

FUTURE ENERGY

Specialists in sustainable energy solutions

Thank you so much for choosing Future Energy as your home energy solutions provider.

The below are a few **helpful hints and tips on operation and maintenance** of your heat pump unit.

Annual Maintenance

- ✓ We recommend heat pumps are *serviced annually*. This is especially important when the unit is in frequent use, in a rental property, or installed near a kitchen.
- ✓ You can also help keep your heat pump in great shape by regularly *removing and cleaning the filters*.

Simply pop open the front cover, gently remove the filter, and vacuum dust and then wash in warm water, and allow to dry. Be careful not to vacuum the dust through the filter.

Optimal Operating

- ✓ It's recommended to *set at a moderate/comfortable temperature, on auto fan speed*, and left to do their thing. *We recommend 23-25* on heating and 18-20* on cool.*
- ✓ Avoid "Auto" mode, please use Cool, Heat, Fan or Dry.
- ✓ Heat pumps *shouldn't be operated at their maximum for prolonged periods*. Operating at 30* (heating) or 16* (cooling) will be inefficient and the unit will struggle to reach temperature.
- ✓ Low fan speed, or eco/quiet mode, will throttle the unit back and it may struggle to maintain a consistent temperature.

Operating within these parameters ensures your unit is operating at its most energy efficient.

During heating or cooling, if creaking is heard, this is normal expansion/contraction of the plastic and metal within the unit.

Try not to worry about how *accurate* the remote is regarding temperature. If you're too hot, turn it down, if you're too cold, turn it up.

The system has a **defrost mode** during very cold outdoor conditions. The Power LED light will continually flash while in defrost mode. Please allow the cycle to run which can take up to 30 minutes.

During warmer months **condensation** occurs when used on cooling at the indoor unit. Particularly so in humid conditions.

The condensation is designed to drain from the indoor unit, outdoors.

If the unit leaks at the indoor unit, it is likely a blocked drain which can occur when the unit is not regularly serviced.



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Multi-split Systems

A multiple head unit, whereby you've one outdoor unit and two or more indoor units, *must operate on the same mode*, ie Heat, Cool, Dry.

Please *ensure all remotes are set to the same mode to avoid faults.*

Ducted Systems

The conditioned air which comes out of the supply vents then returns to the air handler via a "return" grill which maybe located in your ceiling, wall or floor – it's the large one.

It's important the air can return to the air handler without obstruction.

If you've supplies in bedrooms and there isn't a gap between the bottom of the door and the carpet the air will struggle to return to the air handler. We suggest leaving the door a-jar.

The temperature sensor is contained within the return side of the air handler or on the main controller. This can be changed to suit if required during installation.

Troubleshooting

If you've any issues with your air conditioner we're here to help!

Before you call, we'd ask you to *perform a reset* which is a very simple process.

- Visit your outdoor unit, locate the isolator switch and turn it off for 30 seconds. Turn it back on and then run your system on Cooling for 30 minutes, followed by Heating for 30 minutes.

If you've a highwall and you've a *flashing timer light*, this is the systems way of letting you know there is an issue.

It's a simple process to retrieve the fault code which helps us diagnose the problem and the remedy.

1. Press and hold down the check button on the remote with a pen for 5 secs until a beep is heard and the remote display will change.
2. Press the timer up button to scroll through the fault codes until the unit beeps continuously for 4 secs. The Fault code displayed will be the one causing problem. Record the code and give the office a call.
3. Press the check button again for 5 secs to exit back to normal operation.

Thanks again, we wish you many years of enjoyment of your system.

