

# WINE CABINET OWNER'S MANUAL

FOR CABINETS EQUIPPED WITH:  
WhisperKOOL 2500  
Advanced QT



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*We manufacture, test and certify 100% of our wine cooling units in the USA. By sourcing the best components and closely controlling our manufacturing processes, we can assure the highest-quality, lowest defect manufacturing rates in the industry.*

## **Vinothèque Wine Cellars**

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[www.vinotheque.com](http://www.vinotheque.com)

## NOTE TO CUSTOMER

Thank you for purchasing a Vinothèque wine cabinet. Our main goals are customer satisfaction and providing the best wine storage solutions on the market. If you have any questions or comments, please feel free to contact us at 1.800.343.9463 or info@vinotheque.com.

**It is mandatory that you DO NOT plug in or start your new Vinothèque cabinet for 24 hours after its delivery.**

Units are sometimes placed on their side during shipping, which might cause compressor oil to escape the reservoir. Starting the unit before the oil has had a chance to settle again can cause damage to the compressor and negatively affect cooling.



**A dedicated 20-amp circuit is highly recommended for optimum operation. Tripped breakers and deficient performance if other devices are pulling power from the same circuit.**



**Do not use a Ground Fault Interrupter (GFI) with this product. The cooling unit will draw more amperage than the GFI will allow.**

It is recommended that you plug your unit into a surge protector or power conditioner. Just like with any sensitive electrical equipment, the unit's circuitry may be damaged by power surges and spikes — **which are not covered by the warranty.**

For cabinets with PDT and PDT Jr. systems, upon plugging the unit in and turning it on, there will be a five-minute delay before it starts.

# TRANSPORTATION OF CABINET

Cabinet installation is a very simple process, spending a small amount of time fine tuning the cabinet will ensure cabinet aesthetics and longevity.

These are the simple steps for installation (further explained on the indicated pages):

1. Inspect the cabinet (below)
2. Unpack the cabinet and clean up the debris
3. Place the cabinet in a suitable location in your home (below)
4. Level the cabinet (pg. 4)
5. On QT Series, remove the protective panel from the rear of the cabinet (do not remove the panel on front venting cabinets)
6. Adjust the doors (pg. 5)
7. Attach the door handles

## INSPECTING YOUR CABINET

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When the cabinet arrives, inspect the unit to make sure that no damage has occurred during shipping. Look for any marks, tears or damage, which might affect the cabinet. If you notice any damage, remove the packaging and see if the unit was affected in any way.

On QT Series cabinets, specifically inspect the compressor pan, located at the bottom rear of the unit. Note if any oil has leaked into the pan.

## FREIGHT DAMAGE

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In the event that damage has occurred, you need to write the extent of the damage on the original shipping document, which is called Bill of Lading. The Original Bill of Lading will then be used to file a freight claim. **Immediately** notify Vinothèque or your distributor to file a claim. You can accept or deny the delivery if the unit is damaged. Any damage must be noted by yourself and the installation crew on the Original Bill of Lading, which you both will be required to sign.

Based on the extent of the damage, the cabinet may be returned to the factory and repaired or replaced. For minor scratches, the moving company will send a qualified furniture repair company representative for touch-up work.

## PLACING THE CABINET

There are many considerations that have to be made in order to receive the best performance results from your Vinothèque cabinet:

### Weight

You will need to take into account that the weight of the unit fully loaded with wine bottles can be substantial, as bottles weigh roughly 3 pounds each.

unit size	empty weight	capacity of bottles	weight of bottles (x3 pounds per bottle)	= total weight full
150	213 lbs	144	432 lbs	645 lbs
Mignonne	200 lbs	220	660 lbs	860 lbs
320	237 lbs	288	864 lbs	1101 lbs
500	298 lbs	440	1320 lbs	1618 lbs
550	369 lbs	468	1404 lbs	1773 lbs
700	421 lbs	572	1716 lbs	2137 lbs
Credenza	400 lbs	252	756 lbs	1156 lbs

As you can see, the weight load on the flooring can be significant. Be sure the area is sturdy enough to handle this weight.

### Noise

The unit will run continually during the initial cool down period when the wine has first been introduced to the cabinet. After that, the cooling unit will run as needed in order to maintain optimal relative humidity levels and a precise temperature, based on the ambient temperature.

**For QT System only:** If the unit is placed on a hard surface such as tile or hardwood floors, it is recommended that you place a small piece of carpeting underneath the cabinet to prevent noise from echoing against the hard surface.

Although we believe that our QT and WhisperKOOL systems are the quietest cooling units available for cabinets in the industry, they do produce a nominal amount of noise. It is comparable to the noise a refrigerator emits during normal operation, though the cooling unit may operate more often. Keep this in mind when placing the unit.

### Humidity Control

The cabinets are designed to maintain relative humidity between 50 and 70%. This is accomplished through the design and engineering of the cooling systems. There are no special controls for this function.



The unit does not create humidity, it only maintains what is in the cabinet. If you live in a dry climate, you can add to the humidity of the cabinet by installing a humidistat.

## LEVELING THE CABINET

All cabinets have leveling legs that can be adjusted up or down with a wrench (*provided with unit*) as needed. There are two primary reasons for leveling the cabinet:

- To assure that the unit stands solidly on the floor without rocking back and forth.
- To adjust the doors and make sure they are flush with one another, providing a tight seal.

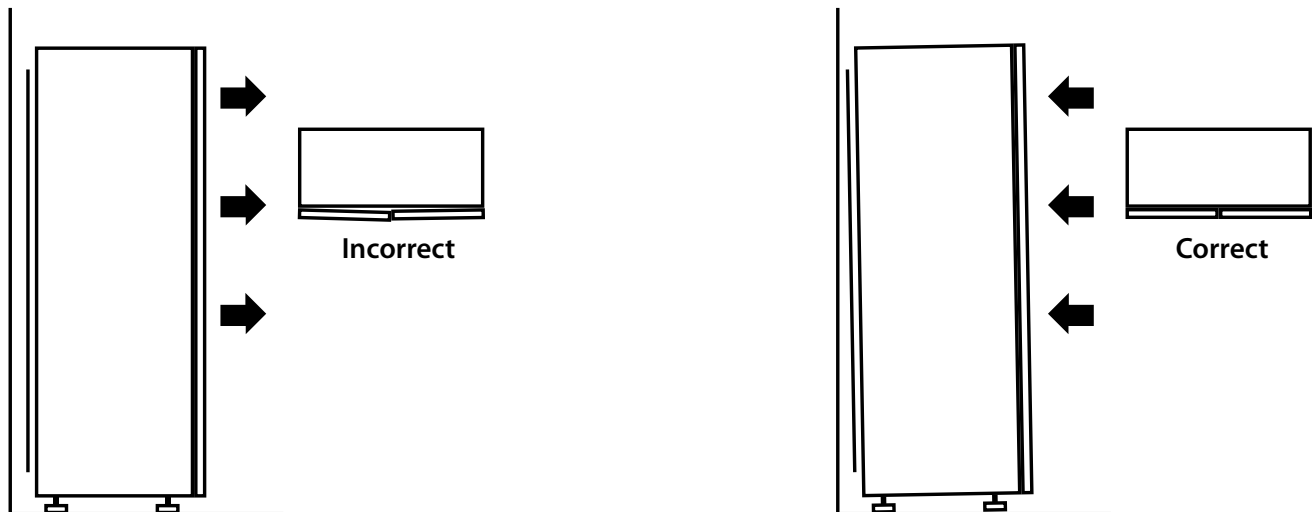
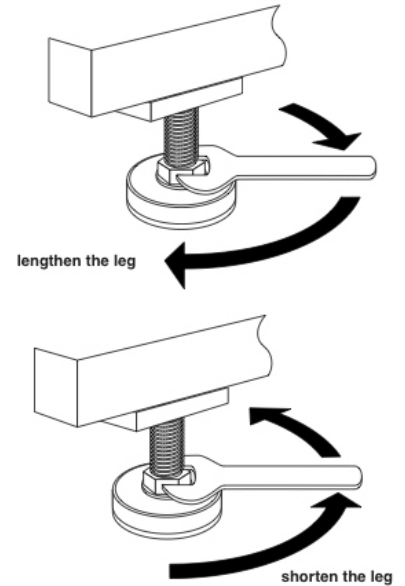
These leveling legs are pre-adjusted at our factory, but they may need to be tweaked to fit your specific install location. To level the unit, slowly adjust the legs using the wrench. Work in a **clockwise** motion to lengthen the leg or a **counter-clockwise** motion to shorten it.

### ***For credenza***

**Cabinets should start to be leveled from side to side.**

Do not try to level the cabinet with a leveling device. The unit is designed to stand slightly off plumb, tilting backward acutely so the doors will close firmly. This will compensate for the weight of the doors.

Once you have completed leveling the cabinet, check the unit to determine whether or not the doors are flush and sealing properly.



Cabinets need to tilt towards the back of unit to create a better seal on the door.

## DOOR ALIGNMENT

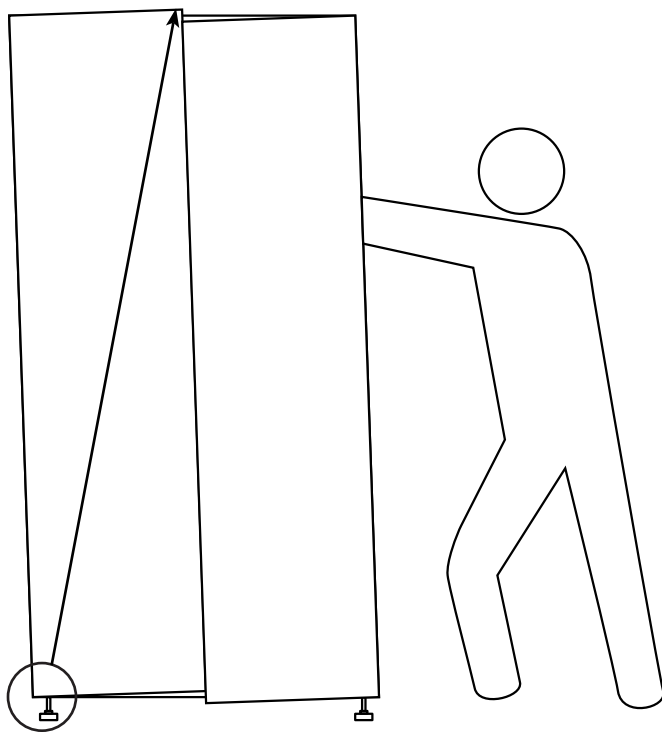
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To assure the best performance from your Vinothèque wine cabinet, the doors must seal properly in order to prevent cool air from escaping. Check the alignment of the doors before filling it with bottles of wine.

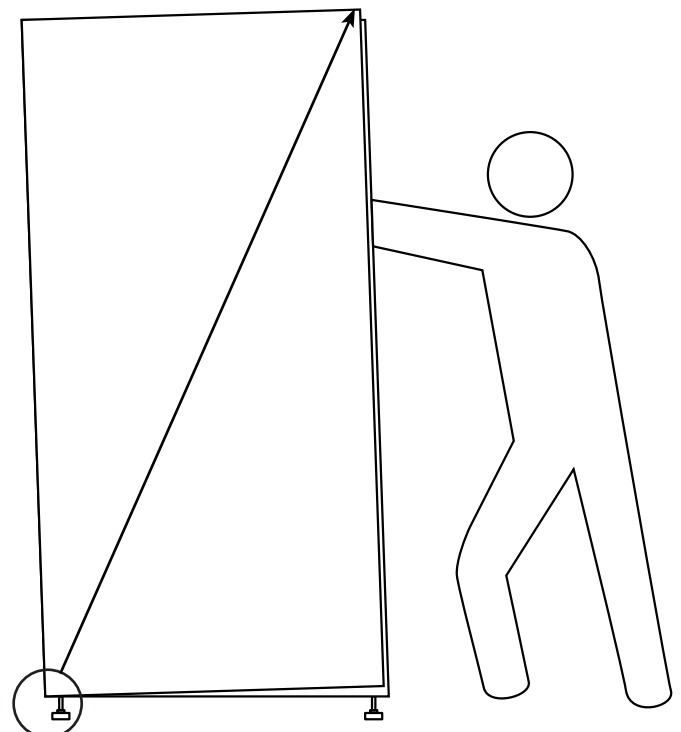
The doors are aligned at the factory and no additional door alignment is needed for Credenzas.

If adjustments are necessary, compensate for this problem by adjusting the two front and/or outside legs. The high side of the cabinet should be adjusted down while the low side should be adjusted up. Rock the unit side-to-side as it may aid the adjustment.

On single-door units, as you face the cabinet, check to see if the door is higher than the cabinet on one side. If the door is angled lower than the cabinet, slightly raise the side to which it is leaning.



**Front view: Two door unit**

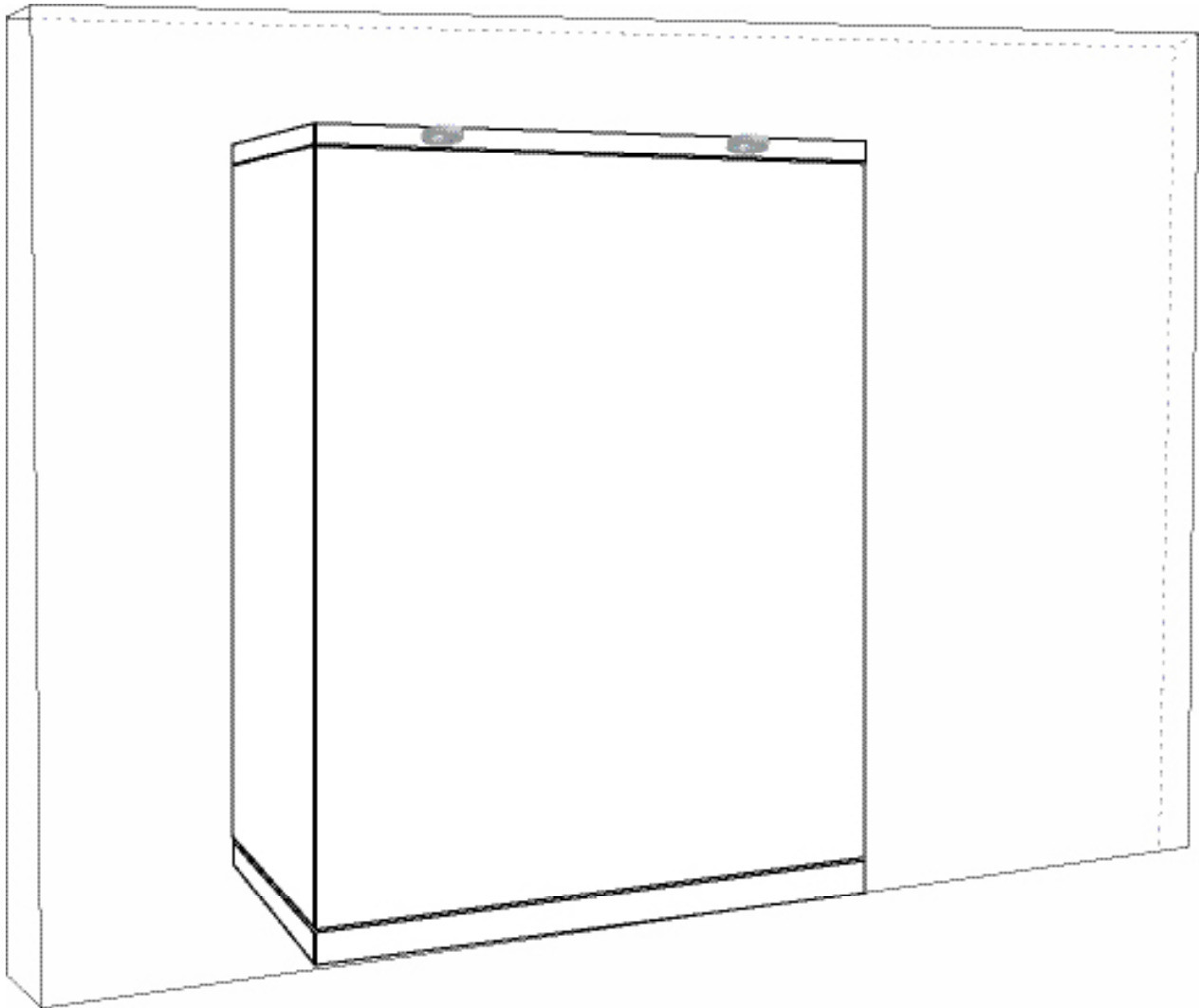


**Front view: Single door unit**

## **SECURING SINGLE DEEP CABINET TO THE WALL**

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We strongly recommend that you keep the cabinet at a slight angle or strap the cabinet down to prevent any damages or bodily harm that can occur by removing the tilts and leveling the cabinet.



## LIQUID MEASURING THERMOMETER

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A bottle probe relays information back to the thermostat, giving you a reading of the liquid, not of the air around it.

Aside from the probe, the system offers other advantages:

- **A built-in defrost cycle:** The unit is designed to shut off for five minutes every 90 minutes in order to prevent frost. This allows the cooling unit to cool effectively in demanding environments.
- **Heavy-duty circuitry:** The system is resistant to power surges, which can play havoc on electrical components. This improvement will ensure years of trouble-free use. However, we still recommend that you install a surge protector specifically for the unit.
- **Fahrenheit and Celsius readouts:** The thermostat has the ability to produce the readout in both Fahrenheit and Celsius, for overseas users.

By measuring the temperature of the liquid, the temperature reading will be consistent and the unit will only run when it needs to.

### To install the thermostat:

1. Fill an empty wine bottle to its neck with room temperature water.
2. Press bottle probe securely into bottle
3. Place the bottle with probe into a level rack space.

Avoid pulling too much on the probe cord as it may become disconnected, which would lead to inaccurate temperature readings.



The Cooling system is based on the temperature of the liquid (It is ideal to place the probed bottle **lower in the racking**, so that it is not near cold supply air). Do not be misled by ambient temperatures that are read from the outside of the cabinet. The air temperature in the cabinet will be cooler than the liquid temperature of the wine while it's coming to optimum balanced temperature.

# SYSTEM OPERATION (WHISPERKOOL 2500 )

This section applies to cabinets equipped with the WhisperKOOL 2500 cooling system. If your cabinet is equipped with a PDT or PDT Jr. thermostat, please refer to the page 15-16.

## **Initial start-up**

When the unit is first turned on, the control will briefly display all symbols, and the green snowflake symbol will show up if the unit is calling for cooling. There may be a brief delay prior to the evaporator fan turning on, as it will not start until the probe temperature drops to below 70°F. When the fan is activated, the fan symbol will be displayed. The Advance Product Safety Technology (APST), which ensures that in the possible event of a cooling deficiency, the heat from the in-cabinet fan will not raise the temperature of the wine cellar, which could otherwise have an adverse effect on the wine aging process.

## **Normal system cycle**

After the bottle probe has reached the set point (all units are shipped with the set point of 55°F and a differential of 1 degree), the compressor and the condenser fan will turn off, but the in-cabinet evaporator fan will continue to run for about 1 minute.

## **Anti-Frost Cycle**

The Anti-Frost Cycle is a precautionary measure, as icing or frosting of the coil does not occur during normal operation. The system will go through a defrost cycle every 4 hours. During the defrost cycle, the in-cabinet fan will provide airflow across the coil, which will evaporate any frost accumulation.

## **Bottle probe failure protection**

Should a bottle probe fail, the Advance Product Safety Technology (APST) will automatically transition the refrigeration compressor cycles to a pre-determined time series (based on laboratory testing), which will ensure that the temperature is kept within the safe range.

## **Control panel**

The control panel is designed to give the user the ability to monitor and change cellar conditions when the evaporating unit is placed in a remote location.

## SYSTEM OPERATION (WHISPERKOOL 2500 ) CONT.

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### Ambient Temperature

The cooling system in the cabinet has the ability to cool a maximum of 30°F below the ambient temperature in the room. Since the optimal temperature for wine storage is 55°F, make sure that the temperature of the room in which the cabinet will be placed does not exceed 85°F.

To ensure a consistent temperature, make sure the room doesn't drop below 55°F.

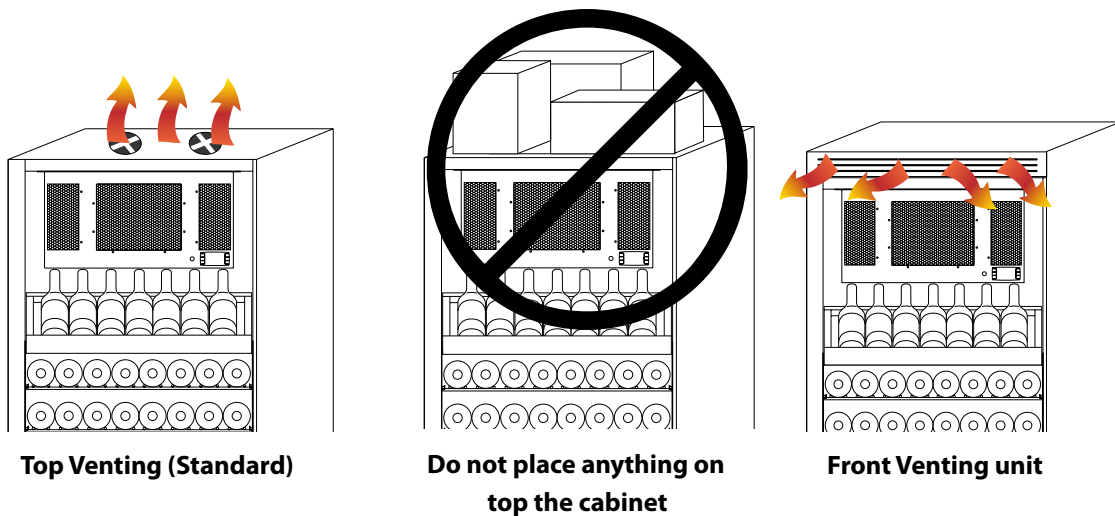
### Ventilation

The cabinet must have adequate ventilation to allow the exhaust side of the cooling unit to operate correctly. As the unit cools on the inside, condensing refrigerant creates heat, which will need to dissipate away from the unit on the outside. Some units have an exhaust fan mounted on top of the cabinet, which forces air away from the unit vertically.

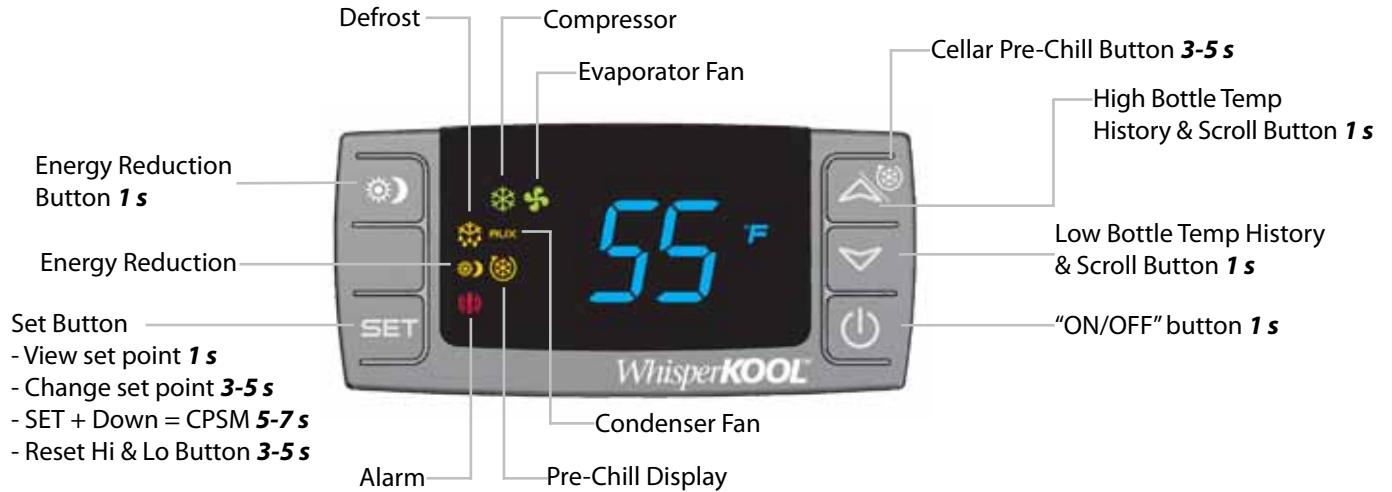
**Do not place anything on top of the cabinet.**

### WhisperKOOL 2500 cooling system

- If your cabinet is not equipped with a front vent, the unit must be placed in an open room.
- The rear of the unit should be placed about 2" from the wall.
- There should be about 12" of clearance above the top of the unit and 6" of free space on each side. This will assure proper dissipation of heat and sustained cooling of your wines.



# WHISPERKOOL SERIES ADVANCED CONTROLLER



**Note:** The “s” stands for the amount of time (in seconds) that the button must be held.

Button	Functions
ON/OFF	<ul style="list-style-type: none"> <li>The ON/OFF button turns the refrigeration system on or off. This feature does not disconnect power from the unit. The condenser fan will continue to run in the OFF position. In order for the power to be shut off from the unit, the power cord must be unplugged from the wall.</li> </ul>
Up and Down buttons	<ul style="list-style-type: none"> <li>Use these buttons to scroll through the control panel menu.</li> <li>These also display the highest and lowest temperature sensed by the bottle probe. This feature allows the customer instant access to the recorded data applicable to the bottle probe temperatures, it can be easily reset to reflect current temperatures.</li> </ul> <ol style="list-style-type: none"> <li>Press the “Up” arrow, or the “Down” arrow once, and the highest or lowest temperature (Hi/Lo) sensed by the bottle probe, will be displayed.</li> <li>To reset the Hi/Low, press and hold the “Set” button when the Hi/Low value is displayed on the digital display, continue to hold the “Set” button until “RST” appears on the digital display and then blinks. This will erase the past recorded temperature data history and start recording, from the current time and temperature, forward. Temperatures displayed would reflect bottle probe temperatures from that point in time and beyond.</li> <li>The Hi/Low feature should be reset at initial start-up and after the cellar or cabinet has obtained normal operating temperatures — generally 55°F.</li> </ol>
Cellar Pre-Chill	<ul style="list-style-type: none"> <li>Activate the Cellar Pre-Chill feature by pressing the “Up” button for 3 to 5 seconds, and the CPC logo (a yellow snowflake inside a semicircle) will be displayed on the digital display. Terminate the CPC by pressing the “Up” button again for 3 to 5 seconds or the feature will self-terminate after 6 hours.</li> </ul> <ol style="list-style-type: none"> <li>The CPC feature may be used to pre-chill the cellar prior to loading it with warm bottles. The feature will shift the set point down to a lower setting of 52°F, for the next 6 hours. After the 6-hour time period, the set point will automatically return to the original set point.</li> <li>The CPC feature can be adjusted to the customer’s specific needs by accessing the control panel menu.</li> </ol> <p><b>Note:</b> This feature is not available on the remote keypad application.</p>

# WHISPERKOOL SERIES ADVANCED CONTROLLER (CONT.)

Set	<ol style="list-style-type: none"> <li>1. Press the "Set" button once and it will display the set point. After about 5 seconds, the display will return to normal operation and display the bottle probe temperature.</li> <li>2. Press and hold the "Set" button for 3 to 5 seconds until the set point is displayed and the °F symbol starts blinking. Then, press the "Up" or "Down" arrow to change the set point. Next, press the "Set" button once and the set point numbers and the temperature on the display will blink to confirm the new set point.</li> <li>3. Press the "Up" button to display the high temperature data history, or press the "Down" button to see the low temperature history. Once the high/low data history is displayed, it can be reset by holding the set button ("RST" will blink on the display). It will then erase the past recorded data file and start recording from the current time and temperature.</li> <li>4. Press the "Set" and the "Down" buttons simultaneously for 3 to 5 seconds and you will access the customer preference selection menu. The menu allows the customer to tweak the control system to their applicable choice.</li> </ol>
Customer Preference Selection Menu (CPSM)	<p>To access the CPSM, press the Set and Down buttons simultaneously for 5-7 seconds. This will display "CF", now press the Set and Down buttons simultaneously for another 5-7 seconds. The display will briefly show "Pr2" signifying you have accessed the CPSM.</p> <p>The following CPSM options are available for adjustment:</p> <p><b>Fon</b> — Humidity management: This parameter is normally set at 5, which should provide adequate relative humidity for the cellar.</p> <ul style="list-style-type: none"> <li>o An increase in this parameter will increase the humidity (%RH), and a decrease in the parameter will decrease humidity.</li> <li>o Adjustments should be made in increments of 5, with a maximum of 15, and a minimum of 0.</li> <li>o After any adjustment to Humidity Enhancement, you should wait a minimum of three days before making any additional adjustments. This will allow the cellar sufficient time to acclimate to the new setting.</li> </ul> <p><b>Fof</b> — Humidity Management Enhancement: This parameter is normally set at 5. This parameter usually should not be adjusted, as it provides an off cycle time for the fan during the compressor off cycle.</p> <p><b>CCS</b> — Cellar Pre-Chill Set Point: This parameter is set at 52°F, but can be adjusted to a set point between 45°F and 67°F.</p> <p><b>bLL/Act</b> — Compressor off or on for low (bLL) or high (Act) temperature alarm: These parameters are set at "n." With this parameter set at "n," the refrigeration system will continue to operate normally if there is a high or low temperature alarm. To change this parameter, change the setting to "y," and the compressor/refrigeration system will shut off during a high or low temperature alarm.</p>

## WHISPERKOOL SERIES ADVANCED CONTROLLER (CONT.)

Customer Preference Selection Menu (cont.)	<p><b>CON/COF</b> — Compressor on time (CON) and off time (COF) with a Probe 1 failure alarm: These parameters are set at CON 40 minutes and COF 10 minutes. In the event that there is a Probe 1 failure alarm, the compressor /refrigeration system automatically starts a predetermined ON/OFF cycle, which is controlled by the CON and the COF parameters.</p> <p>The customer can adjust these parameters to maintain the desired bottle probe temperature. During a Probe 1 failure alarm, the bottle probe temperature can be monitored by pressing the “Up” or “Down” arrow to view the temperature history.</p> <p><b>HES</b> — Differential for Energy Reduction: This parameter is set at 4, which results in a set point of 58°F during energy reduction. A decrease in this setting will decrease the set point, and an increase in this feature will increase the set point.</p>
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### ALARM CODES

Message	Cause	Output
“P1”	Room probe failure	Toggle “Con” and “COF” depending on your temperature needs, if necessary, or replace room probe
“P2”	Evaporator probe failure	Defrost end is timed
“HA”	High temperature alarm	Outputs unchanged
“LA”	Low temperature alarm	Outputs unchanged
“EA”	External alarm	Outputs unchanged

# SYSTEM OPERATION (ADVANCED QT)

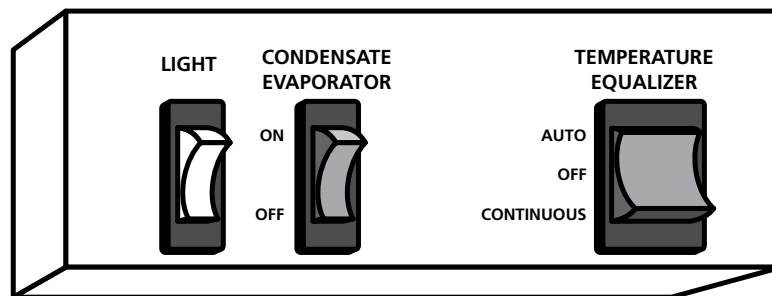
## Condensate evaporator switch

The QT's condensate evaporator is a heating element that evaporates excess condensate that accumulates in the cooling system as a by-product of refrigeration.

Like most refrigeration units, Vinothèque uses heat from the compressor to evaporate and eliminate the majority of the water that accumulates during normal use. However, during certain weather conditions or in humid areas (above 80% relative humidity), more condensate will accumulate than the cooling system can evaporate with heat from the compressor alone.

Vinothèque units are equipped with sophisticated heating elements that automatically sense the presence of water and work until the water is gone.

- **“On”**: Turning the condensate evaporator on causes the heating element to operate whenever water is present in the compressor pan.
- **“Off”**: If your wine cellar is located in a dry climate, there is a good chance that the unit will not accumulate excessive water. Therefore, save electricity by switching the condensate evaporator to the **“Off”** position.



## Temperature equalizer

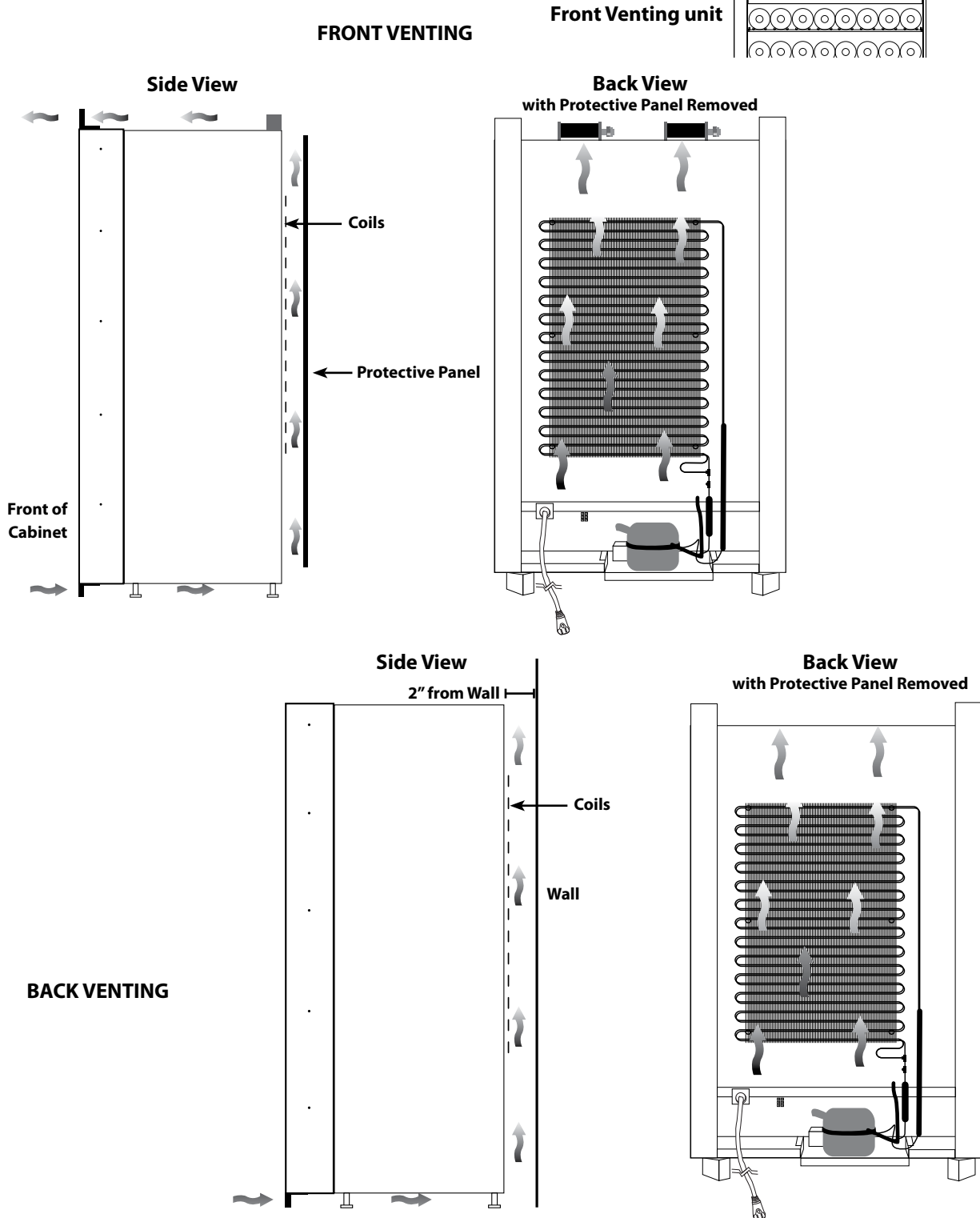
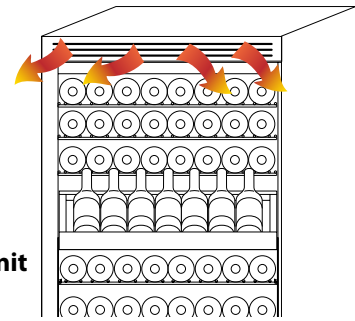
The temperature equalizer switch controls the fan, which is mounted on top of the evaporator plate. It is designed to keep air moving throughout the cabinet in order to maintain consistent temperature between its upper and lower half.

- **“Auto”**: During normal operation, set the switch to the “Auto” position. The fan will operate whenever the cooling system is running.
- **“Continuous”**: This feature runs the fan continuously.
- **“Off”**: Shuts off the fan: Do not become overly concerned about air temperature variations. Remember, the unit measures liquid temperature, not air temperature. The unit will operate when the liquid temperature rises.

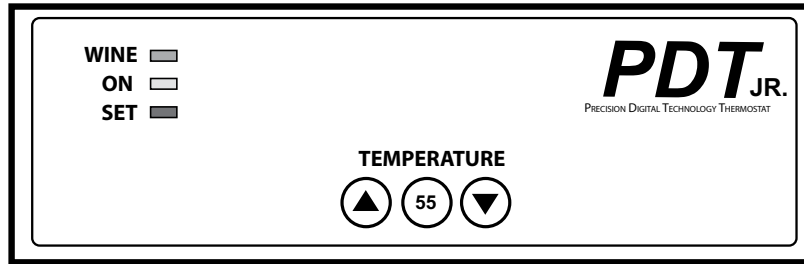
# SYSTEM OPERATION (ADVANCED QT)

## QT Cooling System

- The rear of the unit should be placed about 2" from the wall.
- There should be about 6" of clearance above the top of the unit and 12" of free space on each side. This will assure proper dissipation of heat and sustained cooling of your wines.



# PDT JR. OPERATING INSTRUCTIONS



## Operating instructions for the Vinothèque PDT Jr. Thermostat for the QT Series cabinets:

### Indicators

There are three colored lights on the left side of the thermostat:

- **PWR (Green):** The unit is powered.
- **RUN (Yellow):** The compressor is running. If the light is flashing, the unit is in the five-minute lockout.
- **SET (Red):** This light flashes when the set point temperature is changed by pressing one of the three control buttons. It flashes **once** for each press of the Up or Down button and **twice** when the **55 button** is pressed.

When the unit is first turned on, all three lights flash slowly while the thermostat starts up. Once the unit completes its start-up check, the compressor is locked out for five minutes. During this time, the **RUN** light will flash slowly.

**All three lights will flash rapidly** if there is no probe connected to the thermostat.

### Buttons

To change the set point temperature, press either the Up or Down button. The **SET** light will flash once for each 1°F difference. This set point will remain in memory until you change it.

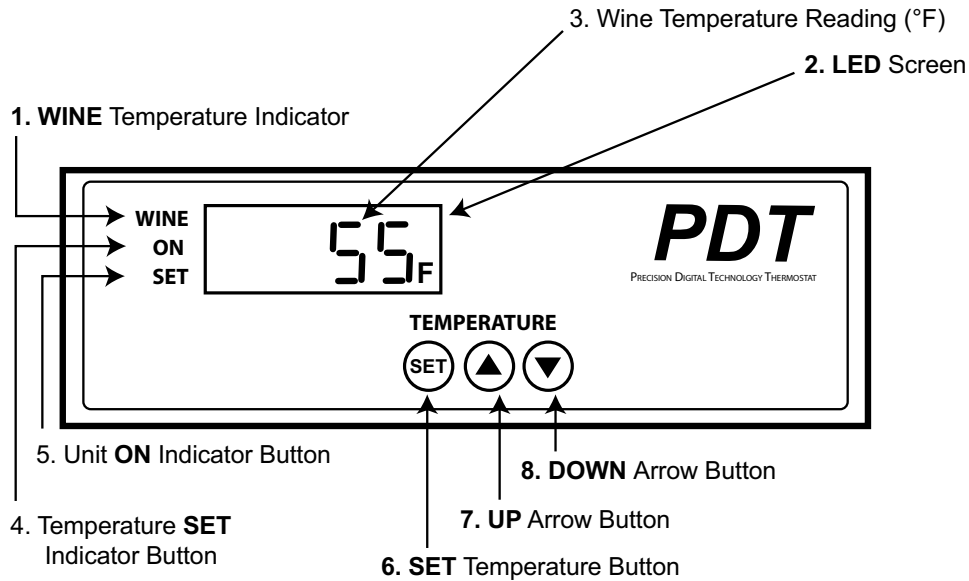
If you forget where the unit is set, pressing the **55 button** will reset the set point to 55°F and the set light will flash twice. The temperature cannot be adjusted below 50°F or above 76°F. Attempting to set the unit outside of this range will cause the **SET** light to rapidly flash.

### Operation

Whenever the compressor shuts off normally, a five-minute lockout period begins and the **RUN** light will flash slowly.


If the compressor runs for 90 continuous minutes, a five-minute defrost cycle is forced, during which time the compressor will not run. During this defrost cycle, the **RUN** light will flash rapidly.

# PDT OPERATING INSTRUCTIONS



The unit is set at 55°F at the factory. To raise or lower the set temperature, press the set button and either the up or down arrow at the same time.

1. **Wine temperature indicator:** A red LED bar will light up when the thermostat is reading the liquid temperature in the bottle via the probe. This will remain lit and the temperature you see displayed is what the probe is reading.
2. **LED screen:** Displays your thermostat readings.
3. **Wine temperature reading:** The temperature that the bottle probe is registering to the thermostat.
4. **Temperature SET indicator:** A red LED bar will light up when you are setting the temperature.
5. **Unit ON indicator:** A red LED bar will light up every time the unit turns on to run a cooling cycle.
6. **SET button:** Used to set the temperature you want the unit to maintain.
7. **UP arrow button:** Used with the SET button to set temperature higher. In addition, by pressing and holding the button, it will allow you to see the five-minute countdown.
8. **DOWN arrow button:** Used with the SET button to set temperature lower.

 Up and Down arrow buttons used simultaneously will change the temperature readout from Fahrenheit to Celsius.

# TESTING THE REFRIGERATION UNIT

Remember, do not start or plug in your unit for 24 hours after delivery. Many units are placed on their sides during shipping, which may allow compressor oil to escape their reservoirs. Premature starting before the oil has had a chance to resettle can cause damage to the compressor and result in a lack of cooling.

Before you fill the cabinet with wine, you'll want to check the operation of the unit. All cabinets successfully pass quality control at the Vinothèque facility. Periodically a unit's cooling system is damaged during transit/transport.

If the unit is not working correctly, contact Vinothèque's customer service department at 1 (800) 343-9463. We will work with you to diagnose the problem and promptly resolve it.

## LOADING BOTTLES & COOL DOWN PERIOD

### Before loading bottles

Simply turn the unit on for approximately one hour and confirm temperature is cooling down. This will prevent the inconvenience of stocking and restocking a damaged unit.

### Loading bottles

The cabinet may settle slightly based on the weight of all the bottles. It is best to spread the loading of bottles evenly throughout the cabinet, starting on the bottom first. This will prevent the unit from shifting and potentially knocking the doors out of alignment. In the QT Series, there is a bulk area on the bottom for odd-sized bottles. In the WhisperKOOL series, the bulk area is on top.

### Cool down period

When the time comes for you to begin loading wine bottles into your unit, there are some considerations to be made. The cabinet should be loaded in stages. We recommend **1/4 of the cabinet per day**. This will allow the unit to achieve more rapid temperature stabilization. Loading all of the wine at once might overwhelm the cooling system.

Set the switches as follows:

<i>Thermostat</i>	<i>55°F or desired temperature</i>
<i>Condensate evaporator</i>	<i>On</i>
<i>Temperature equalizer</i>	<i>Automatic</i>

During the cool down period, the system will run constantly for several weeks, depending on the size of the collection. Slow cooling maintains correct humidity within the cabinet.

## NORMAL OPERATION & MAINTENANCE

The cooling unit will cycle on and off as needed once the temperature has stabilized and the initial “cool-down” has been completed. The condensate evaporator and temperature equalizer switches may be turned off for normal operation.

- **Thermostat:** Is preset at 55°F or desired wine temperature.
- **Condensate evaporator:** Switch “On” or “Off” as ambient humidity requires. In areas of high humidity, leave the switch “On” to evaporate excess condensation. In environments of low humidity, leave the switch in the “Off” position.
- **Temperature equalizer:** Turn on whenever a temperature difference is noted between the top and bottom bottle rows.

### Maintenance

Vinothèque recommends vacuuming of the condenser fins located in the rear of the cabinet every three months. A partially obstructed condenser dramatically reduces the efficiency of the cooling unit.

#### *Monthly:*

- Vacuum filters
- Check for unusual noise or vibration

#### *Quarterly:*

- Clean filters
  - o Remove grille/ducting on the evaporator
  - o Remove the filter covering the coil
  - o Wash with warm water
  - o Dry off filter by shaking off excess water

**Check our [www.vinotheque.com](http://www.vinotheque.com) to get updates on maintenance.**

## TROUBLESHOOTING

<i>Problem</i>	<i>Likely Cause</i>	<i>Solution</i>
<b>Door gasket not sealing properly</b>	Door gasket is twisted	See page 20.
	Lost its flexibility	See page 20
<b>Will not start</b>	Thermostat delay PDT or PDT Jr.	Allow enough time for thermostat startup delay.
	Tripping circuit breaker	Reset breaker, verify dedicated 20-amp outlet and not on ground fault interrupter.
	Temperature setting is wrong	Adjust your set temperature
	Wine probe disconnected	Assure probe line is in a bottle of water and is not stretched and check connections.
<b>Runs constantly</b>	Thermostat setting	It may be set too cool — raise the set temperature
	Cabinet recently loaded with wine	Wait. It may take several weeks to reach optimal storage temperature. See page 17 for recommendation
	Ambient room temperature	Adjust the temperature in the room. Units are designed to cool 30°F below room temperature.
	Inadequate ventilation	Assure proper space above, behind and on the side of the unit. Do not set anything on top.
	Door gasket not sealing properly	See page 20.
<b>Not cooling</b>	Thermostat setting	May be set too warm, lower the set temperature.
	Low on refrigerant or Freon	Unit may need service. Contact Customer Service.
<b>There is a puddle of water inside the cabinet</b>	QT leaking from the bottom	See section on QT leaking from the bottom on page 21.
<b>Temperature variation</b>	Temperature equalizer fan malfunction	See section on temperature equalizer on page 13.
<b>Icing up</b>	Unit running constantly	See above section on units running constantly
	Low on refrigerant or Freon	Unit may need service. Contact Customer Service.
<b>Clicking noise during start-up</b>	Outlet power	Assure 20 amp outlet and not on a GFI

**Vinothèque Customer Service: 1-800-343-9463**  
**Hours: 8 a.m. to 4 p.m. PST, Monday through Friday**  
**support@vinotheque.com**

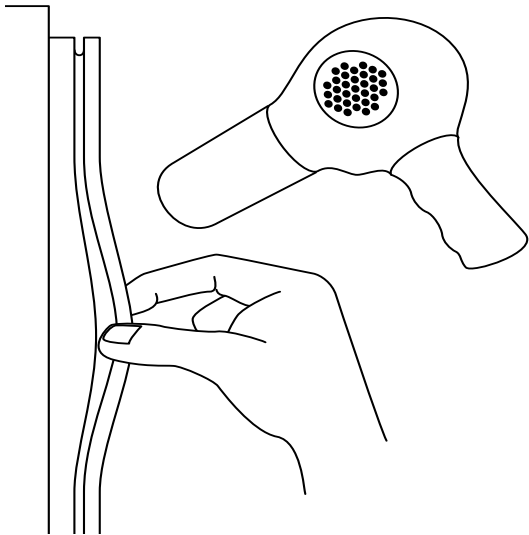
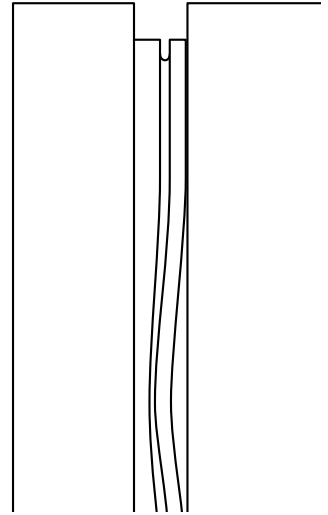
## TROUBLESHOOTING (CONT.)

### Door gasket not sealing correctly

If the cabinet's cooling system is running continually without reaching the desired temperature, the problem may lie with the door gaskets not sealing correctly.

Examine the door gasket around the entire unit.

You can also check this by turning on the cabinet's interior light and turning off the lighting in the room. Determine if there is an area that is not sealing properly.



If a problem exists, use the following guidelines to resolve the problem:

- Heat up the gasket with a hair dryer while using your fingers to pull the gasket outward, using caution while the gaskets may be hot. Doing this for several minutes will loosen the gasket material and increase its flexibility.
- Close the door and determine if the magnetic strip within the gasket will seal with the metal strip on the door.
- Repeat steps until gasket seals correctly. Once it has reseated itself, leave the doors closed for two to three hours. The seal should retain the new shape after this process.

### Door realignment

The door can be adjusted by loosening the three Allen head bolts (easier done from the outside), securing the top and bottom pivot hinges through slotted mounting holes and moving the hinge(s) in the appropriate direction. Re-tighten the bolts after the adjustment is completed only after checking the level of the cabinet.

### How to correct a warped door

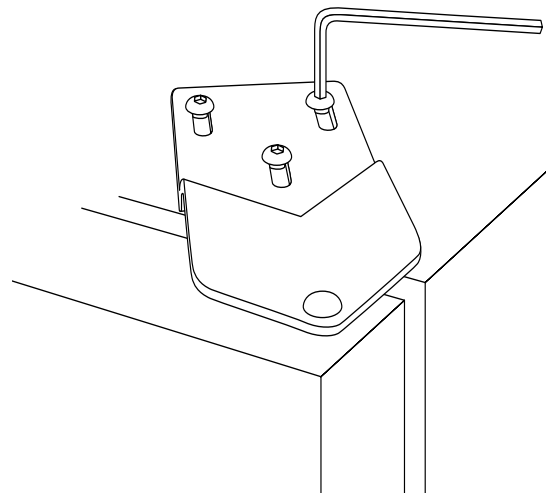
Leave the door open to expose both door surfaces to the same outside condition for 24 to 48 hours. To accelerate the process, wet the contracted (dry) door panel with a damp towel or sponge and allow drying with both door sides exposed.

### How to prevent future warpage

Thoroughly seal both sides of a straight door with two coats of high quality moisture proof wood sealant to prevent any further moisture exchange.

Never seal a warped door, as it might be impossible to correct the condition after treatment. Vi-nothèque is not responsible for reversible moisture induced warpage of unfinished doors or for door stained, and/or sealed after shipment from the factory.

**Unfinished wood cabinets are NOT warranted against warpage**



## TROUBLESHOOTING (CONT.)

Although the finest craftsmanship and materials are always used to make Vinothèque products, unfinished wood cabinets are not warranted against warpage. Because the grain of the wood is not sealed against potential warpage that can occur through different kinds of climates, it is not recommended to request yours in this style.

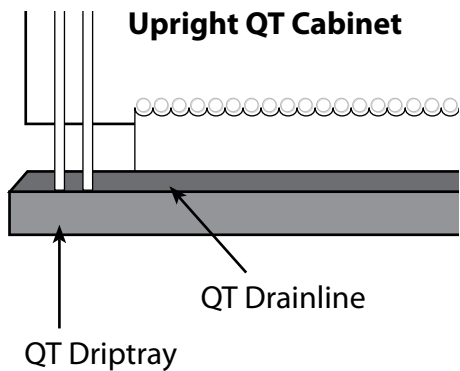
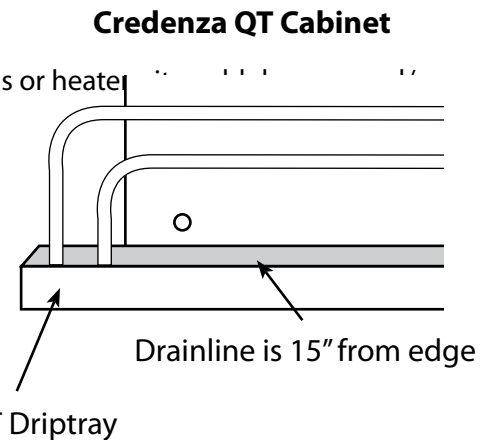
The Vinothèque panel construction is a “sandwich” of rigid insulating foam between two outside veneer panels. This construction will only deform if the moisture content of one panel is at variance with that of the other. A warpage condition, which is reversible, might develop during transportation or after installation in an ambient environment substantially dryer or substantially more humid than that in which the unit was manufactured and packaged with the doors closed (only exterior panel of door exposed to ambient).

For example, a unit manufactured in California during the rainy season (winter) and installed in an eastern heated room will tend to develop a concave warp as the outside exposed veneer panel dries up; while the same unit built in the dry summer weather and installed in Florida will develop a convex warp as the exposed panel absorbs outside moisture.

### QT Cabinet leaking from the bottom

- Turn the unit off.
- Soak up the water with towel
- Leave the doors open to dry the wood. Do not use additional fans or heater or warp the wood.
- Use a can of compressed air or a soft pipe cleaner to clear the drain.

**Credenza drain** is a white trough located under the white evaporate plate, the drain, which is bronze and approximately the same diameter as a pencil, is a couple of inches from the left edge of the trough.



**Upright QT drain** is a black trough under the bronze evaporator plate at the back of the cabinet. The black trough collects the condensation from the bronze evaporator plate. The drain is a couple inches from the edge in the bottom of the trough.

**\* Note:** 500 & 700 QT, recommend customer use a technician for these models. The drain line may be difficult for customer to clear.

**\* Note:** 550 & 700 QT have 2 evaporator plates side by side with ref lines going through in the middle of cabinet and drain holes being at the other end of each drip tray

## COOLING UNIT REPAIRS

If repairs are needed to the cooling unit, it **must be returned to the factory** for evaluation and repair.

1. Contact our customer service department — **1(800) 343-9463** — and describe the problems you are experiencing with the unit. The customer service department will first seek to determine that no external factors are contributing to the improper operation of your cooling unit.
2. Once it is determined that the unit is operating incorrectly, the customer service department will issue an RMA (return merchandise authorization) number. This number must be included on the package of the returned cooling unit.
3. Remove the cooling unit from the cabinet by unscrewing the mounting screws located on the top and rear of the cabinet.
4. Loosen the seals by sliding a screwdriver between the cabinets and cooling unit housing, then remove the cooling unit.
5. The cooling unit should then be bubble-wrapped and insulated for the shipment back to the factory.
6. Once the cooling unit arrives at the factory, it will be tested in a controlled environment. An evaluation will be done and a customer service representative will call you with the corresponding information. The turnaround time is usually about 3 to 5 business days.
7. If the unit is repaired under warranty, the factory will pay for shipping the unit back to the customer.
8. If the unit is determined to be working correctly, **the customer** will be responsible for paying the freight to have the unit returned and a service fee of \$350.
9. Vinothèque Wine Cellars does not provide packaging materials for the return of the unit.

## TESTING A RETURN UNIT

All units sent in for repair are tested thoroughly. They undergo a complete line of testing that includes amperage load for electrical malfunctions, thermostat graph testing to document the units ability to cool sufficiently, and if needed the unit will be tested on its ability to hold a Freon charge.

**If the unit checks out as running correctly, the customer will be responsible for paying an inspection fee and the freight charges associated with returning the unit, in the amount of \$350.**

After the warranty period, you must pay for all labor charges. In the event that your cabinet is not located within a 20-mile range of the Vinothèque authorized service center in Stockton, California, you will be responsible for charges arising out of travel time to and from the cabinet's location. Please follow the correct guidelines when installing the replacement unit.

The replacement unit has new:

- Compressor and condenser coil
- High and low pressure tubing
- Thoroughly clean unit inside and out
- Vacuum, charge and test the system
- Unit includes new thermostat

This warranty does not cover cosmetic damage caused during installation or damage because of acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the product. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than a facility authorized by The Convenience Series to service the product. This warranty does not cover products sold **AS IS** or **WITH ALL FAULTS**. This warranty is valid only in the United States.

Proof of purchase in the form of a bill of sale or receipted invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service.

This warranty is invalid if the factory-applied serial number has been altered or removed from the product.

**REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VINOTHÈQUE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. In addition, if you enter into a service contract with The Convenience Series Partnership within 90 days of the date of sale, the limitation on how long an implied warranty lasts does not apply to you. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

To locate a service technician or sales dealer in your area, for service resolution assistance, for any questions on product information, and/or technical support, call 1 (800) 343-9463.

# WARRANTY INFORMATION

## Labor

For the period of two years from the date of purchase, if the product is determined to be defective, the manufacturer will repair or replace the unit, at its option, at no charge.

## Parts

Once it is determined that the unit is operating incorrectly, the customer service department will issue an RMA (Return Merchandise Authorization) number. This number must be included on the package of the returned cooling unit.

## Cabinet Integrity

The Cabinet is has a five year warranty from date of purchase. Remove the cooling unit from the cabinet by unscrewing the mounting screws located on the top and rear of the cabinet.

## Warranty service for WhisperKOOL Cooling Unit

To obtain warranty service you must make arrangements to have the unit shipped to the manufacturer's facility, freight prepaid. You must contact our Customer Service Department to receive a Return Merchandise Authorization number (RMA) and prepaid return tag. Package the cooling unit in a well-equipped box for necessary protection. Mark the box with the return address and RMA number.

## Items not covered under warranty:

- Removal and installation of cooling unit into the cabinet
- Unauthorized repairs made on the unit
- Damage resulting from shipping
- Inadequate ventilation on the exhaust side of the unit
- Constricted airflow to and from the unit
- Insufficient power source to draw
- Internal clogged drain line

## Freight

Freight for repairs will be limited to 90 days on the cabinet and one year on cooling units and parts.

## Customer service

Vinothèque is sold exclusively through a nationwide network of distributors. These distributors are trained to be your primary resource for all customer service situations. Through the sales process, they have developed a thorough understanding of the environment the unit has been designed to operate within. They are the best suited to address your individual needs and customized situation.

In case repair is needed for refrigeration:

## Refrigeration referral services

You can call Customer Service for refrigeration referral services — 1 (800) 343-9463.

**QT Series:** Contact Customer Service for refrigeration technician referrals in your area.

**WhisperKOOL Series:** Either follow the directions for the QT Series or contact Customer Service and purchase a replacement unit under terms of our Customer Care program.

To locate the service facility or dealer nearest you, for service assistance and resolution of a service problem, or for product information and operation, call Customer Service at 1 (800) 343-9463.

# TECHNICAL ASSISTANCE

Vinothèque Wine Cellars Customer Service is available Monday through Friday from 8:00 am to 4:00 pm PST.

The Customer Service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

- The model and serial number of your WhisperKOOL and/or cabinet.
- Location of the system and installation details, such as ventilation, construction of your wine cellar, and room size

Contact Vinothèque Wine Cellars Customer Service

1738 E. Alpine Avenue

Stockton, CA 95205

[www.vinotheque.com](http://www.vinotheque.com)

Email: [support@vinotheque.com](mailto:support@vinotheque.com)

US Toll Free 1 (800) 343-9463

Fax (209) 466-4606

**Model** \_\_\_\_\_ **Serial Number** **A** \_\_\_\_\_

**Installed by** \_\_\_\_\_ **Date** \_\_\_\_\_

*For QT Cabinets: Check right door top left.  
For WhisperKOOL 2500: Check Right side of unit on a silver sticker.*

# INSTALLATION TERMS AND CONDITIONS

## Vinothèque Wine Cellars

### VINOTHEQUE WINE CELLARS/WHISPERKOOL PRODUCT BASE TERMS

WhisperKOOL Corporation ("WhisperKOOL") is in the business of manufacturing and selling wine cabinets, cooling units and related goods; each such wine cabinet, cooling unit and related good is referred to herein as a "Product". As used herein, the term "WhisperKOOL" includes any Product sold under the names WhisperKOOL, Vinotheque and CellarCool. "Purchaser" means the original purchaser of a WhisperKOOL Product. "End User" means the consumer who has installed and is actually using a WhisperKOOL Product. Every sale of a Product from WhisperKOOL to a Purchaser is made subject to these Terms and Conditions of Sale ("Terms and Conditions").

Product prices are specified in the WhisperKOOL published price list that is current at the time WhisperKOOL receives Purchaser's particular order. Prices are subject to change at any time prior to WhisperKOOL's acceptance of Purchaser's particular order. No contract of sale exists until WhisperKOOL has accepted Purchaser's order and provided Purchaser with a written acknowledgment of Purchaser's order. Prices are exclusive of, and Purchaser shall pay, all taxes, duties, levies or fees imposed on WhisperKOOL or Purchaser by any taxing authority related to Purchaser's order. Payment for a WhisperKOOL Product must be made in lawful money of the United States of America in immediately available funds. WhisperKOOL accepts all major credit cards. WhisperKOOL may change payment terms for unfilled orders if, in WhisperKOOL's reasonable opinion, Purchaser's financial condition, previous payment record or relationship with WhisperKOOL merits such change.

All Purchaser orders, whether written or verbal, are governed by these Terms and Conditions and are subject to acceptance by WhisperKOOL. Any term or condition which may be included on any Purchaser's purchase order, or in any form of communication (whether verbal or in writing) from any Purchaser to WhisperKOOL, that is not identical with these Terms and Conditions, is hereby expressly objected to and rejected by WhisperKOOL, and shall NOT become a part of the contract of sale of any Product. WhisperKOOL's failure to object to any such conflicting term and/or condition of sale contained in any communication (including a purchase order) from a Purchaser shall not be considered as acceptance of such term and/or condition or as a waiver of these Terms and Conditions. The only language in which WhisperKOOL states these Terms and Conditions is English. WhisperKOOL reserves the right, in its sole discretion, to change these Terms and Conditions at any time, for any reason, without notice. WhisperKOOL shall not be liable to Purchaser for any delay of delivery of a Product caused by Force Majeure, or any other cause beyond WhisperKOOL's control.

### 2. WHISPERKOOL PRODUCT LIMITED WARRANTY

#### A. Two (2) Year Limited Warranty.

For the period of TWO (2) YEARS (the "Limited Warranty Period") from the date of original sale of a Product by WhisperKOOL, if a WhisperKOOL Product is found to be defective in material or workmanship after undergoing WhisperKOOL's customer service troubleshooting, then, subject to the WhisperKOOL Product Limited Warranty Limitations and Exclusions as well as the other Terms and Conditions stated herein, WhisperKOOL will do the following, as appropriate, for the end user ("End User") who has installed and is actually using the Product, with regard to LABOR, PARTS and FREIGHT:

- (1) **LABOR** - repair or replace (at WhisperKOOL's sole option) the Product at no charge to the End User; and
- (2) **PARTS** - supply, at no charge to the End User, new or rebuilt replacement parts for the Product in exchange for the return of defective parts; and
- (3) **FREIGHT** - cover normal ground freight charges for parts, and, in the event the Product is not repairable in the field, cover normal ground freight charges (within the continental United States) for the repair or replacement of the Product.

#### B Five (5) Year Compressor Limited Warranty.

The two (2) year limited warranty period stated in Section 2(a) above is extended for an additional three (3) year period with regard to a WhisperKOOL Product's compressor only. Labor, freight and parts ancillary to the compressor remain subject to the two (2) year limited warranty

#### C Product Warranty Limitations and Exclusions.

- (1) This limited warranty does not cover cosmetic damage caused during installation, damage due to acts of God, commercial use, accident, misuse, abuse, negligence, or modification to any part of the Product. Delivery and installation of the Product, any additional parts required, as well as removal of the Product if warranty work is required, are all at the sole cost, risk and obligation of the End User.
- (2) This limited warranty does not cover damage due to improper installation or operation or lack of proper maintenance of the Product, connection of the Product to improper voltage supply, or attempted repair of the Product by anyone other than a technician approved by WhisperKOOL to service the Product.
- (3) This limited warranty does not cover any Product sold "AS IS" or "WITH ALL FAULTS."
- (4) This limited warranty is valid only in the continental United States, Alaska and Hawaii. Sales elsewhere (including Puerto Rico) are excluded from this warranty.
- (5) Proof of purchase of the Product in the form of a bill of sale or receipted invoice, which is evidence that the Product is within the Limited Warranty Period, must be presented by the End User to WhisperKOOL in order to obtain limited warranty service.
- (6) This limited warranty is void if the factory applied serial number has been altered or removed from the Product.
- (7) Removing the rivets from the Product's unit housing without prior authorization from WhisperKOOL voids this limited warranty.
- (8) The End User must first contact WhisperKOOL Customer Service by telephone (at 1-800-343-9463) prior to attempting service on any Product still under the limited warranty, else the limited warranty is voided.
- (9) THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF YOU, THE END USER, AS WELL AS ANYONE ELSE IN THE CHAIN OF TITLE OF THE PRODUCT, DOES NOT START A NEW LIMITED WARRANTY TIME PERIOD, AND IS IN LEIU OF ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) WITH REGARD TO THE PRODUCT. IN NO EVENT SHALL WHISPERKOOL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE

ARE HEREBY EXPRESSLY DISCLAIMED. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

- (10) Failure of the End User to comply with all of the Product Installation Requirements, Maintenance Requirements and End User Requirements may, at WhisperKOOL's sole discretion, void this limited warranty.
- (11) No one has any authority to add to or vary the limited warranty on this Product.

### **3. PRODUCT INSTALLATION REQUIREMENTS**

- (a) Prior to installing a WhisperKOOL Product, the End User must read the WhisperKOOL Owner's Manual and thereafter the End User must follow the required installation, use and maintenance procedures set forth by WhisperKOOL in WhisperKOOL's Owner's Manual. The Owner's Manual is shipped with each Product and if another copy is needed, replacement copies can be downloaded from WhisperKOOL's website ([www.whisperkool.com](http://www.whisperkool.com)) or by contacting WhisperKOOL directly for a new copy of the Owner's Manual.
- (b) It is highly recommended that the End User obtain the assistance of a wine storage professional.
- (c) Failing to address all of the variables associated with proper installation will cause the Product to operate incorrectly and limit both the Product's ability to cool and the longevity of the Product itself.
- (d) The limited warranty card should be completed and promptly returned by the End User to WhisperKOOL to ensure limited warranty registration and confirmation of date of purchase.
- (e) The End User is responsible for all risks and costs of installation of the Product, including but not limited to all labor costs as well as cost of any additional parts required for the proper and complete installation of the Product. The End User is responsible for all risks and costs of removing the Product if limited warranty work is required.
- (f) The Product cannot operate at its optimum capacity if airflow is constricted by ducting or venting the exhaust side of the Product into a location with inadequate ventilation.

### **4. MAINTENANCE REQUIREMENTS**

It is the End User's responsibility to clean off any accumulated dust, lint, or other debris from the front and rear intake grills; failure to do this on a regular basis will restrict the airflow and may affect the Product's ability to function properly. Periodically cleaning the Product's vents will help assure maximum cooling efficiency. The drain tube must also be checked and kept clean and free of debris and mold to maintain proper performance.

*Mold is a natural living organism in the environment. It exists in the air in the form of microscopic spores that move in and out of buildings through doors, windows, vents, HVAC systems and anywhere else that air enters. Once it is discovered, mold must be addressed quickly and appropriately. Delayed or improper treatment of mold issues can result in costly and reoccurring repairs. If the End User suspects a mold problem, it is always best to hire a qualified and experienced mold remediation specialist.*

### **5. ADDITIONAL END USER RESPONSIBILITIES**

The following items are not covered under any warranty and are the sole responsibility of the End User:

- (a) End Users should satisfy themselves that the Product they are purchasing is suitable for their particular needs and requirements, and thus no responsibility will be placed with WhisperKOOL for the End User's decisions in this regard.
- (b) It is the End User's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the End User's wine cellar, including any Product. WhisperKOOL takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable to maintain a proper storage environment.

### **6. SALES AND USE TAX**

WhisperKOOL only collects California sales tax for orders shipped within the State of California; WhisperKOOL does not collect sales tax for orders shipped to other states. However, the Purchaser and the End User may be liable to the taxing authority in their state for sales tax and/or use tax on the Product. The Purchaser and the End User should each check with their state's taxing authority for sales and use tax regulations.

### **7. CUSTOMER SERVICE AND TROUBLESHOOTING**

WhisperKOOL's customer service department is available to answer and questions or inquiries for End Users regarding a WhisperKOOL Product, as well as to assist in performing basic troubleshooting, Monday through Friday, from 8:00 a.m. to 4:00 p.m. PST, at telephone number 1-800-343-9463. WhisperKOOL Corporation is located at 1738 East Alpine Avenue, Stockton, California 95205.

### **8. ADDITIONAL TERMS AND CONDITIONS**

- (a) Return Policy. All return inquiries must be made within thirty (30) calendar days of the original purchase of a Product and are subject to a twenty five percent (25%) restocking fee. Shipping costs are not refundable and the Purchaser is responsible for all return shipping costs (including customs fees and duties, if applicable).
- (b) WhisperKOOL retains a security interest in each Product until payment in full.
- (c) Every provision of these Terms and Conditions shall be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision will, to the extent so held, be deemed severed from the contract of sale between Purchaser and WhisperKOOL, and all of the other non-severed provisions will remain in full force and effect.
- (d) The laws of the State of California (without regard for conflicts of law) shall govern the construction and enforcement of the these Terms and Conditions, except that these Terms and Conditions shall be interpreted as through drafted jointly by WhisperKOOL and Purchaser. Any dispute will be resolved by the courts in the County of San Joaquin, State of California, and all parties, WhisperKOOL, Purchaser and End User, hereby irrevocably submit to the personal jurisdiction of such courts for that purpose. No waiver by WhisperKOOL of any breach or default of the contract of sale (including these Terms and Conditions) concerning a Product will be deemed to be a waiver of any preceding or subsequent breach or default.

### **9. Questions or Additional Information**

If you have any questions regarding these Terms and Conditions or wish to obtain additional information, contact us via phone at 1-800-343-9463 or please send a letter via U.S. Mail to:

**Vinothèque Wine Cellars**  
1738 E. Alpine Ave, Stockton, CA 95205  
[support@whisperkool.com](mailto:support@whisperkool.com)

# **NOTES**

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*Vinothèque*  
WINE CELLARS

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