

11.0 Servicing and maintenance

In addition to regular maintenance by the owner, a routine maintenance agreement should be undertaken with a licensed service person or organisation. In addition, users should monitor their installation and call a service person immediately if any abnormal operation is found.

11.1 Owner maintenance

Indoor unit

- Check air filters after 3 months use then clean or replace as necessary (some units will identify when filters need cleaning or be self-cleaning). If they can be cleaned:
 - remove and vacuum clean using a brush attachment then replace, or
 - wash gently with a mild detergent and warm water, and dry before replacing.
- Check the indoor coils (if accessible) – dust gently to clean.
- Check and clean condensate pan, drain and trap.
- Clean the unit cover with a damp cloth and mild detergent as required.
- Recognise the operational sound of the heat pump – if the sound changes, have the system checked.
- Ensure that air vents are not blocked by furniture or objects.
- At 6 months, check operation of condensate pump if fitted.

Do not vacuum indoor coil fins as they are easily damaged.

Outdoor unit

- Keep the area around the outdoor unit clear of garden waste and dirt.
- Remove any growth around or into the unit.
- Make sure the unit is off when cleaning.
- Check and clean the outdoor coils when they are dirty.
- Contact a service person at any sign of unusual sounds or operation.
- Have an annual servicing agreement.
- Power may be switched off in line with the manufacturer's guidelines.

11.2 Service person maintenance

The system should be serviced by a qualified person every 12 months depending on use. Before servicing, establish the refrigerant that has been used in the system.

Indoor unit

- Inspect the filters, blower and indoor coil for dirt or obstructions.
- Check the airflow.
- Check the output temperature.

Outdoor unit

- Clean the condenser coils as follows:
 - Clear the outside of the coil of debris.
 - Vacuum the coil fins using a soft bristle brush attachment – take care to avoid bending the fins.
 - Spray water from the inside to the outside of the coils to remove stuck debris using a hose and spray gun.
 - Vacuum or remove by hand any debris remaining in the unit.
 - If there are no bent coil fins, replace grille covers.
- Check coil fins for damage – if coil fins are bent, straighten using a proprietary tool.
- Lubricate fan bearings if required – sealed bearing units do not require oiling.
- Inspect fan for damage and repair as required.
- Check that the condenser unit is secure and level in both directions. If necessary, adjust the levelling feet, or make level with timber/plastic shims. If the unit is seriously out of level, repair or replace the base the unit sits on.

Do not spray the fan motor or wires with water.

Refrigerant

- Check the operation of the air-on/air-off with a digital thermometer.
- Check pipe joints for refrigerant leakage with bubble solution.

Electrical

- Check terminals and connections – clean and tighten if necessary.
- Check fan motors for lubrication.
- Check that the electric control is operating correctly.
- Check that the thermostat is operating correctly.
- Check the voltage.

Service checklist

- Provide the owner with a service checklist after each service.