



Trouble Shooting Guide

EWA, 3-phase (D2422)



Trouble Shooting Guide

Problem	Possible Cause	Possible Remedy
Unit does not start	Breaker tripped, no power to unit Low voltage Loose wire Defective contactor or coil	Close breaker after correcting fault, check power source Check electrical service to unit Disconnect power to unit, then check wiring Repair or replace contactor or coil
Unit does not cool	Insufficient flow of Facility Water Facility Water too warm Microprocessor programmed incorrectly Cooling load exceeds capacity of unit Microprocessor failure	Increase flow of Facility Water Provide cooler Facility Water Reprogram microprocessor - Call Lydall Reduce cooling load Replace microprocessor
Pump leaks	Faulty pump casing Shaft seal damaged Pump housing O-Ring damaged	Replace pump assembly Replace shaft seal Remove pump and rebuild
Excessive noise on Start-Up	Low voltage Wrong voltage taps used on transformer Contactor coil failure	Check electrical service to unit Connect to proper taps Replace contactor coil
Level light remains on	Low coolant level Reservoir level switch float stuck Time delay relay malfunction (when used)	Check for leaks, then fill reservoir Clean reservoir and level switch Replace time delay relay

Problem	Possible Cause	Possible Remedy
Level light remains on (continued)	Level switch failure	Replace level switch
Level light does not work	Time delay relay has not timed out Lamp burned out Level switch failure	Wait for time delay relay to time out Replace lamp Replace level switch
Pump motor overheats	Pump overload protection set too high Improper voltage supplied	Reset pump thermal overload relay, or replace relay if faulty Correct voltage
Fault light remains on	Low coolant flow No coolant flow Flow switch sticking	See Problem; Low coolant flow See Problem; No coolant flow Disassemble flow switch, clean and reinstall, or replace
Low coolant flow	Pump suction strainer clogged Pump rotating backwards Flow control valve not fully open Restriction in coolant lines external to unit Flow switch clogged Pressure relief valve set too low (unless not adjustable)	Remove strainer, clean and reinstall or replace Reverse one electrical phase Open flow control valve Eliminate restriction in coolant lines external to unit Disassemble flow switch, clean and reinstall, or replace Adjust pressure relief valve to specifications
No coolant flow	Pump not primed Pump suction strainer clogged	Prime pump Remove strainer, clean and reinstall, or replace

Problem	Possible Cause	Possible Remedy
No coolant flow (continued)	No coolant in reservoir Pump overload tripped Pump motor shaft bound to seal Pump housing torqued improperly Damaged pump Clogged line or closed valve in external piping Leaks in external piping	Check for leaks, then fill reservoir Wait 5 minutes for overload to reset Replace pump or renew seal Remove pump, torque to specifications, test, and reinstall Replace pump Check external piping for dirt or closed valve Check for leaks and repair if needed
Unit shuts down during operation	Pump thermal overload setting too low Facility Water too warm Pump overload tripped Low voltage	Adjust and reset pump thermal overload to specifications, or replace if faulty Provide cooler Facility Water Determine reason for trip, if pump is damaged, repair and reinstall, or replace Check electrical service to unit
Temperature display reads incorrectly	Loose wire Broken RTD Microprocessor failure	Disconnect power to unit, then check wiring Replace RTD Replace microprocessor
Unit cools well below the desired Set-Point	Microprocessor programmed incorrectly Solid State Relay failure Microprocessor failure	Reprogram microprocessor - Call Lydall Replace Solid State Relay Replace microprocessor

Problem	Possible Cause	Possible Remedy
Too much recirculating pressure to process	Flow control valve set too high Pressure relief valve set too high (unless not adjustable)	Throttle flow control valve Adjust pressure relief valve to specifications
Microprocessor does not work	5 second delay has not timed out Microprocessor programmed incorrectly Microprocessor failure	Wait at least 5 seconds after turning on Reprogram microprocessor - Call Lydall Replace microprocessor