



Troubleshooting Guide For BK20

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 and illuminated.
Blower will not turn on	<ul style="list-style-type: none"> -Check for debris preventing fan from turning. -Check control fuse (FC).
Load steps will not turn on	<ul style="list-style-type: none"> -Check if over temperature or tip over light is on. -Check over temperature sensor (OTS) is working. -Check control fuse (FC). -Check that the heater is not tipped further than 45°. -Visually inspect resistors for damage. -Check resistor step fuses (F1-F9). -Check the temperature set point (should be at 135°F). -Check the Main Power 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 240v 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 main plug and coil plugs have an amp draw of 12A and the 240VAC coil plug has an amp draw of 32A. Having 2 plugs on the same circuit can cause an overdraw resulting in a tripped breaker.

Clicking sound	<ul style="list-style-type: none"> -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.
Some coils are glowing red/orange	<ul style="list-style-type: none"> -This is a normal function of the heater elements. Not all coils will glow.
Main Power light is not on	<ul style="list-style-type: none"> -Ensure Main Power switch is in the ON position. -Check the master 120v receptacle is powered. -Check power to light. -Check if over temperature or tip over light is on.
Can't plug the provided 240VAC cord into the socket	<ul style="list-style-type: none"> -The cord provided has a 50A twist lock connection. If there is a different hookup, change the plug as needed.
The over temperature light is on	<ul style="list-style-type: none"> -Check for any obstructions of airflow. -Check that the fan is running.
The tip over light is on	<ul style="list-style-type: none"> -Check that the heater is not tilted more than 45° on any side.
Thermostat not communicating/powering	<ul style="list-style-type: none"> -This is most likely an issue with the comms/power connections on either the BK end or the thermostat end. The unit should be sent in for repairs.