

Troubleshoot Guide

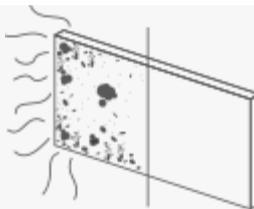
Odour & Humidity

My cooler emits a strange odour

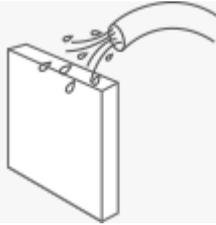
A strange odour from an air cooler is the result of either stagnant water or growth of mildew on the pads. You can resolve this problem yourself by following the simple steps mentioned below.



Change the water regularly.



Keep the cooling pads clean to keep mildew off. This should help prevent odour.



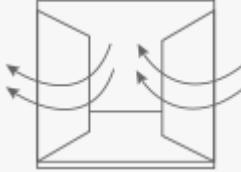
To clean the cooling pad, unplug the cooler and apply low water pressure with the help of a pipe on the cooling pad from outside.



Clean the pad at least once or twice a year.

The room is uncomfortably humid when I use the cooler

Excessive humidity is usually because of inadequate ventilation. You can resolve this problem yourself by following the simple steps mentioned below.



Open windows and doors to allow cross ventilation.



Always keep the cooler in front of an open window.



Check to see if the humidity control knob (select models) is switched OFF. Turn it back on.

My air cooler won't start

If your air cooler won't start it could have something to do with its power supply.



Check the supply cord or plug for any damage.



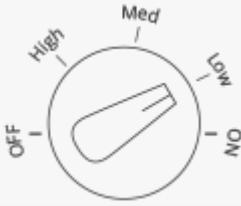
If the cord is damaged, do not operate the cooler

The fan is not working properly

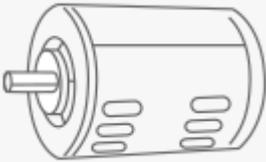
If the fan is not working it could be switched off or loose at the socket.



Check if the socket is loose.



Switch on the fan by selecting the appropriate speed.



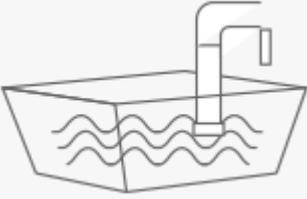
If the motor is malfunctioning, please contact our Customer Care to log a service call.

The water pump doesn't work

The water pump pushes water to the pads to moisten them. If the pump isn't working, try the following:



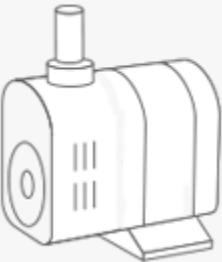
Check to see if the device is plugged in to the main socket.



Check for water at the base of the pump. If there's no water the issue might be water supply and not the pump.



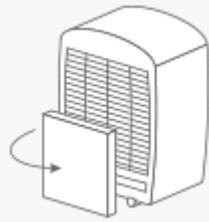
Check the intake screen to make sure it is clear of dirt and debris. You should be able to remove this screen and clean it if required.



If none of the above steps work, the pump may need replacement. To solve this issue, please contact our Customer Care to log a service call.

There's water leaking from the cooler. What should I do?

Water dripping from your air cooler is an easy problem to fix. The drain pipe may have been displaced, the grill lock disengaged, or the cooling pad may have sagged.



Clean the tank, drain the unit, replace the pads, and keep the unit well covered.



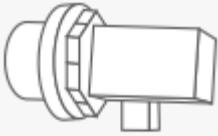
Relock the grill



Adjust the drain pipe and position it properly.

Water is draining from the overflow standpipe. What should I do?

Water leaking from the overflow standpipe is usually because the standpipe is loose, the float arm is improperly adjusted or the float valve is leaking.



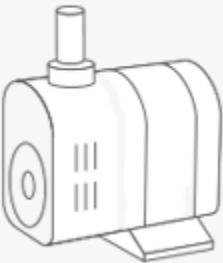
Tighten the standpipe.



Adjust or replace the float valve

My cooler doesn't provide quality cooling.

Here's what the issue could be:



The pump could be OFF. Turn it back ON.



The humidity control knob (select models) could be switched off. Turn it back ON.



Air circulation may not be adequate. Open doors and windows to ensure cross ventilation.