



Customer Information Package



THANK YOU FROM **PLUM** Heating & Cooling

☼☼☼☼☼☼☼ **We appreciate your business** ☼☼☼☼☼☼☼

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To Our Valued Customer,

We would like to thank you for supporting our business and for allowing us to install a climate system at your property.

We trust that the installation was carried out to your satisfaction.

While you are relaxing and enjoying the comfort that your new system brings, you may think of a friend or family member who would benefit from a similar system or service. Should this be the case, we would be grateful if you pass us their name and telephone number so that we can do a great job for them as well.

You can e-mail their details to us at contact@plumheatcool.com.au

As a valued customer, we'd also really appreciate any feedback you have on your recent experience with us. You can do this in as little as five minutes by visiting us on Facebook and writing a few lines in the Recommend Box, situated in the right column at the beginning of the timeline.

While you're there, don't forget to "Like" our page too. All of our Facebook friends get access to great tips on how to save on their heating and cooling bills, as well as exclusive discounts and offers just for being a loyal customer.

You can like our Facebook page by clicking here: www.plumheatcool.com.au/facebook

Or you can leave us review on Google Reviews by searching **Plum Heating and Cooling** in Google and clicking **'Write a Review' on the right-hand side**

Once again, thank you for your continued support and for your decision to purchase your system from us here at Plum Heating & Cooling.

Should you require any further assistance please do not hesitate to contact us.

Yours faithfully,



Kyle Briggs

Plum Heating & Cooling

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2017
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ABOUT PLUM

Plum Heating and Cooling has been operating in Melbourne for **over 25 years** under Director and seasoned plumber Kyle Briggs. Kyle and the team emphasise Service, Customer Satisfaction and Community as three core values that reflect why the business has become such a success over the past 25 years. Always striving to exceed customer expectations, the entire team of specialists have been thoroughly trained across all products to ensure you receive the best quality advice and service when dealing with our friendly staff.

The entire team at Plum recognise the importance of providing a service that satisfies the customer from start to finish. As a result of this we have a dedicated Service Division, designed to ensure a high standard of excellence is maintained towards every customer long after their unit is installed. This service division is a separate department that is able to service just about any type of heating or cooling system, regardless of where it was initially purchased.

Our commitment to our customers has seen us receive many awards, including the highly regarded Wyndham Trade Business of the Year Award for 2017. It is the mission of everyone here at Plum to provide members of our community with the best quality products and service each and every time, making sure they are always happy, stress free and can rely on their heating and cooling systems all year round.

We hope you have enjoyed your experience with us thus far, and we look forward to providing the same high quality service to you for years to come.

Join the community on Facebook for exclusive discounts, offers and tips and tricks for your new system

facebook Search for people, places and things

Specialists in:

- ✓ Evaporative Cooling
- ✓ Ducted Heating
- ✓ Split Systems
- ✓ Gas Log Fires
- ✓ Installation
- ✓ Maintenance/Service

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Visit www.plumheatcool.com.au or call (03) 8360 9622 today

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Wyndham
Business Awards
2017
Trade Services of the Year

TIPS AND TRICKS

Evaporative Cooling

☀ When operating your system, press the “cool” button only. The LED light will flash for approximately 5 minutes and then the cooler will start automatically. (This is the pre cool cycle) Once the fan starts, you can adjust the speeds by using the up and down (Manual Controller) or Left/Right (Auto Controller) arrow keys.

☀ Please ensure when operating your cooling system that you have the equivalent to two doors fully opened to ensure the air is being changed in your home at least once every 2 minutes.

☀ When you turn your system off, it will drain the water from the tank automatically. It then fills up again and goes through its post-operation rinse cycle. This will flush your filter pads with clean water, and then it will drain again. This whole process takes about 15-20 minutes.

☀ If you ever experience dampness in your home, this can be caused by

1. Humid weather outside in which case turn your system to fan mode or
2. Ensure you have enough doors & windows open.

Ducted Heating

☀ When setting your thermostat control between 18°C - 24°C set to suit your families comfort. The Lower you set the temperature, the more energy you will save

☀ If your return air grill has a filter (not required), Ensure that it is vacuumed at least every 6 weeks. Dirty air filters restrict air flow and make it hard for the system to heat efficiently

☀ For maximum efficiency close curtains inside your home. This keeps the heat inside the house and lowers running cost of the unit.

Ducted or Split System Refrigeration

☀ When setting your thermostat control on cooling, set between 23°C-25°C. When setting your thermostat control on heating, set it between 18°C-24°C. Set in these ranges to suit your families comfort and maximise energy savings

☀ For maximum efficiency close the curtains inside your home. This keeps the conditioned air inside and lowers running costs.

☀ Ensure that your return air filter is vacuumed at least every 6 weeks. Dirty air filters restrict airflow. If you have a split system, the filters are located underneath the face of the unit and are removable.

☀ Don't place objects close to the outdoor unit, this will restrict the airflow and make it harder for the system to heat/cool

☀ If you have a ducted system, use zones to maximize efficiency. You shouldn't heat/cool rooms not being used to maximise energy savings.

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FAQ'S

Evaporative Cooling

Does evaporative cooling work on humid days?

Evaporative cooling does work on humid days, although it is definitely not as effective on humid days compared to dry days. This is because evaporative cooling adds more moisture into the air. To get the best from your system on these days, try opening more of your doors and windows and put the fan speed on 100%. Please make sure it is on 'Fan Only', instead of 'Cool'.

How many windows/ doors do I have to open to use my evaporative cooling effectively?

On average, two full doors/windows should be opened when using the system. You can experiment yourself to find the perfect balance.

How do I use my Coolbreeze evaporative cooler controller?

The cooling controller is very easy to use. All you need to do is press the 'Cool' button and walk away. The system will go through its 'pre-wash' cycle where it cleans the filter pads before use. This takes around 7-9 minutes to complete, then the system will turn on and start cooling the home.

My systems been recently installed and I have noticed a smell. Is this normal?

Yes, this is completely normal. The smell is the glue in the new filter pads coming into contact with fresh water for the first time. The smell will be present for the first few times you use the system but it will disappear. A good way to get rid of this smell quickly is to turn the unit on using the cool mode, then turn it off when the unit starts blowing cool air. Repeat this cycle 4-5 times throughout the day and the smell should almost be gone!

How long do filter pads last?

Filter pads can last from 7-10 years. When you have your unit serviced by Plum the technician can let you know the state of the pads in the unit. The Coolbreeze units come with a self-cleaning cycle wash cycle which prolongs the life of the filter pads as they are always clean before use.

My system is blowing hot air, what's the problem?

There are a few things that could be the issue if your system is blowing hot air. Please go through the check-list below:

1. It may be a very humid day outside, where evaporative cooling is less efficient that it usually is. Try opening more of the doors and windows in your home and setting the fan speed to 100% and make sure it is in 'Fan' mode.
2. Check that the controller is on the 'Cool' Mode instead of the 'Fan' Mode. Turn the system off completely and wait 15 minutes, then press the 'Cool' button and wait 6-9 minutes for it to go through the wash cycle. If it is still blowing 'hot' air, then you may have a faulty water pump.

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There is a lot of moisture on my floors, what's going on!?

If there is moisture on your floors, it means you do not have enough doors and windows open for the air to escape. This can happen if it is extremely humid weather. Open up more doors or windows or lower the fan speed of the unit.

There is no power to my controller, is it broken?

If there is no power to your controller, it could be a few things:

1. Circuit breaker has been tripped, check your meter box and ensure all circuit breakers are on.
2. Powerpoint in the roof (near the cooler location) has been turned off.

If you have checked both of the above and there is still no power to the controller, please call our office as it sounds like it could be a faulty mainboard or controller!

How often should I have my evaporative cooler serviced?

We recommend that an evaporative cooling system is serviced every 12-24 months. It is usually a good idea to do it just before the hot summer weather hits to ensure it is working at its best. (August-September-October).

Can I zone my evaporative cooler?

You could zone your evaporative cooling system, although we strongly recommend against doing so. You will never get your return on investment by purchasing a zone motor for the system, as it will cost the same to run the system with or without zones. You might as well cool your whole home!

How much cooler should it be in my home than outside?

An evaporative cooling system usually gets the temperature between 6-13 degrees below the temperature outside (when it is hot of course). Depending on the humidity level.

Wall Hung Split System

I noticed there is a flashing green light on my Hitachi Split System, what does this mean?

It's nothing to be worried about! The flashing green light is a reminder to clean your filters and appears after a certain amount of operating hours. To reset the reminder, simply hold the blue 'Swing' button for a few seconds when the control is turned off and it will disappear.

How often should I have my split system serviced?

We recommend that a split system is serviced every 12-24 months. It doesn't really matter which time of the year, as a split system has both heating and cooling in the one unit so it will always be used.

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What does it mean if my split system indoor unit is dripping water?

If your split system is dripping water from the inside unit, Please give our office a call as the drain at the back of the system may be blocked or dislodged.

Why is there water coming from my outdoor unit?

All split system outdoor units will condensate water, especially when they are on the heating cycle where it may condensate a few litres of water when being used. This is perfectly normal and no cause for concern.

My unit is not blowing cool air.

If you have checked your settings on your controller and it is still not blowing cool air, Please contact the Plum office as it may need a service call out.

Ducted Refrigerated Cooling

What is zoning in a ducted system?

A 'Zone' is able to shut off the heating / cooling in certain areas. This is especially handy when you want to turn off areas that are not being used (such as living areas at night, some bedroom areas during the day, etc) to lower the running cost of the system.

How often should I have my unit serviced?

We recommend that a Refrigerated system is serviced every 12-24 months. It doesn't really matter which time of the year, as a split system has both heating and cooling in the one unit so it will always be used.

What are the benefits of having my unit serviced?

A service will ensure that the unit is operating at its maximum performance and if there are any issues they can be rectified before they get any worse. It will prolong the life of the system because it is being well maintained!

My unit is not blowing cool air.

If you have checked your settings on your controller and it is still not blowing cool air, Please contact the Plum office as it may need a service call out.

Why is there water coming from my outdoor unit?

All refrigerated outdoor units will condensate water, especially when they are on the heating cycle where it may condensate a few litres of water when being used. This is perfectly normal and no cause for concern.

There is an error code on my controller with a number flashing, what's the problem?

Check the switchboard on your house to make sure the power for the Aircon is on. Please contact the Plum office and we can diagnose the error code and find a solution.

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Gas Ducted Heating

How often should I have my unit serviced?

We recommend that a heating system is serviced every 12-24 months. It is good to get it done just prior to winter before it gets too cold!

What are the benefits of having my unit serviced?

A service will ensure that the unit is operating at its maximum performance and has no issues that can be rectified before they get any worse. It will prolong the life of the system because it is being well maintained!

What is zoning and can I add it my gas ducted heater?

A 'Zone' is able to shut off the heating / cooling in certain areas. This is especially handy when you want to turn off areas that are not being used (such as living areas at night, some bedroom areas during the day, etc) to lower the running cost of the system. This can only be done with 4,5, and 6 star heaters.

There is a 'Reset' on my controller with a number flashing, what's the problem?

Please contact the Plum office and we can diagnose the error code and find a solution.

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MAINTENANCE FOR SYSTEMS

Why you should service your system every 12-24 months

After your heating or cooling unit is installed, we recommend you have it serviced every 12-24 months. This service will help ensure it continues to run safely, and helps to detect any problems early before they become much larger and much more costly. Units that go without a service for an extended period will always see a reduction in the quality of air it produces and can be prone to dust and bacteria if not maintained. We can also pick up if there are any problems while the system is still under warranty from the manufacturer. If there are any issues, we will arrange this before the warranty expires.

We're proud to offer customers preventative maintenance checks to ensure that your system will be working its best and is prepared to handle those peak heating/cooling seasons. Our comprehensive checklists are designed specifically for each different unit to ensure a thorough service every time, and are always carried out by one of our fully trained technicians.

PREVENTATIVE SERVICE/SAFETY CHECKS

Evaporative Cooler – 9 Points

- ☼ Clean filter pads
- ☼ Clean internal water tank
- ☼ Clean internal system housing
- ☼ Check water distribution across filter pads to ensure complete saturation
- ☼ Check roof flashings are waterproof and free from all obstacles
- ☼ Check airflows
- ☼ Check waterlines for any leaks
- ☼ Check drain pipe
- ☼ Full function test

Ducted Refrigeration System – 7 Points

- ☼ Clean filters
- ☼ Flush through drain to eliminate insects and foreign matter
- ☼ Check for refrigeration leaks
- ☼ Clean outdoor compressor
- ☼ Check ductwork
- ☼ Check electrical connections
- ☼ Full function test

Split Systems – 6 Points

- ☼ Clean filters
- ☼ Flush through drain to eliminate insects and foreign matter
- ☼ Clean indoor fan coil
- ☼ Clean outdoor compressor
- ☼ Change batteries in controller
- ☼ Full function test

Heater Systems – 7 Points

- ☼ Clean and check fan, remove any dust or lint build up
- ☼ Check all airflows
- ☼ Check gas pressures and joints for any leaks
- ☼ Carbon monoxide test
- ☼ Clean return air filters
- ☼ Check all electrical connections
- ☼ Full function test

Duct Cleaning

Please call our office staff to obtain pricing for duct cleaning.

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