

# Quick User Guide

**Congratulations on your heat pump purchase and thank you for choosing Gavin Lowe Energy - the heat pump experts.**

Now that your heat pump is installed, our objective is to ensure that you understand its operation well enough that you're able to create the ultimate comfort zone in your home. This guide is aimed at helping you get started - your manual will provide more detailed information.

Should you require further assistance or advice, please feel free to call us on (03) 337 9584.

## GETTING STARTED

Now that your heat pump is installed familiarise yourself with your battery operated remote control. When you want to change your heat pump's settings, be sure to point the remote control directly at the indoor unit and press firmly on the buttons. If you don't hear a 'beep', the instruction hasn't been communicated successfully. Please note that the information below is a general overview, please consult your user manual for specific details on your system.

### On / Off

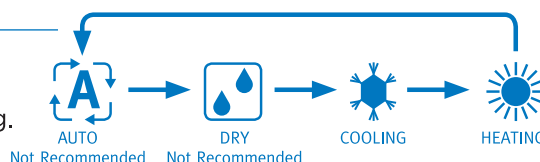
To switch your machine on or off push on/off button.



### Mode

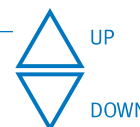
Select mode by pressing the **MODE** button repeatedly until you reach the desired mode.

The mode button changes the system from heating to cooling.



### Temperature Control

Set to the desired temperature using the up and down buttons.



### Air flow

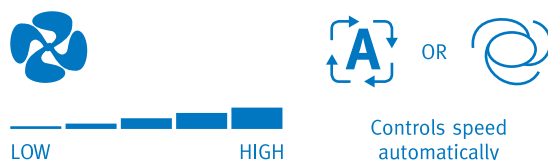
Set air flow direction by pressing swing or vane button once.

Now wait until the louvers are in a position you like and press swing / vane button again to stop the louvers in that position.

To let the louvers swing just push swing / vane button once.

### Fan Speed

Set fan speed by pressing **FAN** until you reach your desired setting.



## OPERATION TIPS

### Operation

During winter, for optimal comfort conditions, it is suggested that the system is left running 24 hours a day with the temperature lowered when the area is not in use. You may however prefer to turn your heatpump on and off as you enter or leave the room, this may well suit your environment and routines better.

### Clean Your Filters

You must maintain your heat pump as explained in the supplied operating manual.

To ensure optimum performance from your heat pump it is essential that the large filters in the front of your heat pump or in the large square return grille of a ducted system are cleaned on a regular basis - at least every six to eight weeks.

Always turn your heat pump off before cleaning your filters. Take the filter out and vacuum or wash them ensuring they are dry before being placed back in the heat pump.

### Defrosting In Winter

In winter, on heating mode, the heat pump will defrost on a regular basis. This will occur more frequently the colder it gets outside. The indoor unit will temporarily cease heating for up to 10 minutes to allow the defrosting process to occur. You may:

- Hear a swishing noise coming from the indoor unit.
- Notice water coming out from under the outdoor unit.
- See a steam like vapour coming from the outdoor unit.

These signs indicate that your heat pump is working normally.

### Obstruction

Inside: You need to make sure that there is no obstruction in front of the heat pump that will restrict the airflow. For example a sofa in front of a floor unit or a high cupboard unit under a high wall mounted system. Outside: You will need to check on a regular basis that the outdoor unit's air inlet / outlet and drain lines are clear of dirt, leaves, plants etc.

## MAINTENANCE SERVICE

Having your heat pump maintained regularly gives peace of mind and assurance that your system is running efficiently. We recommend a maintenance service by one of our specialised technicians every two years. To arrange a time to have your maintenance service carried out, please call 03 337 9584 during office hours.

## TROUBLE SHOOTING

### "Dead" Remote

If your remote control display goes blank or the system does not appear to be responding change the batteries (regular AAA). Slide the front panel down and off to reveal the battery compartment.

### System not turning on

If there are no lights showing on the heat pump and it will not turn on, check the circuit breakers on the switchboard and the outdoor isolator switch adjacent to the outdoor unit.

### System turned on but not heating

If the system has a green (Mitsubishi or Daikin units) or orange light (Panasonic units) that is steadily blinking it usually indicates a fault. Ring the office to discuss further action.

## WHAT YOUR WARRANTY DOES & DOES NOT COVER

Your heat pump has a 5 year warranty for mechanical breakdown. The warranty covers parts, labour and travel within the greater Christchurch area (travel charges apply outside the greater Christchurch area) from the date of installation. Warranty repairs are undertaken during normal working hours, ie. Mon - Fri 8.30am - 5pm.

Please note that the warranty does not cover:

- Any consumable items such as batteries for your remote controller or replacement filters.
  - Service calls as follows. A charge will be incurred in these instances:
    - Where the equipment is found to be fully operational;
    - General maintenance and / or cleaning;
    - Where there is no fault found and the perceived problem is explained within the Operating Instructions or the troubleshooting section of the Operating Instructions.
  - Problems with operation of the system if serviced by an unauthorised person or accessories added after install without approval of the manufacturer.
  - Outside electrical interference such as voltage fluctuation or faulty electrical wiring external to the unit.
  - Any problems caused by external events including vermin, dirt and moisture, storms and vandalism.
- Condensate Pumps have a parts only two year warranty from the date of commissioning, unless otherwise stated.



HEAT PUMPS • AIR CONDITIONING • VENTILATION

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