

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 Services

Preferred contractor:  **HARVEY**
AIR CONDITIONING

- Enquire to service@harveyind.com.au or 9630 5100 or harveyind.com.au
- The Maintenance Service charge is the same for all apartments, regardless of size and number of air-conditioning outlets
- If a repair is found to be required, the technician will advise before proceeding – works and charges applicable
- You may wish to consider if the repair falls under the Terms of your Fujitsu Warranty. Fujitsu Customer Service: fujitsuassist@fujitsugeneral.com.au 8822 2500
- To be confirmed: The service technician will send a formal report should there be any issues such as poor access

Apartment Type	Detail	Rate incl GST
Studios	1 evaporator/1 condenser	\$120.00
1 Bedroom	2 evaporators/1 condenser	\$120.00
2 Bedroom	2 evaporators/1 condenser (air conditioning in main bedroom, not 2 nd)	\$120.00
2 Bedroom	3 evaporators/1 condenser (air conditioning unit in both bedrooms)	\$120.00
3 Bedroom	4 evaporators/1 condenser	\$120.00

List of inclusions

- Check operation of unit/s
- Check Supply Fan
- Check Electrical Components
- Check/clean filters as required
- Check condensate drain has adequate flow
- Check Evaporator temp (on/off) at return air/supply air
- Clean coil on evaporator
- Check refrigeration system for leaks
- Check temperature rise over condenser
- Check all coils & cabinets etc. for corrosion & damage.
- Upon completion, you will be forwarded a service report via email.

Maintenance Services continued

Exclusions

- Work outside normal working hours, being 0730-1600 Mon-Fri.
- Replacement of filters or other components, quotation will be forwarded detailing any further works required.
- Any repair works noted during works.

Owners may voluntarily organise a group if they wish, however the rate remains the same as it is already heavily discounted. 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.

Information to provide to the Air Conditioning Service provider, should you volunteer to organise a group booking.

It is recommended information be compiled on an Excel spreadsheet so that additions can be easily sorted by Lobby – this helps the contractor organise appointments effectively.

Forward your list to service@harveyind.com.au – Harvey Air-conditioning will then organise a timetable, contact residents and invoice each apartment separately.

Date Service cost approved (answer to poll = approved)	Street Address 33 Bridge St 70 Macdonald St 1 Pearl St 2 Pearl St (different Strata Plan, but doesn't matter for purposes of Air-Con service)	Building A/B/C/D + Apt No. A = 33 Bridge B = 70 Macdonald C = 1 Pearl D = 2 Pearl	Lobby 1 or 2 (N/A for 2 Pearl)	Owner /Agent First Name	Owner /Agent Last Name
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Email address: primary, for contact if required	Phone: primary, for contact if required	Resident - Owner - Tenant	Resident First Name (if same as Owner, please repeat)	Resident Last Name (if same as Owner, please repeat)
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Email address: secondary (eg co-resident or tenant) - if not applicable, leave blank	Phone: secondary (eg tenant or co-resident) - if not applicable, leave blank	Issues requiring attention (if none, leave blank)	Number of Evaporators (see table of fees if unsure) 1/2/3/4
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Access: - Resident / representative will be home - Key is with neighbour (apt no.)	Day Preferred (no guarantee this slot will be available) - Any week day - M/T/W/Th/F - Sat - surcharge 50%	Time Preferred (no guarantee this slot will be available) - Any time - Morning (7-9am) - Afternoon (2-4pm)
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