



# Troubleshooting and Repair Guide for the Mark II Power Breezer

**CONTACT US:**



[customerservice@breezercooling.com](mailto:customerservice@breezercooling.com)



844-233-5673

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## Recommendations:

- If after undergoing the complete troubleshooting sequence, and the problem persists, please contact Breezer Mobile Cooling for assistance

Contact Breezer Mobile Cooling customer service for assistance.

1-844-233-5673 | [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com)

## Warnings:

- Any repairs on a Power Breezer® should only be made by authorized personnel or Breezer Mobile Cooling personnel. Any repairs/modifications by others will void the unit's warranty.
- Breezer Mobile Cooling has made every effort to ensure that the directions provided in this Repair Guide are complete and accurate. Any attempt on the reader's part to perform a do-it-yourself upgrade, or repair will be solely at the reader's risk. Even when the Repair Guide's instructions are carefully followed, the slightest misstep in disassembly or reassembly could result in further damage to the unit. If the reader is unsure about how to diagnose/repair the unit as described in this Repair Guide, please stop and contact Breezer Mobile Cooling.

Contact Breezer Mobile Cooling customer service for assistance.

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- The information in this Repair Guide is intended for use by individuals possessing adequate electrical, electronic and mechanical experience, backgrounds and skill. Breezer Mobile Cooling shall not be responsible for the interpretation of this Repair Guide's information, nor will it assume any liability in connection with its use.

This Cooling Unit is intended for use only as specified in this manual.

## CAUTION:

- System hazards include mechanical pinch points, electrical hazards, and tipping hazards. Service should be performed by those with understanding of such hazards.
- Turn off and unplug the Cooling Unit prior to filling or emptying water reservoir.
- Turn off and unplug the Cooling Unit prior to moving.
- Turn off and unplug the Cooling Unit prior to cleaning it.
- Always unplug the Cooling Unit by pulling on the plug and never on the cord.
- Do not insert fingers or other objects inside the fan head, doing so may cause bodily injury.
- Children can fall into open water reservoir and drown, even in a small amount of water.
- Keep children away from reservoir. Keep reservoir lid on at all times.
- Closely supervise nearby children and pets when using this Cooling Unit. Do not leave Cooling Unit unattended.
- Children shall not play with the Cooling Unit.
- When possible, unplug the system for service actions. Take appropriate precautions against electrical hazards when servicing live circuits.
- Use only on a outlet protected by a ground-fault circuit-interrupter (GFCI). Avoid using extension cords.
- Do not allow plug to become wet. Do not plug in/out while hands are wet. Doing so causes risk of electric shock.
- Do not alter the plug in any way.
- If the power cord is damaged, do not attempt to repair it yourself.

Contact Breezer Mobile Cooling customer service for assistance.

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- Cleaning and user maintenance shall not be made by children without supervision.
- The Cooling Unit is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- This Cooling Unit can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the Cooling Unit in a safe way and understand the hazards involved.
- When operating Cooling Unit, use common sense. Stay clear of moving parts and only use water that is safe for drinking.

- Improper installation and or manual rotation of the Fan Head may cause a tipping hazard.
- If the Cooling Unit becomes damaged or malfunctions, do not attempt to repair the Cooling Unit. Doing so will void the warranty.

Contact Breezer Mobile Cooling customer service for assistance.

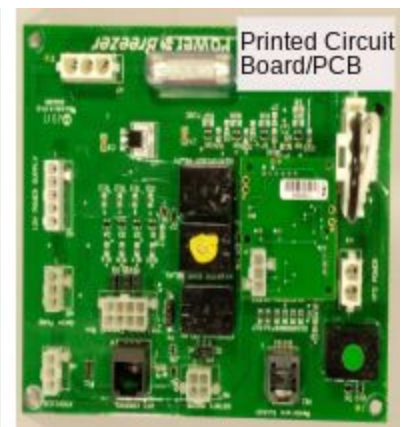
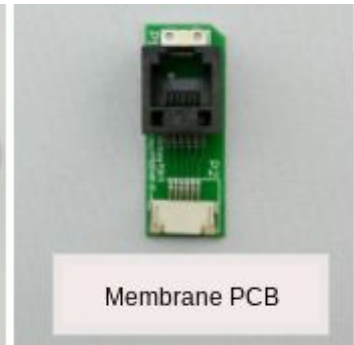
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- This Cooling Unit is suitable for use as a fan for tropical climates.
- This Cooling Unit is suitable for use outdoors.
- This Cooling Unit is intended for industrial use.
- This Cooling Unit is rated IP24.

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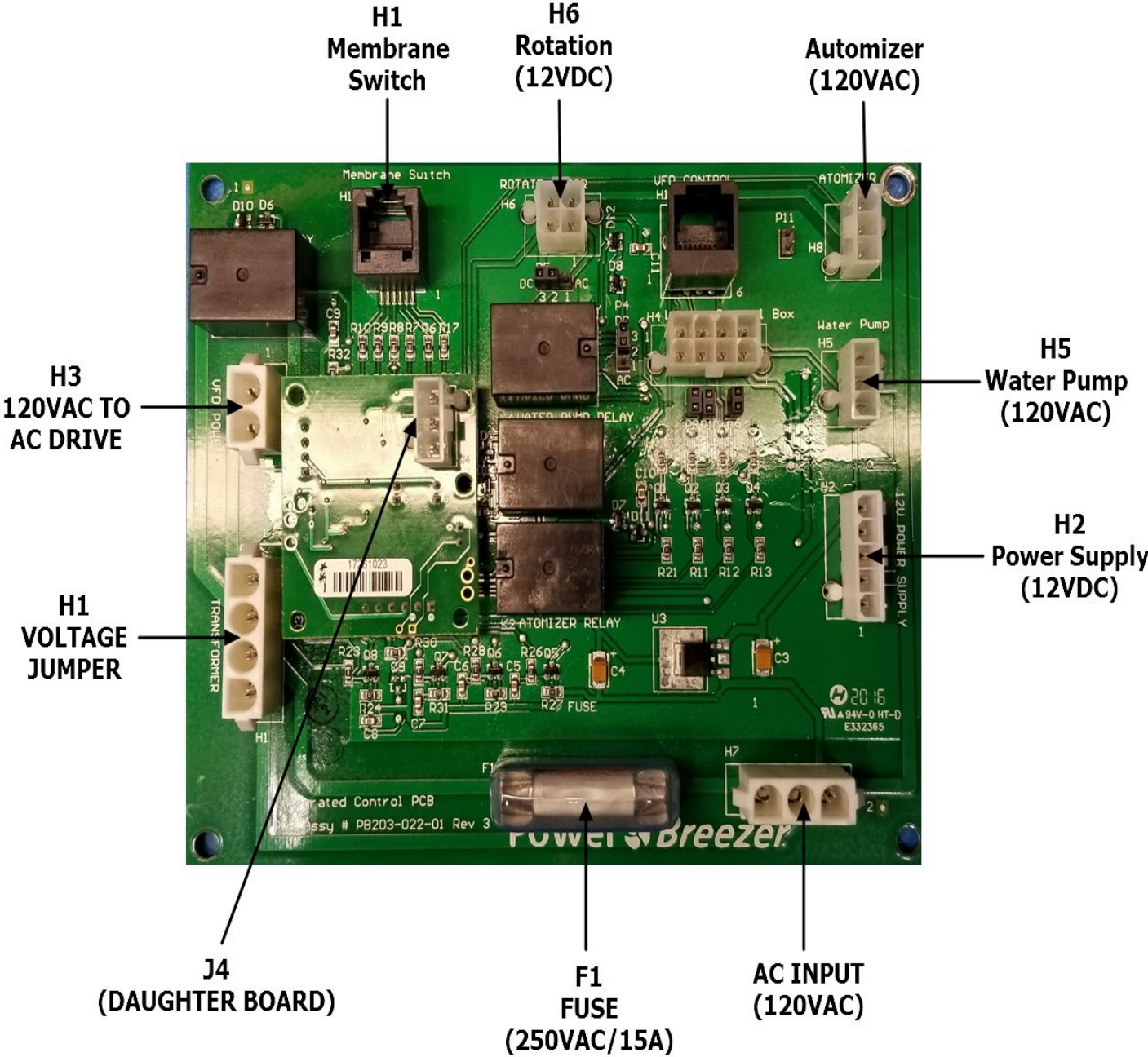
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## Parts Images

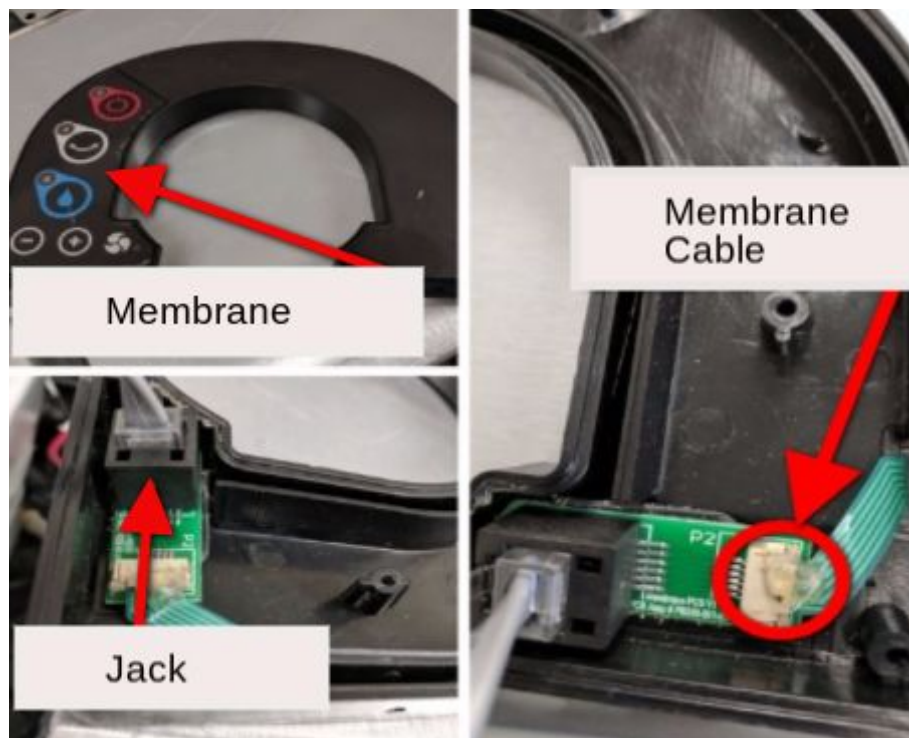
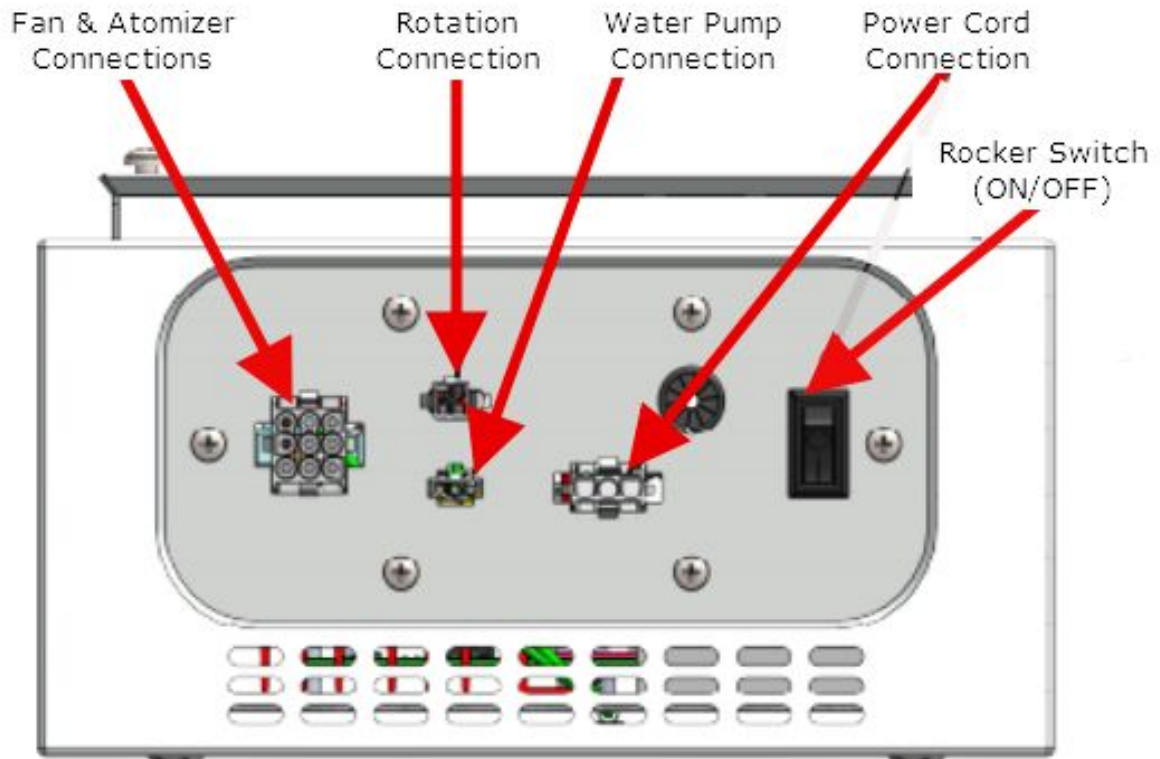












# Online Repair Videos

AC Drive - <https://www.youtube.com/watch?v=mBYbxgYzwP4andt=2s>

Atomizer - <https://www.youtube.com/watch?v=nyiEA0Dr9A0>

Female Dafa Linker - <https://www.youtube.com/watch?v=bEJ8iBx8yek>

Horseshoe - <https://www.youtube.com/watch?v=7opJV6we-nk>

PCB - <https://www.youtube.com/watch?v=bAYYwDgsaGE>

Power Cord - <https://www.youtube.com/watch?v=v5N9PzqUoxU>

Rotation Motor - <https://www.youtube.com/watch?v=35mMALxv-dQ>

Rotation Pipe - <https://www.youtube.com/watch?v=VMcAKCafczk>

Telco Cable- <https://www.youtube.com/watch?v=OXEVnOn3EF4>

# Repair Quick Guides

Atomizer - <https://drive.google.com/open?id=1todDLov7NvqIn7HE4MRaplsB3dh9NUAB>

Female Dafa linker- [https://drive.google.com/open?id=1z18QX8uR9cLydwDWe\\_P7J5AoPTTa08wb](https://drive.google.com/open?id=1z18QX8uR9cLydwDWe_P7J5AoPTTa08wb)

Horseshoe - <https://drive.google.com/open?id=1I9ULDUQMEkBDkJpq-xB9fF33PSmvLw4y>

PCB - <https://drive.google.com/open?id=1tuQZDwQ69qa3xh852pKlbwzPO1lkbcUn>

Power Cord - <https://drive.google.com/open?id=1I7SgUjXu6WqHQOjrlVNAG2ealYn0W2nh>

Rotation Motor - <https://drive.google.com/open?id=1YX0tzurQaKkcZWDxcF-0vR0P4O5i4SvK>

Rotation Pipe - [https://drive.google.com/open?id=17CVU1TAhe-yQKePj0zV2-9\\_8q\\_5a2fCA](https://drive.google.com/open?id=17CVU1TAhe-yQKePj0zV2-9_8q_5a2fCA)

Telco Cable - <https://drive.google.com/open?id=1VvUvIYL6I7g6p5BReAlduHF-In62TUM3>

Water Pump - <https://drive.google.com/open?id=11hN1VzNj2pzfLt2mmMqGd2RGYorOleuA>

Tank Latch - [https://drive.google.com/open?id=158YyPyNsMSD1x\\_FFVK2WbqnOeF1CkIY7](https://drive.google.com/open?id=158YyPyNsMSD1x_FFVK2WbqnOeF1CkIY7)

Drain Plug - <https://drive.google.com/open?id=1w5lx3yLpjdKxK35PTfnszf6MKANKvbEi>

Caster - <https://drive.google.com/open?id=1zJA-CgkcrCR51p4UwhIDmX0x-RZIY2KQ>

Water Valve - <https://drive.google.com/open?id=1Lr-VuVJTUQg3zP3ia6j5w-MptYE59Lbz>

# Fan Operation



Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
  - Phillips Screwdriver
- 

Possible Causes:

- Obstruction
  - Dafa Linker Cables (Male/Female)
  - Control Panel
  - Telco Cable
  - AC Drive
  - PCB
  - Fan Motor
- 

Verification:

Connecting the Head to a good unit and verify the Head is working properly.

## Troubleshooting

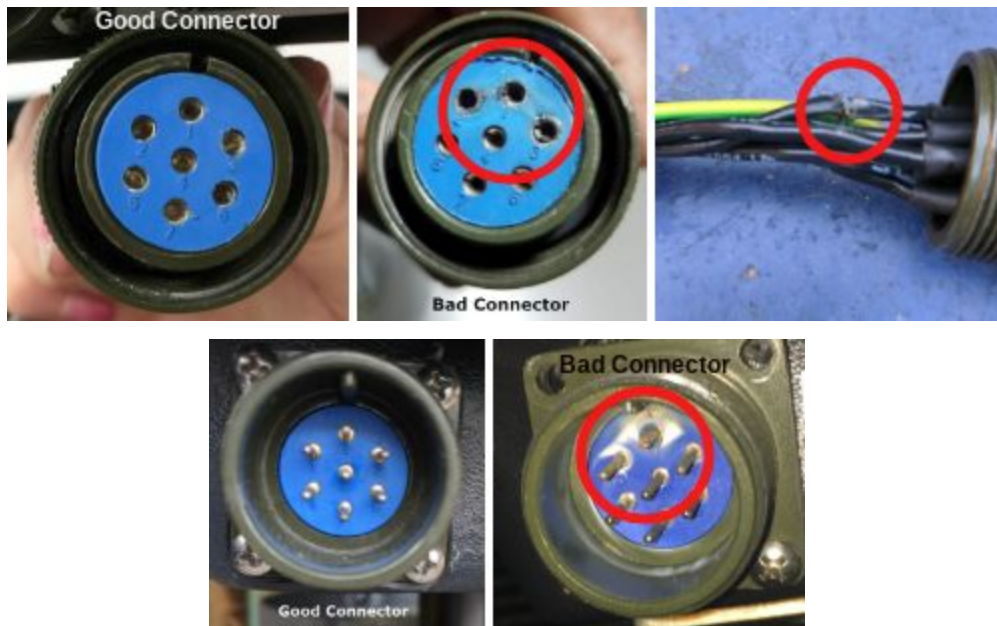
**Basic Troubleshoot:**

1. Obstruction:

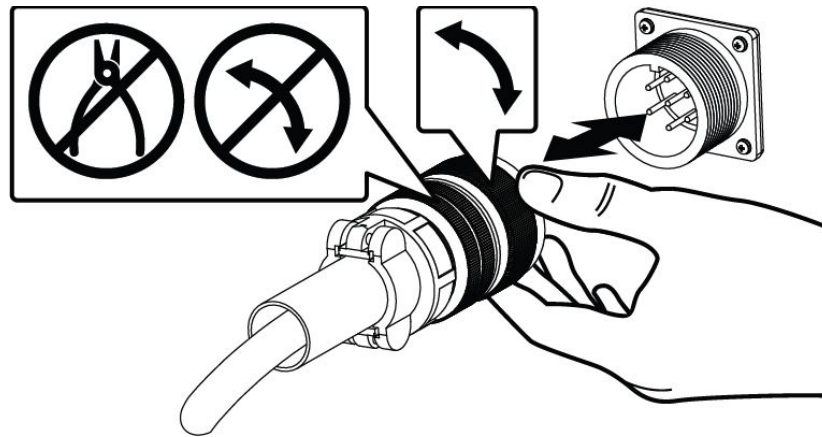
- Is there any obstruction in the Fan Blade?
- Yes: Remove and test.
- No: Move to step 2.

## 2. Dafa Linker Cables:

- Inspect the Male and Female Dafa Linker Cable on both ends for defects.

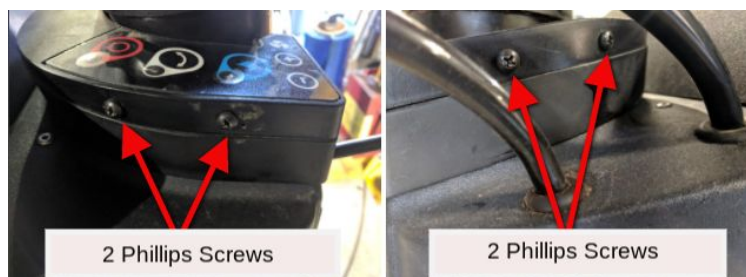


- Check that Female Dafa Linker Cable is screwed into the Male Dafa Linker Cable fully

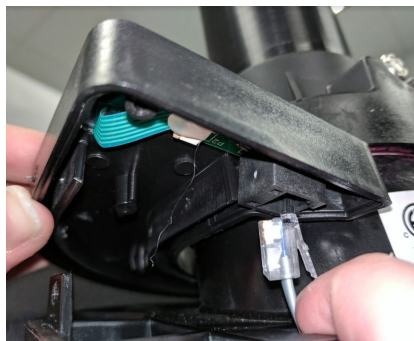


## 3. Control Panel:

- Unscrew the 4 phillips screws, 2 on each side of the Control Panel. Lift the Panel up no more than an one inch (1”) or until it hits the rotation pipe collar.







- Look inside for defects
- Inspect the Control Panel for functionality. Is the LED light coming on when you push the red button. (note: some models have audio feedback)
- Yes: Move to step 4
- No: Replace and test if all other steps fail
- [Control Panel Replacement: Video](#)

#### 4. Telco Cable:



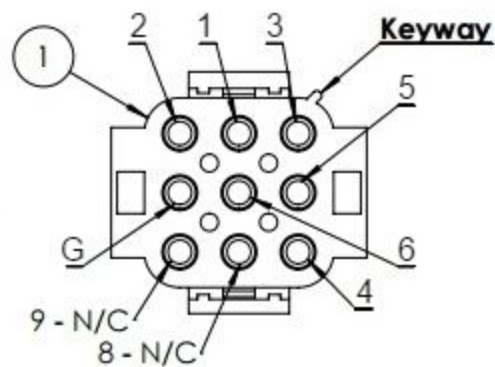
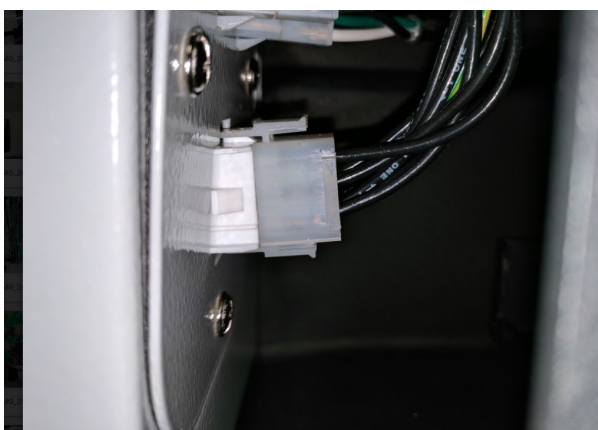
- Inspect Cable plug end for any damage
- Disconnect and reconnect Telco Cable, see that it is seated fully and test

#### Advanced Troubleshoot:

**Note:** Lay the unit on its side without water in the Tank - [Laying the unit on its side: Video](#) .

##### 1. Female Dafa Linker Cable:

- Perform a pull test on each individual wire gently at the Bulkhead Plate along with a continuity test to verify the Cable is good.

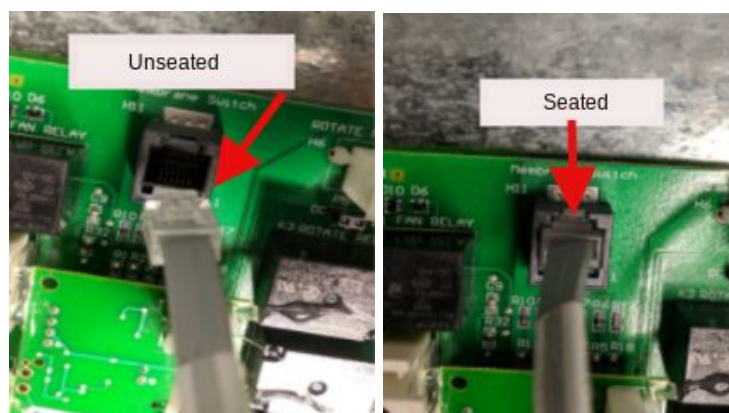


- Yes: Cable is good, move to step 3 (PCB)
- No: Replace Cable and test
- [Female Dafa Linker Cable Replacement: Video](#)

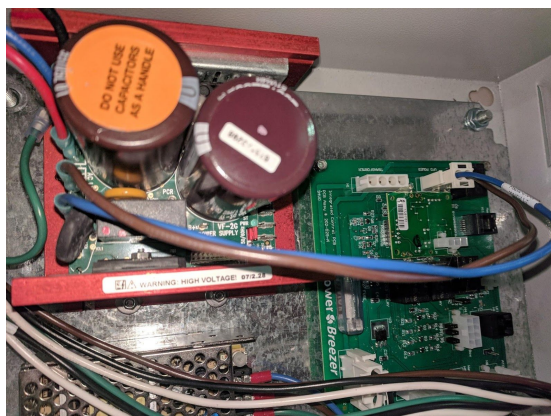
### Remove the Electronic Box Cover to gain entry to the inner components

#### 2. Telco Cable:

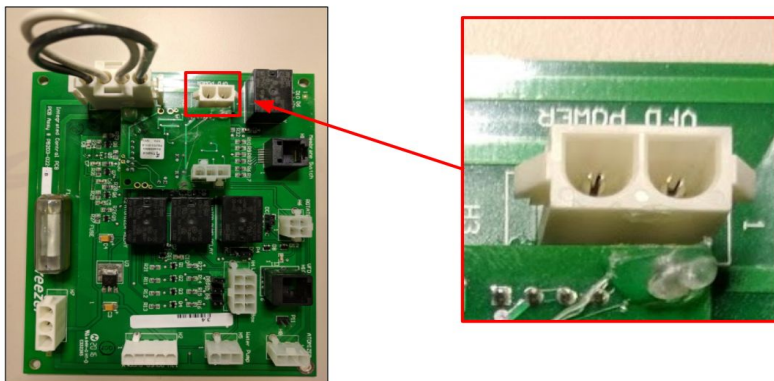
- Confirm that the Cable is connected to the Jack on the PCB labeled “Membrane Switch”
- Disconnect and reconnect Cable and test



#### 3. PCB:



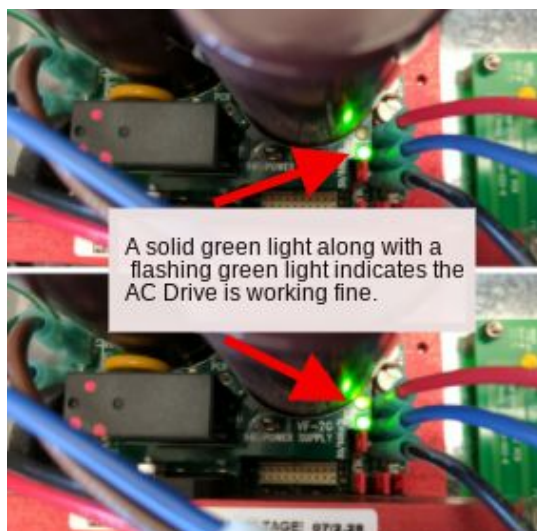
- Verify that the AC Drive is receiving the correct voltage. Check the VFD Power output (H3) for 120VAC.



- Yes: 120VAC output, move to step 4
- No: Replace the PCB and test.
- [PCB Replacement Video](#)

#### 4. AC Drive:

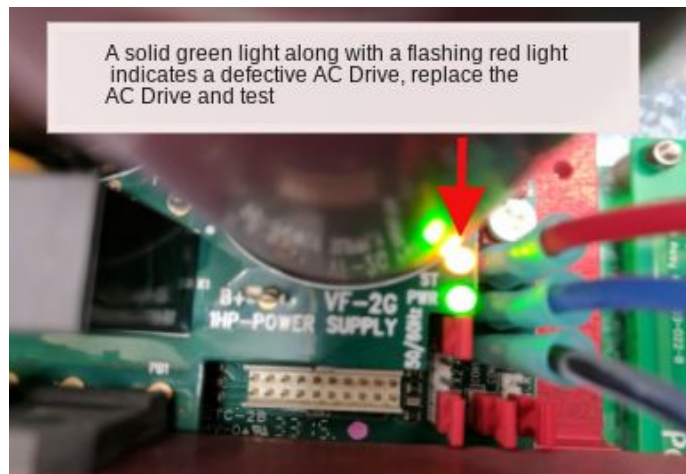
- Pay attention to the lights on the AC Drive, see picture below:



#### Process of elimination:

1. We isolate the AC Drive by Powering off the unit (Red button) and allowing the capacitors on the AC Drive to fully deplete itself of energy. The light will slowly start fading away until light stop flashing.

2. Disconnect the Female Dafa linker Cable at the Bulkhead Plate along with the Fan Motor phase wires, red black and blue. The only thing that should remain connected is the brown and blue, VFD Power, to the AC Drive.
3. Now that the AC Drive has been isolated, power on the unit and confirm that the lights show a solid green with a flashing green, indicating that the AC Drive is good.
4. A solid green along with a flashing red, indicates that the AC Drive is bad. See picture below.



- Yes: Green lights on both Indicators Move to step 5
- No: Solid green flashing red, replace AC Drive and test
- [Replacing AC Drive: Video](#)

5. Fan Motor:

- Our fans consists of a 3 phase Fan Motor. Inspect the Motor Hub for signs of heat distress. Heat stressed Hub is a sign that the Fan Motor has ran hot and needs to be replaced.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**



# Atomizer Not Misting



Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

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Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
- Phillips Screwdriver
- Air Compressor

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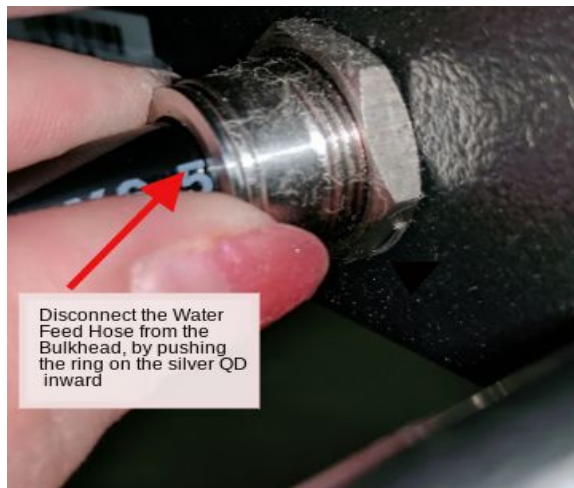
**Possible Causes:**

- Water Pump
- Water Valve
- Water Feed Hose
- Atomizer
- Water Pump External Harness
- PCB

---

Quick Check:

- Check for water out of the Water Feed Tube to the Head. This will pinpoint if the problem is in the Head or Tank. Remove tubing from Head (see image below) and put tubing into the tank or a bucket. Turn on the water and see if the Water Feed Line has water coming out.





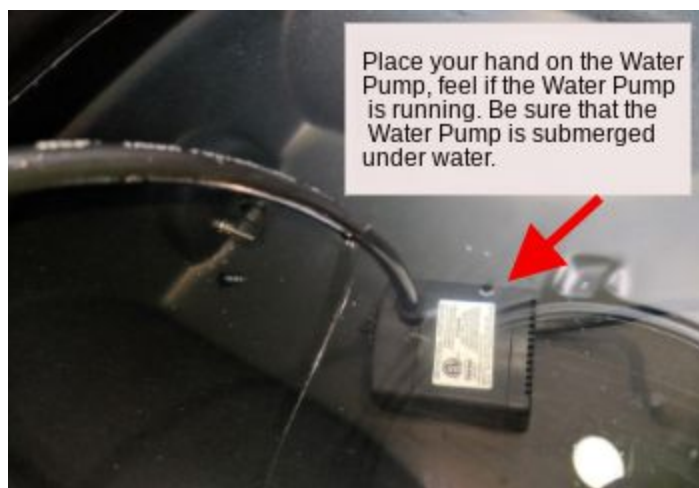
- Yes: Problem is in the Head: Tubing/Clog/Atomizer
- No: Problem is in the Tank: Tubing/Water Pump/ Water Valve/Harness/PCB
- Check for clog or damaged tubing

## Troubleshooting

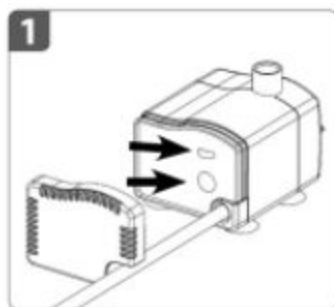
### Basic Troubleshoot:

#### 1. Water Pump:

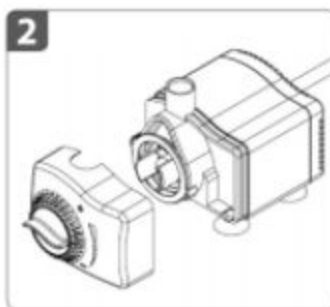
- Feel the Water Pump, check that it is working (vibrating):



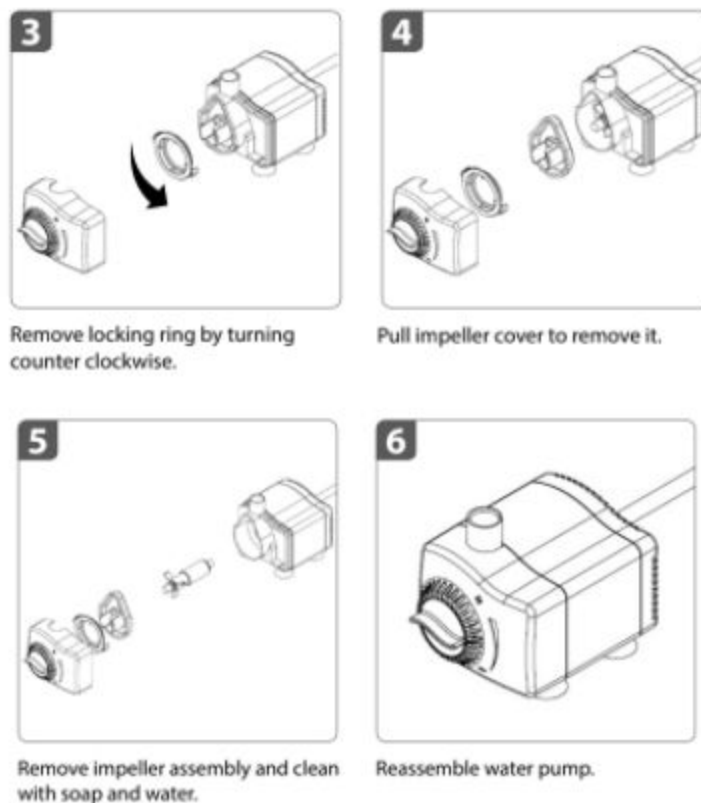
- Take the covers off the Water Pump and clean out, if necessary, the Impeller and Sensor
- See diagram below:



- 1a.** Remove the rear cover by pulling the cover off.
- 1b.** Clean sensors with a brush and water, use a mild soap if necessary. **Do this weekly.**



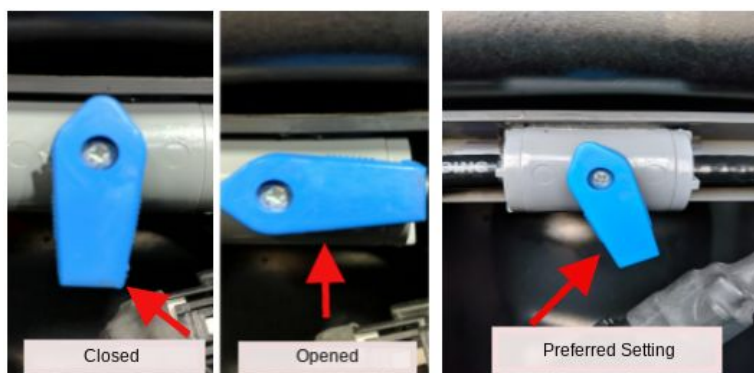
Pull the front cover to remove it.



- Yes: Vibrating, move to step 2
- No: Move to advanced troubleshoot, step 1

## 2. Water Valve:

- Check that the Water Valve is open



## 3. Water Feed Hose:

- Check that the lines are clear of kinks, holes or damages
- Check that the lines are pushed onto each components barb tightly

## Advanced Troubleshoot:

### 1. Water Pump:

- Check Water Pump Harness has 120VAC output
- Yes: Move to step 2
- No: Replace Water Pump and test
- [Water Pump Replacement: Guide](#)

### 2. Water Valve:

- Carefully pull the tubing off the feed end and check that it's allowing water to flow



- Yes: Move to the step 3
- No: Replace Water Valve and test
- [Water Valve Replacement: Guide](#)

### 3. Water Feed Hose:

- With a compressor, if available, blow into the Water Feed Tube and look inside the Tank. You should see air bubbles around the Water Pump (open Water Valve).
- Yes: Bubbles, move to step 4
- No: Blocked Tube, clear/replace

### 4. Water Pump External Harness:

- Perform a pull/continuity test to verify the Harness is good.
- Yes: Tested good, move on to step 5
- No: Replace and test

5. PCB:

- Perform the pull/continuity test harness that leads from PCB(H5) to the Electronic Box.
- Check H5 on the PCB for 120VAC output
- No: Replace the PCB and test the unit.
- [PCB Replacement: Video](#)

6. Atomizer:

- Using a compressor with a nozzle, blow out the Water Feed Tube to the Atomizer.
- Put the nozzle in the silver QD and blow the line 2-3 seconds at a time. Reconnect the Water Feed Line and test.



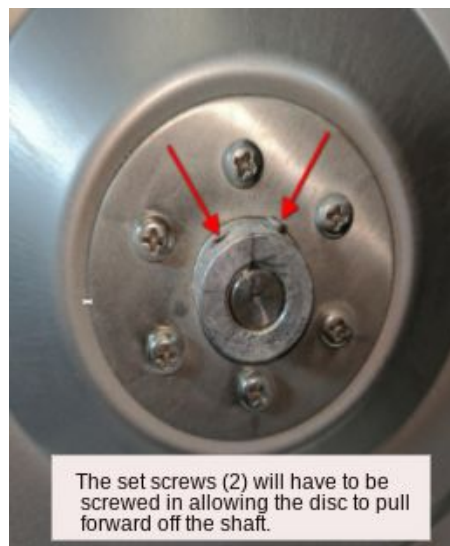
- Yes: Water flow / Problem resolved
- No: Continue with troubleshoot

7. Take the Atomizer Disc off and clean tip of Copper Tubing:

- Place a towel inside the atomizer catch tray to avoid losing the screws



- If the (2) set screws are flushed continue to the next step. If one is sticking out use a 3/32 Allen Key for the set screws. They should sit below the shaft. This makes it easier for the Disc to come off the shaft.



- Using a phillips remove the 6 screws around the shaft.
- Inspect the tip of the Copper Tubing for any blockage



- Check the Atomizer for water before reassembling

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

## End of section





# Atomizer Disc Not Spinning

Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box.  
Plug unit in for testing

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## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
- Phillips Screwdriver

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## Possible Causes:

- Control Panel
- Telco Cable
- Dafa Linker Cables (Male/Female)
- PCB
- Atomizer

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## Quick Check:

To bypass the Control Panel and Telco Cable troubleshooting, perform this quick test:

- Lay the unit on its side
- Push the Atomizer button on and off
- Listen for the Relay clicking (opening and closing)

Note: By following the above steps, this will tell if the Control Panel and Telco Cable is functioning.

- Yes: Relay clicking, move to advanced troubleshooting.
- No: Begin troubleshoot

## Troubleshooting

### Basic Troubleshooting:

1. Control Panel:

- Refer to: Control Panel troubleshoot - Page 13

2. Telco Cable:

- Refer to: Telco Cable troubleshoot - Page 14

3. Dafa Linker Cables:

- Perform a pull test on each individual wire gently at the Bulkhead Plate along with a continuity test to verify the Cable is good.
- Inspect the Male and Female Dafa Linker Cable on both ends for defects. Refer to Dafa Linker Cables images on page 13
- Yes: Good, move on to step 1 (PCB) in advanced troubleshooting
- No: Bad, replace and test
- [Female Dafa Linker Cable Replacement: Video](#)

4. Atomizer Motor:

- Spin the Disc to see that it spins freely from any calcium build up.

### Advanced Troubleshooting:

1. PCB:

- Verify power output of 120VAC to Atomizer Harness on the PCB board (H8)
- Yes: Voltage is good, move to Atomizer Motor
- No: Replace the PCB and test.
- [PCB Replacement: Video](#)

2. Atomizer Motor:

- Check the Harness for 120VAC to Atomizer in the Head
- Yes: Correct voltage, replace Atomizer
- [Atomizer Replacement: Video](#)
- No: Contact Customer Service for further support

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

## End of section

# Fan Speed Buttons Do Not work



Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
  - Phillips Screwdriver
- 

## Possible Causes:

- Control Panel
  - Telco Cable
  - PCB
- 

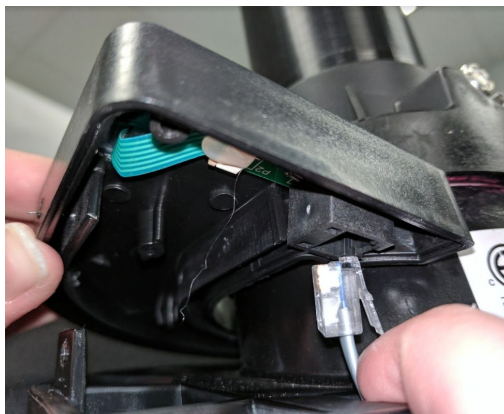
## Quick Check:

- Turn on the Dimming Feature (page 43). This tells if the button on the Control Panel is the issue.
- Good Panel: you will be able to turn the light up and down
- Bad Panel: you will not be able to turn the light up or down
- Check that the Telco Cable is seated firmly into the Control Panel

# Troubleshooting

## Basic Troubleshoot:

1. Control Panel:
  - Look inside for defects to the internal components.



- Inspect the Control Panel for functionality. Is the LED light coming on when you push the red, white and blue buttons. (note: some models have audio feedback)
- Yes: Move to step 2
- No: Replace and test if all other steps fail
- [Control Panel Replacement: Video](#)

## 2. Telco Cable:

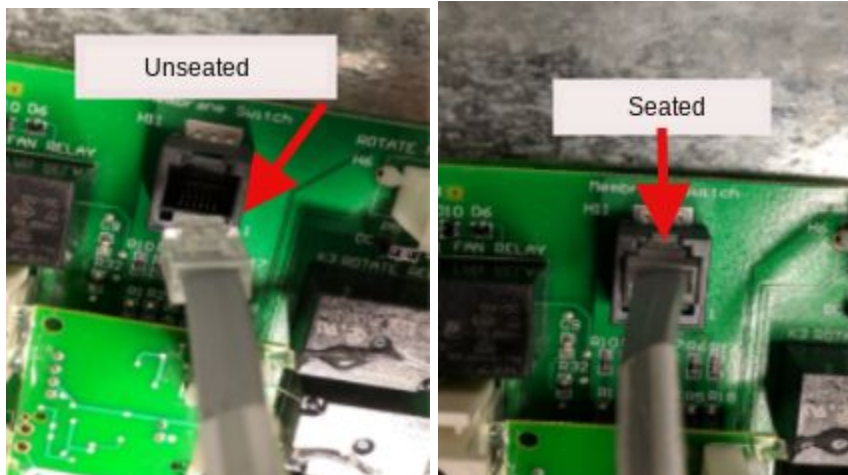
- Disconnect and reconnect Telco Cable inside the Control Panel, see that it is seated fully
- Inspect Cable plug ends. Is the Cable free of damaged?
- Yes: Move to Telco Cable in Advanced Troubleshoot
- No: Replace and test

## **Advanced Troubleshooting:**

### 1. Telco Cable:

- Disconnect and reconnect Telco Cable on the PCB at the Jack labeled “Membrane Switch, see that it is seated fully
- Inspect Cable plug ends. Is the Cable free of damaged?
- Yes: Move to PCB in Advanced Troubleshoot
- No: Replace and test

- Unseat and reseat the Telco Cable on the PCB



- Check the connectors from the AC Drive to the Daughter Board
- Verify that all the connectors are seated properly (perform pull test).

Turn on the Rotation and Atomizer to verify that the control panel is not in lock mode. The Control Panel lock feature disables the atomizer, rotation and fan speed control. This feature does not affect the Red button.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**



# Leaks



Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Visual Inspection
- 

## Possible Causes

- Drain Plug
  - Tank
  - Water Feed Hoses
  - Quick Disconnect
- 

## Quick check:

- Pinpoint where the leak is coming from whether it be in the Head, Tank or Hoses

# Troubleshooting

## Basic Troubleshoot:

### 1. Drain Plug:

- Inspect for damage
- Is the Drain Plug screwed in tightly
- Is the leaking by the gasket?
- Yes: Tighten or replace
- [Drain Plug Replacement: Guide](#)
- No: Move to step 2 (Tank)



2. Tank:

- Fill the unit with water and look for leak/s
- Is the leak coming from the Tank?
- Yes: Replace Tank (contact Customer Service for support)
- Note: some holes can be fixed by poly welding with LDPE

3. Water Feed Hoses:

- Inspect hoses for damage or wear (cracks, cuts, kinks, etc.)
- Ensure the hoses are properly attached to component
- Tubings inside the Head seated partially, can cause a leak.
- Is the leak coming from inside the Head?
- Yes: Contact customer service for support

4. Quick Disconnect:

- Confirm that the tubing is fully seated inside the Quick Disconnect.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**

# Head Is Not Rotating



Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
- Phillips Screwdriver
- 3/16 Allen Key
- 7/16 Socket and Wrench

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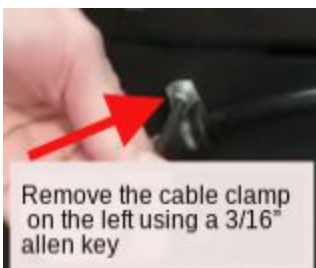
## Possible Causes:

- Obstruction
- Control Panel
- Telco Cable
- Harness
- PCB
- Rotation Motor
- Rotation Linkage

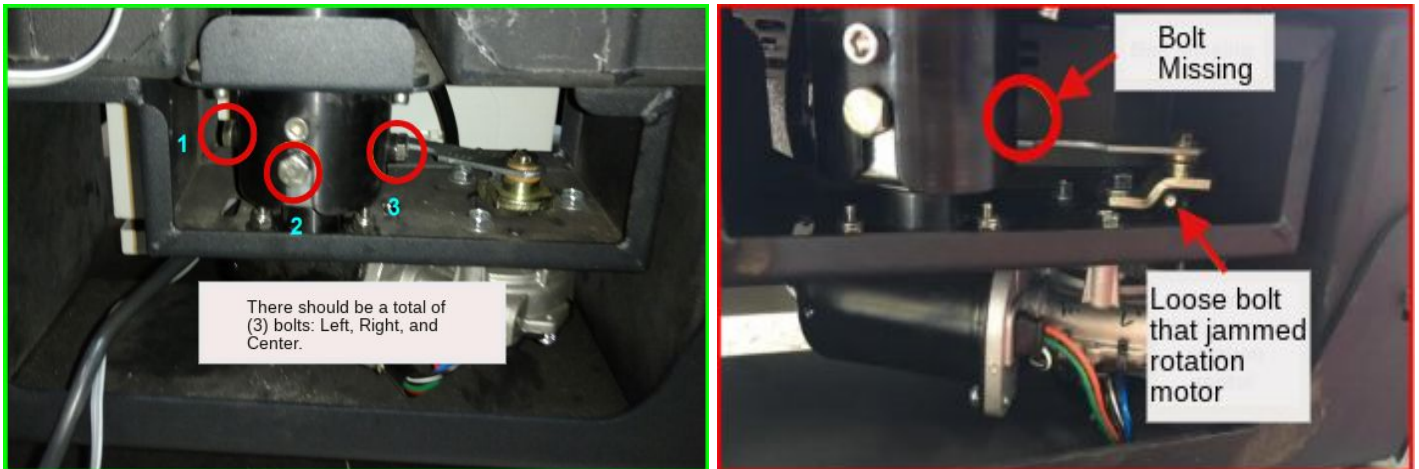
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## Quick Check:

1. Take off the Access Panel on the Skid Plate



2. Inspect the Rotation Linkage for damage or obstruction.



## Troubleshooting

### Basic Troubleshoot:

1. Control Panel:

- Inspect the Control Panel for functionality. Is the LED light coming on when you push the white button?
- Yes: Move to step 2 (Telco Cable)
- No: Check that the LED lights are not dimmed down
- Look inside for defects to the internal components

2. Telco Cable:

- Disconnect and reconnect Telco Cable inside the Control Panel, see that it is seated fully
- Inspect Cable plug ends. Is the Cable damaged?
- Yes: Replace and test unit
- No: Move to PCB in Advanced Troubleshoot

### Advanced Troubleshoot:

1. PCB:

- Check Rotation Motor connector on the PCB for 12VDC output
- Yes: Move to step 4
- No: Replace the PCB and test.
- [PCB Replacement: Video](#)

2. Harness:

- Perform pull/continuity test on Rotation Motor Connector to the Bulkhead Plate.
- Use multimeter to check voltage on Rotation Harness at the Bulkhead Plate for 12VDC
- Yes: Move to step 5 (Rotation Motor)
- No: Replace the wire Harness

3. Rotation Motor:

- Check the external Harness from the Rotation Motor to the Bulkhead (Electronic box).
- Are not getting 12VDC?
- No: Replace Rotation Harness.
- Yes: Replace Rotation Motor and test
- [Rotation Motor Replacement: Video](#)

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**



Disconnect  
Power



# Head Rotating Erratically

Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
- Phillips Screwdriver

---

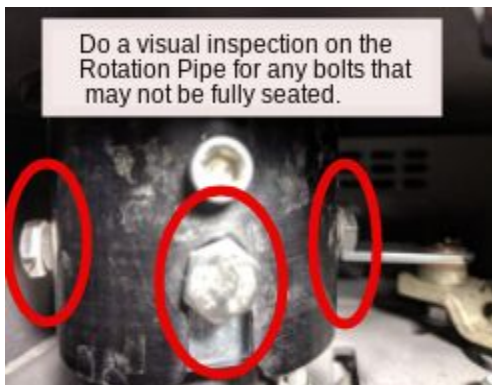
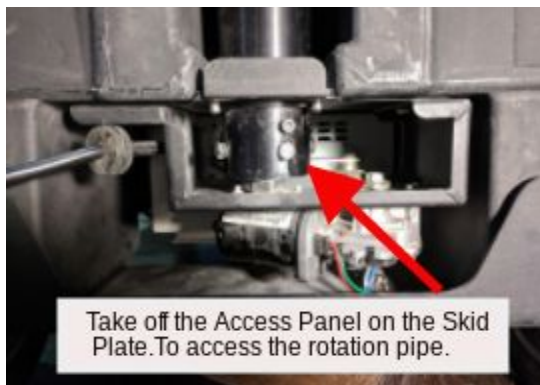
## Possible Causes:

- Defective linkage / Obstruction
- Rotation Pipe missing Bolts

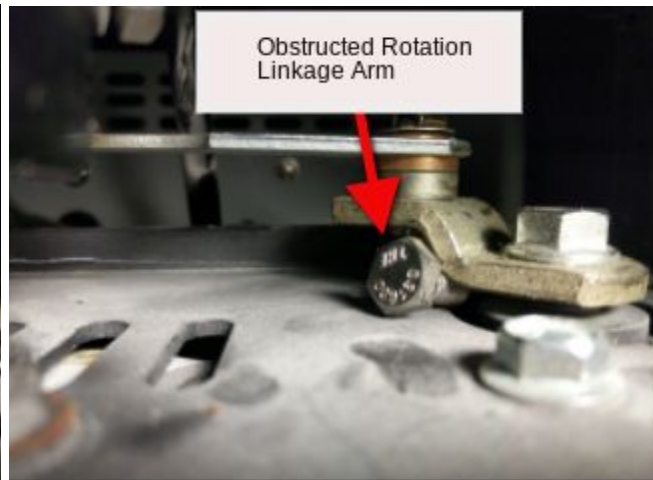
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## Quick Check:

1. Take off the Access Panel and inspect the rotation assembly for any defects.



2. Inspect the Rotation Linkage for any signs of defect or loose bolt. This can also cause the Head to rotate erratically.



If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**

## No Power

Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

### **CAUTION:**



**Electrical troubleshooting should be performed with the unit unplugged whenever possible. If troubleshooting is required with the unit “hot/on” it should be done under guidance.**

---

### **Tools required:**

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
  - Phillips Screwdriver
- 

### **Possible Causes:**

- Bad Outlet
  - Power Cord
  - Toggle switch (On/Off)
  - Fuse
  - Power Supply
-

# Troubleshooting

## Basic Troubleshoot:

### 1. Outlet:

- Verify 120VAC output from the outlet by using a multimeter.
- Once voltage has been verified, we will want to lay the unit down on it's side to begin the troubleshoot.

Click on the link for video showing how to lay the unit down:

<https://drive.google.com/open?id=0B0hX7uFxiXpvU3VGOGhrMlo1RWM>

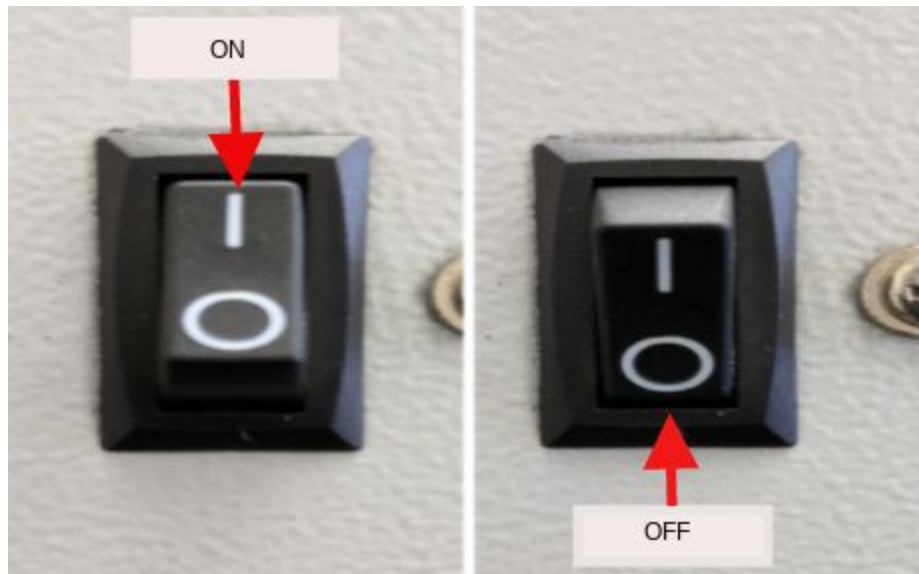
### 2. Power Cord:

- Inspect for Damage or cuts to the cord
- Follow the diagram below for following step



### 3. Toggle Switch:

- On the same side of the Bulkhead Plate there is a toggle switch. That is the Main Power Switch for the unit. Confirm that it is in the on position.



### Advanced Troubleshoot:

#### 1. Fuse:

- Gain access to the Electronic Box if problem still remains.
- Warranty Seal - if still under warranty contact Customer Service before breaking the seal, this way you do not void remaining warranty





- Check Fuse for continuity, if good, move on to the following step. If the fuse is defective, replace.

## 2. Power Supply:

- If the Fuse is deemed good, an LED light will show on the Power Supply



- If there is no green light on the Power Supply, change the Power Supply.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**

# Control Panel Unresponsive

Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

## Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Multimeter
- Phillips Screwdriver

---

## Possible Causes:

- Control Panel Locked
- Broken Jack
- Control Panel PCB
- Membrane Cable
- Membrane

---

## Quick Check

1. Confirm the Telco Cable is seated properly in the Jack underneath the Control Panel. This also will cause the Control Panel to malfunction if there are any defects with the Jack connections.

Remove the 4 phillip screws, 2 on each side of the Control Panel.



Once the 4 Phillips Screws have been removed:



Inspect , disconnect and reconnect the Telco Cable that it is seated securely.

2. Inspect the Membrane / PCB inside the Control Panel that it is free of any defects. The membrane cable if not fully seated, will cause the button not to respond when pushed. See the above picture that shows a securely seated Membrane Cable.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**

# Control Panel Locked

- 
- There are no tools required for this section
- 

## Possible Causes:

- Control Panel
- 

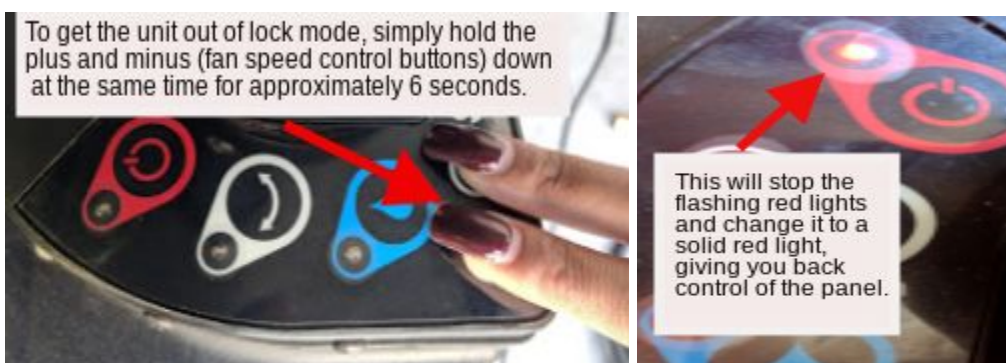
## Quick check:

- If the Power button is flashing on and off continuously, the system is in lock mode.

## Troubleshooting

### Basic Troubleshoot:

1. Control Panel:
  - When locked, you have NO control over the Rotation, Atomizer and Fan Speed buttons except for the Power Button.
  - To unlock, Hold both the Fan Speed buttons simultaneously for 5 seconds.



If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

## End of section.

# Dimming Features

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- There are no tools required for this section.
- 

## Possible Causes:

- Control Panel
- 

## Quick Check:

- There is full functionality of the Control Panel but no LED lights, it simply means that the dimming feature was turned on and the lights are just dimmed down.

# Troubleshooting

## Basic Troubleshoot:

1. Control Panel:
  - Power on the unit.
  - Hold the Blue Button down for 3 seconds (it will then begin to flash).
  - Press the + button (Fan Speed) for desired brightness.
  - Press and hold Blue Button again for 3 seconds to turn feature off.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

## End of section.



# Noises

Make sure to unplug the unit while checking connections or anything pertaining to the Electronic Box. Plug unit in for testing.

---

Tools required:

Basic Troubleshooting:

- Visual Inspection

Advanced Troubleshooting:

- Visual Inspection
- 

**Possible causes:**

- Fan Motor
  - Atomizer
  - Obstruction
- 

**Quick Check:**

- Determine which Motor (Fan or Atomizer) the sound is coming from.

## Troubleshooting

**Basic Troubleshoot:**

1. Fan Motor:

- Is there a loud humming / Grinding sound coming from the Motor?
- Yes: Grinding, replace Fan Motor
- Yes: Humming, contact Customer Service. DO NOT USE THE SYSTEM as it will burn out the motor.

Note: When the main Fan Motor is missing a phase, you will hear a humming sound. You will have full control of the Fan Speed Button, such as being able to increase and decrease the Fan speed but without the Fan Blade actually spinning.

2. Atomizer:

- Is there a grinding noise coming directly from the Motor?
- Yes: Grinding, replace Fan Motor.

- No: Contact Customer Service.

Any noise that you are not sure about, it is always best to consult one of our Customer Service Dept. Reps for further support.

3. Obstruction:

- Is there any obstruction in the Fan Blade?
- Yes: Remove and test.

If the problem is not resolved, contact Customer Service by email at [customerservice@breezercooling.com](mailto:customerservice@breezercooling.com) or by phone at [844-233-5673](tel:844-233-5673).

**End of section.**

**You have reached the last page of Breezer Mobile Cooling's Troubleshooting Guide. If your system problems cannot be resolved through these processes, please contact our Customer Service Department at 844-233-5673.**