

# Water Gard™

## ELECTRONIC CONDENSATION CONTROL SYSTEM

### TROUBLE SHOOTING TIPS

CHECK TERMINAL BOARD AT T-STAT WIRE TO DETERMINE IF AC OR DC.  
IF CURRENT IS DC, CALL 1-888-652-9800 FOR TECH SUPPORT.

NOTE: WATER GARD SYSTEM CAN BE WIRED TO 24 VAC 40 VA.  
75 VA IS NOT NECESSARY FOR EFFECTIVE OPERATION.

95% OF ALL TROUBLE IS RESOLVED BY RE-TRACING & CORRECTING THE WIRING TO COMPLY WITH THE DIRECTIONS  
ENCLOSED

TO TEST OR RESET, PRESS BLACK BUTTON ON BOTTOM OF CONTROL.

**Symptom: Green Power light on the board did not come on**

1. Check all the commons to be sure they are connected tight.
2. Check the 24 volt power source to be sure the proper amount of power is getting to the black wire and that it is AC (not DC).
3. If wired as shown in the Installation Guide "To Use With Programmable Thermostat" the green light is energized only when the condenser comes on.

**Symptom: Red light on board comes on after a few seconds.**

1. Turn main power source off, wait 5 seconds then turn back on.
2. Check all wiring.

**Symptom: Red light comes on immediately or board chatters.**

1. Turn main power source off & on two or three times.
2. Check wiring – may be wired improperly.
3. If dedicated transformer, reverse polarity (Switch connection position of the black and white wires)

**Symptom: Green Power light is on but board does not work.**

1. If dedicated transformer, reverse polarity (Switch connection position of the black and white wires)
2. Be sure to wait for all time delays when testing

**Symptom: After a few days Water Gard locks out the AC system for no apparent reason.**

1. If monitoring the primary pan, raise the sensor probes.
2. Check wiring connections for tightness.
3. Try new sensor(s)
4. Consider; has the water level lowered due to slow drainage and evaporation, after the AC was shut off?

If you were unable to resolve the issue with the above tips, please call our toll free Technician Support Line at 1-888-652-9800. If after office hours, choose option one, leave your name and a number where you can be reached. A technician will return your call.