

## Frequently Asked Question

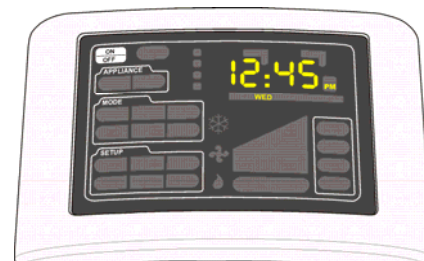
### Touchpad

#### How do I reset my ducted heating / cooling control?

When a control system goes to a fault scenario and requires resetting, there is generally a good reason for this. This could be as the result of a failed component, installation issues etc.

Before attempting to reset the unit, note the fault code on the screen should you have to report it with a service request.

Resetting the unit does not always resolve the issue, but if there has been an interruption to services the unit may restart OK. If there has been a failed component or a persisting installation issue, the unit will go to fault again.



#### Resetting the Unit

To reset the unit with the wall control use the following steps:

**Step 1** Press and hold the reset icon until a beep is heard. After a short period of time the RESET icon should disappear.

**Step 2** Turn the control ON and start the unit.

If there is no persisting problem, the unit will restart.



When requesting a service call for a failed unit, please note these fault codes and advise them to the call centre operator. This will assist our service technicians to carry the correct components for the service call.