Center Hathorn has two control methods. Some heaters use a pull chain attached to a damper (door) which lays flat, on top of the heating coil, to restrict airflow. You open and close the damper by pulling or releasing the chain. Look down inside through the top louvers with a flashlight to see what the damper is doing. Other rooms have a knob under the heater to turn off the steam. The knob may only turn $\frac{1}{2}$ to $\frac{3}{4}$ of a turn from closed to open. Some rooms have both systems. Two rooms do not have knobs; 355 and 356. The facilities computer monitors these two rooms to control the two zone valves in the basement. When the control room is warm enough, the zone valve is closed. When the control room is too cold, the zone valve is opened. Your knob and damper can only limit the heat in your room, it cannot turn it on. Your heater may “crackle and bang” due to thermal expansion when the zone valve opens.