

Troubleshooting guide for Reverse Cycle ducted systems & Splits units

Fujitsu /Panasonic/Samsung/Mitsubishi

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

You may think you know what is wrong with your air conditioner, but every good repairman has a checklist of things to look at. Ruling out the obvious by elimination is necessary before calling your Service agent to avoid any unnecessary callout charges .



If your air conditioner isn't working, please check the following:

Make sure that the unit is switched on , then examine circuit breakers, to ensure power hasn't been cut off. Your Air Conditioner, requires electricity to run, so the fix might be as simple as replacing a blown fuse or re-setting the circuit breaker.

Reset system by switching off at mains power, power down for at least 10 minutes then restart .

If the unit is switched on and the circuit breaker or fuses are intact, check the isolator outside by the outdoor unit make sure this is switched on .

Split Units ensure the batteries don't need changing

Check your thermostat next.



Make sure it is set to air conditioning & the correct mode cool/heat, and the temperature setting is adjusted a few degrees below / above room temperature. You can quickly activate the air conditioner by setting it for a very low/high temperature , then make sure the unit is running, and reset it for the temperature you desire.



If your unit does turn on but you have no cold/hot air

The next step is to check the Filter in the Return Air for ducted & the filter at the front of split units, are clean , free from dirt & dust .

A dirty filter can restrict airflow, which makes the unit work harder to cool/heat the house.

Unit shuts on and off repeatedly

This is another problem that can happen with a dirty or blocked condenser unit, as well as a dirty filters . Giving the entire unit a good cleaning and removing any obstructions will eliminate the problem .

If you are still having problems with the air conditioning unit, it's time to take a closer look at the machine to see what is wrong. Some problems are simple to fix . If there are issues beyond noise and dirt, you may need to call the Service dept .



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

Terms and conditions apply.