



Troubleshooting Guide For BBHD12 - 277

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| Thermostat/Heater will not turn on | <ul style="list-style-type: none"> -Make sure the master 120v receptacle is powered. -Ensure Main Power switch is in the ON position. |
| Blower will not turn on | <ul style="list-style-type: none"> -Check for debris preventing fan from turning. -Check control fuse (FS1). |
| Load steps will not turn on | <ul style="list-style-type: none"> -Check over temperature sensors (OTS) for damage. -Check control fuse (FS1). -Visually inspect resistors for damage. -Check resistor step fuses (F1-F4). -Check the temperature set point (should be at 140°F). -Check the 'Ready' light is on. |
| Which of the 120v extension cords must be plugged in for use? | <ul style="list-style-type: none"> -The master/control power 120v extension cord must be plugged in. |
| What size power cord is needed? | <ul style="list-style-type: none"> -#14AWG for 120v for up to 50 feet. -#12AWG for 120v for past 50 feet. -#6AWG for 277v for up to 100 feet. |
| How long does treatment take? | <ul style="list-style-type: none"> -This will depend on the type of the bug and the size of the room. Please refer to the Time in Minutes to Mortality Chart for temperature and minutes in the Owner's Manual. |
| Room is not getting hot enough | <ul style="list-style-type: none"> -Check the size of the area (refer to Owner's Manual). -Check the voltage levels in the building. -Add insulation to windows, vents, and doors. -Add an external air mover. |
| Room is heating unevenly | <ul style="list-style-type: none"> -Add an external air mover. |
| Breakers are tripping | <ul style="list-style-type: none"> -Check each outlet used is not on the same circuit. The 120VAC plugs have an amp draw of 14A and the 277VAC plugs have an amp draw of 16A. Having 2 plugs on the same circuit can cause an overdraw resulting in a tripped breaker. |



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| Clicking sound | -Check for low voltage. -This can also be the sound of the contactors closing and opening. This is a regular function for the thermostat to regulate the heat output. |
| Can't go past 140°F maximum temperature | -Thermostat is preset to 140°F max limit. |
| Some coils are glowing red/orange | -This is a normal function of the heater elements. Not all coils will glow. |
| What is the preset temperature for the thermostat? | -The preset value for the thermostat is 140°F. |
| Ready light is not on | -Ensure Main Power switch is in the ON position. -Check the master 120v receptacle is powered. -Check power to light. |
| Can't access thermostat parameter settings | -These parameters are preset by Mosebach at the factory and are not meant to be changed aside from the temperature set point. |
| Can't plug the provided 277VAC cord into the socket | -The cord provided has a 20A twist lock connection. If there is a different hookup, change the plug as needed. |