



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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Scan to view our Operation Videos on our website or visit
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

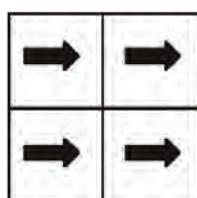
Multi-Directional outlets

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

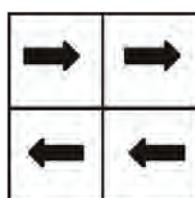
system is not used for heating, although this is not a necessity.

Sidewall registers

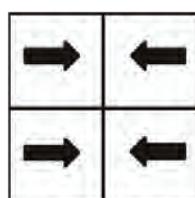
Sidewall registers (if applicable) have vertical and horizontal blades that are adjustable. The blades are manufactured not to rattle. Any adjustments are required to be done with the assistance of long nose pliers with insulation tape wrapped around the ends so the paint of the register is not damaged.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



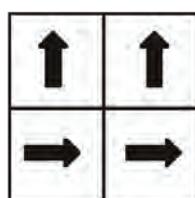
ONE WAY



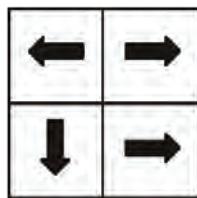
TWO WAY



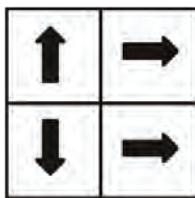
TWO WAY



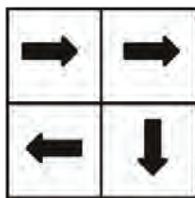
TWO WAY



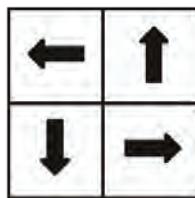
THREE WAY



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.

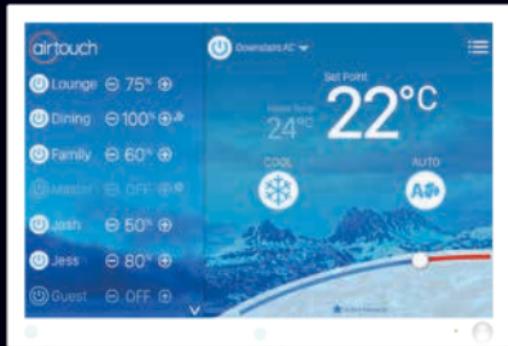




User Manual

airtouch.net.au

COOL



HEAT



FRESH /FAN



Modes and functions available depend on your Air Conditioning Unit.

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Quick Start - Console



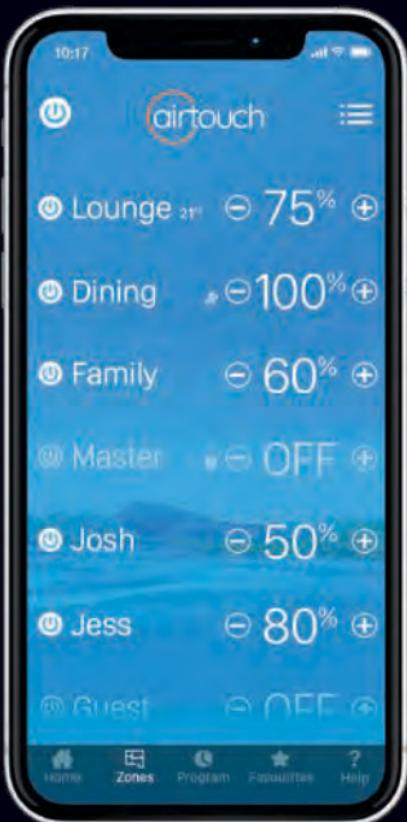
Quick Start - Mobile App

Home Screen



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

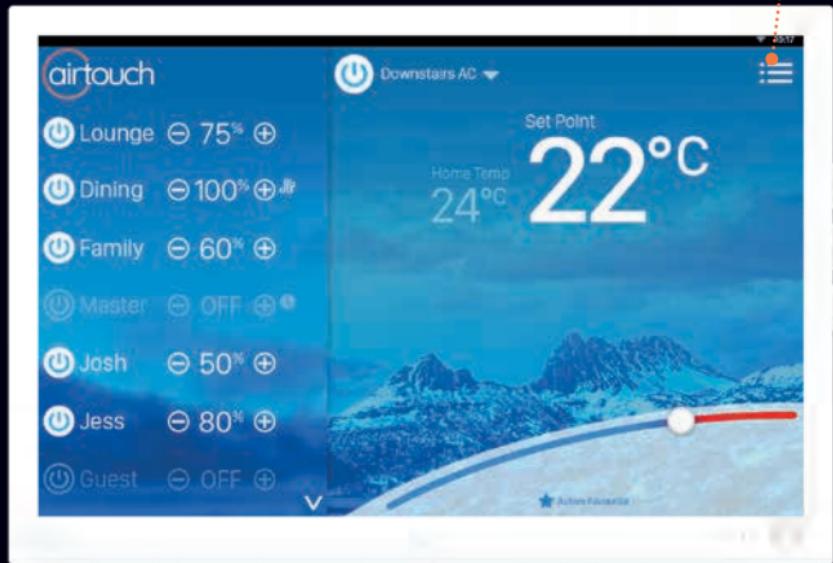
Zones Screen



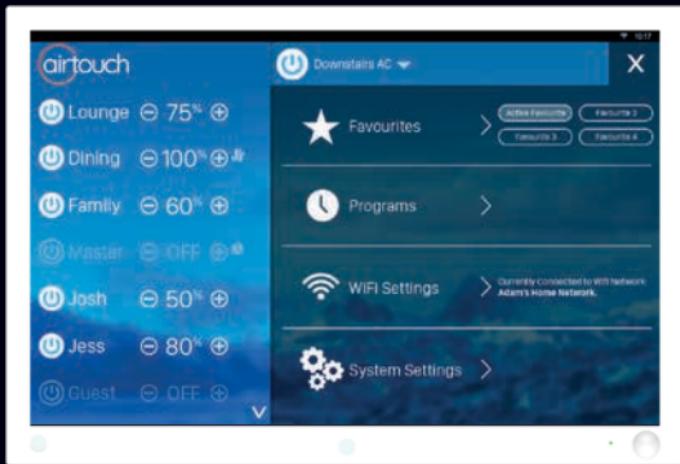
Quick Menu & Controls

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.

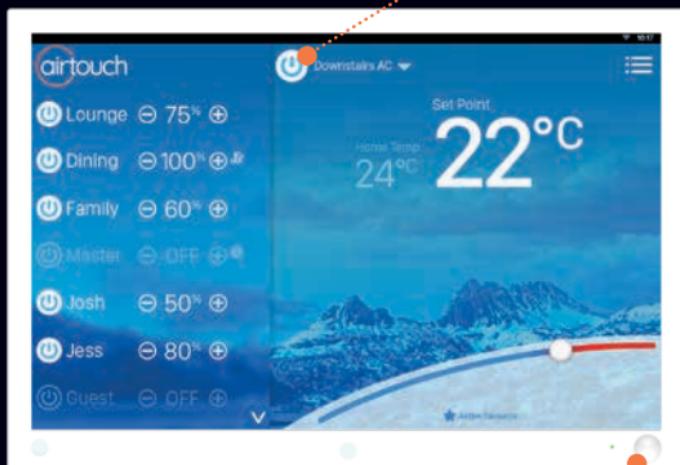


Inside the Quick Menu



Turn On/Off AC

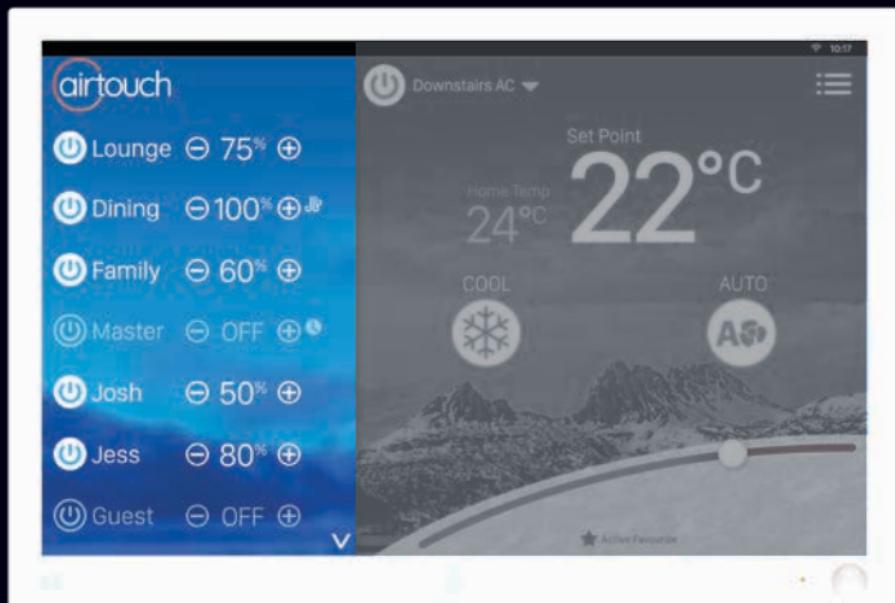
To turn On or Off AC either tap the **Power** button at the top



Or push and hold the button on the lower right corner

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.

By default, AirTouch lets you control the air volume in % for each zone.

Controlling Zone Temperature

If a zone has ITC installed, it can be controlled by temperature or airflow.

- 1 Use the  and  buttons to increase or decrease the set point in an individual zone.

*If a zone has ITC available, the air temperature/volume will have a rounded border.



- 2 To switch to °C temperature display (set point temperature for the zone), tap on the Air Volume %.



The air volume will automatically adjust according to the difference of set temperature and measured temperature in the zone.

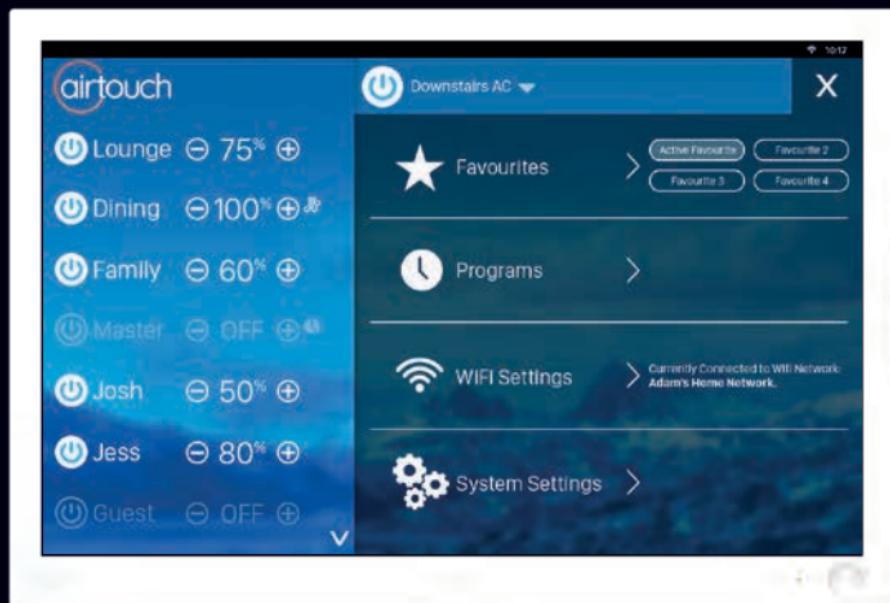
Setting the AC Timer



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

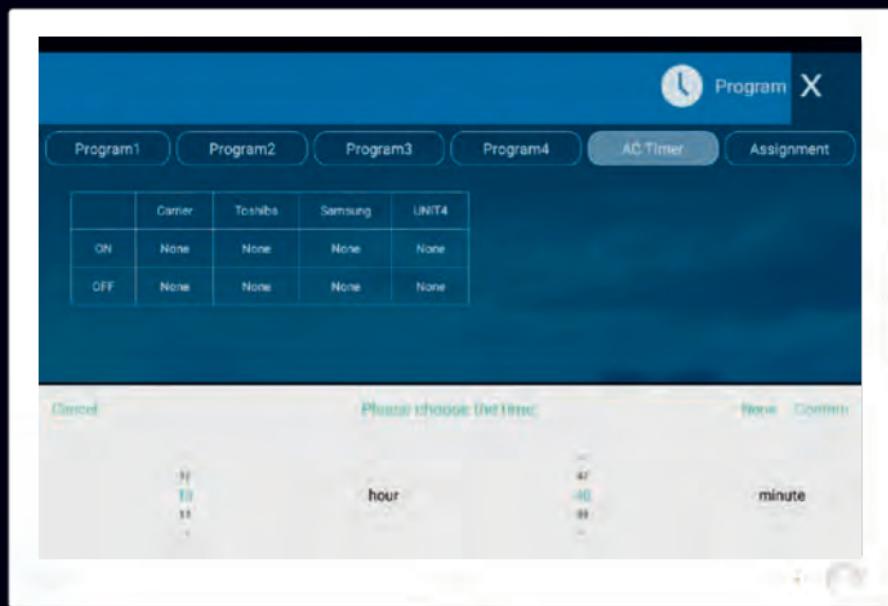
The ON and OFF Timer function can be used in combination or separately for 1 or more AC units.

- 1 Open the Quick Menu and select **Programs** (see page 4).



2

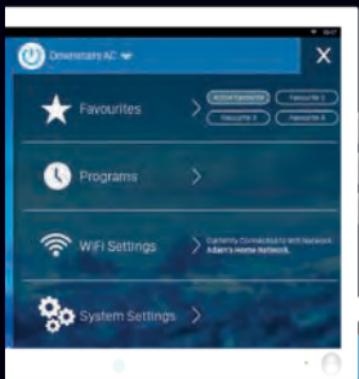
Use the **Time** wheel to choose the time for each operation.



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 individual zones.



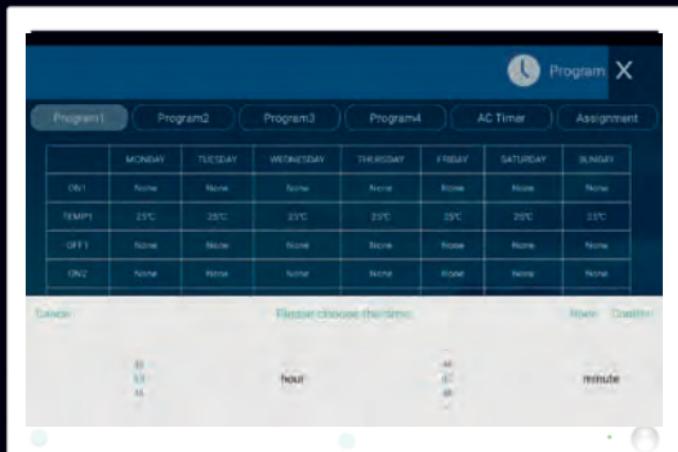
1

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

2

Customise up to 4 **Programs** for any day of the week by tapping the Grid square for each ON and OFF Time, and the desired temperature.

3 Use the time wheel to choose each ON/OFF Time.



4 Use the keypad to enter the Temperature for each Programmed event.

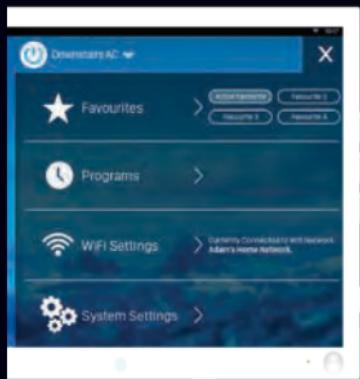


4b If you only want to use a Program in a certain zone/s, you will need to Assign it. See page 12.

Assigning a Program to a Zone or AC unit

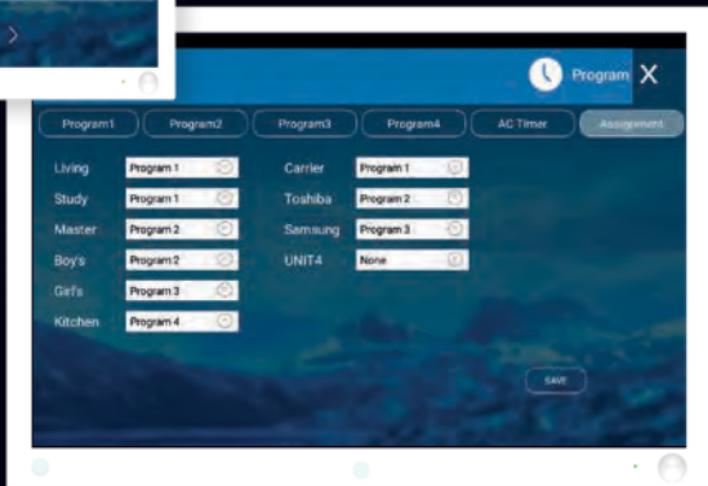


A Program(s) must be set up before it can be Assigned. See page 10.



1

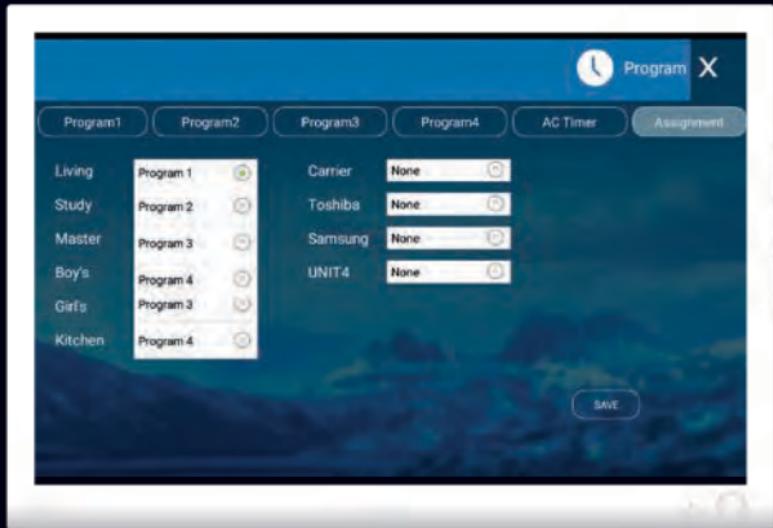
Open the Quick Menu and select Programs.



2

Select the Assignment option to see the list of the current programs available.

3 Tap on the **Program** menu of a zone or AC unit to show all program options. Tapping a program option will **Assign** the program to the zone or the AC unit.



4 To clear your choice, select **None**.

If a **Zone** has a **Program** event **Assigned**, the timer icon will appear next to it.

If an **AC unit** has a **Program** event **Assigned** the timer icon will appear next to its name at the top of the home screen.

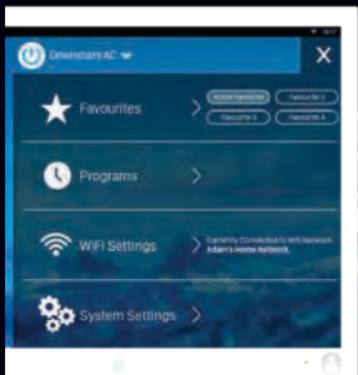
Touch **Save** Button to Save.

Turbo Zone

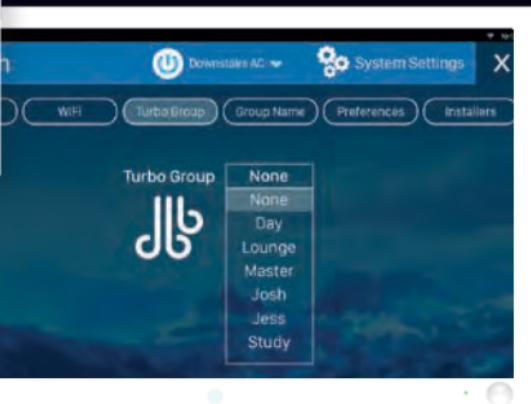


For high volumes of conditioned air in a single zone.

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.



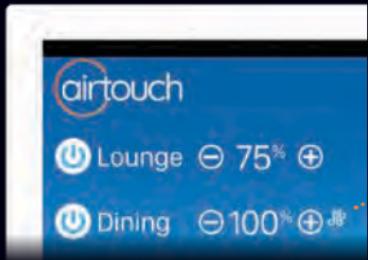
1 Open the **Quick Menu** and select **System settings**.



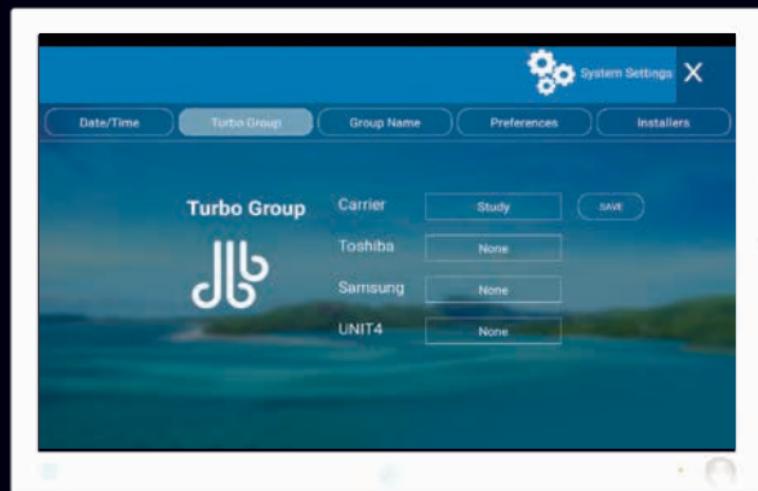
2 Tap on **Turbo Group** and a drop-down menu will appear. Select which room you want a larger volume of air.

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.

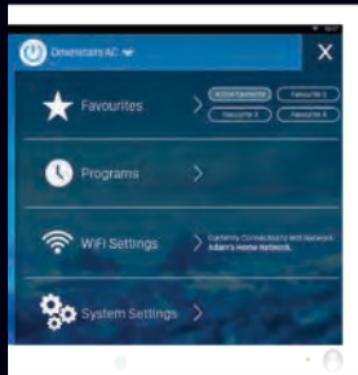


The Turbo function cannot be programmed.
It is activated manually from the console when needed.

Setting up Favourites

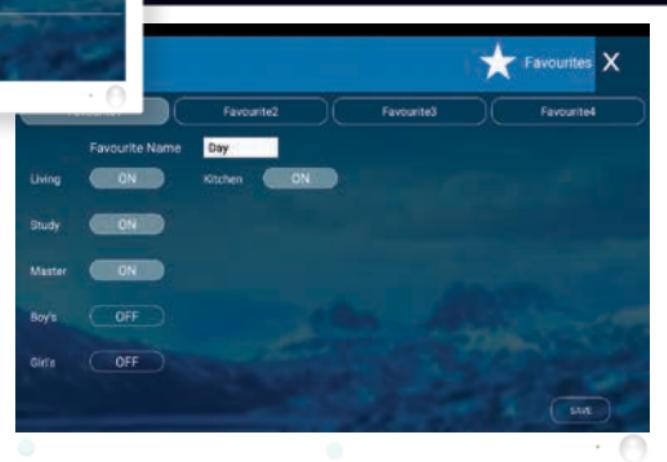


AirTouch's Favourites feature allows you to save your climate control scenarios.



1

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



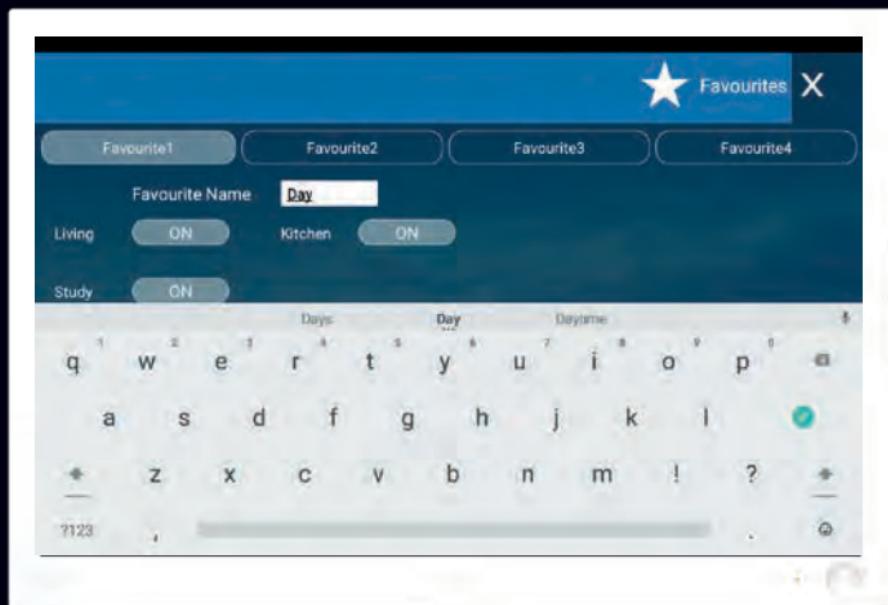
2

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!

Tap **Save** button to save the setting.



Using ITC (Individual Temperature Control)

ITC Sensor & Button



Zone Button

- Press the button once to see if your Zone is ON or OFF
 - Blue Light = ON
 - Red Light = OFF
- Press the button again to change between ON or OFF

Replacing The battery

- 1 Remove the cover. Push the battery in the direction of the arrow on the pcb board. (as shown in the diagram on page 19)
- 2 When replacing the battery, press and hold the Zone Button (2) after removing the dead battery for 5 seconds to remove any residual charge from the circuit.

After replacing a battery you may need to pair the ITC sensor with AirTouch again.

The battery (3) used is 3V CR2450.

When the battery is low, a *Low Battery* icon (■) will appear near the zone name of the sensor.

A good battery will last for around 1 ½ to 2 years.

When the battery is flat, the zone will change to % control if there is no other sensor in it.

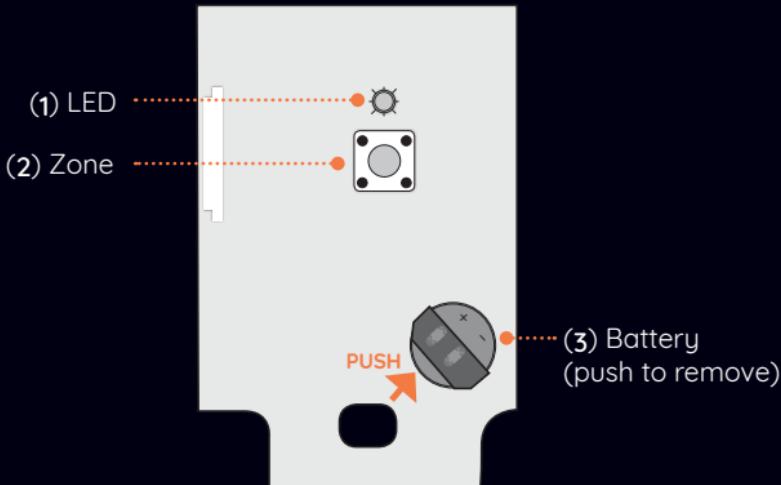
Pairing ITC Sensors with AirTouch

- 1 On the AirTouch console open the **Quick Menu** and select **System Settings > Installer > Sensors > Turn Sensor Pairing from Stop to Start**.

By default, the installer password is Polyaire.

- 2 After removing the cover from the ITC sensor, push and hold the Pairing Button (2) for 5 seconds until the LED (1) turns blue.

The zone name will appear on the sensor page of AirTouch 4 when the pairing is successful.



AirTouch 4 App

The AirTouch 4 App can be downloaded free of charge.



Install the AirTouch 4 App through the Apple App Store or Google Play Store.

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

AirTouch 4 is compatible with:

- iOS 8.0 and above
- Android 4.0.3 and above



Integrations

We are constantly adding new Smart Home integrations to AirTouch to enhance the system's capabilities and your home living experience.

To learn more, and see how to set them up, visit airtouch.net.au.

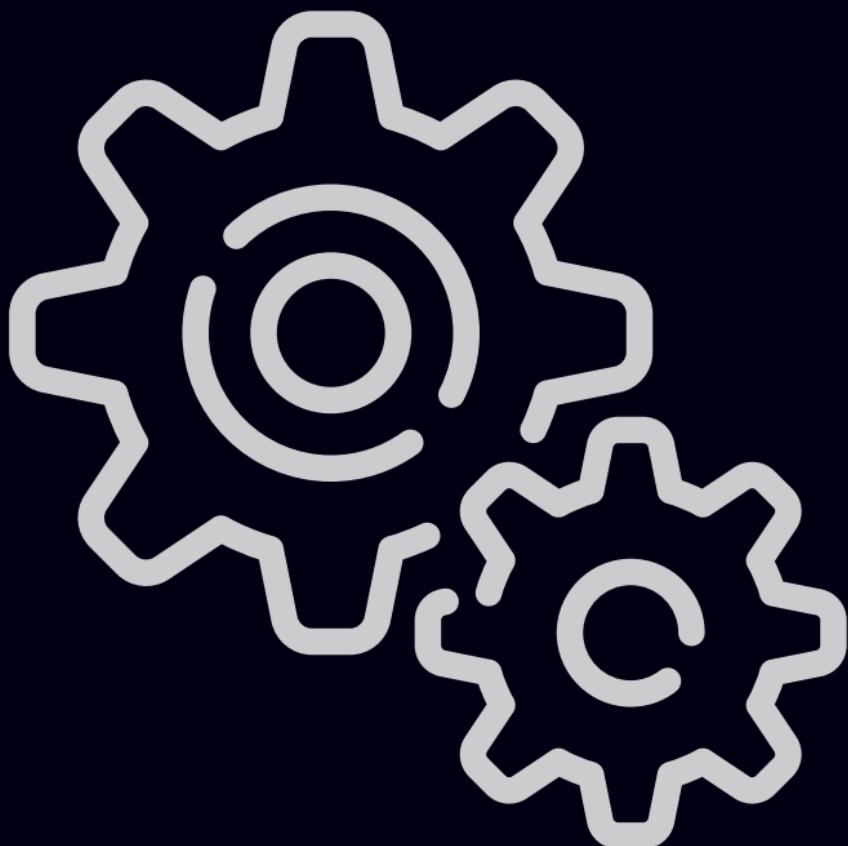




NOTE:

If a mobile device is connected to the same WiFi network as your AirTouch 4, 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.

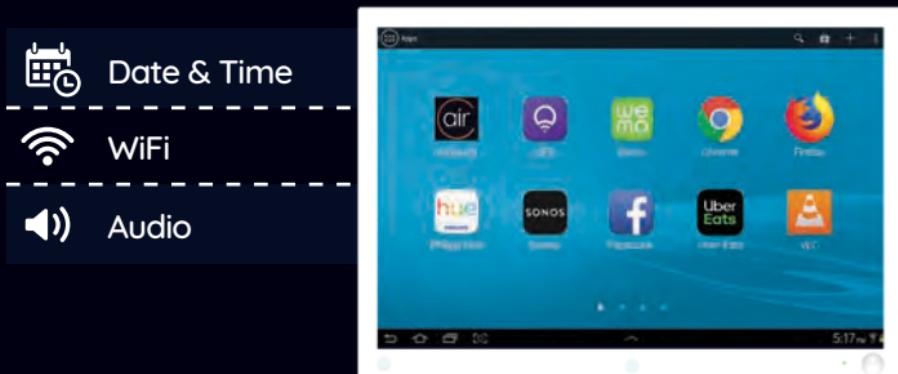


System Settings

AirTouch Console Android OS Functions

You can leave the AirTouch 4 Application and use the Android OS by swiping up from the bottom of the console to open the Android navigation bar and pressing the home button.

The following settings are configured through the Android OS:



Note:

Some of the Apps shown here are not preloaded

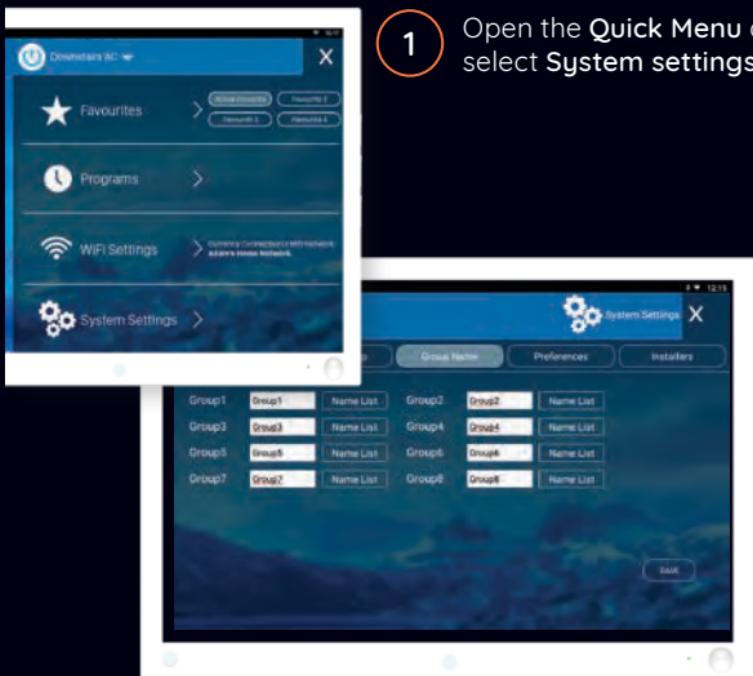
You can install any available Android Apps to your console to enhance the smart hub capability such as automated lighting or security systems as well as any lifestyle or entertainment Apps.

Disclaimer:

We cannot offer support for third party applications installed to, or modifications to the general settings of the Android OS installed on your AirTouch Console. While unlikely, installing third party applications, modifying the settings of or updating the Android OS of the AirTouch 4 Console may cause AirTouch to dysfunction.

Naming your Zones

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



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

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

Select **Save** to keep your changes.

Screen Lock

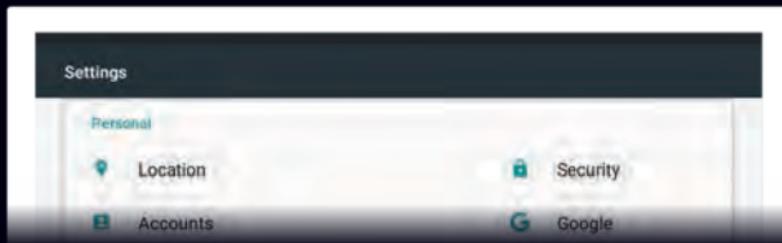


The Screen Lock Protects your Air Conditioning and AirTouch from potential damage caused by children playing with the console. It is set from within the Android OS.

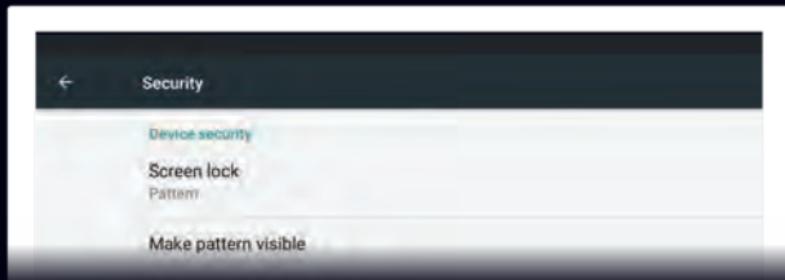
- 1 Swipe up from the bottom of the console to open the Android navigation bar.
Press on the Home button and Tap on Settings.



Go to Security and find the **Screen Lock**.
It is set to None in default.



- 2 Select 'Screen Lock' and follow the prompts to set it up.

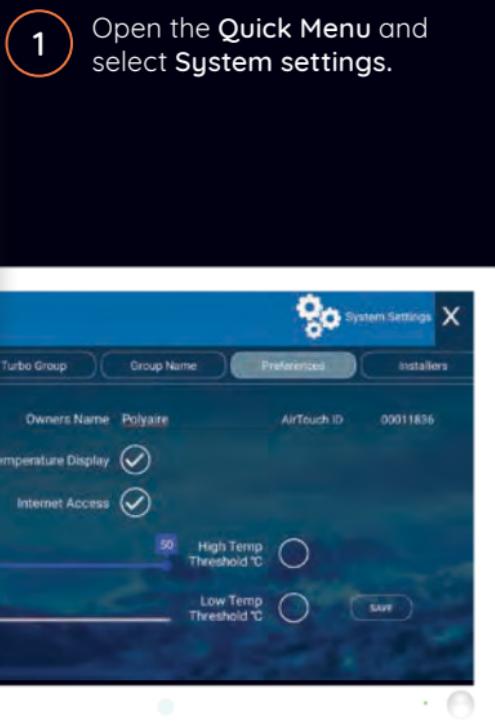


Now, when the console goes to sleep and turns blank, you can unlock it using a password.

Owner's Name

Owner's Name is used by the mobile app to distinguish between AirTouch 4 systems.

The maximum length for a name is 16 letters.



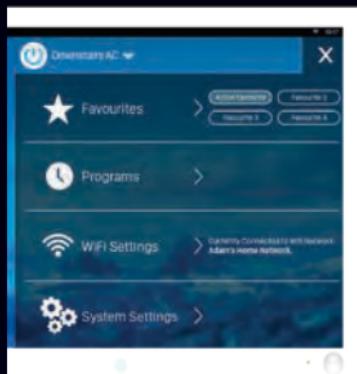
2 Select **Preferences** and edit **Owner's Name** by tapping on the space provided to enter your details.

Select **Save** to keep your changes.

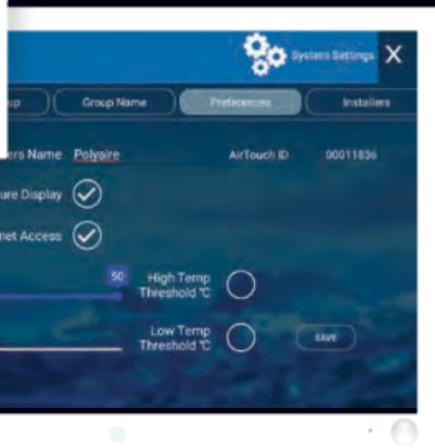
Temperature Display

*ITC Feature Only

If you have ITC, you can choose to see the actual temperature of each zone in the home screen.



1 Open the **Quick Menu** and select **System settings**.



2 Select **Preferences** and turn ON or OFF **Temperature Display** on the home screen.

Select **Save** to keep your changes.

Balance & Grouping Tables

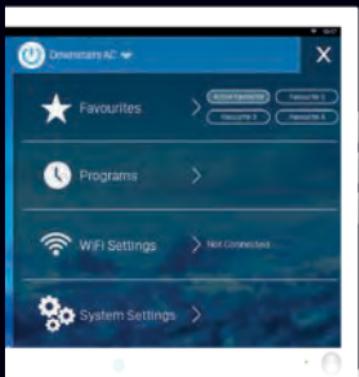
(Filled in by your installer)

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					

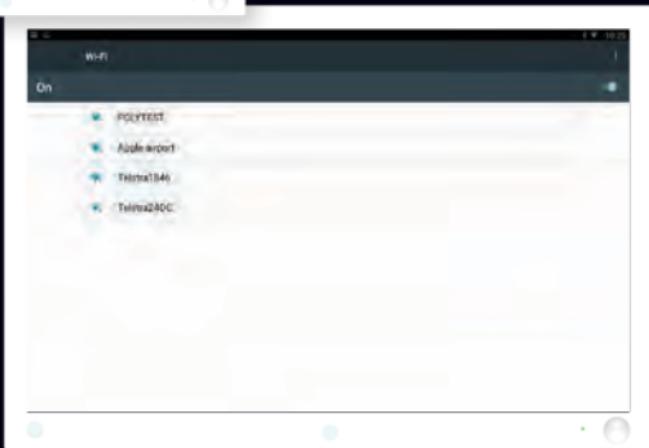
WiFi & Internet Setup



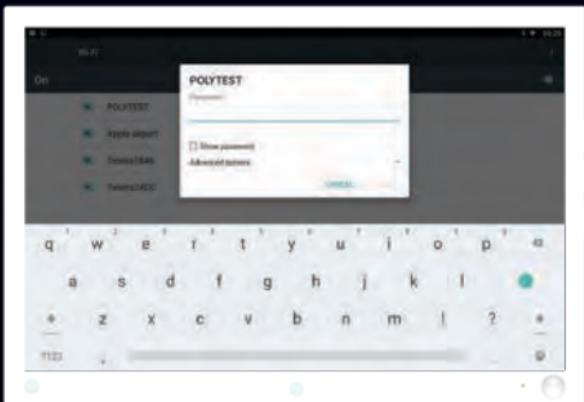
How to connect AirTouch 4 to a home router, which will enable the control/operation of AC unit and zoning via local WiFi and internet.



- 1 Open the Quick Menu and select WiFi Settings.

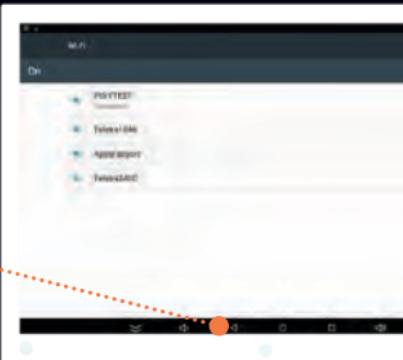


- 2 Select your desired WiFi network.



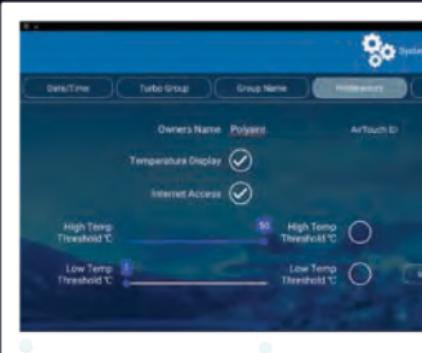
3 Enter WiFi network password then touch **Connect**.

4 Touch the **Triangle** on the navigation bar at the bottom of the screen to return to the AirTouch 4 app



Remote Internet Control

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



Troubleshooting

Problem meets solution.

Problem	Suggested Action
LED in the lower right corner flashes quickly	No communication between the console and main module. Check if the AirTouch 4 App is running and the wiring.
LED flashes slowly (Every one second)	AC has an error. Either AC is faulty or the communications between AC and AirTouch 4 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>

<p>Some zones cannot be turned off</p>	<p>Check if 'Spill' status is displayed for the zone. Opening other zones will rectify the error *Check spill groups.</p>
<p>No display on the LCD</p>	<p>*Check if the cable is plugged in properly. Unplug the cable and reconnect it. *Check if there is power to the unit.</p>
<p>LCD Display Corrupted</p>	<p>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.</p>
<p>WiFi symbol  disappeared from the touchpad</p>	<p>After a power failure, AirTouch 4 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 4 system to initialise. If WiFi icon () does not appear, follow WiFi setup process to re-establish connection between your home router and AirTouch 4.</p>
<p>The reaction of the AT4 app on the console is slow after the app has been running for a long time.</p>	<p>Close the app and re-open the app. This needs to bring up the Android navigation bar at the bottom, press the left arrow button to close the app. Then restart the app.</p>
<p>"AC ERRORxx" is on touchpad</p>	<p>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. Please call AC technician quoting the error code.</p>

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

Battery (Wireless Sensor) 3.0V, CR2450

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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