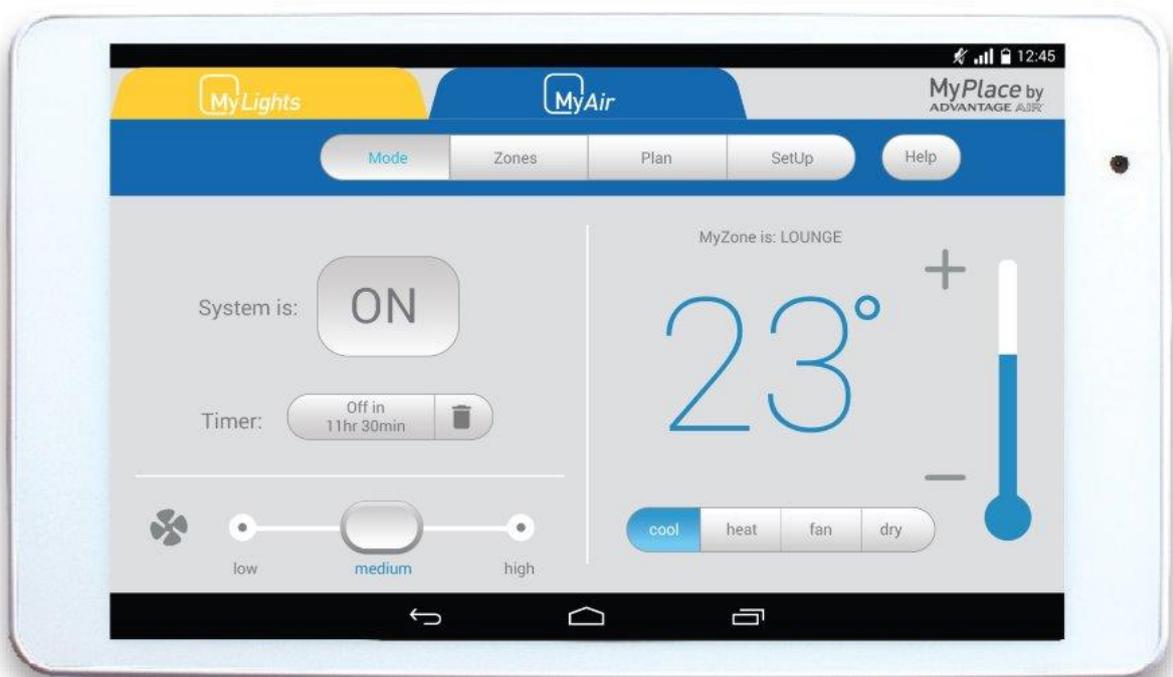# Advantage Air Status Codes End User

This document is a compilation of status codes for Advantage Air Control Systems; you can use this to find the definition of the fault code displayed on your MyAir 3/4/5 and e-zone system.

Status Code AA1

Communication error between Advantage Air componentry and A/C unit.

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA2

Multiple unit controllers detected.

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA3

Communication error

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA4

System is not detecting any temperature sensors

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA5

Mismatched unit settings

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA7

WSW mismatch

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA8

Incompatible unit integration

1. Wait 5 minutes to see if the error clears itself.
2. If no, reset power to your mains (leaving off for 15 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has still not cleared, please contact you A/C specialist.

Status Code AA9

Activation code has expired

1. Obtain the activation code from your air-conditioning specialist/installer.
2. Enter the activation code.

Status Codes AA10

Installation issue

Please call your air-conditioning specialist

Status Codes AA11

Installation issue

Please call your air-conditioning specialist

Status Codes AA12

Installation issue

Please call your air-conditioning specialist

Status Codes AA13

Installation issue

Please call your air-conditioning specialist

Status Codes AA14

Connection error

Please contact our help desk: 1300 850 191

Status Code AA20

Remote connection error

Check to see if you are connected to the internet on the wall mounted touch screen. Restart your router. Head to the AA Service app on your wall mounted touch screen and disable then re-enable remote access. Finally, reboot the wall mounted touch screen. If the status code does not change, please contact our help desk: 1300 850 191. If the status code changes to AA26 remote access is working and the phone will need to be repaired with the system.

Status Code AA21

Remote connection error

Please reboot the wall mounted touch screen and wait 10 minutes. If the status does not change, please contact our help desk: 1300 850 191.

Status Code AA22

Your wall mounted touch screen is no longer connected to internet. Please connect the touch screen to the internet.

Status Code AA23

Your wall-mounted touchscreen is not connected to a local Wi-Fi network. Please connect the touch screen to a Wi-Fi network

Status Code AA24

Error has occurred with your wall mounted touch screen. Please reset the touch screen and call Advantage Air 1300 850 191.

Status Code AA25

Remote access is starting up, please wait.

Status Code AA26

Remote access is working.

Status Code AA27

Connection error.

Check to see if you are connected to the internet on the wall mounted touch screen. Restart your router. Head to the AA Service app on your wall mounted touch screen and disable then re-enable remote access. Finally, reboot the wall mounted touch screen.

Status Code AA28

Remote connection error

Server is busy. Reboot the wall mounted touch screen and try again in 10 minutes.

Status Code AA29

Connection error

Please record the error code and contact the help desk 1300 850 191.

Status Code AA30

Remote connection error.

Please check that your Android smart device is connected to 3G/4G or via Wi-Fi. Test internet connection by searching for a web page using Chrome. If your mobile has internet connection but the status code remains AA30 please call our help desk 1300 850 191.

Status Code AA31

Remote connection error.

Server is busy. Reboot the wall mounted touch screen and try again in 10 minutes.

Status Code AA32

Connection error

Please record the error code and contact the help desk 1300 850 191.

Status Code AA33

Apps on the wall mounted touch screen are out of date.

App Update Instructions (Wall Mounted Touch Screen):
1. Ensure the touch screen is connected to the internet.
2. Open the PlayStore app.
3. Make a new or add an existing account if required.
4. Wait 15 minutes
5. Search for the following apps in the PlayStore:
a. MyPlace, MyAir 4, Ezone or Zone 10e (whichever is applicable)
b. AA Waca (may not be required)
c. AA Service
6. The above apps should only ever be updated and not installed.
7. Once all the apps have finished updating, please reboot the touch screen.
8. If updating fails to clear the status code or you run into any issues along the way. Please contact our help desk: 1300 850 191.

Status Code AA34

AA Waca is not up to date.

Please update the AA Waca app on your wall mounted touch screen. Head to the PlayStore. Search for AA Waca and press update.

Status Code AA35

MyPlace is not up to date.

Please update the MyPlace app on the customers wall mounted touch and any mobile device (if applicable). Head to the PlayStore and search for MyPlace. Press update and wait for the app to update.

Status Code AA36

Please upgrade the apps on your wall mounted MyAir 5 touchscreen.

App Update Instructions (Wall Mounted Touch Screen):
1. Ensure the touch screen is connected to the internet.
2. Open the PlayStore app.
3. Make a new or add an existing account if required.
4. Wait 15 minutes
5. Search for the following apps in the PlayStore:
a. MyPlace, MyAir 4, Ezone or Zone 10e (whichever is applicable)
b. AA Waca (may not be required)
c. AA Service
6. The above apps should only ever be updated and not installed.
7. Once all the apps have finished updating, please reboot the touch screen.
8. If updating fails to clear the status code or you run into any issues along the way. Please contact our help desk: 1300 850 191.

Status Code AA37

Please upgrade the apps on your wall mounted MyAir 5 touchscreen.

App Update Instructions (Wall Mounted Touch Screen):
1. Ensure the touch screen is connected to the internet.
2. Open the PlayStore app.
3. Make a new or add an existing account if required.
4. Wait 15 minutes
5. Search for the following apps in the PlayStore:
a. MyPlace, MyAir 4, Ezone or Zone 10e (whichever is applicable)
b. AA Waca (may not be required)
c. AA Service
6. The above apps should only ever be updated and not installed.
7. Once all the apps have finished updating, please reboot the touch screen.
8. If updating fails to clear the status code or you run into any issues along the way. Please contact our help desk: 1300 850 191.

Status Code AA38

The Advantage Air app on your Apple device is out of date.

Head to the App Store on your Apple device and update the relevant Advantage Air app (MyPlace, MyAir 4, Ezone or Zone 10e)

Status Code AA39

The Advantage Air app on your Android device is out of date.

Head to the PlayStore on your third party Android device and update the relevant Advantage Air app (MyPlace, MyAir 4, Ezone or Zone 10e)

Status Code AA40

AA Service has recently been updated. Please reboot the wall mounted touch screen.

Press and hold the power button on the wall mounted touch screen and select 'reboot'.

Status Code AA41

AA Service V1 has been detected. AA Service V2 needs to be installed and running.

Please head to the link and follow the steps: https://www.advantageair.com.au/update4/. For further assistance please call out help desk: 1300 850 191.

Status Code AA42

Your Apple device cannot locate the Advantage Air wall mounted touch screen.

Try rebooting your wall mounted touch screen and try again. Try connecting in the local wifi zone. If this fails to clear the AA42 then please contact the help desk: 1300 850 191.

Status Code AA43

Your Android device cannot locate the Advantage Air wall mounted touch.

Try rebooting your wall mounted touch screen and try again. Try connecting in the local wifi zone. If this fails to clear the AA43 then please contact the help desk: 1300 850 191.\

Status Code AA43

Your Android device cannot locate the Advantage Air wall mounted touch.

Try rebooting your wall mounted touch screen and try again. Try connecting in the local wifi zone. If this fails to clear the AA43 then please contact the help desk: 1300 850 191.

Status Code AA44

Communication error.

1. Please update AA Service V2 in the PlayStore on the wall mounted touch screen.
2. Reset the system at the mains (leaving off for 5 minutes).
3. Once power has been restored to the touch screen wait an additional 5 minutes and test the system.
4. If the error has not cleared, please contact our help desk: 1300 850 191.

Status Code AA45

Communication error.

1. Please check the network (Wi-Fi) connection on the wall mounted touch screen.
2. Reboot the wall mounted touch screen and your router.
3. Once ready, try reconnecting using the app.
4. If the error remains please contact our help desk: 1300 850 191.

Status Code AA46

Communication error.

1. Please check the network (Wi-Fi) connection on the wall mounted touch screen.
2. Reboot the wall mounted touch screen, the customers router and your Android device.
3. Once ready, try reconnecting using the app.
4. If the error remains please contact our help desk: 1300 850 191.

Status Code AA48

The wall mounted touch screen has not been paired with your Apple device.

To pair the Apple device with the wall mounted touch screen:
1. Please ensure both devices are connected to the same Wi-Fi network.
2. Open the app (MyPlace, MyAir 4, Ezone or Zone 10e) on the Apple device.
3. Control the system via the app for at least 10 seconds.
4. Disconnect the Apple device from the same Wi-Fi network and test remote access.

Status Code AA49

The wall mounted touch screen has not been paired with your Android device.

To pair the third party Android device with the wall mounted touch screen:
1. Please ensure both devices are connected to the same Wi-Fi network.
2. Open the app (MyPlace, MyAir 4, ezone or Zone 10e) on the Android device.
3. Control the system via the app for at least 10 seconds.
4. Disconnect the Android device from the same Wi-Fi network and test remote access.

Status Code AA50

The Advantage app on your Apple device has detected a new system.

If the if you have more than one system follow the below steps:
1. Head to settings on the Apple device
2. Scroll down until you see MyPlace, MyAir 4, Ezone or Zone 10e. Press on the appropriate app.
3. At the bottom of the screen interact with the toggle bar to change the app from single system to multiple systems.
If you do not have multiple systems, please contact the help desk: 1300 850 191.

Status Code AA52

Please enter the activation code which can be obtained by contacting you're air-conditioning specialist.

Head to the wall mounted touch screen and enter the activation code given to you by your air-conditioning specialist.

Status Code AA53

Please enter the activation code which can be obtained by contacting you're air-conditioning specialist.

Head to the wall mounted touch screen and enter the activation code given to you by your air-conditioning specialist.

Status Code AA60

Installation Issue.

Please call your air-conditioning specialist.

Status Code AA62

Installation Issue.

Please call your air-conditioning specialist.

Status Code AA63

Installation Issue.

Please call your air-conditioning specialist.

Status Code AA64

Installation Issue.

Please call your air-conditioning specialist.

Status Code AA65

Installation Issue.

Please call your air-conditioning specialist.