

# CONGRATULATIONS ON YOUR NEW AIR CONDITIONER SYSTEM!

Dear homeowner,

Enclosed are the instructions on how to operate your air conditioning system.

Your air conditioning equipment has a five-year warranty on parts and labour. Your air conditioner is equipped with a premium disposable filter that is designed to trap tiny particles that may cause harm to your health and the system. We recommend replacing your filter and servicing your air conditioning system every year to ensure warranty requirements are being honoured.

Kozco offers a full service. During the service we check and inspect the electrical, refrigeration, gas, ductwork, fittings, air flow and general operation.

Please contact us via 1300 456 926 or [info@kozco.com.au](mailto:info@kozco.com.au) for more information about your air conditioning system or to book in your service.



AIR  
CONDITIONING

SOLAR &  
BATTERY STORAGE

ELECTRICAL &  
HOME AUTOMATION

# DUCTED A/C SYSTEMS

# OPERATING INSTRUCTIONS

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## GENERAL INSTRUCTIONS

These instructions have been prepared as a guide to enable you to obtain the utmost benefit from your Air Conditioning System, and to ensure that you may enjoy many years of Kozco comfort.

### ZONE SYSTEM

Your air conditioning system has been designed to enable One Zone / Multiple Zones of your home to be conditioned at any one time.

### POINTS TO CONSIDER

The interconnecting areas between the zones of your total home air conditioning system, usually the corridor or passages, acts as 'buffer' zones. The air circulates from the conditioned rooms through the buffer zones and is 'returned' via the return air grille to the system for re-conditioning. The thermostat records the temperature of the return air and automatically calls for it to be cooled or heated according to the setting of the controls. Efficient air conditioning depends on free circulation of the conditioned air throughout the particular zone and corridor area. Close all windows and doors leading to outside. Close doors to all rooms and areas that are not to be conditioned. Check your home for any external draughts as these can affect the economy of your system.

During the summertime, when your air conditioning system is operating on COOLING, the corridor area could be about 2.0°C warmer than the conditioned rooms. Thus, to achieve a temperature of 24°C in the conditioned rooms it would be necessary to set the thermostat, which is located in the corridor, to a temperature of 26°C.

On the other hand, during the winter, when HEATING is in operation, the corridor could be 2.0°C colder than the conditioned rooms. In this instance the rooms would be heated to 21°C if the thermostat is set to 19°C.

The temperature difference between the corridor area and the conditioned rooms may vary, in many instances, from those given above. It depends on individual system design, the area of the corridors and many other factors.

Assist your total home air conditioning system to control the comfort within your residence. Do not wait for excessive heat or cold to build up before bringing the system into operation. The system is automatic which enables you to leave it on whilst you are out for part of the day.

If the system fails to operate satisfactorily, then check the following:

1. Thermostat and switches set correctly. Please refer to paragraph "TO OPERATE YOUR HOME AIR CONDITIONING SYSTEM" for the correct settings.
2. Return Air Filter is clean.
3. Zone control switch(es) set to correct zone.
4. Outside doors and windows closed and doors to unconditioned zones also closed.

Should it be necessary to register a service call, please quote the information requested by our service personnel.

### **HUMIDITY**

The higher the HUMIDITY, the more effort the system will divert towards removing the excess moisture from the air within your residence. Under high HUMIDITY conditions, the temperature inside your residence may not drop as quickly as when the outdoor HUMIDITY is comparatively low.

When such extreme conditions of temperature and humidity do occur, DO NOT RESET the temperature control. Lowering the temperature setting will not make the system discharge colder air.

As the system removes the excess moisture from the residence, it will maintain comfortable conditions by lowering the HUMIDITY to an acceptable level.



## TO OPERATE YOUR HOME AIR CONDITIONING SYSTEM - SUMMERTIME

1. Set the thermostat temperature control to the desired temperature (suggested between 24°C-26°C).
2. Press the mode button until COOL appears
3. Set zone switches to the zone or zones to be conditioned

The home air conditioning system will now operate on COOLING and will continue to do so until the air cools down to the temperature set by the thermostat.

When the control temperature has been reached, COOLING will stop, but the fan will continue to circulate conditioned air, if set to the continuous position.

Should the temperature rise above the thermostat setting, COOLING will automatically commence and continue until the control temperature has been reached.

### NOTE

The fan button allows you to switch between 'auto' and 'continuous' operation. With the switch in the auto position, both the indoor fan and outdoor compressor will stop as determined by the thermostat setting.

When switch is set to 'continuous' the outdoor compressor will stop when the control temperature has been reached, but the indoor fan will continue to circulate conditioned air.

It is possible to operate the fan only, when the switch is in the continuous position, and the unit is switched off. This enables you to circulate and filter the air in your home.

## TO OPERATE YOUR HOME AIR CONDITIONING SYSTEM - WINTERTIME

1. Set the thermostat temperature control to the desired temperature (suggested between 19°C-21°C).
2. Press the mode button until HEAT appears
3. Press the fan button until AUTO appears
4. Set zone switches to the zones or zones to be conditioned

The air conditioning system will now operate on HEATING and will continue to HEAT until the air passing the thermostat rises to the temperature set by the temperature control. When the control temperature has been reached, both HEATING and FAN will stop operating and will remain out of operation until the temperature at the thermostat commences to fall. The HEAT and FAN will automatically re-commence the HEATING process. The FAN remains out of operation to avoid circulating the air that is not being heated, otherwise such air may be sensed as cool air and cause discomfort.

## WINTER DEFROST CYCLE

In winter months when the outside temperature drops below 7°C, the unit may go onto a DEFROST CYCLE.

The need for defrost is reduced when the system is allowed to cycle off as it should. To minimise the need for defrost, follow the following operating procedures.

DO's	DO NOT's
Set your thermostat correctly. For economical and comfortable conditions, we suggest 19°C-21°C.	Don't set your thermostat too high. This won't heat up your space any quicker. It's not like turning up a flame. By setting your thermostat too high you don't allow your system to cycle off and increase the likelihood of frost forming.
Close doors from un-heated rooms	Don't leave doors open from un-heated rooms. This will result in the thermostat being influenced by cold air from un-heated rooms, causing the system not to cycle off enough-same problem as thermostat set too high.
Turn your system on before it gets too cold. Use set-back instead of turning your system off when it's very cold.	Don't wait until your home gets too cold before turning your heating on. If your home gets too cold and the outdoor temperature drops very low, the system will struggle to raise the temperature to reach set point. When you know you're expecting a cold night or morning, set your thermostat to 16°C instead of turning it off. This will minimise the running time without allowing your home to get too cold. This is how your system has been designed to work.
Let system complete defrost cycle	Don't turn the system off if it is defrosting. This will only make the problem worse, reduce efficiency and increase running costs.
Only turn on as many rooms as the system was designed to handle	Don't turn on all or too many rooms. The system won't heat any spaces properly, the system won't cycle off and more defrosting will be necessary.

## START/STOP & SET BACK OPERATION

When the air conditioning is turned on, there is a period of time when the system operates to bring the active zones to the desired temperature. In moderate conditions this time span will be shorter than in extremes of summer and winter.

You may only want to operate the air conditioning at certain times of the day or night. This is quite satisfactory but remember that, during summer and winter peak conditions some comfort will be sacrificed during the warm-up or cool-down period.

To achieve greater comfort in peak conditions it is recommended that, when the house is not occupied the system is programmed to maintain a set-back (moderate temperature) so that the air conditioning system can quickly bring the home to a comfort level when required. We suggest summer set-back temperature to be set between 28°C to 30°C.

14°C and 16°C is the suggested set-back temperature for winter operation.

## FILTER CLEANING

We recommend:

1. Monthly – run a rubber or soft nozzle type vacuum cleaner across the face of the return air grille (when the unit is switched off) this removes loose dust and lint off the grille.
2. Every two months (monthly if your system is being used a lot of the time or in an office situation where it is used every day) check the actual filter.

### FILTERS

Filters need to be replaced when they become dirty (typically between six and eighteen months, depending on usage). Failure to do this may cause the return air duct to collapse. Don't wash this type of filter.

### WASHABLE FILTERS

If you have a washable filter and it needs to be cleaned, follow this procedure:

- Remove the filter from the back of the grille
- Hose through the back of the filter with spray jet from a garden hose
- When clean, shake off excess water and allow to dry completely before refitting to grille for use
- When filter wears thin or patchy, have it replaced

**NEVER OPERATE AIR CONDITIONING WITHOUT FILTER IN PLACE.  
WARRANTY DOES NOT COVER SYSTEM NEGLECT.**



## TROUBLESHOOTING YOUR SYSTEM

Should the system fail to operate (or not working as well as you expect), check the following before placing a service call:

1. Thermostat and switches set correctly – refer to 'TO OPERATE YOUR HOME AIR CONDITIONING SYSTEM'.
2. Fuses intact (or circuit breaker on) on electrical switchboard.
3. Power failure – check house lights or power point.
4. If the system has had a power failure and the power has been turned back on, you will need to wait for 5 minutes before the unit's internal safety mechanism will allow the unit to turn on.
5. Return air filter is clean.
6. The indoor unit is running, and air is circulating (check zone switches are turned on).
7. The outdoor condenser coil is not blocked.
8. Windows and doors to the outside are closed and doors from unconditioned spaces are closed.
9. Zone sensors or controls are clean and getting good air circulation.

## WARNINGS

Whenever the system is switched OFF do not switch ON again for two minutes.

Only allow qualified Kozco authorised service technicians to service or maintain the equipment.

# SOUTH AUSTRALIA'S LEADING AIRCON, SOLAR & BATTERY STORAGE EXPERTS!

Kozco Energy Group focus is to reduce energy costs for residential and commercial sector via the implementation of Energy Efficient Products with a strong Return of Investment via the supply and installation of air conditioning and control systems, Solar Power, Electrical e.g. LED lighting and Energy Audits.



"I would definitely recommend Kozco to my family and friends." - Tina

"Kozco has met all my expectations with pricing, quality and warranty." - Nick

"Installation process was fantastic. All Kozco staff were great to deal with, and trades people were polite and tidy. Customer Service accross all staff was sensational." - John

**CONTACT OUR  
ENERGY  
SPECIALISTS  
FOR A NO  
OBLIGATION  
QUOTE**

**KOZCO**<sup>TM</sup>  
ENERGY GROUP

AIR  
CONDITIONING

SOLAR &  
BATTERY STORAGE

ELECTRICAL &  
HOME AUTOMATION

336 South Road, Croydon Park SA 5008  
1300 456 926  
[admin@kozco.com.au](mailto:admin@kozco.com.au)



# ANNUAL SUPPORT SERVICE

Thank you for choosing Kozco Energy Group! As a part of our continued support, we would like to offer you this special discount on our support services.

**PLEASE PHONE - 1300 456 926  
TO REDEEM THIS EXCLUSIVE OFFER**



## **AIR CONDITIONING**

Annual Support Service

**Buy 4 get your 5th free**



## **SOLAR**

Annual Support Service

**Buy 4 get your 5th free**



## **AIR CON + SOLAR**

Annual Support Service

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# KOZCO ENERGY GROUP - SERVICE AGREEMENT

## RESIDENTIAL AIR-CONDITIONING

The Residential Air Conditioning Service Agreement provides basic coverage for the parts of your air conditioning system that need a frequent service. This agreement includes one (1) free, highly efficient AirClean Filter with a maintenance inspection to ensure peak performance of your system.

Also included is a Preventive Maintenance Inspection which provides the following:

- Clean outdoor unit and coil
- Inspect pipe connections
- Inspect inside outdoor unit
- Inspect duct works, check air vents
- Operate and test all zones
- Replace filter with free, highly efficient Air Clean Filter
- Operate heating and cooling mode
- Wipe vents and controller

## RESIDENTIAL SOLAR

The Residential Solar Service Agreement provides basic coverage for the parts of your Solar system that need frequent service. Included is a Preventive Maintenance Inspection which provides the following:

- Clean inverter
- Clean Panels
- Inspect MC4 connections
- Inspect roof penetrations
- Take inverter readings
- Provide compression report

Residential Air Conditioning and/or Solar Services should be scheduled during normal working hours - Monday through to Friday, 8am till 4:30pm.

Customer Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

By signing this agreement, the customer accepts the terms and conditions.



Please send form back to:

Kozco Energy Group Pty Ltd or email: [info@kozco.com.au](mailto:info@kozco.com.au)

336 South Road, Croydon Park SA 5008

## GENERAL TERMS & CONDITIONS

- 1. Renewal.** This agreement cancels and supersedes all prior agreements between the two parties for service. Agreement is effective on the date of invoice and will remain in force for one (1) year. Agreement is self-renewing and will renew annually at prevailing rates, terms and conditions, unless and until terminated by either party in writing, not more than 30 days from billing date.
- 2. Payment.** The customer will pay the full amount of the invoice within 7 days of the invoice, or as otherwise indicated on the invoice. If the customer does not pay the invoice when due, without prejudice to any other remedies KOZCO Energy Group may have, KOZCO Energy Group may charge: an administrative charge interest at the rate of RBA recovery cost. If the customer pays with credit card KOZCO Energy Group reserve the right to apply surcharge. KOZCO Energy Group will notify customer in writing of any increase in charges., Agreements not paid in full within three months will be removed from the customer's account and any services performed during this period will be billed at Company's prevailing rates. Upon breach of terms or default in payment, Company reserves the right to withhold service. Failure on the part of the customer to make payment when due shall relieve the seller of the entire obligation of providing service under this agreement.
- 3. Cancellation.** Either party may cancel this agreement by providing 30 days written notice. Agreement is transferable to a new homeowner when service is established with the Company. After 30 days from invoice date there is no refund of this agreement.
- 4. Conditions of Coverage.** Upon initial visit by technician, system will be inspected for compliance with company criteria. Items determined necessary to bring up to this criteria will be the responsibility and expense of the customer and agreement will not be applicable until criteria are met. If, upon inspection, the equipment covered ceases to meet acceptable standards for continued coverage, all costs for parts and service rendered prior to the date of cancellation will be applied against the cost of the agreement. The Company reserves the right to postpone services for unsafe or unsanitary conditions.

In the event that the equipment under agreement is no longer economically repairable, we will provide customer with a quote to replace, until replacement takes place, no further service work will be performed. Customer is to keep equipment accessible and free from any obstructions that deter proper servicing of equipment. Area around equipment, including crawl space must be accessible. Obligation to furnish replacement parts is subject to availability of parts from normal sources of supply. If parts are unavailable or obsolete contract coverage on these items is voided.

**5. Exclusions.** Agreement does not cover parts or labour when failure is a result of the following; Unnecessary or nuisance calls will be charged and paid by the customer at prevailing rates. Examples of such are thermostats set too low or in the off position, emergency switches or disconnects turned off, clogged air filters, circuit breakers tripping and blown fuses due to power outages, etc. Company will not be held responsible for any changes, additions or deletions to existing equipment that may be dictated by local codes, government authorities, insurance companies, or any other third party unless authorised and paid for by the customer.

This agreement does not cover loss or damage resulting from fire, water, wind-storm, hail, lightning, earthquake, theft, riot, misuse or abuse, or any other circumstance beyond the Company's control.

This agreement does not cover high voltage electrical work, blown fuses, disconnects, circuit breakers, plumbing or piping, or other equipment beyond that listed herein. This also includes non-working parts of equipment, including diffusers, ductwork, blower housings, coils, unit cabinet, trim, pipes, supports, insulations, etc. Additional equipment used in conjunction with the operation of the system, such as humidifiers, air cleaners, electronic thermostats, etc. is not covered under this agreement. Design criteria, air balancing, improper sizing, or design deficiencies beyond failure of equipment covered herein would be subject to an additional charge. Liability for injury or damage to persons or property or consequential damage resulting from defects in or non-operation of equipment or its accessories, no resulting damage from emergency drain pans or clogged condensate drain lines. Variable speed replacement parts are not covered by this Agreement.

**6. Default by customer.** Company reserves the right to terminate agreement without notice or refund if any of the following occur: Customer permits any person other than an employee or authorised

representative of Company to perform service on customer's equipment. Customer fails to keep account current in accordance with existing credit policy of Company. In such case, Company reserves right to withhold service.

**7. Preventative Maintenance Inspection (PMI).** This service is provided under the agreement but in itself holds no monetary value. It is the customer's responsibility to contact our office to schedule inspection. Company is not responsible if PMI is not performed due to the unavailability of customer to schedule work.

**8. Service hours.** Normal service covered by this agreement including PMI, will be performed during our regular working hours, Monday through Friday, 8:00 am to 4:30 pm. Emergency service will be provided and billed at Company's prevailing rates. Emergency service constitutes no cooling or water leaking where property damage may occur.