



QUALITY ALERT!



Maximo ref n/a
30 October 2025

Air Conditioning Temperature Settings changed causing callouts

ISSUE IDENTIFIED:

- Air conditioning units at multiple sites have been the cause of 14 callouts over the past 12 months.
- Units were found to be operating outside of their prescribed temperature settings, contributing to charger fail alarms and low temperature alerts.
- Deviations were not identified during scheduled inspections
- SMP 02.41.007 Task 14.5 is not being complied to.

CONTRIBUTING FACTORS:

- Manual adjustments to heat pump settings were potentially made outside of inspection cycles.
- Inspection teams may not be consistently verifying temperature settings during 2-monthly checks.
- Lack of clarity around responsibility for maintaining and verifying air con settings.
- SMP 02.41.007 Task 14.5 requirements not being reinforced during toolbox talks or planning sessions.

ACTIONS TO PREVENT REOCCURENCE:

- Reinforce SMP 02.41.007 Task 14.5 during toolbox meetings and inspection briefings.
 - air handling systems must be functioning correctly
 - set to 22°C or as per local signage/instructions
 - output a consistent, non-conflicting temperature
- During inspections ensure all air handling units are verified to be set at 22°C or as per local signage.
- Any manual overrides or conflicting settings should be reported immediately to the Service Delivery Manager.

Timeline	Investigate alarm	Issue
6:49am TP request inv 7:10am SP dispatched 14:26 resolved	10:18am Investigate 125VDC 1 charger fail reset fleeting alarms	Air con set to 10Deg - too cold for the battery room, air con temp adjusted and alarms reset when room temp normalised
18:03 TP request inv* 02.43 TP request inv** *charger 1/**charger2 failed	04:20am Investigate 125V charger 1 & 2 fail operated.	04:47am Low temp alarms was up, Heat pump was set to summer temp, change setting 125V charger 1 & 2 fail alarms reset

LEARNINGS FROM THIS

- Minor deviations in environmental controls can trigger significant operational alarms.
- Clear documentation and consistent verification of settings are essential to prevent recurrence.
- SMP compliance must be actively monitored and reinforced across all relevant teams.



For more information, please contact:

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