Thank you for choosing Berner.

Berner International has been saving energy and creating healthy, comfortable environments for our customers for over 60 years. Berner offers unmatched quality, performance, and dependability—not to mention our service. At Berner, we stand behind our products.

READ ALL INSTRUCTIONS BEFORE INSTALLING OR USING AIR CURTAIN

II-260D
May, 2020

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A. Carefully examine the carton(s) for damage. If the carton is damaged, immediately notify the shipping company. Do not delay in filing a claim. If the air curtain(s) were shipped on wooden skids, remove protective wood and banding straps securing the carton(s) to the skid. Open the carton(s) and remove all protective packaging.

B. Locate the wall mounting hangers (up to four) and the mounting catch and hook. See Figure 1. NOTE: if the unit was ordered with a decorative rear cover, the air curtain will arrive with the cover already installed, and the wall mounting hangers, catch and hook will not be included in the shipment. Contact Berner, if they are required, for no charge.

C. Immediately verify that the electrical rating nameplate located on the cover matches the electrical power supply available. Retain the shipping carton(s) until the air curtain(s) are installed and properly operating.

D. ACCESSORIES: If the air curtain(s) were ordered with optional electrical accessories, the accessories will be found in the carton containing the air curtain or in a separate carton(s) accompanying the air curtain(s). Check all of the cartons/skids for accessories before discarding.

Figure 1 - Uncrating
1. Use threaded rod to hang from the ceiling instead of the wall - using the factory installed recessed threaded inserts.

2. Before hanging, check to see what the clearance is above the door.

3. WALL MOUNT
   - HOOK
   - CATCH
   - WALL HANGERS*
     (Position evenly; slide to match location of support structure)
   - 1/4"-20 BOLTS provided by Berner
     (4 FT-LBS RECOMMENDED TORQUE)

4. WALL MOUNT
   - DISCHARGE NOZZLE
   - WALL HANGER NOZZLE
   - WALL HANGER LOWER LIP
   - LOCKING SCREW
     (One per wall hanger)

5. To access internal components - Remove the screws along the front edge, slide the panel towards you, and then it will drop down.

6. To wire – follow the wiring diagram (inside wiring compartment). The controls ship in the same box as the air curtain.

*If the unit must be mounted higher than 1" above the opening, it must be spaced out from the wall 3/8" for every inch the unit is above the door opening.

For more information see page 5

For more information see page 5

For more information see page 8
II. MOUNTING INSTRUCTIONS (General)

INDOOR MOUNTING ONLY -
The Architectural Elite Air Curtain is designed to be an effective barrier against cold drafts in the winter, hot air in the summer, flying insects, and airborne contaminants.

To achieve optimum protection, the air curtain should be mounted on the inside of the building, flush to the wall and as close to the top of the door opening as possible. To ensure peak performance, keep the air stream free of obstructions.

The air curtain will not perform properly if negative air pressure exists in the building. Under these conditions, a means for makeup air to the building must be provided so that the air pressure on both sides of the opening is in balance.

Before mounting the air curtain, check the supporting structure to verify that it has sufficient load-carrying capacity to support the weight of the air curtain(s). The mounting hardware (supplied by others) should be capable of supporting a minimum of three (3) times the weight of the air curtain. See Table 1.

IMPORTANT: A minimum of 4” is required above the top rear corner of the air curtain for the installation and removal of the inlet screen, and to ensure proper airflow.

A. When determining the mounting location for the air curtain(s), make sure that nothing interferes with the curtain of air developed when the discharge vanes are directed from 0° to 20° toward the door opening. If the air stream strikes any obstruction (the top edge of the doorway, a door opening device, etc.), the effectiveness of the air curtain will be greatly reduced. See Figure 2.

B. For optimum performance, the bottom of the air curtain (discharge nozzle) should be no more than 1” above the top of the door opening with the air curtain(s) mounted flush to the wall. If the air curtain must be mounted higher, it must be spaced out from the wall 3/8” for every inch the air curtain is above the door opening. See Figure 3. For optimum protection, any void between the air curtain and the wall should be sealed along the full length of the air curtain.

C. Do not block (obstruct) the air intake screen. Insufficient airflow can cause the unit to overheat.

D. The air curtain(s) shall:
   1. Have a minimum clearance of at least 4” from the sides and 4” from the top.
   2. Have a minimum clearance of at least 6’ between the bottom of the air curtain and the floor.
   3. Be installed Indoors Only.

E. Proceed to either Section III - WALL MOUNTING or Section IV - SUSPENDED MOUNTING

---

### Table 1 - Weight Chart

<table>
<thead>
<tr>
<th>MODEL</th>
<th>Net Weight</th>
<th>Net Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>100</td>
<td>112</td>
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<td></td>
<td>72</td>
<td>82</td>
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</tbody>
</table>

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![Figure 2 - General Mounting](image2.png)

![Figure 3 - Wall Mounting Location](image3.png)
III. WALL MOUNTING

A. PREPARATION
1. Locate the wall mounting hangers, mounting catch and hook, in the carton that contained the unit. See Figure 4. For units over 72”, there are more than two wall hangers.
2. Use ¼”-20 bolts, provided by Berner, to attach the mounting catch and hook to the back of the air curtain.
3. The mounting hardware (supplied by others) must be capable of supporting a minimum of three times the net weight of the Air Curtain. See Weight Chart, Table 1.

B. MOUNTING WALL HANGERS
1. Position the wall hangers evenly over door opening, no more than 6” from each end of the air curtain, sliding to match the location of support structure.
2. Using minimum ¼”-20 bolts (supplied by others), secure the wall hangers to the supporting structure.

C. ATTACHING THE AIR CURTAIN TO THE WALL HANGERS
1. Raise the unit over the door (air discharge nozzle facing down) and onto the wall mounting hangers. See Figure 5.
2. Rotate the unit into place, allowing it to rest above the lower lip of the wall hanger and add the locking screws (one per wall hanger).
3. Proceed to Section V - ELECTRICAL CONNECTIONS

IV. SUSPENDED MOUNTING

NOTE: if the unit was ordered with a decorative rear cover, the air curtain will arrive with the cover already installed, and the wall mounting hangers, mounting catch and hook will not be included in the shipment. Contact Berner if they are required.

A. For top mounting using suspension rods, four (4) factory installed 1/4”-20 threaded inserts are located on the top of the unit. See Figure 6.
B. Install 1/4”-20 threaded rods, or other suitable hardware at a location sufficient to support the Air Curtain. The mounting hardware (supplied by others) must be capable of supporting a minimum of three times the net weight of the Air Curtain. See Weight Chart, Table 1.
C. Attach 1/4”-20 threaded rods, or other suitable hardware to the top mounted threaded inserts. Secure threaded rods with locking nuts.
D. Proceed to Section V – ELECTRICAL CONNECTIONS
V. ELECTRICAL CONNECTIONS

All electrical wiring and connections **MUST** be performed by qualified personnel in accordance with the latest edition of the National Electrical Code ANSI/NFPA No. 70 or, in Canada, the Canadian Electrical Code, Part 1-C.S.A. Standard C22.1 and local codes and regulations. **MAKE SURE THE CORRECT VOLTAGE AS MARKED ON THE UNIT IS USED.**

A. A separate line voltage supply with a suitable branch circuit protection device should be run directly from the main electrical panel to the unit. A disconnect switch for each branch circuit is a required part of this installation. See the voltage label on the unit for circuiting and total electrical load. The wiring diagram is located in the wiring compartment, located on the top of the unit.  

*See Figure 7.*

B. All field wiring must be copper with a minimum insulation of 60°C within approved conduit. If any of the wire supplied in the unit must be replaced, it must be replaced with copper wire with a minimum insulation of 90°C.

C. Electric and hot water heated air curtains are factory equipped with an unit mounted solid state temperature sensor located internally to measure the incoming (return) air stream.

D. Remove the wiring compartment cover.

E. Connect all supply and control circuit wires according to the wiring diagram provided.

**NOTE:** For Electric and Hot Water heated air curtains provided with an optional remote thermostat, mount and wire the thermostat according to thermostat instructions and wiring diagram.

For Serial Network Connection - proceed to XI - Appendix A, “Serial/Network Connection.”  
**NOTE:** The air curtain must have been ordered from the factory with this option.  

For Wall Mounted Touchscreen – proceed to XI - Appendix B, “Wall Mounted Touchscreen.” if optional remote Touchscreen control of the Intelliswitch™ has been ordered from the factory.

For Electric and Hot Water air curtains - proceed to Section VI - Field Connections, otherwise proceed to Section VII - Operating Instructions

VI. FIELD CONNECTIONS

A. ELECTRICALLY HEATED MODELS

The heater circuit may be controlled by an optional remote thermostat or through the built-in Intelliswitch™ thermostat located on top of the air curtain. Overheating protection is provided by auto reset thermal cutouts built into the heater coil assembly (see the wiring diagram located in the wiring compartment).

*See Figure 7.*
B. HOT WATER HEATED MODELS
An optional water coil solenoid valve (by others or Berner) may be controlled through the Intelliswitch™ or independently. The Intelliswitch™ is capable of providing the same voltage used for the motor to power a solenoid load up to 5 amps. This call for heat may be controlled by an optional remote thermostat or through the built-in Intelliswitch™ thermostat located on top of the air curtain. Piping should be done in accordance with local codes, regulations and standard practices. Connect the building system to the (3/4”-AE08 or 1”-AE10) MPT supply and return header connections. See Figure 8.

VII. OPERATING INSTRUCTIONS

A. GENERAL OPERATION
This air curtain comes with a built-in Berner Intelliswitch™ Digital Controller and the Berner AIR™ system (wireless controller operated by the Berner AIR™ App, downloadable to smartphone) to control and schedule fan activation, fan speed selection, and heat activation. The air curtain must be properly installed before it can be used.

1. For detailed instructions on how to operate the Intelliswitch™ or to select from a list of standard modes of control, proceed to the following pages:
   Quick Start Operation Guide, page 9
   Frequently Asked Questions (FAQs), page 11
   NOTE: For a Detailed Programming Guide, go to www.Berner.com/Intelliswitch
2. Unheated units will have the fans activated by a door switch or sensor. The unit speed can be selected from the Intelliswitch™ display.
3. Heated units will have fans activated by a door switch or sensor, but may also be activated by the thermostat in Comfort Plus Mode. The unit speed can be selected from the Intelliswitch display.
4. To operate using the Berner AIR™ App, download the app and follow the prompts. The Berner AIR™ App allows air curtain(s) to be programmed & operated via smartphone. Requires on-site, secure wi-fi connection (provided by others). Berner recommends having the on-site user(s) set-up the Berner AIR™ App on his/her smart phone.

B. AIR STREAM ADJUSTMENT
1. With the air curtain operating and the door in its full open position, check to see that nothing is obstructing the airflow at the discharge nozzle vanes.
2. Find the air stream split location. Hold a handkerchief by its corners, approximately 12” above the floor. Gently move the handkerchief back and forth in the doorway. Make sure the air is being directed to both the inside and the outside. See Figure 9. The split location is indicated where the handkerchief is vertical with minimal or no fluttering.
3. The split location should be approximately 3” outside the doorway. If necessary adjust the discharge nozzle vanes by de-energizing the unit and firmly pushing/pulling on the vane tip until properly located.
CAUTION: ELECTRIC SHOCK HAZARD Disconnect power whenever servicing unit. More than one disconnect may be required to de-energize unit.

Stainless steel appliance wipes are recommended for wiping down both the bottom panel and the cabinet.

Keep your air curtain operating at peak efficiency by cleaning the blower wheels, motor(s) and intake screen. Buildup of dust on the blower wheels can cause vibration, noise and excessive wear on the motor bearings. The frequency of cleaning will depend on the environment where the unit is operating.

Dirty, dusty or greasy environments could require a cleaning schedule of once every month. If the environment is not that dirty, the unit(s) should be scheduled for cleaning a minimum of once every six months. The air inlet filter typically requires cleaning every three to six months.

A. PERFORMING PREVENTIVE MAINTENANCE

1. **Disconnect the power to the unit.**
2. **Filter** - the aluminum washable filter is held in by the intake screen. Access the filter from the top of the unit by removing the Phillips head screws that attach the screen. Vacuum and/or wash with dish soap and water.
3. **Internal** - open the bottom access panel by removing the Phillips head screws on the top front of the unit. Vacuum and scrape (if necessary) to remove the build-up of dirt and debris. The motor(s) are permanently lubricated and require no additional lubrication.
4. Re-install the cover and intake screen. **See Figure 10.**
5. Switch the power on after cleaning.

CAUTION: STAND CLEAR OF THE UNIT OR WEAR SAFETY GOGGLES AS LOOSE DEBRIS MAY BE PRESENT AND MAY EXIT THE NOZZLE UPON START UP!

IX. SERVICE

CAUTION: ELECTRIC SHOCK HAZARD Disconnect power whenever servicing unit. More than one disconnect may be required to de-energize unit.

Any service performed on the ARCHITECTURAL ELITE Series air curtain **MUST** be done by qualified personnel. Berner air curtains require very little servicing. All parts are easily accessible for periodic inspection and maintenance. Units should be cleaned at least twice a year. Your particular application (the amount of dirt and dust in the air) and location of the unit(s) will determine how often your unit(s) will need to be cleaned and serviced. All motors have permanently lubricated, sealed, sleeve bearings and require no maintenance.
A. REPLACING FANS AND/OR MOTORS

CAUTION: ELECTRIC SHOCK HAZARD Disconnect power whenever servicing unit. More than one disconnect may be required to de-energize unit.

AE08: To replace fans and/or motors
1.  Lock out power to the unit.
2.  Remove the bottom access cover by removing the Phillips head screws across the top front of the unit.
3.  Slide the bottom cover first towards you then down.
4.  Disconnect the motor wiring harness.
5.  Using a hex key, loosen the fan set screws (one per fan) that secure the fan hubs to the motor shafts.
6.  Remove the transverse.
7.  Unlock the bearing retainer for each fan, loosen (but do not remove) the screw that holds the bearing retainer in position, then rotate it up and away from fan bearing.
8.  Slide the fans inward towards the motor.
9.  Hold the motor with one hand, and remove the two clips that secure the motor to the motor mounts with the other hand. This operation can be done by one person, but may be easier with two people.
10.  Lower the fan and motor assembly out of the unit.
11.  Replace in opposite order.

AE10: To replace fans and/or motors
1.  Lock out power to the unit.
2.  Remove the bottom access cover by removing the Phillips screws across the top front of the unit.
3.  Slide the bottom cover first towards you then down.
4.  Disconnect the motor wiring harness.
5.  Remove each nozzle vane sub assembly below the fans/motor being serviced. Remove the (2) #8 hex screws from each end of each assembly that attaches the end bracket to the cabinet/endplate.
6.  Remove the (2) #12 hex head screws that secure the lower module to the transverse.
7.  Remove the transverse.
8.  If the module has electric heaters, mark and disconnect the wires. Remove the heaters by disconnecting their mounting brackets from the fan housings. Take care to not over torque these fasteners when reinstalling the heaters into the fan housing.
9.  Support the blower module by holding the motor with one hand, and remove the final (2) #12 hex head screws that secure the blower module to the top frame channel. This operation can be done by one person, but may be easier with two people.
10.  Lower the blower module onto a workbench.
11.  Using a hex key, loosen the fan set screws (one per fan) that secure the fan hubs to the motor shafts.
12.  Remove the hex screws on the back of the blower plate that secure the fan housings to the blower plate.
13.  Slide the fan impellers and housings off of the motor shaft.
14.  Remove the two clips that secure the motor to the motor mount.
15.  Replace in opposite order.
**QUICK START INSTRUCTIONS**

*For your Berner Air Curtain with Intelliswitch™ Gen4*


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**NOTE – to navigate, use ** to select setting,
use ** to change setting,
then press ** to enter the setting.**

**Stop:** Immediately stops the air curtain and changes mode to OFF
"i": info button provides controller status and diagnostic data

**Mode/Fan Speed:**
- **Mode:** Select your mode of operation (see next page)
- **Fan Speed:** Sets the fan speed

**Delay Time:** Sets the amount of time the air curtain runs after the door closes

**Temp Set:** Sets the temperature the air curtain will maintain (heated units only)

**Start Time:** Programs the time of day the air curtain becomes active

**Stop Time:** Programs the time of day the air curtain stops running

**Set Time/Day:** Sets the clock time and day (used by programming)

**Locked:** Unit will run as programmed but settings cannot be changed

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**IMPORTANT NOTE!**

*If your air curtain unit is in “Locked” mode when you receive it:*
Press and hold the ** for 5 seconds to unlock.*
**STEP ONE**

**OFF**
Door opens: The air curtain is off.
Door shuts: The air curtain is off.

**ON**
Door opens: The air curtain activates immediately when mode is selected.
Door shuts: The air curtain continues to run.

**AUTO**
Door opens: The air curtain activates.
Door shuts: The air curtain turns off, after time delay expires.

**PLUS**
For heated units only
Door opens: The air curtain and heater (if temperature is below thermostat setting) activate and run at set speed.
Door shuts: The air curtain turns off after the time delay expires. If thermostat is not satisfied, air curtain and heater continue to run until the thermostat is satisfied. If the thermostat drops below set temperature, the heater and air curtain will activate and run on a low speed until the thermostat is satisfied.

**STEP TWO**

Use the buttons to scroll through the available modes of operations.

**STEP THREE**

Once the **Mode of Operation** is selected, press the **✓** button.

**NOTE:** To change from “Mode” to “Fan Speed” press the down arrow twice.

**Customizable Mode of Operation Options:**
See [www.berner.com/intelliswitch](http://www.berner.com/intelliswitch) for programming directions (Section 5, Program Menu).
Q. Why can’t I change my settings?
A. The Intelliswitch™ may be locked. If the Lock light is illuminated, the control is locked. To unlock, press and hold the "+" button for 5 seconds. The Lock mode can also be protected with a PASScode. If the PASScode option is on, an attempt to unlock the control will display PASS and then a 0000 prompt. The four digit code "2376" must then be entered to unlock the control. Use the "+" and "-" to select a number and the up and down arrows to select the digit to edit. Press OK when done. Note: If the AutoLock setting is on, the control will re-lock if there is no activity after 5 minutes.

Q. Why won't the Intelliswitch™ light up?
A. There may not be power to the control.
   1. Check to see if the main power is turned on to the unit. Your air curtain may have multiple disconnects, be sure all are turned on.
   2. NOTE: ONLY QUALIFIED PERSONS SHALL CHECK POWER IN THE UNIT WITH THE POWER ON. Verify that there is power to the control board. The power terminals are on the control board which is located inside the unit. Remove the bottom cover the access the internals and expose the power terminals. Check the line voltage at spade terminals L2 and 120, 208 or 240 (depending on the voltage supplied to the unit).
   3. Check the ribbon cable connections to the display board for a loose connector or improperly connected cable (see Installation Instructions for correct cable connection).
   4. If display still doesn't light, unplug the door switch/remote thermostat harness and thermostat probe (if a heated unit) from the control board. If the display lights, plug one component back in at a time to see which one may be shorted. The faulty component will make the display go blank again.
   5. If there is line voltage power at the board terminals, the ribbon cable is correctly connected and the thermostat are working, and it is still not working, you may need a new control board: consult factory.

Q. Why won’t my fans shut off?
A. The Intelliswitch™ may be in the wrong mode or mis-wired.
   1. Check to see if the control is in the “ON” mode, if it is, then change the Mode to another setting.
   2. If there is a door switch and the unit is in a mode that is activated by the door, there could be a short, mis-wiring or mix-up in components. Close the door and check the door switch status in the Diagnostics menu. Press the info "i" button and "diag" appears, then arrow down to the "ds" setting, if it displays "1" then the door switch signal should be "0" or open.
   3. There could be a short in the field connections to the door switch or the door switch leads could be mis-wired. To test, disconnect the door switch connection at the unit. Open the wiring compartment on top of the unit and be cautious of high voltage connections. Disconnect the blue wires labeled 9 & 10 from the field wiring to the door switch or make sure they are not tied together. There is no danger of getting shocked because the signal is 5 volt DC. Be sure not to touch the blue wires to anything metal (or grounded). The unit should shut off when it is in any mode that is activated by the door switch.

WARNING: setting the wrong speed range can severely damage the unit and lead to personal injury or a safety hazard.

5. If there is still no heat, you may need a new heater relay, control board or thermal cutout: consult factory.

Continued on next page
Q. How can I check the door switch to be sure it's working?  
A. The Intelliswitch™ may be in the wrong mode, be mis-wired or have a faulty door switch.  
1. First test the wiring and controller function at the same time. Locate the door switch and open its wiring compartment. There should be two wires connected to screws inside the switch. There is no danger of getting shocked because the signal is 5 volt DC. Be sure not to touch the wires to anything metal (or grounded). With air curtain in "Auto" mode, either disconnect both wires from the screws (marking which screws the wires are under) and touch them together or make a short jumper wire and touch the jumper to both screws at the same time to see if air curtain comes on. If it does, the controller and wiring work.  
2. If the wiring and unit pass the function test, the problem could be either misalignment or a faulty door switch. On a magnetic reed switch check for magnet alignment, for plunger/roller type switch, check contact engagement with door.  
3. If you have access to an electrical test meter, the door switch contacts can be tested for continuity when the door switch wires are disconnected from the unit.

Q. Why won’t my heat shut off?  
A. The Intelliswitch may need adjusted, have been mis-wired or have a faulty thermostat.  
1. Heat is activated by one of two thermostat connections. To test the internal thermostat set the external thermostat to OFF. The settings of the unit mounted thermostat probe are accessed through the display. Press the down arrow until the Temp Set indicator lights up; check if the temperature setting and unit of measure are correct. Test to see if it shuts off by setting the thermostat temperature to OFF or lower than the room temperature.  
2. If an external thermostat is connected to the unit, there could be a short in the field connections or the thermostat leads may be mis-wired. To test the external thermostat set the internal thermostat to OFF. Disconnect the external thermostat connections at the unit. Open the wiring compartment on top of the unit and be cautious of high voltage connections. Disconnect the orange wires labeled 6 & 7 from the field wiring or make sure they are not tied together. There is no danger of getting shocked because the signal is 5 volt DC. Be sure not to touch the orange wires to anything metal (or grounded). The heat should shut off when the wires are separated. For more complex troubleshooting of either thermal cutouts or heater relays, please consult a qualified electrician or consult the factory.

Q. Why didn’t the Intelliswitch™ save the changes I made to a program?  
A. If a program is active (a dot is illuminated under one of the clock digits), changes can be made to any settings on the User Menu. These changes however will only remain in effect until the program changes to the next time zone. To make changes permanent, settings must be changed in the program from the Program Menu. Access the Program Menu by holding down the "-" button for 5 seconds until "Pro" is displayed. Arrow down to select the program to edit and press "√" to select the program editor. Use the down arrow to step through the options and make changes as desired using the "+" and "-". Continue to press the down arrow until "Stor" is displayed. Press "√" to keep or store the changes.

Q. How do I undo a change that I made to a program in the Program Menu?  
A. Changes to programs cannot be undone.  
1. Changes can be changed back by going to the programming menu and re-editing the program back to what it was or resetting all programs back to factory default.  
2. Resetting the programs to the factory default must be done on the Factory Menu. Access to the Factory Menu is from the Diagnostics Menu. Press the info "i" button and "diag" is displayed. From the "diag" display press and hold the "+" for 5 seconds until "Fact" is displayed. Use the down arrow to select "DEFn" on the display then use the "+" to select "DEFP". Press "√" to reset. The control display will go blank then blink as confirmation.

Q. My air curtain won’t turn on?  
A. The Start and Stop time must be set to the exact same time for the unit to be active full time. Check the AM/PM setting on the Start and Stop times or the clock (considering the PM indicator light when setting values). If a program is being used, check to see if a program is active that may have different start/stop times than those expected.

Q. My building has a Building Management System, can the Intelliswitch work with a BMS?  
A. The Intelliswitch can be controlled by a Building Management System (BMS) but currently does not have the ability to communicate directly with them. Dry contacts on the BMS may be used to control the unit activation through the door switch connections (blue wires 9 & 10) and the heat activation though the remote thermostat connections (orange wires 6 & 7). Consult factory.
### SYMPTOMS

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
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</thead>
<tbody>
<tr>
<td>Power supply line open (no power)</td>
<td>Check power source, check service disconnect, check method of control in ON position</td>
</tr>
<tr>
<td>Fuse blown/circuit breaker tripped</td>
<td>Replace fuse(s)/reset breaker</td>
</tr>
<tr>
<td>Motor overload tripped</td>
<td>Internally protected motor - should reset automatically after cool-down, if not, replace motor.</td>
</tr>
<tr>
<td>Failed switch</td>
<td>Replace switch</td>
</tr>
</tbody>
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### MOTOR RUNNING/FANS ARE NOT ROTATING

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken or damaged flexible hub</td>
<td>Replace fan sleeve/reengage coupling</td>
</tr>
<tr>
<td>Shaft rotating inside fan</td>
<td>Tighten set screws/tighten fan on shaft</td>
</tr>
</tbody>
</table>

### ELECTRICAL CONTROLS NOT FUNCTIONING WHEN DOOR IS OPEN

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
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<tbody>
<tr>
<td>Selector switch is in off position</td>
<td>Turn switch to “ON” position</td>
</tr>
<tr>
<td>Door limit switch not operating</td>
<td>Repair or replace limit switch</td>
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### MINIMUM AIR

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
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<tbody>
<tr>
<td>Air directional discharge vanes mis-adjusted</td>
<td>Adjust vanes to proper position, see instructions</td>
</tr>
<tr>
<td>Inadequate intake clearance</td>
<td>Move air curtain or remove obstruction</td>
</tr>
<tr>
<td>Blower motor operates below speed</td>
<td>Provide adequate space for air curtain</td>
</tr>
<tr>
<td>Fan rubbing against housing</td>
<td>Improper voltage</td>
</tr>
<tr>
<td>Fan wheels clogged with dirt</td>
<td>Free fan from housing</td>
</tr>
<tr>
<td>Fan in backwards</td>
<td>Clean and vacuum fan wheels</td>
</tr>
<tr>
<td></td>
<td>Check fans for blade curve toward discharge</td>
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</tbody>
</table>

### UNEVEN AIR

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shaft rotating inside fan</td>
<td>Tighten set screws</td>
</tr>
<tr>
<td>One motor not operating</td>
<td>Repair or replace motor</td>
</tr>
</tbody>
</table>

### EXCESSIVE AIR MOVEMENT AT DOORWAY

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nozzle not angled out far enough</td>
<td>Adjust nozzle angle to outside</td>
</tr>
<tr>
<td>Unit too powerful</td>
<td>Adjust motor speed</td>
</tr>
<tr>
<td>Air movement too cold</td>
<td>Add auxiliary heat to overcome wind chill factor</td>
</tr>
<tr>
<td>Pushing air outside building</td>
<td>Adjust discharge angle back into building, adjust motor speed</td>
</tr>
</tbody>
</table>

### ELECTRICALLY HEATED MODELS

### NO HEAT

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switch turned to “ON” position</td>
<td>Replace switch or check wiring</td>
</tr>
<tr>
<td>Thermostat not set properly</td>
<td>Change thermostat setting</td>
</tr>
<tr>
<td>Coils burned out due to lack of air</td>
<td>Correct airflow problem; replace coils</td>
</tr>
<tr>
<td>Automatic reset thermal cutout failed in open position</td>
<td>Replace automatic thermal cutout</td>
</tr>
<tr>
<td>Manual reset thermal cutout tripped (if supplied)</td>
<td>Reset manual thermal cutout</td>
</tr>
</tbody>
</table>

### MINIMAL HEAT

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thermostat in wrong location - thermostat too close to discharge</td>
<td>Move thermostat away from air stream</td>
</tr>
<tr>
<td>Improper voltage</td>
<td>Supply proper voltage</td>
</tr>
<tr>
<td>Thermostat not set properly</td>
<td>Change temperature setting</td>
</tr>
<tr>
<td>Low entering air temperature</td>
<td>Based on unit temperature rise, reduce speed</td>
</tr>
</tbody>
</table>

### EXCESSIVE HEAT

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect speed range</td>
<td>Check Factory Menu speed range matches diagram</td>
</tr>
<tr>
<td>Thermostat in wrong location</td>
<td>Move the thermostat closer to air stream</td>
</tr>
<tr>
<td>Thermostat not set properly</td>
<td>Change temperature setting</td>
</tr>
<tr>
<td>Insufficient air over coil</td>
<td>Remove restriction on intake</td>
</tr>
<tr>
<td>Improper voltage</td>
<td>Supply proper voltage</td>
</tr>
</tbody>
</table>

### HOT WATER HEATED UNITS

### EXCESSIVE HEAT

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too high hot water pressure</td>
<td>Reduce hot water flow</td>
</tr>
<tr>
<td>Inadequate air flow, fins plugged up, dirty coils</td>
<td>Clean intake and coils</td>
</tr>
</tbody>
</table>

### MINIMAL HEAT

<table>
<thead>
<tr>
<th>Cause</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water temperature too low</td>
<td>Increase water flow</td>
</tr>
<tr>
<td>Intake air below design temperature</td>
<td>Increase water flow</td>
</tr>
</tbody>
</table>
XI. APPENDIX

A. Serial Network Connection

NOTE: THE AIR CURTAIN MUST HAVE BEEN ORDERED FROM THE FACTORY WITH THIS OPTION.

NOTE: ONLY AIR CURTAINS FROM THE SAME SERIES CAN BE NETWORKED TOGETHER. IF UNITS FROM DIFFERENT SERIES ARE NETWORKED AN ER61 WILL DISPLAY EVERY TIME A COMMAND IS ENTERED.

Serial Network Connection Operation
A serial cable connection must be made between all Intelliswitch™ controls of each air curtain to be linked. Once air curtains are linked all Menu settings made through any air curtain display or remote control will transfer to all other linked air curtains. Parameter changes made on any linked air curtain will update all other boards “live” upon menu selections.

1. All air curtains equipped with an Intelliswitch and the Serial Communication Option have two RJ11 connectors (telephone plug) located in the wiring compartment with the corresponding RJ11 socket (telephone jack) on each end. Serial cable(s) are shipped separately.

2. Once the air curtains are installed, serial (in-line) connect all units that are to be networked together using the serial cable(s). Connect cable to either RJ11 socket in the wiring compartment from unit to unit. For example, two units networked together require one cable and leaves an unused connector on each unit. Three units networked together requires two serial cables, leaves two units with one connector unused and one unit with both connectors used.

3. The wiring diagram in the wiring compartment or on the bottom cover of each air curtain illustrates the provision where the serial cable is connected to network additional air curtains.

4. Once all air curtains are serial connected together and powered, the units can be operated from any hand held remote or display of a unit on the network. All program settings are included in the installation instructions shipped with the air curtain.

5. Models AE08-E and AE10-E air curtains include a wireless controller that works with the Berner App. When connected to the local Wi-Fi network, they can be programmed from a smart phone using the Berner AIR™ App.

Serial Network Connection - Settings
When units with the Intelliswitch™ are operated on a Serial network there are three options under the Programming Menu that manage how they interact with each other.

- Door Switch (door)
- Thermostat (temp)
- Stop (Stop)

Each option can be set to “ind” or “ALL”.

“ind” = the option only is activated on this unit or independent of the other units

“ALL” = the option activates ALL units on the network

1. To access the Serial Network Connection options hold the “+” for 5 seconds and “Pro” will display.
2. Use the up/down arrows to locate the desired option (door/temp/Stby).
3. When located, press the “√” to enter setting.
4. Use the +/- arrow to change the setting between “ind” and “ALL” and press “√” to accept. Press “√” to exit.

EXAMPLE: Door Switch function
If set to independent, the door switch connected to a unit will only activate that unit. If set to ALL, all of the connected units set to ALL will activate.

EXAMPLE: Thermostat function
If set to independent, the thermostat connected to a unit will only activate that unit. If set to ALL, all of the connected units set to ALL will activate.

EXAMPLE: Stop function
If set to independent, when STOP is pressed only the unit where STOP is pressed will stop. If set to ALL, all of the connected units set to ALL will stop.

B. Remote Wall Mounted Touchscreen

1. If the unit was ordered with a remote wall mounted touchscreen, the air curtain will come pre-wired with a power-over-ethernet (PoE) connection in the wiring compartment to power the tablet. Connect a CAT 5 ethernet cable for low voltage power with a max. length of 300’ (provided by others).
XII. WARRANTY

Berner International ("The Company") warrants all new equipment to be free of defects in workmanship and material for a period of five years (5 years) on unheated models and two years (2 years) on heated models from the original date of shipment, provided the equipment has been properly cared for, installed and operated in accordance with the limits specified on the nameplate and The Company's instructions.

The Company will correct by repair or replacement, at its option and expense, any proven defects in said apparatus, subject to the above conditions, provided that immediate written notice of such defects is given to The Company. The warranty does not include any labor incurred for the removal or installation of defective part(s). The Company reserves the right to inspect, or have inspected by a qualified representative, any apparatus at the place of installation before authorizing repair or replacement. Repair or replacement will be made F.O.B. factory with any applicable transportation charges to be borne by the customer. Merchandise not of The Company's manufacture supplied in piece, or in component assemblies, is not covered by the above warranty, but The Company will give the customer the benefit of any adjustment as made with the Manufacturer.

This warranty is void if the apparatus has been tampered with in any way or shows evidence of misuse.

The Company will not assume any expense or liability for repairs made outside its factory without proper written consent from its service manager, nor for any transportation charges on apparatus returned to the factory without written authorization by The Company.

Nothing in the above warranty provisions, however, shall impose any liability or obligation of any type, nature or description upon Berner International if Berner has not received payment in full for the apparatus in question.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

LIMITATION OF DAMAGES

Notwithstanding anything to the contrary above, customer’s exclusive remedy for any and all losses or damages resulting from the sale of The Company’s equipment under this agreement, including but not limited to, any allegations of breach of warranty, breach of contract, negligence or strict liability, shall be limited, at The Company’s option, to either the return of the purchase price or the replacement of the particular equipment for which a claim is made and proved. In no event shall The Company be liable for any special, consequential, incidental or indirect losses or damages from the sale of The Company’s equipment under this agreement.