

## **CHECK POINTS PRIOR TO REQUESTING SERVICE CALLOUT**

If the desired cooling or heating effect is not being achieved, please check the following points before requesting repair or service:

### **If your Airconditioner is not functioning or powering up:**

- Is the power switched ON?
- Has the power fuse failed?
- Has the circuit breaker tripped?
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### **If your Airconditioner is not cooling or heating properly:**

- Is the temperature set too high for the cooling or too low for the heating operation?
- Has the controller set on the correct operating mode? (Cooling or Heating)
- Is there an obstruction near the Outdoor Unit?
- Is there an obstruction near the Return Air Grille or Outlets
- Is the Return Air Filter free from clogging by dust, dirt etc?
- Are the external doors and windows completely closed?
- Are there too many zones turned on?
- Are you expecting your System to cool a very hot home too quickly?

### **If the "LIGHT" starts flashing on your Control Panel:**

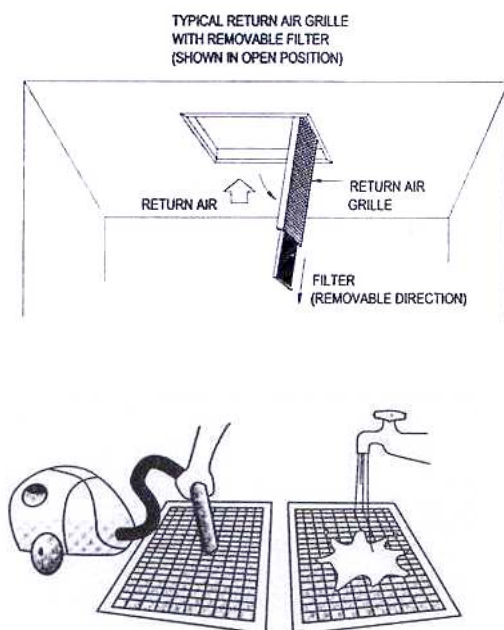
Check the above again, turn off the operation switch or circuit breaker, wait about 5 minutes, and then restart.

### **If the "FILTER CLEAN" warning is displayed on your Control Panel:**

This indicates it is time to clean filter.

- Remove the washable filter from the return air grille and wash with a hose outside.
- Shake off excess water then re install filter.
- Press the reset button and clear the symbol.

To ensure the best indoor air quality, washable filters should be replaced every @ two years. Contact ARK Air to purchase replacement / new filters.



If the problem persists or operation is still unsatisfactory after checking all of the above, please contact ARK with the following Information:

- The Date the system was installed to determine whether it is a Warranty Issue or a Chargeable Service Callout.
- The Make / Model details of your Airconditioning System.
- The Fault occurring or the "Fault Code" being displayed on your Airconditioning Controller.

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