

# PORTACOOOL OWNER'S MANUAL

HAZARDOUS LOCATION AND AIR DRIVE PRODUCTS

PORTACOOOL™

WHEN COMFORT COUNTS™



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## READ AND SAVE THESE INSTRUCTIONS

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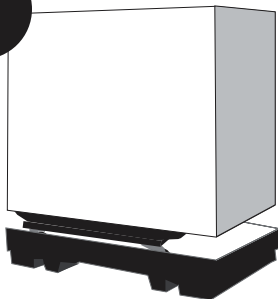
**STOP**

**DO NOT RETURN!**

For questions or comments, please call Portacool Customer Service at 936-598-5651.

# QUICK SET UP

1



Remove box and pallet

2



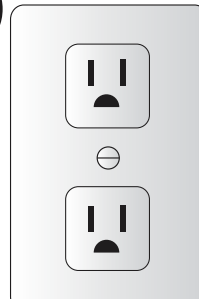
Position product on level surface

3



Fill sump or attach water hose

4



Plug into appropriate outlet

5

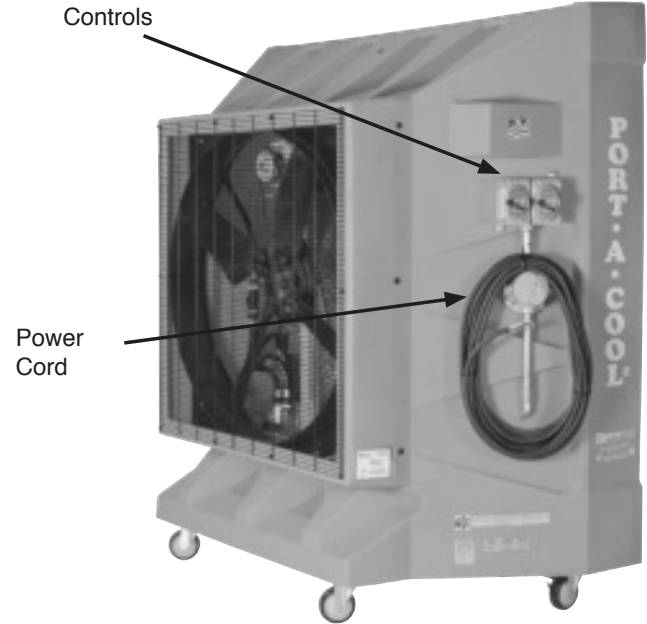
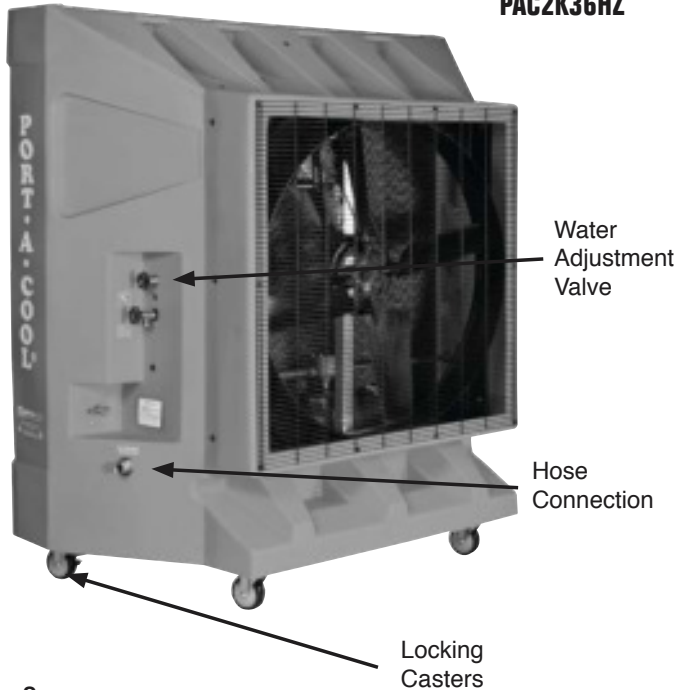
For setup, pads should appear wet before starting the fan. Check the water gauge to monitor water level in tank. The water flow valve on each unit is set at max flow. However, ensure the knob is turned completely to the left before use. Turn to the left to increase water flow. Less water is required for cooling in more humid environments.



Fill the tank, then turn on the pump switch and the fan.

# 36" HAZARDOUS LOCATION

PAC2K36HZ



# 48" HAZARDOUS LOCATION



PAC2K48HZ

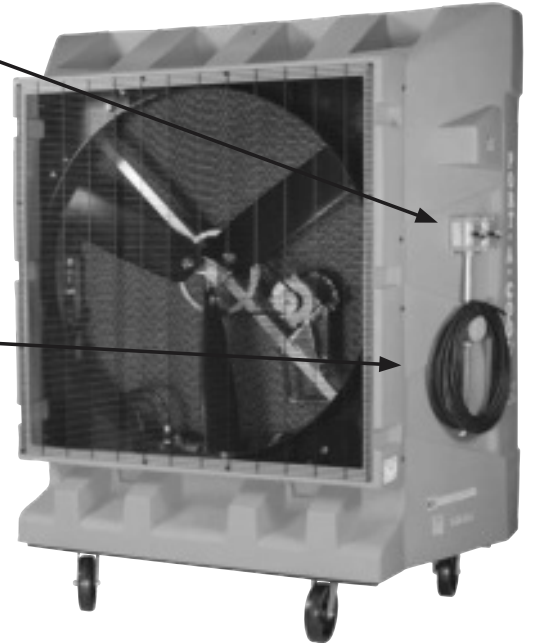
Water Adjustment Valve

Hose Connection

Locking Casters

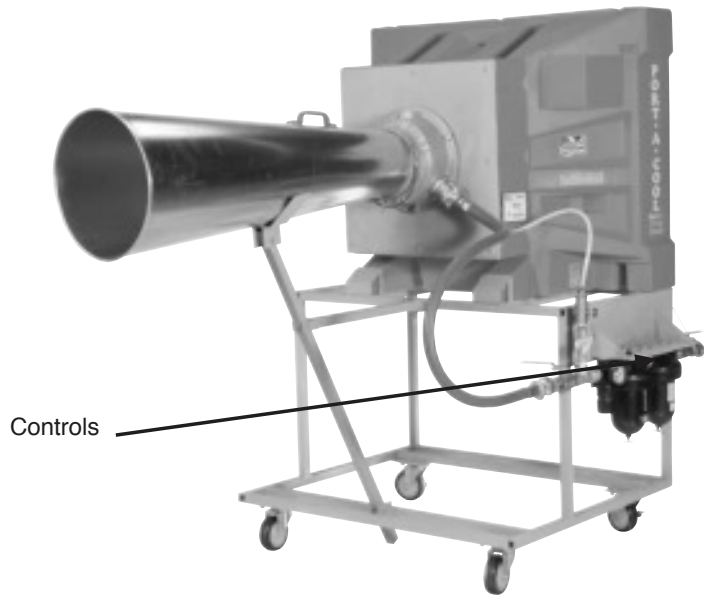
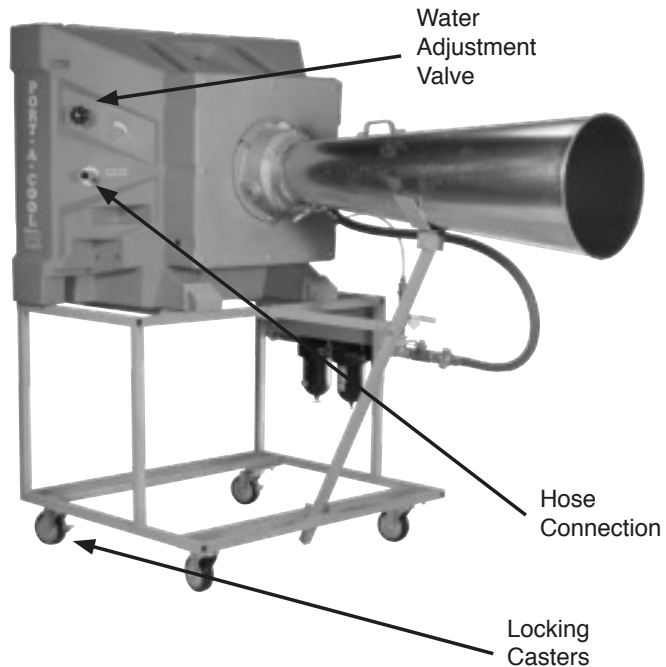
Controls

Power Cord

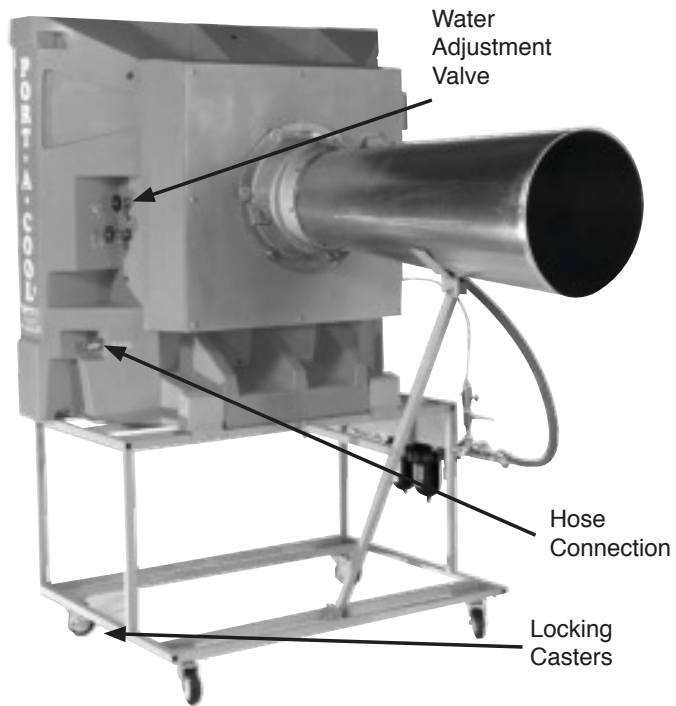


# 16" AIR DRIVE

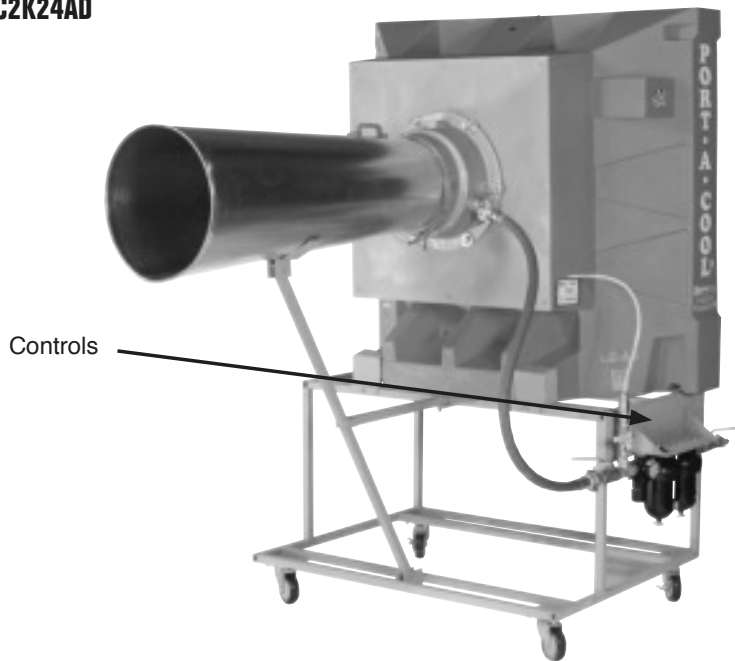
PAC2K16AD



# 24" AIR DRIVE

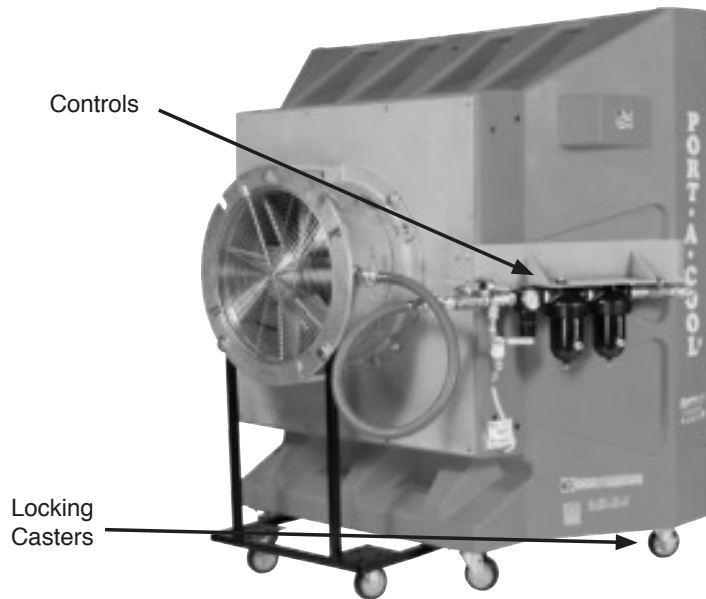
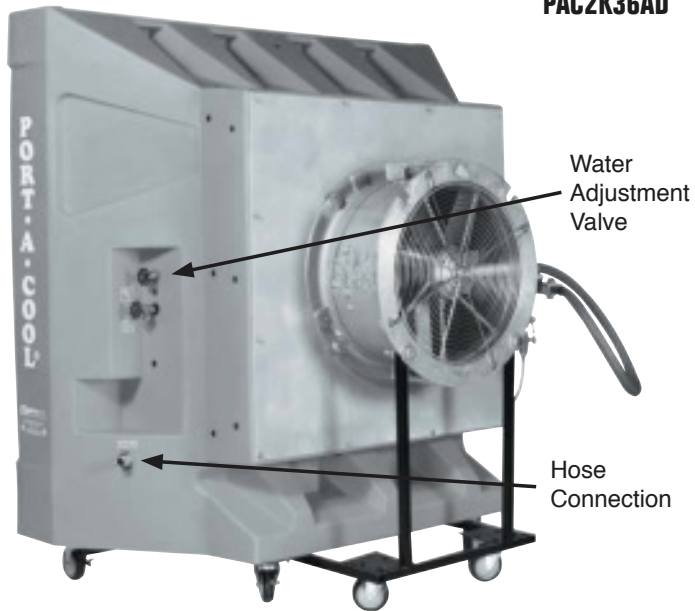


**PAC2K24AD**



# 36" AIR DRIVE

PAC2K36AD





# SAFETY INFORMATION

## OPERATION WARNINGS

- 1) Not intended for use by children
- 2) Not intended for use by persons with reduced physical, sensory, or mental capabilities
- 3) Not intended for use by persons with lack of experience and knowledge, unless they have been given instruction and are supervised during operation
- 4) Children should be supervised to ensure they do not play with the evaporative cooler

## SAFE OPERATION

### To reduce the risk of electric shock, fire, or injury:

- Do not operate any product with a damaged cord or plug. Discard product or return to place of purchase for examination and/or repair.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area so it will not be tripped over.
- Read instructions and labels carefully.
- Always unplug the electric cord to the Portacool evaporative cooler before performing inspections or repairs.
- Plug into three-prong grounded GFCI protected electrical receptacle only.
- Do not step on or roll over power cord with heavy or sharp objects.
- Do not operate evaporative cooler unless all pads are securely in place.
- Remove the plug from the electrical receptacle by pulling on the plug and not the cord.
- Test the GFCI receptacle or breaker monthly to ensure it is functioning properly.
- Do not operate near open containers of flammable liquids or gases.
- Ensure evaporative cooler pumps are running continuously to saturate and wet combustible media when used in close proximity to open flame or spark producing activities. A distance of at least 35 feet away from open flame or sparks is recommended to ensure safe operation.
- Never wash the evaporative cooler cabinet with a garden hose; water may harm the motor and electrical system.
- If the product is damaged or malfunctions, do not continue to operate it. Refer to the warranty, troubleshooting or FAQ section, call Portacool, LLC, Technical Support at 1-888-266-5243, or email [support@portacool.com](mailto:support@portacool.com).

# GENERAL OPERATION

## Electrical Connection

**PRODUCT MUST BE IN UPRIGHT POSITION WITH COOLING PADS INSTALLED!**

All models utilize a single power cord and control switches. Before connecting the plug to an outlet, ensure there is no standing water where the cord may lie or where the operator is standing. The use of separate multiple outlet devices is not recommended. When making electrical connections, ensure compliance to local and national codes. Use only with GFCI Protected Receptacles. Please refer to the Barcode Product Label on the side of the product for specific electrical requirements.

## OPERATING PROCEDURES

### Specifications

Each Portacool evaporative cooler has its own set of operational specifications, sizes, weights, voltage frequency, current requirements, etc. Please ask for the specifications for your model from your distributor, check the serial number plate, or visit [www.portacool.com](http://www.portacool.com) for the specifications for your product.

### Placement of the Portacool Evaporative Cooler

There are three primary considerations when deciding where to place the Portacool evaporative cooler.

- 1) Make sure there is a clear, unobstructed path to provide maximum airflow.
- 2) If the evaporative cooler is positioned on a raised platform, ensure the platform constructed for holding the product is stable, well constructed, and will not allow the product to tip over and that it allows for the full weight of the evaporative cooler including water in the tank. The product must be level and in the upright position.

3) If placed near a wall or other obstruction, position the product a minimum of 3 feet (0.9 meters) from the wall or obstruction with pads facing the wall. This allows the unrestricted flow of warm air to the cooling pad side of the product. When using multiple products in close proximity, be sure to aim the product so the air flows complement each other to achieve maximum cooling capacity.

## Starting the Pump and Adjusting the Water Flow

Once the water tank is full, moving the pump switch to the “ON” position will turn on the pump. When initially turning on the pump, the level in the water tank will drop suddenly and restart the flow of supply water. This is a normal condition, as the cooling pads require a large amount of water for proper wetting.

When the Portacool evaporative cooler is new, the new pads will require an initial ‘breaking-in’ period. This period is required for the pads to begin readily absorbing water. It may require up to a week to achieve maximum efficiency.

It is important to ensure that the spray bar is properly adjusted when first starting the water flow in the Portacool evaporative cooler. Increasing the flow using the water flow valve (see Quick Setup on page 2) makes this adjustment. Proper water adjustment should leave the pads saturated with water, but not flooded. Pads should appear wet. However, cascading amounts of water can actually reduce cooling efficiency. Proper adjustment will prevent problems and increase cooling capacity. When properly adjusted, one or two dry streaks will appear across the pads.

When turning the evaporative cooler off at the end of the day or week, the pump should be turned off about 15 minutes before the fan to allow the cooling pads to dry. This will increase the life of the pads.

## Starting the Portacool Evaporative Cooler

**COOLING PADS MUST BE INSTALLED AND CASTER LOCKS MUST BE ENGAGED**

Start the fan by turning the fan switch to the ‘ON’ position. Step slowly through the speeds allowing the fan to obtain its full speed at the LOW speed before going to HIGH.

# MAINTENANCE & STORAGE

## MAINTENANCE

- 1) Keep the product clean to ensure peak operating performance.
- 2) The rugged, corrosion-resistant construction ensures low maintenance will be required. However, in dusty or dirty environments, optional filters are available from your distributor or at [www.portacoolparts.com](http://www.portacoolparts.com).

### Daily Maintenance

The pump should be turned off approximately 15 minutes before the fan is turned off. This will allow the cooling pads to dry out and extend their life. This also helps control the growth of mildew, mold, bacteria, and other odor-causing elements.

### Weekly Maintenance

The product should be shut down and the water tank should be drained once a week. Closing the water flow valve and removing the drain plug will accomplish this. Once the water tank is drained and the power disconnected, the pads may be removed to allow cleaning of the water tank. Dust may collect in the water tank over time. Replace pads in correct airflow direction, referring to the label on the pads.

### Storage

- 1) Drain all water from the water tank and wipe clean, ensuring the pads and water tank are completely dry.
- 2) Roll up the electrical power cord and secure it to ensure it will not be rolled over, tripped over, or caught in equipment.
- 3) Cover the product completely to prevent dust build-up and store in a dry area. This also helps to prevent damage to the pads. Optional dust covers are available from your distributor or at [www.portacoolparts.com](http://www.portacoolparts.com).

# TROUBLESHOOTING

The Portacool evaporative cooler consists of three systems — the fan system, the electrical system, and the water system. It is important to determine with which of the systems the problem is associated. Certain problems may be associated with more than one system. A careful check of all systems should be made to fully understand the extent of the problem.

**CAUTION — DISCONNECT POWER BEFORE REMOVING COOLING PADS FROM THE PRODUCT!**

**NOTICE — POWER CORD MAY BE REPLACED ONLY BY THE MANUFACTURER OR QUALIFIED AGENT!**

## Repair and Replacement Procedures

Ensure all water is removed from the Portacool evaporative cooler and all power is disconnected. Remove all impediments to access the component you are checking or replacing.

### REPLACING THE COOLING MEDIA PADS

The flap must be removed to allow access to the cooling pads. Start with the center pad, which can be tilted out from the top and lifted out of the drain trough. The two pads to either side of the center pad may then be removed in the same manner. To remove the two outside pads, they must first be pulled sideways toward the center of the Portacool evaporative cooler until they clear the side retainer before removing in the same manner as the other pads.

- 1) Locate the set screw in the rear of the unit on the upper right side of the pad flap.
- 2) Remove set screw and lower pad flap to vertical position.
- 3) Once the pad flap is moved, grasp the middle pad and tilt out at a 90 degree angle.
- 4) Pull the pad up to remove from unit. Repeat for other pads.

Set Screw



The following troubleshooting guide is intended to address the most common symptoms which may occur. If you are unable to resolve the issue, please call Technical Support. Turn off all power to the evaporative cooler before attempting to troubleshoot any of the following symptoms.

<b>SYMPTOM</b>	<b>POSSIBLE CAUSES</b>	<b>REMEDY</b>
Product fails to start or deliver air	<ol style="list-style-type: none"><li>1. No electrical power to product<ol style="list-style-type: none"><li>A. Circuit breaker tripped</li><li>B. GFCI tripped</li><li>C. Cord(s) unplugged or damaged</li></ol></li><li>2. Motor overheated and/or frozen</li></ol>	<ol style="list-style-type: none"><li>1. Check power<ol style="list-style-type: none"><li>A. Reset breaker*</li><li>B. Reset GFCI*</li><li>C. Plug in cord(s) or replace if damaged</li></ol></li><li>* <i>If condition persists, call electrician</i></li><li>2. Replace motor</li></ol>
Product starts but air delivery inadequate	<ol style="list-style-type: none"><li>1. Insufficient air exhaust</li><li>2. Insufficient water – pad not wet<ol style="list-style-type: none"><li>A. Cooling pads plugged</li><li>B. Dry streaks on pads</li><li>C. Large dry spots on pads</li><li>D. Pump not working</li><li>E. Loose water connections</li></ol></li></ol>	<ol style="list-style-type: none"><li>1. Open windows or doors</li><li>2. Check water distribution system<ol style="list-style-type: none"><li>A. Clean or replace pads</li><li>B. Check water level</li><li>C. Make sure cooler is level, clean spray bar</li><li>D. Clean or replace pump</li><li>E. Check for leaks and correct</li></ol></li></ol>
Water draining from cooler	<ol style="list-style-type: none"><li>1. Seat in float valve leaking</li><li>2. Drain bushing/cap not tight</li></ol>	<ol style="list-style-type: none"><li>1. Replace float valve</li><li>2. Tighten fitting and/or cap</li></ol>
Musty or unpleasant odor	<ol style="list-style-type: none"><li>1. Stale or stagnant water in sump</li><li>2. Pads mildewed or clogged</li><li>3. Pads not completely wet before cooler is turned on</li></ol>	<ol style="list-style-type: none"><li>1. Drain, flush and clean sump</li><li>2. Replace pads</li><li>3. Turn on pump before starting fan</li></ol>
Knocking, shaking, or rattling sounds	<ol style="list-style-type: none"><li>1. Loose parts</li><li>2. Fan blade rubbing shroud</li></ol>	<ol style="list-style-type: none"><li>1. Check and tighten where needed</li><li>2. Inspect and adjust, or replace</li></ol>
Water droplets in the discharge air stream	<ol style="list-style-type: none"><li>1. Too much water delivered to the cooling pads</li><li>2. Outdoor humidity level is too high or it is raining</li><li>3. Leaking hose</li></ol>	<ol style="list-style-type: none"><li>1. Make sure pads are properly positioned in the frames and product is level</li><li>2. Use cooler as a fan only (turn pump off) or discontinue use of product until outdoor humidity level drops.</li><li>3. Tighten connection or replace hose</li></ol>

# TECHNICAL SUPPORT

## TECHNICAL SUPPORT

Technical support and service is available directly from your distributor or call Portacool, LLC Technical Support Hot Line at 888-266-5243 for the distributor nearest you. You may also contact the Support Hot Line for consultation on troubleshooting and parts replacement.

Please have serial number and model number of product available.

## WARRANTY AND REPLACEMENT PARTS

### PORTACOOOL® Evaporative Cooler Limited Warranty

All Portacool evaporative coolers are warrantied for one full year from date of purchase. This warranty covers defects in original material, workmanship, parts, and components. To ensure that the warranty is put into effect, be sure to submit the warranty registration online or complete the warranty card that is shipped with your unit. Please register online at <http://www.portacool.com>. Factory-authorized personnel will make the final determination concerning repairing or replacing parts or components based on customer claims.

All transportation charges on parts submitted for replacement or repair under this warranty must be borne by the purchaser. Portacool, LLC., will not be held liable for any incidental or consequential damages. This warranty is declared void if the equipment is found to have been misused, abused or tampered with by unauthorized personnel.

To expedite your request, please submit the RMA form found on our website at [info.portacool.com/returnshold](http://info.portacool.com/returnshold)

# RETURNS

## Returned Merchandise Authorization (RMA) Procedures

All Portacool evaporative coolers, parts, or materials being returned to Portacool, LLC for warranty replacement or repair require an RMA (Return Merchandise Authorization) number.

Warranty parts can be replaced by:

1. The distributor can purchase the part with an RMA number and will only be charged for the cost of the part, not for the shipping. When the defective part is returned freight paid, the distributor's account will be credited for the cost of the part.
2. The defective part need to be returned to Portacool, LLC, labeled with the RMA number within 90 days of receipt of replacement parts.
3. The customer / distributor can call Tech Support to get an RMA number to send the defective part back to Portacool, LLC. Once the part is received by Portacool, a replacement part will be sent at no charge.

Information needed to get an RMA number:

1. The product serial number or manufacturer date code
2. The product model number (ex. PAC2K363S)
3. The part number or description of the part to be replaced

Only major component parts need an RMA number, i.e. fans, motors, pumps, and some plumbing parts. For replacement of small parts, the serial and model numbers are still required, but the parts do not need to be returned to Portacool, LLC.

For warranty replacement parts call Portacool® Technical Support at 1-888-266-5243. FAX: 936-598-1431.

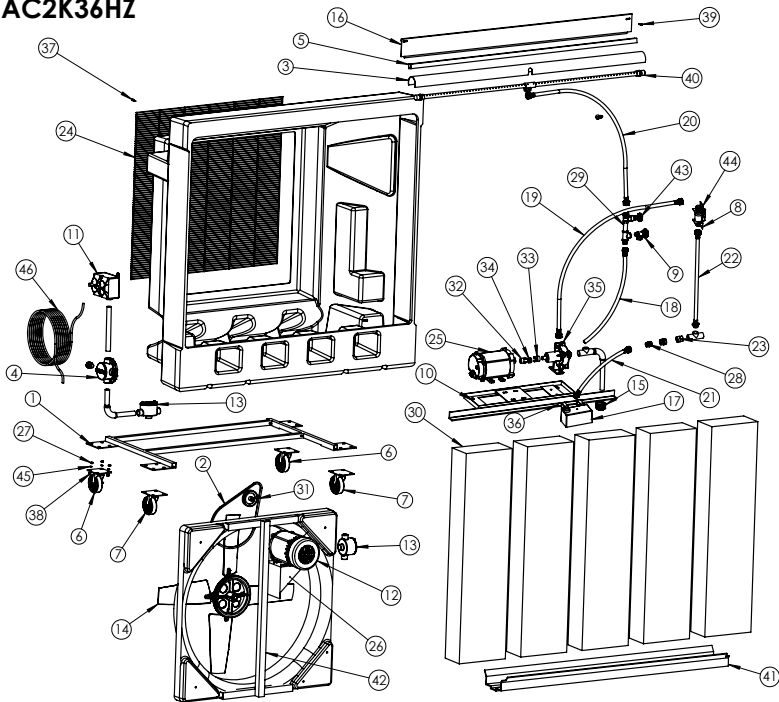
Shipping Address  
Portacool, LLC  
721 FM 2468  
Center, Texas 75935

Mailing Address:  
Portacool, LLC  
P.O. Box 2167  
Center, Texas 75935



# 36" HAZMAT PARTS

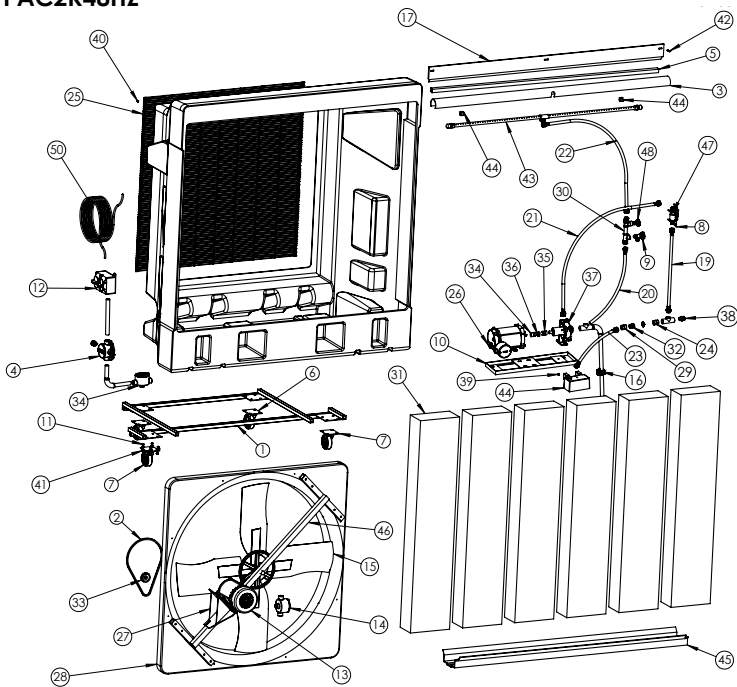
## PAC2K36HZ



#	PART #	DESCRIPTION	#	PART #	DESCRIPTION
1	BASE-ZK36	CADDY	24	MESH-PAC-02	FAN SCREEN
2	BELT2K-48-01	A-48 FAN BELT	25	MOTOR-EXP-014	1725 RPM 1/4 HP/60HZPUMP MOTOR
3	BONNET-01	SPRAY BAR BONNET	26	MOTOR-MNT-36	MOUNT/ 36 FOOT MOUNT MOTOR
4	BOX-EXP-01	?	27	N-516-NYLOK	5/16-18 NYLOK NUT FOR CASTERS
5	BRACE-36-02	BONNET BRACE FOR 36" UNIT	28	PAC-PAB-01	BRASS INLET FITTING
6	CASTERS-HD-4	SWIVEL CASTER	29	PAC-PLB-02	PLUMBING ASSEMBLY
7	CASTERS-HD-4L	LOCKING SWIVEL CASTER	30	PAD6048/G	REPLACEMENT PAD (5per unit)
8	CTRL-VALVE-BRKT	CONTROL VALVE MTG BRKT	31	PULLEY-3.75	3.75 O.D.PULLEY
9	DRAIN-01	1/2" BOILER DRAIN VALVE	32	PUMP-ACC-07	1/2" COUPLING
10	EXP-ACC-01	?	33	PUMP-ACC-08	5/8" COUPLING
11	EXP-SWITCH-01	DUAL CONTROL SWITCH-01	34	PUMP-ACC-09	RUBBER COUPLING
12	FAN-ACC-03	36 HAZARDOUS LOCATION MOTOR	35	PUMP-EXP-01	BRONZE PEDESTAL PUMP
13	FAN-ACC-27	MOTOR CONDUIT BOX	36	S-004	1/4-20 X 1/2" BOLT FOR FLOAT
14	FAN-ASSM-01	BLADE & HUB ASSEMBLY-36"	37	S-006	#12 X 1 1/4" TEK SCREW
15	FILTER-01	SUCTION LINE FILTER	38	S-007	5/16-18 TRUSS HEAD SCREW
16	FLAP-36-01	36" FRONT FLAP	39	S-009	?
17	FLOAT-02	FLOAT VALVE	40	SPRAY-06	SPRAY BAR FOR 36" PAC
18	HOSE-FF24	1/2" X 21" LONG FEM/FEM HOSE	41	TROUGH-01	PAD TROUGH FOR 36" PAC
19	HOSE-FF37	1/2" X 32" LONG FEM/FEM HOSE	42	UPRIGHTS-36	UPRIGHT FOR 36" PAC
20	HOSE-FF50	1/2" X 57" LONGFEM/FEM HOSE	43	VALVE-01	1/2" GATE VALVE
21	HOSE-FM25	1/2" X 21" LONG MALE/FEM HOSE	44	VALVE-05	1/2" BALL VALVE
22	HOSE-FM30	1/2" X 15" LONG FEM/FEM HOSE	45	WASHER-04	5/16" LOCK WASHER/CASTERS
23	HOSE-FTG-05	FEM/FEM 3/4" BRASS SWIVEL	46	WIRE-14/3-01	POWER CORD 50' LONG

# 48" HAZMAT PARTS

## PAC2K48HZ

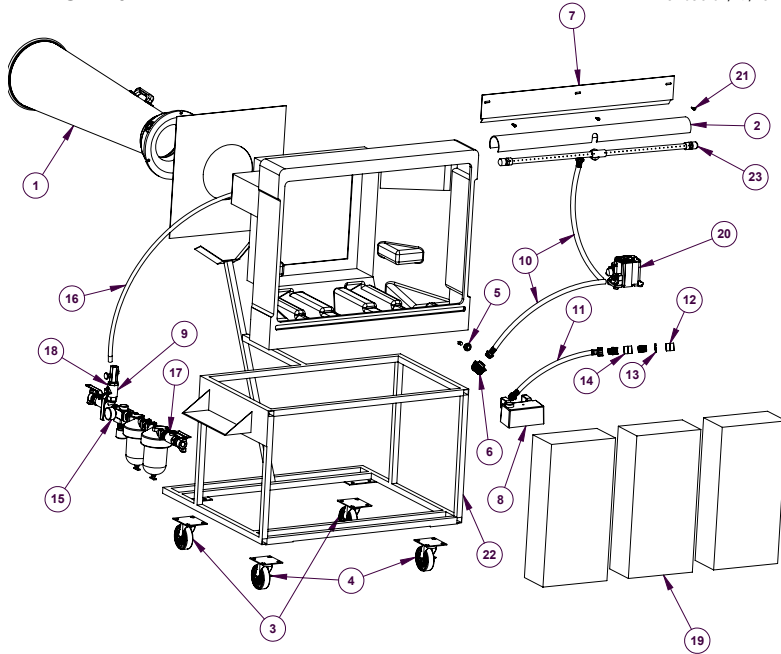


#	PART #	DESCRIPTION	#	PART #	DESCRIPTION
1	BASE-2K48	CASTER BASE ASSM. FOR 48" PAC	26	MOTOR-EXP-014	1725 RPM 1/4 HP/60HZPUMP MOTOR
2	BELTZK-45-01	A-45 FAN BELT	27	MOTOR-MNT-48	MOUNT/ 36 FOOT MOUNT MOTOR
3	BONNET-04	48" SPRAY BAR BONNET	28	N-516-NYLOK	5/16-18 NYLOK NUT FOR CASTERS
4	BOX-EXP-01		29	PAC-PLB-01	BRASS INLET FITTING
5	BRACE-48-03	BONNET BRACE FOR48" UNIT	30	PAC-PLB-02	PLUMBING ASSEMBLY
6	CASTERS-8	8" PNEUMATIC SWIVEL CASTER	31	PAD6060/G	REPLACEMENT PAD (6per unit)
7	CASTERS-8L	8" PNEU. LOCKING SWIVEL CASTER	32	PRES-REG-01	WATER PRESSURE REGULATOR
8	CTRL-VALVE-BRKT	CONTROL VALVE MOUNTING BRACKET	33	PULLEY-3.25	3.25 O.D. MOTOR PULLEY
9	DRAIN-02	3/4" BOILER DRAIN VALVE	34	PUMP-ACC-07	1/2" COUPLING
10	EXP-ACC-02		35	PUMP-ACC-08	5/8" COUPLING
11	EXP-FTG-10		36	PUMP-ACC-09	RUBBER COUPLING
12	EXP-SWITCH-01	DUAL CONTROL SWITCHES	37	PUMP-EXP-01	BRONZE PEDESTAL PUMP
13	FAN-ACC-26	48" HAZARDOUS LOCATION MOTOR	38	PVC-ADP-01	3/4" x 1/2" ADAPTOR
14	FAN-ACC-27	MOTOR CONDUIT BOX	39	S-004	1/4-20 X 1/2" BOLT FOR FLOAT
15	FAN-ASSM-05	BLADE & HUB ASSEMBLY-48"	40	S-006	#12 X 1 1/4" TEK SCREW
16	FILTER-01	SUCTION LINE FILTER	41	S-007	5/16-18 TRUSS HEAD SCREW
17	FLAP-48-01	48" FRONT FLAP	42	S-009	10-24 X 3/4" TRUSS HEAD SCREW
18	FLOAT-02	FLOAT VALVE	43	SPRAY-08	SPRAY BAR FOR 48"
19	HOSE-FF16	1/2" X 16" LONG FEM/FEM HOSE	44	SPRAY-ACC-04	CLAMP FASTENER 1029
20	HOSE-FF37	3/4" X 36" LONG FEM/FEM HOSE	45	TROUGH-03	PAD TROUGH FOR 48"
21	HOSE-FF50	1/2" X 50" LONG FEM/FEM HOSE	46	UPRIGHTS-48	UPRIGHT FOR 48"
22	HOSE-FF68	3/4" X73" LONGFEM/FEM HOSE	47	VALVE-05	1/2" BALL VALVE
23	HOSE-FM25	1/2" X 24" LONG MALE/FEM HOSE	48	VALVE-06	3/4" GATE VALVE
24	HOSE-FTG-05	FEM/FEM 3/4" BRASS SWIVEL	49	VENTURI-48-01	VENTURI FOR 48" PAC FAN ASSEMBLY
25	MESH-PAC-06	FAN SCREEN	50	WIRE-14/3-01	POWER CORD 50' LONG

# 16" AIR DRIVEN

PAC2K16AD

Revised 02/17/15



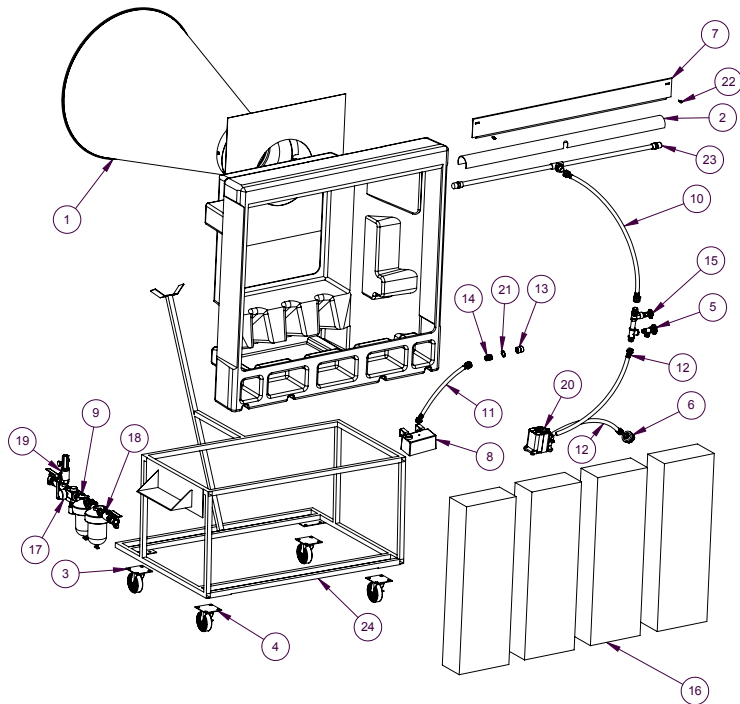
ITEM #	PART #	ITEM #	PART #
1	AIR-HORN-06-1	13	LOCK-NUT
2	BONNET-03	14	PAC-PLB-01
3	CASTERS-HD-4	15	PNEU-REG-80
4	CASTERS-HD-4L	16	PNEU-TUBE-01
5	DRAIN-PLUG-01	17	PNEU-VALVE-01
6	FILTER-01	18	PNEU-VALVE-02
7	FLAP-16-01	19	PAD6024/G
8	FLOAT-02	20	PUMP-AD-01
9	FLOW-CTRL-01	21	S-009
10	HOSE-FF4	22	STAND-16AD-01
11	HOSE-FM18	23	SPRAY-07
12	HOSE-FTG-05		

220/50 and 220/60 models require additional parts. Please contact Customer Service for assistance

# 24" AIR DRIVEN

PAC2K24AD

Revised 02/17/15



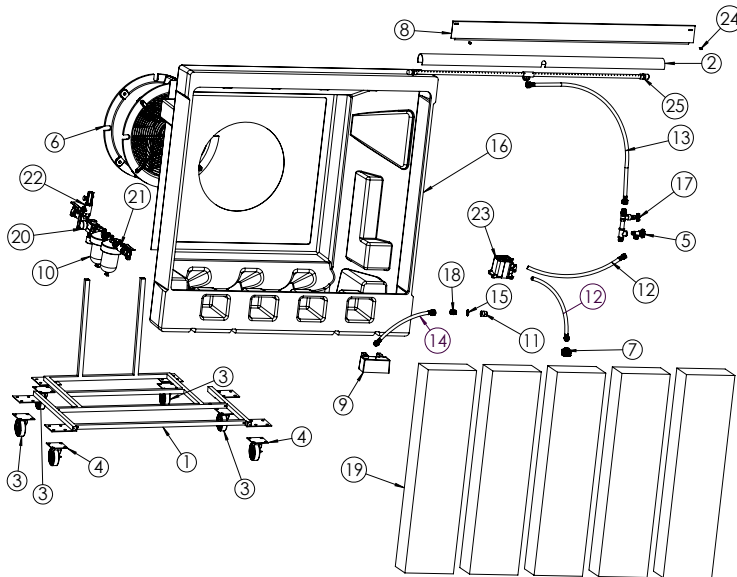
ITEM #	PART #	ITEM #	PART #
1	AIR-HORN-10-1	13	HOSE-FTG-05
2	BONNET-02	14	PAC-PLB-01
3	CASTERS-HD-4	15	PAC-PLB-02
4	CASTERS-HD-4L	16	PAD6036/G
5	DRAIN-01	17	PNEU-REG-80
6	FILTER-01	18	PNEU-VALVE-01
7	FLAP-24-01	19	PNEU-VALVE-02
8	FLOAT-02	20	PUMP-AD-01
9	FLOW-CTRL-01	21	LOCK-NUT
10	HOSE-FF4	22	S-009
11	HOSE-FM18	23	SPRAY-04
12	HOSE-FM	24	STAND-24AD-01

220/50 and 220/60 models require additional parts. Please contact Customer Service for assistance

# 36" AIR DRIVEN

PAC2K36AD

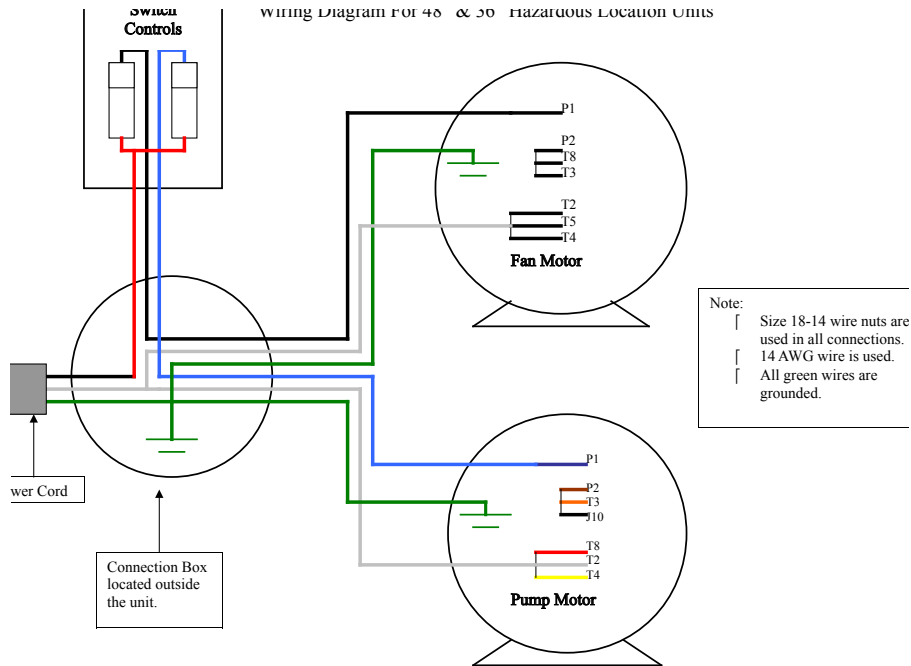
Revised 02/17/15



ITEM#	PART#	ITEM#	PART#
1	BASE-2K36AD	14	HOSE-FM
2	BONNET-01	15	LOCK-NUT
3	CASTERS-HD-4	16	PACH2K36
4	CASTERS-HD-4L	17	PAC-PLB-02
5	DRAIN-01	18	PAC-PLB-1
6	FAN-20-AD	19	PAD6048/G
7	FILTER-01	20	PNEU-REG-80
8	FLAP-36-01	21	PNEU-VALVE-01
9	FLOAT-02	22	PNEU-VALVE-02
10	FLOW-CONTROL-01	23	PUMP-AD-01
11	HOSE-FTG-05	24	S-009
12	HOSE-M18	25	SPRAY-06
13	HOSE-FF4		

220/50 and 220/60 models require additional parts. Please contact Customer Service for assistance

# VARIABLE SPD WIRING DIAGRAM



# FREQUENTLY ASKED QUESTIONS

## **Q. WHAT ASSEMBLY IS REQUIRED?**

A. None. Portacool evaporative coolers are ready to use right out of the box.

## **Q. HOW DO I PREPARE MY PORTACOOOL PRODUCT FOR STORAGE?**

A. Drain the product, dry out the pads, cover the product, and store in a dry place.

## **Q. I JUST RAN THE EVAPORATIVE COOLER FOR THE FIRST TIME AND THERE'S AN UNPLEASANT ODOR!**

A. The pads, located in the back of your Portacool product, have never been wet before. The resin in the pads will emit an odor the first time you wet them that lasts approximately one to three weeks. Keep the product in an open area until the odor goes away or put a capful of laundry softener directly in the tank in the bottom of your product. After approximately two weeks of operation, the odor should disappear.

## **Q. MY PORTACOOOL PRODUCT ISN'T PUTTING OUT ANY COOL AIR.**

A. First, make sure the water source and electricity source are connected and working. Second, check to see if the pads are damp. If not, adjust the water flow with the water adjustment valve. Third, make sure there is water in the tank. It should be allowed to fill before you turn the pump on.

## **Q. WHAT IS THE BEST ENVIRONMENT TO PRODUCE THE MOST COOL AIR?**

A. For optimum performance, the temperature should be 85° F or higher and the relative humidity should be below 75%. However, Portacool products will reduce the temperature in almost any environment, making it more pleasant.

## **Q. HOW OFTEN DO PADS HAVE TO BE REPLACED?**

A. Depending on the quality of maintenance and frequency of use, pads typically last up to five years.

## **Q. WHAT IS THE DIFFERENCE BETWEEN EVAPORATIVE COOLING AND MISTING SYSTEMS?**

A. Misting units spray a shower of water into the air that will collect on people, objects, equipment, floors, etc. Portacool products use the process of evaporation to produce cooler air, but do not discharge a mist.

## **Q. WHERE CAN I BUY REPLACEMENT PARTS?**

A. Replacement parts may be purchased from any Portacool product distributor or directly from Portacool Parts/Technical Support department. You may also visit [www.portacoolparts.com](http://www.portacoolparts.com) to order online.

## **Q. WHAT IS THE AMOUNT OF MOISTURE PRODUCED?**

A. An increase in humidity of approximately two to five percent is produced, depending on the temperature and humidity of the environment. This increase is not noticeable in a ventilated area where the air produced by the unit is exhausted.

## **Q. HOW LONG WILL THE WATER SUPPLY LAST IN THE TANK?**

A. With no direct water source available, the water will evaporate in a filled water tank within two to 10 hours of operation, depending on the water capacity of the product, ambient conditions, temperature, and humidity. A water source for refilling the tank is recommended by the manufacturer.

## **Q. WHERE ARE THE MODEL AND SERIAL NUMBERS FOUND?**

A. The model number can be found on a metal plate on the outside of the product. Model numbers begin with the letters "PAC." Serial numbers are all-digits.

## **Q. WHAT IF MY QUESTIONS AREN'T ANSWERED HERE?**

A. Our Tech Support staff is available 8 a.m. to 5 p.m. Central Time, Monday through Friday at 1-888-COOL-AID or you can e-mail them at [support@portacool.com](mailto:support@portacool.com).

# PORTACOOOL™

WHEN COMFORT COUNTS™

## **CUSTOMER SERVICE CONTACT**

**1-936-598-5651 \* 1-800-695-2942**

**ORDERS@PORTACOOOL.COM**

## **TECHNICAL/PARTS CONTACT**

**1-936-598-5651 \* 1-888-COOLAID**

**SUPPORT@PORTACOOOL.COM**

**VISIT PORTACOOOL.COM**

**OR CALL 1-936-598-5651**

**FOR MORE INFORMATION**

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