HEATING TROUBLESHOOTING

First thing - need to reset the system. Turn the system off at the switchboard wait 30 seconds then turn back on.

Your return air filter, is it clean ? A dirty or restricted filter may cause inefficient operation or force a safety control to operate - please remove and clean your filter.

Switch the system back on at the wall control - check your mode is HEAT - your indoor fan is set to AUTO - your SET TEMPERATURE is correct (it's at least 1.5°C higher than the current room temperature)

Wait a minimum of 10 mins for the system safety timers to operate and allow the system to restart

Now let's see what we have operating.

System has restarted and is running give the system a little time to do it's job, especially if it's a peak period. Shut down some zones and allow the unit to get things under control then progressively open zones again.

System is running but not heating

Is the indoor fan running

YES

Are the outdoor fans running

YES

Is the air blowing from the fans chilled

YES

Your system is likely operating properly these checks have confirmed that the compressor is operating the system is heating.

After at least 30min operation check the large pipe at the outdoor unit - careful it should be quite hot - don't grab it

YES

These checks confirm that the system is likely to be operating effectively.

Check the air flow inside is the usual flow from the outlets present

YES

All seems to be ok - allow the system to operate - monitor for a while and allow the system to do it's job. If necessary repeat the steps after the reset and filter clean to troubleshoot again.

NO

NO

NO

NO

You will need to place a service call a technician will need to identify the problem

System is not running at all, but the control display is on

Turn ON the indoor fan only is it running

NO

YES

Check your Set temperature it is likely set too low not calling for heat - put the fan back to AUTO

Have you no display on the wall control

It is likely that the control circuit protection in the outdoor unit has tripped or the control power has been interrupted through the system electronics

Your wall control is displaying an error message - E5 - E4 - E9 etc

The units self diagnosis system has identified a problem and is displaying an ERROR CODE. You will need to call us we will most likely need to attend but it is important that you advise us of the error code being displayed.

JUST SWITCHED IT ON - IT'S A COLD DAY ?

Have you just turned your system on or has it been operating for a relatively short period of time - and it's a peak load day - exceptionally cold day. If this is the case and you have established that the system is operating correctly, then you should wait - you have likely put the system under exceptionally high load and it will take time to get hour house under control - try restricting the load by shutting down as many zones as possible then progressively switching them back on as the system is able to reduce the temperature.

In these cases please don't place a service call, our serviceman can't make it work any quicker.

Take a look at the information below - WARM UP AND STAY WARM

HOW WERE YOUR ZONES DESIGNED ?

If your system was designed for selected zoning under peak loads and you have all / both zones operating at peak you may see a decline in performance, otherwise close off the zones not being used to save energy and improve the performance in the zones you have operating.

DEFROST !

When operating on reverse cycle heating your outdoor unit will have frost or ice on it - that's completely normal. The units have an inbuilt deice system which will operate when required. When defrosting the unit will redirect hot gas through the coil - just let the unit keep running it might sound a bit unusual but it's the way it was designed to work - don't switch it off the deice only takes a few mins to complete.

CALL FOR SERVICE

49623600

7.30am to 5.00pm
Monday to Friday

Please leave details on our message service after hours

Email

service@fernair.com.au

WARM UP AND STAY WARM

Just the same as the rules for cooling, when we are heating the trick is not to let the house get cold, otherwise you just have to spend the money to heat it all back up again. One of the biggest issues is that we are not just trying to heat up the air - that's easy - but as fast as we heat it up the cold surfaces in your home, the furniture, walls and floor all "suck" the heat from the air.

It will usually take around 2 days for a house to heat up, that's all the internal surfaces are now warm. Trick now is not to let them get cold again. We are not saying run your house and 24° all winter long - just don't let it get cold again.

When the weather is cold and the space is not occupied set the temperature lower at say 16o C - it's easy to recover from here, do this day and night.

There's usually no need to run the system overnight at a high temperature, after all you likely own your blankets, why spend money heating the house up. BUT in cooler areas or during period of low temperatures an overnight setback temperature of 16° C will ensure that there is a quick recovery in the morning.

Leave it off, let the house temperature will fall the system will struggle under high load and may not meet your expectations.