

Problem	Things to check	Test to be carried out
Fridge won't switch on	<p>Is the fridge connected to a reliable source of 12V or 24V DC?</p> <p>Is the length and gauge of the connecting the refrigerator to the the battery comply with the chart in the user manual?</p> <p>Is the fuse blown?</p>	<p><b>1. Measuring the voltage at the fridge terminal block</b></p> <ul style="list-style-type: none"> <li>Set your voltmeter to DC mode.</li> <li>Place the red probe on the positive (+) terminal and the black probe on the negative (-) terminal of the terminal block.</li> </ul> <p>A normal reading should be between 12V and 14.5V for a 12V system and 24V to 29V for a 24V system.</p> <p>If the voltage is low or non-existent, check your power supply (battery, fuses, wiring).</p> <p><b>2. Measuring voltage on compressor circuit board</b></p> <ul style="list-style-type: none"> <li>Access the compressor electronics module.</li> <li>Identify the module's power supply terminals (usually marked + and -).</li> <li>Place the red probe on the positive terminal and the black probe on the negative terminal.</li> </ul> <p>A normal reading indicates that power is reaching the module.</p> <p>If the voltage is absent or too low, this may be due to a wiring problem or a blown fuse.</p> <p><b>3. If no reading is obtained</b></p> <p>Unplug the refrigerator to avoid any electrical hazard.</p> <p>Check the voltage directly at the supply wires arriving at the refrigerator terminal block.</p> <p>If the voltage is correct at this point but absent at the refrigerator terminal block, this may be due to a connection or internal fuse problem.</p> <p>If, after these tests, the power supply is correct but the refrigerator still doesn't work, you'll need to check other components, such as the electronic controller or the compressor itself.</p> <p>check other components such as the electronic controller or the compressor itself.</p>
Compressor turns on and off	<p>Is the voltage stable on demand?</p> <p>Are wire and cable connections cables secure?</p> <p>Is the temperature at the back of the refrigerator high?</p> <p>Are the batteries sufficiently charged?</p> <p>Is the correct fuse rating used?</p>	<p><b>1. Check supply voltage</b></p> <p>Unstable or low voltage can cause the compressor to restart.</p> <p><b>Test to be carried out:</b></p> <p>Measure the voltage at the refrigerator terminal block while the compressor is running.</p> <p>Make sure it remains between 12V and 14.5V (for a 12V system) or 24V to 29V (for a 24V).</p> <p>If the voltage drops below 10.5V (for 12V) or 21V (for 24V), the compressor may shut down for safety reasons.</p> <p>Possible causes: cables too thin, loose connection, undersized fuse, weak battery.</p> <p><b>2. Check cable and connections</b></p> <p>A poor connection or a too-thin cable can cause a voltage drop under load.</p> <p><b>Test to be carried out:</b></p> <p>Check that connections are tight at battery and refrigerator terminals. If cables are undersized, there will be a loss of voltage which may cause the compressor to cut out.</p>

Problem	Things to check	Test to be carried out
Compressor turns on and off (continued)		<p><b>3. Check Electronics Module and Compressor Temperature</b> Overheating may trigger thermal protection. <b>Test to be carried out:</b> Check whether the electronic module or compressor is very hot to the touch. Make sure the refrigerator is well ventilated (especially in summer). If the compressor gets too hot, it may cut out to prevent damage. <b>Solutions:</b> improve ventilation or add a fan.</p> <p><b>4. Check battery charge level</b> If the battery is weak or defective, it won't provide enough power. <b>Test to be carried out:</b> Measure the battery voltage without load and while the compressor is running. A weak battery will see its voltage drop rapidly below 11V (for 12V) or 22V (for 24V) when the the compressor starts up. If the battery is discharged or fatigued, it won't be able to keep the compressor running. <b>Solution:</b> Try another power source (another battery or a stabilized power supply).</p> <p><b>5. Check fuses and protection devices</b> An undersized fuse or thermal circuit breaker can cut off the power supply. <b>Test to be carried out:</b> Check the value of the circuit's main fuse (usually 15A to 20A for 12V and 10A to 15A for 24V). Replace it if necessary with a fuse of the correct value. If the fuse blows frequently, there may be a short-circuit or abnormal over-consumption.</p>
Compressor never stops	<p>Does the temperatures in refrigerator and freezer are normal?</p> <p>Do you hear a click when you turn the thermostat knob to reduce temperature?</p> <p>Does the temperature at the back of the refrigerator exceed 25°C?</p> <p>Is the compressor too hot to touch?</p>	<p><b>1. Check the actual temperature inside the fridge</b> <b>Test to be carried out:</b> Place a thermometer inside the fridge and freezer. Check whether the temperature is falling normally (e.g. 3-5°C in the fridge, -12 and -14°C in the freezer). If the temperature does not drop sufficiently, the compressor continues to run in an attempt to reach the set point. <b>Possible causes:</b></p> <ul style="list-style-type: none"> <li>• Poor condenser ventilation.</li> <li>• Refrigerant charge problem.</li> <li>• Insufficient refrigerator insulation.</li> </ul>

Problem	Things to check	Test to be carried out
Compressor never stops (continued)		<p><b>2. Check thermostat setting</b>  <b>Test to be carried out:</b>            Slightly reduce the temperature set on the thermostat.            Disconnect thermostat sensor (if possible) and see if compressor stops.            If the compressor continues to run even with a higher temperature setting, the thermostat or temperature sensor may be faulty.</p> <p><b>3. Check thermostat sensor</b>            If the sensor is faulty, it may send a false reading and force the compressor to remain on.  <b>Test to be carried out:</b>            Fit a jumper between terminals T and C on the compressor electronic module to disable the external temperature sensor and force the compressor to run continuously.  <b>Procedure:</b></p> <ol style="list-style-type: none"> <li>Switch off the refrigerator and disconnect the power supply to avoid any electrical hazard.</li> <li>Locate the compressor electronics module (often a Secop BD35F or BD50F).</li> <li>Find the T (thermostat) and C (common) terminals on the module connector.</li> <li>Install a jumper (a small wire or jumper) between terminals T and C.</li> <li>Reconnect and switch on the refrigerator.</li> </ol> <p><b>Expected result:</b></p> <ul style="list-style-type: none"> <li>The compressor should run continuously, regardless of the status of the thermostat or temperature sensor.</li> <li>If the compressor doesn't run even with the jumper switched on, there's probably another problem. (faulty electronic module, insufficient power supply, damaged compressor).</li> </ul> <p><b>4. Check Condenser and Compressor Ventilation</b>            Lack of ventilation prevents the refrigerator from dissipating heat, forcing the compressor to work continuously.  <b>Test to be carried out:</b>            Check that the condenser (grille at the back or underneath) is clean and well ventilated.            Make sure the refrigerator is not too close to a wall or in a confined space.            Add a fan if necessary to improve cooling.            If warm air is not circulating            If the warm air doesn't circulate properly, the refrigerator will have trouble reaching the right temperature.  <b>Solution:</b> Clean the condenser and improve ventilation.</p>

Problem	Things to check	Test to be carried out
Compressor never stops (continued)		<p><b>5. Check for refrigerant leaks</b> If the refrigerant gas is insufficient, the compressor will run continuously without cooling effectively. <b>Signs of a gas leak:</b> Compressor runs but never reaches set temperature. Pipes are not as cold as before. Part of the condenser or evaporator is frozen or shows traces of oil. If you suspect a gas leak, complete the claim form and send it to Jacques Desjardins at TCED.</p> <p><b>6. Check if the compressor is overloaded</b> Sometimes an overload prevents the compressor from stopping. <b>Aggravating factors:</b> Too much hot food added at once. High ambient temperature (e.g. refrigerator exposed to the sun). Frequent opening or poorly closed door. If the temperature normally drops after several hours, the problem was temporary. <b>Solution:</b> Avoid overloading the fridge and check the door for leaks.</p>
Frost is forming on the rear wall of the refrigerator	<p>Are the door seals in good condition?</p> <p>Do the doors close properly and stay closed?</p> <p>Does the user frequently open the doors, especially in very hot and humid conditions?</p> <p>What is the thermostat setting? what level?</p> <p>Is there any food stuck to the rear wall of the of the fridge?</p>	<p>To save energy, Solstice refrigerators do not feature automatic defrosting. defrosting system. It is therefore normal for a layer of frost to form on the rear wall of the of the refrigerator and freezer. When this layer becomes too thick, switch off the appliance the appliance and let it defrost to remove the frost patches. However, if frost appears elsewhere or accumulates over a period of just a few days, this may may indicate a problem that requires checking:</p> <p><b>1. Check door for leaks</b> If moist air enters the refrigerator, this encourages the formation of frost. <b>Test to be carried out:</b></p> <ul style="list-style-type: none"> <li>• Check that the door closes properly and that the seal is in good condition.</li> <li>• Place a sheet of paper between the door and the frame, then close the door. If the paper sheet slide easily, the seal is worn off.</li> <li>• Place a flashlight inside the refrigerator and/or freezer, then turn off the surrounding lights. Close the refrigerator and/or freezer door and check if light is peaking out.</li> </ul> <p>If the seal is damaged or dirty, warm, moist air will enter and create frost. <b>Solution :</b> Clean the gasket with soapy water, or replace it if it is worn out.</p>



## Solstice Refrigerators - Troubleshooting guide

Problem	Things to check	Test to be carried out
Frost is forming on the rear wall of the refrigerator (continued)		<p><b>2. Check the door opening frequency</b> If the door is opened too often or for too long, humid air enters and condenses on the cold wall. <b>Test to be carried out:</b></p> <ul style="list-style-type: none"><li>• Try to reduce the number of times the door is opened, and make sure it doesn't remain ajar.</li><li>• Check whether an interior light is left on (it may warm up the interior).</li></ul> <p>If the frost disappears after better management of openings, this was the cause.</p> <p><b>3. Check the set temperature</b> Too low a temperature accentuates frost formation. <b>Test to be carried out:</b></p> <ul style="list-style-type: none"><li>• Set the thermostat to 4-5°C in the refrigerator compartment.</li><li>• Avoid setting the temperature below 2°C, as this may cause excessive condensation.</li></ul> <p><b>If the temperature is too low</b>, increase it slightly.</p> <p><b>4. Check interior air circulation</b> If food is too close to the rear wall, the moisture it contains may freeze. <b>Test to be carried out:</b></p> <ul style="list-style-type: none"><li>• Keep food away from the back wall to allow air to circulate.</li><li>• Don't overload the fridge, as poor air circulation promotes frosting.</li></ul> <p>If the frost decreases after reorganization, it was an air circulation problem.</p>
Bubbling sounds (like boiling water)		This is the normal sound of refrigerant (used for cooling) circulating throughout the system.
Bursting or cracking noises when compressor starts up.		This is normal, as metal parts undergo expansion and contraction, like hot-water pipes. The sound will stabilize or disappear as the refrigerator operates.



## Solstice Refrigerators - Troubleshooting guide

Problem	Things to check	Test to be carried out
Water accumulates on the floor around my refrigerator	<p>Is the water coming from the front of the refrigerator or the back?</p> <p>The drainage hole at the bottom bottom of the section blocked?</p> <p>Is the drain hole on the compressor filled with water displaced?</p>	<p><b>Refrigerator leak:</b> Check to see if water is coming from inside the refrigerator or freezer. If so, it may be due to a faulty seal or a problem with the internal drainage system.</p> <p><b>Frost or condensation:</b> If the freezer or refrigerator freezes excessively, this can lead to condensation which eventually leaks outside. Check whether the area around the crisper or freezer is frozen.</p> <p><b>Problem with drain hose:</b> Refrigerators often have a small hose that drains condensation water. If this pipe is blocked or incorrectly positioned, water can collect outside.</p> <p><b>Problem with the door:</b> If the refrigerator door doesn't close properly (e.g., due to a damaged seal), it can allow warm, moist air to enter and cause condensation.</p>