

# Brivis Serenity Cooling

## Owner's Manual



**PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE USE**

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register your  
product online  
[brivis.com.au](http://brivis.com.au)

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## Introduction

Congratulations on your purchase of a Brivis Cooling system. For you to achieve the performance and efficiency expected from your new cooler, please ensure the installer is a qualified trades person, that the installer has commissioned the unit before you commence operating, and you take the time to read the contents of this manual.

In some Australian States it is mandatory that your cooler installation is issued with a certificate of compliance to guarantee the installation workmanship. Please check with your installer or the local plumbing authority or association. The Brivis cooler is covered by the product warranty as outlined in this manual.

Brivis products are renowned for providing years of trouble free performance. However, that doesn't mean that they will operate at their peak for all of that time without some attention. To be at their most efficient they, like most things, need a little care. So, to ensure that every Brivis unit is always in perfect condition, we have established the Brivis Care Program for our valued customers.

The Brivis Care Program provides you with a maintenance service. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. This ensures that the system will always be ready when you need it.

## Privacy Notification

Brivis Climate Systems Pty Ltd is the registered owner of the Brivis brand. Brivis will collect "personal information" from you when you complete your warranty and maintenance registration form. This personal information is collected under the guidance of the Privacy Information Protection Act 1998. The purpose of collecting this information is to:

- Process your request for us to provide service activities for you;
- Register your purchase of equipment for warranty;
- Register your request for a survey/quotation for Heating Ventilation Air Conditioning goods and services.

The intended recipients of the information are:

- Employees of Brivis.
- Federal and State Governments who may require the information for administration purposes.

While the supply of the information by you is voluntary, if you cannot provide or do not wish to provide the information sought, Brivis may not be able to provide the services you request. If you have already provided information but have changed your mind and do not want the information used, you may make application for access or amendment for that information not to be used.

You have a right of access to, and correction of, the information concerning yourself in accordance with the relevant procedures under the Act.

Enquiries concerning this matter can be addressed to the Business Practices Officer of Brivis, who can be contacted on 1300 BRIVIS.

## How does your evaporative cooling work?

The amount of cooling available from any type of cooling system is dependent on the outside weather conditions. Your evaporative cooler works best on hot, dry days. It is essential to provide the required amount of ventilation (for your evaporative cooling system to function properly) by opening windows/doors whenever the cooler is operating. Air is drawn in through the filter pads resulting in 100% fresh cool air entering the home. The movement of this cooled air through your home will draw the heat out of the house, so be sure that doors or windows are open to expel this heat to outside. Whenever possible start the cooler early to prevent the build up of heat within the house, and on sultry or humid days your cooler may work better with the fan ONLY running and the pump turned OFF. Stale air, cigarette smoke and fumes can be quickly cleared and replaced with fresh air by turning the fan to manual mode.

## Before operating your Brivis Evaporative Cooler

Make sure enough window and/or door area is open for the unit to work correctly. Table 1 gives a guide to the amount of open area required for each model in m<sup>2</sup>, and also gives suggestions on how to provide this.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

## Safety Warnings

- Do not place any articles on or against this appliance
- Do not use or store flammable materials near this appliance
- Do not spray aerosols in the vicinity of this appliance while it is in operation
- Do not modify this appliance

## The air smells a little different. Why?

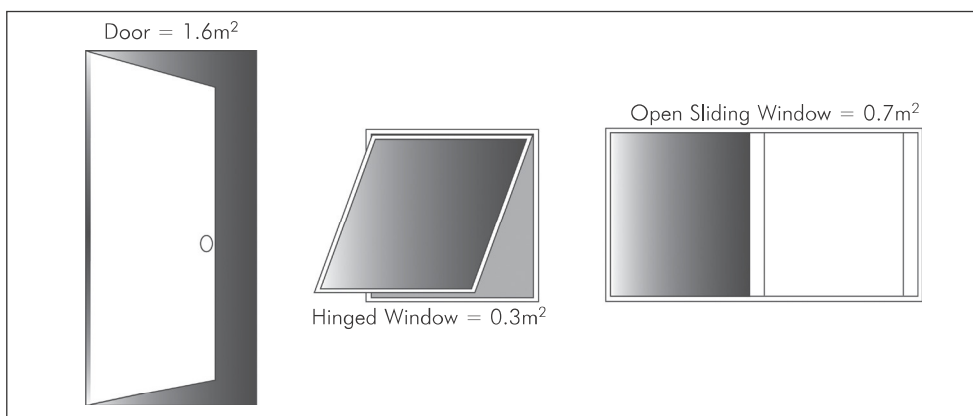
New Cooling pads can give off a mild odour while they are settling in. This is quite normal, it will dissipate quickly as the new pads are constantly flushed during use.

## Openings Required

**Table 1. Opening required for each model.**

Model	Number of average size windows & doors (suggestions only)	Highest Fan Setting	Lowest Fan Setting
<b>SX170</b>	One door and a hinged window	1.9 m <sup>2</sup>	1.1 m <sup>2</sup>
<b>SX200</b>	Three sliding windows or one door & two hinged windows	2.3 m <sup>2</sup>	1.4 m <sup>2</sup>
<b>SX250</b>	Four sliding windows or one door and four hinged windows	2.8 m <sup>2</sup>	1.7 m <sup>2</sup>

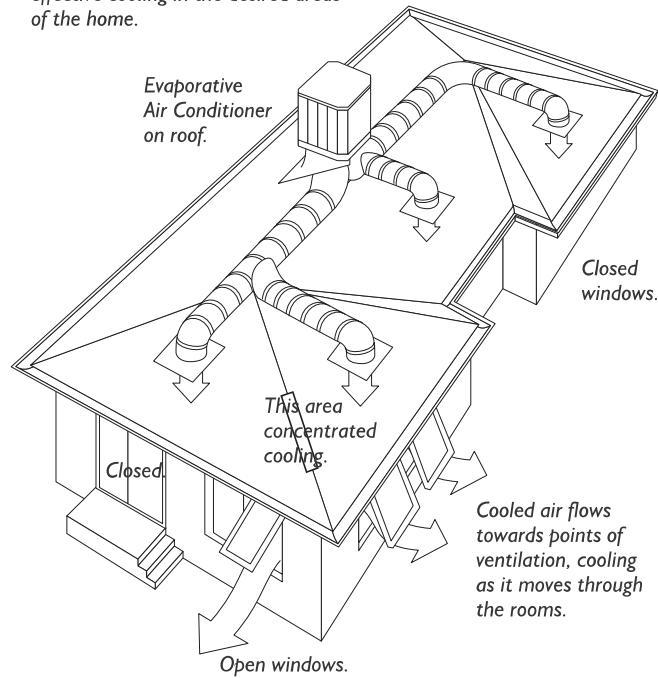
Average ventilation area provided by various openings, when fully opened.



**Note:** You can also choose to have these openings only halfway open. Please note, the opening will only provide half the amount of ventilation shown above and more openings would be required. To cool your whole house, you need windows and / or doors open throughout the house. If you wish to concentrate your cooling to a select area, simply concentrate all the required ventilation in the targeted area. (See following illustration).

On hot, windy days, ensure that the windows and /or doors open for ventilation are on the sheltered side of the house.

Illustration shows method of getting effective cooling in the desired areas of the home.



## Operating your evaporative cooler

### Start up

When the cooling is first turned ON, there will normally be a delay before the cool air is delivered from the duct outlets. The delay time allows water to fill the Cooler's tank and/or Pre-wet the filter pads. The entire process can take up to 8 minutes before cool air is expected from the duct outlets.

### Shut down

There is a time delay of 8 hours to empty the water from the Cooler's tank and clean it after the unit has turned OFF at the end of use.

### On humid days

On days of high humidity your evaporative cooler works best with the fan on high and perhaps the pump switch turned off. If moisture is building up on tiled or hard surface areas, ensure that airflow from the outlets is directed across the ceiling rather than down towards the floor. Also ensure that you have enough windows and/or doors open. To activate the fan only refer to section: **Instruction for functions and operation – Modes switch**

### Ceiling Vents Location

Vents should be set up so the air is directed across the ceiling. However they should not be restrictive and the vents should also be directed to disperse air evenly around the room depending on the location of the vent.

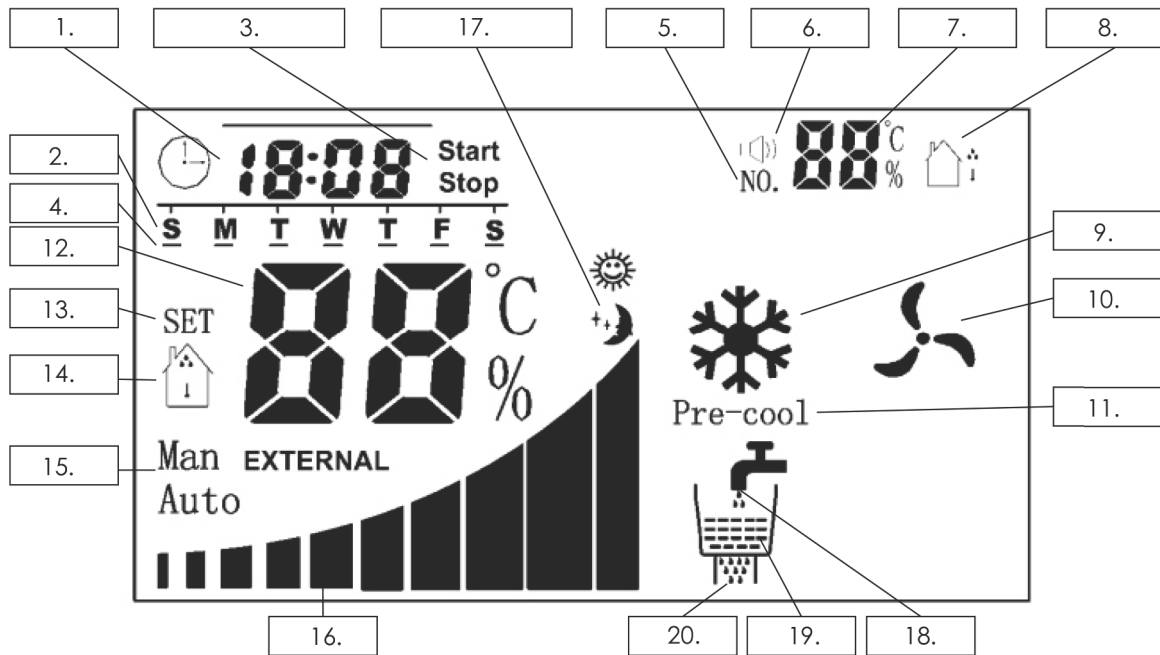
## Operating your Brivis Wall Control



The Brivis Wall Control is supplied with the Serenity unit.



## Display Layout and Functions



1. **Clock:** Displays the current time, and when in timer on/off mode, it shows the timer.
2. **Weekday:** Displays the current day (from left to right, Sunday to Saturday). When in timer on/off mode, the setting for week will be activated.
3. **Timer on/off:** Displays the timer setting/task types, i.e. Start (timer on) and Stop (timer off)
4. **Day Task:** When timer on/off function is activated, the line below the day will show when that day has a timer setting/task. If there is no setting or task for that day, the line will not show.
5. **No. (Number):** Displays the Function or Cooler Number.
6. **Single Control:** When in group control, if any of the coolers are set to single control, this icon will flash.
7. **Multi-Function:** Displays cooler unit. When in single control, it will show "01", in group control, it will show the online cooler No. every 3 seconds. When setting parameters, it will show the parameter number.
8. **Outdoor Status:** for coolers having outside temperature and humidity sensor, it will display outdoor temperature and humidity.
9. **Cool:** Displays when the unit is in cool mode.
10. **Fan:** Displays the fan status, either on or off. If there is a fan fault, the display will Flash (applicable only to units with fan protection devices).
11. **Pre-cool:** Will flash if the unit is in pre-cool mode.  
Note: It is normal for the pre-cool display to flash for several seconds prior to the pre-cool function being activated.
12. **Temperature and humidity:** Displays the temperature and humidity in the conditioned space. Is applicable only for unit with temperature and humidity sensors. This display is also used when setting system parameters.
13. **Set:** Shows when in parameter setting mode, the temperature and humidity display will show the current parameter.
14. **Indoor icon:** When displayed, it designates that the temperature and humidity display is showing the current indoor temperature and/or humidity conditions.
15. **Mode:** Shows the current control mode: AUTO (auto control), MAN (manual control), and EXTERNAL (external control).
16. **Fan speed:** Displays the current fan speed from level 1 to 10.
17. **Sub-mode for auto control:** they are ☀️ for day mode, 🌙 for night mode. ☀️ 🌙 are shown together for morning mode. When ☀️ 🌙 both are blank, the system is in normal mode.
18. **Water-inlet:** Is displayed when the water-inlet solenoid valve opens, will flash when overfull.
19. **Water level:** Shows the water level in the tank. Will not appear when there is no water in tank.
20. **Clean:** Shows when the clean function is activated, will not display when the clean function is off or finished. The display will flash when there is a drain malfunction.

## Functions and operation

The controller back light automatically switches off if there has been no button pressed for 1 minute. The back light will come on with any button push.

### ON/OFF

In standby mode, press the ON/OFF button, the green power light will come on, and the cooler will start. It will automatically run in its previous mode and fan speed setting. When first started from installation, the unit will start in cool mode on fan speed 6 (for variable speed units).

During operation, press the ON/OFF button, the green power light will turn off, the cooler will turn off, and unit will return to standby mode.

### Modes switch



When running in COOL mode, press the VENT button, and the cooler will switch to VENT mode, the water pump will stop and water level detection stops.

When running in VENT mode, press the COOL button, and the cooler will switch to COOL mode, the water pump will start and water level detection will start.







### Fan speed adjustment

When running in COOL or VENT mode, press “▲” or “▼” to increase or decrease the fan speed.

### Timer ON/OFF

With clock function set, the controller has a range of powerful functions for on/off operation. Up to 8 different timer groups can be set for each day. In standby mode, press the TIMER button for 3 seconds to enter timer-setting mode, when the settings are finished, press the TIMER button again to start or stop the timer. The  timer icon will flash, and the relevant task will show when the timer is started. The timer  icon will be on permanently when the timer function is off, or no tasks have been set.

Steps for timer-setting:

1. When in standby mode (off) or on state, press the TIMER button for 3 seconds. The “NO.” icon will be displayed on the controller, and the multi-function display will flash ‘01’, meaning the current display is the first timer task.
2. Press the TIMER button again, the ‘01’ is now shown solidly, and the hour display is flashing. Press the “▲” or “▼” buttons to set the timer hour.
3. After setting the hour, press the TIMER button again, and the minutes displays will flash. Press the “▲” or “▼” buttons to set the timer minutes.
4. When the minute setting is finished, press the TIMER button again to set the timer on or off, or to cancel the group timer task by pressing “▲” or “▼”. “Start” will flash for timer on, “Stop” will flash for timer off. “Start” and “Stop” flash alternatively to show that the group timer task has been cancelled.
5. Once complete, press the TIMER button to enter the AUTO mode setting, use the “▲” or “▼” buttons to select the mode. A flashing  icon signifies day mode, a flashing  signifies night mode,  and  flashing together signifies morning mode, and  and  flashing alternately means normal mode.



- When finished, press the TIMER button to set the week day by pressing "▲" or "▼". Week days read from left to right starting with S for Sunday, M for Monday, T for Tuesday, and so on. When the above letters appear, press the SETUP button, and a line will appear under the letter, this means that the task will be valid for this day. Press the SETUP button again, the line under the letter will disappear, this means that the task will be invalid for this day.
- After setting, press the ON/OFF button to save the setting and exit, or press the TIMER button again to move to the next task.

Note: **a.** In step 1), when '01' is shown, you can also select the timer task by pressing "▲" or "▼".

**b.** In any step, press ON/OFF to save the setting and exit, or press any other key to exit without saving.

**c.** If you want to cancel a certain timer task, in 4). step you can select "Start" or "Stop" when flashing and in turn press ON/OFF to save the setting and exit.

## Clean function

In running or standby state, press the CLEAN button to start the clean function. The drain valve will be opened to drain water from the tank and wash the tank. This function will automatically stop when the process is finished. This function can be manually stopped by pressing the CLEAN button again.

## Timer auto-clean function (factory default is for auto-cleaning after 8 hours.)

When auto-clean timer function is set, the system will start the cleaning function after the cooler has run for a predetermined number of hours in cool mode (N). The cleaning function will automatically stop when the function is complete. The auto-clean timer can be set by following the steps below:

- In standby mode, press the SETUP button for 3 seconds, the "NO." icon will be displayed on the controller and '01' will flash in the multi-function display.
- Press the SETUP button until the multi-function display shows "12".
- In the temperature and humidity display area, use the "▲" or "▼" buttons to select the time period in hours between auto-clean functions (0- 99 hours). Factory default is 08 hours.
- Press the ON/OFF button to save the setting and exit.

## Setting the Time & Day

- In standby mode, press the TIMER button for 7 seconds, the hour will flash, press the "▲" or "▼" buttons to set the hour.
- When hours are set, press the TIMER button again, the minute will flash, press "▲" or "▼" to set minutes.
- When minutes are set, press the TIMER button again, the week will flash, press "▲" or "▼" to set the day.
- When finished, press the ON/OFF button to save the setting and exit.

## **Pre-cool function (factory default: 5 mins)**

When the pre-cool function is set and the cooler starts in cool mode, the system will first start the water pump to wet the cooling pads without the fan operating. The fan will not start until the 'pre-cool time' time finishes. In pre-cool mode, the green power light will flash, and "Pre-cool" will flash. When the pre-cool function is finished, the green power light will stay on, and the "Pre-cool" display will vanish.

Note: If switched to Cool mode while in Vent mode, the pre cool function will be invalid.

Steps for selecting Pre-cool function

1. With the power on, press the ON/OFF button for 3 seconds, the "NO." icon will be displayed, the SET icon will flash, and '01' is displayed in the multi-function area.
2. Press the SETUP button repeatedly until '01' is shown in the multi-function display area.
3. Set the pre-cooling period by pressing the "▲" or "▼" buttons. The period range is from 00-10 minutes, the factory default is normally "05" which means the Pre-cool function runs for 5 minutes.
4. After setting, press the ON/OFF button for 3 seconds to save the setting and exit. If successfully saved, "88" will appear in the multi-function and 'temperature and humidity' displays. If the ON/OFF button is pressed within 3 seconds, the setting will not be saved.

## **Clean function when ON (factory default: off)**

When this function is set, the unit will complete a clean function when first turned on. This function will automatically turn off when the clean function is finished. Press CLEAN to stop the cleaning function.

Note: when cooler is in exhaust mode, this function will be invalid.

Steps for setting this function:

1. In standby mode, press the SETUP button for 3 seconds, the "NO." icon will be displayed, and '01' will be displayed in the multi-function area.
2. Press the SETUP button repeatedly until '13' is shown in the multi-function display area.
3. Use the "▲" or "▼", buttons to select '00' for off, or '01' for on.
4. After setting, press the ON/OFF button to save the setting and exit.

## **Clean function when OFF (factory default: off)**

When this function is set, the clean function will be started when the cooler switches off. This function will automatically turn off the unit when it finishes. Press CLEAN to manually stop this function.

Note: When cooler is in exhaust mode, this function will be invalid.

Steps for setting this function:

1. In standby mode, press the SETUP button for 3 seconds. The "NO." icon will be displayed and "01" will be displayed in the multi-function display area.
2. Press the SETUP button repeatedly until "14" is shown in multi-function display area.
3. Use the "▲" or "▼" buttons to select the function status, "00" means off, "01" means on.
4. After setting, press the ON/OFF button to save setting and exit.

## Vent function when OFF (factory default: off)

When this function is set, the fan will continue to run for a predetermined period without the water pump to dry the cooling pad after the cooler turns OFF. The controller will alert when the running time finishes.

Note: When cooler is in auto control, this function will be invalid.

Steps for setting this function:

1. In standby mode, press the SETUP button for 3 seconds. The "NO." icon will be displayed, and "01" will be displayed in the multi-function display area.
2. Press the SETUP button repeatedly until "15" is shown in multi-function display area.
3. Use the "▲" or "▼" buttons to select the time period from 00-30 minutes, "00" means the function is off.
4. After setting, press the ON/OFF button to save the setting and exit.

## Timer mode setting (factory default: all modes allow timer on/off)

This item is used to set the modes for the timer on/off settings, steps as follows:

1. In standby mode, press the SETUP button for 3 seconds. The "NO." icon will be displayed, and "01" will be displayed in the multi-function display area.
2. Press the SETUP button repeatedly until "16" is shown in multi-function display area.
3. Use the "▲" or "▼" buttons to select from 00-03, "00" means timer function is prohibited for all modes, "01" means function is allowed only in auto mode, "02" means function is allowed in manual mode only, and "03" means the function is allowed in all modes.
4. After setting, press the ON/OFF button to save the setting and exit.

## Function Auto Restart after power failure (factory default: off)

When power is restored after a power failure, the unit will restart automatically.

When this function is on, the controller will record the running state when power is lost, and when power is restored, the machine will start up automatically in its previous operational state.

Steps for setting as follows:

1. In standby mode, press the SETUP button for 3 seconds. The "NO." icon will be displayed, and "01" will be displayed in the multi-function display area.
2. Press the SETUP button repeatedly until "17" is shown in the multi-function display area.
3. Use the "▲" or "▼" buttons to select the required mode, "00" means the function off, "01" means on.
4. After setting, press the ON/OFF button to save the setting and exit.

**Warning: Please use this function with caution to prevent unnecessary operation or incidents**

## Pump Only

When this function is set, regardless of the unit mode, running or standby, press the COOL button for 6 seconds to start the water pump. The pump will run separately, the cool icon will flash, the water level is shown and water level detection is valid. Press the ON/OFF button to stop the pump and place the unit into standby mode. This function can be used in fire emergencies to wet cooling pads to help prevent burning, and to minimise spread of smoke.

Steps for setting are as follows:

- 1). In standby mode, press the SETUP button for 3 seconds. The "NO." icon will be displayed and "01" will be displayed in the multi-function display area.
- 2). Press the SETUP button repeatedly until the multi-function display area shows "19".
- 3). Use the "▲" or "▼" buttons to select as follows. "00" means function off, "01" means function on.
- 4). After setting, press the ON/OFF button to save the setting and exit.

## Fault Indication and Troubleshooting

1. **Communication errors:** The line under online icon will flash and the red fault light will come on. This means that the controller is not detecting the unit. Check the wiring between the controller and the unit.
2. **Lack of water error:** When there is no water available to the unit, the water-inlet icon will flash, and the red fault light will come on. When the water supply is properly restored, this fault will be cleared automatically.
3. **Drain blockage error:** The clean icon will flash, and the red fault light will come on. Check the drain valve manually and clear any debris/blockage, then press the CLEAN button twice to reset the fault.
4. **Fan error:** The Vent icon will flash (for units fitted with fan protection devices) and the red fault light will come on. Check the fan motor for overheat or stall, if OK, restart the unit manually to reset the fault.

## Brivis Customer Care Program

Brivis products are renowned for providing years of trouble free performance. However, that doesn't mean that they will perform at their peak all of that time without some attention. To be at their most efficient they, like most things, need a little care. So to ensure that every Brivis unit is always in perfect condition we have established the Brivis Care Program for our valued customers.

When you are a member of our Care Program you will receive a courtesy call regarding maintenance service to your unit. This service includes cleaning the unit and ensuring that the system is operating at maximum efficiency. Not only does this guarantee peak performance, it also allows any minor problems to be detected early. Which ensures that the system will always be ready when you need it.

If something needs more than just maintenance it can be attended to at the time of the service (additional charges may apply). This repair will be guaranteed for 3 months labour, and 12 months parts.

## Cooler Service & Maintenance

To ensure that your Brivis cooler continues to operate at peak efficiency, it should be serviced at **two year** intervals by an authorised person trained in the service of Brivis coolers - please contact our National Care Centre, for authorised Brivis Service Technicians. Refer to the back of this manual for contact details.

This service of the cooler unit will include all maintenance and adjustments required to the following components to ensure your cooler runs at its peak efficiency:

- Trough
- Electronic Controls, e.g. Sensors
- Fan and Pump Assembly
- Pads and Water Distribution

In areas subject to water pipes freezing, provision shall be made to drain water piping to prevent damage to the cooler.

**Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Brivis Coolers. Please contact our Brivis Service Department for an authorised Brivis Service Technician.**

**Note:** Service maintenance is not covered under warranty and is a chargeable service. All coolers must have safe and reasonable access and be installed in compliance with the installation instructions supplied with the unit. Some installations may require two service personnel to attend, in accordance with Health & Safety requirements.

## **BEFORE YOU CALL FOR SERVICE OR ASSISTANCE ...**

Service calls can often be avoided!

If you feel your cooler is not operating properly, please check these possible causes first:

### **Troubleshooting**

- Check the water supply to the unit is turned ON.
- Ensure the pump is operating and visually check the pads for even water distribution.
- Check that the number of doors and windows open is sufficient within the targeted cooling area. Too many or not enough doors and windows opened in the targeted area could result in inadequate ventilation. This could result in poor cooling performance.
- Check that the fan operates and air is coming out from the duct outlet.
- Check that the filter pads are not damaged and/or the material hasn't deteriorated.
- If external weather conditions are excessively humid, the cooler may not perform at its optimal cooling level.

If the fan will not start.

- Check if the power is ON.
- Check if the Wall Control is turned ON, and set the comfort level that requires the Cooler fan to operate.
- Check that the fan is not in Time Delay Mode caused by: the Cooler's tank to fill with water or a pre-cool of the filter pads is in progress.
- Check the fuse in the meter box.

**Note:** The usual time delay can be up to 8 Minutes.

## Troubleshooting continued

No.	Problem	Possible Cause	Suggested Remedy	Comment
1	Unit not working, controller buttons do not respond	No power or incorrect power supply connection	Check power supply connection for correct voltage	
		Circuit breaker tripped or blown fuse	Reset circuit breaker or replace fuse, check running amps are within specification	If breaker trips again, further investigation is required
		Loose connections on incoming power wiring	Check connections and tighten if necessary	
		Faulty controller or electrical components	Replace components as required	
2	No Air flow	Motor tripped on over heat/current protection	Motor will reset after 20minutes	Check current and power supply are within specification
		Loose electrical connections	Check connections and tighten if necessary	
		Contactors burnt out/broken	Replace components as required	
		Unit in Pre-cooling mode	Unit will complete this function within 4 minutes, or can be manually stopped	
		Faulty controller or electrical components	Replace components as required	
		Faulty supply fan motor	Replace components as required	
3	Pump operating, but cooling inadequate	Insufficient room opening for supply air flow	Open doors and windows as required	
		Cooling pads clogged or dirty, water distribution failure	Check water circuit and clean cooling pads. Replace pads if necessary	
		Dry pads due to lack of water	Check water circuit and pump for obstructions, debris or foreign objects	
		Poor ductwork design or grille placement	Redesign/realign duct work and grille placement to direct supply air as required	
		High ambient humidity conditions	Unit performance is diminished in humid conditions. Run fan without water pump	
4	Pump not operating	Pump is faulty/broken	Replace components as required	
		Loose electrical connections	Check connections and tighten if necessary	
		No water in the tank to pump	Check water circuit, solenoid valve and isolating valve, clear as required	
		Water level sensor faulty or disconnected	Check and replace components as required	
		Faulty controller or electrical components	Replace components as required	
5	Pump operating but not circulating water to pads	Pump strainer blocked	Clean strainer, check water circuit and pump for obstructions	
		Water supply pipe blocked	Clean pipe, check water circuit and pump for obstructions	
		Water distributor blocked	Clean distributor, check water circuit and pump for obstructions	
6	Water overflowing, continuous self cleaning/ draining	Self cleaning function activated	Check self cleaning function parameters for suitability	Self cleaning timing may need to be modified
		Water inlet valve or level switch is defective	Check and replace components as required	
		Drain valve is leaking or defective	Check and replace components as required	
		Faulty controller or electrical components	Replace components as required	
7	Water entering duct or room	Cooling pads badly clogged, causing high air velocity	Clean or replace pads as required	
		Excessive water in pads, water distribution imbalance	Check water circuit, and distribution arrangement, rebalance water flow	
8	Unpleasant odour being introduced into room	Unit placed adjacent to odour source, or contaminants in unit	Relocate unit or odour source, thoroughly clean the unit	
9	White deposits in unit and on cooling pads	High salt content in water	Drain water tank more frequently and clean unit and pads more frequently	



<b>For Your Records</b>		
Model Number:	Serial Number:	Install Date:
<b>Installed by:</b>		
<b>Installer Contact:</b>		

<b>Service Records</b>		
To arrange a visit from one of our certified technicians please contact the Brivis Service department on 1300 BRIVIS		
	Service Provider:	Contact Number:
<b>Service Year 2</b>		
Service Date: / /		
<b>Service Year 4</b>		
Service Date: / /		
<b>Service Year 6</b>		
Service Date: / /		
<b>Service Year 8</b>		
Service Date: / /		
<b>Service Year 10</b>		
Service Date: / /		

# Warranty and Maintenance Registration

## Brivis Customer Care Program

The Brivis Customer Care Program is designed to help you get the most out of your new cooler. We may contact you before each winter or summer season with some preferential offers for preventative maintenance services which will keep your Brivis cooler in great condition!

**Please note:** Preventative Maintenance Services are chargeable and not covered under your product warranty. Your cooler needs to have reasonable and safe access and be installed inline with the installation instructions supplied with the cooler. An extra charge may apply if Brivis is required to allocate two service personnel to enable compliance with safety regulations.

## Cooler Warranty Card Form - please return in reply paid envelope provided.

For Australia - please return in reply paid envelope.

For New Zealand - please return to Warmair, PO Box 38523, Wellington Mail Centre.

### Site Details

Name \_\_\_\_\_

Postal Address \_\_\_\_\_

Site Address (if different to above) \_\_\_\_\_

\_\_\_\_\_ State \_\_\_\_\_

Country \_\_\_\_\_ Post code \_\_\_\_\_

Home phone no. ( ) \_\_\_\_\_

Work phone no. ( ) \_\_\_\_\_

Mobile phone no. \_\_\_\_\_

### Cooler Purchase Details

Cooler Model \_\_\_\_\_

Date of purchase \_\_\_\_\_

Installation company \_\_\_\_\_



Serial No.
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## Cooler Customer Questionnaire

Please tick the appropriate box.

- **Have you been given a certificate of compliance?** Yes  No  Number. \_\_\_\_\_
- **What type of home do you live in?** Single Storey  Double Storey  Split Level
- **What type of roof do you have?** Tile  Metal  Other \_\_\_\_\_

## Frequently Asked Questions

**Q. How often should the cooler be serviced?**

A. Brivis recommend the cooler is serviced every 2 years at a minimum to ensure it operates at peak efficiency. Please Note: Due to environmental conditions the cooler may need to be serviced every year.

**Q. What is done in a service?**

A.

- Check filter pad material for holes or deterioration. The pads will deteriorate over time and lose their water absorption ability. Replace pads as required.
- Clean the tank and internal surfaces.
- Clean the filter pads and flush water.
- With the filter pads in position, switch ON the power supply isolating switch and operate the unit.
- Ensure the pump is operating, and visually check the pads externally for even water distribution.
- Ensure the water inlet is operating correctly.
- Ensure the water system is operating to the minimum and maximum water levels.
- Check that the water supply pressure is sufficient to fill the tank within the allotted time.
- Check the fan operates, and varies speed between the minimum and maximum setting on the Wall Control.
- Check and lubricate all moving parts.
- Ensure the damper mechanism is opening and closing correctly.

**Please note that to maintain your warranty, the above servicing needs to be conducted by an authorised person trained in the service of Brivis Coolers.**

**Q. The air smells a little different. Why?**

A. New Cooling pads can give off a mild odour while they are settling in. This is quite normal, it will dissipate quickly as the new pad is constantly flushed during use. It may also be indicating that the unit requires a service.

**Q. How much water does my evaporative cooler use?**

A. The amount of water an evaporative cooler uses is dependant on the evaporation rate of the coolers pads.

The more water the cooler can evaporate for a given condition and airflow, the more cooling potential the cooler has.

The evaporation rate varies depending on the current weather conditions, the size of the cooler, the speed of the coolers fan or the velocity of the air through the pads, and the condition and type of the filter pad material.

In addition to the cooler evaporating water, water is also displaced to maintain the water quality within the cooler so that the coolers pads and other components do not deteriorate prematurely.

**Q. How much water does the tank of my cooler hold?**

<b>Model</b>	<b>Tank Capacity (litres)</b>
Brivis Serenity SX170	30
Brivis Serenity SX200	30
Brivis Serenity SX250	30

**Q. Can I run the system when I am not home?**

A. Evaporative cooling relies on doors and/or windows being open so you can run it when you are not home, provided you have the required ventilation openings.

## Frequently Asked Questions (cont'd)

**Q. How many doors and windows should I have open?**

A. Refer to the section on openings required. The table gives a guide to the amount of opening area required for each model in m<sup>2</sup>, and also gives suggestions on how to provide this.

**Q. Why is there condensation and moisture on my tiles?**

A. Make sure the vents are directed across the room and not towards the floor. Make sure sufficient doors and windows are open. Refer to the section on openings required. If it is a humid day turn the pump off.

**Q. There is no air coming out of some of the vents**

A. It is highly probable that this is an installation issue. Please contact your installer in the first instance

**Q. What does duct cleaning entail?**

A.

- Remove dust from your cooling system
- Kill any potential dust mites living & breeding throughout your cooling system
- Remove odours from your cooling system
- Helps improve indoor air quality
- Allergy sufferers may benefit from clean ducts
- Clean the Cooler fan and assembly
- Clean the Supply air diffusers

**Q. Can I run heating through the same ductwork as my evaporative cooler?**

A. No, the differing technology between ducted heating and evaporative cooling doesn't allow the units to share the same ductwork. Also, evaporative cooling requires larger ductwork for airflow.

**Q. How far should my cooler be away from sanitary vents?**

A. The Cooler shall not be installed within a 5m (6m in W.A.) radius of a sanitary vent.

**Q. How cool is cool?**

A. The degree of cooling available from any type of air conditioning, is dependent on the outside weather conditions. Your Evaporative Cooler works best on hot, dry days. After all, that's when you require the most relief.

**Q. Should the unit have its own circuit in the meter box?**

A. Yes, we recommend the power socket is wired back to the meter box on a dedicated power circuit.

**Q. Should water be coming out of my evaporative cooler during operation?**

A. Brivis Serenity models will flush water after 8 hours (factory default) of operation to keep the water clean.

# Terms of Warranty – Australia and New Zealand

Brivis Climate Systems Pty. Ltd. ABN 64 096 079 088, AU24752 61 Malcolm Rd, Braeside, VIC 3195.

## 1. Definitions

The terms listed below shall have the following meanings:

1. **“Authorised Service Representative”** means an independent service contractor authorised by Brivis or Brivis service personnel.
2. **“Brivis”** means Brivis Climate Systems Pty Ltd ABN 64 096 079 088 and any related company.
3. **“Certificate(s) of Compliance”** means certificate(s) issued by licensed personnel including plumbers, refrigeration mechanics, electricians or other relevant trades people to certify that any prescribed works comply with applicable regulatory requirements.
4. **“Certificate(s) of Occupancy”** means certificate(s) issued by the local council which certifies that a home can be occupied.
5. **“Installation Site”** means the site at which the Product is originally installed.
6. **“Normal Business Hours”** means 8:30am to 5:00pm week days excluding public holidays.
7. **“Operating Instructions”** means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
8. **“Other Applications”** means any Product used for non-Residential and Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery) and any Product which has been installed, for whatever purpose as a retrofit component to an existing system.
9. **“Purchaser”** means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
10. **“Product”** means the equipment purchased by the Purchaser and described in Section 2 of this document.
11. **“Proof of Purchase”** means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
12. **“Qualified Installer”** means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant Australian Standards, and to Brivis specification.
13. **“Residential & Light Commercial Applications”** means any Product for use in both residential and light commercial applications. For example, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, retail stores where the Product is solely used for purpose of human comfort under standard operating conditions.

## 2. Terms of Warranty

- 2.1 Subject to the Terms of Warranty set out in this document, effective from the date of purchase by the Purchaser, the Product is warranted to be free from defects in materials and factory workmanship for the period set out in the table below:

	<b>PRODUCT GROUP</b>	<b>PARTS</b>	<b>LABOUR</b>
<b>Residential &amp; Light Commercial</b>	Evaporative Coolers & Ducted Gas Heaters (excluding Compact Classic Series)	5 YEARS	5 YEARS
	Ducted Gas Heaters - Compact Classic Series	3 YEARS	3 YEARS
	Refrigerated Airconditioning Products	5 YEARS	5 YEARS
	Ducted Gas Heaters - Heat Exchangers & Burners Evaporative Coolers - Structural components only	10 YEARS	N/A
<b>Other Applications</b>	All Product Groups	1 YEAR	1 YEAR
<b>Aftermarket</b>	Spare Parts	1 YEAR	N/A
Must be read in conjunction with product specific manuals			

- 2.2 Brivis will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.
- 2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.
- 2.4 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by Brivis (e.g. Operating Instructions) and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants.

### **3 Conditions of Warranty**

- 3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:
  - a) maintains and services the Product in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
  - b) complies with clause 7 below (titled "Purchaser's Responsibilities");
  - c) notifies Brivis within 30 days of a defect developing, that a claim is being made under this Warranty; and
  - d) provides, in support of the claim made under this Warranty, a Proof of Purchase.
- 3.2 This document represents the only Warranty given by Brivis and no other person or organisation is authorised by Brivis to offer any alternative.

### **4 Exclusions**

- 4.1 This Warranty does NOT cover:
  - a) damage, problems or failure resulting from improper operation and/or inadequate maintenance by the Purchaser (refer Purchaser's Responsibilities section below);
  - b) damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from Qualified Installer and present it to the Authorised Service Representative;
  - c) damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;
  - d) damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets, vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;
  - e) damage, problems or failure caused by weather including, but not limited to, hail, salt or other corrosive substances;
  - f) Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat;
  - g) Product which is being re-installed at a location other than the original site;
  - h) any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
  - i) installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
  - j) installations where electrics/electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
  - k) any repair, which is needed as a result of an accident, misuse, abuse or negligence;
  - l) Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
  - m) fair wear and tear to the Product.

### **5 Limitations**

- 5.1 Product fitness for purpose and overall system design, sizing and application are not the responsibility of Brivis. This includes but is not limited to the heat load calculations, airflow and system balancing.
- 5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia or New Zealand.
- 5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all of the warranties and all liabilities of Brivis for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Product or any of its parts and servicing the Product, are expressly excluded.



## 6 Travel, Transport & Access Costs

- 6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements under this Warranty, that are required to be performed 100km or more from the nearest Brivis branch or Authorised Service Representative.
- 6.2 Subject to clause 6.3, Brivis will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 100km from the nearest Brivis branch or Authorised Service Representative. In this circumstance:
- Brivis will arrange for such repairs/replacements and make any payment directly to the third party to provide the freight, in-transit insurance or travel services; or
  - if Brivis considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Brivis of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Brivis, Brivis will not reimburse the Purchaser for such costs.
- 6.3 The Purchaser must pay all costs and expenses in respect of:
- making the Product accessible for service. For example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;
  - providing a safe working environment for installation, service, maintenance or repair of the product;
  - any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
  - any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

## 7 Purchaser's Responsibilities

- 7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;
- regularly cleaning the air filter(s) and replacing them where necessary;
  - replacing expired batteries or other consumables as required;
  - ensuring that the condensate drain is kept clean and clear of obstructions;
  - ensuring that outdoor units have unrestricted airflow and adequate clearances;
  - ensuring that additional corrosion protection is applied to the Product if it is installed in a corrosive environment, for example, close to the sea.

## 8 Statutory Rights

- 8.1 The benefits given by this Warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the Warranty relates.
- 8.2 Australian purchasers have their benefit of statutory rights and nothing in these terms of Warranty has the effect of excluding, restricting or modifying those rights. 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 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.
- 8.3 For New Zealand purchasers nothing in these terms of Warranty is intended to limit the rights you may have under the Consumer Guarantees Act 1993. The Consumer Guarantees Act 1993 does not apply if the Product is acquired for the purpose of a "business"(as defined in the Act).

**For Australian Warranty Claims call 1300 Brivis (1300 274847)  
or send to Brivis Warranty Claims 61 Malcolm Road, Braeside VIC 3195. For New Zealand  
Warranty Service call 0800 WARMAIR (0800 9276 247) - Brivis only. The PURCHASER WILL BE  
CHARGED for work done or a service call(s) if:-**

the problem is not covered by these Terms of Warranty; there is nothing wrong with the product (e.g. instructing Purchaser on the operation of the Product and/or controls); or if the Purchaser is unable to provide Proof of Purchase validating that the Product is within the Warranty period. We recommend that you read the operating instructions, and in particular the troubleshooting section of the Operating Instructions, before you make a Warranty service call. Proof of Purchase must be presented.

**Effective 1st October 2013**



For all your Sales and Service enquiries call us on **1300 BRIVIS** (1300 274 847).

[www.brivis.com.au](http://www.brivis.com.au)

### **Brivis Australia**

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