



Help Yourself

If your air conditioning system is not working properly, read through the following list of common faults to see if you can solve the problem (and save money) before calling for a technician.

If none of the following suggestions help resolve the problem, please contact our Service Department on 6102 3449 and we will be happy to assist.

Fault	Possible Causes
Does not operate	Are there any lights on the control panel?
	<i>Has the circuit breaker been tripped in your meter box? Power surges from your electrical supply may have simply tripped the breaker.</i>
	Is the power switched off?
	<i>Check the breaker in your meter box and the isolator on the outdoor unit</i>
	Has the system timer been set?
	<i>It is not uncommon to find that the timer button has been inadvertently pressed. Ensure the timer light is not on or flashing. See your instruction manual to turn the timer off.</i>
	Is the unit in heating mode?
	<i>If yes, it could simply be the indoor unit is waiting for the heat exchanger to reach temperature before turning the fan on (or up onto high speed)</i>
Is the unit in Defrost mode?	
<i>If yes, wait for the de-frost cycle to finish - During winter months systems may need to go into defrost cycle to remove ice build-up on the condenser.</i>	
<i>Defrost Mode:</i> <i>This is where the outdoor air is very cold and moisture forms on the condensing unit. The system will automatically try to fix this by running the outdoor fan for a period of time before it begins heating, this may take 15-30 minutes and could repeat itself if very cold</i>	



Fault	Possible Causes
Does not cool or heat effectively	Is the air filter blocked?
	<i>Remove and clean the return air filter. See air filter cleaning instructions.</i>
	The room may have been very hot or cold when the air conditioner was first turned on
	<i>It can take time before you begin to feel the effect, 15 -30mins should do it</i>
	Is the temperature set correctly?
	<i>Check your thermostat settings and adjust as necessary. Please remember the best set point is 23-24 degrees for cooling and 20-22 degrees for heating. Lower cooling or higher heating temperatures will increase your running costs.</i>
	Are the indoor unit's air inlet or outlet vents obstructed?
<i>Check your vents, has anything blown off or covered them?</i>	
Is the air flow on the condenser (outdoor unit) obstructed?	
<i>Over grown bushes, leaves or paper can block the air flow on the condenser and reduce the capacity of the system. Please ensure the condenser is clean and clear.</i>	
Water/condensation is leaking from the air conditioner	Excess condensation can occur on days of high humidity or high dew point
	Water is leaking from my indoor unit
	<i>The temperature may be set to low causing the indoor evaporator coil to ice up. This can happen in large open areas especially if windows or doors are open. Turn the system off or fan only until the ice clears and reset the temperature.</i>
	<i>The condensate drain could be obstructed. Spiders, leaves or even frogs can block the condensate drain. Check the drain outlet point. If there is no water dripping you may need to call for a service.</i>
Water is leaking from my outdoor unit	
<i>The system is in heating mode, this is normal</i>	
The room has a peculiar odour	Damp or musty
	<i>Check that this is not something to do with your environment, carpet, furniture or clothes items in the room.</i> <i>Check your filter and condensate drain – Clean if required</i>



Fault	Possible Causes
The room has a peculiar odour	<p>Burning smell <i>Turn of the system at the circuit breaker and call for technician</i></p>
The air conditioner is noisy	<p>Noise that sounds like water flowing or the release of compressed air</p>
	<p><i>This could be the sound of refrigerant flowing inside the air conditioning unit or reversing the flow at the start and finish of a defrosting cycle and is normal</i></p>
	<p>Noise that sounds like air rushing or whistling</p>
	<p><i>On a split unit or at the return air grille on a ducted system it may be the filter is blocked and requires cleaning. At the outlet of a ducted system it may indicate a partially closed zone damper or duct problem and will require a service call</i></p>
	<p>Rattling or vibration</p>
	<p><i>Check for any obvious blockage in the fan or loose panels. If nothing is found leave the unit off to prevent any further damage and call a service technician</i></p>
The system was on and it won't turn back on	<p>Turn the system off, wait a few minutes and turn it back on</p>
	<p><i>Most systems have an auto protect mechanism to prevent immediate start-up after a power interruption or mode change. This start delay setting can be several minutes</i></p>
Remote control display is faint, or not displaying	<p>Check your batteries</p>
	<p><i>Replace as necessary ensuring that the batteries are installed correctly</i></p>
An error code is on the display	<p>All manufacturers have different codes for errors</p>
	<p><i>Contact supplier or manufacturer (if under warranty)</i></p>
	<p><i>Call for a technician</i></p>
<p>Important note: Do not open the covers on the indoor unit, outdoor unit or controller if not licensed. Call for a technician</p>	

Remember: Start with the basics, read your operating instructions and don't play with power. Always ask for help if you're not sure.