

Prime Modular Chiller - FAQ's

<p>Q: I just plugged my chiller in and it is making a banging/rattling noise, is it broken?</p>
<p>A: If your Prime chiller makes a rattling noise upon installation, unplug the unit and check for shipping damage around the housing or the base. If damage is found, contact your retailer to inform them of freight damage. If no damage is found, follow the following steps: 1. Turn the unit upright and allow it to sit for 24-hours. After 24-hours, plug the unit back in and see if the chiller will operate normally. 2. If the chiller still rattles, contact Current-USA technical support.</p>
<p>Q: Where is the best location to install the chiller?</p>
<p>A: For maximum efficiency, water chillers are best located next to an aquarium where the back and front have at least 18" of space for proper ventilation.</p>
<p>Q: Can the chiller be installed under a stand?</p>
<p>A: Although not advisable, the Prime Modular Chillers can be installed under well-ventilated stands. The stands must have an open back and some way to allow fresh air into the stand (vented door). All the hot air exiting the chiller should be directed towards the open back, allowing the heat to escape from the stand.</p>
<p>Q: The chiller is running, but it is not cooling the tank.</p>
<p>A: If your chiller is plugged in, and seems to be working, use these guidelines to see if it isn't working correctly: 1. Ensure that the chiller has been correctly sized for your application. Check our website for sizing guidelines or contact your retailer. 2. If the chiller is blowing out hot air, then allow it to run for a longer period of time. The hot air is heat being removed from your aquarium water, so it is likely operating normally. 3. Follow the guidelines in the instructions regarding proper placement as ventilation is key in chiller efficiency. If warm or hot air is being sucked into the chiller, it may take longer for the chiller to cool the water. 4. Ensure that the condenser screen on the front of the chiller is clean. Remove it by pressing the tabs on the screen and wash with warm water. Allow it to dry before re-inserting it onto the chiller front.</p>
<p>Q: What maintenance is required on the chiller?</p>
<p>A: The only maintenance required on our Prime Modular Chillers is to ensure that the condenser fins are kept free of dirt and debris. Pet hair and dust can impede air flow, therefore reducing the efficiency of the chiller. Please follow the steps listed in the instructions for proper cleaning.</p>
<p>Q: What is the evaporator made of?</p>
<p>A: All chillers made by Current-USA use titanium heat exchangers that provide the highest protection from the corrosive elements in saltwater.</p>
<p>Q: Can both modular ports be used for UV sterilizers?</p>
<p>A: Current-USA was the first to design the modular concept of integrating a UV sterilizer or heater into a chiller. Both ports can be used for either an 8 or 15 watt UV sterilizer or a heater. Please visit the product information page for accessory information.</p>
<p>Q: What is the maximum size heater that can be used?</p>
<p>A: The maximum size heater should measure no more than 1" diameter and 13" long. We recommend using 500 watt heaters or smaller. A heater compression fitting (Model#) is required for use.</p>
<p>Q: What is the proper water flow rate through the chiller?</p>
<p>A: Our 1/4hp modular chillers require a flow rate of 9-12 gpm (540-720gph) and our 1/3hp chillers require a flow rate of 12-22 gpm (720-1320 gph.)</p>
<p>Q: Can the temperature sensor be installed in sump?</p>
<p>A: Prime Modular chillers are designed with an integrated temperature sensor port located inside the unit on the evaporator housing (please see your instructions.) This is the preferred location for sensor installation and can prevent damage to the unit in the event of loss of water flow. In rare installations where the sensor must be placed in a sump or tank, ensure that the bottom 4" of the sensor is securely mounted under the water. If the sensor becomes un-submerged, it can damage the chiller and cause extreme temperature fluctuations in your system.</p>
<p>Q: What is the difference between a single stage and a dual stage controller?</p>
<p>A: A single stage controller is designed to automatically turn only the chiller on and off. It features one female plug to connect to the chiller and a power cord. A dual stage controller features two female plugs - one for the chiller and one for a heater. This allows you to set one temperature setpoint and control both the chiller and heater - providing more efficient temperature control.</p>
<p>Q: What is a TXV valve?</p>
<p>A: Current-USA is one of only a few remaining skilled manufacturers that offers a chiller with a thermal expansion valve. This valve allows the chiller to run at much colder temperatures and is ideal for coldwater applications like seafood systems, lobster tanks and research systems. Please note that these valves are only available on Models#2626 & 2627.</p>