

Frequently Asked Question

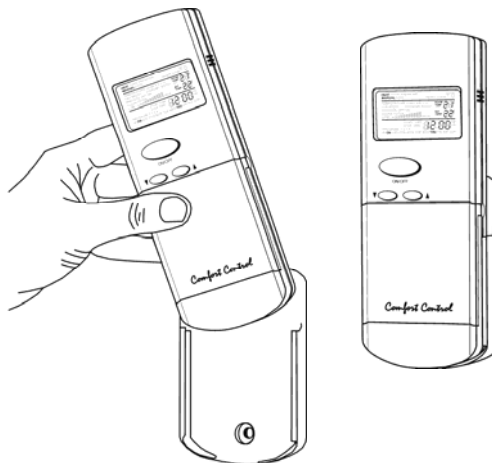
Comfort Control

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 / RF control use the following steps:

Step 1 Open the control door.

Step 2 Press the SET TIME/PROGRAM and ENTER buttons together and the word RESET will disappear from the screen.

Step 3 The unit should then restart..

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.