

Customer Support Engineers

As stated in our previous Service Flyer, we will continue to introduce the staff that you deal with, so often. Our Customer Support Engineer in Queensland is David Harper. David has 35 years' experience with Fujitsu and many more at fishing. David is the first contact point for technical problems for all you Queensland service agents.



For the last 7 years, Customer Support in Victoria has been headed up by Robert Haldane. With many years' experience in commercial & industrial air conditioning, I am sure that many of you Victorian agents have experienced Robert's unique wit and wisdom.



Please understand that our Customer Support Engineers are there to assist you in your fault finding as quickly as possible. The operative word is ASSIST. Responsibility for fault finding repairs rests with YOU, our service agent. Please ensure that you have the basic information they need to provide you with an informed response. The integrity of our response to your questions relies on the quality of the information you provide.

Warranty Claims

Please note that warranty claims that do not contain full model, serial numbers and DOP's unfortunately cannot be processed and will be returned requesting further information.

Legal

In order to comply with OH&S laws, Fujitsu is required to keep an up to date copy of the licences and qualifications of all of its service agents who perform warranty work on its behalf. To this end, could you all please ensure that you send us copies of the following documents:

1. Certificate of Currency of Workers Compensation
2. Certificate of Currency of Public Liability Insurance
3. Trade Certificate (Employer)
4. Trade Certificate (Employee)
5. OH&S Induction Certificate
6. Work Method Statement
7. Subcontractors Statement

Change Over Product & Inverter Packs

ALL change over products and inverter packs MUST be returned within 30 days. If this product is not returned in a timely fashion, paying warranty claims for work on this product cannot be made.

Administration

As you are aware, our fax services into Fujitsu General have been terminated. Please find alternate contact information below.

Technical Support Email Details

Spare Parts: spareparts@fujitsugeneral.com.au
 Technical Support: technicalsupport@fujitsugeneral.com.au
 Warranty Claims: service@fujitsugeneral.com.au

Technical Support Contact Details

National free call Technical Support:	1300 364 484	NSW Office (02) 8822 2600
QLD Customer Support Engineer:	Mr David Harper 0418 788 319	QLD Office (07) 3257 2800
VIC/TAS Customer Support Engineer:	Mr Robert Haldane 0408 400 355	VIC/TAS Office (03) 9543 5899
SA/NT Customer Support Engineer:	Mr Luke Meyers 0408 220 997	SA/NT Office (08) 8172 1180
WA Customer Support Engineer:	Mr Darryn Watson 0407 220 492	WA Office (08) 9240 5877

Technical Tips

DC Fan Motor Check Readings

1. Before starting test, ensure product is completely isolated.
2. Use a digital multimeter set to Diode Check mode.
3. The fan motor must be disconnected and the check carried out at the fan motor plug.
4. Any readings other than those stated indicate a defective fan motor that should be replaced.

	Multimeter Lead Connections		Test Values
	Positive Lead	Negative Lead	Expected Values
INDOOR UNIT ASTA09/12/18LCC DC FAN MOTOR PLUG WIRES	RED	BLACK	OPEN (OL)
	BLACK	RED	~1.0-1.1
	WHITE	BLACK	~1.3-1.4 or Open (OL)
	BLACK	WHITE	~0.5-0.6
OUTDOOR UNIT AOTR18/24LCC DC FAN MOTOR PLUG WIRES	RED	BLACK	OPEN (OL)
	BLACK	RED	~0.8-0.9
	WHITE	BLACK	~0.5-0.6
	BLACK	WHITE	~0.4-0.5
OUTDOOR UNIT AOT45/54LJAYL/BYL DC FAN MOTOR PLUG WIRES	RED	BLACK	OPEN (OL)
	BLACK	RED	~0.8-0.9
	WHITE	BLACK	~1.2-1.3 or OPEN (OL)
	BLACK	WHITE	~0.4-0.5

Drain Pumps In Cassette Type Products

1. It is normal that the drain pump runs continuously in cooling mode.
2. It is normal that the drain pump runs for 3 minutes after turning the unit off or 1 hour after the compressor cycles off.
3. When float switch is triggered, the compressor is shutdown.
4. If the float switch remains in a triggered state for more than 3 minutes, a failure indication will appear on the touchpad.
5. If the float switch returns to an un-triggered state, inside 3 minutes, the unit will return to normal operation.

Next Issue

Wired Controllers and changes to the Australian Consumer Law.