



**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



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# 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

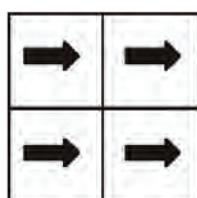
## Multi-Directional outlets

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

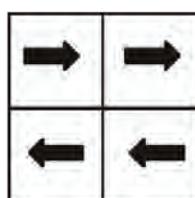
system is not used for heating, although this is not a necessity.

## Sidewall registers

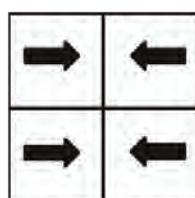
Sidewall registers (if applicable) have vertical and horizontal blades that are adjustable. The blades are manufactured not to rattle. Any adjustments are required to be done with the assistance of long nose pliers with insulation tape wrapped around the ends so the paint of the register is not damaged.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



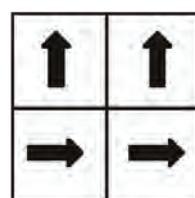
**ONE WAY**



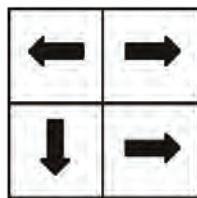
**TWO WAY**



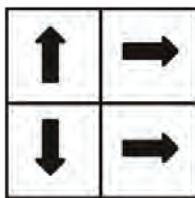
**TWO WAY**



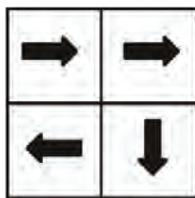
**TWO WAY**



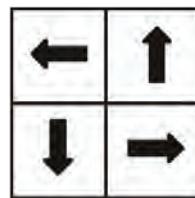
**THREE WAY**



**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.



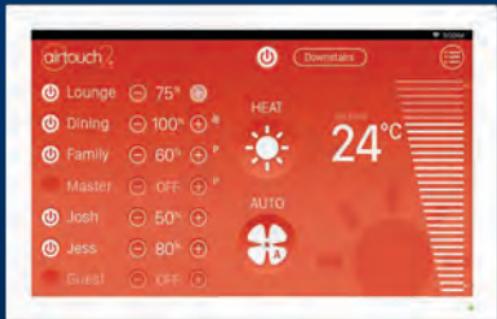


# User Manual

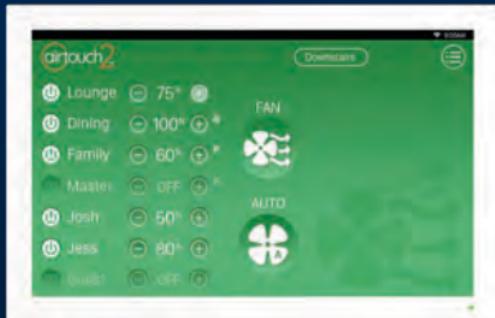
# COOL



# HEAT



# FRESH /FAN



Modes and functions available depend on your Air Conditioning Unit.

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## Getting Started

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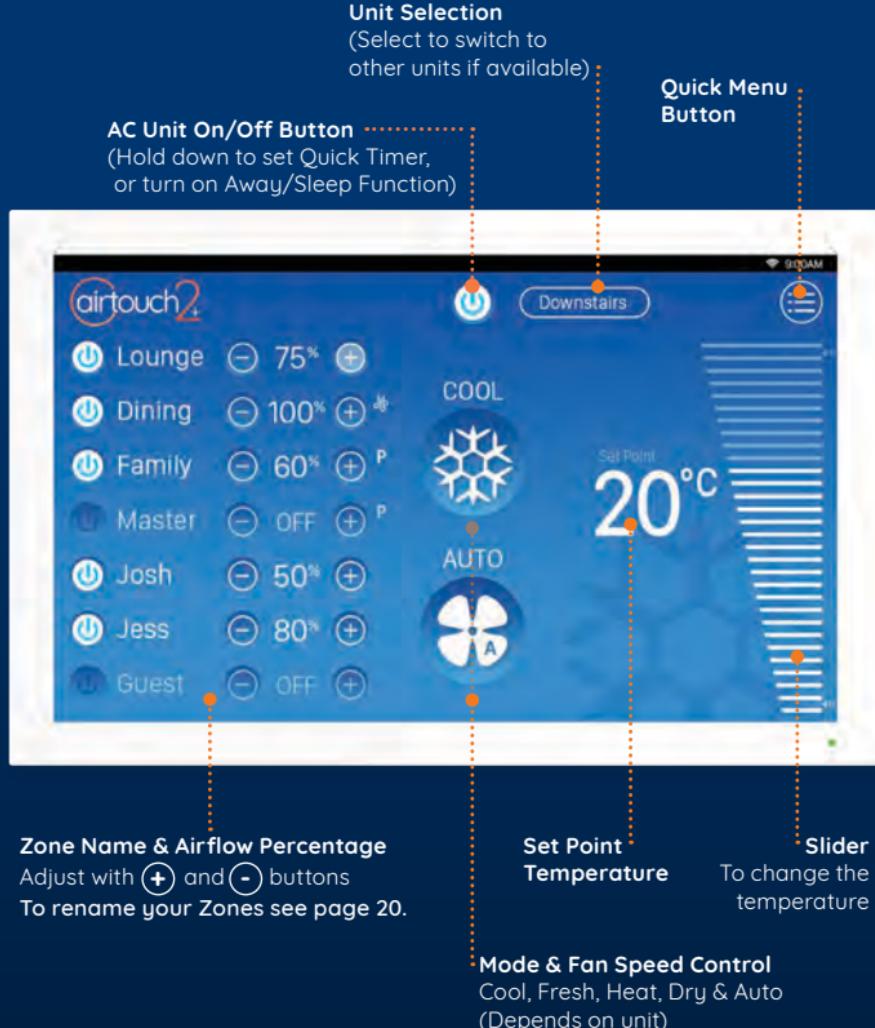
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# Quick Start - Console



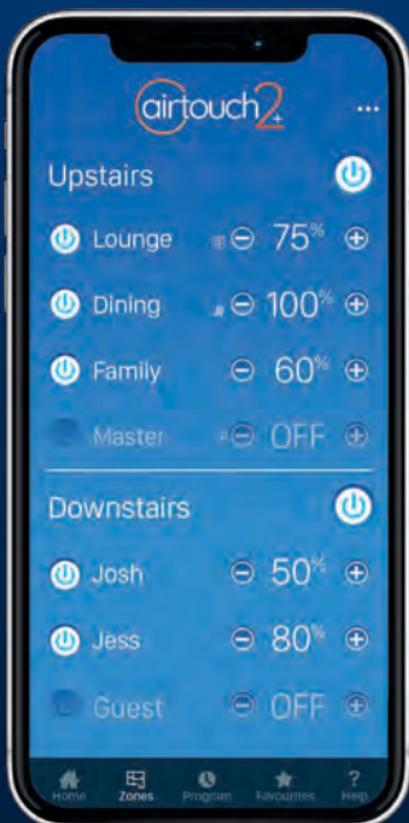
# Quick Start - Mobile App

## Home Screen



Some Settings & Zone names setup on the AirTouch Console will be replicated in the App.

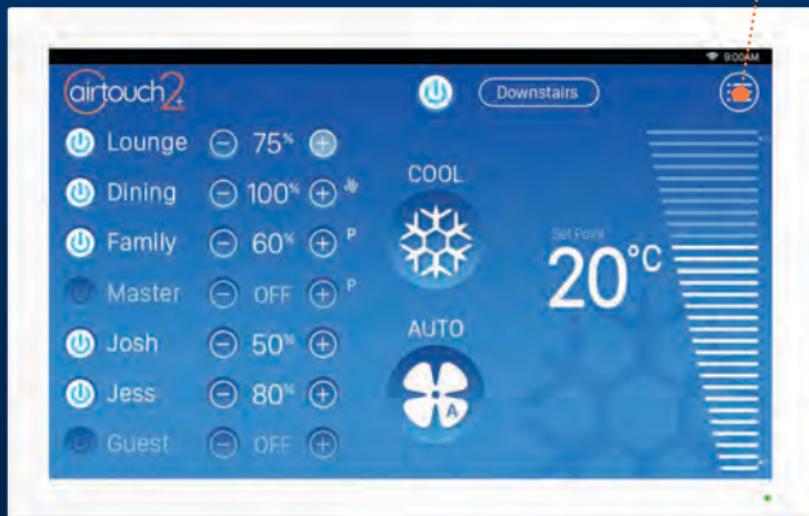
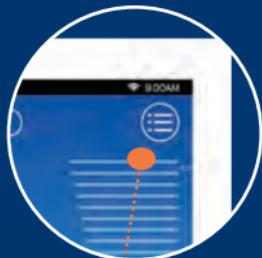
## Zones Screen



# Quick Menu & Controls

You can access common AirTouch features using the Quick Menu.

- 1 Access the Quick Menu by tapping on the menu icon  in the top right.



## Inside the Quick Menu



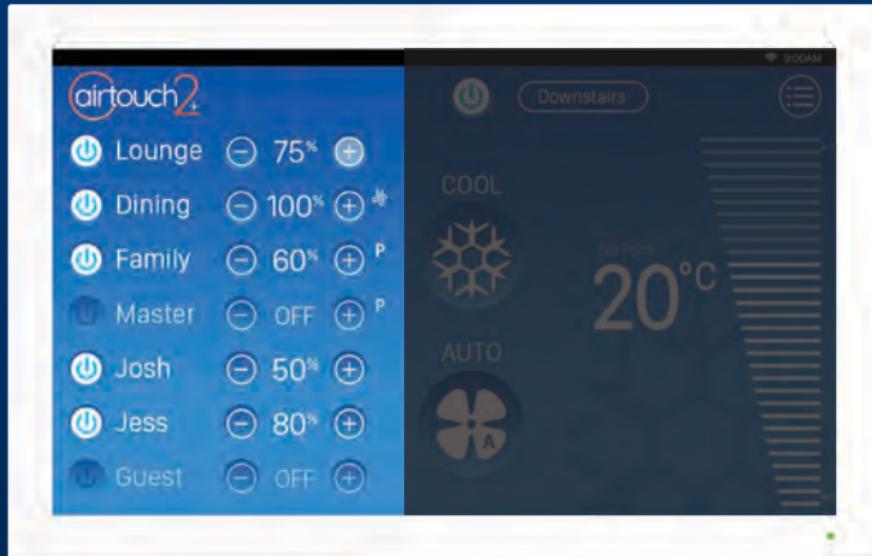
## Turn On/Off AC

To turn On or Off the AC tap the **Power** button.



# Adjusting Airflow for a Zone

Use the **+** and **-** buttons next to the zone names to increase or decrease the air flow in 5% increments.

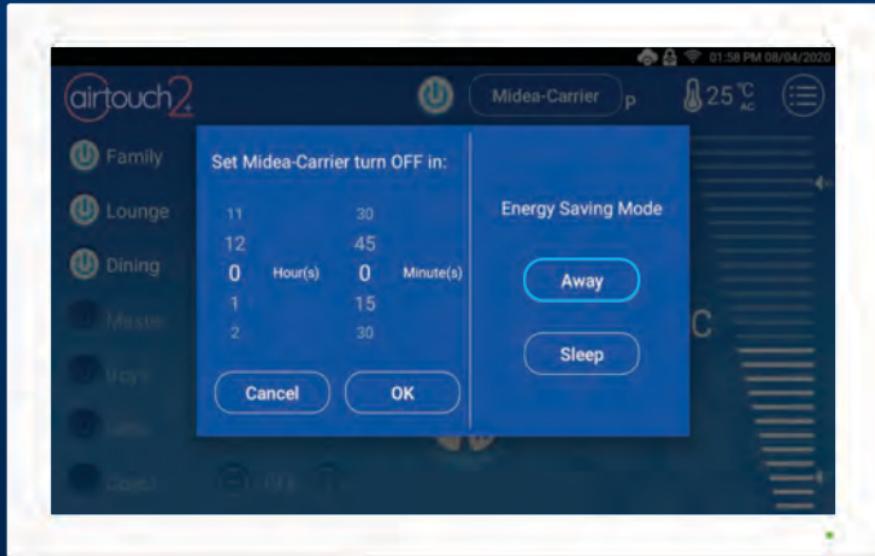


Your zone names are on the left of the home screen.

# Away Function

Efficiently make sure home doesn't get too warm or too cold while no one is home.

- 1 Press and hold the AC On/Off Button.
- 2 Press **Away**. The Away icon will appear in the top status bar. 



- 3 To cancel Away Mode, press the **Away** button a second time, or adjust the Mode, Fan Speed or Temperature.

## NOTE:

Only available on COOL, HEAT, or DRY Mode. When activated, the system will monitor the ambient temperature. When it approaches -1 of the upper limit (Cool) or +1 of lower limit (Heat), the system will turn On the AC. If the ambient temperature approaches -3 of the upper limit (Cool) or +3 of lower limit (Heat), the system will turn off.

# Setting the AC Timer



The AC Timer function is useful for automatically switching the AC on or off at a given time.

## Quick Timer

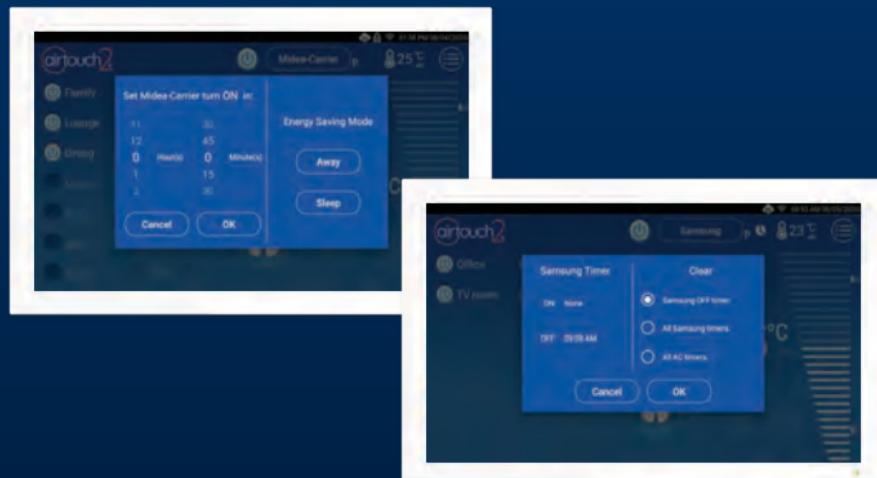
Setting the Quick Timer from the Home screen to Turn ON or OFF the Air Conditioning at a chosen time (up to 12 hours)

### Turn ON Timer

To Set a Quick Timer to Turn On the Air Conditioning when the unit is currently off, Tap and Hold the Power Button and scroll to select your desired **On Time**. The On AC timer icon will appear below the power button.

### Turn OFF Timer

To Set a Quick Timer to Turn Off the Air Conditioning when the unit is currently on, Tap and Hold the Power Button and scroll to select your desired **Off Time**. The Off AC timer icon will appear below the power button.



## Remove Timer

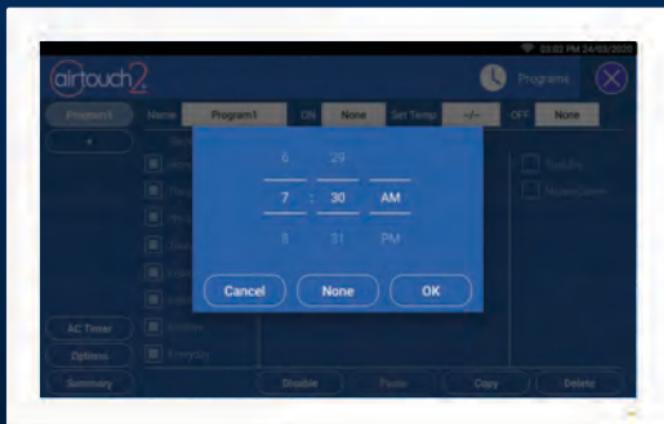
Touch  near the AC home to bring up Timer Setting dialogue. Choose the timer to be removed and touch **Confirm** button to finish.

## Advanced Unit Timer Functions

- 1 Open the Quick Menu and select Programs.



- 2 Tap AC Timer to load the Time Wheel, and choose the time for each operation. When a Timer event is scheduled, a Timer icon will display on the home screen next to your AC Unit's name.



# Setting a Program



A more advanced version of the Timer function is the **Program function**, letting you turn the AC ON or OFF and specify a Temperature for your entire house or airflow for individual zones for specific time and day ranges.

- 1 Open the Quick Menu and select Programs.

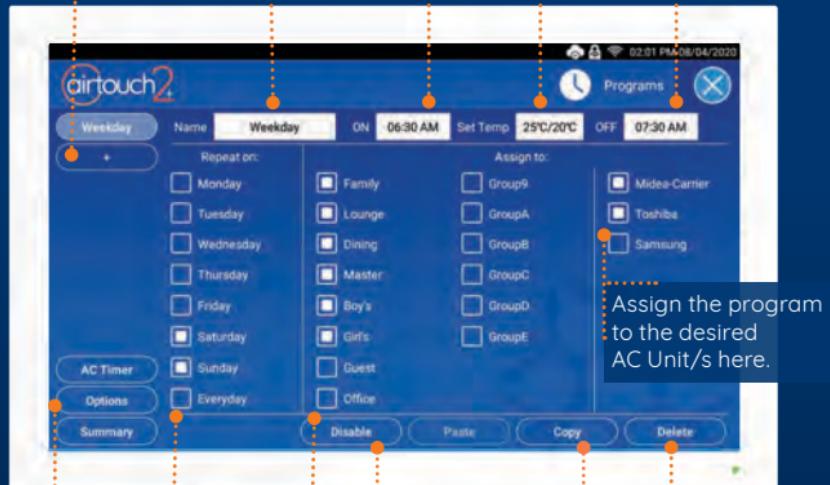


## 2 Programs

Touch the **+** button to add a program (up to eight programs)

Touch the **Name** area to rename the program

Touch the **On**, **Set Temp** and **Off** areas to set the time and required temperature



Tick the **Days** when the program will be repeated

Touch **Options** to tick or untick the Linked AC to Groups

Tick the **Zones** which will use the program.

A zone can have multiple programs. Touching the zone name will show the programs assigned to it

Use **Disable/Enable** button to deactivate/activate the program. When the program is disabled, its settings will be kept in the system but the On/Off action will not be carried out.

Use **Delete** button to remove an unused program

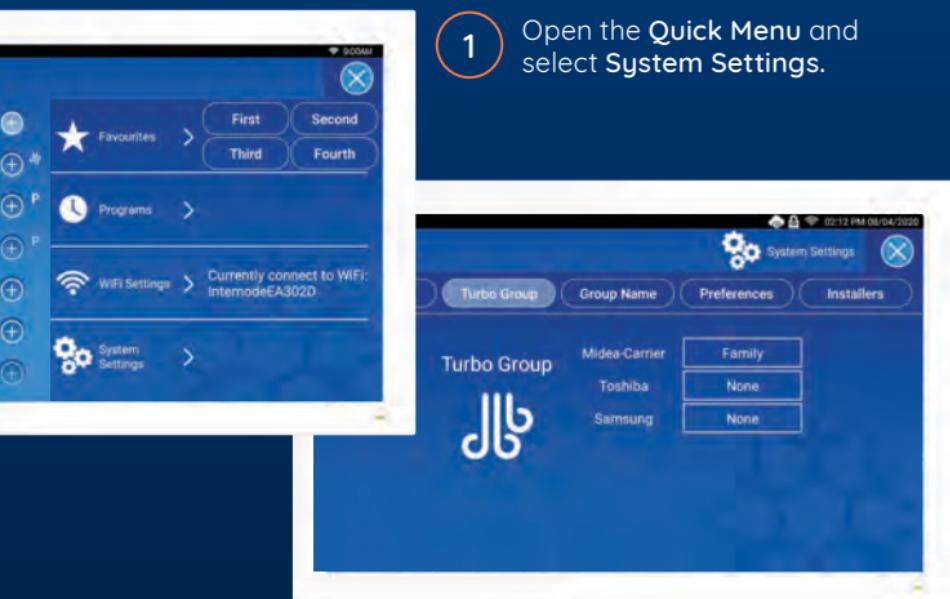
Use **Copy** and **Paste** buttons to create new programs which have similar settings

# Turbo Zone



For high volumes of conditioned air in a single zone.

AirTouch's Turbo Zone feature can cool or warm a single zone quickly; or can be useful when there is a lot of activity and you need more conditioned air than normal.

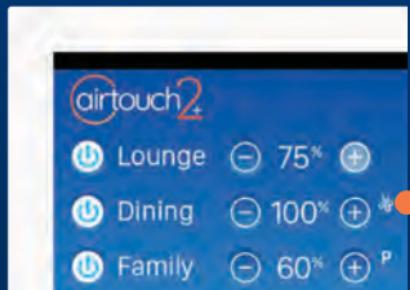


2 Tap on **Turbo Group** and a drop-down menu will appear. Select which room you want a larger volume of air.

3

To activate the **Turbo** function, tap on the  button again.

ON -----> Turbo -----> OFF



If there is more than one system, multiple Turbo groups can be set.

The Turbo function cannot be programmed.  
It is activated manually from the console when needed.

# Setting up Favourites



AirTouch's Favourites feature allows you to save your climate control scenarios.

1

Open the **Quick Menu** and select **Favourites**.

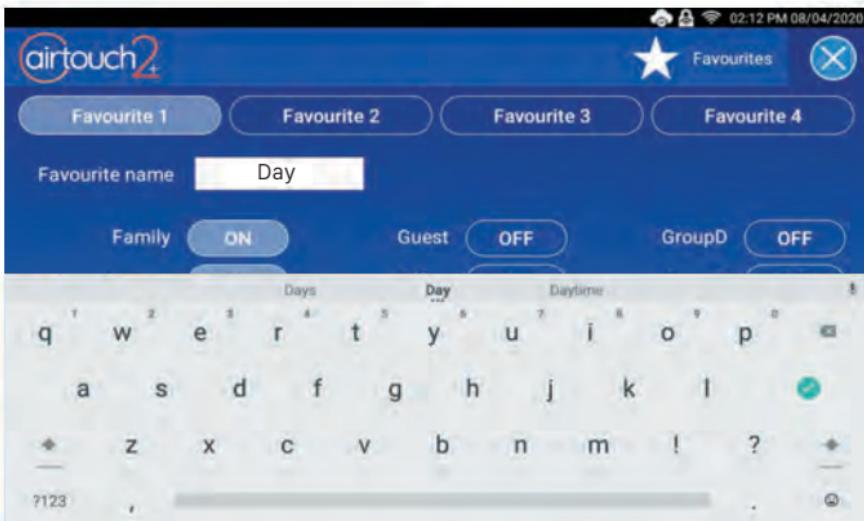


2

Create up to four **Favourite** presets. Select whether you want each zone ON or OFF.

3

Give your **Favourite(s)** option a name and you're good to go!

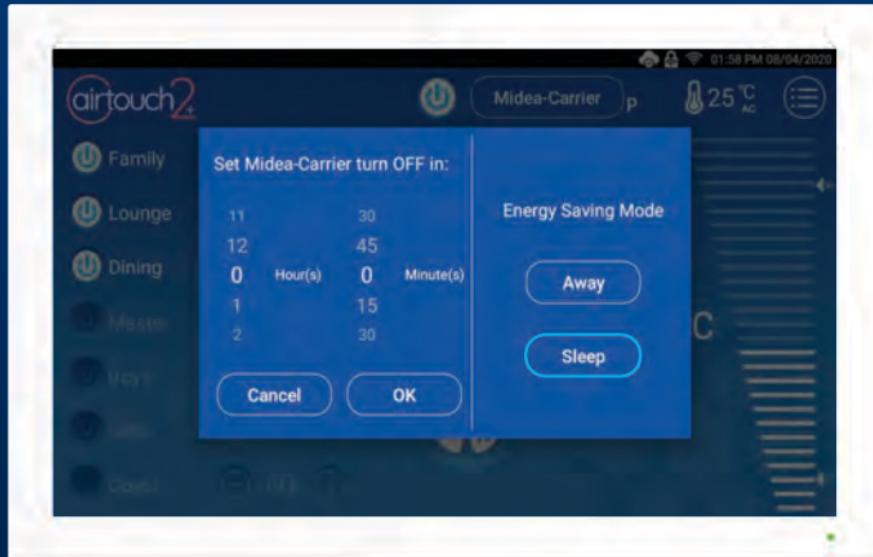


# Sleep

Sleep comfortably while saving energy.

1 Press and hold the AC On/Off Button.

2 Press **Sleep**. The Sleep icon will appear in the top status bar. 



3 To cancel Sleep Mode, press the **Sleep** button a second time, or adjust the Mode, Fan Speed or Temperature.

## NOTE:

Only available on COOL, HEAT, or DRY Mode. When activated, the set point will increase (Cool mode) or decrease (Heat mode) by 1 degree every hour for 3 hours. But the displayed AC set point will remain at your chosen temperature. After three hours, the AC will remain at the decreased/increased set point until Sleep Mode is cancelled.

# AirTouch 2+ App

The AirTouch 2+ App can be downloaded free.

After downloading the application, follow the prompts to link to your AirTouch console.

AirTouch 2+ is compatible with:

- iOS 8.0 and above
- Android 4.4 and above



## NOTE:

If a mobile device is connected to the same WiFi network as your AirTouch 2+, the app will automatically direct you to the control interface. Alternatively, if you are unable to access the control interface, you will be prompted for the AirTouch ID and password to continue. The AirTouch ID can be found in the Preferences section on the console.

When away from home the app will connect to AirTouch using your phones' 3G or 4G connection.





# System Settings

# Naming your Zones

\*Zones are referred to as Groups in System Settings.  
Customise AirTouch's Zone Names to suit your home

- 1 Open the Quick Menu and select System Settings.



- 2 Select **Group Names** and edit individual Groups/Zones by tapping on the space provided to enter information.

To make it easy a preset name can be selected by selecting **Name List**.

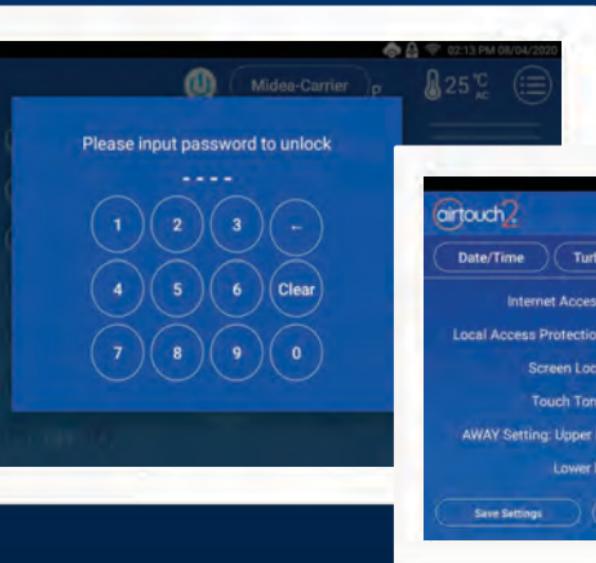
# Screen Lock



The Screen Lock Protects your Air Conditioning and AirTouch from potential damage caused by children playing with the console.

- 1 Select Screen Lock and choose a four digit password.

Now, when the console goes to sleep and turns blank, you can unlock it using the password.

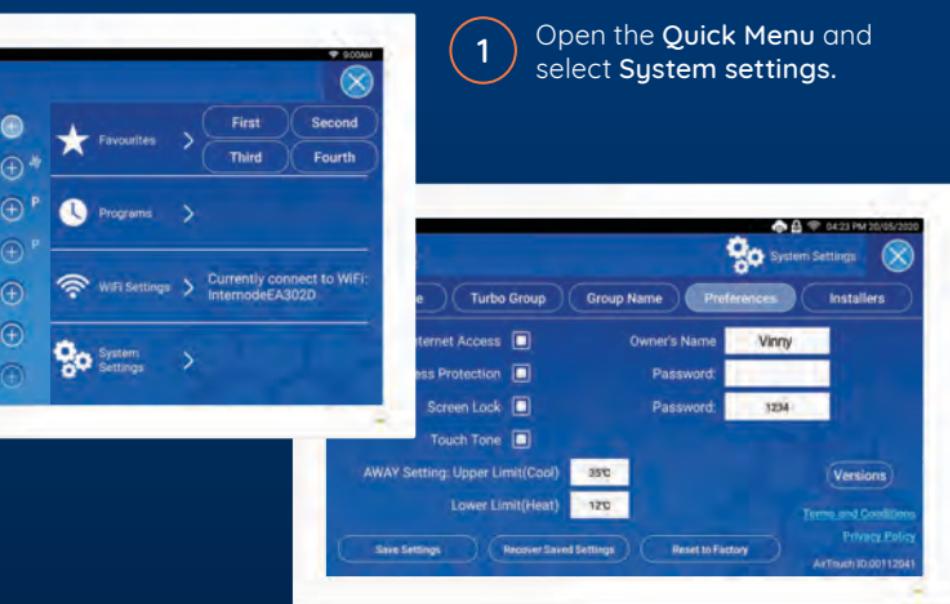


- 2 Untick Screen Lock on the Preferences page to remove it.

# Owner's Name

Owner's Name is used by the mobile app to distinguish between AirTouch 2+ systems.

The maximum length for a name is 16 letters.



1 Open the Quick Menu and select System settings.

2 Select Preferences and edit Owner's Name by tapping on the space provided to enter your details.

# Balance & Grouping Tables

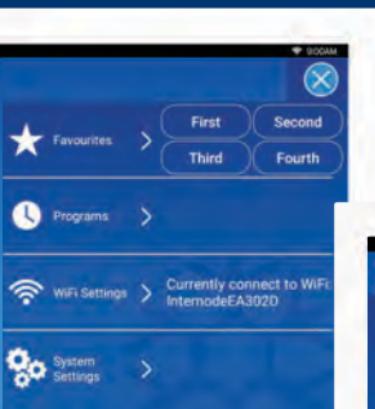
(Filled in by your installer)

Group	Group Name	Zones Included	Sensors	Turbo Function	Balance
1					
2					
3					
4					
5					
6					
7					
8					
9					
A					
B					
C					
D					
E					
F					
G					

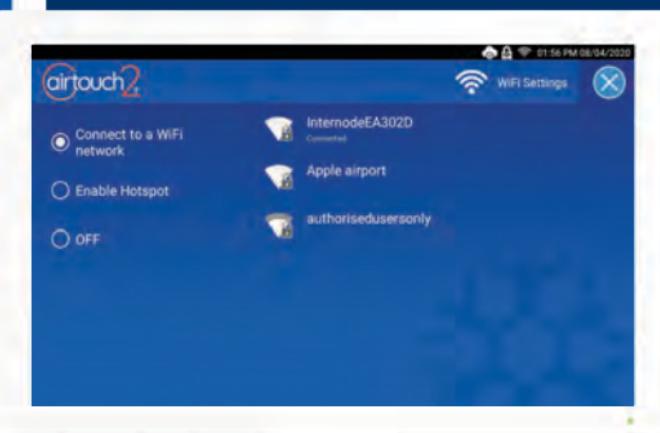
# WiFi & Internet Setup



Connect AirTouch 2+ to a home WiFi network to enable the control/operation of the AC unit and zoning via local WiFi and internet.



1 Open the Quick Menu and select WiFi Settings.



2 Select your WiFi network, and enter in the password when prompted.

When your are connected successfully, the WiFi icon will appear in the status bar.



## Software Updates

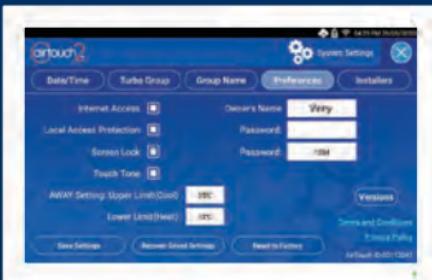
Please make sure AirTouch 2+ is connected to the home WiFi network with internet access. If there is a red dot on the top right corner of the Quick Menu, a new software version is available for update. Follow the red dot and prompts to update the system.

## Remote Internet Control

For remote AC control over the internet, ensure Internet Access is ticked under **System Settings > Preferences**.

## Local Access Password Protection

When enabled, mobile devices connected to the same WiFi Network as AirTouch will need to use the set password to use the App.



## Hotspot

If AirTouch doesn't have access to the internet, you can still control it locally over WiFi with the AirTouch App by using the console as a WiFi Hotspot.

To setup AirTouch as a Hotspot, go to **WiFi Settings**, tick **Enable Hotspot** to turn it on and set a password which will also be used as the Local Access Password Protection password.

You can then connect your smart devices to this WiFi Hotspot to control AirTouch using the App.

# Troubleshooting

## Problem meets solution.

Problem	Suggested Action
LED in the lower right corner flashes quickly	<p>No communication between the console and main module. Check if the AirTouch 2+ App is running and the wiring.</p> <p>Disconnect the cable to the touchscreen and connect it back. Or power off the main module of the AirTouch 2+ and power it back on in a minute.</p>
LED flashes slowly (Every one second)	AC has an error. Either AC is faulty or the communications between AC and AirTouch 2+ is lost. Call technician to further investigate.
No LED light	No power to the console.
Dampers have no response when turned on or off	<p>Check if LEDs on the main module light up for relevant zones when the zone dampers are being turned On/Off. If Green/Red LEDs are not activated for the respective zone, the main module may be faulty, replace it.</p> <p>If there is response, there might be a faulty cable and the cable would have to be replaced. If the zone is still non-functional then there might be a faulty damper motor.</p> <p>Check if the cable from touch-pad to the main control module is faulty. If it is a faulty cable, then replace the cable.</p> <p>Check Grouping and find out if the right zones have been assigned to the right groups and have been turned ON/OFF in Zoning section.</p>

Some zones cannot be turned off	Check if 'Spill' status is displayed for the zone. Opening other zones will rectify the error *Check spill groups.
No display on the LCD	*Check if the cable is plugged in properly. Unplug the cable and reconnect it.  *Check if there is power to the unit.
LCD Display Corrupted	Reset LCD by holding RESET button on the right side of the console for 2s.  If error is still not resolved, reset console by unplugging the cable from behind and then reconnect it after about 15 seconds. If the corrupted display remains, power off/on the console. Otherwise, replace the console.
WiFi symbol  disappeared from the touchpad	After a power failure, AirTouch 2+ will re-connect to home router and WiFi icon  will be back on in 3 minutes from Power ON.  Turn the wireless router OFF and turn it back ON. Wait for 3 minutes for the AirTouch 2+ system to initialise. If WiFi icon  does not appear, follow WiFi setup process to re-establish connection between your home router and AirTouch 2+.
The response on the console seems slow.	Press and hold the top right button on AirTouch 2+ for 2 seconds to force it to reboot.
“AC ERRORxx” is on touchpad	This error is displayed due to a fault with the AC unit. The AC ON/OFF function will be disabled when this error is displayed. The xx is the error code. The error descriptions will be displayed in the top menu bar. Please call an AC technician quoting the error code.

# Specifications

## Electrical Requirements

Power supply:	24V AC ±10%
Line frequency:	50 Hz

## Environmental Requirements

Operating Temperature:	0°C to 60°C
Altitude:	0 to 2000 meters
Operating relative humidity:	10% to 80%

Avoid static electricity hazards

Avoid electromagnetic radiation sources

Avoid dust contamination

Avoid highly corrosive environments



## Zone Output

Output voltage:	24VAC, 50Hz
Current:	200mA (1 damper motor)

## Transformer

Input Voltage: 240VAC, 50Hz

Output Voltage: 24VAC, 50Hz

Wattage: 40W

Supply Air Sensor NTC type, 10 kΩ at 25°C

Fuse Dimension 5x20 mm,  
Fast-Acting 2A, 250V

1300 980 656



#### Liability and Disclaimer

All specifications and procedures are correct at time of publication, but are subject to change without notice. Please read the instructions before installing this Zone Control System. Polyaire Pty Ltd does not accept any responsibility for loss or damage that may occur as a result of the incorrect installation or operation of this AirTouch Control System.

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