

## RGF Troubleshooting Guide to Guardian Air / REME Product Line

This troubleshooting guide is designed for use with the following duct mounted units:

### 12 Volt Units:

HVAC-PHI-118-GA-VSF, HVAC-PHI-212-GA, HVAC-PHI-212HO-GA, HVAC-PHI-357-GA, HVAC-PHI-357HO-GA, REME-HVAC-305, REME-HVAC-305HO

### 24 Volt Units:

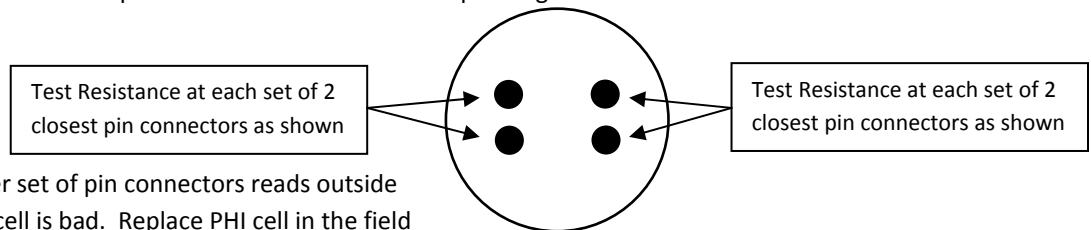
REME-H, REME-HVAC-305-24V, QRP-5, QRP-9, QRP-14, HVAC-PHI-118-GA-VSF-24V, HVAC-PHI-212-GA-24V, HVAC-PHI-357-GA-24V

To effectively troubleshoot the Guardian Air products in the field, you will need the following

**tools:** Phillips Head Screwdriver, Flat Head Screwdriver, Multimeter, and Guardian Air Transformer

*Recommended: Razor Blade    REME-H and QR+ models only need a Flat Head Screwdriver*

- 1.) Remove the unit from HVAC system and verify that the unit is not functioning  
**CAUTION: DO NOT LOOK DIRECTLY AT UV LIGHT**
- 2.) Using Multimeter, verify power input to transformer is between 100VAC - 240VAC. If there is no power to the transformer, the fault is not related to the Guardian Air unit. Check power source
- 3.) Using a Multimeter, verify power output from transformer is 12VDC or 24VAC, depending on the model number of the unit from the lists above. If the output from the transformer reads 0VDC, replace the transformer.  
After replacing the transformer, test the unit. If it works, you have successfully fixed the problem. Proceed to step 8
- 4.) Using Phillips Head Screwdriver, remove four (4) screws on inside surface of mounting plate. It may be necessary to scrape off the existing gasket to access the mounting plate screws.  
Skip this step for the REME-H and QR+ models.
- 5.) Remove cell from 4-pin connector by gently prying off with flat head screwdriver. Be careful not to damage 4-pin connector. Pry off only enough to slide pins out of connector manually
- 6.) Using a Multimeter, check that resistance is between 3-5 Ohms on the cell filaments by attaching multimeter to pin connectors spaced nearest to each other as per diagram below.



If resistance on either set of pin connectors reads outside 3-5 Ohm range, PHI cell is bad. Replace PHI cell in the field  
If cell is within acceptable limits, proceed to step 7

- 7.) Replace RGF Guardian Air Transformer with a working unit
  - a. If unit lights up with working transformer then the original transformer is bad. Replace original transformer in the field
  - b. If unit does not light with new transformer, Ballast and Integrated Circuit Board is faulty. Replace with new Ballast and Integrated Circuit board in the field
- 8.) Reassemble unit and reinstall into original location in the HVAC system

For assistance at any point in the above trouble shoot contact your nearest RGF representative. For warrantee replacements contact your nearest RGF representative or wholesaler. To locate your nearest RGF representative or wholesaler visit [www.rgfairpurification.com](http://www.rgfairpurification.com), call 1.800.842.7771 or email [requests@rgf.com](mailto:requests@rgf.com)