

## **NOTICE:**

**On Feb 15<sup>th</sup>, 2012 at approximately 6:30 am the RMOW temporarily shut down the power supply to the DES plant. It is unlikely that this 15 minute power disruption affected the DES loop temperature, however it is advised that all Cheakamus Crossing residents check their control screen and if necessary push the reset button.**

### **Attention residents of the Cheakamus Crossing neighbourhood:**

Please check your control screen in the mechanical room of your unit. If it is “red screened” you will need to press the reset button to reset your system.

\*\*If this happens three times in a row, the compressor will lock out and the fault will be recorded. Follow the on-screen instructions to reset the compressor and have your system inspected by a qualified technician.

\*\*If your system goes into fault again, do not reset the heat pump until it has been serviced. When the system is “red-screened” the electric heaters will engage to maintain the tank temperature depending on the switch position.

### **What do I do if the system trips out again within the next five days?**

If the system trips out again in the next five days, contact a qualified technician to service the system.

### **Who should I contact to service my system?**

To maintain your warranty during the first two years of occupancy, you must use the Whistler 2020 Development Corporation (WDC)-appointed technician for any servicing. Please contact staff at the WDC (604-935-3030 or [wdc@whistler.ca](mailto:wdc@whistler.ca) This e-mail address is being protected from spam bots, you need JavaScript enabled to view it ), who will in turn contact the appointed service provider, Western Technical Services.

### **After the system has restarted, how often should I check it?**

After the system restarts, monitor its operation every 12 hours over the next five days.

For additional information please visit the Cheakamus Crossing FAQ page at

<http://www.whistler.ca/residents/municipal-services/district-energy-system>

## **Instructions to the Property management company:**



1. The property manager will need to contact all owners and instruct them to check their heat pumps. If the units are “re screened” owners will be instructed to reset the system once.
2. The property manager will instruct owners that if the reset does not work they should contact WDC (during office hours) or the property manager (for after hour emergencies only).
3. WDC will send the WDC appointed technician into units that have not re-set themselves properly.