



EVAPORATIVE AIR CONDITIONING FAQ (SEELEY)

Are Evaporative Coolers the same as Evaporative Air Conditioners?

Yes, Evaporative Coolers are the same as Evaporative Air Conditioners. The words can be used interchangeably, however have the same meaning with regards to types of Air Conditioning.

The following words also have the same meaning; Evaporative Coolers, Evaporative Air Coolers, Evaporative Air Cooler, Evaporative Cooler, Evaporative Cooling, Evaporative Air Conditioners, Ducted Evaporative Cooling and Evaporative Air Conditioning.

Can I control the amount of cooling in different areas of the building?

Yes, you can change the cooling in different areas of the house by changing where you have open windows and outside doors. Evaporative air conditioning works because the cool air from the outlets takes the path of least resistance to the outside air (pushing the hot air out on the way). So, if you close a window in a room and open the internal door, the cool air will move into other areas, where there is an external opening. We recommend that you experiment so you can get the best out of your air conditioner – but remember that there has to be an exhaust opening to the outside of the house for the cooling to work properly.

Can I have lots of doors and windows open or my whole back area open?

You can fully open windows, outside doors and verandas, but you may experience a reduction in the cooling effect if too much hot air is let in. For best results, partially open windows or outside doors that are the furthest away from the air conditioning vents or ducts. In the rooms with air conditioning vents, try to have an exhaust area of open window (or door) that is about twice the size of the vent opening. If there are very hot winds, you can reduce openings on the windward side of the house (where the wind is coming from) and increase the openings on the opposite side of the house.

Can I pre-cool my house with my Breezair evaporative cooler?

The MagIQtouch Controller has a time delay feature that you can set to start before you come home, so you arrive home to a lovely cool house. Remember, though, that you must leave a window or outside door open if you are going to have the air conditioner on. If you don't open a window or door, you may find the house quite humid when you get home. This humidity will clear once you open the windows. Alternatively, you can turn the evaporative air conditioner on as soon as you get home, and open outside windows and doors that are as far away as possible from the evaporative air conditioning vents. Make sure that the exhaust area of the open window (or door) is about twice the size of the vent opening.

Can I use bore water in my evaporative air conditioner?

There are many thousands of evaporative air coolers working on bore water in Australia. However, high calcium content bore water will affect the Service life of the filter pads and the unit will also need to be maintained more regularly than units operating on good quality water. We recommend speaking to your local specialist dealer who will be familiar with the conditions to discuss this further.

Can I use my evaporative air cooler to remove smells of cooking/smoke/unpleasant odours in my home?

Yes, you can use your evaporative air cooler to remove unpleasant smells from your house. The best method to achieve this is to open the windows up a little more than usual and then start the evaporative air cooler in "ventilation" mode on one of the higher fan speeds. This will exhaust the smells out of the building.

Can I use the discharge water from my evaporative cooler for my garden?

The discharge water will contain high levels of mineral salts and you should check with a garden centre before you put this water on your plants. Water from constant bleed systems can be run onto lawns. Please note that all drainage must meet local regulations and standards.

Does water temperature affect the cooling capacity?

A high water temperature does not have a marked effect on the supply temperature of an evaporative cooler.

How are evaporative cooler pads used in the ducted air conditioner?

In an evaporative cooler air conditioner, a pump circulates water from the reservoir on to a cooling pad, which in turn becomes wet. A fan draws air from outside the unit through the moistened evaporative cooler pad. As it passes through the evaporative cooler pads the air is cooled by evaporation.

How many windows and doors do I need to have open for my evaporative air conditioner to work effectively?

For an evaporative air conditioner to work effectively, some windows or outside doors must be open, or some other form of ventilation provided. This is to allow the hot air to escape from the building. The best approach is to open the windows or outside doors that are the furthest away from the evaporative air conditioning vents or ducts. In the rooms with air conditioning vents, try to have an exhaust area of open window (or door) that is about twice the size of the vent opening. Note: when it's humid and the air is very moist, evaporation levels are lower. This means that the cooling effect is reduced. In some situations, it may help to switch the air conditioner to "ventilation" mode and run the fan on a high speed. If you have tried all of the above and still feel your air conditioner is not working effectively, your air conditioner may need to be serviced. Contact one of our service agents or your installer.

How much water will my evaporative air conditioner use and what will it cost?

Seeley International cannot accurately calculate gas, water and/or power consumption as any calculation must be based on individual requirements and conditions. The factors that determine the result include climatic conditions, installation specifications, product selection, service utility charges, expectations and requirements, where these factors continually change prevents a correct calculation being made and cannot be measured at a fixed point.

Any comparisons Seeley International makes between systems are based on equivalent sized products at predetermined requirement and operating conditions.

I am unsure if my online application form has been submitted. Should I try to submit my online application again?

When you are applying for the cashback, please ensure that you have clicked the "submit button" at the very bottom of the screen. If you have successfully submitted your application online, you will receive an application number which will be displayed on the screen (please print this screen) and an email will be sent to the email address provided. You will not be able to re-submit your application after it has already been submitted.

I bought my air conditioner from a sub-contractor/installer who purchases through a participating dealer. Am I eligible for the cash back offer?

No. Your unit must be supplied and installed by a participating dealer to get the cash-back.

I bought the "no seasonal maintenance" feature, so does this mean I do not have to do any maintenance checks at all?

WARNING! As your cooler is mounted on the roof, we suggest that any maintenance or checks be carried out by an authorised Seeley International dealer or service agents.

Climbing onto the roof can be hazardous and could result in injury to you and damage to your property.

Your pre and post season clean is not necessary, but your scheduled maintenance checks are still necessary after the first year and then on an every other year basis. If the evaporative cooler is operating under harsh conditions, it may require scheduled maintenance checks more frequently. Check your Owner's Manual for more details.

I don't have a computer or internet, can I ask the dealer who I purchased my product from or a friend/family member to apply for the cash back on my behalf?

Our terms and conditions state that the online application form must be completed by the customer who purchased the product, not by the dealer who sold the product.

You are welcome to ask the dealer or a friend/family member to sit with you while you complete the online application form on their computer. It is vitally important that you read and agree to the full terms and conditions of the offer. The reason we ask you to personally apply for the cash back is due to input errors when a third party completes an application, including the incorrect spelling of the customer name, address and other important information. We are relying on you to provide accurate information. We will not be liable or responsible if you provide incorrect details and the cash back is issued to someone else.

I have clicked on the "check application status" link in my confirmation email. What does "Online application received, awaiting receipt of paperwork" mean?

We have received your application, however it has not been processed yet. We would ask that you please allow 2 weeks once you have applied online and emailed/posted/faxed your tax invoice to our office for processing (note: if you have attached the tax invoice applying online you do not need to send any further information). If we require any further information we will be in touch with you via the email address provided on your application. Once your claim has been received and approved by Seeley International, we will then organise your EFT payment, within 45 days of the application being approved.

I have entered my online application however I was unable to select the product that I have purchased from the drop down selection menu, why is this?

You may have selected an application for the incorrect promotion. Some promotions are only available in specific States of Australia. Please read the promotional information carefully and scroll down to select the correct promotion for your purchase and State. If you have completed an application form for the incorrect promotion, you will need to email our office, so that we may assist you. Please send your email to cashbacks@seeleyinternational.com.

I have submitted my online application and I now realise I have made an error with the information in the application. What should I do?

Please send an email (including your full name and application number) and the information that needs to be amended to cashbacks@seeleyinternational.com and we will amend the details on your application form. You will not be able to re-submit your application with the same serial number.

I have submitted my purchase receipt/sales quote, is this enough information for me to claim a cash back offer?

No, we need a copy of your tax invoice which clearly lists the Breezair model of the product you have purchased, the brand of product you have purchased, the purchase date and the installation address in order for us to process your claim.

However, if you have installed the product outside of the promotional period (check terms and conditions) but before the closing date (check terms and conditions) you must provide evidence of payment made within the promotional period (e.g. deposit receipt).

I use a rain water supply to my evaporative cooler, so do I need so much water being drained out with the water management system?

If you have a constant bleed system, you can reduce the flow rate – refer to your Owner's Manual for information. With water management or Watermiser systems, the controls constantly monitor the water quality. So, with better quality water, less water will be drained away.

I'm concerned about the security of having my windows or outside doors open, what should I do?

If you are concerned about safety it may be a good idea to have security doors and windows installed. Security doors and windows that allow air to pass through but prevent entry to the home are a great way to give you peace of mind and the best results from your evaporative air conditioner. An alternative to opening a window or outside door is to install security vents, or up ducts, that exhaust the air from the building. Contact your dealer or installer for information about security vents.

If I have submitted my warranty registration details online by visiting any of the webpages below, does this mean I am automatically registered for the cash back offer?

No. This means that you have registered the warranty details for your system only. You will then need to visit the Breezair Promotions page to complete an application form for your cash back offer.

Please note to be eligible for our promotions your product must be purchased and installed by a participating dealer. To view our participating dealers, please visit the dealer finder page.

Since installing my evaporative air conditioner I notice my water bills are slightly higher, why is this?

An evaporative air conditioner uses water and the process of evaporation to produce a cooling effect. Plus, some water is replaced regularly to ensure that the water in the cooler stays clean. The amount of water used will vary depending on the site of the evaporative air conditioner, the climatic conditions and how often the evaporative cooler is used. For more information, download our brochure that explains energy and water use.

What does the application status “Application approved – awaiting Electronic Funds Transfer (EFT)” mean?

Your application has been approved. Payments are currently being processed.

What does the application status “Application denied” mean?

Your application has not met the requirements/terms and conditions of the promotion. Please thoroughly read the terms and conditions for the promotion.

What does the application status “Incorrect serial number supplied” mean?

The serial number supplied in your application is incorrect. If you believe this is in error, please email the correct information to cashbacks@seeleyinternational.com (please include your application number, full name, installation address, installation date and serial number).

What does the application status “Online application received, more information required” mean?

We have received your online application, however we require more information relating to the paperwork that you have submitted. For example:

- ☐ The tax invoice submitted may not have all the required information displayed
- ☐ The invoice we have received may have different details to the application form received

In most instances you will receive an email (which has been sent to the email address provided on your application form), to request the specific information we require. This information needs to be forwarded to the contact details outlined at the bottom of this page.

What does the application status “Paperwork received – serial number approved” mean?

We have approved your application details and your tax invoice. Your serial number has been verified and your warranty details have now been registered. This application has been approved.

What does the application status “Paperwork received – verifying serial number” mean?

We have approved your application details and tax invoice. Your serial number still needs to be verified and your warranty details need to be registered. If we require any further information we will be in touch with you via the email address you have provided on your application.

What does the application status “Paperwork received, more information about serial number required” mean?

We require further information relating to your serial number or model number for the product you have purchased. It is likely the serial number is incorrect (e.g. missing a digit/s, or the serial number provided on your application is not the correct serial number etc). To locate the correct serial number, please check in the back of your owner’s manual, where the warranty card is attached, displaying the correct model number and serial number for your system. If your owner’s manual does not display the warranty card, please contact the dealer you purchased your products from to request the correct serial number. Please email the correct information about your system to cashbacks@seeleyinternational.com (please include your application number, full name, installation address, installation date and serial number).

When and how should I clean my Breezair Evaporative Air Cooler?

WARNING! As your Evaporative cooler is mounted on the roof, we suggest that any maintenance or checks be carried out by an authorised Seeley International dealer or service agents. Climbing onto the roof can be hazardous and could result in injury to you and damage to your property.

Maintenance Schedule servicing is essential to ensure your evaporative cooler operates efficiently for many years. We require that the maintenance service checklist in the Owner’s Manual, be followed after the first year, then every 2 years as Maintenance Schedule servicing.

Seasonal Maintenance is only required if you have an evaporative cooler fitted with a bleed system (Homemaker). Seasonal Maintenance services must be performed before and after the summer season. The recommended process is set out in the Owner’s Manual.

Remember to only use clean water, as it does not leave a residue or odour. If your cooler is fitted with a drain valve (Harmony or Horizon), ‘no seasonal maintenance’ is required. For Seeley International units with the ‘no seasonal maintenance’ feature, you do not need annual or end of season cleaning. However, the evaporative air conditioner will require maintenance schedule servicing after the first year and then on an every other year basis.

IMPORTANT! Maintenance Schedule servicing may be required more frequently in adverse environmental situations or where the appliance is installed in non-domestic applications. Please consult with the installer or service agents to determine if more frequent servicing is required.

When should I replace the Aspen or Woodwool pads (the ones that look like wood shavings) on my evaporative air cooler?

When should I replace the evaporative cooling pads? With Aspen or Woodwool pads, you should expect to change these, every 3 or 4 years. This can vary with water quality and local conditions.

WARNING With any filter pad, failure to replace filter pads when they are past their useful life may result in reduced efficiency/performance of the evaporative air conditioner. Water may carry over into the duct work and/or electrics, which may result in expensive damage and repairs.

When should I replace the Chillcel pads (the ones that look like honeycomb) on my evaporative air cooler?

When should I replace the evaporative cooling pads? With ChillCel Pads, you should expect to change these, every 7 or 8 years. This can vary with water quality and local conditions.

WARNING With any filter pad, failure to replace filter pads or evaporative cooling pads when they are past their useful life may result in reduced efficiency/performance of the air conditioner. Water may carry over into the ductwork and/or electrics, which may result in expensive damage and repairs.

Where can I find an air conditioner spare parts dealer?

Need a spare part for your Breezair evaporative air conditioner? Use our online spare parts system to find the spare air conditioner part you need and order it with your nearest spare parts distributor.

Order spare parts online or call us on 1300 367 437 and you will be automatically redirected to an accredited Breezair spare parts agent in your area.

Where can I get Breezair evaporative air conditioner / evaporative cooler parts?

Need a spare part for your Breezair evaporative air conditioner / evaporative cooler? Use our online spare parts system to find the spare air conditioner part you need and order it with your nearest spare parts distributor. Order spare parts online or call us on 1300 367 437 and you will be automatically redirected to an accredited Breezair spare parts agent in your area.

Where do I find evaporative air conditioning prices?

Evaporative air conditioning prices vary depending on the size of building, location and requirements. You need to speak with a qualified dealer such as [Ambience Air](#) to get a price.

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Where do I locate the serial number for my system?

Your serial number for your Breezair evaporative air conditioner is located in the back of your owner's manual on the warranty card sticker. The sticker will state the serial number and the model number of the product.

The serial number for a Breezair evaporative air conditioner is eight digits long (serial numbers on models manufactured prior to July 2015 are 11 characters in length, beginning with the letters 'CA' and followed by nine digits e.g. CA111111111).

If you can't find your serial number, please contact the dealer you purchased your product from.

Who do I contact concerning my application and where do I send my documentation?

Please send your documents (and your full name and application number) to:

Post: Seeley International Pty Ltd Factory Cash Back Offer PO BOX 164 LONSDALE SA 5160

Fax: (08) 8328 3972 Email: cashbacks@seeleyinternational.com

Why does my ducted evaporative cooling system have more air coming through some ducts than others?

You need to contact the company who installed the ducted evaporative cooling system and ask them to balance your airflow within the duct work. This cannot be achieved by any adjustment on the evaporative air cooler. If you have moved into a house with a system already installed. If you don't know who installed it, you can get someone who is qualified in duct work design to balance the system. You can find a dealer closest to you by using our Dealer Fast Find, and they will be able to refer you. Please don't worry – it's not a fault with the air conditioner.

Why does my evaporative air conditioner drain some water every now and then?

This is normal and means your water management or 'Watermiser' system is working correctly. Breezair Evaporative air cooler are systems designed to monitor and control the quality of the water in the tank. So, it only drains water when the system really needs to. It does this by bleeding off water down through the drain, which is replaced with fresh water

via water inlet float valve as the water level in the unit drops. The frequency at which the water manager bleeds off is determined by the quality of the water in the tank. A probe in the tank measures the water salinity (impurities) and, when this rises above a set level, the unit will drain some water. The frequency at which the water manager allows water to bleed off is dependent on: 1) The water supply quality; 2) The temperature of the day; 3) The humidity of the day; 4) The wind of the day; 5) The fan speed the unit is being run at; and 6) The size of the unit.

Why does my evaporative cooler drain the water when it has not been used?

If your evaporative cooler has the 'no seasonal maintenance' feature / 'Watermiser' / drain system fitted, then it will drain all the water out of the unit after a pre-set period of time (refer to your Owner's Manual for detail). If your air conditioner does not have the 'no seasonal maintenance' feature you may need to have your air conditioner serviced. Contact one of our service agents or your installer.

Why does my new evaporative air conditioner smell when I turn it on?

The Chillcel filter material works well and lasts longer than other types of filters...but it is a bit smelly when you first turn the evaporative air conditioner on! The good news is the smell doesn't last for long. To reduce this odour: • Use the 'Pad Flush' function in the SETTINGS menu of your MagIQtouch Controller to flush pads.

Why does water flow from my drainpipe when the evaporative cooler is turned off?

If your evaporative cooler has the 'no seasonal maintenance' feature / 'Watermiser' / drain system fitted, then it will drain all the water out of the unit after a pre-set period of time (refer to your Owner's Manual for details). If your evaporative air conditioner does not have the 'no seasonal maintenance' feature you may need to have your air conditioner serviced. Contact one of our service agents or your installer.

Why is hot air coming out of the vents?

Check that the wall control is set to "cool". Check that the water supply to the unit is turned on. Note: if it is very humid outside it may help to switch the evaporative air conditioner to "ventilation" mode and run the fan on a high speed. If you have checked these things and your problem is not fixed, your evaporative air conditioner may need to be serviced. Contact one of our service agents or your installer.

Why is my dealer not listed on the drop down selection menu in the online application form?

Your dealer will only appear if they are an approved Breezair cash back dealer. As per our terms and conditions, the cash back is only available if the product is purchased from a participating dealer. Participating dealers are listed in the Dealer Finder tool and are identified with a 'cash back' button.

Why is there a constant stream of water coming out of the drainpipe from my evaporative air conditioner when it is running?

If you have a Constant Bleed system, you will see a constant flow while the evaporative air conditioner's pump is operating. The amount of water flow will vary depending on the rate set by the installer – so, if you are in doubt of the setting of your bleed off, please contact your installer. If you are not sure who installed your air conditioner, you can call your local service company for a maintenance service. Please note that this type of adjustment is not covered under the manufacturer's warranty. If you have a 'Watermiser' water management system, the system is designed to monitor and control the quality of the water in the tank. So, it only drains water when the system really needs to. It does this by bleeding off water down through the drain, which is replaced with fresh water via water inlet float valve as the water level in the unit drops. The frequency at which the 'Watermiser' water management system bleeds off is determined by the quality of the water in the tank. A probe in the tank measures the water salinity (impurities) and, when this rises above a set level, the unit will drain some water. The frequency at which the water manager allows water to bleed off is dependent on: 1) The water supply quality; 2) The temperature of the day; 3) The humidity of the day; 4) The wind of the day; 5) The fan speed the unit is being run at; and 6) The size of the unit. In some circumstances, you may be able to use rain water, or even recycle the water used by the evaporative cooler.

Will the evaporative cooler increase humidity and produce condensation in the building?

No, the evaporative air cooler will not increase the humidity – provided that the design is based on a balanced ventilation scheme. Keeping doors and windows open, or using an exhaust fan will let any humid air out, avoiding condensation.