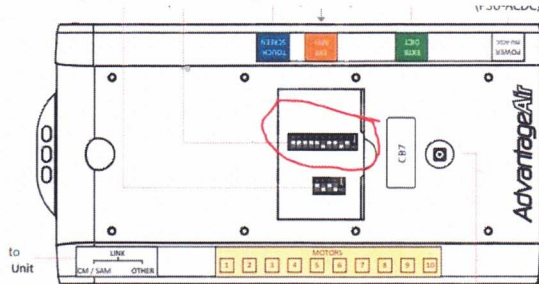


MyAir Daikin warranty site assessment.

Error code reporting. We report through MyAir errors (demarcated with AA at the start – for example AA4) or unit errors (demarcated unit error code – for example, unit error code UA). For the unit error code, we are simply reporting the error code from the unit. In terms of the error codes with AA prefix,

Common Site attendance issues

1. **Temperature reading set up not correctly.** When the end user is experiencing the unit over running past set point. Two set up options:
 - a. Reading temperature from the Daikin return air sensor (standard for eZone systems)
In the control box, Dipswitch 5 should be in the on position
Daikin field setting should be 20 – 2 – 02
The MyAir or eZone in this case provides daikin the mode and set point, and the daikin return air sensor determines cycling.
 - b. Reading temperature from the MyAir sensors (preferred for MyAir systems)
In the control box, Dipswitch 5 should be in the off position.
Daikin field setting should be 20 – 2 – 03
The MyAir in this case provides daikin the mode, set point and actual temperature from the MyZone sensor



2. **AA1 error codes.** This is a communication error between the MyAir control box and the Daikin unit. It is either an issue with the MyAir control box, the P1:P2 loam (see below) or the Unit. Checking process:
 - a. We often find that there has been a circuit breaker tripped taking out power to the Daikin unit, simply getting the power back on restores the communication.
 - b. Daikin board has stopped working – we check this by verifying if the board on the left hand side of the fancoil has a flashing green LED
 - c. P1P2. Our loam requires Red to P1, Black to P2
 - d. The P1P2 loam needs to be kept as far away from 240V as possible. We sometimes find it pushed into the Daikin electrical section across the 240V power supply. This can interrupt the communication between the MyAir control box and the Daikin unit. Simply moving the loam away can clear this.
 - e. If all of above is fine, we then connect a Daikin controller to verify the unit is fine. We then look to work on the control box from the MyAir
3. **AA3 error.** This is an error code for communication error between control box and unit. We find it comes up with Daikin and MyAir systems after an electrical storm or disturbance. Most of the time a power reset to both the Daikin unit and the MyAir will clear this error and restore the system.
4. **Apps on the screen not up to date.** There is a App on the screen called Playstore, this app needs to be set up so the screen can do automatic updates. If this hasn't been set up, we then get the end user to call 1300850191 customer care and they can work through with the client to set up the screen correctly and update everything. Main ones to review – MyPlace, AA Service v2, Tap Tap to Wake.

5. MyAir can't control the domestic bulkhead ducted range. This is the series that is supplied with a wireless remote control. But MYAIR DOES work with the VFR series

6. **AA44.** Communication error between control box and screen. Can be screen, blue cable or control box. Sometime find blue cable in wrong port on CB, or duct/fluff in the puck in the back of the screen where cable goes, or out of date app.

7. **VRF systems** – common error is the installation company doesn't set a master fancoil. We ask them to change one of the fancoils to field setting 22-9-01 to be the master and the slaves 22 – 9 -01.

8. **Zone issues.** The most common error we find is plugging the zones in after power has been established to the control box. When power is first applied to the control box, it goes through a set up – checks all the ports that have something disconnected. If there are no zones plugged in, it will deactivate that port. So if plugged in retrospectively, the port is inactive.

So for all zone issues, the first thing we ask for is a power reset.

Then make sure the beige cable is plugged in correctly on both ends

I typically take up a beige cable and zone motor to test the control box on site in the ceiling. So I will unplug zone by zone, do a power cycle through the transformer, and verify the zone opens and closes automatically. Then go to the next one.

Other general issues:

1. Playstore needs to be set up to keep the apps for the system up to date
2. Time needs to be changed from Perth to Sydney – this will prevent mobile app connection issues and make sure their scenes and events run to actual time and not Perth time.
3. Cables for the zones need to be our ones. They come in a 6m, 10m & 20m length. Please do not join them or use a joiner. Non AA cables, joining cables etc can result in wrecking the zone port on the control box