

Chapter 1

AIR CONDITIONING TIPS

Make sure your air filter is clean. Dirty filters lower the effectiveness and efficiency of your cooling system. Change your filters at least every 30 days. This is the number one thing a homeowner can do to keep their unit running at peak efficiency, save energy dollars & extend the life of the equipment. Operating your system with a clogged filter wastes energy and can result in damage.

Sonoran Air recommends beginning the heating and cooling seasons with a comprehensive maintenance inspection. This will prolong the life of your system(s) and assure an efficient operation (saving you energy dollars).

Do keep leaves, debris, brush, children and pets away from your ground mounted condensing unit.

The best rule for temperature settings is to find your comfort zone and leave the thermostat alone. During the cooling season do not turn your thermostat off or adjust the setting more than a few degrees when the outside temperature is above 95 degrees. When you lower the thermostats' setting to cool the air, you are also asking that the home and all of the furnishings cool to the lower temperature. Lowering the home's temperature a few degrees may take several hours.

During the heating season, adjusting the thermostat to a few degrees warmer requires that the home and all of the furnishings warm to the higher temperature. It may take a

while for the air in the home and the furnishings to reach the desired temperature.

Don't turn your thermostat from heat to off to cool in rapid succession. Rapid manual cycling may invoke inherent protective mechanisms. Should the system enter a protective state a manual reset may be required. Warranties do not cover this reset.

Don't fence in your A/C unit. It needs room to breathe. Building a solid wall or fence close to the unit will void your warranty and it will adversely affect its performance. Not allowing the unit to breathe can seriously damage many of the components. Additionally, access to your unit is needed to maintain it properly.

Chapter 2

HOW TO USE YOUR THERMOSTAT

The following steps in setting your thermostat pertain to both cooling and heating.

1. Set your thermostat switch in either the Heat or Cool position. Set the fan switch in either the ON or AUTO position. Placing the fan switch in the AUTO position will cycle the fan automatically when the thermostat calls for heat or cool. Placing the fan switch in the ON position will circulate air continuously.
2. During times of HIGH HUMIDITY, THE AUTO POSITION ON THE INDOOR FAN SHOULD BE USED.

The ON position will usually raise the humidity level in your home. Generally, a higher and more even level of comfort is provided when your system is operated with the fan switch in the ON position.

3. Set the thermostat at the temperature you prefer. Most people find 77 to 80 degrees in the summer ideal for comfort and economical operation. By setting your thermostat at one point and allowing the unit to operate automatically (any time the temperature exceeds the setting), you will achieve more even temperature and humidity control. Everything is automatic when you make your selection. Avoid frequent thermostat resetting. Set it at the desired temperature and forget it. Should you desire setting changes during different times of the day and or days of the week, a programmable thermostat is recommended. This is available through our service department.

SETTING THE THERMOSTAT SETTING LOWER WHEN COOLING OR HIGHER WHEN HEATING THAN THE TEMPERATURE DESIRED WILL NOT HASTEN THE TEMPERATURE CHANGE.

4. When entertaining a large group of people, lower the thermostat two to four degrees a few hours before the guests arrive. This will help compensate for the outside doors opening frequently and the increased heat from all the guests.

5. Don't turn off the system just because you will be away for one day or more. Heat and moisture will build up in the

house. It takes quite a while to restore comfort but costs relatively little to maintain it.

6. Keep all windows and doors closed when the heating or cooling system is operating.

Chapter 3

BALANCING YOUR SYSTEM

There are no ductwork changes to make when changing from heat to cool or vice versa. If Sonoran Air installed your system, our service department started it prior to your move into the home. We verified it was operating at peak efficiency and an air balance was performed. However, you may want to adjust the amount of air directed to a particular part of your home. To achieve this, adjust the lever on the register by either increasing or decreasing air to the area. Turning down airflow to a particular area will increase the airflow to other areas. Experiment with the adjustments to compliment your lifestyle.

Two story homes generally require a seasonal adjustment. Additional cooling is directed to the upper floors in the summer and more heat is sent to the lower floors in the winter.

A cooling season air balance is performed during start-up. Additional air balances are considered a chargeable service that is scheduled through our service department. You may

do this yourself by adjusting the register dampers to suit your comfort.

Note that the morning sun warms the east side of your home much faster than the shaded west side while the opposite occurs in the afternoon. Hence, temperature differences occur between rooms. A two to four-degree difference is normal and does not call for an air balance.

Chapter 4

HELPFUL IDEAS

Keep the sun from adding unnecessary heat to your home by shading the exposed windows. Draw shades and draperies on the east windows in the morning and on the west windows in the afternoon. Sunscreens are recommended for windows that are exposed to direct sunlight. The less heat and moisture there is to overcome, the lower your operating costs. You may want to change the balance of your system after all the window coverings are installed. Again, this can be achieved by turning the lever on the air registers. Good window treatments will make a major difference in both your electric bill and level of comfort.

Don't open windows after dark. Night air may seem cool, but it is also moisture-laden. This will increase the work your system must do the next day and may actually raise your electric bill.

Your A/C unit is designed and sized for your individual

home. As temperatures rise outdoors, expect your air conditioning to run longer. During peak summer afternoon hours your unit will run most of the time, or maybe even continuously. THIS IS NORMAL OPERATION.

Chapter 5

MY UNIT DOESN'T WORK

Before calling for service, we suggest that the following list of conditions are checked. While these conditions are symptomatic of an equipment fault the system may be operating correctly.

1. Verify that the main electric power “circuit” breaker(s) serving the equipment is turned on.
2. Check that your thermostat is turned to cool or heat as appropriate for the season.
3. Make sure your thermostat is set at the desired temperature and the setting is at least three degrees higher or lower than the temperature indicated. If you have a programmable thermostat, that difference should be at least five degrees.
3. Some systems have a time delay for compressor protection. After setting the thermostat to the desired temperature, allow 10 minutes for the unit to come on and begin heating or cooling as appropriate for the season.

If none of these suggestions solves your problem, then call our service department at (623) 581-9555.

Sonoran Air strives to achieve premier customer service, and we are dedicated to our Customer's Comfort Concerns. We ask that you do the above checks so we may better serve you.

Chapter 6

WARRANTY:

SONORAN AIR INSTALLED SYSTEMS

Sonoran Air will cover all labor while your system is under your builder's warranty on the heating and cooling system and its components.

Our service policy on heating and cooling systems within the warranty period is as follows:

Homes that report "No Heat" or "No Cooling" receive the highest priority. During the cooling season, these service requests are addressed within 24 hours. Homes having multiple systems are rarely in a "No Heat" or "No Cooling" situation. Service requests reporting "Partial Heat" or "Partial Cooling" are addressed within 48 hours. Sonoran Air maintains an extensive parts inventory. However, there are occasions when parts may need to be ordered.

WATER CONDENSATION LEAKS are considered an EMERGENCY and should be reported immediately. If your

air handler or furnace is in the attic, you have an auxiliary drain that empties through a pipe seven feet high on an outside wall. This is a backup drain should the main drain become clogged. Water draining from the auxiliary drainpipe is considered an emergency and should be reported. The main condensate drain line is at the same location except only about a foot off the ground. Water coming from this drain is normal operation.

GAS LEAKS are an EMERGENCY and MUST be reported to your gas supplier and Sonoran Air immediately. If you smell gas, turn off all appliances (this includes your telephone) and avoid using any type of open flame. Go to a neighbor's home or nearby office and report the gas odor immediately.

Sonoran Air will not be responsible for utility bills due to mechanical problems or failures. Sonoran Air's quality practices and procedures reduce the occurrence of service calls. However, over time all mechanical apparatus will develop problems. Our goal is to resolve all service requests in a timely manner with the least inconvenience to you.

Thanks Again,

The Award-Winning Team at Sonoran Air