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## AIR CONDITIONING OPERATION, MAINTAINENCE AND TROUBLESHOOTING TIPS

### OPERATING YOUR DUCTED SYSTEM

The manuals to operate your system have been placed in the third draw of your Kitchen, if you cannot locate them they are available from our website under the Operation Manuals TAB at [www.aeromac.com.au](http://www.aeromac.com.au)

#### MODE

In summer, set your system mode to cooling- COOL or the SNOWFLAKE ❄ symbol. Set the temperature to 24-26 degrees and the fan to high, we suggest that you do not operate it in the AUTO mode.

In winter, set your system mode to heating- HEAT or the SUN ☀ symbol. Set the temperature to 20-22 degrees and the fan to low, and again, do not operate it in the AUTO mode.

#### ZONES

Your home is divided up into zones, the maximum number of zones you can select 'ON' at the same time is half the total number of zones available (and the constant zone if applicable). The number of zones the home is divided into depends on the type of home.

A good way to tell if the system is operating correctly is if there is a noise coming from the air 'rushing' through the supply vents, then you need to increase the number of zones selected. Alternatively, if the home is taking a long time to cool down or heat up, then reduce the number of zones selected on.

#### NOTE

Due to the high humidity and dew point in Queensland, we recommend the unit be operated between 24 to 26 degrees in cooling mode to reduce the chance of the system sweating. See notes under Water Issues

## HOW TO MAINTAIN YOUR AIR CONDITIONER

To keep the air conditioner working efficiently, the home owner need to do a few basic jobs.

Keep the filters clean. We recommend this be done monthly.

- For a ducted unit they are the square grilles with the egg crate finish that are in the ceiling, usually in a hallway. Remove the screw and pull down on the egg crate to access the slide in filter. You can then take the filter outside and gently hose it to wash out the dirt. Let it dry in the sun before re-installing it. If the egg crate section of the grille is dirty give it a vacuum while the filter is drying.
- To clean the filters on a wall hung split system, lift up the front cover (refer to your Operation Manual), remove the filters, hose them off, let them dry then replace them into the unit. If the cover is dirty you can clean it by following the instructions in the Operation Manual. If you cannot find your manual they can be downloaded from our website [www.aeromac.com.au](http://www.aeromac.com.au)

The outdoor unit needs to be kept free of leaves, dirt, and other materials. Do not use your air conditioner as a shelf and NEVER put anything behind or in front of the unit as this can damage the system. You can hose around the unit without damaging it.

It is also a good idea to give the indoor and outdoor units a spray with an insect surface spray to help deter insects, geckos, wasps and similar. For the outdoor unit we recommend spraying the feet, the pipes and cabling, and the fan blades. For indoor wall hung splits, a spray behind the unit is suggested using an extension nozzle that comes with most surface sprays. We recommend doing this quarterly, at the start of each season is a good reminder.

Air conditioners provide a warm environment so if you have a rodent problem, you need to be extra vigilant as they will build nests in the outdoor and indoor units.

Any rodent and/or insect damage is not covered by any warranties.

We offer full services for your Daikin air conditioners, please call us on 1800 33 503 or email the office at [info@aeromac.com.au](mailto:info@aeromac.com.au)

We recommend the systems be serviced annually.

For more information about how to service your air conditioning system, all manuals for the Daikin units and zoning systems can be found on the website [www.aeromac.com.au](http://www.aeromac.com.au)

## TROUBLESHOOTING

### *UNIT FAILS TO START*

First step is to always check the circuit breaker in the switchboard is on and also there should also be an isolator adjacent to the outdoor unit (condenser) that must also be switched on.

Are the batteries in the remote controller still charged, test with fresh batteries.

The Daikin systems have protection devices built in that will prevent the unit from operating if the system goes out of its operation parameters. If this happens, the system may shut down and not restart. If this occurs, go to the outside condensing unit and turn off the electrical isolator that is adjacent to the condenser or to the circuit breaker located in the switchboard marked "Air Conditioner" or "A/C". Leave the switch in the 'OFF' position for 10 minutes, then turn it back to 'ON'. In most cases this will resolve the issue.

If the unit does not start, a code may come up on the screen such as 'U4'. Please take note of this code and ring our office on 1800 333 503 and we will get a technician to attend site.

Ensure the controller is set to the correct mode and that the temperature setting is correct. See section below UNIT RUNS BUT WON'T HEAT/COOL

### *WATER ISSUES*

During winter, the outdoor unit produces water, this is perfectly normal operation.

If you have a ducted system, there is a small pipe around 20mm in diameter that protrudes through your fascia. This drains from a safety tray that is located under the air conditioning unit in the ceiling space. This pipe should NEVER flow. If you ever see water dripping from this safety drain, please turn your machine off and contact the office immediately on 1800 333 503.

If you notice a water stain on the ceiling, please turn your machine off immediately and contact the office on 1800 333 503.

Have you cleaned the filters? Blocked filters can reduce the airflow and cause the system to ice up creating water issues.

Have you got the temperature set too low (below 23 degrees)? On humid days warm moist air can condensate on the grilles and ductwork. As the supply air temperature can be as low as 16 degrees, this cools the surface of the grille and as warm moist air contacts the grille it can condensate and sweat. To help prevent this, run the air conditioner slightly higher, back off air flow (if you have an Airtouch Controller) to the affected grilles and ensure ALL doors and windows are closed upstairs and down.

Is the drain pipe blocked? This needs to be checked by an air conditioning technician.

### *NOISE*

If the return air grille is noisy, it is usually an indication that the filter is dirty and needs to be cleaned. You can do this by vacuuming it or by rinsing it under water and letting it dry. We recommend you clean your filter(s) at least once a month.

If the registers are noisy from the air 'rushing' through the supply vents, then you need to increase the number of zones selected.

### *UNIT RUNS BUT WON'T COOL*

The system is a reverse cycle unit, meaning it heats and cools. However, you need to be sure that you have it set to the correct MODE.

If it is the warmer months, ensure the MODE is selected to "COOL", and set the desired temperature.

DO NOT have 'AUTO' selected

If, for example, it is September and you want to cool your home, and the MODE is set to "HEAT" or "SUN", it doesn't matter if the temperature is set to 21 degrees, it will not cool while in "HEAT" MODE. You need to change the setting to "COOL". Be careful not to select "COOL" and "AUTO" in the mode.

### *UNIT RUNS BUT WON'T HEAT*

As mentioned in above, the system is a reverse cycle unit, meaning it heats and cools. Be sure that you have it set to the correct MODE.

In the cooler months select the MODE to "HEAT", and set the desired temperature.

DO NOT have 'AUTO' selected

If, for example, it is May and you want to heat your home, and the MODE is set to "COOL", it doesn't matter if the temperature is set to 30 degrees; it will not heat while in "COOL" MODE. You need to change the setting to "HEAT". Be careful not to select "HEAT" and "AUTO" in the mode settings.

### *FAN*

It is also very important to ensure that the fan is NOT selected to "AUTO" in the fan settings as shown below as it can cause issues with the operation of the temperature sensors and may result in the machine failing to respond to changes in the temperature as quickly as desired. Please run the system in either "HI" "MED" or "LOW" fan only.

### *OUTDOOR UNIT NOISY OR VIBRATING*

Mud wasps can sometimes build nests in the condensers or on the fan blades. This can cause the fans to hit the edge of the cowling. Please ensure the unit is kept free of wasp nests. One way is to use surface spray on the grilles to help repel the wasps. Mud nests are not covered by warranty.

### *DURING HEATING WHITE SMOKE COMES FROM THE OUTDOOR UNIT*

This is not smoke but mist. During defrost, the system can blow out a large amount of water vapour that can look a bit like smoke, this is perfectly normal. It may also make a continuous "Shuh" noise at this time.