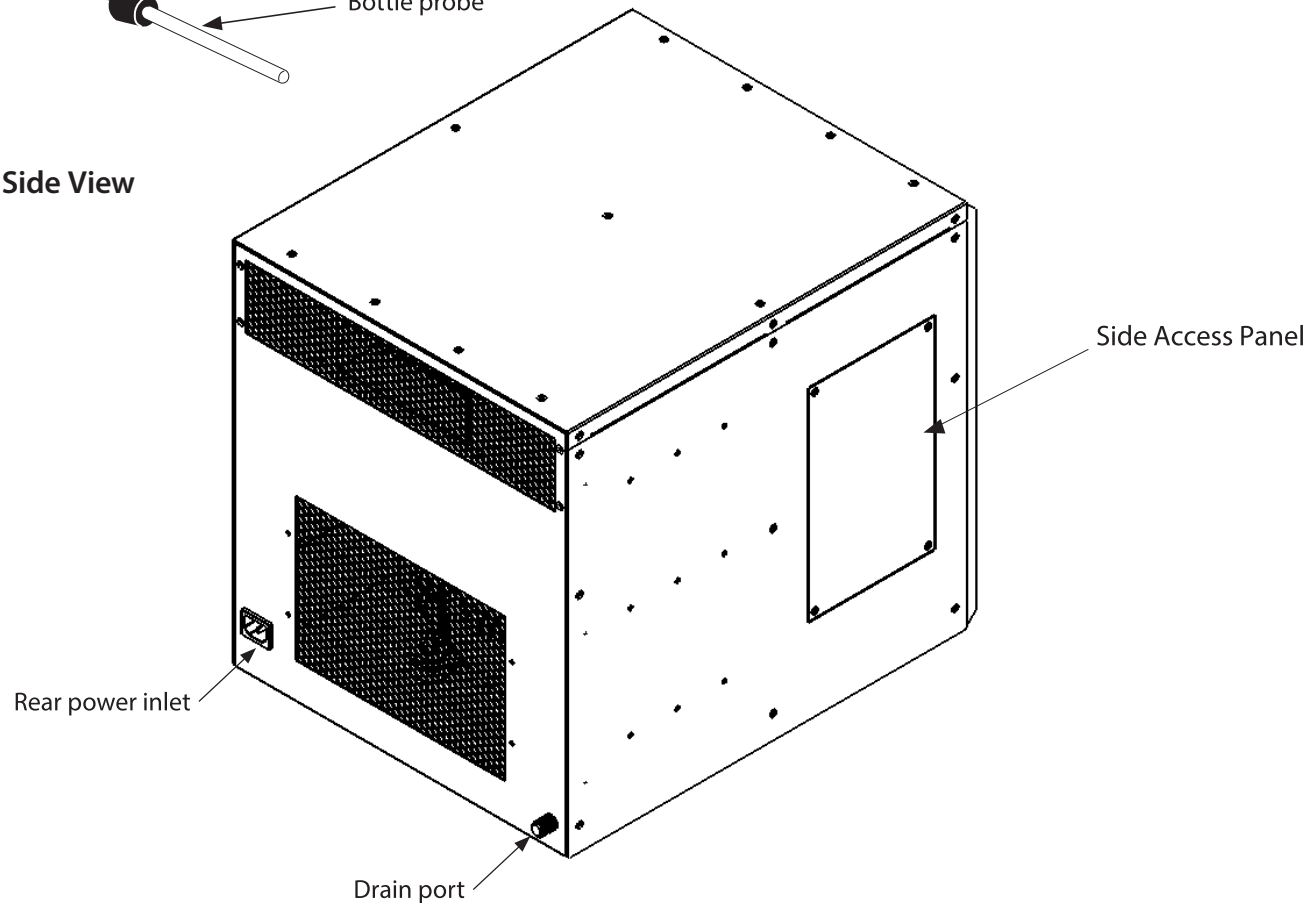
QUICK REFERENCE GUIDE 2000, 3000, 4000

Front / Side View

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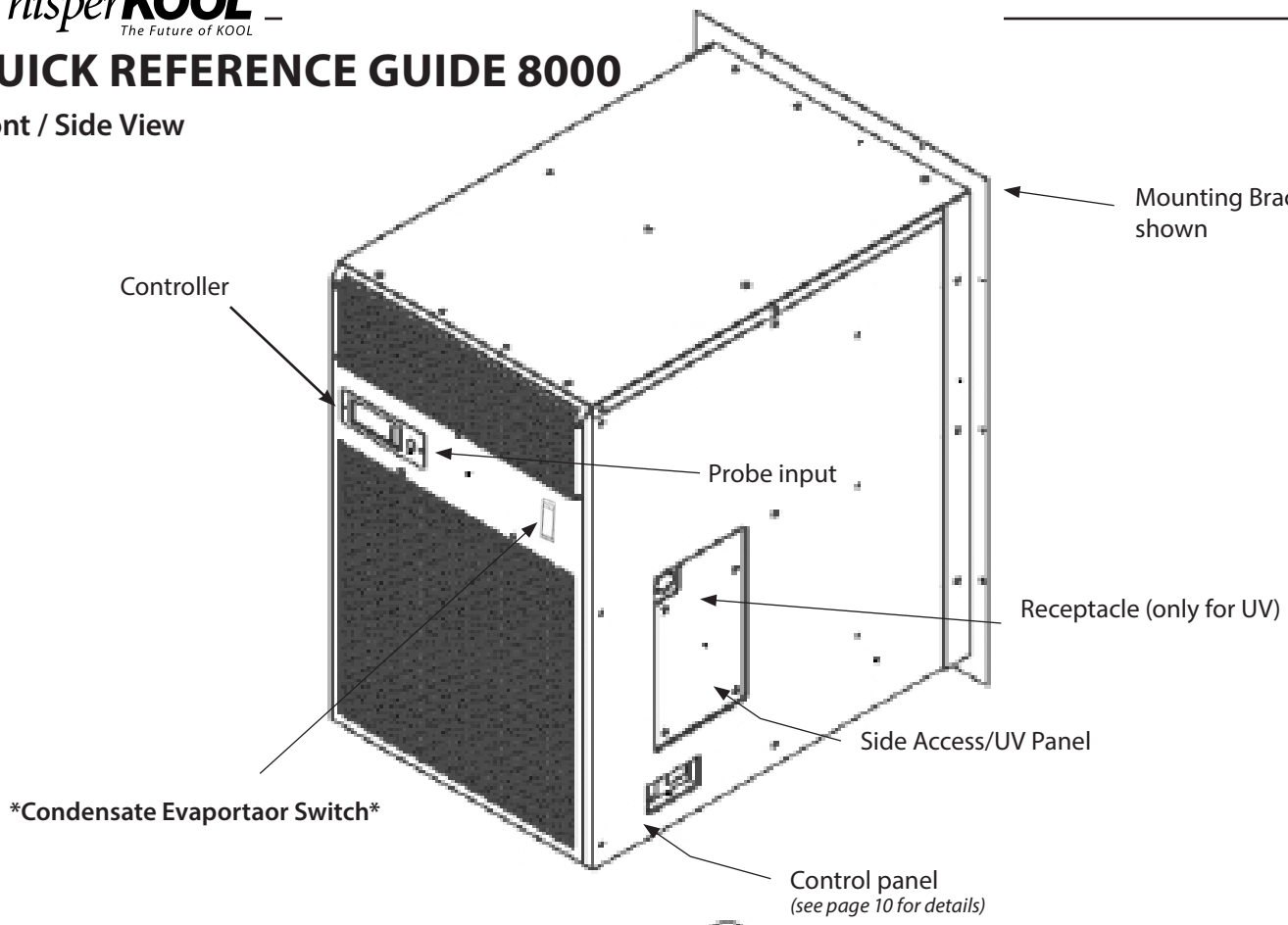


Rear / Side View

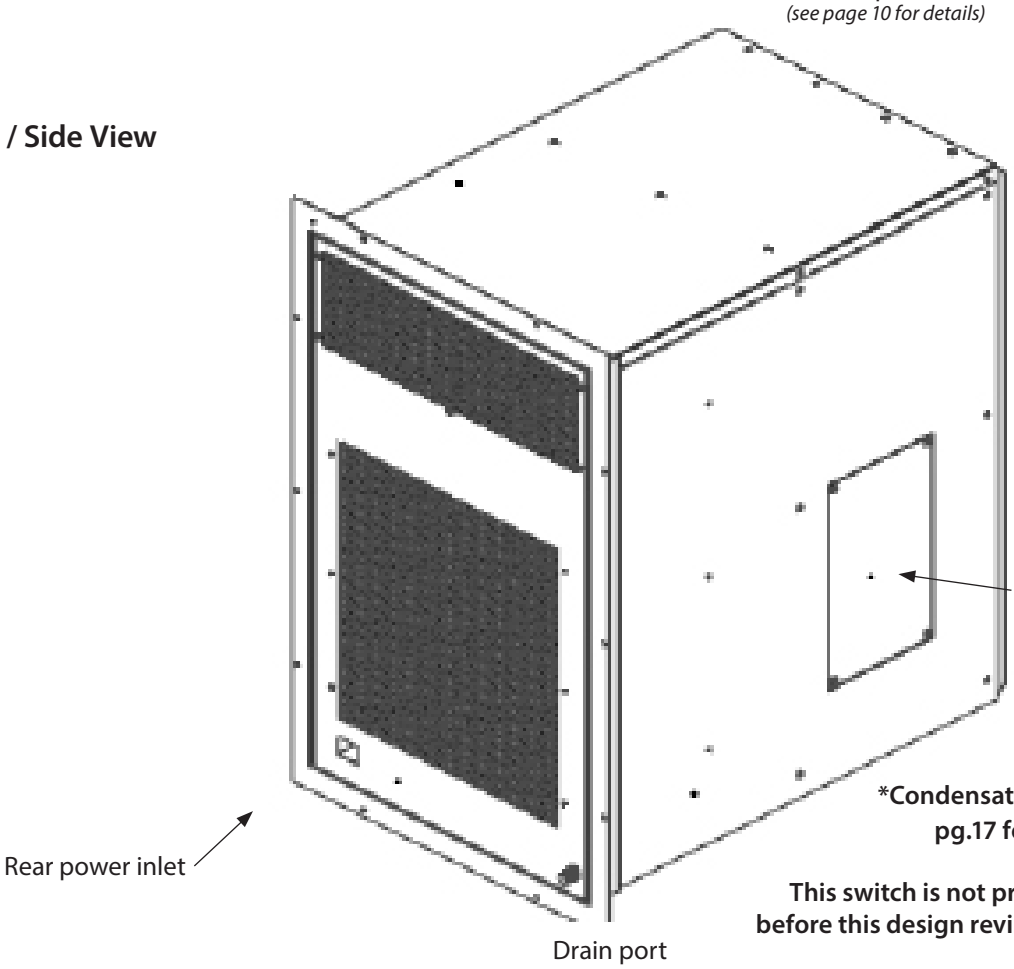


QUICK REFERENCE GUIDE 8000

Front / Side View



Rear / Side View

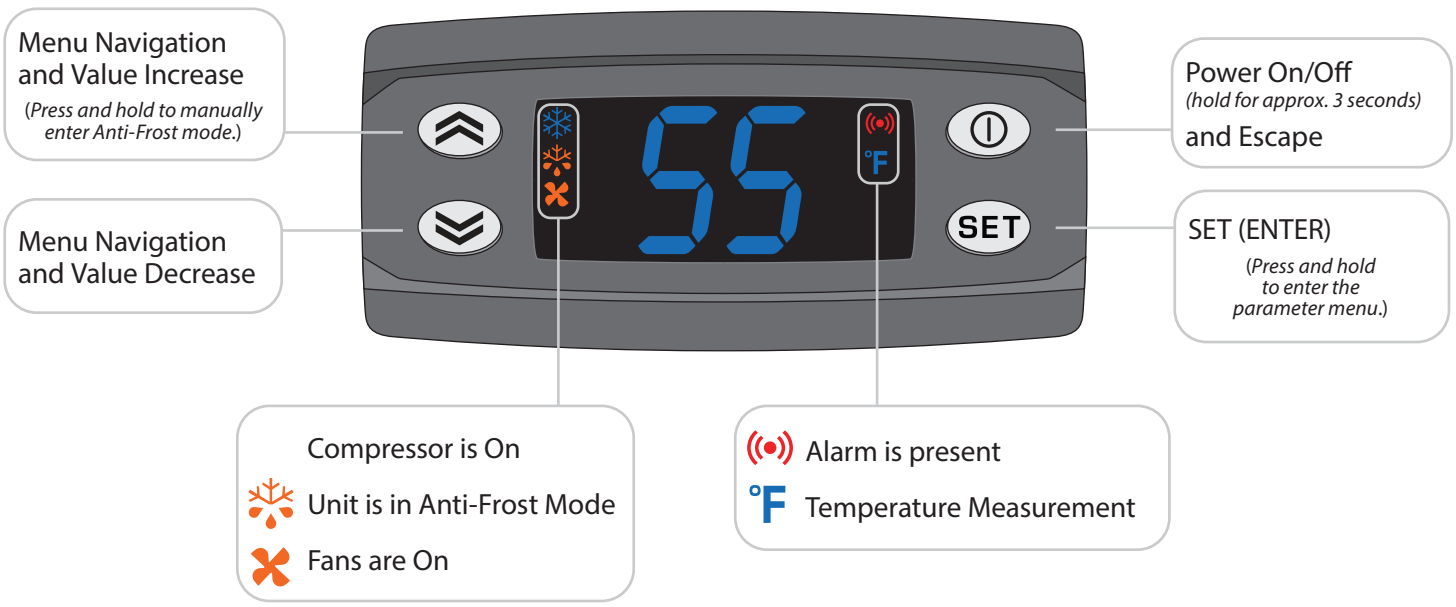


Condensate Evaportaor Switch
pg.17 for more detailes

This switch is not present on all units. Units built before this design revision do not include this feature.

CONTROLLER LAYOUT

Refer to page 19 for complete listing of buttons and symbols.



UNIT SPECIFICATIONS

*** See note on next page**

	2000	3000	4000	8000
Dimensions	17.5"L x 14.25"W x 15.75"H			21.64"L x 14.25"W x 22.56"H
Refrigerant	R-134a			
HP	1/8	1/6	1/6+	1/2
Voltage Rating	115V (15-amp (2000/3000/4000) or 20-amp (8000) dedicated circuit required)			
Weight (lbs)	60	60	60	104
Amps (running)	3.2	3.7	4.7	10.9
Drain Line	½" ID clear plastic tubing			
Installation	Through the wall			
Thermostat	Advanced digital controller, liquid-temperature-measuring bottle probe			
Temp. Delta	Can maintain a 55°F cellar temperature with up to 85°F condenser air intake temperature			
Outside Venting	Not recommended			
Warranty	Two-year limited warranty (parts and labor) / Five-year limited warranty (compressor)			

Contact our sales team if your cellar incorporates stone, concrete, or glass in its construction.

PREPARING THE WINE CELLAR

The performance and life of your system is contingent upon the steps you take in preparing the wine cellar. Improperly preparing your enclosure or incorrectly installing your unit may cause unit failure, leaking of condensation, and other negative side effects.

It is highly recommended that you obtain the assistance of a wine storage professional.

Wine storage professionals work with licensed contractors, refrigeration technicians, and racking companies to build well-insulated, beautiful, and protective wine cellars. WhisperKOOL has put together some useful tips to assist in the installation process. Our recommendations are meant to act as a guide in the process of building a proper enclosure. Your intended location may have specific needs which we do not address.

Wall & Ceiling Framing

Build wine cellar walls using standard 2x4 or 2x6 boards and ceiling joists without violating local or state codes in your area. As a general rule, the thicker the walls and the higher the insulation value, the more consistent your cellar temperature will be.

Insulation

Insulation is **REQUIRED** in order to properly use WhisperKOOL products. It is vital that all walls and ceilings be insulated to keep the cellar temperature as consistent as possible during the summer and winter months. Standard fiberglass or rigid foam insulation is normally used in cellar construction; in some cases, "blown-in" insulation is used. The R-value, or quality of insulation, is determined by the rate at which heat passes through the insulation. The higher the R-value, the more resistant the insulation is to conducting heat, and the more consistent your wine cellar's temperature will be. Using higher R-values in insulation will lower your operating costs and WhisperKOOL unit run time. (R-13 is the recommended minimum; R-19 is preferred for interior cellar walls, and R-30 for ceilings and exterior walls.)

Vapor Barrier

Water vapor creates its own pressure, separate from the ambient air pressure, and will intrude into colder/drier areas. A vapor barrier is **REQUIRED** in order to prevent the intrusion of water vapor and maintain the correct cellar temperature and humidity. It is recommended that 6-millimeter plastic sheeting be applied to the warm side of the cellar walls. The vapor barrier must also be applied to the outside walls and ceiling. If it is impossible to reach the outside, then the plastic must be applied from within the cellar. The most common method is to wrap the entire interior, leaving the plastic loose in the stud cavity so the insulation can be placed between each stud. All of the walls and ceiling must be wrapped in plastic for a complete vapor barrier.

In areas of high humidity, such as Southern and Gulf States, the vapor barrier will prevent infiltration of warm moist air. The moist air can cause mold to form, and standing water in drain pans promote microbial and fungal growth that cause unpleasant odors and indoor air quality problems. If mold is found, remove it immediately and sanitize that portion of the unit.

Note: High humidity significantly increases the heat load on the cooling system.

Any break in the vapor barriers (cut, nail hole, over-lapping, etc.) will cause a moisture leak and must be sealed. The electric conduit is a "duct" for vapor to travel in. The conduit should be caulked and sealed on the warm air end.

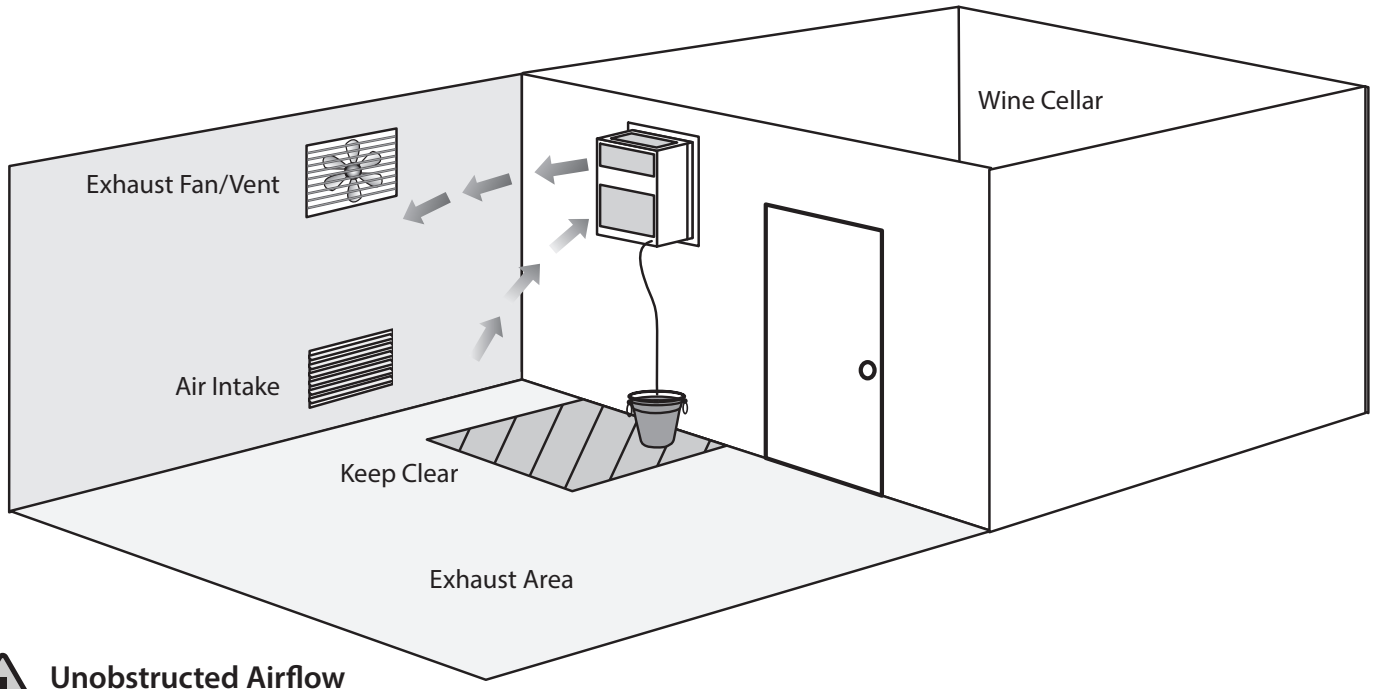
*** Sizing the Unit to the Room**

The specification chart will provide information on the unit's cooling capacity. There are circumstances in which a cellar design may require a larger unit due to preexisting design restrictions. Certain building materials such as glass, stone, or concrete may seem adequate but do not offer the insulation capacity required to maintain the optimum temperature for storing wine. We recommend purchasing a unit with a larger capacity to compensate for these design limitations. Undersized cooling units can lead to premature failure and/or prevent the system from reaching the desired set temperature. As a result, they are not covered under warranty.

PREPARING THE WINE CELLAR, CONTINUED

Mounting the Unit

The unit must be mounted within 18 inches of the ceiling in order to achieve sufficient cooling. As the room cools down, the warm air will rise to the ceiling. Mounting the unit high in the room will create a consistently cool environment by capturing the warm air and replacing it with cool air. Mounting the unit low in the room will result in a temperature variation in the room due to (a) the unit's inability to draw warm air down from the ceiling and (b) cold air settling to the floor.



Unobstructed Airflow

Unobstructed airflow to and from the unit is critical for the unit's overall performance and lifespan. Make sure there is a minimum of three (3) feet of horizontal clearance in every direction around the unit (five feet is ideal). The air blown by the fans needs to circulate and either dissipate or absorb heat from the space. The system will operate more efficiently with a greater amount of air to exchange.

NOTE: Do not attempt to mount the unit in a wall recess or attempt to camouflage or cover the unit with any sort of aftermarket grille, accessory, etc. This can restrict airflow, prevent the unit from working properly, and void the warranty. Please feel free to call WhisperKOOL Customer Service with any questions or concerns regarding installation requirements.

Door and Door Seal

An exterior-grade (1¾") door must be installed as a cellar door. It is very important that weather stripping be attached to all four sides of the doorjamb. A bottom "sweep" or threshold is also required. The door must have a very good seal to keep the cool cellar air from escaping out of the cellar. If the cellar door does not seal properly, the unit will run continuously. **In cases where glass doors are used and the room size is close to the recommended unit size, the next larger size WhisperKOOL should be used.** This will compensate for the insulation loss due to the lower insulation rating of glass.



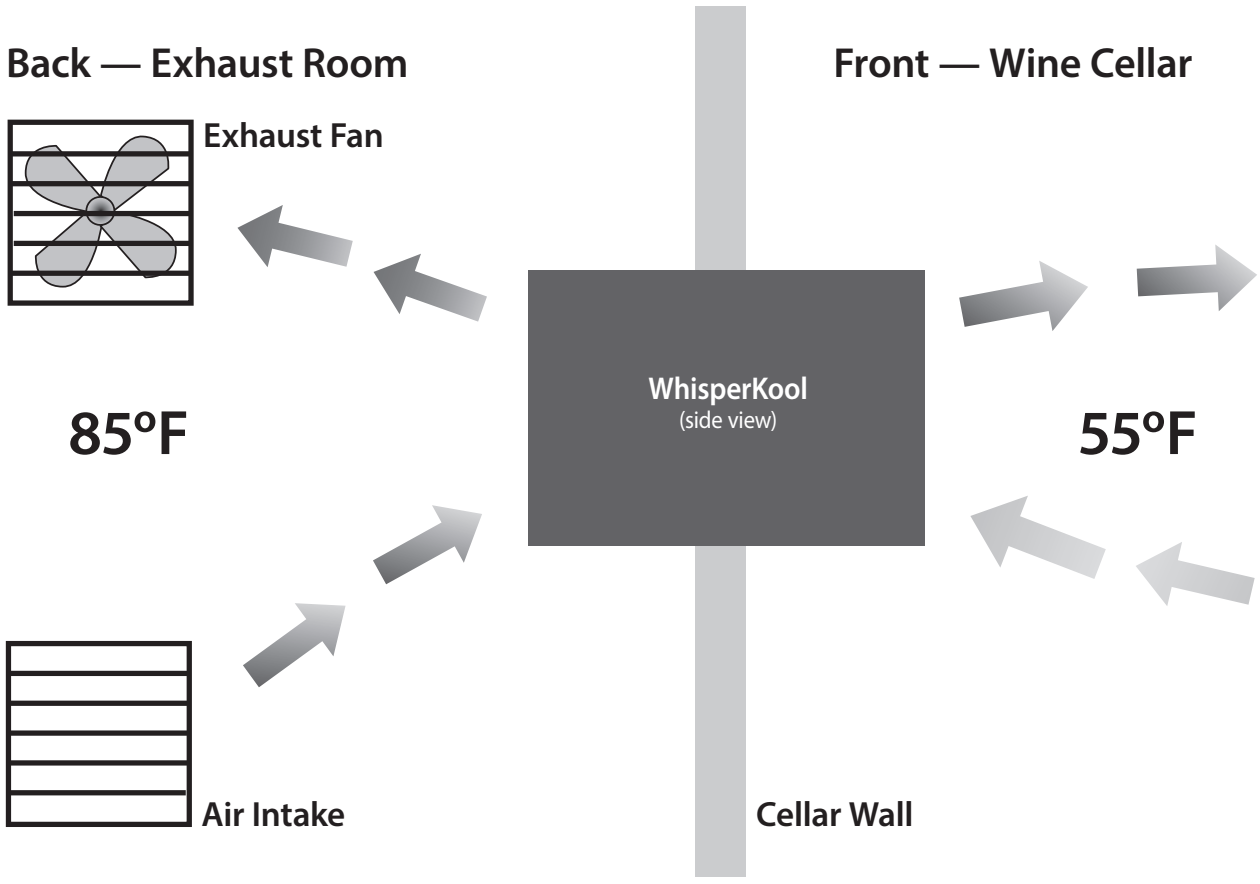
PREPARING THE WINE CELLAR, CONTINUED

Ventilation

The necessity of dissipating heat away from the unit is critical to the unit's performance and cannot be overstated. As the unit operates and cools, a greater amount of heat is generated on the exhaust side of the unit. Adequate ventilation is required in order to dissipate heat away from the unit. If ventilation is inadequate, the exhaust will heat the area or room and adversely affect the unit's ability to cool. In some cases, it may be advisable to install a vent fan to dissipate heat from within the exhaust area. However, you must have a fresh air inlet as well. If your unit requires ducting, please contact WhisperKOOL to obtain a specially designed ducting plenum for the unit.

Using any other ducting system will void the warranty.

NOTE: If you are unsure whether you have adequate ventilation in your install location, please contact us to assess your specific installation at support@whisperkool.com or 1-800-343-9463.



Ambient Temperature Factor

The cooling unit has the ability to cool a wine cellar efficiently to 55°F as long as the intake air does not exceed 85°F. Therefore, you want to exhaust the unit in a room which will not exceed 85°F. Without proper heat dissipation the unit will not have the capacity to keep the wine at a desirable 55°F.

WARNING! Allowing your unit to operate in high ambient temperatures for extended periods of time will greatly decrease the life of your unit and void your warranty.

PREPARING THE UNIT FOR INSTALLATION

The WhisperKOOL 2000, 3000, and 4000 unit requires a dedicated 115-volt, 15-amp circuit. The 8000 unit requires a dedicated 115-volt, 20-amp circuit The unit draws a large amount of amps during its initial startup. By designating a dedicated circuit breaker, you will guarantee the unit has enough power to run effectively. Contact an electrician for assistance with the installation of this dedicated electrical circuit.

The unit must sit upright for 24 hours prior to testing and installation. To prepare the unit for testing:

- Remove unit from box
- Place unit on tabletop
- Plug in unit to electrical outlet
- Plug in bottle probe
- Turn on to test for approximately 20–30 minutes
- Turn off after test
- Disconnect bottle probe

To prepare the unit for installation:

- Match the electrical outlet to the plug provided on the WhisperKOOL unit.
- Provide a dedicated circuit and wiring for the unit.
- Provide a weatherproof plug for units connected outside.

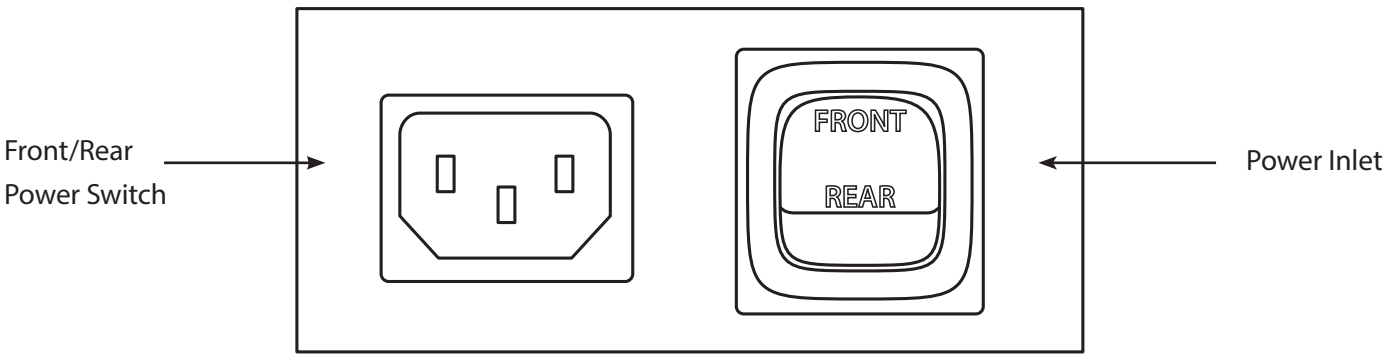
Power surges and spikes can damage sensitive electrical equipment. WhisperKOOL recommends plugging the unit into a surge protector or power conditioner in order to protect your system. As outlined in our terms and conditions, power surges and spikes are not covered under warranty.

We recommend that you do not use a GFI (ground fault interrupter) with this product.

Electrical Inlets

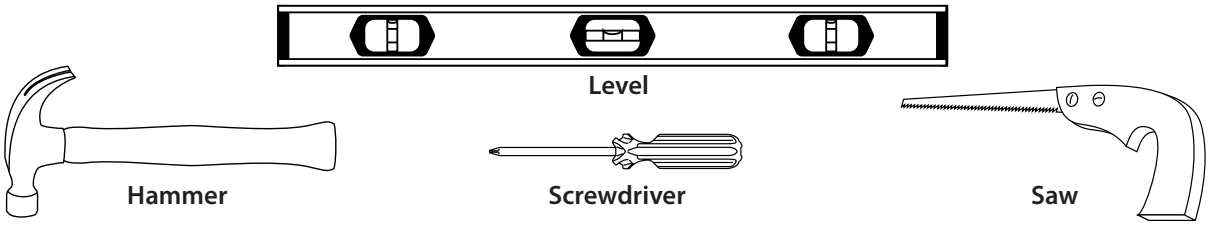
The unit is equipped with two power inlets. One is located on the right side of the unit (inside of the cellar), and the other is located on the rear of the unit (outside of the cellar). Use the selector switch located on the right side of the unit to select which power inlet you would like to use. If you would like to plug the unit into a socket outside of the cellar, set the selector switch to rear. If you would like to plug the unit into a socket inside of the cellar, set the selector switch to the front position. When placed in either position, power can only enter the unit utilizing the power inlet you've selected.

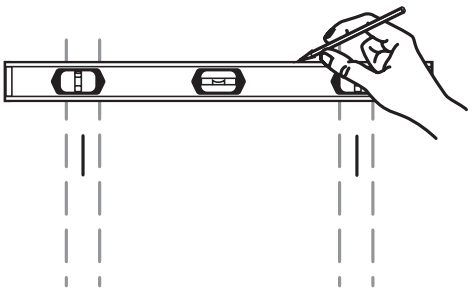
In case the unit should lose power, check the home/main circuit breaker. If the unit does not respond properly, refer to the Troubleshooting Guide.



PREPARING THE INSTALLATION LOCATION

Minimum Tools Needed

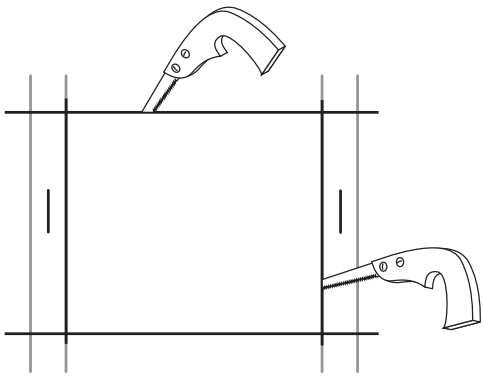




Locate the desired installation location (no lower than 18 inches from the ceiling). Using a stud finder, locate the studs on either side of the center point, and mark them with vertical lines.

Using a level and a pencil, mark a horizontal line on the wall between the two studs, no less than 1.5 inches and no more than 18 inches from the ceiling.

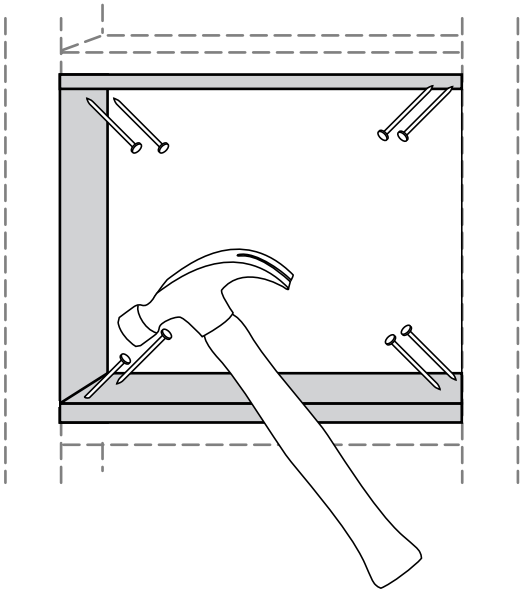
Using a ruler or measuring tape, measure 16 inches down (2000/3000/4000) or 22.75 inches down (8000)and mark another horizontal line parallel to the first one. The unit is designed to fit between two studs that are 16 inches apart on center, enabling the unit to fit in the 14.5-inch horizontal space.



Using a saw, cut along the uppermost horizontal line until your saw reaches the stud. Turn the saw around, inserting it into the cut that has just been made, and cut toward the opposite stud so that there is a clean horizontal cut between the two studs. Be careful not to cut into the studs themselves.

Make the second horizontal cut from stud to stud on the line 16 inches below the first cut.

Once the horizontal lines have been cut, make vertical cuts using the inside edge of the studs as a guide. Once both vertical cuts have been made, there should be rectangular hole in the sheetrock. Make the same hole on the other side of the wall. Using a nail, mark all four corners of the first hole by making nail holes through the sheetrock. Connect the holes with a pencil mark and cut on the other side of the wall.



Sheetrock alone cannot support the weight of a cooling unit. Therefore, it is necessary to frame the hole that has just been cut with upper and lower supports. These supports also provide solid material for the mounting bracket screws.

Using two 2x4s at 14.5 inches in length and eight 6d nails, secure the upper and lower supports to the right and left studs, just inside the sheetrock. Make sure that the internal height remains at 16 inches (2000/3000/4000) or 22.75 inches (8000) so that the WhisperKOOL unit will fit snugly through the framed cut-out.

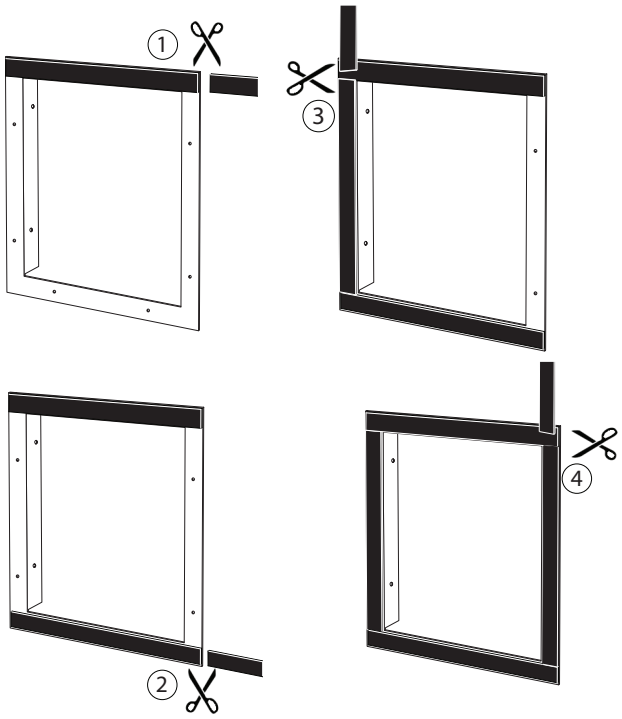
PREPARING THE UNIT FOR INSTALLATION

Single-Piece Mounting Bracket

The SC Series utilizes a single-piece mounting bracket. This sturdy bracket frames the installation location and secures the unit to the wall.

Applying Insulation Tape

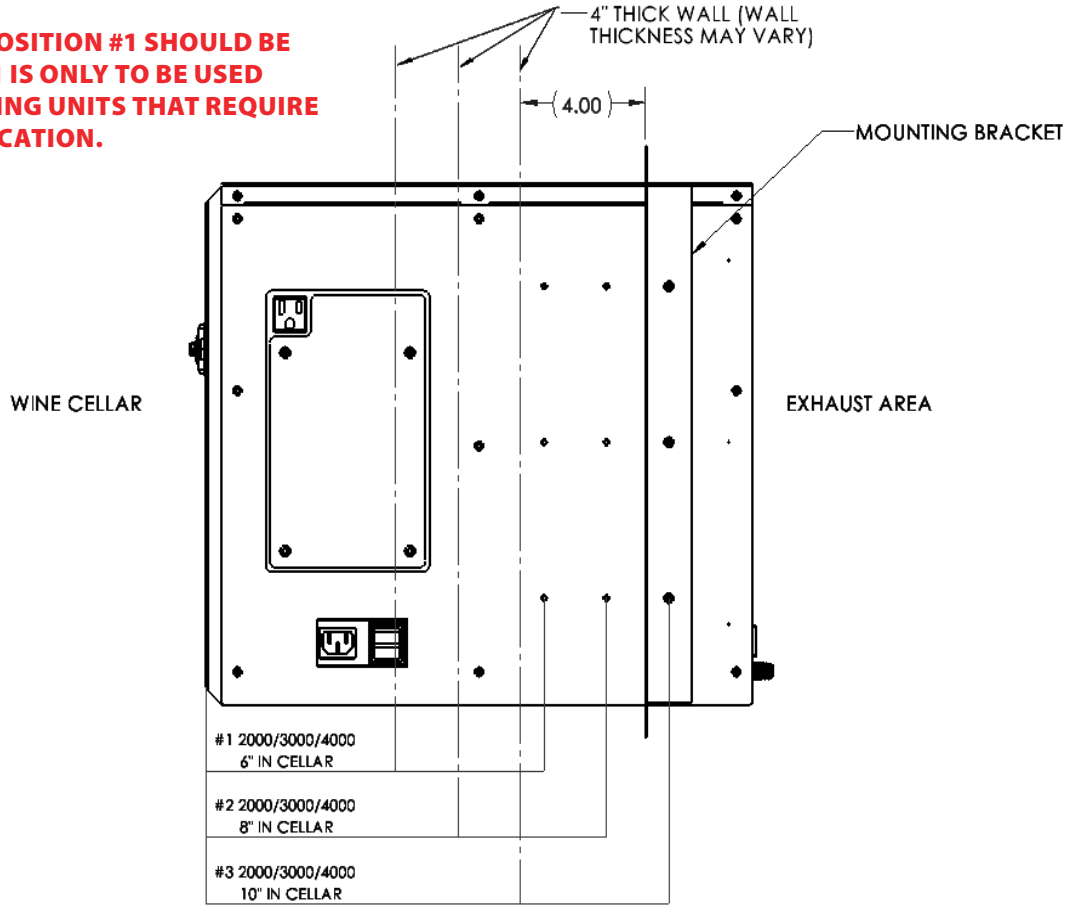
Locate the six-foot piece of black foam tape included with the unit. Align one end of the foam tape with the upper left corner of the rear side of the mounting bracket. Stretch the tape across the rear of the bracket and cut the tape at the opposite edge. Peel off the white paper backing and attach the cut piece of foam tape to the top rear side of the mounting bracket. Follow the same procedure to place a piece of tape on the bottom edge of the mounting bracket. Place the remaining piece of foam tape on one side of the mounting bracket (spanning the distance between the pieces of tape on the top and bottom edges of the mounting bracket), then cut, remove paper backing, and secure. Do the same on the opposite side of the bracket. Discard any excess. The foam tape will create a tight seal between the bracket and the wall.



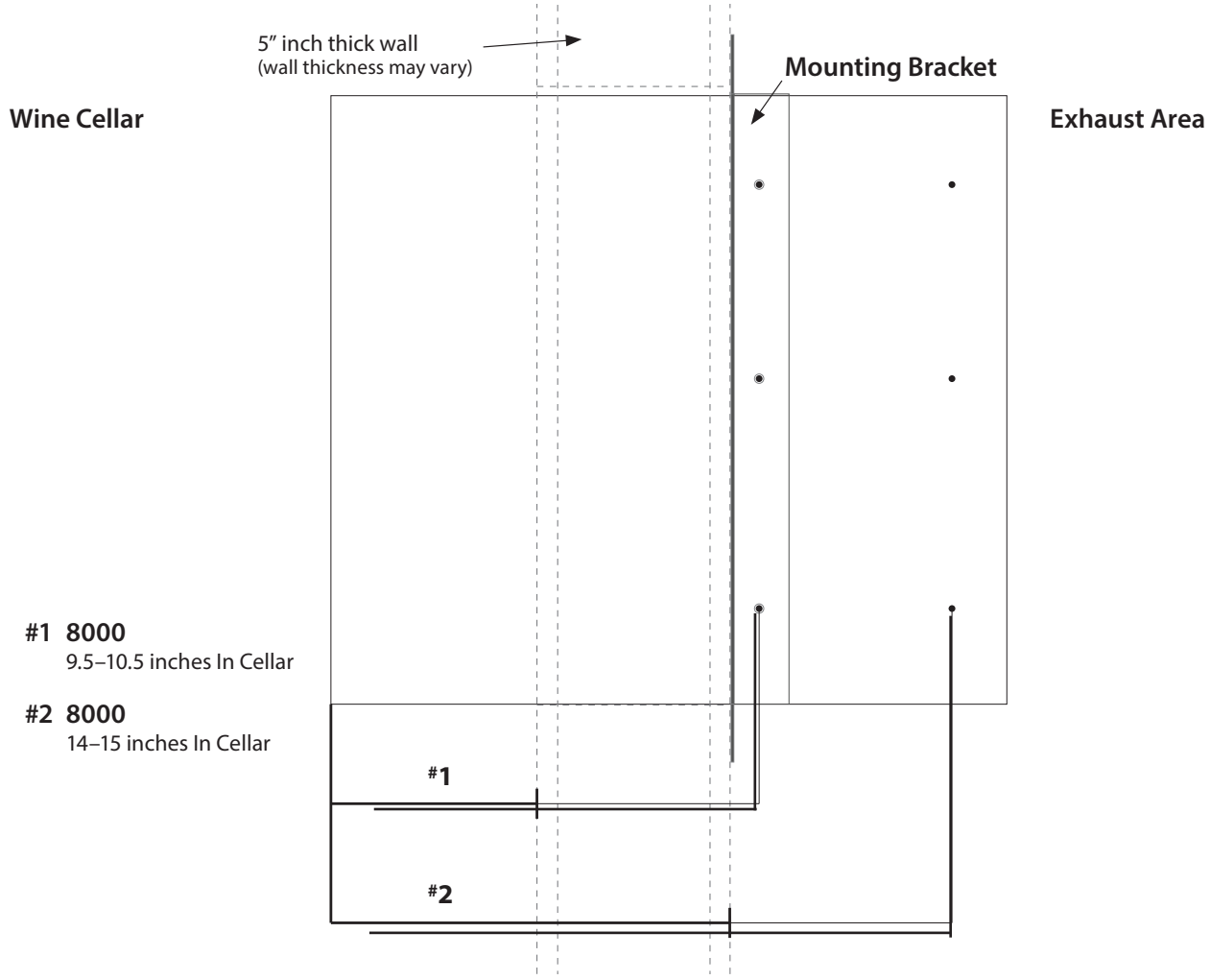
Mounting Bracket Installation

Select your desired bracket mounting location (see diagram below). This location determines the depth of the installation. For example, position #1 (SC PRO 8000) keeps most of the unit out of the cellar while position #2 (SC PRO 8000) makes the back of the unit near flush on the exterior wall. Slide the bracket onto the unit, paying special attention to the flanges for mounting to the unit. Make sure they are pointing towards the back. Use the six ½" pan-head screws to fasten the bracket to the unit. Under no circumstances should you use screws longer than ½" in length.

NOTICE: MOUNTING POSITION #1 SHOULD BE AVOIDED. POSITION #1 IS ONLY TO BE USED FOR REPLACING EXISTING UNITS THAT REQUIRE MOUNTING IN THIS LOCATION.



PREPARING THE UNIT FOR INSTALLATION



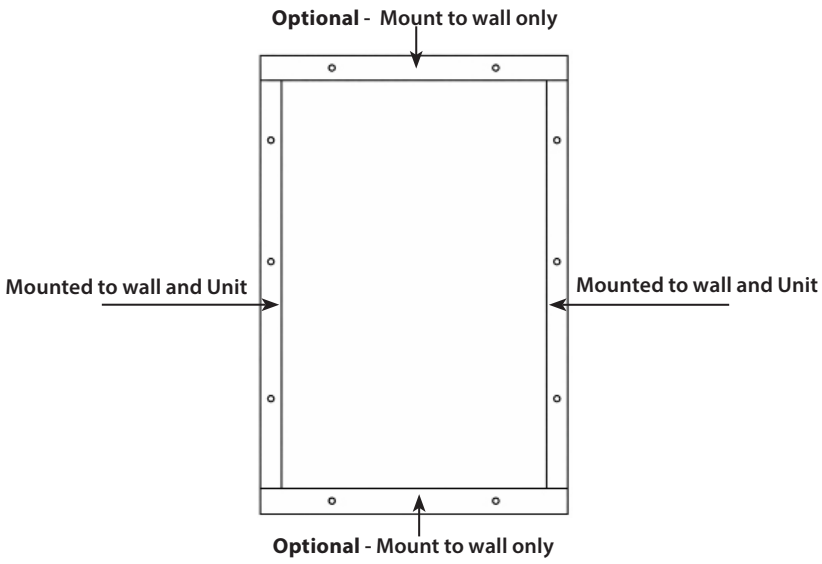
SC PRO 8000 ONLY – Mounting Bracket Overview

4 Piece Mounting Bracket Includes:

- (2) Side brackets: **Required** (secure unit to wall)
- (1) Top bracket: **Optional** (wall support only)
- (1) Bottom bracket: **Optional** (wall support only)

Installation Requirements:
Side brackets must be installed to both the unit and wall

Top and bottom brackets install to the wall only (do not attach to unit)



INSTALLING THE UNIT THROUGH THE WALL

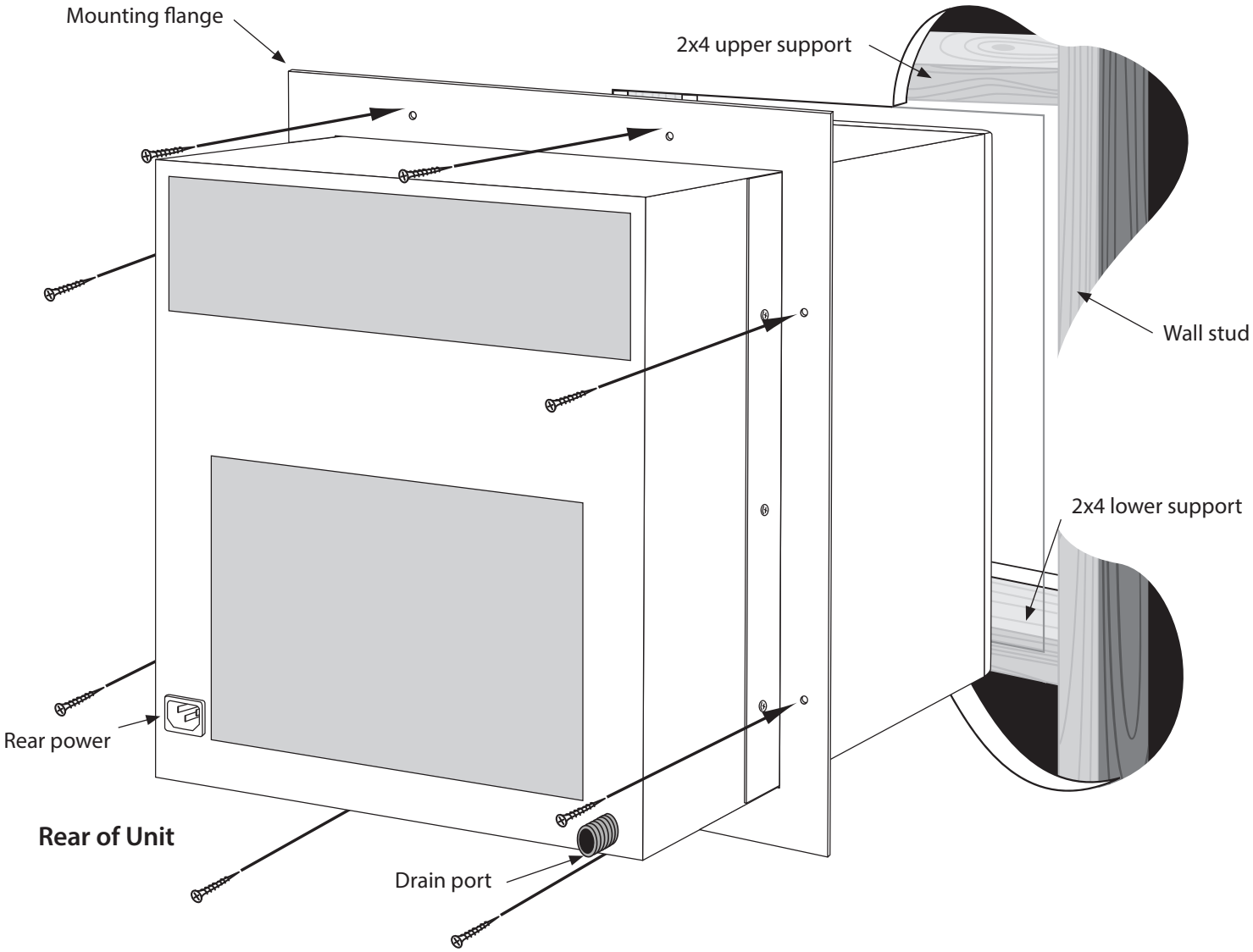
Select Power Location

Before sliding the unit into the installation location, select either the front or the rear switch on the power panel located on the side of the unit to choose which power inlet (front or rear) will be in use.

Installing the Unit

Slide the unit from the outside wall into your wine cellar with the outer flange flush to the wall. Secure the flange to the wall through the pre-drilled holes. The screws should penetrate the studs as well as the upper and lower supports to provide adequate support for the WhisperKOOL unit (see illustration). Seal all cracks and gaps around the WhisperKOOL unit with an air-tight sealant or caulking to prevent air leakage.

Note: If you use decorative moulding, it should be attached to the walls and never to the cooling unit itself. The moulding itself should be removable in case the unit needs servicing.



DRAIN LINE

Condensation Drain Line Tube

All units come equipped with a drain line for additional removal of excess condensate. This is a backup system to the condensate evaporator. It is mandatory to install the drain line attachment. The condensate evaporator will heat and dissipate the excess moisture through the rear of the unit. However, in extreme humidity, additional condensate will be created. Conversely the high humidity air has less capacity to absorb additional moisture through the exhaust of the unit. Thus, the drain line will prevent overflow and leaking by allowing the discharge of the additional condensate.

It is important that the drain line tube be properly connected and used to prevent leakage and other problems associated with excess condensation.

Failure to use the condensation drain line tube will void the warranty on the unit.

Condensate Evaporator

The SC units come equipped with a condensate management system known as a condensate evaporator. The condensate evaporator is a heating element designed to evaporate the condensate which accumulates in the cooling system as a by-product of the refrigeration cycle. The condensate evaporator is designed to evaporate 3 oz. of water for every working hour.

NOTICE: DO NOT INTRODUCE ANY TYPE OF CLEANING AGENT, DISINFECTANT OR OTHER FOREIGN MATTER INTO THE COOLING SYSTEM.

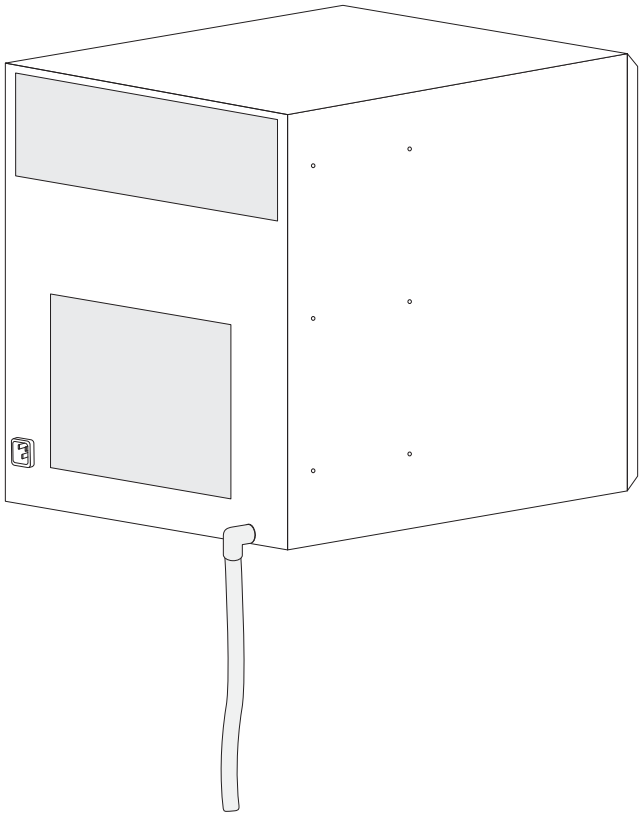
SC Drain Line Installation

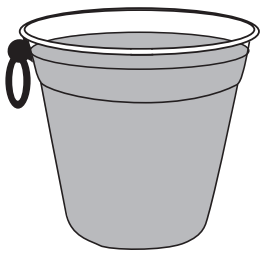
1. Wrap the threads of the drain fitting in plumber's tape and screw on the plastic elbow.
2. Attach the supplied piece of 1/2" ID clear plastic tubing to the plastic fitting.

To prevent mold from growing, allow the drain line to hang above the water line.



WRONG: Drain line is under water.

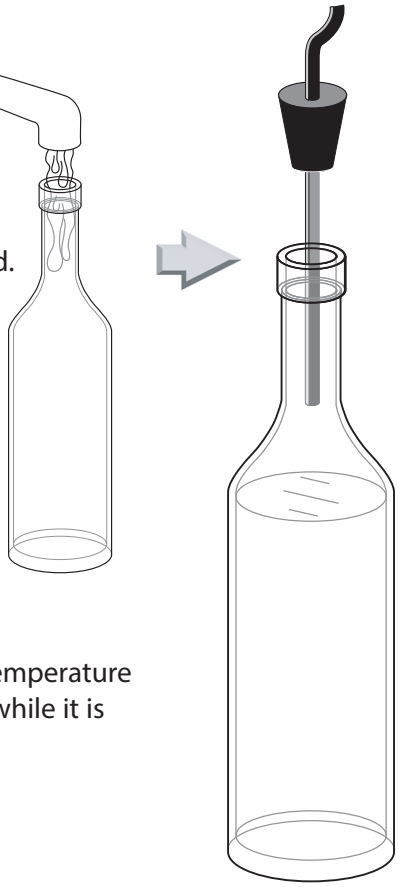




LIQUID-MEASURING THERMOSTAT SYSTEM (BOTTLE PROBE)

WhisperKOOL cooling units come with a liquid-temperature-measuring thermostat. The self-calibrating bottle probe contains a sensor chip, which communicates back and forth with the thermostat. This results in a consistent temperature setting and accuracy. Wine should be kept at a very precise, controlled temperature and humidity. By measuring the liquid temperature rather than air, the unit will operate 75–80% of the time.

Figure 1



Setting up the Bottle Probe:

1. Locate an empty wine bottle.
2. Fill it 75% full with room-temperature tap water.
3. Place bottle probe securely into bottle as seen in Figure 1.
4. Place the wine bottle in your wine cellar. Ensure sensor tip is fully submerged.
5. To ensure a consistent temperature, place bottle probe approximately three (3) feet away from the air output and not in the flow of the air.

It is recommended that the bottle be placed in a central location of your wine cellar. Avoid pulling too much on the probe cord. It may become disconnected resulting in limited functionality of the unit.

Note: The thermostat can be set between 50-70°F.

Remember: The unit operates based on the temperature of the water. Do not be misled by thermostats reading air temperature. The air temperature in the cellar will be cooler than the liquid temperature of the wine while it is reaching the optimum balanced temperature.

Condensate Evaporator Switch

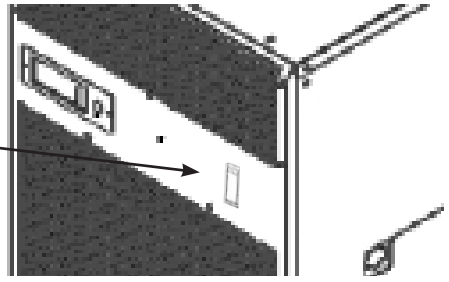
Units equipped with a Condensate Evaporator Switch have it located on the front of the unit below the controller. This switch controls power to the condensate evaporator heating element only. It does not affect cooling, the compressor, the fans, or any other function of the unit.

Switch [UP]: Condensate Evaporator ON (factory default). The heating element is energized and evaporates condensate as it accumulates, dissipating the moisture through the rear of the unit. Leave the switch in this position for normal operation.

Switch [DOWN]: Condensate Evaporator OFF. The heating element is de-energized and all condensate is routed to the drain line. Use this position only when the unit is connected to a gravity drain or condensate pump.

The drain line is required in both switch positions. Failure to use the condensation drain line tube will void the warranty on the unit.

Condensate Evaportaor Switch



SYSTEM OPERATION

Initial Start-Up

When power is applied to the unit, the control will briefly display all symbols, and the snowflake symbol will be displayed (if unit is calling for cooling). There may be a brief delay (up to 60 sec.) before the evaporator fan turns on. When the evaporator fan is activated, the fan symbol will display.

APST (Advance Product Safety Technology) is a temperature control feature for the evaporator fan that comes standard with all WhisperKOOL units. APST ensures that in the event of a cooling deficiency, the heat from the indoor fan will not raise the temperature of the wine cellar, which could otherwise have an adverse effect on the wine-aging process.

Setpoint

The setpoint is preset at the factory (WhisperKOOL) to 55°F. It can be adjusted by the customer between 50°F and 70°F (in 1°F increments).

Cooling Operation

Cooling is activated once the bottle probe senses a temperature that is 1°F greater than the setpoint. The controller then energizes the compressor relay which activates the compressor. The evaporator and condenser fans operate with the compressor. The unit provides cooling until the bottle probe senses that the setpoint has been reached. At this point the compressor relay is de-energized, which stops the compressor. The evaporator and condenser fans will continue to run for one minute to reintroduce any moisture from the evaporator coil and reduce the head pressure.

Humidity Features

The Fdc parameter can be increased to allow the evaporator and condenser fans to run for a longer period of time after the compressor turns off, allowing more moisture to be reintroduced into the wine cellar.

Anti-Short Cycle

The Anti-Short Cycle ensures that the compressor will remain off for a period of three minutes after the unit has reached the setpoint to allow the pressure in the refrigeration unit to equalize prior to starting the compressor.

Anti-Frost Cycle (defrost)

When the evaporator probe senses a temperature of 26°F for five minutes, the unit will enter an Anti-Frost Cycle. This will shut down the compressor and allow the evaporator and condenser fans to run to evaporate any frost accumulation on the coil. The compressor will remain off until the evaporator coil reaches 40°F, or for a maximum of ten minutes. The unit will then return to normal operation.

If the evaporator is not above 26°F after the Anti-Frost Cycle has ended, the red error light will display in the upper right corner. The alarm "Ad3" will be recorded in the alarm folder, indicating that the Anti-Frost Cycle timed out. The unit will run for five minutes and then enter another Anti-Frost Cycle. This sequence will continue until the evaporator temperature rises above 26°F.

"Def" will be displayed during the Anti-Frost Cycle. If the cycle is less than five minutes, the controller will prevent the compressor from starting until five additional minutes have elapsed. This is to prevent short cycling of the compressor.

Holding down the UP ARROW button for approximately five seconds manually starts the Anti-Frost Cycle, but only if the evaporator is below 40°F (defrost end temperature). If the evaporator is above 40°F, the display will blink three times and continue normal operation.

Bottle Probe Failure Protection

In the event that a bottle probe should fail, the APST (Advance Product Safety Technology) will automatically transition the system to a timed cycle based on detailed laboratory testing, which will ensure that the product is kept within a safe temperature range.

Display

The bottle probe temperature is displayed by default. The bottle probe, evaporator probe, and condenser probe temperatures can all be accessed by pushing the SET button and scrolling through "Pb1" (bottle probe), "Pb2" (evaporator probe), and "Pb3" (condenser probe).

Safety Features

Once the compressor relay is de-energized the controller must wait five minutes before reenergizing the relay. This prevents the compressor from repeatedly turning off and on. If the unit is calling for cooling during this time, the compressor symbol will blink, indicating that cooling is needed but the control is waiting for the Anti-Short cycle delay.

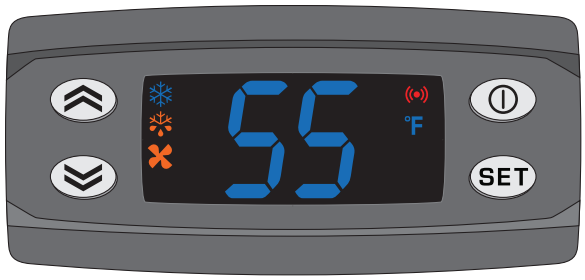
In the event of a faulty bottle probe, the compressor will cycle off for 10 minutes and on for 40 minutes. "E1" will be displayed on the screen.

If the condenser temperature reaches 125°F, the compressor will shut down. The red alarm light will be displayed in the upper corner of the display. "COH" will be displayed on the screen. The evaporator and condenser fans will continue to run until the time set by the Fdc parameter has elapsed. The unit will continue normal operation once the condenser has reached 115°F.

Alarms

See **Alarm Codes** in the Controller Function chart.

CONTROLLER FUNCTIONS



Button/Symbol	Normal Functions
ON/OFF	• Press and hold the ON/OFF button for approximately 3 seconds to turn the unit on or off. **Note:** *This does not disconnect power from the unit. In order for the power to be shut off from the unit, the power cord must be unplugged from the power outlet.* • This button also serves as an escape button.
UP/ DOWN	• Use these buttons to scroll up or down a menu. • Press and hold the UP ARROW button for approximately five seconds to manually start the Anti-Frost Cycle. The Anti-Frost Cycle will begin, but only if the evaporator is below 40°F. If the evaporator is above 40°F, the display will blink three times, signalling that an Anti-Frost Cycle is not needed, and the unit will continue normal operation.
SET	**Changing the Set Point** • Press and Release the set button. • While "SEt" is displayed, press and release the set button again. • While the current temperature setting is displayed, press the up or down arrows to change set point. • When the display shows the desired temperature setting, press and release the set button again. **Accessing Alarm Codes** • Press and Release the set button. • While "AL" is displayed, press and release the set button.
SNOWFLAKE	**Steadily Illuminated:** The unit is in cooling mode and the compressor is running. **Blinking:** The unit is calling for cooling, but must wait five minutes before restarting the compressor. This five-minute delay serves as an anti-short cycle for the compressors protection.
DRIPPING SNOWFLAKE	The unit is running an Anti-Frost Cycle. The evaporator and condenser fans are running to evaporate any frost which may have formed on the evaporator coil.
FAN	The evaporator and condenser fans are on.
ALARM	The alarm symbol is shown and an audible buzzer will sound when the unit encounters an issue that needs attention. The displayed alarm codes are explained on the next page. To silence the buzzer, press any button. The alarm code will remain displayed until corrected.

ALARM CODES

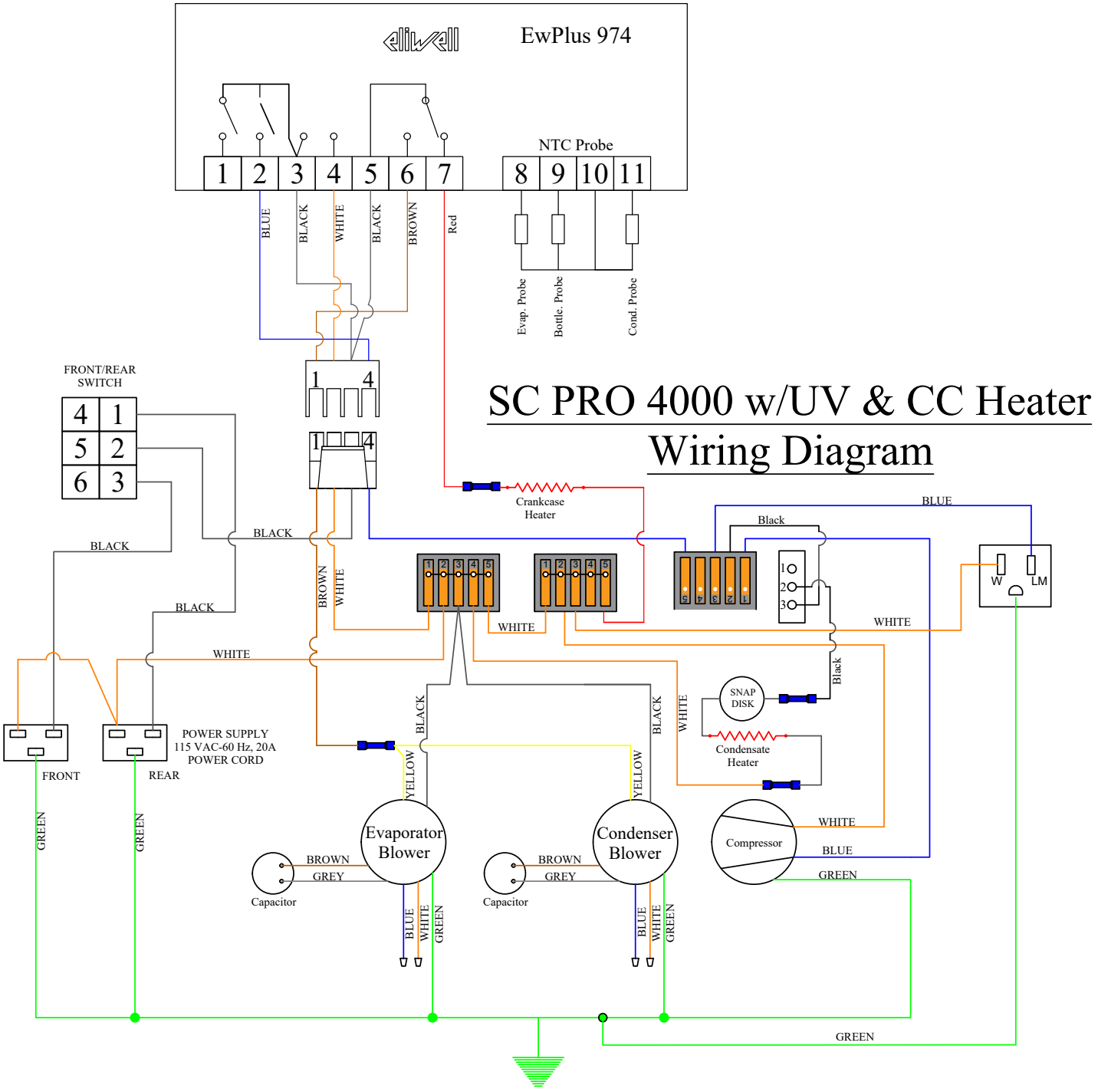
Message	Cause	Solution
"E1"	Bottle probe is unplugged	Attach bottle probe to unit
	Faulty bottle probe connection	1. Check bottle probe attachment at circular connector 2. Check bottle probe connection at the back of controller
	Defective bottle probe	Replace the bottle probe
"E2"	Faulty evaporator probe connection	Check evaporator probe connection at the back of controller
	Defective evaporator probe	Replace the evaporator probe
"E3"	Faulty condenser probe connection	Check the condenser probe connection at the back of the controller
	Defective condenser probe	Replace the condenser probe
"AH1"	The bottle probe is sensing a temperature that is 4° above the setpoint	1. Allow time for the wine to reach the desired temperature 2. Make sure all windows and doors are closed and have a proper seal 3. Follow the procedures in the pre-installation instructions to test the unit for proper cooling
"AL1"	The bottle probe is sensing a temperature that is 4° below the setpoint	1. Make sure unit is not in cooling mode (the snowflake symbol will not be lit) 2. Add heat to the room until the wine reaches the desired temperature
"COH"	The condenser coil temperature is above 125°F "Unit will no longer be cooling"	1. Check the condenser coil and clean if necessary 2. Make sure the intake air does not exceed 85°F 3. Make sure both condenser fans are working properly
"Ad3"	Anti-Frost Cycle ended on time-out	1. Check the evaporator coil for ice buildup; unplug the unit and allow the coil to thaw before restarting 2. Make sure the room the intake air is not less than 60°F 3. If the unit continues to go into continuous Anti-Frost Cycles (every 5 minutes), call Customer Service for more troubleshooting information

CPSM (Customer Preference Selection Mode)

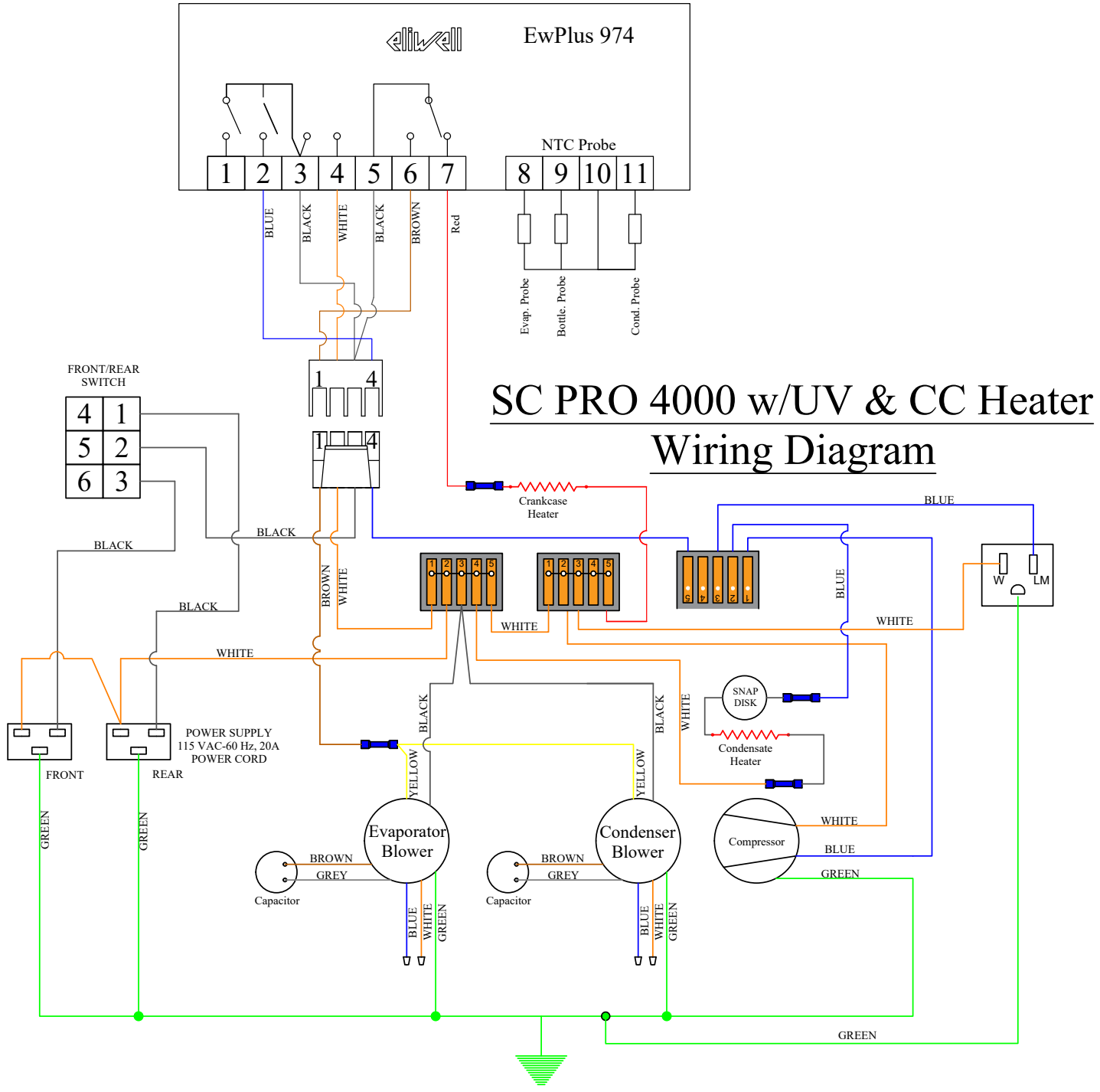
Press and hold the SET button for approximately 5 seconds to enter the CPSM menu. "Fdc" will be displayed on the screen. Use the down arrow to access the following parameters.

Fdc *Humidity Management/ Enhancement*	This parameter is preset to one (1) minute at the factory. This amount of time should provide adequate relative humidity for the cellar. An increase in this parameter will keep the fan running longer after the compressor has turned off, reintroducing some of the moisture which was extracted from the wine cellar during the cooling cycle back into the cellar. (The WhisperKOOL unit, however, cannot increase the humidity of the cellar.) This parameter should not be adjusted below 1. Adjustments should be made in increments of 5, with a maximum of 15 and a minimum of 1. After making any adjustment to Humidity Enhancement, **you should wait a minimum of three days** before making any additional adjustments. This will allow the cellar sufficient time to acclimate to the new setting.
PA2	There are no adjustable settings in this parameter.
tab	There are no adjustable settings in this parameter.
Rel	There are no adjustable settings in this parameter.
loc	Change this parameter from "n" to "y" to lock the keyboard from changes to the setpoint.
ddd	Select one of these numbers to display your preference: 0 = Setpoint 1 = Bottle Probe Temperature 2 = Evaporator Probe Temperature 3 = Condenser Probe Temperature
"CA1"	Use this parameter to calibrate the bottle probe to a known temperature. This parameter can be adjusted between -12°F and 12°F. **Example:** Bottle temperature reading = 58°F Known temperature reading = 55°F CA1 parameter setting to match known temperature = -3

WIRING SCHEMATIC *4000 ONLY - SWITCH ADDED (PURCHASED AFTER 4/07/26)*



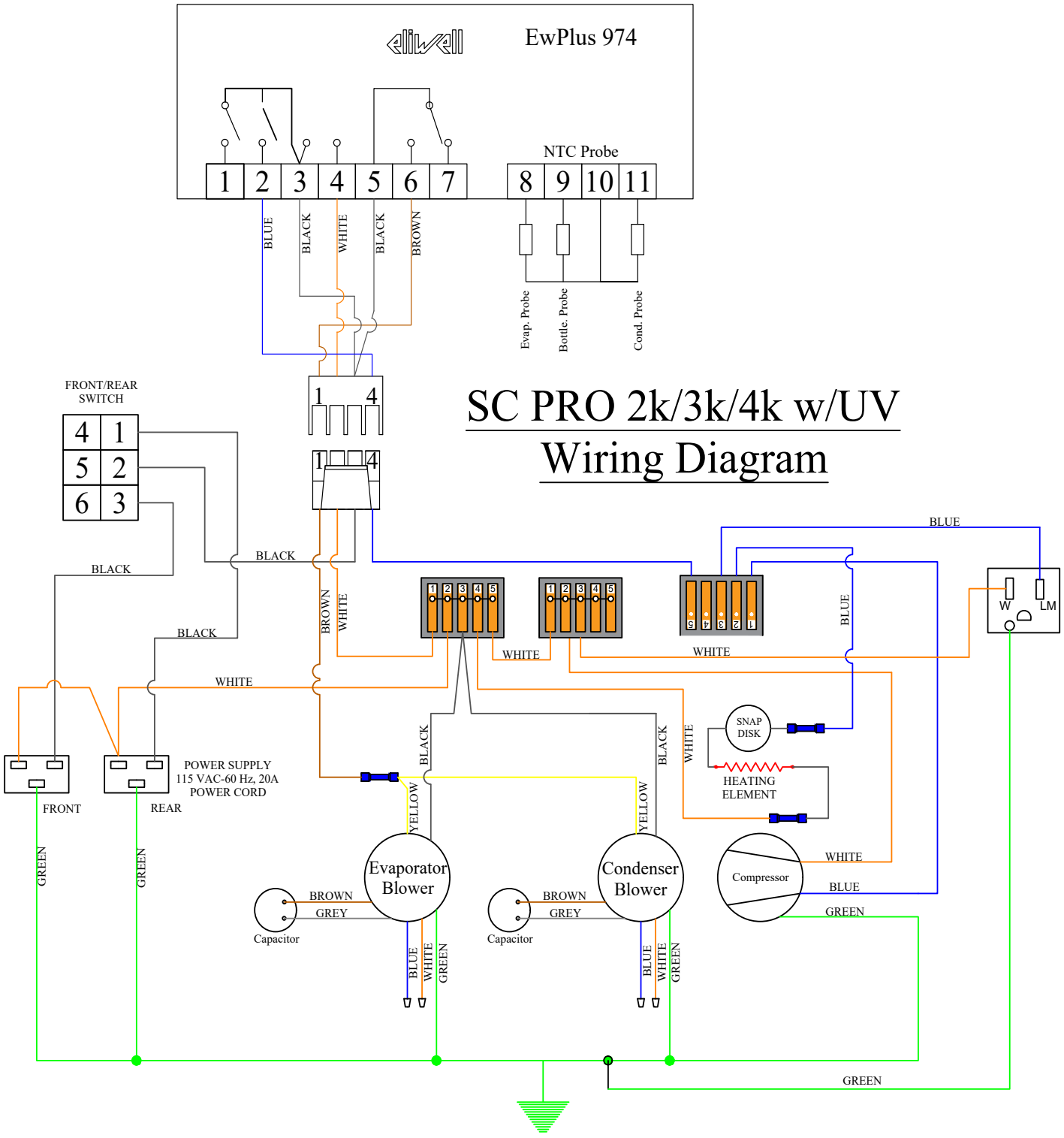
WIRING SCHEMATIC *4000 ONLY* (PURCHASED *AFTER 5/12/25)*



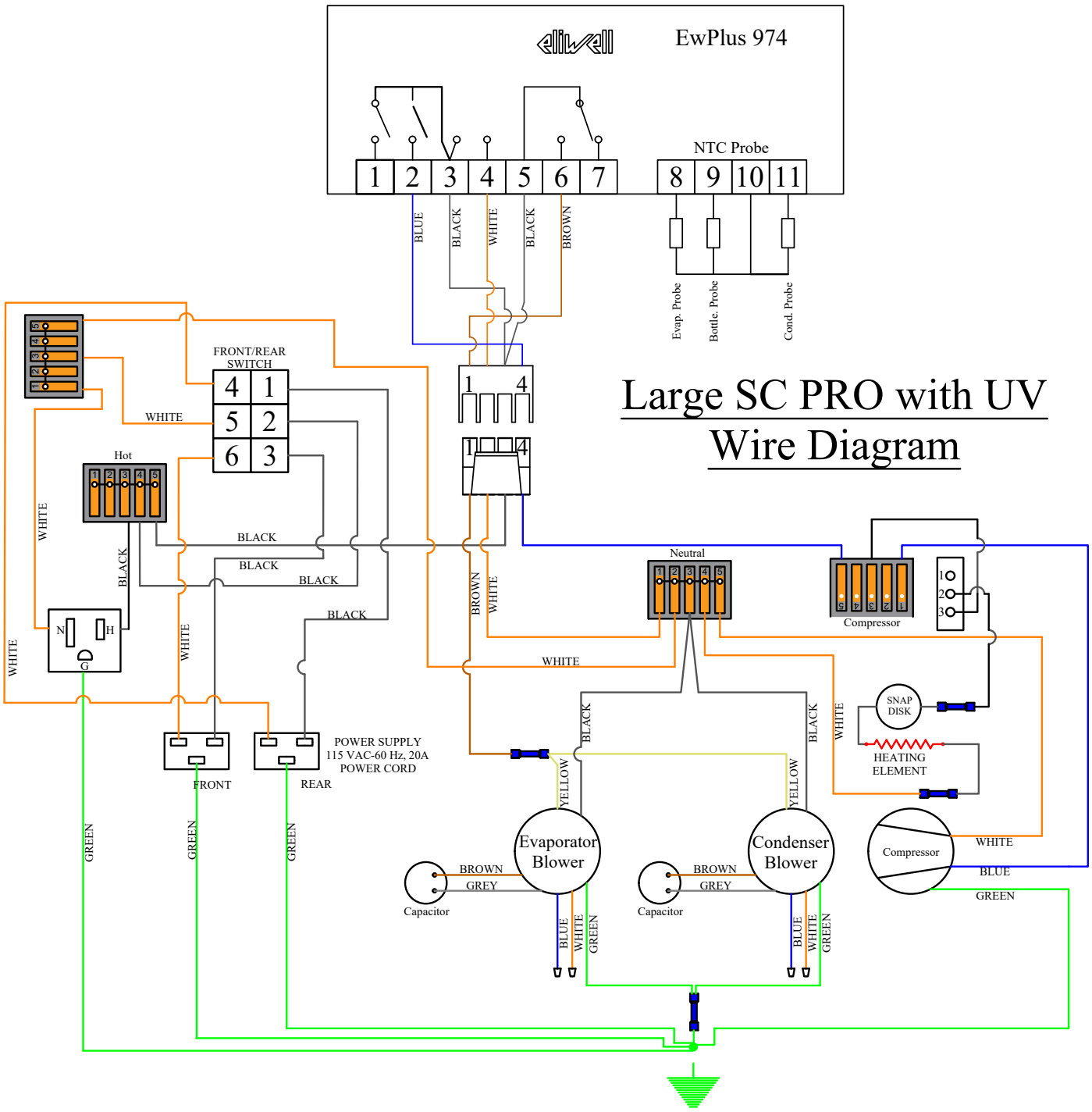
SC PRO 4000 w/UV & CC Heater Wiring Diagram

WIRING SCHEMATIC 2000 & 3000

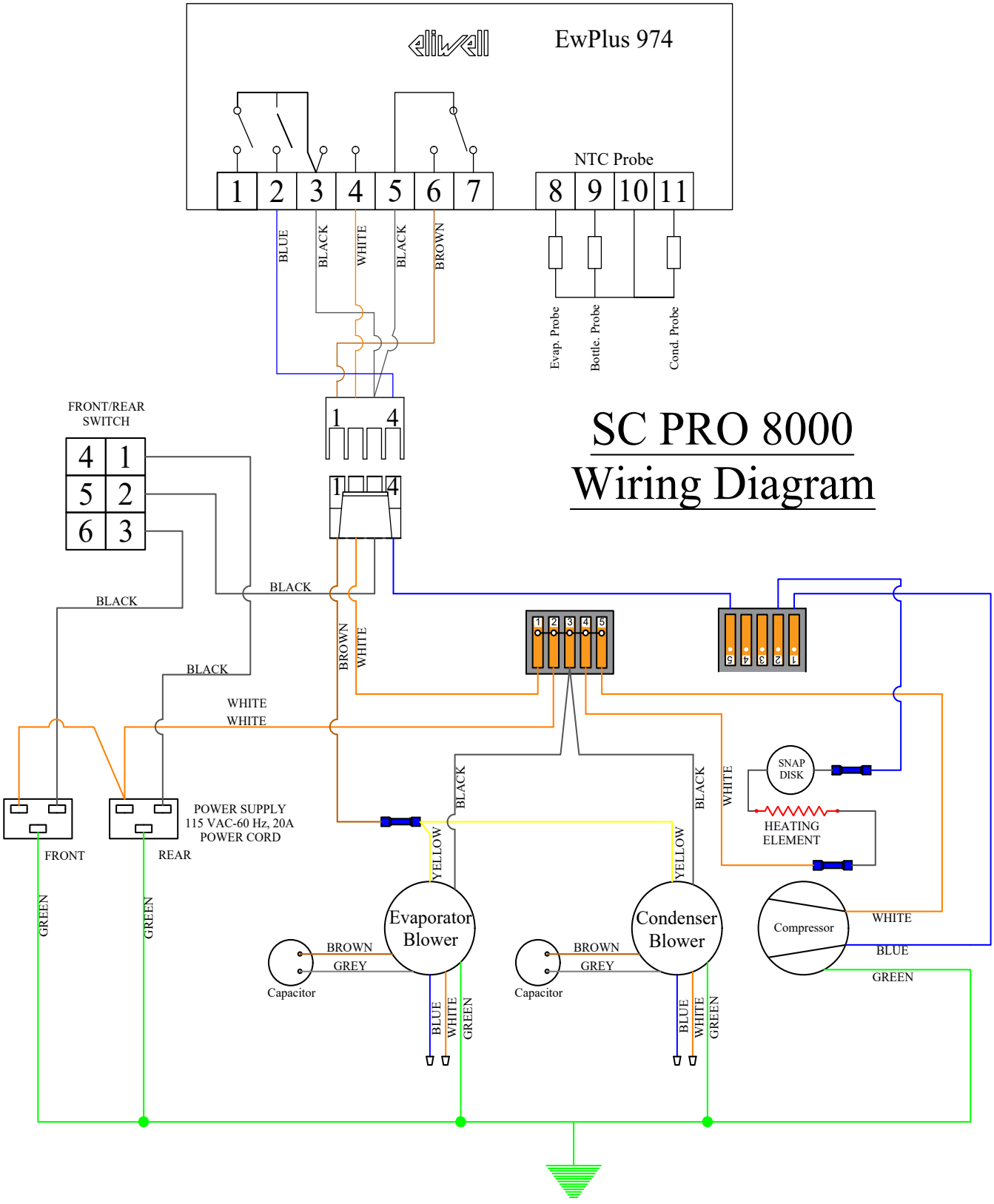
WIRING SCHEMATIC 4000 (08/2022 - 05/2026)



WIRING SCHEMATIC 8000 (PURCHASED AFTER 01/30/26)



WIRING SCHEMATIC 8000



NOTES

TROUBLESHOOTING GUIDE

Unit has ice forming on the evaporator	
Possible cause	**Solution**
Evaporator coil is dirty	Clean coil with a vacuum. If coil is very dirty, use a spray bottle with a small amount of liquid dish detergent. Spray coil, let set for 5 minutes, then flush with fresh water.
Something is blocking the supply and/or return air	Remove blockage
Evaporator fan is not turning on	Call installing technician to troubleshoot
Unit has not gone through an Anti-Frost Cycle	Check for ice in the depth of the coil. Melt with blow drier until coil is warm to the touch. Soak up water with a towel.
Unit continues to ice	Observe ice formation pattern. If only part way up the coil face, unit could be low on refrigerant. If all the way up, the coil may be dirty or airflow is blocked.
Unit does not run/power up	
Possible cause	**Solution**
Unit is not plugged in	Make sure the unit is plugged into an outlet
Power switch not on	Turn unit on by pressing the power button on the control
Line voltage is incorrect rating for unit	Check line voltage to make sure there is 110V-120V
Bottle at setpoint	Lower setpoint
Thermostat not calling for cooling	Lower setpoint
Power select switch in wrong position	See page 10 for correct switch position
Faulty thermostat or wiring	Contact us at support@whisperkool.com
Cellar temperature is too warm	
Possible cause	**Solution**
Temperature of intake air has exceeded 85°F	Intake air temperature needs to drop below 85°F
Unit is undersized for the cellar	Order correctly sized unit
Something is blocking the supply and/or return air on evaporator or condenser side of the unit	Remove airflow obstruction
Unit is mounted too low in the cellar	Relocate unit so the distance from the ceiling and top of the unit is no more than 18 inches
One or more of the fans is not turning on	Contact us at support@whisperkool.com
Compressor is not turning on	Contact us at support@whisperkool.com
Compressor keeps cycling on overload	Make sure all fans are working and there is no airflow obstruction
Poor seal around door	Make sure there are no air gaps around the door. If door seal is damaged, replace it.
Controller set too high	Lower the setpoint
Evaporator coil is frosted or iced up	Observe ice formation pattern. If only part way up the coil face, unit could be low on refrigerant. If so, contact us at support@whisperkool.com.
System runs constantly	
Possible cause	**Solution**
Leaky door seal or poorly insulated cellar	Fix leaky door seal and insulate cellar in accordance with this manual (page 8)

Unit leaks water	
Possible cause	**Solution**
Unit is not level	Unit should be level in wall to prevent leaking
Drain line clogged or kinked	Check drain line to make sure water can flow freely
Drain is clogged, preventing water from escaping	1. Disconnect exterior drain line and clear it out; run provided drain line brush through the drain port and into the interior drain line. 2. Open access port and, using a flashlight, check drain line for blockage; DO NOT USE PAN TABS
Drain line does not have a downward slope	Fix drain line so there is a downward slope from the drain port to the discharge location
Coil is iced, causing the drip tray to freeze and water to overflow	Melt ice with blow drier. Soak up water with a towel.

Unit runs but does not cool	
Possible cause	**Solution**
Lack of air flow	Make sure fan is unobstructed and coil is clean
Compressor not running	Contact us at support@whisperkool.com
Unit undersized	Contact us at support@whisperkool.com
Compressor is overheating	Shut unit off for 1 hour to allow compressor to cool. Turn back on and check for cooler air to flow out. If compressor runs, check for and clean condenser coil as a possible cause of compressor overheating. If problem repeats, contact us at support@whisperkool.com.

Evaporator fan runs but compressor does not	
Possible cause	**Solution**
Unit is running an Anti-Frost Cycle	Check evaporator coil temperature
Compressor and/or starting components faulty	Contact us at support@whisperkool.com
Fdc parameter has been increased, allowing fans to run after the compressor turns off	Lower the Fdc parameter
Compressor may have overheated	Shut unit off for 1 hour to allow compressor to cool. Turn back on and check for cooler air to flow out. If compressor runs, check for and clean condenser coil as a possible cause of compressor overheating. If problem repeats, call Customer Service at 1-800-343-9463.

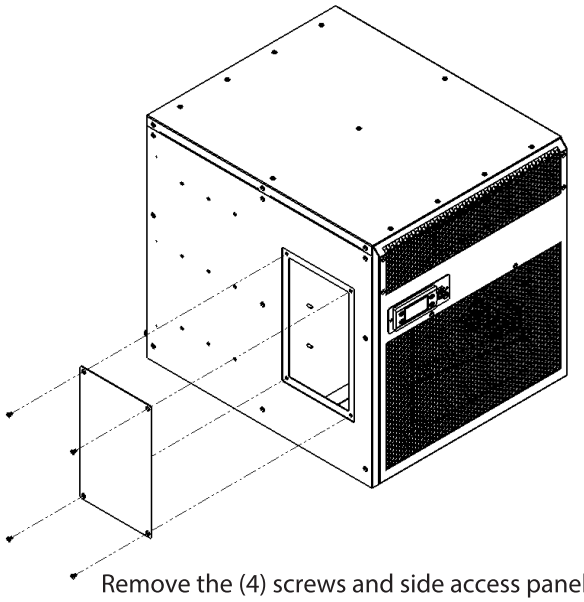
Compressor runs but evaporator fan does not	
Possible cause	**Solution**
Faulty fan motor	Contact us at support@whisperkool.com
Faulty controller	Contact us at support@whisperkool.com

Compressor short cycles	
Possible cause	**Solution**
Evaporator blows on bottle probe	Move bottle probe to a more central location
Unit low on refrigerant charge	Contact us at support@whisperkool.com
Condensing fan motor/capacitor faulty	Contact us at support@whisperkool.com
Compressor and/or starting components faulty	Contact us at support@whisperkool.com

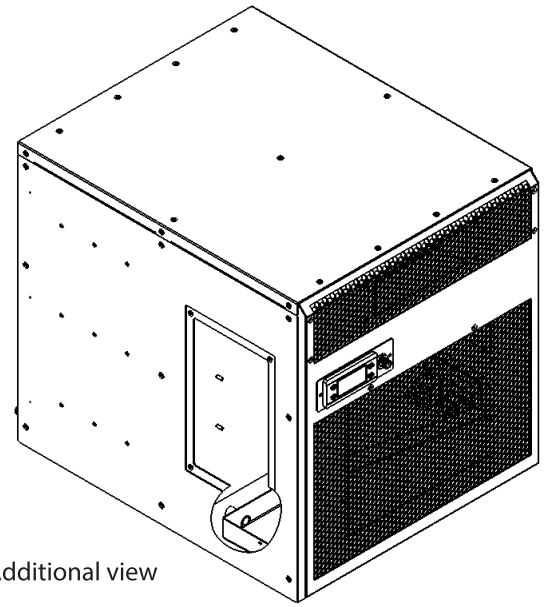
Humidity in cellar too low	
Possible cause	**Solution**
Not enough moisture	Raise the Fdc setting to increase the humidity level

MAINTENANCE SCHEDULE

Monthly	1. Check coils 2. Check for unusual noise or vibration 3. Check drain line to see if it is above the waterline (if draining into a vessel)
Every Six Weeks	Using the supplied drain line brush, clean the interior drain line leading from the drip tray (see illustration below for more details)
Quarterly	Use a vacuum with brush attachment to clean coils; be careful not to crush coil fins when cleaning
Annually	1. Inspect for corrosion 2. Check wiring connections and integrity of cords 3. Pour a 50/50 bleach solution into the drain line every spring; DO NOT USE PAN TABS



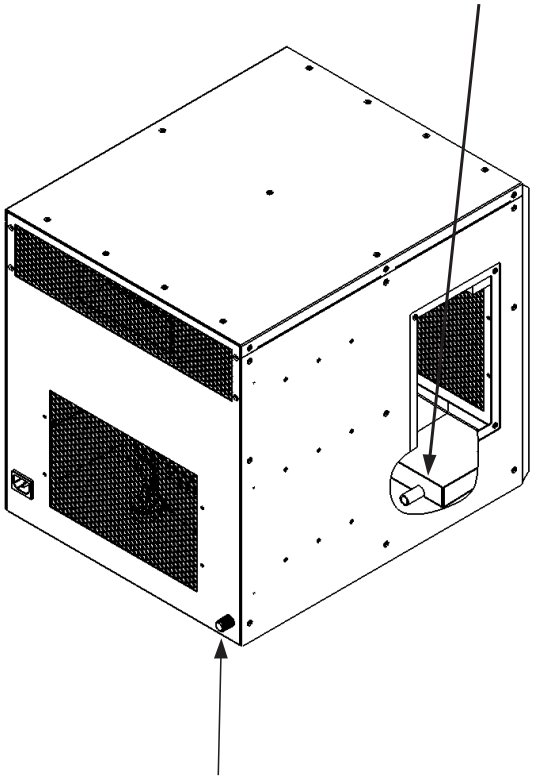
Remove the (4) screws and side access panel to view internal drip tray.



Additional view

***DISCONNECT POWER TO THE COOLING UNIT PRIOR TO PERFORMING MAINTENANCE.**

- Insert drain line brush into drain port from inside of drip tray.
- Use a rag to wipe the drip tray clean.



*Do not insert drain line brush in the exterior drain port.

WhisperKOOL®
The Future of KOOL

TECHNICAL ASSISTANCE

WhisperKOOL Customer Service is available Monday through Friday from 6:00 a.m. to 4:00 p.m. Pacific Standard Time.

The appointed customer service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

- The model and serial number of your WhisperKOOL unit.
- Location of unit and installation details, such as ventilation, ducting, construction of your wine cellar, and room size.
- Photos of the cellar and installation location may be needed.

Contact WhisperKOOL Customer Service

1738 E. Alpine Ave
Stockton, CA 95205
www.whisperkool.com

E-mail: support@whisperkool.com
Web: whisperkool.com/ticket



ACCESSORIES FOR COOLING UNITS

WhisperKOOL offers accessories to enhance and customize your wine cooling unit.

Exterior Grille

The exterior grille protects the unit from the weather elements when placed on the exhaust side.

Condensate Pump Kit

The condensate pump kit is designed as an automatic condensate removal pump for water dripping out of our cooling units' drain line. The pump is controlled by a float/switch mechanism that turns the pump on when approximately 2¼" of water collects in the tank, and automatically switches off when the tank drains to approximately 1¼". The condensate pump kit allows the excess condensate to be pumped up to 20 feet away from the unit.

Ducting Kit

This kit allows the exhaust side of the unit to be ducted to an area where the additional heat will not matter (usually to the exterior of the home).

Accessories can be purchased at www.whisperkool.com

WhisperKOOL™
The Coolest Thing In Wine Storage

SELF-CONTAINED SERIES PRODUCT WARRANTY INFORMATION

WhisperKool Product Terms and Conditions Including Product Limited Warranty And Product Installation Requirements For WhisperKool Fully-Ducted Self Contained & Self Contained Units

ATTENTION: PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE INSTALLING YOUR WHISPERKOOL COOLING SYSTEM. INSTALLING YOUR WHISPERKOOL COOLING SYSTEM INDICATES THAT YOU ACCEPT AND AGREE TO EACH OF THE TERMS AND CONDITIONS SET FORTH HEREIN ("TERMS OF USE"). IF YOU DO NOT ACCEPT THESE TERMS OF USE, YOU RISK VOIDING YOUR WARRANTY AND ASSUMING ADDITIONAL REPAIR AND REPLACEMENT COSTS.

1. Purchase of a WhisperKOOL Cooling System assumes that the Purchaser ("End User") fully accepts and agrees to the Terms and Conditions set forth in this document. The Terms and Conditions of Sale and Owner's Manual are shipped with each unit and, if another copy is needed, replacement copies can be downloaded from the company website (whisperkool.com) or by contacting WhisperKOOL directly for a new copy.WhisperKOOL reserves the right, in its sole discretion, to change its Terms and Conditions at any time, for any rea-son,without notice.

2. WhisperKool Product Installation and Limited Warranty

A. Two (2) Year Limited Warranty. For the period of TWO (2) YEARS (the "Limited Warranty Period") from the date of original sale of a Product by WhisperKOOL and up to an additional (6) month grace period, if a WhisperKOOL SelfContained Product is found to be defective in material or work-manship after undergoing WhisperKOOL's customer service troubleshooting, then, subject to the WhisperKOOL Product Limited Warranty Limitations and Exclusions as well as the other Terms and Conditions stated herein, WhisperKOOL will replace the Product with an authorized factory replacement under the terms of our Replacement Agreement. The Replacement Agreement outlines the terms, procedures, and additional considerations should the End User request a replacement for a cooling unit that is found to fall under warranty. For more information on our Replacement Agreement, visit www.whisperkool.com/warranty-information.

B. Five (5) Year Compressor Limited Warranty. WhisperKOOL Products' compressor only will be covered for five (5) years from date of purchase. Labor and freight of the compressor is the End Users responsibility.

C. Product Warranty Limitations and Exclusions.

1. This limited warranty does not cover cosmetic damage caused during installation, damage due to acts of God, commercial use, accident, misuse, abuse, negligence, or modification to any part of the Product. Delivery and installation of the Product, any additional parts required, as well as removal of the Product if warranty work is required, are all at the sole cost, risk and obligation of the End User
2. This limited warranty does not cover damage due to improper installation or operation or lack of proper maintenance of the Product, connection of the Product to improper voltage supply, or attempted repair of the Product by anyone other than a technician approved by WhisperKOOL to service the Product.
3. This limited warranty does not cover any Product sold "AS IS" or "WITH ALL FAULTS."
4. Product that has been replaced during warranty period does not extend the warranty period past the original date of purchase.
5. This limited warranty is valid only in the continental United States. Sales elsewhere are excluded from this warranty.
6. Proof of purchase of the Product in the form of a bill of sale, receipted invoice or serial number, which is evidence that the Product is within the Limited Warranty Period, must be presented by the End User to WhisperKOOL in order to obtain limited warranty service.
7. This limited warranty is void if the factory applied serial number has been altered or removed from the Product.
8. This limited warranty is voided if installed in an enclosure of insufficient design that does not follow the Product

installation requirements stated herein and in the owner's manual.

9. Removing the rivets from the Product's unit housing without prior authorization from WhisperKOOL voids this limited warranty.
10. The End User must first contact WhisperKOOL Customer Service by telephone (at 1-800-343-9463) prior to attempting service on any Product still under the limited warranty; else the limited warranty is voided.
11. This limited warranty does not cover Product being concealed by, but not limited to, vegetation, fabric, shelving, mud, snow, or dirt. Product must not be painted or limited warranty will be void.
12. This limited warranty does not cover exposure to corroding environments such as, but not limited to, petroleum and gasoline products, cleaning solvents, caustic pool chemicals, and marine air.
13. This limited warranty does not cover any cause not relating to Product defect.
14. THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF YOU, THE END USER, AS WELL AS ANYONE ELSE IN THE CHAIN OF TITLE OF THE PRODUCT, DOES NOT START A NEW LIMITED WARRANTY TIME PERIOD, AND IS IN LIEU OF ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) WITH REGARD TO THE PRODUCT. IN NO EVENT SHALL WHISPERKOOL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state.
15. Failure of the End User to comply with all of the Product Installation Requirements, Maintenance Requirements and End User Requirements may, at WhisperKOOL's sole discretion, void this limited warranty.
16. No one has any authority to add to or vary the limited warranty on this Product.

3. WhisperKool Product Installation Requirments

A. Prior to installing a WhisperKOOL Product, the End User must read the WhisperKOOL Owner's Manual and thereafter the End User must follow the required installation, use and maintenance procedures set forth by WhisperKOOL in WhisperKOOL's Owner's Manual. The Owner's Manual is shipped with each Product and if another copy is needed, replacement copies can be downloaded from WhisperKOOL's website (www.whisperkool.com) or by contacting WhisperKOOL directly for a new copy of the Owner's Manual.

B. It is highly recommended that the End User obtain the assistance of a wine storage professional.

C. Failing to address all of the variables associated with proper installation will cause the Product to operate incorrectly and limit both the Product's ability to cool and the longevity of the Product itself.

D. The End User is responsible for all risks and costs of installation of the Product, including but not limited to all labor costs as well as cost of any additional parts required for the proper and complete installation of the Product. The End User is responsible for all risks and costs of removing the Product if limited warranty work is required.

E. The Product cannot operate at its optimum capacity if airflow is constricted by ducting or venting the exhaust side of the Product into a location with inadequate ventilation.

4. Maintenance Requirements

It is the End User's responsibility to clean off any accumulated dust, lint, or other debris from the front and rear intake grills; failure to do this on a regular basis will restrict the airflow and may affect the Product's ability to function properly. Periodically cleaning the Product's vents will help assure maximum cooling efficiency. The drain tube must also be checked and kept clean and free of debris and mold to maintain proper performance.

Mold is a natural living organism in the environment. It exists in the air in the form of microscopic spores that move in and out of buildings through doors, windows, vents, HVAC systems and anywhere else that air enters. Once it is discovered, mold must be addressed quickly and appropriately. Delayed or improper treatment of mold issues can result in costly and reoccurring repairs. If the End User suspects a mold problem, it is always best to hire a qualified and experienced mold remediation specialist.

5. Additional End User Costs And Responsibilities

The following items are not covered under any warranty and are the sole responsibility of the End User:

A. End Users should satisfy themselves that the Product they are purchasing is suitable for their particular needs and requirements, and thus no responsibility will be placed with WhisperKOOL for the End User's decisions in this regard.

B. It is the End User's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the End User's wine cellar, including any Product. WhisperKOOL takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable to maintain a proper storage environment.

C. End User is responsible for initial installation costs, including, but not limited to, labor costs and the cost of any additional parts necessary to complete the installation.

D. End User is responsible for all costs incurred for the installation and/or removal of the Product, or any part thereof, unless such cost has been agreed by WhisperKOOL to be a warranty repair prior to the work being performed.

6. Sales and Use Tax

WhisperKOOL only collects California sales tax for orders shipped within the State of California; WhisperKOOL does not collect sales tax for orders shipped to other states. However, the Purchaser and the End User may be liable to the taxing authority in their state for sales tax and/or use tax on the Product. The Purchaser and the End User should each check with their state's taxing authority for sales and use tax regulations.

7. Customer Service and Troubleshooting

WhisperKool's customer service department is available to answer any questions or inquiries for End Users regarding a WhisperKool Product, as well as to assist in performing basic troubleshooting, Monday through Friday, from 6:00 a.m. to 4:00 p.m. PST, at Support@WhisperKool.com. WhisperKool reserves the right to have a certified, WhisperKool-approved, HVAC/R technician go on site and inspect the product if the initial trouble shooting warrants further investigation. WhisperKool Corporation is located at 1738 East Alpine Avenue, Stockton, California 95205.

8. Miscellaneous Terms and Conditions

A. Return Policy. All return inquiries must be made within thirty (30) calendar days of the original purchase of a Product and are subject to a twenty five percent (25%) restocking fee. Shipping costs are not refundable and the Purchaser is responsible for all return shipping costs (including customs fees and duties, if applicable).

B. Security Interest. WhisperKOOL retains a security interest in each Product until payment in full.

C. Construction and Severability. Every provision of these Terms and Conditions shall be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision will, to the extent so held, be deemed severed from the contract of sale between Purchaser and WhisperKOOL, and all of the other non-severed provisions will remain in full force and effect.

D. Governing Law/Choice of Forum. The laws of the State of California (without regard for conflicts of law) shall govern the construction and enforcement of these Terms and Conditions of Sale (Sections 1 through 9 inclusive, including Product Limited Warranty And Product Installation Requirements), and further these Terms and Conditions of Sale shall be interpreted as though drafted jointly by WhisperKOOL and Purchaser. Any dispute will be resolved by the courts in and for the County of San Joaquin, State of California, and all parties, WhisperKOOL, Purchaser and End User, hereby irrevocably submit to the personal jurisdiction of such courts for that purpose. No waiver by WhisperKOOL of any breach or default of the contract of sale (including these Terms and Conditions of Sale) concerning a Product will be deemed to be a waiver of any preceding or subsequent breach or default.

E. Correction of Errors and Inaccuracies. These Terms and Conditions may contain typographical errors or other errors or inaccuracies. WhisperKOOL reserves the right to correct any errors, inaccuracies or omissions, and to change or update these Terms and Conditions, at any time without prior notice.

9. Questions, Additional Information And Technical Assistance

A. Questions. If you have any questions regarding these Terms and Conditions or wish to obtain additional information, contact us at Support@WhisperKool.com or please send a letter via U.S. Mail to:

Customer Service
WhisperKool Corporation
1738 E Alpine Ave
Stockton, CA 95205

E-mail: support@WhisperKool.com
Web: www.WhisperKool.com

B. Technical Assistance. WhipserKool Customer Service is available Monday through Friday from 6:30 a.m. to 4:00 p.m. PST. The Customer Service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

1. The model and serial number of your WhipserKool UNIT.
2. The location of the system and installation details, such as ventilation, construction of your wine cellar, and room size.

Replacement Agreement

WhisperKOOL will replace the item(s) with the same or compatible item(s) for products that fail within warranty. Before initiating a warranty claim, the customer must complete all troubleshooting steps and the warranty claim process with a customer service representative.

Terms and Conditions

1. The customer will be charged a deposit to replace and ship the item via standard ground shipping under warranty. The total deposit amount will depend on the item being replaced. The customer is responsible for all shipping costs to and from the facility and any cost associated with the removal or reinstall of the product.
2. For Unit Replacements:
    a. The cellar must be constructed per the guidelines in the Owner's Manual; an adequately built wine cellar must be fully insulated and include a completely sealed vapor barrier that will prevent excessive moisture from entering the wine cellar.
    b. The cooling unit must be installed with no obstruction to the airflow. Adequate ventilation is required to dissipate heat away from the unit.
    c. The condenser intake air temperature must not exceed the maximum recommended by WhisperKOOL.
    d. The customer must install the external drain line to dispel the condensate.
    e. **Warranty will be void if the unit is not installed, operated, maintained and serviced in accordance with instructions issued by WhisperKOOL, and a replacement will not be covered.**

Required Procedures

- An RMA (Return Merchandise Authorization) number will be issued at the time of the order.
- Once the replacement item has been received and installed, use the new packaging to re-pack the original item and ship it back to the factory.
- The customer is responsible for the return shipping of the item.
    - We recommend that you insure your shipment to cover any potential losses or damages that may occur during the shipping process.
- Please fill out the credit card information below to complete the Replacement Agreement. **Providing a major credit card is a requirement of completing this agreement.**
    - Your credit card will be pre-authorized for the total deposit and charged when the replacement order is shipped and invoiced.

➢ **If you fail to return the original WhisperKOOL unit or part to the factory within 30 days, or no problem is found with the product, you will not be eligible for a refund.**

➢ All orders covered by warranty will receive a partial or full refund after evaluation has been completed and the claim has been verified, excluding items not covered under warranty, additional fees associated with the claim, and any expedited shipping charges associated with the order.

Additional Considerations

- This program is only for existing WhisperKOOL units under warranty.
- Replacement units are subject to availability. Your size replacement may not be available at all times.
- Refurbished cooling units may also have minor cosmetic imperfections.
- Factory-Authorized Replacements have been tested and are in proper operating condition at the time of shipment.
- The customer's responsibility is to secure haven/storage for ANY AND ALL items kept and stored in their wine cellar. WhisperKOOL takes no responsibility for the safety and preservation of the items mentioned above if the environment becomes unsuitable to maintain a proper storage environment.
- If you have any questions or require further assistance, please contact our Customer Service Department at 1-(800) 343.9463 or email at **support@whisperkool.com**.

WhisperKOOL
1738 E. Alpine Ave
Stockton, CA 95205
www.whisperkool.com