

Prime Commerical Chiller - FAQ's

Q: What if the chiller arrived damaged?
A: If the chiller arrives damaged, contact the dealer or company from whom you purchased the chiller from to inform them of freight damage-if possible, note any damage with the company that delivered the chiller.
Q: Where is the best location to install the chiller?
A: For maximum efficiency, water chillers are best located in an open location where the back and front have at least 18" of space for proper ventilation.
Q: Can the chiller be installed vertically?
A: The chiller must only be installed with the rubber feet sitting firmly on a flat surface-placing the chiller on its side or ends <u>may cause damage to the chiller.</u>
Q: The chiller is running, but it is not cooling the tank.
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 it 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.
Q: What maintenance is required on the chiller?
A: The only maintenance required on our Prime Commercial Chillers is to ensure that the condenser fins are kept clean and free of debris. Pet hair and dust can impede air flow, therefore reducing the efficiency of the chiller.
Q: What is the evaporator made of?
A: All chillers made by Current-USA use titanium heat exchangers that provide the highest protection from the corrosive elements in saltwater.
Q: Will the evaporator rust in saltwater?
A: No. Titanium is one of the most corrosion resistant materials available and will not rust or corrode from contact with saltwater.
Q: Does the commercial Prime Chiller have a flow switch?
A: The Prime commercial chillers do not come standard with a flow switch. Flow switches can be purchased from many aquatic dealers and must be installed by a qualified technician.
Q: The chiller is running and cooling, but it does not seem to cool fast enough.
A: 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 it 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.
Q: What is the proper water flow rate through the chiller?
A: Each Prime Commercial chiller has its own flow rate recommendation. For maximum efficiency ensure that the pump you use to supply water to the chiller has a flow rate that falls within the range specified for your chiller.