

RESIDENTIAL MAINTENANCE SCHEDULE

GENERAL INSTALLATION CHECKS	Service Year						
Action	1	2	3	4	5	6	7
Check electrical connections, isolation switches etc.							
Check water supply, isolation valves etc.							
Check duct, roof penetrations, support frames etc.							
GENERAL OPERATION CHECKS	Service Year						
Action	1	2	3	4	5	6	7
Ensure no water leaks (internal/external)							
Check water level set point							
Check water fill time							
Check water distribution accross pads							
Check weatherseal operation							
Check airflow through system / outlets (all speeds)							
Check wall control operation (all modes)							

Service No.	Service Date	Service Technician	Service Company
Year 2
Year 4
Year 6

RESIDENTIAL MAINTENANCE SCHEDULE

SERVICE RECORD

ADDITIONAL REQUIREMENTS FOR COOLERS WITH BLEED SYSTEM (EVERY YEAR, BEFORE & AFTER SEASON):

Seasonal Maintenance services must be performed for coolers with a bleed system at a minimum before and after the summer season:

PRE-SEASON	Service Year						
Action	1A	2A	3A	4A	5A	6A	7A
Cooling Pads - Clean or replace (if required).							
Pad Frames - Clean.							
Float Valve - Check operation							
Check for leaks							
Turn on water supply							
END OF SEASON	Service Year						
Action	1B	2B	3B	4B	5B	6B	7B
Turn off water supply							
Water distributors - Clean							
Tank - Drain & clean							
Pump - Clean							
Probe - Clean							
Bleed Funnel & O-ring - Remove & retain for next season							

Service No.	Service Date	Service Technician	Service Company
Year 1A
Year 1B
Year 2A
Year 2B
Year 3A
Year 3B
Year 4A
Year 4B
Year 5A
Year 5B
Year 6A
Year 6B
Year 7A
Year 7B

COMMERCIAL / INDUSTRIAL MAINTENANCE SCHEDULE

REQUIREMENTS FOR ALL COOLERS (EVERY 3 MONTHS OR TWICE PER YEAR)

Maintenance Schedule servicing should be performed before and after the summer season. We require that the following components and the operation thereof, be serviced a minimum of twice a year for commercial/industrial purpose.

For installations with **high operation hours** (coolers operating more than 800hrs per 3 months) or where regional regulations dictate, additional 3 monthly maintenance of these components is required for the period the cooler is being used throughout the year.

***Additional Note:** In areas with airborne dust, contaminants or debris, cleaning of the tank and cooling pads is required every 3 months.

COMPONENT CHECKS		Service Year / Quarter							
		1				2			
Service Item	Action	A	B	C	D	A	B	C	D
Pad Frames	Check								
	Clean (if required)								
Tank*	Check								
	Clean (if required)								
Cooling Pads*	Check								
	Clean (if required)								
	Replace (if required)								
Pad Pins & Washers	Check / Adjust								
	Clean (if required)								
Water Distributors & Hoses	Check / Adjust								
	Clean (if required)								
Pump	Clean Filter								
	Check Operation								
	Replace (if required)								
Drain Valve (if fitted)	Clean								
	Check Operation / Adjust								
	Replace (if required)								
Bleed Funnel (if fitted)	Clean								
	Check Operation								
Solenoid	Check Operation								
	Replace (if required)								
Probe	Clean								
	Check Operation								
	Replace (if required)								
Float Valve	Check Operation / Adjust								
	Replace (if required)								
Motor	Check Operation								
	Replace (if required)								
Pulleys & Belt (if fitted)	Check Operation								
	Replace (if required)								

COMMERCIAL / INDUSTRIAL MAINTENANCE SCHEDULE

COMPONENT CHECKS		Service Year / Quarter							
		1				2			
Service Item	Action	A	B	C	D	A	B	C	D
Fan	Check / Adjust								
	Replace (if required)								
Electronics Box & Cables	Check / Adjust								
	Replace (if required)								
General Product Condition	Check condition and correct fitting of all components. Adjust / replace as required.								

GENERAL INSTALLATION CHECKS		1				2			
Action		A	B	C	D	A	B	C	D
Check electrical connections, isolation switches etc.									
Check water supply, isolation valves etc.									
Check duct, roof penetrations, support frames etc.									
GENERAL OPERATION CHECKS		1				2			
Action		A	B	C	D	A	B	C	D
Ensure no water leaks (internal/external)									
Check water level set point									
Check water fill time									
Check water distribution across pads									
Check weatherseal operation									
Check airflow through system / outlets (all speeds)									
Check wall control operation (all modes)									

ADDITIONAL REQUIREMENTS FOR HIGH OPERATION HOURS (EVERY YEAR)

The following additional maintenance program is required for coolers operating more than 3200hrs per year (i.e. equivalent of more than 8 hours per day, continuously throughout the year).

12 MONTH ADDITIONAL MAINTENANCE		Service Year	
Service Item	Action	1A	2A
Pulleys and Belt (if fitted)	Check for wear		
	Replace if required		

COMMERCIAL / INDUSTRIAL MAINTENANCE SCHEDULE

SERVICE RECORD

Service No.	Service Date	Service Technician	Service Company
Year 1 (1st)
Year 1 (2nd)
Year 1 (3rd)
Year 1 (4th)
Year 1A
Year 2 (1st)
Year 2 (2nd)
Year 2 (3rd)
Year 2 (4th)
Year 2A

TROUBLE SHOOTING

It will not take long for you to get to know the features of your air conditioner, but in case you encounter difficulties here are a few hints to help keep you cool:

Symptom	Cause	Action
Inadequate cooling	Dry pads, or lack of water while air conditioner operating.	Check that the tap is turned on. Check pump and pump strainer. Check water distribution systems. Ensure pump (COOL) is turned on.
	Insufficient air discharge openings to allow air to exhaust from areas being cooled..	Adjust door/window opening.
	Pads shrunk away from the top corners (woodwool pads only)	Tease the woodwool out evenly or replace pads.
	Air restriction in ductwork.	Call Dealer to investigate and rectify.
No air flow	Clogged or dirty filter pads.	Clean or replace pads.
	Circuit breaker tripped or unit fuse blown.	Replace the fuse specific to that unit. (See Cooler Installation Manual).
	Broken fan V belt	Replace V belt
	Electrical fault.	Call Service (see Rear cover).
Air flow, but not cool	Insufficient water reaching filter pads.	Ensure water supply to unit is turned on. Clean pump filter.
	Pump failure.	Call Service to repair.
Fan stops and then restarts	Motor overload.	The fan motor is fitted with an automatic thermal overload protector which will be reset when the motor cools down. If the motor stops and starts continuously, it should be investigated for a fault by a qualified Technician.
Continuous overflow of water	Float valve adjustment.	Adjust float valve.
	Incorrect bleed rate.	Adjust bleed rate. Included on each bleed tray are plastic plugs with matching holes. With all plugs inserted, bleed rate is maximum. If you decide that the amount of bleed is too much, remove the plug/s from the bleed tray one at a time until the desired amount is achieved.

CUSTOMER DETAILS

Owners Name: _____

Telephone: _____

Address: _____

Dealer: _____

Installer: _____

Date Installed: _____

Model No.: _____

Serial No.: _____

HOW TO REGISTER YOUR PRODUCT WARRANTY (AUSTRALIA ONLY)

Warranty Information section

HOW TO REGISTER YOUR PRODUCT WARRANTY (Australia only)

Please register your warranty online by visiting [seeleyinternational.com](https://www.seeleyinternational.com) and selecting RESIDENTIAL section on the top right hand side of the screen. Then follow these steps:

Step 1 Select **SUPPORT** then **REGISTER A PRODUCT FOR WARRANTY**

Step 2 Enter your product serial number and "**SUBMIT**"

Step 3 Enter the required information and "**SUBMIT**"

Alternatively, go to <https://www.seeleyinternational.com/residential/support/register-a-product-for-warranty/> which will take you directly to the product warranty registration page.

Important Note: You need to have the following information to complete your registration:

- your unit model and size
- serial number
- date your system was installed
- name of the dealer you purchased it from

Please complete this section. You will also need to retain your purchase receipt, and proof of any warranty period extension.

Brand: _____

Model: _____

Serial No: _____

Customer Name: _____

Installation Address: _____

Installation Type: Residential / Non Residential / Commercial

Date of installation: _____

Installer / Dealer: _____

WARRANTY TERMS AND INFORMATION (AUSTRALIA ONLY)

Warranty Details (Australia only)

In this warranty:

We or us means Seeley International Pty Ltd (Seeley) ABN 23 054 687 035, and our contact details are set out at the end of this warranty;

You means you, the original end-user purchaser of the Goods;

Supplier means the authorised distributor or retailer of the Goods that sold you the Goods in Australia;

Goods means the product, unit, appliance or equipment which was accompanied by this warranty and purchased in Australia; and

Relevant Warranty Period means the various warranty periods as described in clause 1 and clause 3 below, as appropriate.

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to any rights and remedies that You may have under the Australian Consumer Law or any other law, subject to the terms of this warranty, We provide the following warranty:

1.
 - a. Subject to clause b. below, if during the first five (5) years from the date of purchase when the Goods are used for personal, residential household purposes, and for two (2) years for any other purpose the Goods upon examination prove defective by reason of improper workmanship or material, We will repair or replace, at our option, the Goods or any part thereof without charge for either parts or labour, during normal working hours.
 - b. For Braemar EA Model evaporative coolers, the warranty periods in clause a. above shall be as follows:
 - Braemar EA variable/two speed: the first mentioned period shall also be five (5) years. The second mentioned period shall also be two (2) years, but only if the Goods are used for a commercial purpose.
 - Braemar EA Plug Connect: the warranty period shall be two (2) years, regardless of whether the Goods are used for personal, residential household purposes or any other purpose, however the warranty shall only cover the cost of parts, not labour or any other charge.
2. The warranty granted under clause 1 applies to all components which form part of the original evaporative air cooler, but does not cover:
 - a. fair or normal wear and tear;
 - b. damage, loss or claims caused by, resulting from, or arising out of any utilities that service or are connected to the Goods, electrical surges, inadequacies, failure, or other problems in or with any electricity, power, water, or gas supply to the Goods;
 - c. after the first year: (i) the replacement, supply, or servicing of consumable items (including without limitation cooler pads, washers, seals, drive belts) and (ii) maintenance adjustments to the evaporative air cooler; and
 - d. installation (including without limitation ductwork, fittings, return air filters and other related installation components) which is excluded.
 - e. batteries (including damage caused by leaking or faulty batteries), cracking or breaking of display screens in controllers, physical damage caused by the user or third parties, and accidental breakage.
3. Seeley also warrants the structural integrity of all components made from our exclusive Permatuf polymers for ten (10) years and your evaporative air cooler cabinet (base, top, corner supports, side panels, fan and fan housing) against damage caused to it by all forms of corrosion for twenty five (25) years.
4. During the period to which any expressed warranty applies, all defective part(s) shall be replaced or repaired (at the discretion of Seeley) without charge for either parts or labour, during normal working hours. Should we deem in our absolute discretion to replace the Goods pursuant to clause 1 or clause 3, we may substitute any similar good even if it is not on our current price/equipment list. Further, Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the Goods.
5. We are under no obligation to repair or replace the Goods or Parts under clause 1 and 3 above if (i) the Goods have not been installed and commissioned in accordance with the Installation Manual (ii) the Goods have not been installed and commissioned properly or competently, (iii) the Goods have not been operated, serviced and maintained in accordance with the instructions provided in the Owner's Manual, or (iv) if any such service or maintenance has not been properly or competently performed. It is a condition of warranty cover that each item in the Maintenance Schedule in the Owner's Manual (if it was published with such a Schedule) is performed with the frequency indicated, by a qualified, licensed technician, and that the Maintenance Schedule is properly filled out (ie names, signature, date, and action taken) when the item is completed. Any failure to carry out the required maintenance and servicing requirements, and any failure to properly fill out a Maintenance Schedule in the Owner's Manual, will void your warranty. The addition of any third party device, (except where it is required by the installation instructions and complies with those instructions), or the removal or alteration of any Seeley component, or damage due to misuse of the unit, or faulty installation or commissioning, will void this warranty.

WARRANTY TERMS AND INFORMATION (AUSTRALIA ONLY)

6. As far as the law permits, We will not be liable for any consequential loss suffered through, or resulting from, the non-operation, or ineffective operation of the evaporative air cooler. The warranties granted under clause 1 and clause 3 do not cover damage to the evaporative air cooler or other loss resulting from acts of God.
7. No other person, company or corporation is authorised to offer, or give on our behalf, any other warranty. The benefits conferred are in favour of You and any person deriving title to the evaporative air cooler whilst in its original place of installation. Nothing in this warranty shall be construed as affecting any rights You may have under all the relevant laws, or Commonwealth or State Legislation which give You rights which cannot be modified or excluded by agreement.
8. In order to claim under the warranties granted under clause 1 or clause 3 You must:
 - a. either:
 - contact us within the Relevant Warranty Period on 1300 650 644; or
 - log a warranty claim on our website (website address below) within the Relevant Warranty Period; and
 - b. make available for inspection by the service agent who will come to the location of the Goods or send to us at the address below within the Relevant Warranty Period: (i) the legible and unmodified original proof of purchase, which clearly indicates the name and address of the original retailer, the date and place of purchase, the product name or other product serial number, (ii) all of your records of all service and maintenance carried out to the Goods, plus the Maintenance Schedule in the Owner's Manual (if it was published with such a Schedule), (iii) a copy of the completed Warranty Information section above, and (iv) if an extended warranty period was provided by Seeley International for the Goods, then the relevant document provided by Seeley International confirming that extended warranty period. If you choose to send the documents described in (i) to (iv) to Seeley International, then they must be accompanied by a covering letter which states your name and address and daytime telephone number, the address at which the Goods are installed, and the model and serial number of the Goods.
9. The warranty granted in clause 1 and clause 3 covers the costs of parts and labour (note that under clause 1 for Braemar EA Plug Connect models only parts are covered, not labour) but you will be responsible for:
 - a. the cost of travel incurred for a Seeley International service agent to get to and from the location of the Goods if the location of the Goods is either: (i) outside the metropolitan areas of the capital cities; or (ii) more than 35 kilometres from an authorised Seeley International branch or service representative; and
 - b. any costs for additional labour or equipment associated with gaining acceptable and safe service access to the Goods installed in restricted, high or unsafe locations, and/ or the removal and replacement of any barrier, walls, roofs, fences etc; and
 - c. any costs incurred by the Seeley International service agent in gaining access to the Goods which is necessary to comply with any safety or workplace safety requirements and/or any other relevant regulations. For the avoidance of doubt, the reference to any costs incurred also includes the cost of any necessary site inductions.
10. Seeley International is not responsible in any way for any failure and/or inadequate performance of the Goods which arises from or is connected to the use in the Goods of non-genuine spare parts. Seeley International strongly recommends that only spare parts supplied or approved by it are used in the Goods.
11. The employees and Executive of Seeley International are not responsible for the installation of the Goods and expressly disclaim all liability resulting from incorrect installations or installations that do not conform to local electrical codes, local plumbing codes, Occupational Health and Safety requirements, and by laws which are legislated or in effect at the time of installation.
12. This warranty is only valid and enforceable in Australia.

Note: It is important that the safety and privacy of our service technicians is protected at all times. Accordingly, We and our Seeley International service agents reserve the right to refuse service if (i) safety and accessibility to the unit cannot be guaranteed or (ii) the owner of the unit, occupant of the site where the Goods are located, or any other third party seeks to take photographs, or make a video or audio recording, of the service technician(s) while they are on the site or carrying out service to the unit. If a service technician attends the site but subsequently leaves for any of these reasons then a service charge will be made for the call which charge shall be a debt immediately due and payable by the person or entity that has made the claim under this Warranty.

If a service call reveals no warranty fault found with the Goods, a charge will be made for the call.

WARRANTY TERMS AND INFORMATION (AUSTRALIA ONLY)

Our liability under this warranty is limited to the extent permitted by law. That is, to the extent that it is fair and reasonable, if the Goods are not of a kind ordinarily acquired for personal, domestic or household use or consumption, your remedies associated with any failure or defect of the Product will be limited to:

- a. the replacement of the Goods or the supply of equivalent goods;
- b. the repair of the Goods;
- c. the payment of the cost of replacing the Goods or of acquiring equivalent goods; or
- d. the payment of the cost of having the Goods repaired

and subject to the terms and conditions included in this warranty.

Service Department

Seeley International Pty Ltd

112 O'Sullivan Beach Road

Lonsdale, South Australia 5160

Customer service centre 1300 650 644

Website: www.seeleyinternational.com

FOR SERVICE

Service call Booking

To book a Service on your Seeley International product Online visit www.seeleyinternational.com

Step 1 Select "**SUPPORT**" and "**BOOK A SERVICE**".

Step 2 On the "**FIND A SERVICE AGENT**" page, enter your **POSTCODE** and select a category (for example "**EVAPORATIVE**"), select the "**SEARCH**" button.

Step 3 On the "**RESULTS**" page, select the "**BRAND**" of your cooler.

Step 4 Choose "**SELECT**" for your preferred agent from the list provided.

Step 5 Select "**BOOK A SERVICE**".

or Phone 1300 650 644 to be directed to your closest authorised Service Agent.

PRIVACY NOTICE

Seeley International Pty Ltd ABN 23 054 687 035 will use the personal information you provide us with to provide warranty support for the product you have purchased and to inform you about other products and services. If you choose not to supply us with the information requested, we may be unable to provide you with warranty support. We may also disclose your information to third parties, such as related entities; retailers, distributors, service agents and contractors who are affiliated with us; or marketing or market research companies. If you would prefer not to receive direct marketing communications from us, please follow the instructions to "unsubscribe" which will be included in the direct marketing communications we send you, or contact our Privacy Officer using the details set out below. While we do not currently transfer personal information to overseas recipients or store personal information overseas, if we transfer your information to third parties who do so, we will take reasonable steps to ensure that the overseas recipients do not breach the *Australian Privacy Principles*. By registering your warranty, you consent to having your personal information used in this way. Please read our Privacy Policy on our website www.seeleyinternational.com for further explanation of how we collect, use, hold and disclose personal information, and how you may access and seek correction of your information. It also sets out how you may complain about a breach of the Australian Privacy Principles, and how we will deal with your complaint. You may contact us at: Privacy Officer, Seeley International Pty Ltd, 112 O'Sullivan Beach Road, Lonsdale, South Australia 5160.

**When your product requires servicing, please
quote the cooler serial and model number**



Affix serial & model
number sticker here

Warranty (Australia only)

To register your warranty, go to
www.seeleyinternational.com/register-warranty



Service

For Australia contact 1-300-650-644
For outside Australia contact your local dealer
seeleyinternational.com

MANUFACTURED BY: SEELEY INTERNATIONAL PTY LTD
112 O'SULLIVAN BEACH RD, LONSDALE SA, 5160. AUSTRALIA

IMPORTED BY: SEELEY INTERNATIONAL (EUROPE) LTD
*UNIT 11 BYRON BUSINESS CENTRE DUKE STREET,
HUCKNALL NOTTINGHAM, NG15 7HP UNITED KINGDOM*

SEELEY INTERNATIONAL (AMERICAS) LTD
*1002 S 56TH AVENUE, SUITE # 101
PHOENIX, ARIZONA 85043, USA*

SEELEY INTERNATIONAL (AFRICA) PTY LTD
*6 WITTON ROAD, FOUNDERSVIEW SOUTH,
MODDERFONTEIN 1609, GAUTENG, SOUTH AFRICA*

It is the policy of Seeley International to introduce continual product improvement.
Accordingly, specifications are subject to change without notice.
Please consult with your dealer to confirm the specifications of the model selected.

