

Evaporative Unit Trouble shooting

When your air conditioner isn't working, there are a few simple things to check on first, before calling Ambience Air's Service Dept.



Water constantly running out from drainpipe

Do a manual drain to make sure nothing is stuck in the pipe leaves etc...
Turn the unit off, hold the up & down arrows together for 5 seconds or until **DR** appears on the screen, make sure water is draining from the pipe repeat twice
If the water is still constantly pouring out .

Please advise the Ambience Air Service dept at Bibra Lake
Tel; 94347606 or email customerservice@ambienceair.com & also service@ambienceair.com for Warranty callout.



Odour from New or Dry Pads

Do a manual drain (see above) a couple of times to soak the pads this normally stops the smell.

Allow time to condition, by running the cooler, the smell will eventually go.

No cool air

Make sure water to the unit is switched on.

Not much Air coming from vents

Make sure plenty of doors and windows are open, refer to your Seeleys user manual.

If Service 2 or 4 fault code is showing on your controller please advise your Ambience Air Warranty Service dept at Bibra Lake

Tel; 94347606 or email customerservice@ambienceair.com & service@ambienceair.com

Should your system be 12 months or older an annual service is required please contact our Service dept on 94347606 or complete the following Service request form. *Terms and conditions apply.*

In the event of a Warranty claim,

If Ambience Air is deemed not to be at fault , or if the fault is deemed not to be covered under Warranty the Customer will be charged for the callout \$165.0 inc GST, mileage and any parts required.

Service Callout fee will be taken from the customers account on the day of the Service visit, however if the concern is covered under warranty this fee will be refunded to the customer bank account.

