



**FORD & DOONAN**  
Air Conditioning Systems

# Operating Instructions

for your Ford & Doonan Ducted System



# Congratulations!

Congratulations on your new Ford & Doonan Air Conditioning System. You can rest assured you have received a system of the highest quality, backed by the very best customer service. Before operating the air conditioner, please read this operating manual carefully. It will advise you on how to operate the unit correctly, understand the air conditioner's advanced features and help you in the unlikely event that a problem should occur.

Please keep this manual in a safe place for future reference.

**Thank you**  
for purchasing  
Ford & Doonan  
Air Conditioning



**FORD & DOONAN**  
Air Conditioning Systems

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Scan to view our Operation Videos on our website or visit [fordanddoonan.com.au/operation-videos-and-manuals](http://fordanddoonan.com.au/operation-videos-and-manuals)

# 1. Important Safety Instructions

Never remove any fixed covers on the indoor or outdoor unit. Removal of the covers may expose fast moving fan blades or electrical components operating at a hazardous voltage. Contact with the blades or high voltage components may result in injury or electric shock.

Never insert any objects into the openings of the indoor or outdoor unit. This may damage the product or result in injury to the person inserting the object.

Do not expose the indoor unit or remote controller to rain or moisture. Water or other fluids on the electrical components may result in fire or electric shock.

Always replace any blown fuse with a fuse of the same specification. The use of the

wrong fuse may allow the electrical wiring to overheat and catch on fire. If the correct type of fuse continues to blow, or the circuit breaker continues to trip, contact Ford & Doonan Service Department.

Never operate the air conditioner without the return air filter(s) in place. Operating the unit without the filter(s) will allow dust to enter the indoor unit and build up on the heat exchanger coil and fan motor. This will cause a malfunction of the unit, which will not be covered by warranty.

This electrical appliance is not intended for use by young children. Young children should be supervised to ensure that they do not play with the outdoor unit.



## Main switch

Ensure you are familiar with the location of the main switches for the air conditioning system. These switches are normally located adjacent to the outdoor unit and in the fuse box/switchboard.

If the air conditioner is not going to be used for an extended period of time or you are going away on holidays, the main

switch should be turned off to prevent accidental operation of the air conditioner. When turning the system back on, the main switch must be turned on at least 6 hours before the air conditioner is operated to warm up the compressor. Failure to do so may result in damage to the compressor, which will not be covered by warranty.

## 2. Zone Operation

### Applicable when your new system has zones fitted

- For operational instructions please refer to the attached sub manual (if applicable).
- It is possible to run all zones at the same time, however, the system will not be running very efficiently.
- You may operate two or more zones at once, depending on the capacity of your unit, design and heat load. For example, under maximum heat load (a hot day) it is better to have fewer zones on than under a low heat load (at night) when an extra zone may be turned on.
- We recommend turning on the living areas during the day and closing any bedrooms and other zones that are not needed. At night it is best to turn off any living areas and keep the bedroom zones open. This will allow the best efficiency of the system.
- The zones can take up to 2 minutes to open or close.
- If some zones do not have enough air flow check how many zones are open. Close off any zones that are not needed and see if air flow increases.



# 3. Outlets

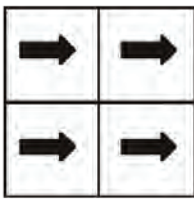
## Multi-Directional outlets

Multi-Directional outlets (if applicable) are designed to give maximum adjustment to airflow. Each of the four cores (called louvre panels) is adjustable by lifting and turning to direct air from one direction to another. For the distribution of cool air, the louvre panels are set to deflect air horizontally across the ceiling. For high ceilings and heating systems the louvre panels are adjusted to achieve 40% downward flow. For spot cooling and heating, the louvre panels oppose each other for a vertical down airflow. The outlets can be manually closed during winter if the

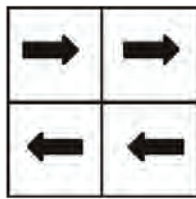
system is not used for heating, although this is not a necessity.

## Sidewall registers

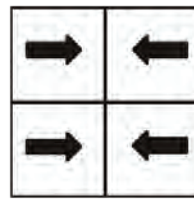
Sidewall registers (if applicable) have vertical and horizontal blades that are adjustable. The blades are manufactured not to rattle. Any adjustments are required to be done with the assistance of long nose pliers with insulation tape wrapped around the ends so the paint of the register is not damaged. Gently move the blades to the desired position.



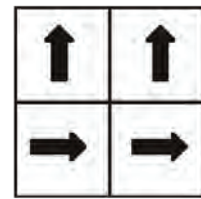
**ONE WAY**



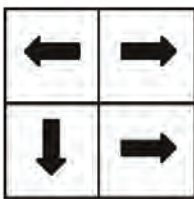
**TWO WAY**



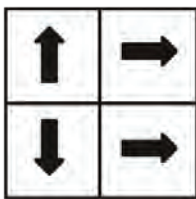
**TWO WAY**



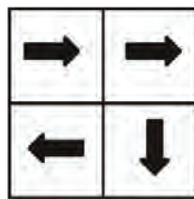
**TWO WAY**



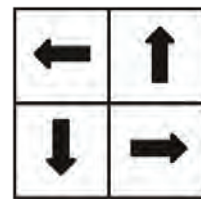
**THREE WAY**



**THREE WAY**



**THREE WAY**



**FOUR WAY**



# 4. Maintenance

## 1. Cleaning the air filter

If you have a clean air filter pack, please call your Ford & Doonan store to purchase a replacement filter. We recommend replacing the filter every 12 months, if you have allergies or pets, we recommend replacing the filter every 6 months.

To clean your filter, remove the filter, hose it down and leave it a couple of hours to dry. Once this is done do not forget to press the filter reset button on your air conditioning controller.

## 2. Cleaning the outside panel

Cleaning of the outside panel is easy, by using a soft cloth or a cloth dampened by a neutral detergent solution. Never use paint thinner, other chemical products, or polishing powder when cleaning the outside panel. A good quality car polish can be applied to the painted surfaces to increase the paint's durability.

## 3. When the unit is not being used for an extended period

- Switch off the main power switch.

- Rust preventative coating has been applied to the outside cover. If corroded, repair by painting.
- Clean the condenser to remove dust and excess waste (leaves, paper, etc.).

## 4. Maintenance service contract recommended

To ensure your system delivers cool, fresh air throughout the year and that your warranty is valid, it's essential you maintain it regularly. Preventative maintenance by qualified technicians has been proven to reduce the risk of failure of plant and equipment and maintain the efficiency of the overall installation.

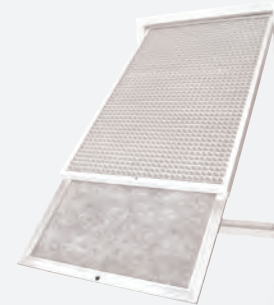
Servicing by a qualified Ford & Doonan technician is recommended. For domestic operation of the air conditioning system we recommend an annual service. If equipment is subjected to heavy use a bi-annual service frequency is desirable.

Contact your Service Department (9331 8800) to set up automatic service reminders and ask about our three year service packages at a reduced cost.

We recommend replacing your disposable filter every 12 months



DISPOSABLE filter



WASHABLE filter

# 5. Common Queries

**If the air conditioning is not running or the cooling effect cannot be achieved as desired, check the following points before requesting repair or service.**

If the air conditioner does not function please check the following:

Is the power switched ON?

Has the power fuse failed?

Is power supplied?

Has the circuit breaker tripped?

Is the temperature indicator set in the correct operating position, or to a position which is too high for the cooling operation?

## **How to perform a reboot of your air conditioning system**

Before calling the Service Department please perform a reset of your air conditioning system. As any electrical appliance, power dropouts or surges can interrupt the operation of the system. In most cases a reboot is all that is required. In case the system has never been used before, make sure that the main switch has been turned on for at least 6 hours before using the air conditioning unit.

Locate the isolator switch at the outdoor unit. It is a big white switch at the outdoor unit. Turn it off and wait 3 minutes before turning it back on.

If the system does not reboot, or the fault still appears please call the Ford & Doonan Service Department.

## **Not cooling or heating as desired please check the following:**

Is the thermostat set to the proper position to heating or cooling?

Is there an obstruction near the air intake or outlet port?

Is the air filter free from clogging by dust, dirt, etc.?

Are doors and windows completely closed?

## **Smoke coming from outdoor unit?**

In cold weather you may see what appears to be smoke coming from the unit. This is just steam being released when the unit is in de-ice mode. Further you may notice the unit icing up and appearing frozen. This is normal as long as the system completes a de-ice cycle.

## **“Filter clean” displays**

If a small tap or spanner symbol appears, this indicates it is time to clean or replace the filter. Press this switch to reset and clear the symbol once you have cleaned or replaced the filter. Please see Maintenance for more information on how to clean your filter. If the spanner symbol appears with a fault code, it is advising you of a problem and you will need to contact your Service Department.

## **Faults:**

If the **“CHECK”** indicator starts flashing, this means there is a fault at hand.

In this case, or if fault codes appear, please call your Service Department with the fault code, explain the problem and they will be able to assist with the issue.



## 6. Performance Expectations

### Hot weather

Heat load calculations and manufacturers capacity ratings are based on an outside temperature of 36°C. When the temperature exceeds this, the performance of your air conditioner will fall away the hotter it gets and room temperatures will increase accordingly.

### Cold weather

Heat load calculations and manufacturers capacity ratings are based on an outside temperature of 7°C. When the temperature is lower than this, the performance of your air conditioner will fall away the colder it gets and room temperatures will decrease accordingly. The above conditions do occur in Perth and there will be nothing wrong with your air conditioning unit when it happens.

### Heating performance

Hot air rises and the room temperatures at different levels will be different. It is normal that some parts of the room will be warmer than others. The same applies on cooling mode but to a lesser degree.

### Return air

Your system will usually be designed with one only return air grille. The area around the return air grille will always be drafty, and in Winter, always much cooler than the rooms. This is why we select hallways or other “non occupied rooms”. You will have to leave any room’s entry door ajar to allow the conditioned air to come back to the grille. You cannot close the door as performance will be affected. We have options to overcome these situations, so please discuss this with your consultant.

### Zones

If we have installed zones, then they cannot all be turned on together without effecting performance. On low load days or nights your air conditioner can handle a larger area at one time. Your air conditioner can only handle the percentage of the home we mention in our letter at typical design temperatures. Turning on less zones will effectively increase the available capacity you have.



# 7. Performance Tips

## 1. Temperature setting on your air conditioning unit

We recommend that in summer you set the cooling cycle at 24 degrees and in Winter the heating at 21 degrees. On very hot days (above 36 degrees) or cold days (below 7 degrees) one can increase the temperature in Summer and decrease in Winter, to keep the efficiency of the air conditioning.

## 2. To keep the comfortable temperature without extra heat loading

The easiest solution to start your air conditioner earlier in the day by using your timer setting. On hot days start the air conditioner before your heat load increases so the air conditioner can get a head start. On cold days start the air conditioner whilst it is still warm outside (above 12-15°C). This will let the air conditioner deliver maximum capacity before performance falls away. If your system has zones (residential only) reduce the number of zones turned

on when the external conditions are extreme. The smaller the area being air conditioned, the better it can cope.

## 3. Close doors of rooms that are not being air conditioned

When operating an air conditioning system that utilises the zoning technique, remember the system has only a certain capacity, therefore the idea is to air condition the areas you are occupying at the time. With this in mind, it becomes prudent to habitually close the doors that lead to a non air conditioned area, thereby reducing the total area being subjected to air conditioning. This will enhance the effectiveness of the machine.

## 4. Allow air flow to return air grille

You will notice that the larger return air grill is normally located in a central position in the building. It is important to encourage the airflow towards this grille. This grille is drawing the total air capacity of the system through it and therefore



requires unrestricted airflow. Depending upon the building, you may need to open or close doors around this area to keep the air flowing to this grille.

## 5. Regular cleaning of the filter is important

The return air grille in most cases also contains an air filter. This air filter, depending on the system usage and other air quality factors, will need to be cleaned regularly. To do this, simply open the grille and slide out the filter. In most cases it is best to hose the filter clean, although some people prefer to vacuum the filter. Remember, regular cleaning of the filter will improve the system efficiency.

## 6. Clean outdoor unit and surroundings

The condensing or outdoor unit is located in a position to best suit the building and the occupants. It is important to maintain cleanliness around the unit, for example sweeping away any build-up of leaves or general flotsam. It is critical to not inhibit the airflow coming from the condenser, therefore general garden paraphernalia or other equipment should never be

stacked on or lent against the condenser. Similarly if a garden is developing around the condenser, this can be an advantage as some of the sound from the condensing unit will be absorbed, although a robust bush can block the air flow so consideration should be given to this. It is also imperative to keep the condensing unit accessible for servicing purposes.

## 7. Sizing of equipment

When we recommend a unit we have completed a heat load calculation on the area. We have assumed the following:

- Curtains will be drawn closed in both sunny Summer days and at night in Winter.
- Ceiling insulation has been installed directly above your ceiling (not just anti-con or sisalation)
- Doors and windows will be left closed.

If any of the above changes, your air conditioner may not be large enough to maintain acceptable room temperatures.



**Installation, Configuration & User Manual**  
**for**

**iZone 400 to 435**

**Air Conditioning Control Systems**

Need this manual in a larger format? Download a copy

[www.izone.com.au](http://www.izone.com.au)

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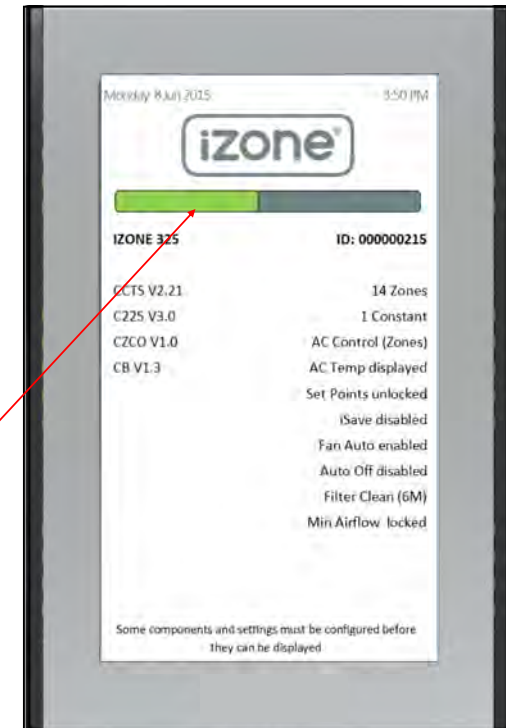
# 3.0 System initialisation

All new or modified systems must be initialised prior to system configuration.

To initialise the system press the reset button on any colour touch screen. The time to initialise the system will vary depending on the number of motors connected.

The system will also initialise when power is restored after a power failure.

Progress bar will scroll while system initialises and tests all zone dampers



Using a pen, press the button on the underside or side of the screen.



# 3.1 During initialisation

This screen will be displayed whenever the system is reset or when power is restored after a power failure. None of the previous settings or parameters are lost.

System type

Components detected and software versions

The screenshot displays the izone logo at the top, followed by a progress bar that is approximately 25% full. Below the progress bar, the system type is identified as 'IZONE 425' with an ID of '000000215'. A list of components and their software versions is shown on the left, and a list of current system configuration settings is shown on the right. At the bottom, a note states that some components and settings must be configured before they can be displayed.

System type	ID
IZONE 425	000000215

Components detected and software versions	Current system configuration settings
CCTS V2.21	14 Zones
C225 V3.0	1 Constant
CZCO V1.0	AC Control (Zones)
CB V1.3	AC Temp displayed
	Set Points unlocked
	iSave disabled
	Fan Auto enabled
	Auto Off disabled
	Filter Clean (6M)
	Min Airflow locked

Some components and settings must be configured before they can be displayed

Progress bar

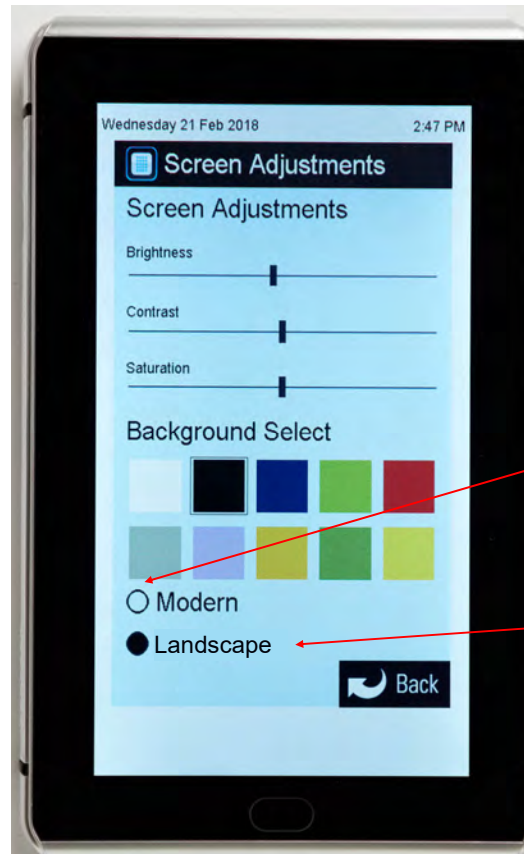
Current system configuration settings

This image is an example only. Your screen may display differently depending on the system type, what options are selected and the configuration settings entered by your installing contractor.

## 3.2 Changing the orientation and type of graphic Classic / Portrait



Press  
"Settings"



Press Modern if you want to  
change to "Modern" style of  
graphics.

Press Landscape if you want  
to remain in "Classic" style  
but change to landscape  
format

This image is an example only.  
Your screen may display differently  
depending on the system type,  
what options are selected and the  
configuration settings entered by  
your installing contractor.

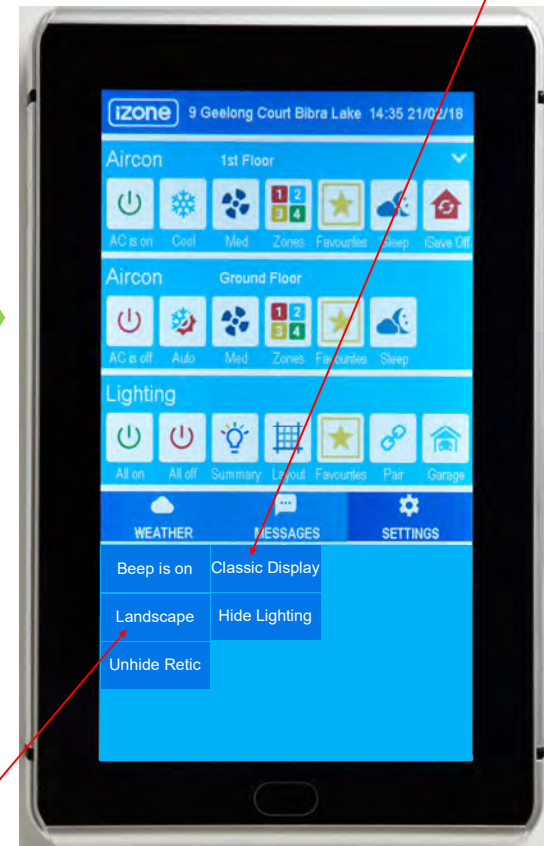
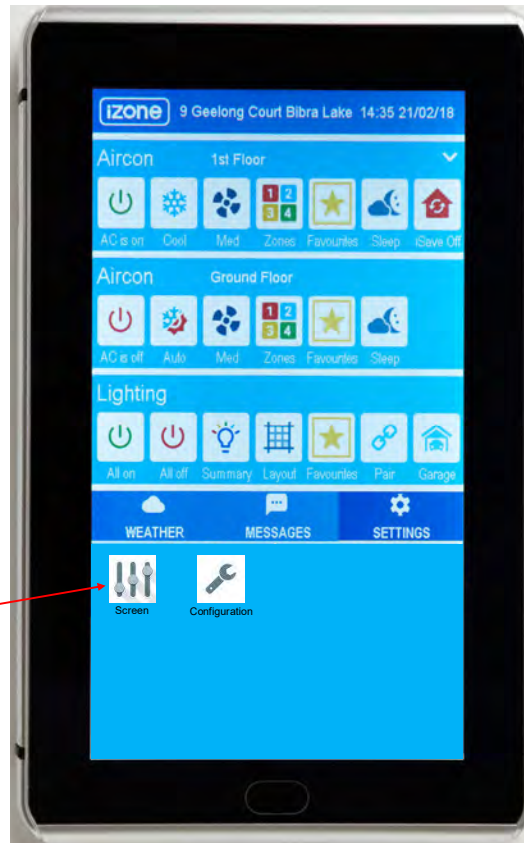
# 3.3 Changing the orientation and type of graphic Modern / Portrait



Press  
"Settings"



Press  
"Screen"



Press Classic Display if you  
want to change to "Classic"  
style of graphics.

This image is an example only.  
Your screen may display differently  
depending on the system type,  
what options are selected and the  
configuration settings entered by  
your installing contractor.

Press Landscape if you want  
to stay in "Modern" style but  
change to landscape format



## 4.0 System configuration

**WARNING !** Only qualified iZone installers should configure the iZone System. Incorrect configuration could result in damage to your air conditioning unit and system.

To configure your system click on the System Config icon on the home page.

Enter the system password “**wamfud**” and press the enter button. The enter

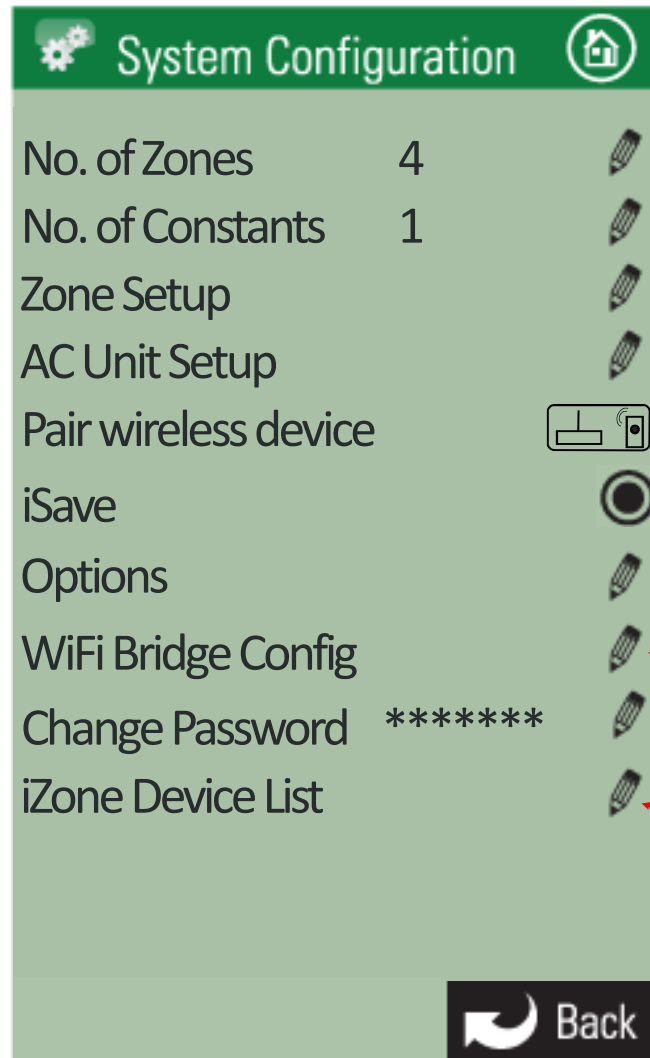


button must always be touched to save changes.

You will now be in the System Configuration area.

# 4.1 Configuration main menu

**Note:**  
Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have



Touch here to edit the number of zones installed.

Touch here to edit the number of variable electronic constant zones required.

Touch here to set up and configure each zone (see 4.2).

Touch here to set up AC Unit Configuration (see 4.3).

Touch here to pair wireless devices

Touch here to enable iSave icons. iSave components must be installed and electronic hardware set up accordingly

Touch here to set up Options

Touch here if you need to manually configure the IP address of the WiFi Bridge.

Touch here to change the system password

Touch here to list the devices and software versions detected by this system

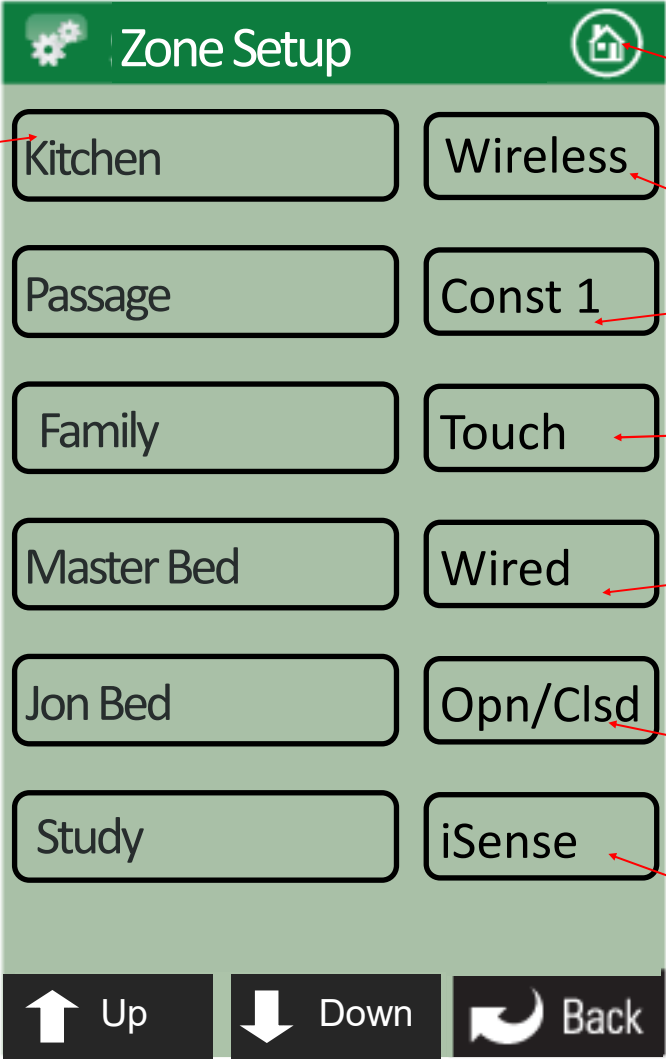
Touch here to go back to the Home screen

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# 4.2 Zone set up

If the zone has been named its name will show here



Touch here to go to the home screen

Indicates this zone is fitted with a wireless sensor. Touch here to change.

Indicates this zone is designated to be the first electronic constant zone.

Indicates this zone temperature is controlled via the sensor in a touch screen. Press here to change.

Indicates this zone is fitted with a wired sensor. Touch here to change.

Indicates this zone has been set up for Open / Close control only

Indicates this zone is set up for temperature control via an iSense controller

# 4.2 Zone set up (cont)

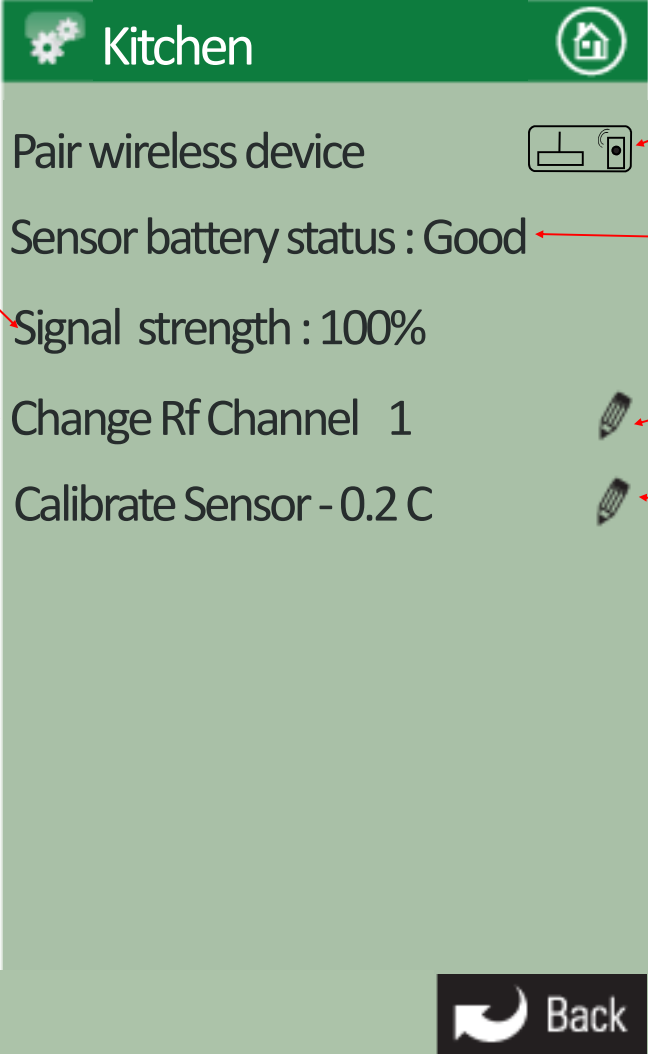
Indicates this zone has been configured to be climate controlled via a Wireless Sensor

Press here to view or make changes to the wireless sensor status and configuration

The configuration of this zone can be changed by simply selecting the appropriate button. Please note the correct hardware must be fitted for the zone to work correctly

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## 4.2.1 Sensor configuration



The screenshot shows the 'Kitchen' sensor configuration screen. At the top, there is a green header with a gear icon and the word 'Kitchen', and a home icon. Below the header, the screen displays several configuration options: 'Pair wireless device' with a wireless device icon, 'Sensor battery status : Good', 'Signal strength : 100%', 'Change Rf Channel 1' with a pencil icon, and 'Calibrate Sensor - 0.2 C' with a pencil icon. At the bottom right, there is a 'Back' button with a curved arrow icon. Red arrows point from text annotations to these specific elements.

Indicates the status of the wireless signal strength from the sensor in this zone. It can take up to 10 minutes of normal operation to get an accurate reading. To speed up the process press the Off / Auto button on the sensor 5 times.

Hold down the "Pairing Button" on the iZone wireless device. (see 4.2.2).  
Then press here to pair the device to your iZone system

Indicates the status of the battery in the sensor in this zone

Press here to change the Rf Channel

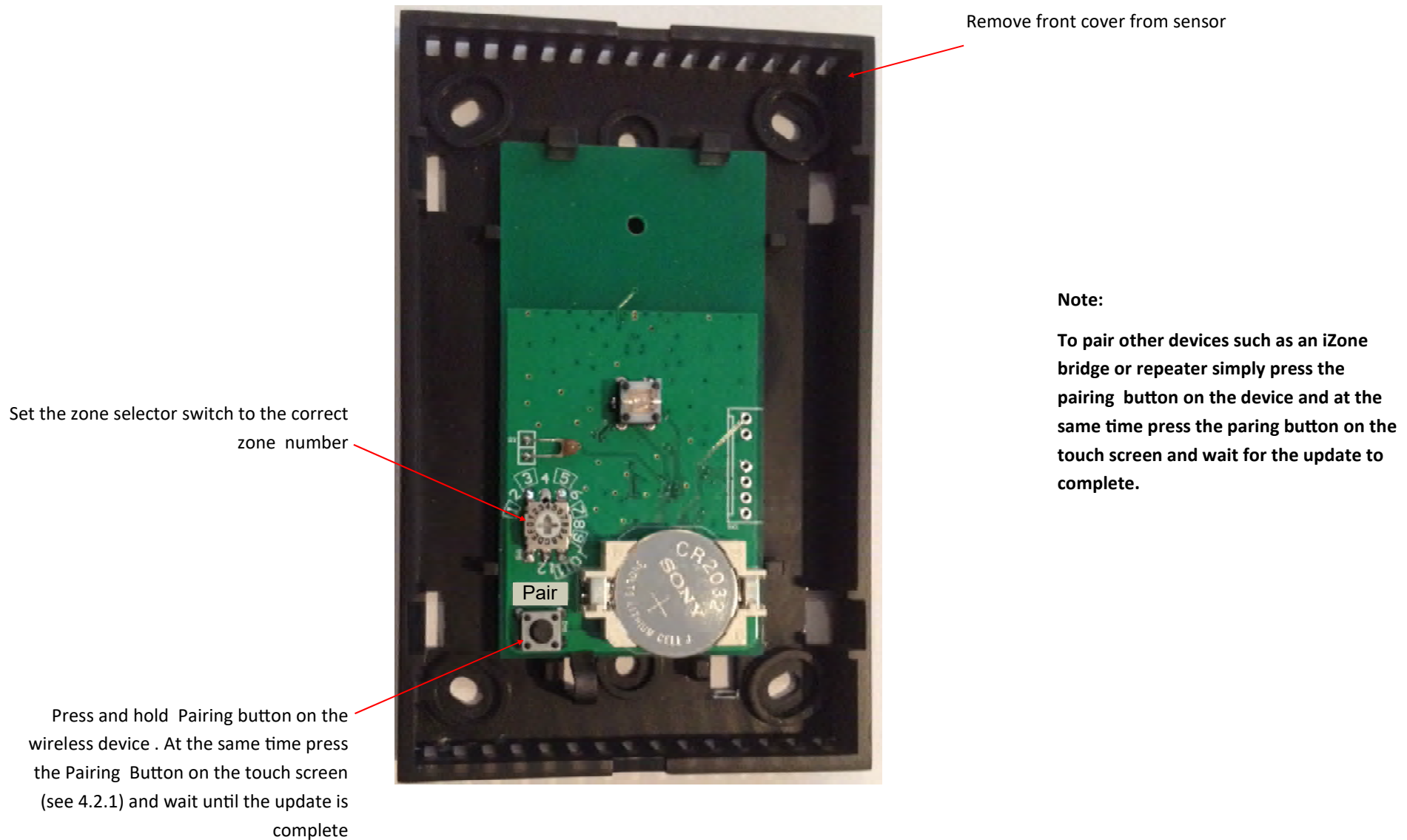
Press here to adjust the calibration of this sensor (See 4.2.3)

Displays the Radio frequency channel the system has been configured to. This channel can be changed if RF interference is being experienced.  
If the channel is changed all wireless devices need to be paired

Touch here to go back and save any changes.

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## 4.2.2 Pairing and configuring iZone RF Sensors

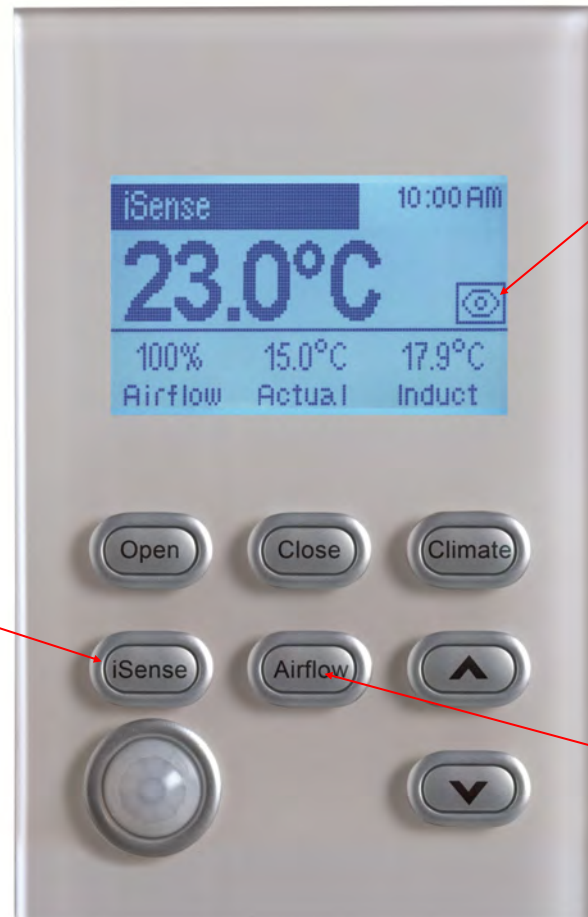


# 4.2.3 Sensor Calibration

The screenshot shows a mobile application interface for sensor calibration. At the top, a green header bar contains a gear icon, the text "Kitchen", and a home icon. Below this, a dark green bar displays "Calibrate sensor (22.2)". Underneath, there are three buttons: a "Down" button with a downward arrow, a central box containing "-0.2", and an "Up" button with an upward arrow. At the bottom right, there is a "Back" button with a circular arrow icon. Red arrows point from text annotations to these elements: "Re-calibrated temperature for this zone" points to the "22.2" value; "Current reading with calibration offset included" points to the "22.2" value; "Touch here to adjust the calibration down by -0.1 deg. C" points to the "Down" button; "Touch here to adjust the calibration up by +0.1 deg. C" points to the "Up" button; "Total calibration offset from manufactured setting" points to the "-0.2" value; and "Touch here to go back and save the changes." points to the "Back" button.

**Note:**  
Re-calibration of the temperature sensor in the touch screens can only be done from the touch screen you want to re-calibrate.

## 4.2.4 iSense controller configuration



Press and hold the “iSense” button to enter the Occupancy Strategy configuration menu. Follow the prompts to select the most appropriate strategy for your room or use the Custom Setup option to design your own strategy

**Note:**

When iSense has been activated movement is required in the range of the occupancy sensor to keep the zone operating. The use of the iSense feature in bedrooms, when the occupants are asleep, is not recommended.

Indicates the iSense has been activated on this controller.

Press and hold the “Airflow” button to configure the controller. Here you can configure the correct Zone to control and you can calibrate the sensor if required

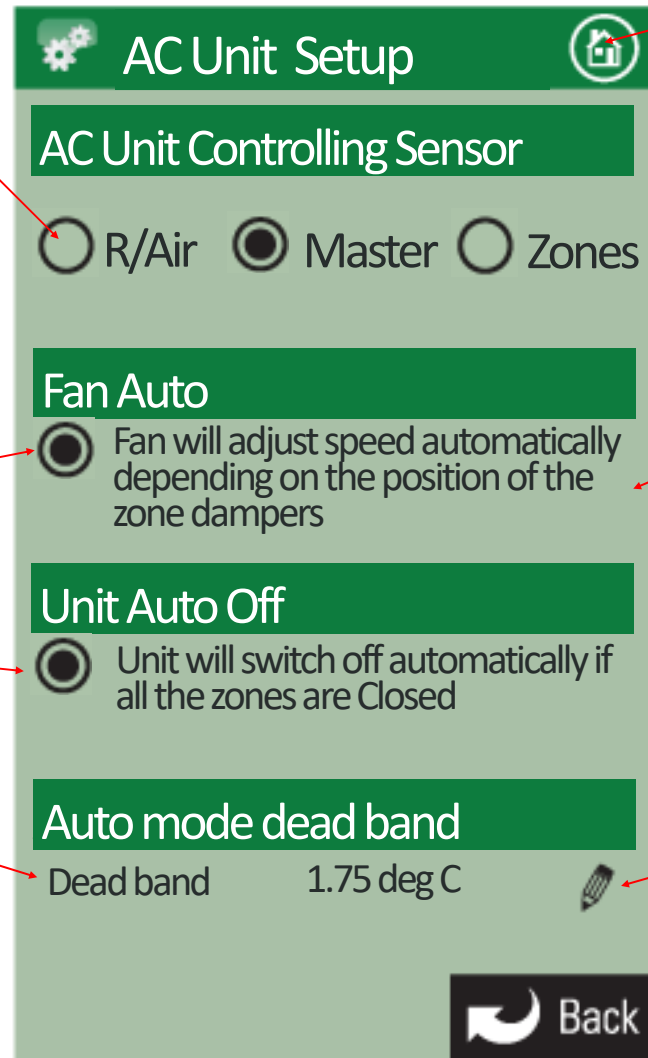
System reset button under here



# 4.3 AC unit configuration

Select method of controlling the AC unit.

- R/Air will control using the unit's return air sensor.
- Master will control the AC unit from the colour touch screen or zone sensor that has been selected as the Master.
- Zones will automatically control the AC unit from the temperature controlled zones (high select).



Touch here to go to the home screen.

Touch here to enable / disable this feature

To configure Fan Auto see (4.3.1)

Touch here to enable / disable this feature

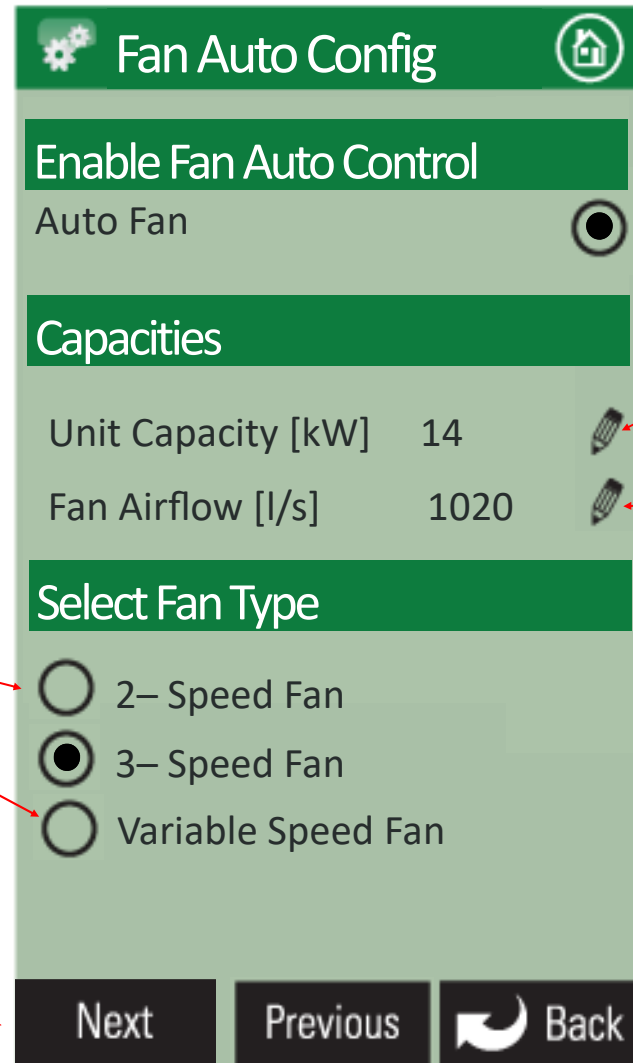
Indicates the current dead band required to automatically switch from Cooling to Heating. This dead band +/- 1.75°C from the controlling sensor's setpoint.

Touch here to adjust the deadband

Touch here to go back and save the changes.

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# 4.3.1 Fan auto configuration



Touch here to enable Fan Auto control and to proceed with Fan Auto set up

Touch here to set the AC Unit capacity for this system. The capacity selection will provide an approximate airflow capacity for the AC Unit.

Touch here to fine tune the airflow capacity. You can set the exact airflow in litres per second. This is available from the AC Unit manufacturer

Select the correct fan speed type for the system installed. Refer to AC Unit Manufacturer manual

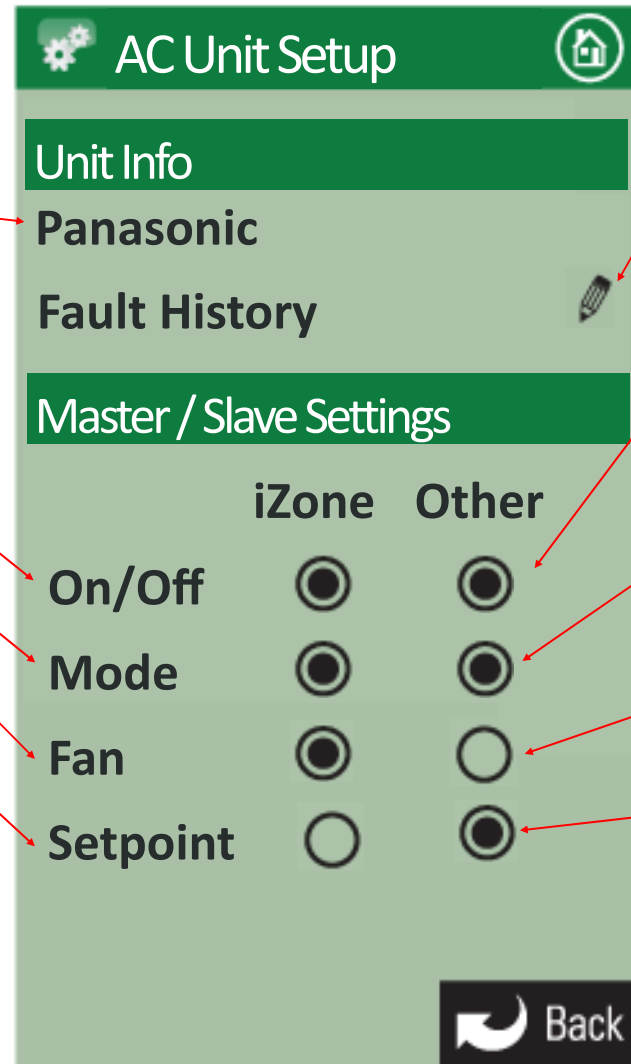
Only available on certain AC unit makes

Touch here to configure the zone areas (4.3.2)

# 4.3.2 Fan auto zone area setup



# 4.3.3 Master Slave Setup



Indicates a Panasonic AC unit module is connected to this system

Touch here to view the fault history for this AC unit.

System can be turned On and Off via the iZone controller and another non iZone controller connected to the Panasonic unit

System On/Off control

System mode can be changed by the iZone controller and another non iZone controller connected to the Panasonic unit

System mode control

System fan speed control

System fan speed can only be controlled by the iZone controller

System setpoint adjustment

System setpoint can only be controlled by a non iZone controller connected to the Panasonic unit

Touch here to go back and save the changes.

### Important Notes:

This is an Advanced setting and should only be attempted by suitably qualified iZone technicians.

These setting will only work with certain makes and models of AC units. Contact Airstream to check if your system is suitable.

The AC system controls may require additional PCBs, master / slave adjustments or controller addressing for these functions to operate.

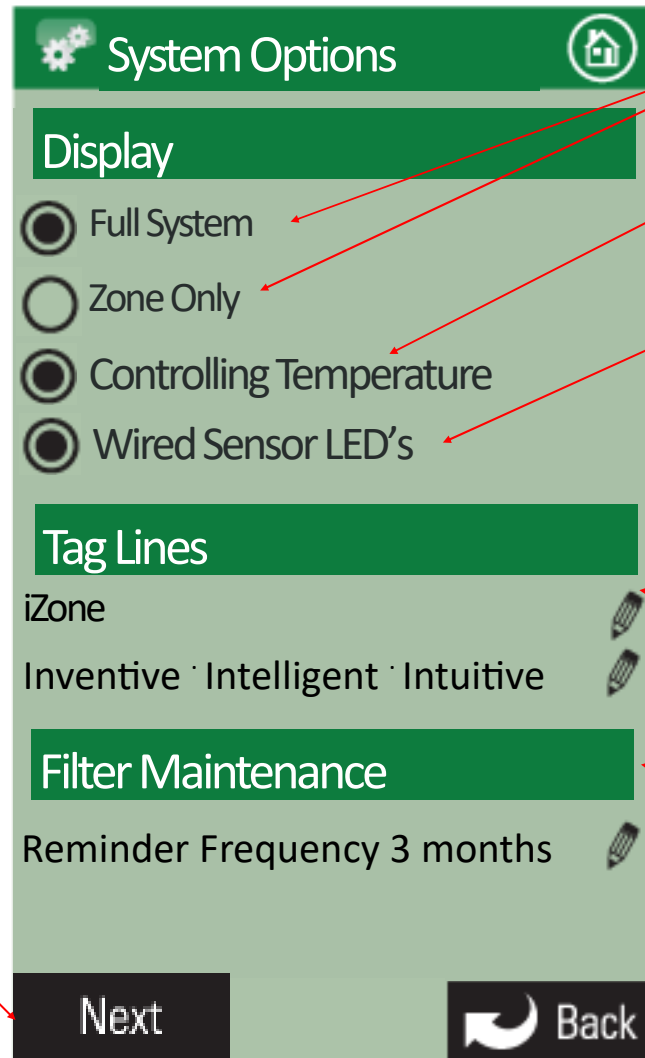
Airstream does not accept responsibility if these setting do not work correctly on your particular system

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# 4.4 System Options (Display, Taglines & Filter Maintenance)

**Note:**

Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have



Select either Full System or Zone Only

Select if you want the AC units controlling temperature to be displayed

Select if you want the LED on the wired sensors to be permanently on when the zone is in Auto mode. Disable if you only want the LED to display for a short period of time when set to Auto mode.

Touch here to change line 1 of the tag line

Touch here to change line 2 of the tag line

Touch here to change the filter clean reminder frequency

Touch here to go back to the previous configuration page

Touch here to go back to the next page of options

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# 4.4 System Options (Locks & Non Standard Damper Motors)

**Note:**

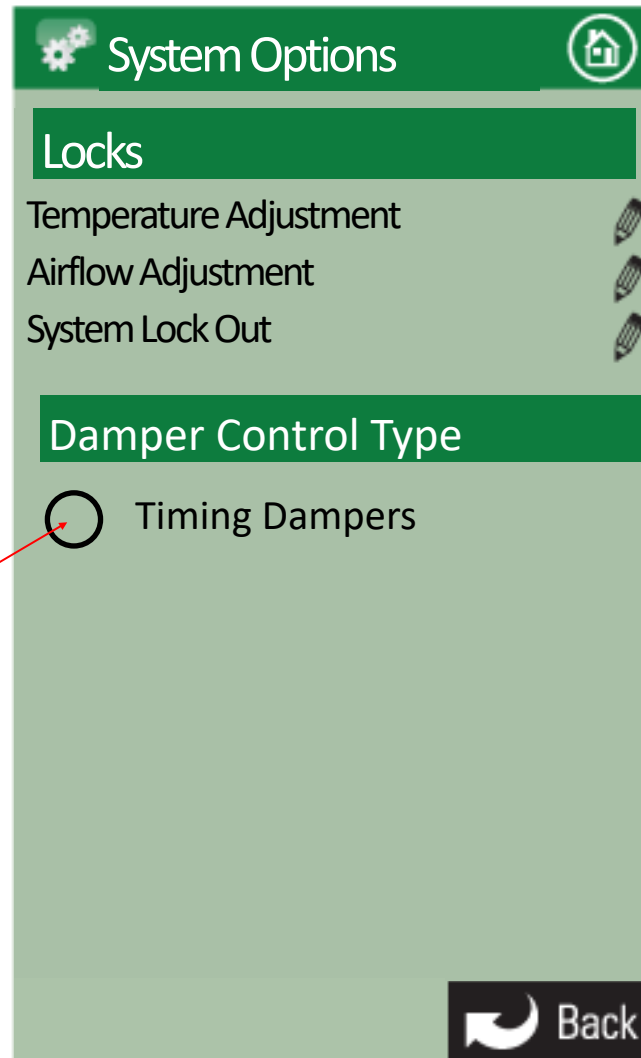
**Information on the configuration screen may vary depending which devices are connected to the system and which model of iZone you have**

Select here for non standard dampers such as Belimo.

You will need to type in the drive time in seconds from fully closed to fully open.

Please note this will change the timing for all motors in the system so you cannot have a mix of different motors on the same system when using this feature.

The damper fault detection is ignored when this mode is used.



Touch here to set limits for set point adjustment and to lock this setting

Touch here to lock airflow adjustment. You can lock minimum airflow only or both minimum and maximum air flow adjustments

Touch to lock the AC Unit. You will need to enter a PIN number and then the number of days you want the system to operate for, until it is automatically locked off. Do not forget your PIN. Service charges will apply for a technician to attend site to unlock your system.

Touch here to go back to the previous configuration page

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# 4.5 Wifi bridge configuration

The screenshot shows a mobile application interface for WiFi Bridge configuration. The title bar is green and contains a gear icon on the left, the text "WiFi Bridge Config" in the center, and a home icon on the right. Below the title bar, there are three green boxes displaying configuration details: "ID: 123123123", "IP: 192.118.27.69", and "MAC: 00:04:A5:G9:32:39". At the bottom, there is a dark navigation bar with three buttons: "Next", "Previous", and "Back" (with a circular arrow icon). The text "iZone Inventive · Intelligent · Intuitive" is centered below the navigation bar. Red arrows point from text annotations to specific elements on the screen.

Displays the iZone system identification number

Displays the Bridge IP address allocated by the DHCP

Displays iZone Ethernet controller MAC address

Touch here to go to the home screen.

Touch here to go to the manual WiFi configuration

Touch here to go back and save the changes.

Next Previous Back

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# 4.5.1 Manual IP Configuration

Select either Auto or Manual Configuration. If manual is selected you will need to know the IP, Subnet Mask, Default Gateway, Primary DNS Server and Secondary DNS Server addresses if applicable. If you require manual configuration please contact your IT specialist to assist you.

Touch here to go to the home screen.

The screenshot shows the 'WiFi Configuration' screen with a green header. Below the header are two radio button options: 'Auto Configuration' (unselected) and 'Manual Configuration' (selected). Below these are five sections, each with a green header and four input boxes containing the number '0': 'IP Address', 'Subnet Mask', 'Default Gateway', 'Primary DNS Server', and 'Secondary DNS Server'. At the bottom, there is a dark bar with three buttons: 'Apply', 'Previous', and 'Back' (with a circular arrow icon).

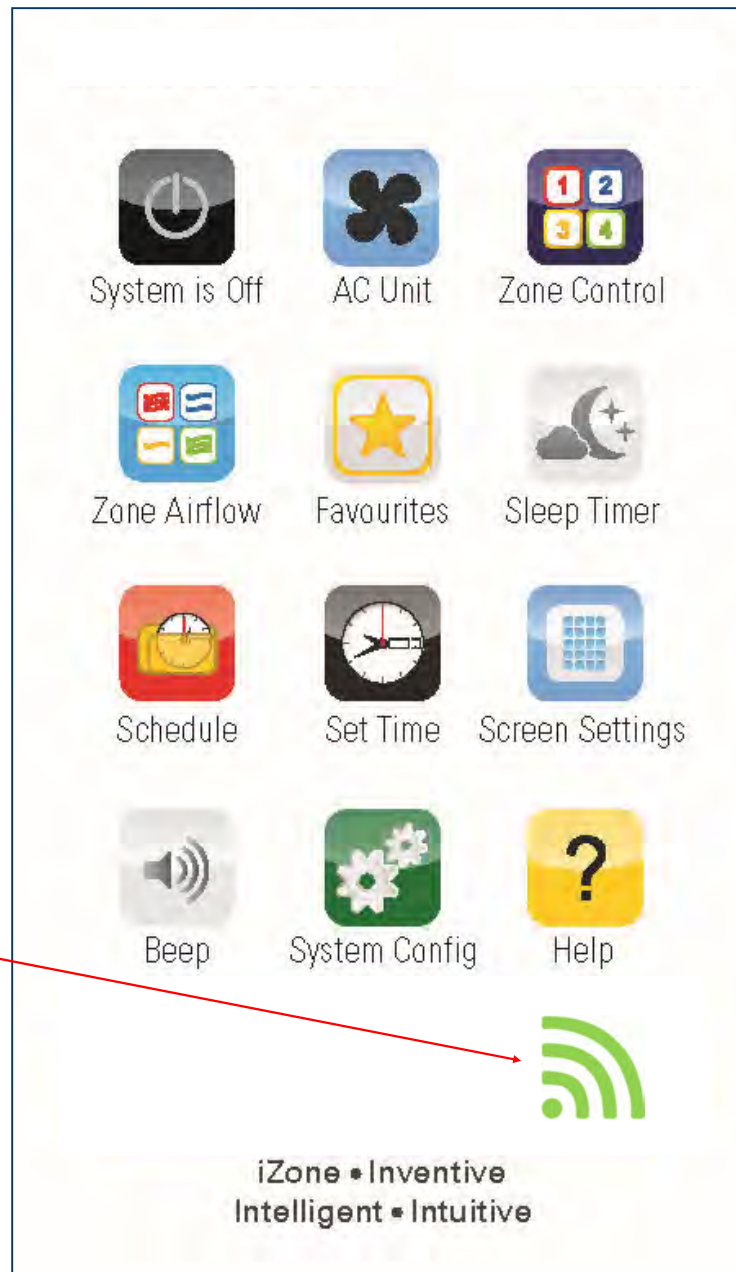
Touch here to apply the changes to the configuration

Touch here to go back without saving the changes.



## 4.5.2 WiFi connection

A green symbol indicates the iZone system is now connected to WiFi and ready to use



A grey symbol indicates the Bridge is connected to the iZone system but is not connected to the local computer network



## 4.5.3 Smart Phone or Tablet - System Requirements

### Smartphone or Tablet

- You will need a smartphone or tablet. The following platforms are supported: Apple & Android.

### System Requirements

#### iOS SOFTWARE REQUIREMENTS

- Compatible with iPhone, iPod touch, and iPad. iOS 6.0 and higher.

#### ANDROID SOFTWARE REQUIREMENTS

- Requires Android: 2.1 and higher.

### WiFi modem or network switch

- You will also need a compatible WiFi modem or network switch with a spare RJ 45 access port. Some WiFi modems, firewalls and security settings are not compatible with the iZone bridge and will need to be changed or replaced to enable the iZone app to run.

### Download the iZone App

- You will need an account with the manufacturer of your phone to enable you to download Apps from their

respective store.

- Apple—Apple App Store
- Android—Google Play Store
- Login to the respective store.
- To search for the iZone App type “iZone Controller” into the stores search menu.
- Select iZone Controller and download the iZone App.



# 4.5.4 Smart Phone or Tablet - Equipment Required and Configuration

## Equipment

- See 2.24 & 2.25 For details of equipment required and wiring diagram.

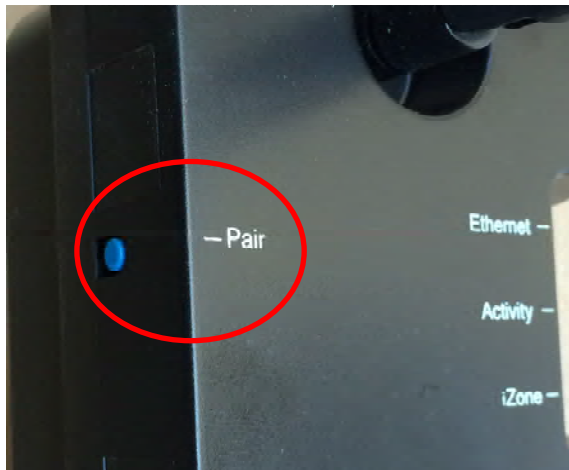
## Configuration

- Power up the WiFi Bridge
- Press the System Config button on the touchscreen
- Enter the system password “wamfud”



## Pair the wireless bridge to the iZone system

- Press and hold the blue button on the side of the Bridge. At the same time press the “Pair Wireless Device” button on the touchscreen



Pair Wireless Devices



- Wait a few seconds. Press the home button on the touch screen.
- The grey WiFi symbol should appear at the bottom of the home screen.



- Connect the RJ 45 cable from the Bridge to the modem / router. The symbol will change to 100% green.



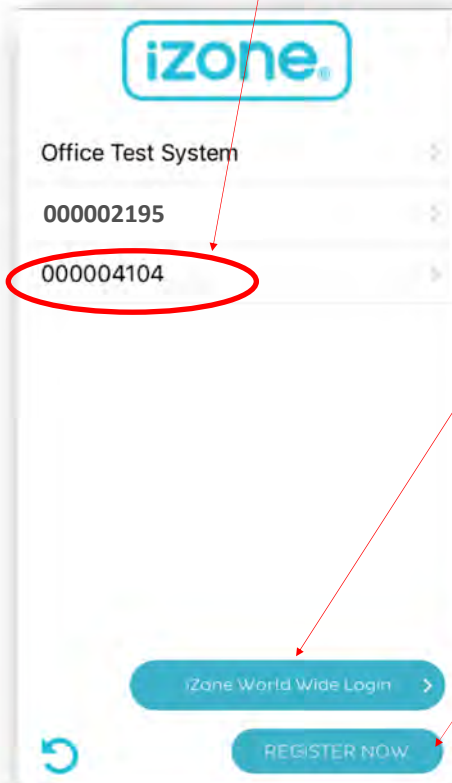
# 4.5.5 Smart Phone or Tablet configuration - Using your App

## Using your iZone App in your local WiFi area

- Press the iZone button on your phone or tablet.



- A nine digit number will appear on at the top of the screen. This is you system ID number. Press on the nine digit number and you will go into the App. Now you can name your system using the “Rename” button.



Once you are registered for World Wide access you can press here to access your system

To register your system for use outside your local WiFi area press here. You must be inside the WiFi area that your system is connected to in order register your system .

Follow the prompts and complete all the fields. You must get the address correct to enable the correct weather data to be displayed on the Nexus screen

- You can only have access to the system from outside your local WiFi range after you have successfully registered your system on World Wide.
- To register your system you must :
- Be inside the WiFi area your system is connected to.
- On the App press Register Now.
- Complete all the fields making sure you get the Suburb, State and Postcode 100% correct to ensure the correct weather data is displayed on your Nexus screen (if fitted)
- You must agree to the Worldwide Terms.
- The App will display all the systems it finds on in this WiFi area and will simultaneously register all devices displayed.
- Make sure you remember your password as you will need it when you login via World Wide
- When you login to World Wide there is an option to save your username and password (Login and Remember Me). We recommend you select this option to make it faster and easier to login to your system remotely.
- To reduce the data usage there may be a slight delay between changing a setting on your phone, and the system updating, when using World Wide.
- Do not use iZone World Wide when you are in your WiFi zone unless you have turned off the WiFi on your smart phone or tablet.

## 4.6 Home automation integration

iZone systems can be integrated into any home automation system that has an Ethernet interface. The WiFi bridge is fitted with an Ethernet connection .

For interface specifications please download a copy of Airstream's Technical Catalogue at

<http://www.izone.com.au>

Your home automation integrator will need to write suitable code to control your AC system. This service is not provided by Airstream or iZone.

# 4.7 iZone Naked 400 remote - Configuration

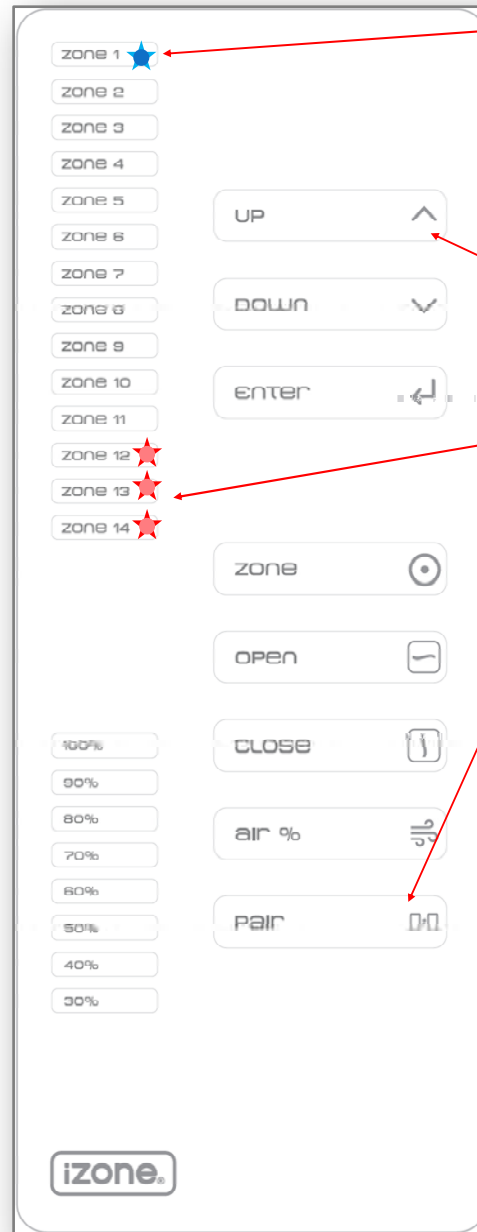
### Note:

**Zone 1 will be set as the default constant zone when Auto configured.**

### Hint:

**Configure in this order:**

- 1. Pair the remote to the CPU first.**
- 2. Force Auto configuration**
- 3. Test air flows to each zone and fit zone labels onto the back of the remote.**



1. To pair the remote to the system . Press and hold the pair button on the remote and at the same time press the pair button on the C225 module. Zone 1 will flash blue rapidly. You can also press the AC pair button on a touch screen if one is fitted to the system.

4. To force the system to Auto configure:

- Press and hold the Up button then press and release the pair button.
- Zones 12, 13, & 14 will flash rapidly indicating the system is Auto configuring.
  - It will take around 5 minutes to complete Auto configuration. If you press any button and Zones 12, 13, & 14 are still flashing rapidly this indicates the system is still configuring.

# 4.8 iZone Naked 410 remote - Configuration

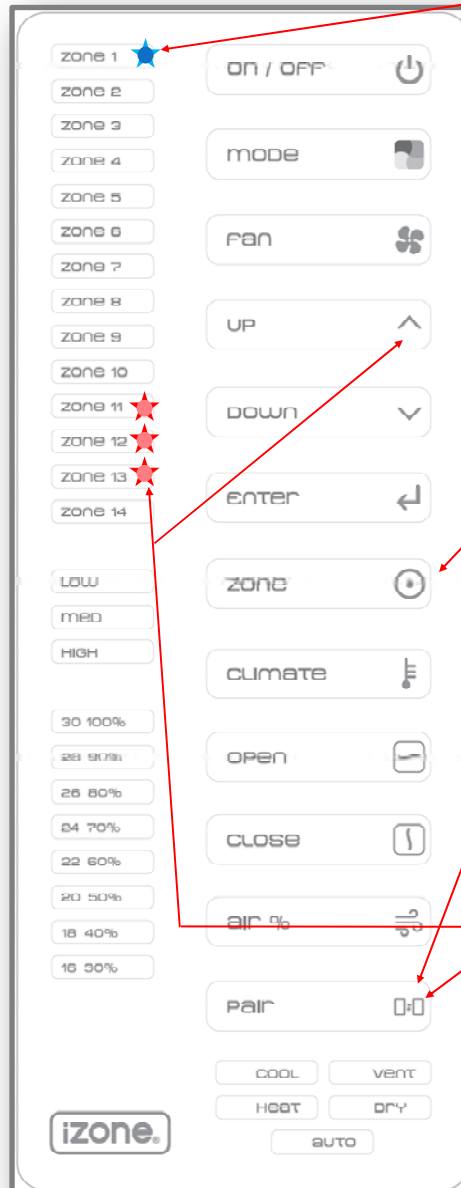
## Note:

Zone 1 will be set as the default constant zone when Auto configured.

## Hint:

Configure in this order:

1. Pair the remote to the CPU first.
2. Then set the dial in the zone sensors to the correct zone number.
3. Pair each sensor to the system.
4. Force Auto configuration
5. Test air flows to each zone and fit zone labels onto the back of the remote.
6. Test sensors by pressing the sensor button to ensure the correct zone is set to Climate control.



1. To pair the remote to the system . Press and hold the pair button on the remote and at the same time press the pair button on the C225 module . Zone 1 will flash blue rapidly. You can also press the AC pair button on a touch screen if one is fitted to the system.

3. To pair a wireless sensor to the system:

- a) Set the dial inside the sensor to the correct zone number. Press and hold the pair button in the sensor
- b) On the remote—Press and hold the zone button then press the pair button. The blue LED on the sensor will flash rapidly to indicate it is pairing.

4. To force the system to Auto configure:

- a) Press and hold the up button then press and release the pair button.
- b) Zones 12, 13, & 14 will flash rapidly indicating the system is Auto configuring.
- c) It will take around 5 minutes to complete Auto configuration as it needs to receive data from each of the zone sensors

# 5.0 User manual (shown in Classic style)

## 5.1 iZone 400 & 405 home

- To get back to the Home screen at any time press.



- When entering names or values using the keyboard it is easier to use a thin object such as a toothpick. Do not use sharp, hard objects as they may damage the screen. The enter button must always be pressed to save the changes you have made.



- Some functions may have been locked by your installer to ensure the commissioned values are not changed. To make changes to these values contact your installation company.

Installing company's tag line will vary depending on the installation company

System date and time

Home screen

Press to change zone status (5.4)

Press to change zone airflow (5.7)

Press to set system time (5.13)

Press to configure system (4.0)

Press to activate or deactivate this screens audio feed back (beep on touch)

Press to activate a favourite mode or to configure a new favourite (5.9)

Press to activate a schedule or to configure a new schedule (5.11)

Press to change screen settings (5.14)

Press to get more help about your iZone system


A/C system maintenance required. Press here for instructions.


WiFi connection

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# 5.2 iZone 410 - 435 home screen

- To get back to the Home screen at any time press. 

- When entering names or values using the keyboard it is easier to use a thin object such as a toothpick. Do not use sharp, hard objects as they may damage the screen. The enter button must always be pressed to save the changes you have made. 

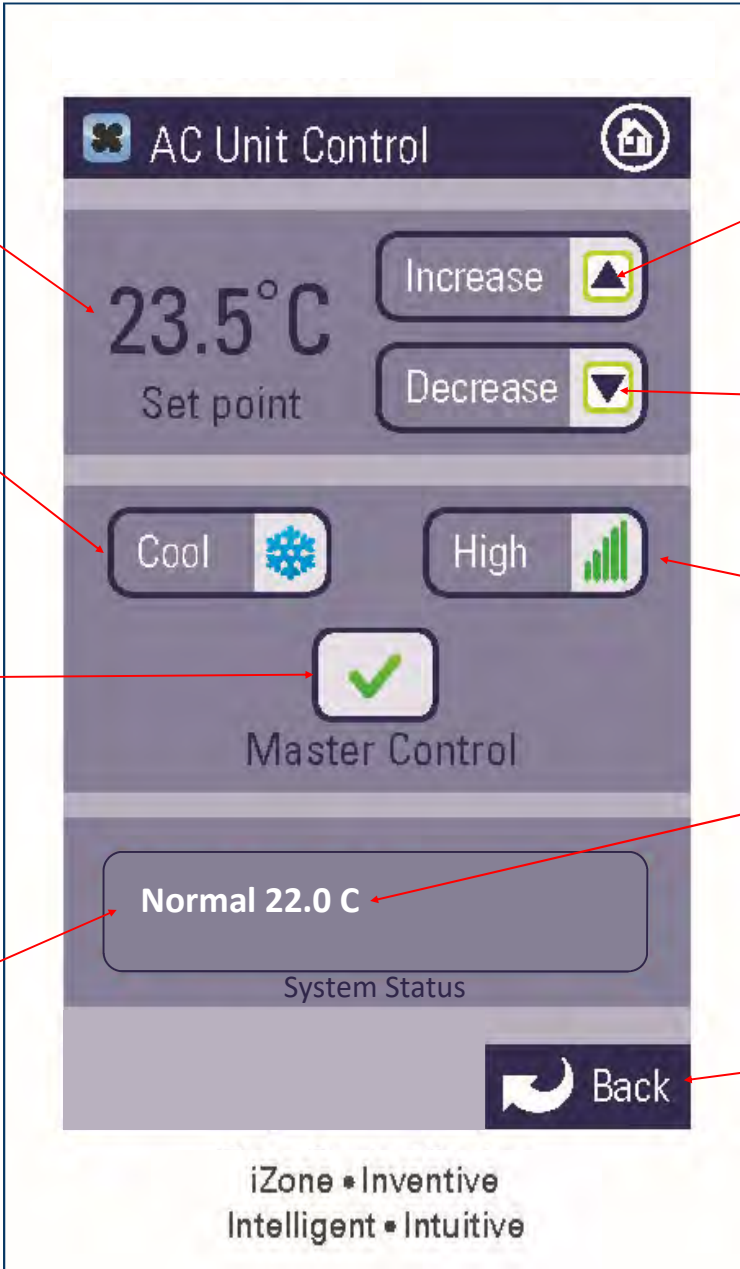
- Some functions may have been locked by your installer to ensure the commissioned values are not changed. To make changes to these values contact your installation company.



The image shows a grid of icons on a home screen. Red arrows point from text labels to specific icons. The icons are arranged in a grid with a 'Maintenance or fault message' bar at the bottom. The callouts are as follows:

- System date and time.** (points to the top status bar)
- Press to turn your system on or off.** (points to 'System is Off')
- Press to change zone status (5.4).** (points to 'Zone Control')
- Press to change the A/C unit settings (5.3).** (points to 'Zone Airflow')
- Press to toggle sleep timer options.** (points to 'Sleep Timer')
- Press to change zone airflow (5.7).** (points to 'Zone Airflow')
- Press to activate a favourite mode or to configure a new favourite (5.9).** (points to 'Favourites')
- Press to change screen settings (5.14).** (points to 'Screen Settings')
- Press to activate a schedule or to configure a new schedule (5.11).** (points to 'Schedule')
- Press to set system time and date (5.13).** (points to 'Set Time')
- Press to activate or deactivate this screens audio feed back (beep on touch).** (points to 'Beep')
- Press to activate a favourite mode or to configure a new favourite (5.9).** (points to 'Favourites')
- Press to switch iSave On (Only applicable if iSave has been fitted to the system)** (points to 'iSave is Off')
- Press to configure the system (4.0).** (points to 'System Config')
- A/C system maintenance required or A/C unit fault code. Press to clear** (points to the 'Maintenance or fault message' bar)
- WiFi connection** (points to the WiFi icon)
- Tag line this will vary depending on the installation company.** (points to the 'iZone • Inventive Intelligent • Intuitive' text)

# 5.3 AC unit control



The image shows a mobile application interface for AC unit control. The interface is titled "AC Unit Control" and features a home icon in the top right corner. The main display area shows the current set point as "23.5°C" with the label "Set point" below it. To the right of the set point are two buttons: "Increase" with an upward arrow icon and "Decrease" with a downward arrow icon. Below these are two mode selection buttons: "Cool" with a snowflake icon and "High" with a bar chart icon. In the center, there is a green checkmark icon above the text "Master Control". Below this is a "System Status" section showing "Normal 22.0 C". At the bottom right is a "Back" button with a circular arrow icon. The footer contains the text "iZone • Inventive Intelligent • Intuitive".

Current AC unit set point.

Press here to change the mode.

Indicates the temperature measured by this panel is currently controlling the AC unit (Only applicable if systems configured for "AC unit controlling sensor—Master" option. (See 4.3).

Indicates the current status of the AC unit. If a fault code appears here please contact your installer.

Press here to increase the AC unit set point. (Not applicable if "AC unit controlling sensor—Zones" option selected. See 4.3).

Press here to decrease the AC unit set point (Not applicable if "AC unit controlling sensor—Zones" option selected. See 4.3).

Press here to change the fan speed.

AC unit actual temperature (RA, sensor or touch screen)

Press here to go back to the home page.

# 5.4 Zone control

The screenshot shows the 'Zone Summary' screen with the following zones and their current states:

Zone Name	Icon	Mode
Zone 1	Key icon	Auto
Living room	Red damper icon	Closed
Dining room	Key icon	Auto
Kitchen	Green damper icon	Open
Master bedroom	Key icon	Auto
John bedroom	Yellow warning icon	Auto
Study	Red damper icon	Closed
Hall	Blue damper icon	Const

At the bottom, there are navigation buttons: Up, Down, and Back. The iZone logo and tagline 'Inventive · Intelligent · Intuitive' are at the very bottom.

**Callouts:**

- Indicates this zone is currently in climate control mode. (Points to Zone 1 key icon)
- Indicates Zone 1 is in climate control mode Press here to change the Set point. (5.6). (Points to Zone 1 Auto button)
- Zone Name. Press to edit zone name and other zone settings (5.5). (Points to Living room name)
- Indicates this zone is closed. Press here to open the zone. (Points to Living room Closed button)
- Indicates this zone is open. Press here to close the zone. (Points to Kitchen Open button)
- Indicates this zone is currently fully open. (Points to Kitchen green damper icon)
- Indicates there could be a fault with this damper. Contact your installer. (Points to John bedroom warning icon)
- Indicates this zone is currently being overridden by the system and is being used as a constant because too many zones are closed. (Points to Hall Const button)
- Indicates this zone is currently closed. (Points to Study red damper icon)
- Indicates the hall is an electronic constant and it is currently active. (Points to Hall blue damper icon)
- Press here to go back to the home page (Points to Back button)
- Scroll up or down to see more zones. (Points to Up/Down buttons)

# 5.5 Edit zone names & settings

Current zone being edited.

System zone number and display name.

Current zone status.

Zone maximum and minimum air flow set points.

Status of this zone if it has been selected as an electronic constant.

Press to edit zone name.

Press to edit current zone status.

Press to change maximum and minimum airflow set points.

Room area (if Fan Auto function has been configured).

Next Previous Back

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# 5.6 Adjusting temperature controlled zones

The screenshot shows the iZone mobile app interface for a 'Dining Room' zone. At the top, the zone name 'Dining Room' is displayed. Below it, the current temperature set point is shown as '23.5°C Setpoint'. To the right of the set point are 'Increase' and 'Decrease' buttons with up and down arrow icons. Below the set point are 'Open' and 'Close' buttons with corresponding icons. Further down are 'Climate' and 'Master' buttons with icons representing automatic control and a checkmark, respectively. At the bottom of the main control area, the actual temperature is shown as '23.5°C Actual Temp' and the in-duct temperature as '22.5° In Duct Temp'. At the very bottom are 'Next', 'Previous', and 'Back' navigation buttons. The app logo 'iZone Inventive · Intelligent · Intuitive' is at the bottom center.

Indicates current zone being adjusted.

Indicates current temperature set point required for this zone.

Press here to fully open this zone.

Press here to allow iZone to automatically control the temperature in this zone.

Indicates the actual temperature in this zone (as measured by iZone).

Scroll up or down to see more zones.

Indicates RF strength from sensor serving this zone is acceptable (only if RF sensor is installed.)

Indicates battery in the sensor serving this zone requires replacement. (only if RF sensor is installed)

Press here to increase the current zone set point temperature.

Press here to decrease the current zone set point temperature.

Press here to close this zone.

Press here to select this zone as the master (only available if configured for Master AC unit control).

Indicates the current temperature of the air inside the air conditioning system ductwork.

Press here to go back to the zone summary.

# 5.7 Zone airflow summary

The screenshot shows a mobile application interface titled "Zone Airflow". It features a list of zones, each with a name and two percentage settings labeled "MIN" and "MAX". The zones listed are Zone 1, Living room, Dining room, Kitchen, Master bedroom, John bedroom, Study, and Hall. The current settings are: Zone 1 (10% MIN, 80% MAX), Living room (30% MIN, 90% MAX), Dining room (10% MIN, 80% MAX), Kitchen (10% MIN, 80% MAX), Master bedroom (10% MIN, 80% MAX), John bedroom (10% MIN, 80% MAX), Study (10% MIN, 80% MAX), and Hall (10% MIN, 80% MAX). At the bottom, there are three navigation buttons: "Up" (up arrow), "Down" (down arrow), and "Back" (curved arrow). The iZone logo and tagline "Inventive · Intelligent · Intuitive" are at the very bottom.

Zone Name	MIN (%)	MAX (%)
Zone 1	10%	80%
Living room	30%	90%
Dining room	10%	80%
Kitchen	10%	80%
Master bedroom	10%	80%
John bedroom	10%	80%
Study	10%	80%
Hall	10%	80%

Annotations:

- Zone name.
- Indicates current minimum air flow setting to this zone.
- Indicates current maximum air flow setting to this zone.
- Press here to change the zone air flow settings.
- Scroll up or down to see more zones.

# 5.8 Changing zone airflows

Please note: It is possible to lock the maximum and minimum airflow settings in the configuration menus. If your screen does not display as indicated here and you require to make changes to airflows please contact your installer to activate your display.

Indicates current zone that you are changing the airflow to.

Indicates the current maximum airflow setting for this zone.

Indicates the current minimum airflow setting for this zone.  
(This is usually set at 0%).  
Min Airflow will not display if this adjustment has been locked.

Press here to increase the maximum airflow to this zone.

Press here to decrease the maximum airflow to this zone.

Press here to increase the minimum airflow to this zone.

Press here to decrease the minimum airflow to this zone.

Press here to go back to the airflow summary.

Scroll up or down to see more zones.

Living Room

90% Max Airflow

30% Min Airflow

Next Previous Back

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# 5.9 Favourites

Press the favourite you would like and iZone will automatically change all the zones settings for this favourite.

Indicates this favourite has not been used.

Press here to setup and edit favourites





## 5.10 Assigning and editing favourites

Indicates current favourite being changed.

Press here to change the name of this favourite.

Zone names.

Indicates what mode you want each zone to operate in when this favourite is used. Change each zone setting to suit your requirements for this favourite.

If you require a different temperature to that indicated, go to your zone and change it first

Press here to go back to the favourites summary. Pressing the back button will save the favourite setting selected.

Scroll up or down to see more zones.

Zone Name	Mode	Temperature
Zone 1	Heat (Green icon)	24.0°C
Living room	Off (Red icon)	Closed
Dining room	Off (Red icon)	Closed
Kitchen	Off (Red icon)	Closed
Master bedroom	Heat (Green icon)	24.0°C
John bedroom	Heat (Green icon)	24.0°C
Study	Off (Red icon)	Closed

Up Down Back

iZone  
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# 5.11 Schedules

Any of your favourites can be set to automatically start at any time of your choosing. Press here to enable the time based schedule for favourite (PM Nap).

Indicates an automatic time schedule has been enabled for this favourite.

Indicates no automatic time schedule has been enabled for this favourite.

Press here to set up or edit a schedule on any favourite



# 5.12 Setting and editing a schedule

Indicates current schedule that you are changing or setting.

Indicates the start time for this schedule.

Indicates the stop time for this schedule.

Indicates the days this schedule will apply. Press to stop the schedule running on this day.

Press here to clear this schedule.

Indicates the days this schedule will not run. Press the day you want the schedule to apply to.

Press the key pad to change the time. Remember it is in 24 hour format so for 2:30 am type in 0230.

Press the enter button to save your new setting.

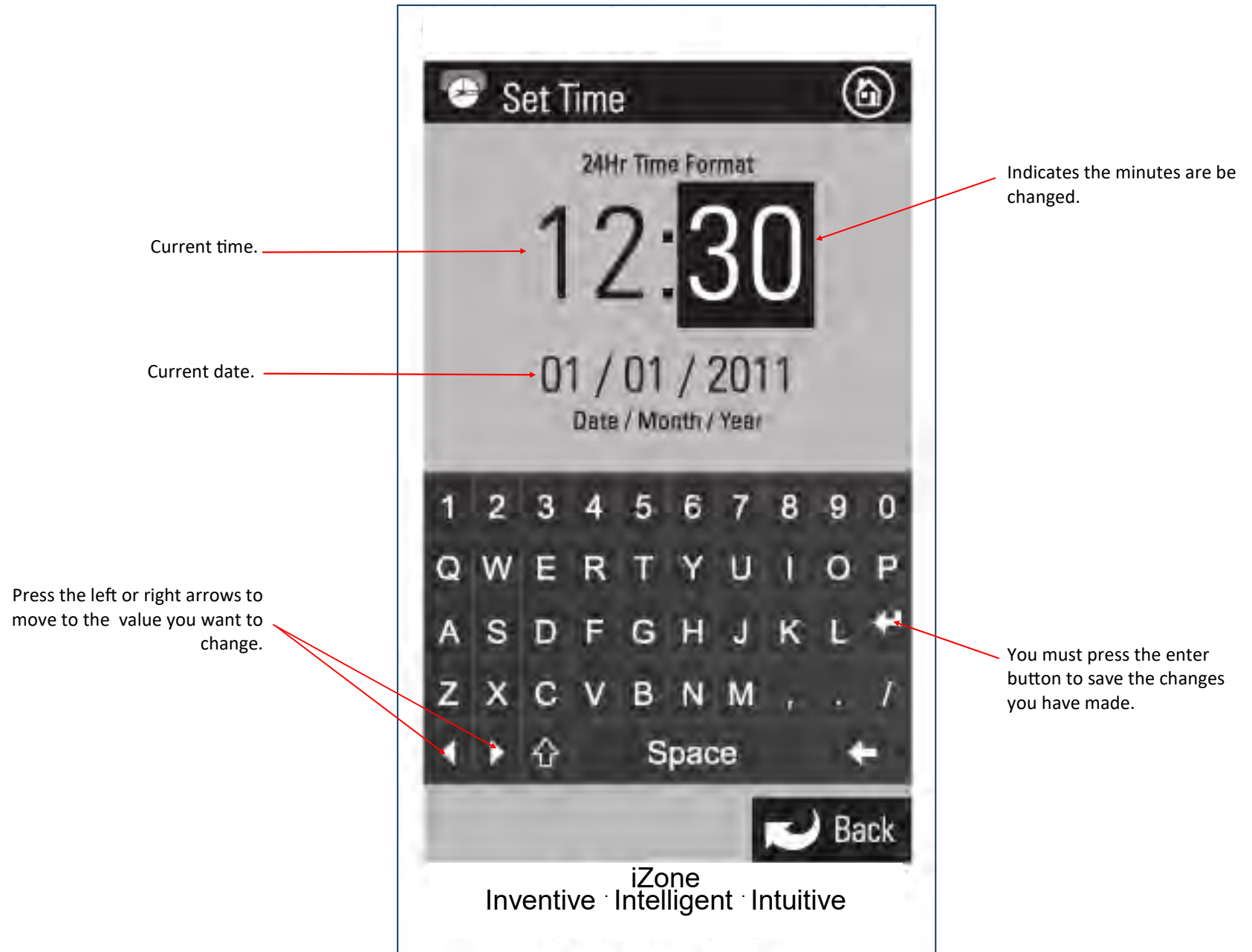
Press here to go back to the schedule summary.

Press next to see the next schedule.

Next Previous Back

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## 5.13 Setting the time



# 5.14 Changing the home screen colour

The screenshot shows the 'Screen Settings' application. At the top, there is a title bar with a document icon on the left and a home icon on the right. Below the title bar is the 'Screen Adjustments' section, which contains three horizontal sliders: 'Brightness', 'Contrast', and 'Saturation'. Each slider has a blue knob and '+' and '-' signs at the ends. Below this is the 'Background Select' section, which features a grid of ten color swatches. At the bottom of the screen, there are two radio buttons labeled 'Modern' and 'Landscape', a 'Back' button with a curved arrow icon, and the text 'iZone Inventive · Intelligent · Intuitive'.

Slide left / right to adjust the screen brightness.

Slide left / right to adjust the screen saturation.

Slide left / right to adjust the screen contrast.

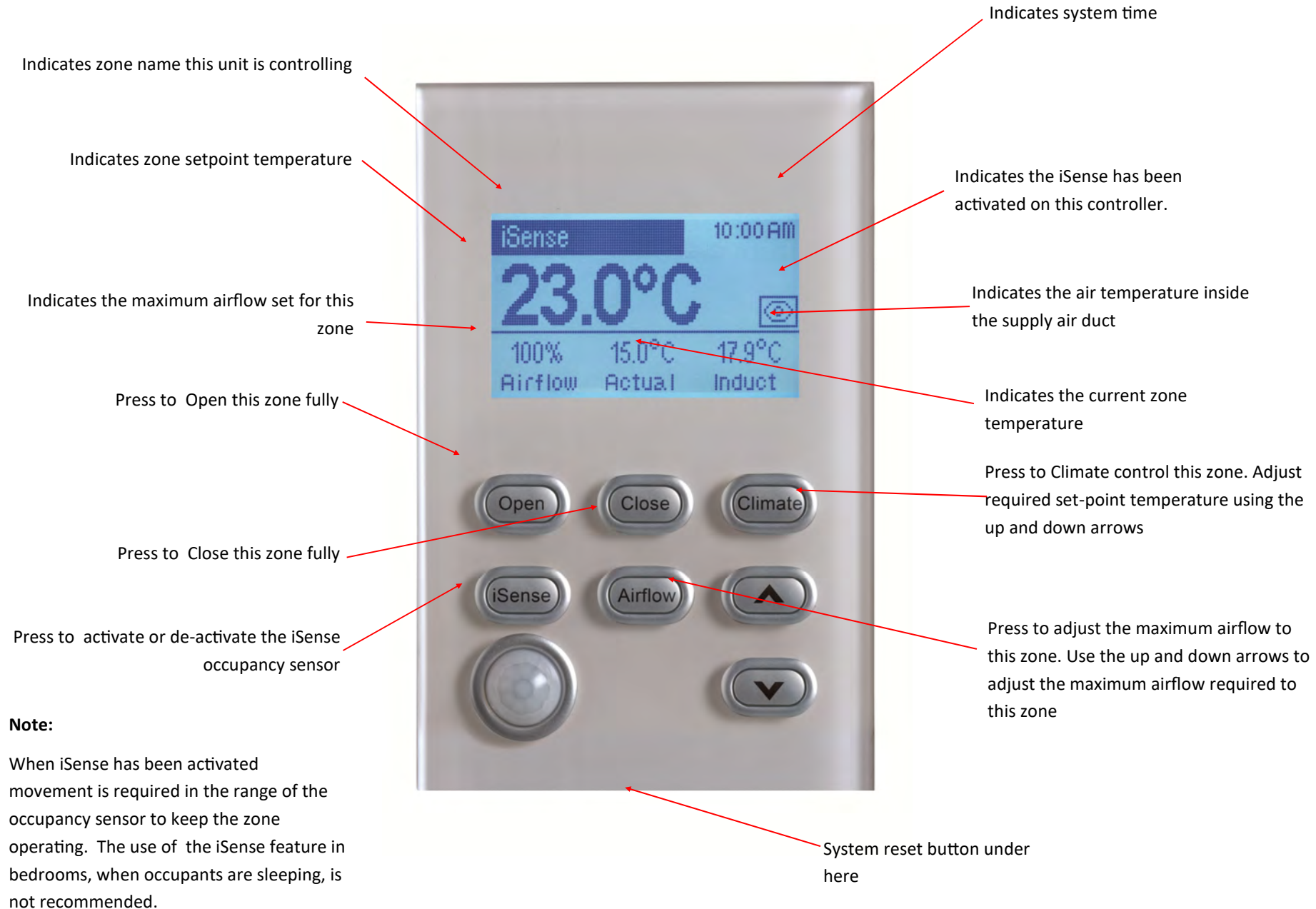
Press the colour you would like for your home screen. Fine adjustments to the shade, tone, hue can be made using the brightness, contrast and saturation slides.

Press here to change the graphics from Classic to Modern style.

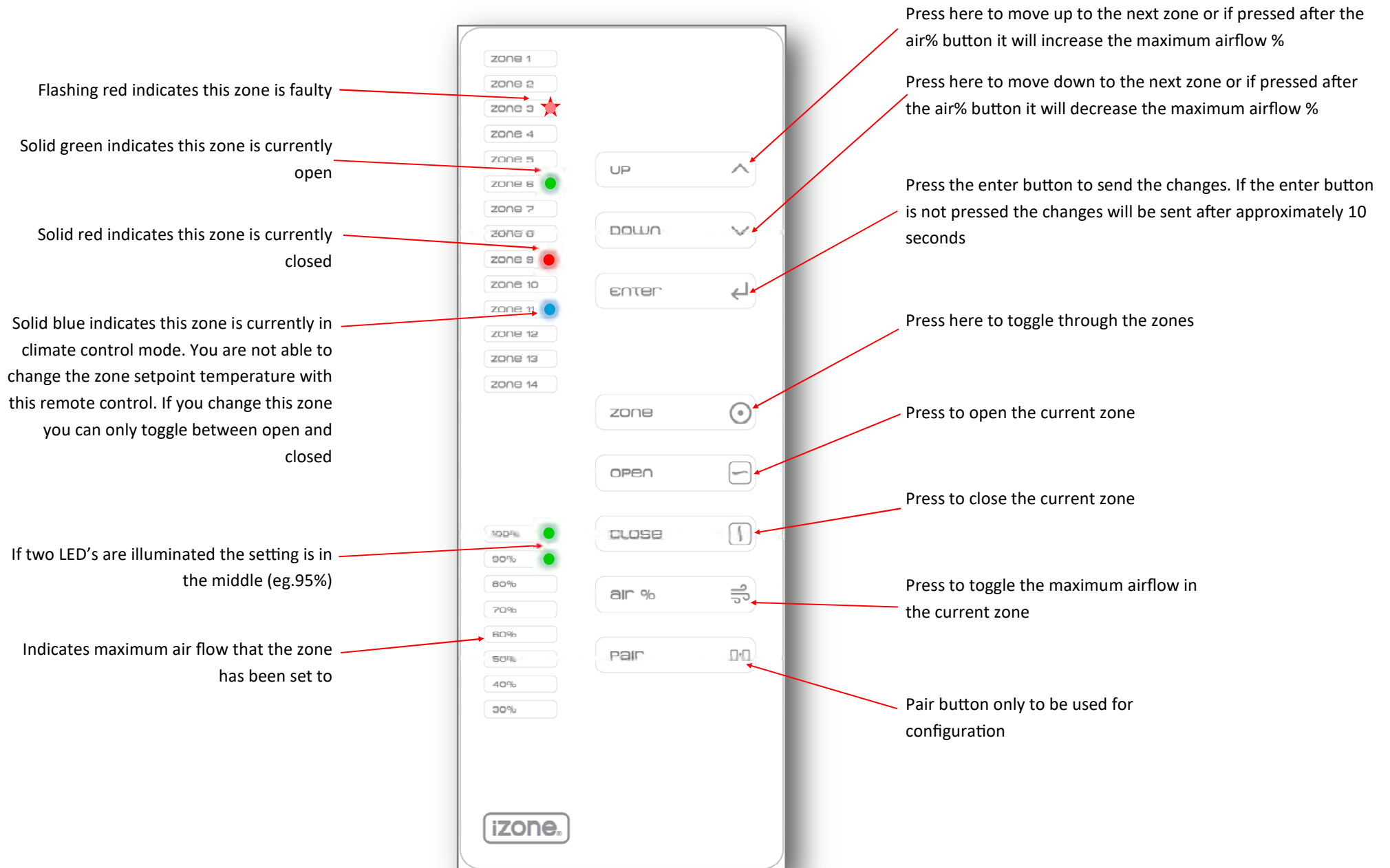
Press here to change the graphics from Classic Portrait to Classic Landscape.

Press here to go back to the home screen.

# 5.15 iSense controller



# 5.16 iZone Naked 400 remote - User manual



# 5.17 iZone Naked 410 remote - User manual

The remote control features a vertical column of 14 zone buttons (ZONE 1 to ZONE 14) on the left side. Each button has a small LED indicator. Zone 2 has a red star icon, Zone 5 has a green dot, Zone 7 has a red dot, and Zone 10 has a blue dot. Below the zone buttons are fan speed settings (LOW, MED, HIGH) with corresponding LEDs. The MED LED is lit, and two other LEDs are lit next to the 30 100% and 28 95% settings. Below these are air flow percentage settings (30 100%, 28 95%, 26 80%, 24 70%, 22 60%, 20 50%, 18 40%, 16 30%) with LEDs. At the bottom left are mode buttons: COOL, VENT, HEAT, DRY, and AUTO. The HEAT button has a red dot. On the right side, there are several function buttons: ON / OFF (power icon), MODE (mode icon), FAN (fan icon), UP (up arrow), DOWN (down arrow), ENTER (left arrow), ZONE (zone icon), CLIMATE (climate icon), OPEN (open icon), CLOSE (close icon), AIR % (air flow icon), PAIR (pair icon), and a red dot on the HEAT button. Red arrows point from text descriptions to these various elements.

Flashing red indicates this zone is faulty

Solid green indicates this zone is currently open

Solid red indicates this zone is currently closed

Solid blue indicates this zone is currently in climate control mode.

Indicates fan speed is currently medium.

If two LED's are illuminated the setting is In the middle (29°C or 95%)

Indicates maximum air flow that the zone has been set to

Indicates setpoint temperature for AC unit or for zone

Press here turn the system on or off.

All connected zones will display red if the system is off. If the system is currently on all connected zones will display green.

Press here to change the system mode. When pressed the system setpoint temperature and fan speed will also be displayed

Press here to toggle the system fan speed. When pressed the system setpoint temperature and mode will also be displayed

Press Mode or Fan then the up / down buttons to change the system setpoint temperature. (only applicable in running on RA)

Press Zone then the up / down buttons to change the zone number.

Press Air% then the up / down buttons to change the maximum air flow percentage in the selected zone

Press the enter button to transmit your changes. If the enter button is not pressed the changes will be sent after approximately 10 seconds

Press here to toggle through the zones or use the up down arrows

Press to set the current zone to climate control. (Only applicable if a zone sensor has been installed and set up.) After setting to Climate control you can adjust the zone setpoint temperature by using the up down arrows or just toggle the climate button.

Press to open the current zone

Press to close the current zone

Press to toggle the maximum airflow in the current zone

Pair button only to be used for configuration

Indicates the mode is currently set to heating. Press the Mode button to change the mode



# 6.0 Warranty registration

Your system is supplied with a standard 2 year warranty.

To extend your warranty you are required to complete this warranty registration form and email, fax or post it to Airstream along with a copy of your invoice. For terms and conditions please see Airstream's warranty policy at [www.air-stream.com.au](http://www.air-stream.com.au)

Full Name:

Contact Phone number including area code:  Email address :

iZone System ID number (if applicable):  If you have more than one iZone system, please include additional registration forms.

Address where the system is installed:

Date of purchase:  /  /

Installation Company:

Proof of Purchase attached:   
Yes / No

Signature

Date

Post, fax or email your registration to :  
**Airstream Components**  
**9 Geelong Court, Bibra Lake,**  
**WA 6163**  
**Fax: 08 9494 1346**  
**Email: [info@air-stream.com.au](mailto:info@air-stream.com.au)**

# 6.1 Airstream product warranty policy

This document sets out the warranties that are provided by Airstream Components WA Pty Ltd ACN 146 196 778 ("**Airstream**") in relation to each Product.

## Definitions

In this document:

"**Australian Consumer Law**" means the law set out in Schedule 2 of the *Competition and Consumer Act 2010* (Cth) and any corresponding provisions of state or territory fair trading legislation.

"**Customer**" means the party that acquired the Product from Airstream for that party's use or, if the party who acquired the Product from Airstream was an authorised distributor, reseller or dealer, the party who acquired the Product from the distributor, reseller or dealer.

"**iZone Tablet**" means the product known as the "iZone Tablet".

"**Product**" means:

- an iZone Tablet; or
- other product manufactured by or for Airstream.

"**Site**" means the place at which the Product is located.

"**Third Party Goods**" means a product (including batteries) or item of equipment manufactured by a third party which is supplied with, or fitted to, a Product.

"**Warranty**" has the meaning given in clause 2.1.

"**Warranty Claim Form**" means the warranty claim form available on the Website.

"**Warranty Period**" means:

- for an iZone Tablet, one (1) year;
- for a Product (excluding an iZone Tablet) that has not been registered in accordance with clause 3, two (2) years; or
- for a Product (excluding an iZone Tablet) that has been registered in accordance with clause 3, eight (8) years,

from the date of purchase by the Customer.

"**Website**" means the Airstream website at [www.air-stream.com.au](http://www.air-stream.com.au).

## Warranty

Subject to clauses 4 and 5, Airstream expressly warrants that each Product is free from operational defects in workmanship and materials for the Warranty Period ("**Warranty**").

The benefits of the Warranty are in addition to all other rights and remedies which the Customer may have under Australian Consumer Law and any other law in relation to the Product to which the Warranty relates.

Each Product comes with guarantees that cannot be excluded under Australian Consumer Law.

## Extended Warranty

In order to receive an extended eight (8) year Warranty for a Product ("**Extended Warranty**") the Customer must register the Product by completing, and providing to Airstream, the registration form supplied in the

Product user manual or downloaded from the Website ("**Registration**").

Registration must be completed within sixty (60) days of the Product being purchased by the Customer.

## Exclusions to Warranty

The Warranty does not cover Third Party Goods.

Subject to any statutory provisions to the contrary, the Warranty does not extend to cover damage to furniture, carpets, walls, ceilings, foundations, vehicles, or any other consequential loss arising either directly or indirectly due to the malfunction of the Product.

If a third party installer knowingly installs a defective Product, the Warranty will be strictly limited to the resupply of that Product and shall not include any labour costs.

## Repair or Replace

During the Warranty Period, Airstream will, subject to clause 6, replace or repair any defective Product or defective component of a Product without, subject to clause 8, charge provided that the defect does not constitute damage that has arisen from:

- faulty, improper, incorrect or incomplete adjustment, operation or installation of the Product;
- any modification of the Product, without the written approval of Airstream, including tampering with or any attempt to disassemble the Product;
- inadequate or improper maintenance of the Product;
- misuse or abuse;
- normal wear and tear;
- failure for any reason to follow the instructions for use given in any user manual applicable to the Product;
- act of God;
- fire, flood, collision or other trauma; or
- insects or animals.

## Warranty Claim Procedure

To obtain the benefit of the Warranty the Customer must:

contact Airstream within the Warranty Period or within seven (7) days of the discovery of the defect, whichever is the earlier;

complete and send to Airstream the Warranty Claim Form accompanied by proof of purchase of the Product.

On receipt of the Warranty Claim Form and proof of purchase of the Product, Airstream will contact the Customer to determine the extent of the issue or defect with the Product.

If there is an issue or defect with the Product that is covered by the Warranty then Airstream will at its sole option:

- require the Customer, at the Customer's expense, to have the defective Product, or defective component part, delivered to Airstream; or

provided the Site is located in the Perth metropolitan area, send an Airstream service technician to the Site to effect repairs to or replacement of the Product, save that the reasonable travel expenses (including travelling time) of the technician must be paid by the Customer.

In order to complete repairs or replacement of a Product in accordance with clause 6.3(b), Airstream requires safe and ready access to the Site and each Product including where required via scaffolding and access panels. If Airstream considers access to the Site or Product to be unsafe or not readily available, Airstream will not commence or will cease all work to repair or replace the Product. All costs incurred in the obtaining of safe and ready access to the Site and Product shall be payable by the Customer.

Any services requested by the Customer outside of the scope of the Warranty will be charged to the Customer in accordance with the following schedule of charges ("**Charges**")::

Description	Charges
Call out fee plus first hour on Site	\$165.00 plus GST
Hourly labour rate after first hour on Site	\$100.00 plus GST
Replacement parts for Product and deliveries	As per Airstream's current price list

The Charges are subject to variation by Airstream from time to time.

Airstream will replace, or conduct repairs to, a Product as soon as practicable but will not be liable for any loss or damage caused by any delay.

## Assignment

The Customer may not assign or otherwise transfer the Warranty.

Airstream may at its sole discretion transfer or assign the Warranty.

## Transportation Costs and Risk During Transit

All transportation charges incurred in returning a defective Product, or any defective component parts of a Product, to Airstream for repair or inspection, and the cost of returning them to the Customer must be paid by the Customer.

The Customer assumes the risk of, and shall be responsible for, any loss of or damage to any Product during transit. For this reason, Airstream recommends that the Customer take out shipment/postage insurance.

## Third Party Warranties

Third Party Goods may be covered by independent manufacturer warranties. It is the Customer's responsibility to familiarize itself, himself or herself with these warranties. No additional warranty is provided by Airstream for Third Party Goods.

## 7.0 Further assistance

1. If you require warranty or maintenance on your air conditioning system or iZone system you should contact your installation company.
2. If you want to add more zones or temperature control to any zone you should contact your installation company.
3. If you require assistance from the manufacturer contact:

Airstream Components  
9 Geelong Court  
Bibra Lake  
Western Australia 6163

Email: [support@air-stream.com.au](mailto:support@air-stream.com.au)  
Phone: +61 8 9418 6631  
[www.air-stream.com.au](http://www.air-stream.com.au)  
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