CLIMATE BY DESIGN

SUPER-EFFICIENT HEATING AND COOLING SYSTEMS

PREPARATION CHECK LIST

- Have you measured your room accurately to make sure you have ordered the correct duty size system for your space?
- Make sure you have space for all elements of the system (indoor & outdoor units).
- You must have a 13amp power supply installed by a qualified electrician prior to installation, terminating at a suitable weatherproof rotary isolator within one metre of the outdoor unit location.
- If the outdoor unit is to be installed close to a neighbouring property, have you discussed this with them, and/or checked local planning regulations?
- Have you sent over suitable photos/videos of the desired locations for the indoor units, outdoor units, and preferred pipe routes between the two units?
- Is the room you are treating on a ground or first-floor location? Any installations outside of this will not be possible.
- Be sure to check there is sufficient space for our engineers to set up and use their ladders in a safe manner. For first-floor installations we require a minimum of 1.5 metres ground clearance from the wall they are working on.
- If the desired locations for any equipment changes between booking and date of installation you must inform us with at least four working days' (i.e. Monday to Friday) notice prior to the work being carried out. If any change falls outside of the Costco offered package, the installation will be cancelled.
- If changes are made on the day of installation these must be easily achievable within the Costco offered package, agreed with your engineer, and detailed on a variation sheet.

If you have answered no to any of the above or are unable to give definitive answers, please call our Help Line to discuss further on 0330 2020191.

Please be advised that aborted installations or return visits due to a failure to comply with the above steps or incorrect information provided to us will be chargeable.

PRE-INSTALLATION QUESTIONNAIRE

We will send you a copy of this questionnaire once you have placed your order. As soon it has been returned, we will then book your installation with an engineer.

We cannot book your installation until we have received your answers to the below questions.

1. Are there likely to be issues with access for delivery?
   (Sometimes deliveries are made by larger lorries, but if access is likely to be an issue, we can make sure your delivery arrives in a suitable vehicle).

2. Do you have somewhere to store between delivery and installation? Equipment is normally delivered 2 days before installation.

3. Are there any dates in the next month that are not suitable for your installation? (Weekend dates may be available dependant on engineer's schedule).

4. Is the room the system is being installed in on a ground-floor or first-floor location?

5. Do you plan to have the indoor unit mounted on an external wall?

6. If the indoor unit is not being mounted on an external wall, do you have a clear route for the pipes and cables to exit the property?

7. Would you like the outdoor unit mounted on wall brackets or rubber blocks on the floor? Maximum height for mounting on brackets is 2.8 metres

8. What is the approximate distance between the desired positions of the indoor and outdoor units?

9. Do you have an electrician to install the power supply prior to installation?

IMPORTANT INFORMATION

SIZING YOUR SYSTEM

When measuring the room you would like to treat, take note that the room size posted against each size system is a maximum. If you have large amounts of glass or additional heat sources, you may want to jump up a size. (We will not be held responsible for systems being ordered that are undersized)

ELECTRICAL SUPPLY

When considering the requirement for a power supply, your electrician may (after testing the circuit) deem it suitable to spur or extend an existing ring main. If the existing ring mains are not suitable or are already overloaded, you will have to have a new supply installed from your fuse board.

POSITIONING EQUIPMENT

Consideration must be taken when deciding where you would like each part of the system installed. For example, when positioning an indoor or outdoor unit they must have sufficient room to discharge the air. If either unit is blowing straight at a wall or obstruction, you stand a chance of the system over heating at the outdoor unit or short cycling at the indoor unit (stepping back prematurely as it thinks the room has reached the set temperature).

PUMPS

An air conditioning system generates condensation at the indoor unit when cooling, and that has to be removed. When an indoor unit is installed on an external wall, we can use gravity drains. Condensate pumps are typically used when an indoor unit has to be installed on an internal wall and interconnecting services have to go up into a loft space before exiting the property. Wherever possible we would suggest finding a way to not use a pump as they do make a slight noise when running.

TERMS USED & DEFINITIONS

EXTERNAL WALL

We ask if the indoor unit is going to be mounted on an external wall. This is to determine whether the interconnecting services can go straight through the wall to outside.

INTERCONNECTING SERVICES

These are the pipes and cables that connect the indoor and outdoor units.

WEATHERPROOF ISOLATOR

The isolator at the outdoor unit must be either IP66 rated or in a weatherproof enclosure.

F-GAS ENGINEER

We only use certified F-Gas engineers would are qualified in the handling of refrigeration products.

EQUIPMENT

This refers the air conditioning system (indoor and outdoor units) and all ancillary materials used.

CONDENSATE PUMP

These are used when the interconnecting services have to go uphill before exiting the property. For example up and through a loft space.

PARTS WARRANTY

The manufacturers parts warranty covers the cost for any faulty parts required in the advertised time frame. This does not however, cover the cost of installing any parts or call out costs.