

Hema-Cool Troubleshooting Reference

Perform steps in order. Verify first step was unsuccessful before proceeding to next step.

Display Inop (lines, dots, black screen, faded screen)

- update firmware (latest version Dec 4 '07)
- remove ribbon cable from display and control board and re-install
- replace display

Batteries Not Charging

- Check for broken wire at the terminal in the battery connector
- Replace batteries
- Replace control board

Note - "PENDING TEMP" on display (control board does not see batteries)

Usually an open in the battery harness

- "FAULT", "INVALID STATE", "BATTERY ABSENT" on display
Usually bad batteries
- "NO EXT POWER" on display
Usually power supply

Unit Will Not Maintain Temp On Battery Power

- Replace Batteries
- Replace Control Board

Unit Will Not Power On

- Make sure 4 pin power connector is properly connected
- Replace power supply

Replacing Rim Cover

- Take care not to damage reed switch during cover removal
- Make sure reed switch is aligned with magnet in lid
- Silicone is only used to glue down the rim cover (only small bead is required)

NOTE- Updating firmware to DEC 4 '07 will fix multiple problems. Make sure Firmware is updated before beginning any diagnostics or repairs.