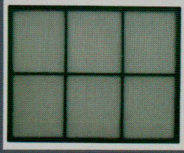
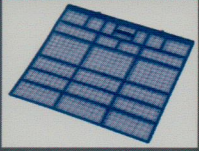


## Indoor Unit(s)

Clean the indoor unit filter  
(Instructions for high wall units)

- Gently remove the filter



- Remove any specialty filters (these should not be washed regularly but may be replaced if desired)



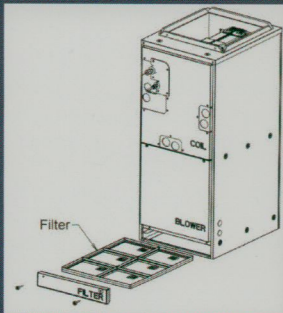
- Wash with water and gentle soap, make sure the filter is completely dry and replace
- Dust or clean the white exterior of the unit with a gentle cleaner as needed, do not spray cleaner directly onto sensors



Youtube video of how to clean high wall filters



Youtube video of how to clean multi-position air handler filter



Youtube Video: How to Operate FS Handheld Remote Controller

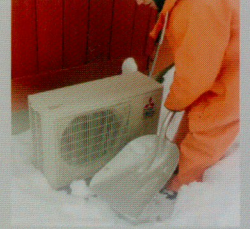


**LaMorte Electric**  
Heating and Cooling

# Maintenance

## Outdoor Unit(s)

- Check your outdoor unit during the winter to make sure that snow or ice is not blocking the fan on the front or the back. If there is snow, clear it away.



- Check your outdoor unit in the Spring and Summer for plant growth that might be blocking the fan on the front or the back. If there is plant growth in or near the unit be careful not to harm outer fins when removing it.

- Springtime means growth, but it also means there will be plenty of critters looking for a home. Keep an eye out for those seeking to make nests.



- We love our four-legged friends, but try to keep them from relieving themselves on the outdoor unit to prevent unwanted corrosion.

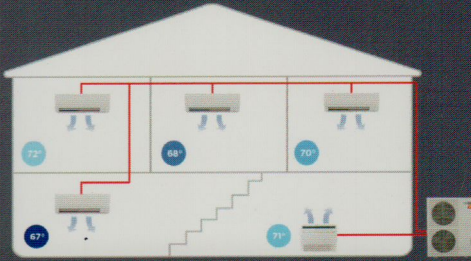
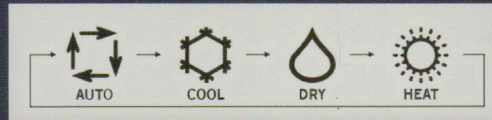
- You may also clean your outdoor unit with a gentle hose, but DO NOT use a pressure washer, use gentle water pressure. A simple rinse allowing the water to flow down the unit is best, however, a good storm can also accomplish this.



- Occasionally check the drain lines for clogs. You can use a wet vacuum to clear the drain lines.

# Trouble Shooting & Concerns

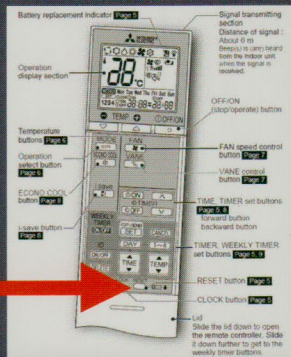
- Are all of the indoor units set in the same mode ie. heating or cooling? If one unit is in heating mode while the others are in cooling mode, the unit can't operate correctly.



- On a larger multi-zone system, if all of the units are turned off except for a single smaller one, it may appear that the unit is not working. Try to turn on the other units. This is usually an issue during shoulder seasons when little heat is required.

- Is your unit a hyper heat unit? If not, what is the outdoor temperature? If your non-hyper heat unit is not keeping up or is using too much electricity, you may want to switch over to your supplemental heating source when the outdoor temperature is around 40 degrees.
- When the units are in heating mode, they will periodically go through a cycled called defrost for 10-15 minutes. During defrost the unit is running in reverse with the fan turned off in order to melt any ice accumulating on the outdoor unit. During this time indoor functionality is limited.
- Last Effort: Try to power cycle the unit. Turn the unit off at the breaker, wait 10-15 minutes, then turn it back on.

- Try to reset any controllers in case a timer/weekly schedule was implemented by mistake.



- Units can make varied noises during heating mode (wooshing or creaking). These sounds are perfectly normal and can be louder when the unit is on a low insulated wall.
- If there is water dripping from the indoor units, make sure that the drain lines are not clogged and are pointed downward.

Youtube Video:  
Homeowner Help:  
Answers to Common  
Questions #1



## Helpful Tips

- Make sure you hear an audible beep from the unit when you give it a command. If you don't hear it then the unit didn't recognize the command. Also make sure you point the remote at the unit.
- For the best control, don't use many of the automatic features all of the time. Familiarize yourself with the remote, especially the fan speed and vane direction features. Discover how you like the system to operate. The way the unit operates in auto may not be what you find most comfortable. Exception: Multi-position air handlers work well in automatic fan.
- The handheld remote does not display the temperature of the room. The remote often reads a handful of degrees higher than the actual room temperature. The display is a set point temperature that the unit uses to interpret how to adjust itself. Adjust the set point until you are comfortable or the room is at the desired temperature.
- In both heating and cooling mode, having the fan set too low limits the capacity of the indoor units. If you need or want more heat or cool, increase the fan speed.
- If you gave the unit a command but it isn't responding, give the unit 10-15 minutes before you grow concerned. The unit might be in defrost mode and will need a few minutes before it can respond.

## How and When to Contact Us

### When?

If you have a question about how to operate your unit. Ask us! No question is too small. This flyer was designed to answer the most commonly asked questions, but we are always here to help.

### How?

**Text:**  
Brian - 607-882-4053  
Sarah - 607-351-1045

**Call:**  
Schedule Repair/  
Maintenance  
607-220-6519

If you have a concern that your unit is not operating appropriately and/or would like a quick response, please email and text both of us. We are not a 24-hour business, but we will get back to you as soon as we can. We do not tend to check voicemails often so email or text is your best option, but feel free to give us a call as well.

**Email:**  
Brian - brian@lamorteelectric.com  
Sarah - sarah@lamorteelectric.com

**For Additional Work:**  
Find the contact entry form on our website, lamorteelectric.com



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HEATING & AIR CONDITIONING