

Air Conditioning Maintenance and Repair

Each apartment in Erko has a split air conditioning system, ie NOT ducted

- Evaporator/s – inside the apartment in the roof cavity
- Condenser – on the roof of the building.

Both of these components are the property of each unit owner and accordingly, their **ongoing service and maintenance is the responsibility of each lot owner**. In order to qualify for the Warranty on the air conditioners (expires 2019), maintenance must be performed **regularly**.

Each unit owner has the right to choose any contractor to maintain or fix the air conditioning units associated with the unit, taking into consideration access to the roof (at a convenient time agreed to by the Building Manager), and the requirement for the contractor to hold '**Working At Heights**' **safety certification**.

Building Manager details to organise roof access:

0408 644 165 | 02 9519 6263 | erko@pacificbmg.com.au).

If you are asked to describe your system, it is a split system with external compressor & condenser, with internal fan coil units which contain thermostatic expansion valve (thermostat directly connected to each unit). It is NOT ducted.

Some points to consider:


- Some issues have been discovered in the past, therefore it is very important that should problems arise, a written report is given to the resident. This enables the owner to approach the appropriate third party for rectification (eg builder).
- If the technician cannot access the roof space and has to return to complete the service, ensure a credit is held until the builder attends to the access panel
- You should always scan or copy the invoice you receive as print is likely to fade.

Unfortunately, the Building Manager is unable to hold apartment keys on your behalf, as this is outside the terms of the building management contract.

Maintenance Service

Preferred contractor: **Endeavour Air Conditioning**

- Enquire via the website www.endeavouraircon.com.au
- CynthiaD@endeavouraircon.com.au / 02 9585 9955, 8076 1917
- The Maintenance Service charge is a call-out fee of \$99.00 + the applicable charge in the table below.

	*Apartment Type	Detail	Rate incl GST
	Studios	1 evaporator/1 condenser	\$120.00
	1 Bedroom Apartment	2 evaporators/1 condenser	\$150.00
	2 Bedroom Apartment	2 evaporators/1 condenser (1 air conditioning unit in main bedroom only)	\$150.00
	2 Bedroom Apartment	3 evaporators/1 condenser (air conditioning unit in both bedrooms)	\$180.00
	3 Bedroom Apartment	4 evaporators/1 condenser	\$210.00

A formal list of inclusions in the maintenance service has not been received, however verbal confirmation is as follows:

- All pipes, drains etc are checked for condition and performance
- The service technician can (upon request) send a formal report should there be any issues, such as poor access
- If a repair is found to be required, the technician will advise before proceeding - Repair Charges: call out fee \$99.00 + hourly rate \$99.00 incl GST. You may wish to consider if the repair falls under the Terms of your Fujitsu Warranty.

A Group Rate Maintenance Service has been negotiated (call out fee is waived). Owners may voluntarily organise a group if they wish and approach Endeavour for these rates. As previously mentioned, this is not the responsibility of the Strata / Owner's committee, as air conditioners are the property of each apartment owner.

Faults

INSTALLATION faults: **Climatech** 9698 0033

OPERATIONAL faults: **Fujitsu** 8822 2500. Warranty(expires 2019), covers problems not caused by lack of maintenance. Note: Fujitsu do not carry out services

ACCESS PANEL INADEQUATE OR NON-EXISTENT: contact the builder, Richard Crookes Construction (RCC) Project Manager: Belal Ayouni – AfyouniB@richardcrookes.com.au, 0405 292 194 or 02 9902 4446. You may be referred to the Installer: Climatech (SEDA) Michael Harapas – mharapas@sedaservices.com.au.