Troubleshooting guide for Reverse Cycle ducted systems & Splits units

Fujitsu /Panasonic/Samsung/Mitsubishi

When your air conditioner isn't working, there are a few simple things to check on first, before calling Ambience Air’s Service Dept.

You may think you know what is wrong with your air conditioner, but every good repairman has a checklist of things to look at. Ruling out the obvious by elimination is necessary before calling your Service agent to avoid any unnecessary callout charges.

If your air conditioner isn't working, please check the following:

Make sure that the unit is switched on, then examine circuit breakers, to ensure power hasn't been cut off. Your Air Conditioner, requires electricity to run, so the fix might be as simple as replacing a blown fuse or re-setting the circuit breaker.

Reset system by switching off at mains power, power down for at least 10 minutes then restart.

If the unit is switched on and the circuit breaker or fuses are intact, check the isolator outside by the outdoor unit make sure this is switched on.

Split Units ensure the batteries don’t need changing

Check your thermostat next.

Make sure it is set to air conditioning & the correct mode cool/heat, and the temperature setting is adjusted a few degrees below / above room temperature. You can quickly activate the air conditioner by setting it for a very low/high temperature, then make sure the unit is running, and reset it for the temperature you desire.
If your unit does turn on but you have no cold/hot air

The next step is to check the Filter in the Return Air for ducted & the filter at the front of split units, are clean, free from dirt & dust.

A dirty filter can restrict airflow, which makes the unit work harder to cool/heat the house.

Unit shuts on and off repeatedly

This is another problem that can happen with a dirty or blocked condenser unit, as well as a dirty filters. Giving the entire unit a good cleaning and removing any obstructions will eliminate the problem.

If you are still having problems with the air conditioning unit, it's time to take a closer look at the machine to see what is wrong. Some problems are simple to fix. If there are issues beyond noise and dirt, you may need to call the Service dept.

Should your system be 12 months or older an annual service is required please contact our Service dept on 94347606 or complete the Service request form.

Terms and conditions apply.