

**Introduction:**

The KE2 Evap OEM has advanced communications and alarming features, never before seen in the refrigeration industry. These alarms provide early indications of a poorly performing refrigeration system.

Text messages and/or e-mail alerts provide notification of system issues immediately, whether on-site or remote, as long as there is an Internet connection.

Advanced alarming, diagnostic and troubleshooting are key features of the KE2 Evap OEM controller, and help prevent catastrophic failures. This protects contractor, owner, product, and refrigeration equipment.

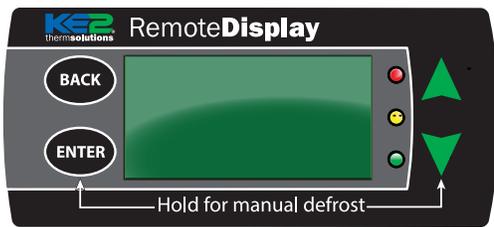
When using KE2 SmartAccess, the controllers can be viewed, setpoints changed, and defrosts can even be initiated remotely; saving time and frustration. And, your home office or KE2 Therm technical support can even login with you to diagnose the system in real time.

**Alarm Notifications:**

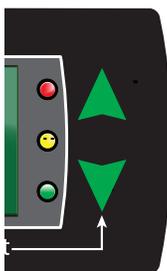
Users are notified of alarms in several ways in addition to e-mail/texts.

**From the face of the Remote Display:**

Using the Remote Display, the alarm is shown as a three digit code, and the yellow or red LED light on the right side of the display will illuminate. If there is more than one alarm present at the same time, press **▼** to cycle through the alarms.



**Alarm Severity:**



**Red LED: Critical Alarm** - will turn the system off. The system is unable to run safely under these conditions, and the controller will cease operating the refrigeration system. The controller is attempting to prevent a catastrophic system failure, such as damage to the compressor. **Critical alarms must be addressed immediately.**

**Yellow LED: Cautionary Alarm** - The controller will continue to function to the best extent possible given the system conditions, but the **alarm should be addressed as soon as possible.**

**On the controller's webpage:**

Alarms can also be viewed on the right hand side of the controller's Home Page when connected to the controller via a smart device (smartphone, tablet, PC etc.), or remotely via KE2 SmartAccess. When not in alarm, the controller displays "All Clear."



If the controller is connected to the Internet, the KE2 Evap OEM can also send text messages and/or e-mails to immediately notify all necessary personnel of the alarm condition.

Alarm thresholds such as high temp and door alarm can be adjusted, and should be set so as not to trigger during normal loading and use.

All alarms, except for the Excess Defrost Alarm, will automatically clear once the alarm condition no longer exists. To clear an alarm manually; press and hold the **BACK** button until **tS** (temperature Setpoint) appears, press the **▲** button to **CLA** (Clear Alarm), finally press and hold **ENTER** until the alarms are cleared. Power cycling the controller to clear alarms is not recommended, but will also reset the alarm conditions.

**Clearing alarms before calling technical support will make diagnosis more difficult or impossible; please call technical support before clearing alarms if assistance is required.**

**Note:** If the alarm is a sensor alarm and the sensor is still disconnected or shorted, the alarm will immediately reappear.



These videos may also be relevant when troubleshooting or for basic setup or your controller.

**Troubleshooting:**

- Video 034 – Iced Evaporator Coil on a Walk-in Freezer
- Video 044 – Iced Evaporator Coil on a Walk-in Cooler
- Video 107 – Troubleshooting a Temperature Sensor
- Video 106 – Troubleshooting a Pressure Transducer

**Basic setup:**

- Video 066 – How to Assign Controllers to your KE2 SmartAccess Site.
- Video 068 – How to Determine Proper Coil Sensor Location
- Video 069 – How to Properly Install a Coil Sensor



**Alarms & Notifications List**

Alarm Type	Abbreviation	Scrolling Text*	Full Name	Description	Page
	<b>Blank Display</b>			No LEDs are illuminated on the display.	Page 3
	<b>Ed</b>		Intro Mode	"Ed" on display, Yellow and Red LEDs flashing	Page 3
<b>Sensor Alarms</b>	<b>PSA</b>	<b>PRESSURE SENSOR</b>	Pressure Sensor Alarm	Suction pressure sensor is shorted, open or pressure out of range	Page 3
	<b>SSA</b>	<b>SUCTION TEMP SENSOR</b>	Suction Sensor Alarm	Suction temperature sensor is shorted or open	Page 4
	<b>ASA</b>	<b>AIR TEMP SENSOR</b>	Air Sensor Alarm	Return air temperature sensor is shorted or open	Page 4
	<b>CSA</b>	<b>COIL TEMP SENSOR</b>	Coil Sensor Alarm	Coil temperature sensor is shorted or open	Page 4
	<b>A1A</b>	<b>AUX1 SENSOR</b>	AU1 Temp Sensor Alarm	AU1 temperature sensor is shorted or open	Page 4
	<b>A2A</b>	<b>AUX2 SENSOR</b>	AU2 Temp Sensor Alarm	AU2 temperature sensor is shorted or open	Page 4
	<b>A3A</b>	<b>AUX3 SENSOR</b>	AU3 Temp Sensor Alarm	AU3 temperature sensor is shorted or open	Page 4
<b>Defrost</b>	<b>EdF</b>	<b>EXCESS DEFOST</b>	Excess Defrost Alarm	Exceeds maximum number of allowable defrosts	Page 5
	<b>dtT</b>	<b>DEFR TERM ON TIME</b>	Defr Term on Time Alarm	Defrost terminated on time instead of temperature for two consecutive cycles	Page 5
<b>Superheat</b>	<b>HSH</b>	<b>HIGH SUPERHEAT</b>	High Superheat Alarm	System has been running with a higher than expected superheat.	Page 6-7
	<b>LSH</b>	<b>LOW SUPERHEAT</b>	Low Superheat Alarm	System has been running with a lower than expected superheat.	Page 6-7
<b>Temperature</b>	<b>HtA</b>	<b>HIGH AIR TEMP</b>	High Temperature Alarm	Room temperature is above rtP (ROOM TEMP) + AIR TEMP DIFF + HAo (HIGH TEMP ALARM OFFSET) for longer than HAd (HIGH TEMP ALARM DELAY).	Page 8
	<b>LtA</b>	<b>LOW AIR TEMP</b>	Low Temperature Alarm	Room temperature is below rtP (ROOM TEMP) - LAo (LOW TEMP ALARM OFFSET) for longer than LAd (LOW TEMP ALARM DELAY).	Page 8
<b>Door Switch</b>	<b>dor</b>	<b>DOOR SWITCH</b>	Door Open Alarm	Door is open and room temperature is 5.0°F above rtP (ROOM TEMP) + AIR TEMP DIFF for dAd (DOOR ALARM DELAY) time.	Page 9
<b>Communication</b>	<b>CoA</b>	<b>COMMUNICATION ERROR</b>	Communication Error	ONLY FOR BONDED CONTROLLERS: No communication between controllers for one minute or more	Page 9
	<b>PrF</b>	<b>N/A</b>	Process Failure	Remote Display is not communicating to the controller	Page 9
<b>Digital Inputs</b>	<b>EA1</b>	<b>EXTERNAL ALARM 1</b>	External Alarm 1	If AU1 IN MODE = EXT ALARM: The digital input is in an active state	Page 10
	<b>EA2</b>	<b>EXTERNAL ALARM 2</b>	External Alarm 2	If AU2 IN MODE = EXT ALARM: The digital input is in an active state	Page 10
	<b>EA3</b>	<b>EXTERNAL ALARM 3</b>	External Alarm 3	If AU3 IN MODE = EXT ALARM: The digital input is in an active state	Page 10
<b>Email</b>	<b>EFL</b>	<b>EMAIL FAILURE</b>	Email Failure Alarm	Email alert was not confirmed by email server provided after seven consecutive attempts	Page 10
<b>KE2 Smart Access</b>	<b>Disconnect</b>			Controller has been disconnected from KE2 SmartAccess for over 10 minutes.	Page 10
	<b>Reconnect</b>			Controller has been reconnected to KE2 SmartAccess.	Page 10
	<b>Access Denied</b>			Response from https://smartaccess.ke2therm.net when trying to login with invalid site	Page 10
	<b>Controller Comm Failure - Retry in XX seconds.</b>			This error will prevent viewing the controller's webpage.	Page 10
<b>Call KE2 Therm for assistance.</b>	<b>Pdt</b>	<b>PUMPDOWN TIMEOUT</b>	Pump Down Timeout	Max time for LPKO pumpdown exceeded	—
	<b>SCC</b>	<b>SHORT COMP CYCLE</b>	Short Compressor Cycle	Compressor is started an excessive number of times to maintain suction pressure	—
	<b>LPA</b>	<b>LOW PRESSURE</b>	Low Pressure Alarm	Suction pressure dropped below expected point excessive number of times	—

\*Scrolling Text is available when using the KE2 Combo Display.



# KE2 Evap OEM

## Alarm Troubleshooting Guide

### Troubleshooting Tables

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action
<b>Blank Display</b>	N/A	No LEDs are illuminated on the display.	N/A	<p><b>Note:</b> While not an alarm condition, the controller may or may not be operational if nothing is shown on the Remote Display. The KE2 Evap OEM can continue to operate the system even while the Remote Display is disconnected.</p> <p><b>If controller is still powered and system is running troubleshoot the Remote Display:</b></p> <ul style="list-style-type: none"> <li>• Make sure the plugs are fully inserted into the jacks at both the KE2 Evap OEM and the Remote Display.</li> <li>• Check the connection between the KE2 Evap OEM board and the Remote Display for any burned, chaffed, cut or otherwise damaged sections. If damaged, replace cable.</li> <li>• There are two jacks on the Remote Display. Switch the jack used on the Remote Display and check for functionality.</li> <li>• Check to see if Remote Display cable is longer than 5ft. Maximum cable length between Remote Display and KE2 Evap OEM board is 5ft.</li> </ul> <p><b>If system is not running and there are no LEDs lit on the KE2 Evap OEM board, check:</b></p> <ul style="list-style-type: none"> <li>• Incoming voltage to the board. Voltage should be between 100VAC – 240VAC, if not address supply voltage issue.</li> <li>• Remove power to controller and check fuse located on board. The fuse cannot be checked visually; remove fuse from board and check resistance across the fuse. An open reading indicates the fuse has blown and points to a supply voltage issue or short on the board or connected devices. The fuse will blow in order to protect the controller from permanent damage. Check for proper incoming power, examine all cables for burned, cut, chaffed or otherwise damaged insulation/wire and repair. Replace fuse (PN 21375).</li> <li>• Remove all connections to controller except for power and the Remote Display; see if the Remote Display illuminates.</li> </ul> <p><b>Note:</b> Power injected into the controller's Ethernet port may result in the display going blank and other unexpected problems.</p> <p>Power over Ethernet (POE) switches connected to the KE2 Evap OEM should have the power output feature disabled.</p>
<b>Ed</b>	Intro	"Ed" is blinking on the Remote Display, yellow and red LEDs are flashing.	N/A	Not an alarm condition, controller is in introduction mode. Please refer to Q.1.45 for controller setup.
<b>PSA</b>	Pressure Sensor Alarm	<p>ONLY ACTIVE WHEN AN ELECTRONIC EXPANSION VALVE IS SELECTED:</p> <p>Suction pressure sensor is shorted, open or pressure is out of range.</p>	<p>Red LED is illuminated. System cannot operate while this alarm is present.</p> <p>PrS - SUCTION PRESSURE</p> <ul style="list-style-type: none"> <li>• If wiring connects Signal terminal (G) to Ground terminal (B) or open, PrS will read -15.</li> <li>• If wiring connects Signal terminal (G) to the +5 VDC terminal (R), PrS will read 154.</li> <li>• If actual pressure is over the range of the transducer, PrS will read over 150*.</li> </ul> <p>* 300 psig or 500 psig depending on range of the pressure transducer.</p>	<p>The majority of sensor alarms and inaccurate readings are caused by cut, burned, chaffed or otherwise damaged sensor cables. Inspect the length of the cable for any burned, chaffed or otherwise damaged sections. Repair any damaged sections; take care not to swap colors when repairing.</p> <ul style="list-style-type: none"> <li>• Check that the pressure transducer cable wires are inserted into the proper position on the board (gray connector) and that the colors are inserted into the proper screw down terminal gates. The bare stranded wire of the transducer cable should be inserted so that the wire is directly touching the gate of the connector. If the gate is contacting the insulation of the wire, it will not allow the controller to read the sensor.</li> <li>• If wires have been extended, check that colors have not been swapped when extended. Check for any bad splices, crimps or solder joints where extended.</li> <li>• Check that the pressure transducer cable is fully inserted into the pressure transducer. The cable should click when fully inserted into the transducer.</li> <li>• Confirm that the proper transducer is being used for the system. 0-150psia for most common refrigerants, 0-300psig for R-410A and 0-500psig for R-744 (CO2). Confirm that the proper refrigerant (<b>rFG</b>) is selected in the setpoints menu.</li> <li>• To verify the accuracy of the transducer, remove the transducer from the system. The controller should read suction pressure as approximately 0 psig when measuring atmosphere.</li> </ul> <p><b>Note:</b> If PrS shows -15 when transducer is measuring atmosphere, the wrong pressure transducer/refrigerant combination has been selected.</p>



# KE2 Evap OEM Alarm Troubleshooting Guide

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action																						
<b>SSA</b>	<b>Suction Temperature Sensor</b>	<p>ONLY ACTIVE WHEN AN ELECTRONIC EXPANSION VALVE IS SELECTED:</p> <p>Red LED is illuminated. System cannot operate while this alarm is present.</p> <p>Temperature sensor is shorted or open (not connected).</p>	<p>SUt - T1 SUCTION TEMP</p> <ul style="list-style-type: none"> <li>• If SUt reads -88 the sensor is open, or not connected.</li> <li>• If SUt reads 180+ the sensor is shorted.</li> </ul>	<ul style="list-style-type: none"> <li>• The majority of sensor alarms and inaccurate readings are caused by cut, burned, chaffed or otherwise damaged sensor cable. Inspect the length of the cable for any cut, burned, chaffed or otherwise damaged sections. Repair any damaged sections</li> <li>• Check that the sensor is inserted into the proper position on the board. The sensor is not polarized; black and white wires can be inserted in either position on the connector:</li> </ul> <p><b>Suction Temp:</b> black connector labeled <b>TSUC</b>.</p> <p><b>Air Temp:</b> blue connector labeled <b>TAIR</b>.</p> <p><b>Coil Temp:</b> yellow connector labeled <b>TCOIL</b>.</p> <p><b>2nd Coil Temp/Aux 1 Temp:</b> green connector labeled <b>AUX1</b>.</p> <p><b>Aux 2 Temp:</b> black connector labeled <b>AUX2</b>.</p> <p><b>Aux 3 Temp:</b> black connector labeled <b>AUX3</b>.</p> <ul style="list-style-type: none"> <li>• The bare stranded wire of the temperature sensor should be inserted so that the wire is directly touching the gate of the connector. If the gate is contacting the insulation of the wire, it will not allow the controller to read the sensor.</li> <li>• If wires have been extended, check for any bad splices, crimps or solder joints where extended.</li> <li>• Check the sensor probe. If the sensor cable has been pulled, the sensor probe may have been damaged, and needs to be replaced.</li> <li>• To verify accuracy of the sensor, the preferred method is to place the sensor in a proper ice bath while connected to the controller. View <b>SUt</b> on variables menu, temperature should read around 32.0°F. If adjustment is necessary, an offset can be applied via the browser interface.</li> <li>• Sensor accuracy can also be verified using a third party thermometer, however, it must be calibrated and rated to measure low temperatures.</li> <li>• Unplug the connector and check that the resistance reading of the sensor matches the temperature vs. resistance table.</li> </ul> <table border="1" data-bbox="885 1165 1461 1438"> <thead> <tr> <th>Temperature °F</th> <th>Ohms</th> </tr> </thead> <tbody> <tr><td>-22</td><td>19480</td></tr> <tr><td>-4</td><td>12110</td></tr> <tr><td>14</td><td>7763</td></tr> <tr><td>32</td><td>5114</td></tr> <tr><td>50</td><td>3454</td></tr> <tr><td>68</td><td>2387</td></tr> <tr><td>77</td><td>2000</td></tr> <tr><td>86</td><td>1684</td></tr> <tr><td>104</td><td>1231</td></tr> <tr><td>122</td><td>885</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>• If temperature appears to be within the proper operating range, swap a non-alarming sensor with the sensor being diagnosed.</li> <li>• If the new sensor is read properly by the controller, the sensor being diagnosed will need to be replaced.</li> <li>• If the sensor was disconnected for diagnostic purposes, return the sensor to the appropriate location on the controller once diagnostics are complete.</li> </ul>	Temperature °F	Ohms	-22	19480	-4	12110	14	7763	32	5114	50	3454	68	2387	77	2000	86	1684	104	1231	122	885
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<b>ASA</b>	Air Temperature Sensor Alarm	<p>Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.</p>	<p>rtP - ROOM TEMP</p> <ul style="list-style-type: none"> <li>• If rtP reads -88 the sensor is open, or not connected.</li> <li>• If rtPt reads 180+ the sensor is shorted.</li> </ul>																							
<b>CSA</b>	Coil Temperature Sensor Alarm	<p>Temperature sensor is shorted or open (not connected).</p>	<p>CLt - COIL TEMP</p> <ul style="list-style-type: none"> <li>• If CLt reads -88 the sensor is open, or not connected.</li> <li>• If CLt reads 180+ the sensor is shorted.</li> </ul>																							
<b>A1A</b>	Auxiliary 1 Temperature Sensor Alarm		<p>AU1 - AUX TEMP 1</p> <ul style="list-style-type: none"> <li>• If AU1 reads -88 the sensor is open, or not connected.</li> <li>• If AU1 reads 180+ the sensor is shorted.</li> </ul>																							
<b>A2A</b>	Auxiliary 2 Temperature Sensor Alarm		<p>AU2 - AUX TEMP 2</p> <ul style="list-style-type: none"> <li>• If AU2 reads -88 the sensor is open, or not connected.</li> <li>• If AU2 reads 180+ the sensor is shorted.</li> </ul>																							
<b>A3A</b>	Auxiliary 3 Temperature Sensor Alarm		<p>AU3 - AUX TEMP 3</p> <ul style="list-style-type: none"> <li>• If AU3 reads -88 the sensor is open, or not connected.</li> <li>• If AU3 reads 180+ the sensor is shorted.</li> </ul>																							



## KE2 Evap OEM Alarm Troubleshooting Guide

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action
EdF	Excess Defrost Alarm	Exceeds maximum number of allowable defrosts.	Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.  CLt - COIL TEMP dEr - DEFROST RELAY	<p><b>Excess Defrost Alarm and Defrost Termination on Time Alarm are closely linked;</b> both often indicate issues with the defrost process. Excess defrost alarm only occurs when using defrost based on evaporator efficiency, and is the only alarm condition that does not clear automatically when alarm conditions are resolved. Do not clear the Excess Defrost Alarm until diagnostics have been performed and the source of the excess defrost alarm is resolved.</p> <p><b>Air/ Electric / Hot Gas Defrost</b> - Check solenoid valve. While the controller is in refrigeration or satisfied on temperature, initiate a defrost from the Remote Display by pressing and holding the <b>ENTER</b> and <b>▼</b> buttons until <b>ddF</b> (defrost delay Fan) or <b>dEF</b> appears. The solenoid valve should close and the flow of liquid refrigerant to the evaporator stopped for the entire defrost.</p> <p><b>Note:</b> For electric and hot gas defrost, the controller should run fans only for several minutes while the system pumps down in <b>ddF</b> (defrost delay Fan) mode. In <b>ddF</b>, solenoid valve and heaters should be off. The display will change to <b>dEF</b> (dEFrost) after the fan operation is complete. Fans should turn off, solenoid valve should remain off, and all heaters should turn on.</p> <p><b>Electric Defrost</b> - Verify that the heaters are working properly. Measure amperage of the heaters while heaters are energized and check that it matches the nameplate of the evaporator. If less than the nameplate, check for damaged heaters and any cut, burned, chafed or disconnected wires in the heater circuit. Repair damage and check for proper defrost operation.</p> <p><b>Note:</b> Controller periodically turns heaters on and off during defrost to reduce steaming and overall heat of defrost toward the end of the defrost cycle.</p> <p><b>Air/ Electric / Hot Gas Defrost</b> - Verify coil sensor location. An excessive number of defrosts is often due to coil sensor location. The coil sensor, or sensors, serve as defrost termination sensors. If in an improper location (such as close to a heater), or if a coil sensor has been pulled out, defrost will terminate too soon or will take too long to terminate. The controller will respond by initiating another defrost shortly after the irregular defrost, and the cycle will continue until the Excess Defrost Alarm is triggered. Relocate the coil sensor to where frost has built up the heaviest on the coil and initiate a defrost. Check to make sure the defrost terminates in a reasonable amount of time (less than 30-35 minutes for air defrost, less than 18-22 minutes for electric defrost) and the coil is completely clear of frost. If there is any frost remaining on the coil after the defrost, relocate a coil sensor to that location. The proper location for the coil sensor is always the last place frost disappears.</p> <p><b>Air/ Electric / Hot Gas Defrost</b> - Verify door has not been left open for an extended period by viewing graphs page. Add door switch (PN 20543) to reduce excess frost caused by door openings.</p> <p><b>Air/ Electric</b> - Cold air from an evaporator in refrigeration in the same space may prevent a defrosting coil from reaching termination temperature within a reasonable amount of time. Bonding and synchronizing defrost on the evaporators allows the evaporators to defrost more quickly. Please refer to Q.5.10 for information on multi-evaporator applications.</p> <p><b>Air Defrost</b> - The KE2 Evap OEM keeps the room temperature much tighter than is typically seen in the industry. The KE2 Evap OEM's default air temperature differential is 1.0°F, while the system is still protected from short cycling by minimum off and minimum run times if temperature fluctuation is larger than normal. If the room temperature setpoint on the KE2 Evap OEM is set to the same temperature cut-out as traditional mechanical controls where differentials of 4.0°F or 5.0°F are common, it will result in a much colder room temperature on average. Considered this when setting the room temperature setpoint. If receiving Defrost Termination on Time or Excess Defrost Alarm with air defrost, the room air heat alone may not be sufficient to complete the air defrost. The room temperature setpoint should be raised, or electric heat added to the evaporator. Alternatively, the <b>dtP</b> (defrost term temp) can be lowered to one degree above <b>rTP</b> (room Temp), however, the coil sensor MUST be in the spot on the coil where frost disappears last during defrost to ensure a completely clean coil after every defrost. Otherwise, set <b>ind</b> (initiate defrost Mode) to <b>SCH</b> (SCHEDULE), and set <b>dPd</b> (defrost Per day) and <b>dtL</b> (defrost time Length) to the number of times per day and length of defrost to completely clear the coil of frost. If the maximum defrost time is still not sufficient to clear the coil of frost, the Defrost Termination on Time Alarm will continue to trigger.</p> <p><b>Return Defrost Mode to Demand after resolving the issue.</b></p>
dtT	Defrost Termination on Time Alarm	Defrost terminated on time instead of temperature for two consecutive defrosts	Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.  CLt - COIL TEMP dEr - DEFROST RELAY	<p><b>Excess Defrost Alarm and Defrost Termination on Time Alarm are closely linked;</b> both often indicate issues with the defrost process. Excess defrost alarm only occurs when using defrost based on evaporator efficiency, and is the only alarm condition that does not clear automatically when alarm conditions are resolved. Do not clear the Excess Defrost Alarm until diagnostics have been performed and the source of the excess defrost alarm is resolved.</p> <p><b>Air/ Electric / Hot Gas Defrost</b> - Check solenoid valve. 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Alternatively, the <b>dtP</b> (defrost term temp) can be lowered to one degree above <b>rTP</b> (room Temp), however, the coil sensor MUST be in the spot on the coil where frost disappears last during defrost to ensure a completely clean coil after every defrost. Otherwise, set <b>ind</b> (initiate defrost Mode) to <b>SCH</b> (SCHEDULE), and set <b>dPd</b> (defrost Per day) and <b>dtL</b> (defrost time Length) to the number of times per day and length of defrost to completely clear the coil of frost. If the maximum defrost time is still not sufficient to clear the coil of frost, the Defrost Termination on Time Alarm will continue to trigger.</p> <p><b>Return Defrost Mode to Demand after resolving the issue.</b></p>



# KE2 Evap OEM Alarm Troubleshooting Guide

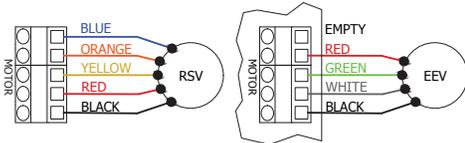
Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action																																																																	
HSH	High Superheat Alarm	ONLY ACTIVE WHEN AN ELECTRONIC EXPANSION VALVE IS SELECTED:  System has been running with a higher than expected superheat.	Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.  SHt - SUPERHEAT PrS - SUCTION PRESSURE SUt - SUCTION TEMP oPn - VALVE % OPEN	<ul style="list-style-type: none"> <li>• <b>Check the system suction pressure</b> using either the Remote Display (PrS) or the controller's browser interface and validate the suction pressure is within the range of the system design. If a new install, confirm valve is properly sized for the system.</li> <li>• <b>Check refrigerant type.</b> Press and hold <b>ENTER</b> or <b>BACK</b> until <b>tS</b> appears. Press <b>▼</b> to <b>rFG</b>. Press <b>ENTER</b> to see currently selected refrigerant. To change refrigerant press <b>▼</b> until the correct refrigerant is shown. Press and hold <b>ENTER</b> to save correct refrigerant type. To exit the menu hit <b>ENTER</b>.</li> </ul>																																																																	
LSH	Low Superheat Alarm	System has been running with a lower than expected superheat.		<p><b>Refrigerants</b></p> <table border="1"> <thead> <tr> <th>Abbreviation</th> <th>Full Name</th> <th>Abbreviation</th> <th>Full Name</th> </tr> </thead> <tbody> <tr><td>R22</td><td>R-22</td><td>449</td><td>R-449A</td></tr> <tr><td>134</td><td>R-134a</td><td>448</td><td>R-448A</td></tr> <tr><td>42d</td><td>R-422D</td><td>744</td><td>R-744</td></tr> <tr><td>42A</td><td>R-422A</td><td>410</td><td>R-410A</td></tr> <tr><td>40C</td><td>R-407C</td><td>407</td><td>R-407F</td></tr> <tr><td>40A</td><td>R-407A</td><td>409</td><td>R-409A</td></tr> <tr><td>507</td><td>R-507</td><td>408</td><td>R-408A</td></tr> <tr><td>404</td><td>R-404A</td><td>438</td><td>R-438A</td></tr> <tr><td>513</td><td>R-513A</td><td>717</td><td>R-717</td></tr> <tr><td>450</td><td>R-450A</td><td>452</td><td>R-452A</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>• <b>Check valve type.</b> Press and hold <b>ENTER</b> or <b>BACK</b> until <b>tS</b> appears. Press <b>▼</b> to <b>Edt</b>. Press <b>ENTER</b> to see currently selected valve. To change the valve type press <b>▼</b> until the correct valve is shown. Press and hold <b>ENTER</b> to save. Controller will reset. Confirm proper system operation with the variables menu.</li> </ul> <p><b>Valve Types</b></p> <table border="1"> <thead> <tr> <th>Abbreviation</th> <th>Scrolling Text* &amp; Full Name</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>tHr</td><td>EHV MECHANICAL</td><td>Thermostatic Expansion Valve</td></tr> <tr><td>HS</td><td>HSV</td><td>KE2 Therm's Hybrid Stepper Valve</td></tr> <tr><td>rS</td><td>RSV</td><td>KE2 Therm's Refrigeration Stepper Valve</td></tr> <tr><td>SEi</td><td>SEI</td><td>Sporlan Valve with 1,600 steps</td></tr> <tr><td>SEr</td><td>SER</td><td>Sporlan Valve with 2,500 steps</td></tr> <tr><td>CrL</td><td>CAREL</td><td>Carel Valve with 500 steps</td></tr> </tbody> </table> <p>*Scrolling Text is available when using the KE2 Combo Display.</p> <ul style="list-style-type: none"> <li>• If system operation has not improved, re-initialize the valve. This can be done by clicking the "Reset" button on the Settings page of the browser interface, or power may also be cycled to the controller.</li> <li>• <b>Check the valve position in the variables menu (oPn).</b> If the valve is fully open, verify the valve is operating properly by manually operating the valve from the Remote Display. Press <b>BACK</b> and <b>▼</b> at the same time on the Remote Display until a number with the rightmost number blinking displays. This is the valve percent open, and the EEV is now under manual control. Press <b>▲</b> to open and <b>▼</b> to close the valve. Press <b>ENTER</b> to change how much the valve opens with each button press (0.1%, 1.0% or 10.0%). The valve should start to move immediately to the position indicated on the display. While verifying suction pressure either from the controller's browser interface or with gauges, begin closing the valve 10.0% at a time. The suction pressure should decrease somewhat with each 10% closure. Completely close the valve to 0.0%; system should pump down. If suction pressure responds to closing the valve, valve should be operating correctly and a system issue is likely present: low charge, restriction in the liquid line, dirty condenser etc. If suction pressure does not respond to manually operating the valve, proceed to next step.</li> </ul>	Abbreviation	Full Name	Abbreviation	Full Name	R22	R-22	449	R-449A	134	R-134a	448	R-448A	42d	R-422D	744	R-744	42A	R-422A	410	R-410A	40C	R-407C	407	R-407F	40A	R-407A	409	R-409A	507	R-507	408	R-408A	404	R-404A	438	R-438A	513	R-513A	717	R-717	450	R-450A	452	R-452A	Abbreviation	Scrolling Text* & Full Name	Description	tHr	EHV MECHANICAL	Thermostatic Expansion Valve	HS	HSV	KE2 Therm's Hybrid Stepper Valve	rS	RSV	KE2 Therm's Refrigeration Stepper Valve	SEi	SEI	Sporlan Valve with 1,600 steps	SEr	SER	Sporlan Valve with 2,500 steps	CrL	CAREL	Carel Valve with 500 steps
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## KE2 Evap OEM Alarm Troubleshooting Guide

### HSH / LSH Corrective Action - Continued

- Check wiring to the EEV terminal on the KE2 Evap OEM board. Refer below for proper wiring of the KE2-RSV EEV and other common EEV wiring.



- The bare stranded wire of the EEV cable should be inserted so that the wire is directly touching the gate of the connector. If the gate is contacting the insulation of the wire, it will not allow the controller to correctly operate the valve.

- If wires have been extended, check that colors have not been swapped

- **Measure resistance across the EEV leads.** This will measure the resistance from entire length of the lead wire, through the windings of the EEV and back to the other lead. Remove the EEV leads from the terminals, and for KE2 RSV measure:

#### Check resistance across EEV leads:

Wire Colors	RSV-100 to 320	RSV-400 to 550
Blue - Orange	36 ohms	32 ohms
Blue - Yellow	36 ohms	32 ohms
Blue - Red	36 ohms	32 ohms
Blue - Black	36 ohms	32 ohms

#### Also check resistance between the windings:

Wire Colors	RSV-100 to 320	RSV-400 to 550
Orange - Yellow	96 ohms	65 ohms
Orange - Red	96 ohms	65 ohms
Orange - Black	96 ohms	65 ohms
Yellow - Red	96 ohms	65 ohms
Yellow - Black	96 ohms	65 ohms
Red - Black	96 ohms	65 ohms

#### For Sporlan SER-AA to L, measure:

Wire Colors	
Black - White	100 ohms
Red - Green	100 ohms
Black - Green	Open
Red - White	Open

All values should be within 10% of stated values, otherwise indicating a wiring issue. If absolutely sure of no wiring issue, the external coil may need to be replaced. For valves with internal windings, the valve may need to be replaced.

- If electrical diagnosis reveals no issues, and no system issues are present, there may be debris in the valve port. The valve can be driven open/closed several times through the manual control, while also lightly tapping the valve in an attempt to dislodge any debris. If valve has a strainer, strainer may need to be cleaned.

### HSH / LSH Corrective Action - Continued

#### Low Superheat Alarm Only

The Low Superheat Alarm is most commonly caused by the compressor failing to start/ compressor not running. There is a common misconception in the industry that the low pressure switch cut-in and cut-out pressure control on the condensing unit is set correctly for the application from the factory.

The equipment manufacturers' installation instructions recommend that the installing contractor adjust the low pressure cut-in and cut-out to recommended settings for the application. The low pressure cut-in and cut-out set point should be set to either the ambient or space temperature, whichever is lower.

When the controller calls for refrigeration, if suction pressure is not able to rise to the cut-in pressure before the EEV closes due to low superheat, the system will not start, and a Low Superheat Alarm triggered.

Our technical support team typically sees an increase of these alarms in the fall when the ambient temperatures begins to decrease. If the low superheat alarm is intermittent, this is the most likely source of the alarm. Check the following:

- **Low Pressure Control Pressure Switch.** Reduce the cut-out pressure to meet the equipment manufacturer's specification for the coldest ambient or box temperature, whichever is lower.
- **Measure continuity across the low pressure control,** if it indicates a closed circuit, next check the compressor start components and continue diagnosis at the condensing unit.
- **Verify all fans are moving.** Check if there is a mechanical service switch for the fans in the space being used inappropriately. If only one fan is not moving, verify whether the fan is operational. Replace the motor if necessary.
- **Check fan motor rotational direction and fan blade pitch** to ensure air is flowing in the proper direction.
- **Check for diminished load due to low air movement across the coil.** This can be caused by excessive frost build-up on the coil on the air entering and/or air exiting sides of the coil. The fans should be turned off while checking for frost buildup to allow a clear view of the coil. Product that is stacked too close to the coil and impedes airflow through the coil can also be a source of diminished load.
- **Check EEV and EEV wiring/cables** - Please see previous steps.



# KE2 Evap OEM

## Alarm Troubleshooting Guide

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action
HtA	High Air Temp Alarm	<p>High Air Temp is caused by the air temperature being above rtP (ROOM TEMP) + Air Temp Diff + HAo (HIGH TEMP ALARM OFFSET) for longer than the HAd (HIGH TEMP ALARM DELAY).</p> <p>Example Room Temp 20.0°F Air Temp Diff 1.0°F High Temp Alarm Offset 10.0°F Alarm countdown trigger temp 31.1°F</p> <p>These variables can be set by the user.</p> <p>The default from the factory is 10.0°F above the setpoint for 60 minutes.</p>	<p>Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.</p> <p>rtP - ROOM TEMP (AIR SENSOR) HAo - HIGH TEMP ALARM OFFSET HAd -HIGH TEMP ALARM DELAY</p> <p>If the controller shows that the sensor reads -88, the sensor is open, or not connected. If the controller show that the sensor reads 180+, the sensor is shorted.</p> <p>Sht - SUPERHEAT (if available) oPn - VALVE % OPEN (if available)</p>	<p>Investigate condition. The majority of high temperature alarms are not related to the controller. To resolve the High Air Temp Alarm will require basic refrigeration troubleshooting.</p> <ul style="list-style-type: none"> <li>• Ask staff if the door has been propped open for an extended period of time due to loading, unloading, inventory, etc. If this is not the case, begin to troubleshoot the system.</li> <li>• Check air sensor.</li> <li>• Check the evaporator coil to verify the coil is free from excessive frost.</li> <li>• Check the fans to ensure all fans are rotating properly.</li> <li>• Check compressor operation.</li> <li>• Check for proper refrigerant charge.</li> <li>• Make sure the system has sufficient system capacity.</li> <li>• If pressure transducer and suction temperature sensor are installed, check superheat and investigate if superheat is abnormally high.</li> <li>• Troubleshoot TEV or EEV (if installed, see high superheat corrective action on the previous pages).</li> </ul> <p><b>Note:</b> High Temp Alarm is not triggered during defrost.</p>
LtA	Low Air Temp	<p>Low Air Temp is caused by the air temperature being below rtP (ROOM TEMP) by the LAo (LOW TEMP ALARM OFFSET) for the LAd (LOW TEMP ALARM DELAY) time.</p> <p>The default from the factory is 4.0°F below the setpoint for 10 minutes.</p> <p>These variables can be set by the user.</p>	<p>Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.</p> <p>rtP - ROOM TEMP (AIR SENSOR) CLt - COIL TEMP (COIL SENSOR) LAo - LOW TEMP ALARM OFFSET LAd - LOW TEMP ALARM DELAY</p> <p>If the controller shows that the sensor reads -88, the sensor is open, or not connected. If the controller show that the sensor reads 180+, the sensor is shorted.</p> <p>Sht - SUPERHEAT (if available) oPn - VALVE % OPEN (if available)</p>	<ul style="list-style-type: none"> <li>• Verify the system will pumpdown. This can be done in multiple ways; the easiest is to initiate a defrost from the Remote Display. Press and hold the  and  until <b>ddF</b> (Defrost Delay Fan) or <b>dEF</b> (Defrost) is displayed. Liquid line solenoid should close immediately, if not, troubleshoot the solenoid and the wiring controlling the solenoid. Solenoid should shut tightly and not allow liquid refrigerant through. If the system only has an EEV, the EEV should also shut tightly during the defrost.</li> <li>• Check that the low pressure control is set, and operating properly.</li> <li>• Check the <b>rtP</b> (Room Temperature Setpoint), <b>LAo</b> (Low Temp Alarm Offset) and <b>LAd</b> (Low Temp Alarm Delay) settings.</li> <li>• If there are multiple systems in the room, check the room temperature setpoint of the other systems.</li> <li>• Check for outside air infiltration. Example: Infiltration from freezer into cooler.</li> </ul>



## KE2 Evap OEM Alarm Troubleshooting Guide

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action
dor	Door Open Alarm	Door is open and room temperature is 5.0°F degrees above rTP (ROOM TEMP) + AIR TEMP DIFF for dAd (DOOR ALARM DELAY) time.	Yellow LED is illuminated. Controller will attempt to continue to operate system while this alarm is present.	<ul style="list-style-type: none"> <li>• <b>Verify that the door is closed.</b></li> <li>• <b>Verify which auxiliary input is being used for the door switch</b> (AU1, AU2 or AU3). Press and hold <b>BACK</b> until <b>tS</b> appears. Press <b>▼</b> until <b>AU1, AU2</b> or <b>AU3</b> appears. Press <b>ENTER</b> to view what the auxiliary input is currently set to, door switch will display <b>dor</b> on the Remote Display. Press <b>BACK</b> to return to the advanced setpoints menu and check the other inputs. Verify the leads of the door switch are connected to the correct auxiliary input, and that the bare stranded wire of door switch lead is inserted so that the wire is directly touching the gate of the connector. If the gate is contacting the insulation of the wire, it will not allow the controller to read the door switch. Inspect the length of the cable for any cut, burned, chaffed or otherwise damaged wire. Repair if there is damage and verify operation.</li> <li>• <b>Verify that the door switch is in proper working order.</b> Door switches provided by KE2 Therm are normally closed switches. To test them, move the two pieces of the switch close together, remove the leads from the connector on the board and check that the circuit is continuous using a multimeter. Move the two pieces of the switch apart more than 6 inches. Check continuity again; it should be open. If the door switch is operating in an opposite manner, the switch is an open switch and the controller should be reconfigured appropriately: select the correct input, <b>A1A, A2A</b> or <b>A3A</b> (indicating Aux In 1, 2 or 3 state) as <b>CLo</b> for activate on closed circuit. If the switch is verified to be inoperable, replace the switch.</li> <li>• <b>Confirm proper door switch operation</b> by opening the door, fans should turn off and refrigeration should stop shortly after. Close door, the controller should resume refrigeration and fans. If there is a blinking green light on the controller, it has not cleared the time for short cycle protection and should resume refrigeration in a few minutes.</li> </ul>
CoA	Communication Alarm	ONLY FOR BONDED CONTROLLERS: No communication between controllers for one minute or more.		<ul style="list-style-type: none"> <li>• Communication Error is most commonly caused by local network issues.</li> <li>• Verify all network switches are connected and functioning properly. Check that all controllers in a bonded group are powered up.</li> <li>• Verify communication to each individual controller using whatever method is usually used to communicate to the controllers in question. If one or more are unreachable, investigate those controllers and their network cabling further.</li> <li>• Ensure all cables are inserted fully into their respective jacks. Check for any damaged cable.</li> <li>• On new installations, where the cables are built in the field, check network cables for proper wire color code (Ethernet standard A or B, see Q.5.5 Making Ethernet Cable for more information). Also make sure copper for each wire goes fully into the clip. If one or more wires is out of order or doesn't fully insert into the clip, it needs to be fixed before it can be used to communicate.</li> <li>• Attempt to break and re-bond the controllers. If any of the controllers are not discoverable from the Network page, investigate those controllers further.</li> </ul>
PrF	Process Failure Alarm	Remote Display is not communicating to the controller.		<p>The Remote Display is not properly communicating with the KE2 Evap OEM board. The KE2 Evap OEM can continue to refrigerate without the Remote Display, but setpoints can only be changed via the browser interface.</p> <ul style="list-style-type: none"> <li>• Check that cable is inserted into the correct location on the board.</li> <li>• Check that cable between board and display is firmly inserted at both ends.</li> <li>• Check that cable is not cut, burned, chaffed, disconnected or otherwise damaged.</li> <li>• Cable should not be extended over 5ft.</li> </ul>



# KE2 Evap OEM Alarm Troubleshooting Guide

Alarm	Alarm Name	Description	Parameter in VARIABLES menu to diagnose further.	Corrective Action
EA1	External Alarm 1	If AU1 (AUX IN 1 MODE) = EA1 (EXT ALARM 1): The digital input is in an active state.		<ul style="list-style-type: none"> <li>• Troubleshoot the device connected to the auxiliary input to discover why it is in alarm condition and resolve the issue.</li> <li>• If the device is not in alarm, check to make sure the device is connected to the appropriate position (AUX 1, AUX 2 or AUX 3).</li> <li>• Review the KE2 Evap OEM settings to make sure they match the type of device connected to the controller. <b>AU1, AU2 or AU3</b> should be set to <b>EA1, EA2 or EA3</b> respectively to set the aux input to be an external alarm.</li> <li>• Verify the aux input state (<b>A1A, A2A or A3A</b>) is appropriately set to <b>oPn</b> (open) or <b>CLo</b> (closed) to match the input's functionality. If the controller is displaying the opposite of what is expected, changing the state will reverse the logic.</li> </ul>
EA2	External Alarm 2	If AU2 (AUX IN 2 MODE) = EA2 (EXT ALARM 2): The digital input is in an active state.		
EA3	External Alarm 3	If AU3 (AUX IN 3 MODE) = EA3 (EXT ALARM 3): The digital input is in an active state.		
EFL	E-mail Failure Alarm	E-mail alert was not confirmed by email server provided after seven consecutive attempts.	N/A	<ul style="list-style-type: none"> <li>• Ensure the controller has Internet access. If possible plug a laptop into the Ethernet cable at the controller to test Internet connection.</li> <li>• E-mail Failure Alarm is a function of the controller attempting to send out an e-mail alert using the information entered in the Alert Notifications section of the Settings Page, and failing to communicate successfully with the e-mail server provided.</li> <li>• Servers requiring basic authentication should provide User name and Password, and ensure it is correctly entered.</li> <li>• Servers without authentication requirements should not enter information in the User name or Password field. If unsure of server requirements and alarm occurs, ensure both User name and Password are blank and retry.</li> </ul>

Alarm Name	Description	Corrective Action
<b>Disconnect</b>	Controller has been disconnected from KE2 SmartAccess for over 10 minutes.	<ul style="list-style-type: none"> <li>• The Disconnect Alarm indicates the controller has lost connection to the portal site, and is only generated if Disconnect Alarms are enabled from the portal site dashboard. The KE2 Evap OEM requires Internet access to connect to KE2 SmartAccess, and a Disconnect Alarm typically indicates the controller has lost connection to the Internet, or the controller that is connected to the portal site has lost power.</li> <li>• Verify that the controller is powered, if not, troubleshoot incoming power.</li> <li>• Check the Ethernet cable between the IT equipment and the KE2 Evap OEM board. Make sure both ends are firmly inserted into the jacks.</li> </ul>
<b>Reconnect</b>	Controller has been reconnected to KE2 SmartAccess.	<ul style="list-style-type: none"> <li>• If possible, check connectivity to the Internet through the Ethernet cable at the KE2 Evap OEM. Contact local IT staff to have the local network diagnosed.</li> </ul> <p>Once the KE2 Evap OEM is able to reconnect to the portal site, it will send an e-mail notifying that the controller has reconnected to KE2 SmartAccess.</p>
<b>Access Denied</b>	Response from https://smartaccess.ke2therm.net when trying to login with invalid Site and/or Password.	<p>Site name and Password are case sensitive and must be entered exactly as originally set by the user.</p> <ul style="list-style-type: none"> <li>• If site and password are correct, the controller(s) have stopped communicating to KE2 Therm's server. The local network's functionality should be validated to ensure the controller is communicating properly. The Internet connection should also be checked to ensure it is working properly. The KE2 Evaporator Efficiency must be configured to register on KE2 SmartAccess from the Settings page on the Masterview screen. The default site is installer and the password is the MAC address exactly as shown on the controller label, e.g., 12:34:56:AB:CD:EF.</li> </ul> <p>The user may change the site and password on the Settings page to something more convenient.</p>
<b>Controller Communication Failure. Retry in XX Seconds.</b>	Clicking on any controller from the KE2 SmartAccess Services screen should redirect to that controller. This error will prevent viewing the controller's webpage.	<p>After connection to KE2 SmartAccess, the dashboard will show all registered controllers, clicking on any controller will redirect to that controller's Masterview webpage.</p> <ul style="list-style-type: none"> <li>• Browsers commonly maintain a cache to improve the user experience.</li> </ul> <p>After changes to the user view, like a firmware update, the webpage view stored in the browser's cache may be falsely displayed. To resolve, the browser's cache must be cleared completely. Some browsers refer to this as 'from the beginning of time'. Refer to your browser's help for more information on clearing the browser's cache.</p>