°CoolBot®

Display Problems or Unresponsive CoolBot

Not Applicable to 2G Model (CoolBot with cables on top and side)

If your Coolbot has one of the following symptoms **when plugged in**:

- NO numbers on the display

- Odd symbols on the Display

- NO lights at all

- Unresponsive buttons

NOTE: **Er**, **Ef,** and **EH**, **are errors** which is a different problem. Please refer to the Er, Ef and EH guides.

The first thing to do is to **try a new POWER SUPPLY.**

The power supply used by the CoolBot is a **MINI USB power supply** with **OUTPUT of 5V and 1 Amp**.

A temporary power supply can be available at local stores (commonly used for electronics and cell phones). If your CoolBot works normally after you install the new power supply, **we highly recommend to order the original power supply from our website**, as this was chosen for the controller to be the most appropriate among all other brands.

Order your Original Power Supply at: https://www.storeitcold.com/product/new-style-power-supply/

ERRATIC BUTTON BEHAVIOUR

If your controller buttons seem to be unresponsive or erratic when trying to change settings, or when trying to do a Factory Reset procedure, there might be dust or humidity in between the case and the board buttons that could be causing this behaviour.

The CoolBot is snapped tightly from the factory so that no humidity gets inside, but in some rare occasions moisture or dust can make its way in and affect the responsiveness of the buttons.

Here is how to take your CoolBot apart to clean the front part of the case, the board, and to do a Factory Reset directly from the board buttons.

1. Unplug the CoolBot from the power source.

2. The CoolBot case is made out of 2 halves that snap together along a seam that goes around the middle.
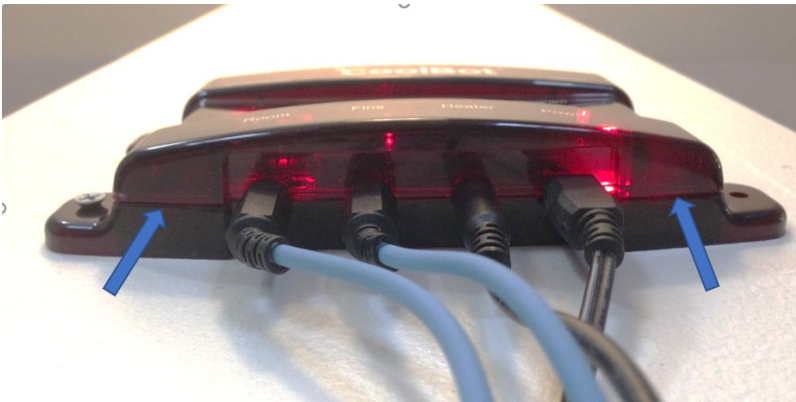
3. With the CoolBot screwed into the wall, place your palm facing up and stick your fingers in between the cables coming at the bottom and the front of the case.


4. You should feel a sharp edge on the tip of your fingers from the plastic front face of the CoolBot.

5.   Pull hard with your fingers "towards you" to snap the front cover out of place.

6.   When you do this be careful that the board does not fall out of place, as it is just sitting in 4 pins and it is not screwed on to the back face.

7.   Never grab the board with your fingers from the middle to avoid getting oil residue on it. To take the board out, grab it from the sides and/or from the cables that are attached to it.
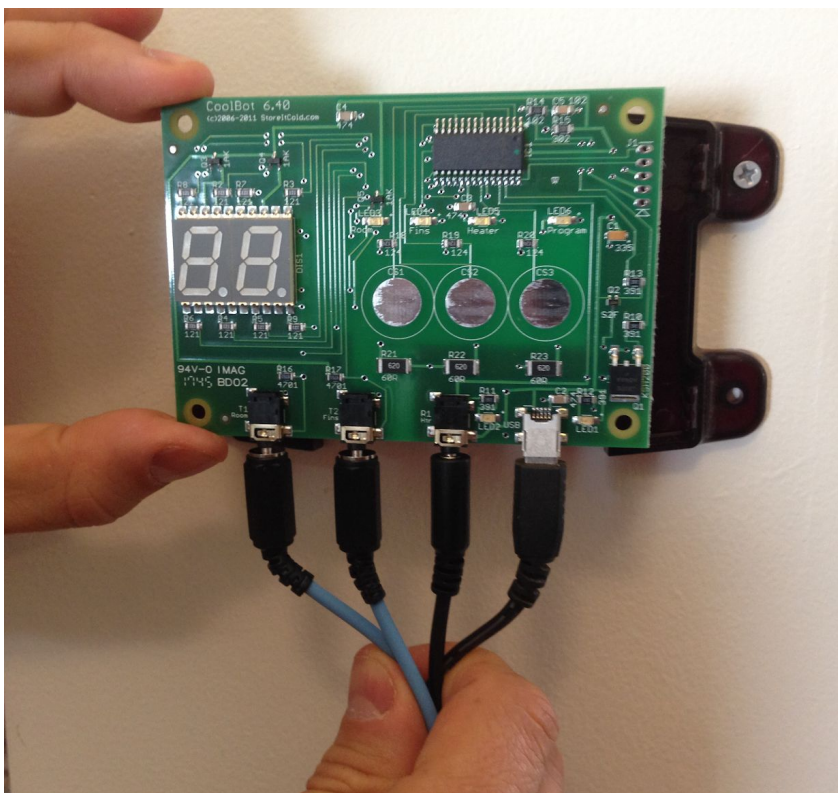

8.   Inspect the board front and back **for corrosion**, humidity, **calcium build up**, or anything that could

be causing problems. Let the board air out for a minute and remove any excess of moisture (in case there is any) with a clean dry paper towel.

9.   After you have allowed the board to air out for a minute, let's try to do a Factory Reset. You will be pressing directly the 3 silver buttons on the board. We will call them: LEFT, CENTER and RIGHT
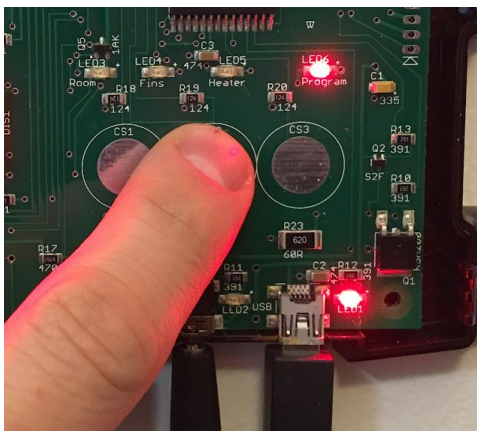
10.   Plug in your CoolBot power supply and **try to reset your CoolBot following the Factory Reset Guide** Instructions from our [Troubleshooting Section](#) at our website.

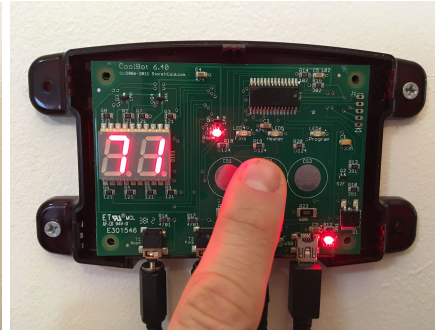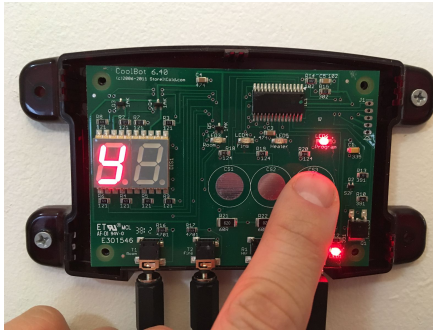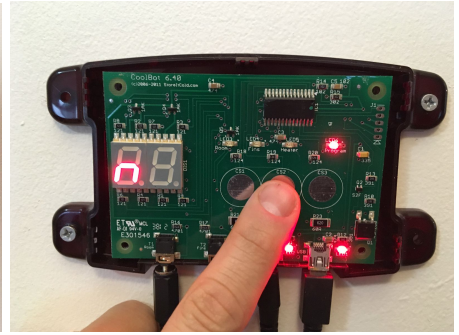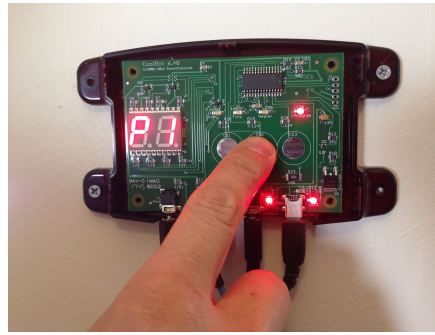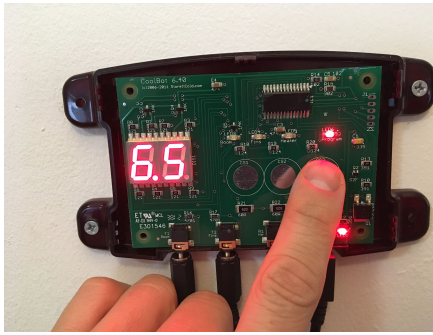**E.G.** For the CoolBot PRO, 6.5, and 6.4 versions:

Press the RIGHT button to go over to Program, it will read 6.5 (or 6.4, 7.6, 7.8, etc.)

Press the CENTER button 5 times, it will now read "P1"

Press the CENTER button again to select, and it should now read "n"

Press the RIGHT button to change to "y"

Press the CENTER button to select

11. The CoolBot will now be back to factory default settings, meaning 42F set temperature, 1 on the Fins, and d1 on the Heater delay.

12. After doing this, the CoolBot should be **acting normal; display on screen is the Room temperature, power light ON and Heater light (next to power) might be ON or blinking slowly. Solid LED light behind Room.**

NOTE If after the Factory Reset (or trying several times to), the CoolBot does not show normal behavior as described on step 12, then we have a problem with the CoolBot board.

Please contact us at support@storeitcold.com so we can track your original purchase order.

13. Clean the inside of the front face with a cotton cloth to make sure there is no dust or humidity on it.

14. Make sure that the board is sitting correctly on the 4 pins that are holding it to the back face of the case.
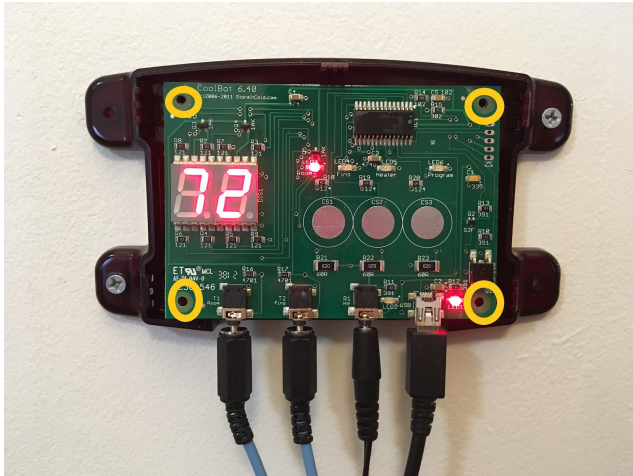
15. Proceed to place back the front cover of the CoolBot

To get a replacement part under warranty (1 Year) please email support@storeitcold.com

To order new parts please go to: https://www.storeitcold.com/coolbot-accessories/