3. No airflow.

- Ensure intake water is on.
- Check for leaks around the tank and solenoid valve.
- Replace in-line water filter.

4. Red light blinking.

- Press/hold RESET button until the red Call Service light turns off.
- If tank still fails to fill, press and hold the EMPTY button for 3 seconds (if unit fails to drain, unplug unit and make sure water in tank is cool).
- Follow tank cleaning instructions in the Professional Installation Guide. If there is a firm connection on the cover, unplug the tank, especially if water is present.
- Clear any excess debris from the tank's bottom orifice to the solenoid valve.
- If the tank and plug unit back in. Press the RESET button.
- If water fails to flush into the tank, replace the solenoid valve.

5. Temperature of circuit board too high.

- If fault persists, replace the tank (this may need to be replaced if firm connection on the cover is present).
- Replace the unit.


- Ensure drain hose is not kinked or submerged in water at the drain. Check functionality of condensate pump if used.
- Check for water coming out of drain/overflow line. If continuous water flow is present, follow the cleaning steps in the Professional Installation Guide (69-2036).
- After cleaning, set humidistat on humidifier is off.
- Replace the unit.


- If fault persists, replace the unit.
- If fault occurs during cleaning steps in the Professional Installation Guide.
- Reassemble tank and plug unit in. Press the RESET button.
- If tank still fails to fill, flush into the tank, replace the solenoid valve.

8. Input voltage should not drop below 220VAC during HVAC operation.

- Turn off water supply and maintain within 2 minutes of the wires.
- After cleaning, set humidistat on VAC reading on AC volt meter.
- If voltage is not present, check wiring and switch functionality.
- Different pressure switches may require a new installation away from duct bents, etc., or may need to be replaced.
- If voltage is present, continue to monitor operation.

9. Water in tank may be hot (>140ºF [60ºC]) and can cause burns.

- If steam is present, replace TrueSTEAM.
- TrueSTEAM and remove cover.

10. – The backup swid monitor panel is active when the backup heater relay.

- Replace the TrueSTEAM unit.

11. Temperature of circuit board too high.

- Ensure humidity in the cover are clearly visible and that the fault of clearance is present.
- Replace the TrueSTEAM unit.
- Replace the unit.

12. Tank fails to drain.

- If fault persists, replace the unit.
- If tank still fails to fill, flush into the tank, replace the solenoid valve.

13. Power to SWID monitor panel.

- Press and hold the EMPTY button for 3 seconds.
- If fault persists, replace the unit.

14. Voltage should not drop below 220VAC during HVAC operation.

- Replace the unit.
- If fault persists, replace the unit.

15. No airflow.

- Replace the unit.
- If fault persists, replace the unit.

TROUBLESHOOTING AND PARTS REPLACEMENT GUIDE

HM512, HM509, and HM506

TrueSTEAM

69-2144-01
WATER SENSOR ASSEMBLY

1. Unplug the TrustSTEAM.
2. Remove the cover with a flathead or Torx screwdriver.
3. Disconnect the water sensor wire from the electric circuit board.
4. Remove the Torx screw holding down the water sensor assembly.
5. Lift the metal hinge and remove the sensor assembly.
6. Replace with the new sensor assembly and connect the new wires to the assembly and the circuit board.
7. Reattach the cover in the TrueSTEAM.
8. Plug in the TrueSTEAM.

REPLACEMENT PARTS

<table>
<thead>
<tr>
<th>Part Name</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-foot Remote Hose and</td>
<td>50024917-002</td>
</tr>
<tr>
<td>Nozzle Kit</td>
<td></td>
</tr>
<tr>
<td>24-inch Remote Hose and</td>
<td>50024917-001</td>
</tr>
<tr>
<td>Nozzle Kit</td>
<td></td>
</tr>
<tr>
<td>Cover</td>
<td>50028004-001</td>
</tr>
<tr>
<td>Dust Injection Nozzle for</td>
<td>50028003-001</td>
</tr>
<tr>
<td>Humidifier</td>
<td></td>
</tr>
<tr>
<td>Remote Dust Nozzles</td>
<td>50028001-001</td>
</tr>
<tr>
<td>Mounting Bracket</td>
<td>50020012-001</td>
</tr>
<tr>
<td>Solenoid Valve</td>
<td>50027998-001</td>
</tr>
<tr>
<td>In-Line Water Filter</td>
<td>50028044-001</td>
</tr>
<tr>
<td>Sediment Screen for Tank</td>
<td>50027997-001</td>
</tr>
<tr>
<td>10-foot M28180 Water Tank</td>
<td>50028017-010</td>
</tr>
<tr>
<td>20-foot M28182 Water Tank</td>
<td>50028082-001</td>
</tr>
<tr>
<td>Water Level Sensor Assembly</td>
<td>50027995-001</td>
</tr>
<tr>
<td>Print/Threaded Washer</td>
<td>50020012-001</td>
</tr>
<tr>
<td>Latch</td>
<td>50028041-001</td>
</tr>
<tr>
<td>Saddle Valve</td>
<td>5201819-010</td>
</tr>
<tr>
<td>Air Pressure Switch</td>
<td>5030132-992</td>
</tr>
</tbody>
</table>

SOLENOID VALVE REPLACEMENT

1. Unplug the TrustSTEAM.
2. Remove the cover with a flathead or Torx screwdriver.
3. Disconnect the electric circuit board.
4. Remove the Torx screw holding down the water sensor assembly.
5. Lift the metal hinge and remove the sensor assembly.
6. Replace with the new sensor assembly and connect the new wires to the assembly and the circuit board.
7. Reattach the cover in the TrueSTEAM.
8. Plug in the TrueSTEAM.

TROUBLESHOOTING

TrustSTEAM has internal diagnostics that monitor system operation, maintenance schedules, and faults. If a system fault is detected, the system will attempt to recover itself up to five times in a 24 hour period. If unable to recover in that time, the red Call Service LED light will activate.

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<tr>
<th>Fault Light</th>
<th>Steps to Fix</th>
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<tr>
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<td>• Plug unit back in and press the EMPTY button.</td>
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<td>Red Call Service LED</td>
<td>• Reassemble tank and press the EMPTY button.</td>
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TRoubleshooting Guide (69-2036).

Water/Heater Temperature sensor failed.

1. Unplug TrustSTEAM and remove cover.
2. Check water sensor connection to electric circuit board.
3. Reattach cover and plug TrustSTEAM in.
4. If fault mappers, press and hold the EMPTY button for 3 seconds and follow tank clearing steps in the Professional Installation Guide (69-2036).
5. Reassemble tank and press the RESET button.
6. If fault mappers, replace sensor assembly.

Troubleshooting Guide (69-2036).

WATER FILTER REPLACEMENT

1. Turn off water supply at the source (i.e. saddle valve).
2. Push in on the filter’s compression snap-lock fittings where the 1/4 in. water line connects.
3. Pull out the water line as you are pushing in the snap-lock.
4. Install the new water filter, ensuring directional water flow is accurate per the filter label, by inserting the water lines on either end of the filter.
5. Lift bracket to disengage the screen.
6. Check the filter after 5 minutes of humidifier operation to ensure no water leakage.

CAUTION: Ensure outside of tank is cool before removing to prevent possible injury.

1. Ensure the TrustSTEAM is empty and unplugged.
2. Shut off and disconnect the water line from the bottom of the unit.
3. Unlock the red lever and disengage the tank from the water valve assembly and remove tank.
4. Remove TrueSTEAM from the mounting bracket.
5. Remove the cover with a flathead or Torx screwdriver.
6. Disconnect the valve wire plug from the circuit board.
7. Using a flathead screwdriver, disengage the frame’s backplate at the four locations.
8. Slide the valve out of the back of the frame, and ease the wiring out of the TrustSTEAM frame.
9. Reassemble with the new solenoid valve, following steps 2–8 in reverse order.

IN-LINE WATER FILTER

1. Turn off water supply at the source (i.e. saddle valve).
2. Push in on the filter’s compression snap-lock fittings where the 1/4 in. water line connects.
3. Pull out the water line as you are pushing in the snap-lock.
4. Install the new water filter, ensuring directional water flow is accurate per the filter label, by inserting the water lines on either end of the filter.
5. Lift bratcekt to disengage the screen.
6. Check the filter after 5 minutes of humidifier operation to ensure no water leakage.

CAUTION: Ensure outside of tank is cool before removing to prevent possible injury.

1. Press and hold the EMPTY button for 3 seconds.
2. Water will drain from the tank and the CLEAN TANK light will blink as it drains.
3. If the call Service LED light is on, a system fault has occurred from which the humidifier can not recover by itself. It is OK to use steel wool or brush. Reinstall the sensor assembly in the unit, reattach and hold the EMPTY button for 3 seconds.
4. Press the EMPTY button for 3 seconds to drain the tank.

CAUTION: Do not use any organic solvents on the wiring or connection points. Organic solvents can damage the electronic circuits.

1. Turn off water supply at the source (i.e. saddle valve).
2. Push in on the filter’s compression snap-lock fittings where the 1/4 in. water line connects.
3. Pull out the water line as you are pushing in the snap-lock.
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5. Lift bracket to disengage the screen.
6. Check the filter after 5 minutes of humidifier operation to ensure no water leakage.

CAUTION: Ensure outside of tank is cool before removing to prevent possible injury.

1. Ensure the TrustSTEAM is empty and unplugged.
2. Shut off and disconnect the water line from the bottom of the unit.
3. Unlock the red lever and disengage the tank from the water valve assembly and remove tank.
4. Remove TrueSTEAM from the mounting bracket.
5. Remove the cover with a flathead or Torx screwdriver.
6. Disconnect the valve wire plug from the circuit board.
7. Using a flathead screwdriver, disengage the frame’s backplate at the four locations.
8. Slide the valve out of the back of the frame, and ease the wiring out of the TrustSTEAM frame.
9. Reassemble with the new solenoid valve, following steps 2–8 in reverse order.

1. Unplug the TrustSTEAM.
2. Remove the cover with a flathead or Torx screwdriver.
3. Disconnect the electric circuit board.
4. Remove the Torx screw holding down the water sensor assembly.
5. Lift the metal hinge and remove the sensor assembly.
6. Replace with the new sensor assembly and connect the new wires to the assembly and the circuit board.
7. Reattach the cover in the TrueSTEAM.
8. Plug in the TrueSTEAM.

TROUBLESHOOTING

TrustSTEAM has internal diagnostics that monitor system operation, maintenance schedules, and faults. If a system fault is detected, the system will attempt to recover itself up to five times in a 24 hour period. If unable to recover in that time, the red Call Service LED light will activate.

If the TrustSTEAM Call Service LED light is on, a system fault has occurred from which the humidifier can not recover by itself. The table below shows the possible faults, along with steps to fix TrueSTEAM.

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Troubleshooting Guide (69-2036).

Water/Heater Temperature sensor failed.

1. Unplug TrustSTEAM and remove cover.
2. Check water sensor connection to electric circuit board.
3. Reattach cover and plug TrustSTEAM in.
4. If fault mappers, press and hold the EMPTY button for 3 seconds and follow tank clearing steps in the Professional Installation Guide (69-2036).
5. Reassemble tank and press the RESET button.
6. If fault mappers, replace sensor assembly.

Troubleshooting Guide (69-2036).

Water/Heater Temperature sensor failed.

1. Unplug TrustSTEAM and remove cover.
2. Disconnect water level indicator wiring, remove screw and lift clamp.
3. Remove water sensor assembly.
4. Clean sensor probes using warm soapy water so that the metal is exposed. It is OK to use steel wool or brush.
5. Reassemble the sensor assembly in the unit, reattach and hold the EMPTY button for 3 seconds.
6. If fault mappers, replace sensor assembly.

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