



EVAPORATIVE SYSTEM INFORMATION / TROUBLESHOOTING

When your air conditioner isn't performing as well as you would like, there are a few simple things you can check first before calling Ambience Air.

1. Water constantly running out from drainpipe

Perform a manual drain to make sure nothing is stuck in the pipe such as leaves.

Turn the unit off, hold the up & down arrows together for 5 seconds or until **DR** appears on the screen, make sure water is draining from the pipe. Repeat this function twice.

2. Why does my new air conditioner smell when I turn it on?

Generally caused by new or dry pads, smells can occur when running your Evaporative cooler, thankfully there are some steps you can follow to eliminate unwanted odours.

Perform a manual drain (see above) a couple of times to soak the pads. This will normally stop the smell.

Open the windows and run the cooler on one of its higher fan settings for the first day, allow time to condition, the smell will eventually go.

3. How many windows and doors do I need to have open for my evaporative air conditioner to work effectively?

For an evaporative air conditioner to work effectively, some windows or outside doors must be open, or some other form of ventilation provided. This is to allow the hot air to escape outside of the building. The best approach is to open the windows or outside doors that are the furthest away from the air conditioning vents or ducts.

In the rooms with air conditioning vents, try to have an exhaust area of open window (or door) that is about twice the size of the vent opening. Note: when it's humid and the air is very moist, evaporation levels are lower. This means that the cooling effect is reduced. In some situations, it may help to switch the air conditioner to "ventilation" mode and run the fan on a high speed.

4. Can I control the amount of cooling in different areas of the building?

Yes, you can change the cooling in different areas of the house by changing where you have open windows and outside doors. Evaporative air conditioning works because the cool air from the outlets takes the path of least resistance to the outside air (pushing the hot air out on the way). So, if you close a window in a room and open the internal door, the cool air will move into other areas, where there is an external opening. We recommend that you experiment so you can get the best out of your air conditioner – but remember that there has to be an exhaust opening to the outside of the house for the cooling to work properly.

5. No cool air coming from my system

Ensure you have mode set to cooling and you have water going to your system (pads are wet). If your pads never saturate during the course of operation you may have a faulty water pump and the system will require an inspection.

If the pump is working but only parts of the pads are saturated you may have clogged water delivery pipework and it is recommended you book a service on the unit.