



# UltraAir

*Care Pack*

## Congratulations on your new home!

We at UltraAir air conditioning are proud to be the installers of your premium ActronAir air conditioning unit.

Now that you're settled in, we want to make sure you keep comfortable in your new home. This booklet should help you get the most out of your system, and includes useful information on your controls and on how to best service your air conditioner to keep it performing at its best.



If you've got any questions or if there's anything else we can help you with, don't hesitate to get in touch.

### Head Office

#### Ultra Air Conditioning Pty Ltd

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### QLD

#### Ultra Air Conditioning Pty Ltd

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## Get the most out of your air conditioner

### 1

A great way to save energy is by using zoning, which allows you to only condition certain parts of your home. Simply select the zones you want, stay comfortable in the rooms you're using and reduce your power bills.

### 2

Take the worry out of managing your air conditioner by utilising timers and schedules. Timers allow you to set a countdown timer after which your system will turn itself off, while schedules let you pre-program when your system will run. It's set and forget comfort!

### 3

Select the mode that's right for you. If it's cold outside, select Heating. If it's hot, select Cooling. If you just need some air circulation through your home, select Fan. Auto mode will automatically switch between Heating and Cooling to match your desired temperature.

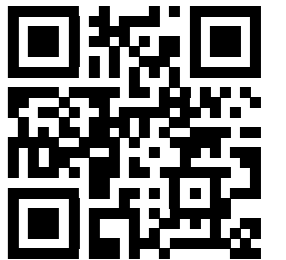
### 4

The harder your air conditioner has to work, the more electricity it will consume. That means the lower you set the temperature when cooling and the higher you set it when heating, the more you're adding to your power bill. As a rough guide, every 1°C hotter or cooler can add up to 10% to your system's energy usage, so remember to factor that in when setting your desired temperature.

## The best air conditioners deserve the best controls.

ActronAir's wide range of controllers include something for everyone.

Use the QR code to find your controller's operating manual.



### NEO



#### Control in style.

- Includes the NEO Connect mobile app
- Colour coded LED Wall Glow and modes
- Optional wireless zone controls & sensors

### L-Series



#### The best in analogue control.

- Simple and easy to use
- Integrated zoning

## Regular servicing will keep your air conditioner performing at its best.

**Air conditioners are a little like cars, in that they should be regularly serviced to ensure they keep operating at their best year-round.**

We take pride in providing quality installations of quality air conditioners, which is why we also recommend servicing your air conditioner every 12 months. And we're not alone – if you refer to your Warranty Terms, you will find that the air conditioning manufacturer also recommends servicing your system every 12 months.

### Why bother servicing your system?



Maintain energy efficient performance, to keep your power bills low



Minimise the chance of further complications / breakdowns, cutting down on more costly repairs



Maintain the validity of your manufacturer warranty cover



Ensure the unit continues to operate safely

## 10 Point Annual Service Plan

**\$295**  
INC. GST

We provide all of our new-home customers with an exclusive Annual Service Plan that includes:

- Replace return air filters
- Install sanitiser
- Check all electrical controls
- Check and clean condensation drains
- Check zone operations
- Check condition of ducts
- Clean outlets
- Check reverse cycle operation
- Clean the outdoor unit
- Check refrigerant pressure

To organise your annual service, simply contact our service department:

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Or scan the QR Code



## Troubleshooting guide

Ultra Air for your convenience provides you with this important **Troubleshooting Guide** to assist you - our valued client, with some of the common enquiries about running efficient air conditioning.

To ensure rapid processing of any call for service, please ensure the following checks are made prior to calling.

Please check:

- The timer/ clock is correctly set
- The return air filter is clean
- The outdoor unit is clear of debris and has free intake of air to the unit
- There is at least one zone on
- Check the air conditioning setting (i.e. is it set to heating or cooling)
- Check the fan setting of the unit

## Cleaning

We recommend the outdoor unit be free from debris.

**DO NOT** attempt to open the casing of the unit unless you are a qualified technician.

### Standard Filter

The return air filter will need to be cleaned every 4-6 weeks. If using system frequently, cleaning should take place every 4 weeks.

It is important to clean your filter. Neglecting to do this may result in your warranty becoming invalid or lead to the breakdown of the compressor. If this should occur, replacing a compressor may become an expensive task.

To clean the filter, you will need to hose it thoroughly. If you wish to disinfect the filter, run pine'o'clean (read label before use) through the fibers.

Allow the filter to dry before putting back in grille frame.

### Air Clean Filter

These filters are disposable and do not require cleaning however, they do need to be replaced annually. See more at the back of this brochure.

## Warranty

- 1 Year Ultra Air installation warranty\*
- 3 months air balancing warranty\*
- 5 years **parts only** manufacturer's warranty on zone assembly^
- 2 years **parts only** manufacturer's warranty on ActronConnect Now Modules +
- 5 Year manufacturer's warranty on the air conditioning unit +

## General Information

On hot or cold days, it may take up to an hour for the unit to have noticeable effect on the room temperature. Please allow this time before calling for a service.

When on Heating setting and it is a considerably cold day, the unit may go into 'defrost' mode. The build up of frost will restrict the air-flow through the heat exchanger and thus efficiency will gradually reduce.

For this reason, units have an inbuilt micro processor which monitors the unit. When the unit is in defrost mode, both the indoor and outdoor fans will stop and the unit will remain in defrost mode until the safety mechanism cuts out. This can take up to 30 minutes. Please ensure the unit remains ON otherwise this will delay the defrost cycle and you will experience delays in heating your home.

**A minimum of one zone is required to be in operation for the first hour of operation and then you can select other zones if required. Failing to do so can cause the air conditioning system to shut down on high pressure.**

## Manual

Please read the manuals as it is important to understand how the system operates before use. Keep all air conditioning documents in a safe place as this will assist you when placing service calls to Ultra Air and the manufacturer for warranty purposes.

\* From date of commissioning

<sup>^</sup> Conditions apply.

+ From date of installation.

## Notes



Better for your **Health**,  
Better for your **System**.

For more info:

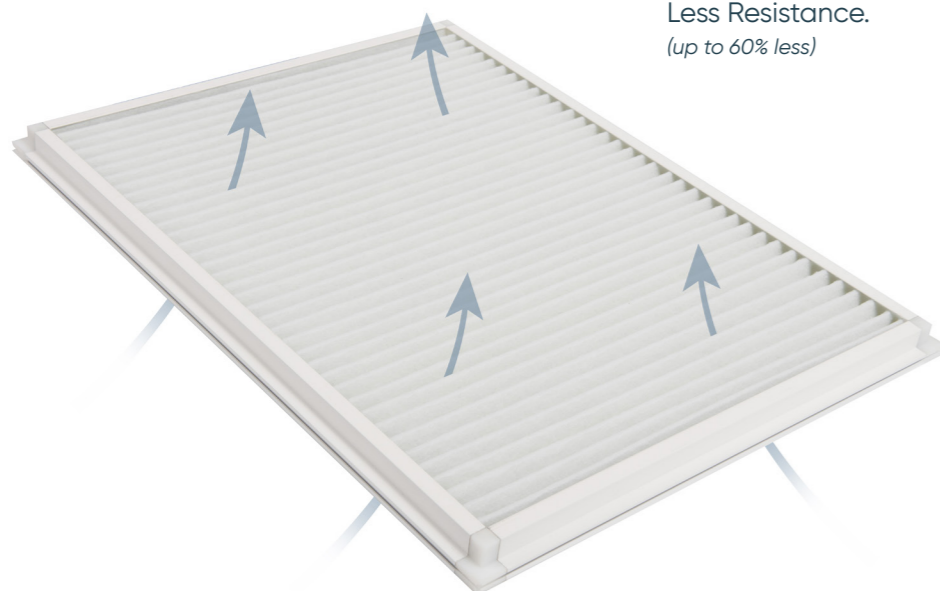
Visit [www.aircleanfilters.com.au](http://www.aircleanfilters.com.au) | Email [info@aircleanfilters.com.au](mailto:info@aircleanfilters.com.au) | Call 1300-2-FILTERS (1300-2-34583)

## Cleaner, Healthier Air for your **Home** or **Office**



### Setting a **NEW STANDARD** in Air Conditioning Filtration

- ✓ More Airflow.  
Less Resistance.  
(up to 60% less)



- ✓ Catches more pollutants
- ✓ Improves unit performance
- ✓ Reduce energy costs
- ✓ Most efficient disposable G4 filter in its category
- ✓ Disposable and no washing required (recommended to be replaced every 12 months)
- ✓ Unique (Australian) design
- ✓ Suitable for ducted:
  - Reverse Cycle
  - Gas Heating
- ✓ For existing & new systems
- ✓ Simply fits into most grilles
- ✓ The largest surface area in its category

#### Benefits



##### Health

Helps improve the indoor air quality by filtering the smaller pollutants you can't see, such as pollen, virus carriers, lint dust, mould spores, dust mites, which can often trigger allergies, asthma and hay fever.



##### Efficiency

Helps maintain a cleaner indoor unit coil/heat exchange which improves the performance and extends the life of the unit as well as reduce energy consumption.



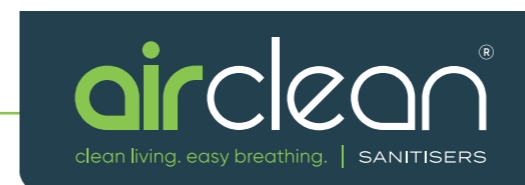
##### Sensitive Choice

AirClean Filters™ are approved by the National Asthma Council Australia's Sensitive Choice® program and carry the blue butterfly symbol, indicating the product has been identified as potentially beneficial for people affected by asthma and allergies. AirClean Filters™ are the only disposable filter brand for (ducted residential and commercial) Heating, Ventilation Air Conditioning (HVAC) applications, to be recognised by the Sensitive Choice program for superior air filtration.

#### Important Features

- ✓ Up to 70% more pleats when compared to V-form panel filters achieving a greater dust holding capacity with the lowest pressure drop
- ✓ Hot melt sealed into frame for maximum filter efficiency – eliminates air bypass
- ✓ Superior surface area/pressure drop
- ✓ Longer filter life
- ✓ Disposable
- ✓ Safer and more hygienic for the installer

**AIRCLEAN FILTERS HAVE**  
**65% MORE** **AIRFLOW**  
**EFFICIENCY**  
**THAN STANDARD**  
**FILTERS**



### Indoor air space santiser for your **Home** or **Office**

#### Why use AirClean Sanitiser?

- ✓ Effective control of mould and bacteria
- ✓ Biodegradable
- ✓ Cost-effective
- ✓ Long lasting
- ✓ Foodsafe approval
- ✓ Pleasant odour
- ✓ 50% - 90% reduction in microbial contaminants
- ✓ Compliance to indoor quality standards ASNZ 3666.2
- ✓ Made in Australia
- ✓ Easy installation



**" You can smell  
the difference. "**



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Proudly installing  
 **ActronAir**

[actronair.com.au](http://actronair.com.au)