

## Installation Notes

- It is important to keep the instructions sent in the control box as these have the step by step notes for installation for the brand being installed. The control box is different for each brand of AC, for example a CB9DK is for Daikin and a CB9PA is for Panasonic etc.

## Common Installation Issues

- It is critical that the touch screen is not located near 240 volt including 240v cables in the wall space, light switches and dimmers. The back of the screen (the PUK) and the cable can not be within 130mm of 240v cable and light switches and not within 500mm of a dimmer switch. The screen will fail over time if located close to 240volt, there is no warranty on failed screens installed to close to 240 volt.
- The Blue Comms and Black Interconnecting cables cannot be within 130mm of 240 volt or cross 240 volt cables, this will effect the communication and cause a failure over time or immediately on installation.
- All errors are shown on the touch screen including Advantage Air product errors and the AC unit errors. If a fault is an Advantage Air product fault code it will start wit AA, if it is an AC unit fault it will state 'unit error' and the manufactures fault code for you to look up on their web-site.
- A list of fault codes and the method of fixing the fault are detailed on the myhomehub.au web-site in the Red section under Product Manuals and Data Sheets.

## Web-Site

- My Home Hub has a web-site with a library of information. The Web address is myhomehub.au the red section is the library, this contains :
  - Videos showing common installation instructions
    - Connect Tablet to WIFI
    - Isolator Reset
    - Update Apps
    - How to use My Comfort
    - How to connect Phone to system
    - Create a Google Play store account
    - Set up Monitors
    - Set a scene
  - Product User Manuals for Customers
  - Installation Manuals and Data Sheets on products
  - Warranty Claim Form

## Contact Details

- For Installation Assistance :
  - Advantage Air Call Centre : 1300850191
  - My Home Hub Office : 8726 0729
  - Please let a message if the phone is not answered for both.
- My Home Hubs Address :
  - Unit 12 38-44 Dandenong Street Dandenong
  - Open Mon to Fri 0700 to 1600

## Hints and Tips

- Best to have My Air or Ezone powered from AC plant power circuit to assist with system reset using isolator switch. Any system reset must be no less than 15 minutes power off.
- Time zone must be set on tablet, if no WIFI available at the time of installation please hotspot your phone as this will prevent owner being able to connect remotely.
- Google Play Store must be set-up for owner to receive system updates through Google Play Store. Failing to complete system updates can lead to system failures.
- By pressing the button on a paired sensor in front of the screen it will indicate the zone it is connected to, this helps to ensure that the sensor is installed in the correct zone.