



Whole of Home

# ESP PLATINUM QUE

Unequalled performance and efficiencies.



*That's better. That's Actron.*

  
**ActronAir**



# ActronAir. Because Australia needs Australian air conditioning.

ESP PLATINUM  
QUE

The year 1984 saw Advance Australia Fair become our National Anthem, the 1 dollar coin come into circulation and a small family air conditioning business open its doors. Today, ActronAir is a proud Australian company recognised for making world-class air conditioners. Well, it stands to reason. The team at ActronAir experience our harsh Australian conditions first hand, and our climate places demands on air conditioning not found in other parts of the world.

And that's why ActronAir's engineers have developed the most advanced air conditioning systems specifically for the unique and harsh Australian environment.

Made with a superior operating range of -15°C to 50°C, and a host of innovative features, ActronAir's ESP Platinum ducted system is engineered to withstand the hottest and coldest conditions Australia can throw at it. Where other air conditioners struggle and shut down, the ESP Platinum will be there for you when you need it most.



## Unequalled performance and efficiencies through Tru-Inverter technology

ActronAir's range of energy efficient air conditioners feature ESP technology. That stands for Energy Smart Performance. Combined with our Platinum's world leading Tru-Inverter technology, it delivers the perfect amount of heating or cooling, right down to a fraction of a degree. It reaches your desired comfort level quickly and keeps it there with unequalled control.



### A superior operating range made for Australia

Most overseas air conditioners are only designed with a maximum temperature range of 43°C to 46°C. The made-in-Australia for Australia ESP Platinum operates up to 50°C. Big deal? Yes.

The temperature around the outdoor unit can reach far higher than what they're saying on the weather report due to direct sun or heat radiating off the ground. They're often located against a wall or fence where there's low air circulation.

ESP Platinum not only operates at higher temperatures, it also performs at a higher capacity leading up to that peak temperature.



“ Nothing beats performing under extremes. Engineered for Australia, you can trust ActronAir to be there when you need it most. ”

**Mark 'Frosty' Winterbottom**  
V8 Supercars Champion & ActronAir Brand Ambassador



### Smarter outside



#### Vertical discharge

The ESP Platinum's clever outdoor unit features a vertical, rather than horizontal, discharge of air. Unlike foreign brands, we're well aware that the side of the Australian home is not only a handy space for an outdoor unit, but is also often tight. And we know if you don't let hot air escape it will surround the unit, reducing its performance and in turn lead to higher energy consumption. That's why we've engineered the ESP Platinum to release hot air upwards, rather than pushing air straight into the neighbour's fence.

### Aussie tough



#### Louvered grille

The ESP Platinum range is engineered using only the very best quality components. With its unique powder coated louvered grille guard, it ensures better airflow and protection against Australia's toughest conditions.

### Here for the long haul



#### Coated coil protection

ActronAir uses blue fin epoxy coated protection on the indoor and outdoor coils of ESP Platinum. It reduces corrosion from the harsh Australian conditions, as well as assisting the defrosting process, thus improving heating efficiency.



### Unheard of technology



#### Quieter operation

Clever design, technology and choice of materials led to SRS, ActronAir's Sound Reduction System, in the ESP Platinum's outdoor unit.

Sound is reduced inside as well thanks to ESP Platinum's highly efficient EC fan technology, which provides incremental airflow adjustments when zones are turned off. That way you won't be struggling to make yourself heard over the air conditioning.

### Turn on, bliss out



#### A smarter start-up

In winter, some air conditioners when turned on blast out unheated air until the indoor heating coil catches up. ActronAir engineers developed a better way. ESP Platinum has a smart preheat delay function so that the coil heats up before the fan comes on. That's better - simple and smart.

### Pick up where you left off



#### Auto-restart

Blackout? No problem. Our ESP Platinum restarts automatically in its last programmed setting once the power is restored, which means you don't have to take the time to reprogram your system.



# Better Energy Efficiency

## What's zoning and why do I need it?

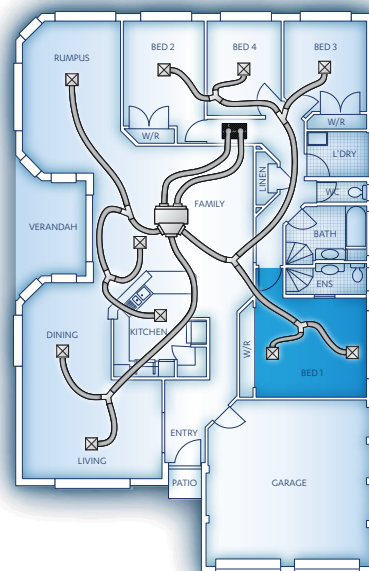
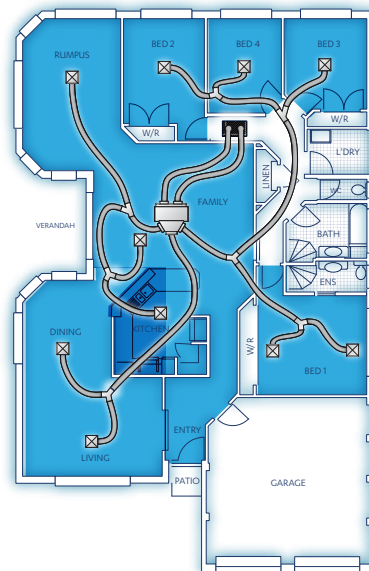
When you're fast asleep tucked up in bed, you simply don't need the rest of your house air conditioned. That's where Energy Smart Zoning comes in. Your home can be split into different zones and air conditioned accordingly, right down to a single room.



## Light's out - Energy Smart Zoning delivers better energy savings

When you leave a room you turn off the light to save electricity, right? With ESP Platinum's Energy Smart Zoning you do exactly the same thing with your zones, only there's added benefits.

Aussie homes usually have large living areas that are split into zones when air conditioning is installed. Individual rooms are zones as well. The problem with conventional inverter systems is that even when you shut off a zone, they still deliver more air than is required. So for the zones still on, you get an 'air dump' effect that's noisy, inefficient and a real curtain blower.



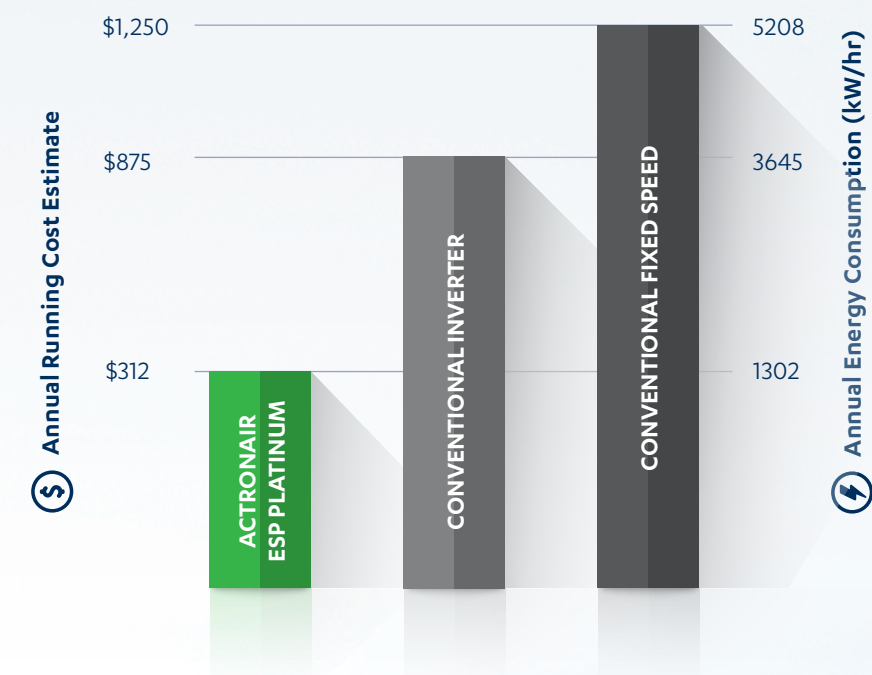
## No more billowing curtains

ESP Platinum has Variable Fan Technology that delivers just the right amount of conditioned air to the zones you want – right down to 20% of its total airflow volume. So on that hot summer evening you get a better, quieter night's sleep, without the billowing curtains, and wasted energy.



## Energy Modelling

Typical 14kW Unit - Cooling Only



Based on electricity price of 24c per kW/H and the cooling energy consumption, this translates to a saving of up to \$900 per annum compared to conventional fixed speed systems.



## Savings that pay for themselves

The energy saving features in an ESP Platinum system can make a huge difference. Over 5 years you could **save up to \$4,500** on your electricity costs for cooling alone, compared with other air conditioning technology. When heating is taken into consideration that could be even more.

In fact, ESP Platinum's Tru-Inverter technology is **up to 75% more efficient** than conventional fixed speed air conditioners, and **50% more efficient** than a conventional inverter system.





## What's Inverter and what's Tru-Inverter?

An inverter controls the speed of an air conditioner's motor, allowing the temperature to be continuously regulated. Before inverters, air conditioners were either on or off – there was no in-between. Conventional inverters use 'step, rest and stop' cycles, so the temperature 'jumps' up and down to each step. Because of that, they use more power as they work harder to reach the desired level.

Tru-Inverter was first introduced to the air conditioning industry by ActronAir and the name says it all. A vastly more precise inverter technology, it gets to the desired temperature faster, smoother and maintains it to within  $\pm 0.3^{\circ}\text{C}$  at the sensor location. That means more comfort and a more comfortable electricity bill.

It's **Tru** - the best **Inverter** on the market.

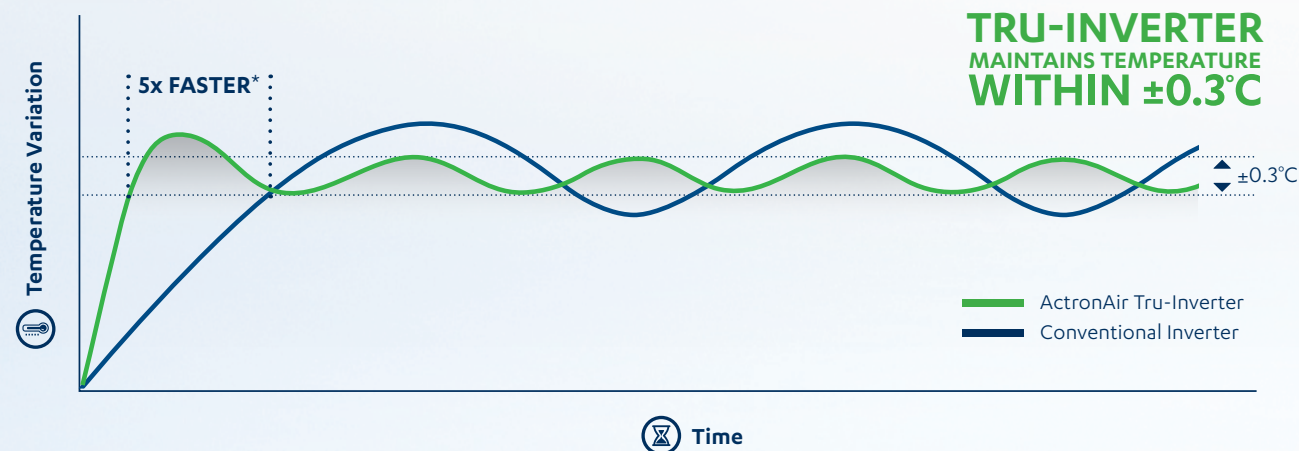


## Stopping the start-stop, start-stop

When you've been out and about on a scorching hot day, it's nice to come home to cool comfort. So apply a little ESP to the situation. Thanks to ActronAir's Tru-Inverter technology, ESP Platinum can get up to maximum capacity a phenomenal five times faster than conventional 'step and rest' inverter systems, which means it can get to heating and cooling your space faster.



**TRU-INVERTER**  
MAINTAINS TEMPERATURE  
WITHIN  $\pm 0.3^{\circ}\text{C}$



\*Subject to room size and conditions.



## Why 'capacity' can be an air 'con' job

When considering an air conditioner's capacity, it's really important to understand what is being referred to. When an air conditioner claims a specific size, for example 16kW, what they're really referring to is their 'rated capacity', which is the amount of heating or cooling they can provide when measured at a specific temperature set point.

However, the funny thing with air conditioners is that when it's really hot or cold outside, they actually perform far worse, only being able to deliver less heating or cooling than their rated capacity would have you believe. When you think about how hot Australia can get in summer, or how cool our southern states can get in winter, you can see why it's important that your system doesn't just perform well at its rated capacity, but also comes with the ability to deliver powerful performance in extreme temperatures. That's where TruMax comes in.

When the temperature outside soars or plummets, the ESP Platinum's TruMax functionality allows it to continue performing at higher capacities than other brands, meaning it can be counted on to provide powerful cooling or heating when it's needed most. Other brands may claim they have a high capacity, however in reality when the temperature hits extreme highs the actual performance they can provide is dramatically lower than what you may think. And that's not a good recipe for staying comfortable when it's scorching hot or freezing cold outside.

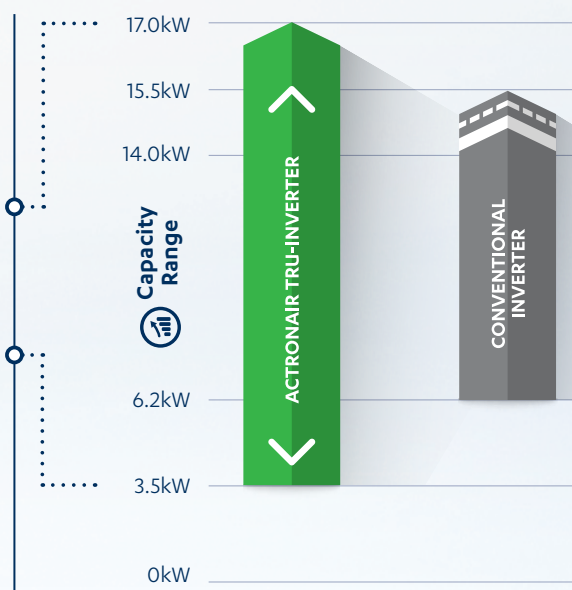
## Tru-Inverter vs Conventional Inverters

**TRU-INVERTER**  
HAS A WIDER CAPACITY RANGE  
VS  
**CONVENTIONAL INVERTERS**

TruMax technology allows for powerful heating and cooling in extreme temperatures, right when you need it most

Tru-Inverter can operate down to 20% capacity for improved comfort and efficiency

Example of ActronAir  
ESP Platinum CRQ/ERQ3-17AS  
vs. Conventional Inverter.



**CONVENTIONAL INVERTER**  
CONVENTIONAL PERFORMANCE

Conventional Inverters can only operate at maximum capacity temporarily

Most conventional inverters can only operate down to 40% capacity



# Better Design

## Smarter comfort

We understand that for most people their air conditioner's outdoor unit is a box best forgotten. But with ActronAir it's here that hundreds of technological innovations, design improvements and quality material choices add up to better comfort, better energy savings and a family air conditioner you can trust to last season after season, year after year.

High efficiency fan technology, noise reduction, high performance heat exchangers, seamless system controls – the list goes on and on, just like an ActronAir.

# Better Service

## Local service you can count on

ESP Platinum is designed and manufactured in Australia, so you'll never have to call far or wait long for service and support. Our National Service Network has service staff on the ground and parts on the shelves. They're friendly, reliable and prompt. Furthermore, ActronAir's 5 year warranty will keep you comfortable with absolute peace of mind.



All ESP Platinum systems come with QUE as standard, the most advanced integrated home air conditioning control platform yet.



QUE controllers available in black or white.

To find out more, see next spread. >



The world is constantly evolving, and we need to evolve with it. Why should controlling your comfort be any different?

QUE is the most advanced integrated home air conditioning control platform yet. QUE's high quality components, sleek modern design, and easy to use interface brings home air conditioning controls into the 21st century.

However, at ActronAir we believe that it's not enough to simply dress up the same old features with a nice new design. That's why QUE is so much more than just a pretty face.

It's also a control platform packed full of innovations and features, a platform that will evolve with you and continue to adapt and grow long into the future.



### The brains of the system

- Colour touch screen
- Wi-Fi connectivity
- Full system control
- Control up to 8 zones
- Light and proximity sensor
- Away and quiet mode
- Advanced 7 day scheduler
- Humidity and temperature sensor
- Master timer
- Over The Air (OTA) updates



### Get in the zone

- Reversible graphical display background
- Individual zone control
- Battery or wired power
- Wireless communication
- Zone and system ON/OFF
- Individual zone timer
- System mode
- System fan speed



### Precise temperature control

- Individual zone temperature control
- Battery or wired power
- Wireless communication
- Can be used as secondary sensor in large spaces to maintain precise temperature control



### Connect to comfort, wherever you are.

These days, great connectivity and easy access is as much a part of being comfortable as anything else. That's why the QUE control platform comes complete with a mobile app, QUE Connect.

With QUE Connect, you are able to control your system from anywhere – in your car, on the couch, at the office – all you need is an internet connected mobile device, and a Wi-Fi internet connection synched to your QUE system.

### Modern design. Classic good looks.

Air conditioning controllers are very visible products, usually installed in full view of the household. We believe that a control should be something you are proud to display, not something you would prefer to hide. That's why QUE features a beautiful, timeless design that has been specifically developed to match well with a variety of wall colours and textures.

### Smarty Pants.

Who says a smart device can only be a phone or tablet? QUE has brought the high standards found in today's smart mobile devices to the world of air conditioning, including a 5.7", 1080x720 pixel, full colour touch screen and powerful dual core processor with 1GB RAM.

### Individual temperature control, built in.

If you want to have different temperatures in different rooms at the same time, we've got good news – QUE comes with the ability for individual temperature control built in as standard.

### Life is wireless. Now your controls can be too.

With QUE, you can now connect your QUE Zone Controller and QUE Sense Remote Sensor wirelessly. This allows for a simple installation that minimises intrusions on your house, and can save time and money. And because QUE can go where wires can't, you will love the flexibility regarding installation locations.

### Complete control at your fingertips.

QUE provides you with a level of control never before possible in home air conditioning, with features like Energy History, a Scheduling function, and the simple to use Master Timer.

### What's under the hood?

QUE is the only control system on the market with a dedicated Dashboard feature. Accessed via the QUE Touch Master Controller, the Dashboard has an easy to read interface which allows you to easily view the status of your air conditioning system.

To find out more about QUE,  
please refer to the QUE brochure.





# Technical Specifications

## ESP Platinum QUE Split Ducted Variable Capacity - Single Phase (12.50-17.00kW)

Technical Information				
OUTDOOR MODEL		CRQ2-14AS	CRQ3-17AS	CRQ4-19AS
INDOOR MODEL		ERQ2-14AS	ERQ3-17AS	ERQ4-19AS
<sup>1</sup> Total (Gross) Capacity (kW) (AS/NZS3823.1.2)	Cooling (Rated)	12.77	14.45	17.55
	Heating (Rated)	13.60	16.55	18.50
Nett (Rated) Capacity (kW) (AS/NZS3823.1.2)	Cooling (Min/Rated/ <b>TRU MAX</b> )	2.85 / 12.50 / 14.40	3.50 / 14.00 / 17.00	4.00 / 17.00 / 19.00
	Heating (Min/Rated/ <b>TRU MAX</b> )	2.70 / 14.00 / 15.40	3.60 / 17.00 / 19.00	3.75 / 19.00 / 20.00
Input Power (kW) (AS/NZS3823.1.2)	Cooling (Rated)	3.79	4.17	5.10
	Heating (Rated)	3.64	4.72	5.14
<sup>2</sup> EER Rated (AS/NZS3823.1.2)	Cooling (Rated)	3.30	3.36	3.33
<sup>3</sup> COP Rated (AS/NZS3823.1.2)	Heating (Rated)	3.85	3.60	3.70
Power Supply (V / Ph / Hz)	Outdoor	230V / 1Ph + N / 50Hz		
	Indoor	230V / 1Ph + N / 50Hz		
Rated Load Amps (AS/NZS3823.1.2)	Outdoor / Indoor / Total	14.3 / 2.8 / 17.1	15.4 / 3.5 / 18.9	18.9 / 4.0 / 22.9
Full Load Amps (AS/NZS3823.1.2)	Outdoor / Indoor / Total	21.6 / 2.9 / 24.5	26.2 / 3.5 / 29.7	26.9 / 4.0 / 30.9
<sup>4</sup> Circuit Breaker Amps		25.0	32.0	32.0
IP Rating	Outdoor	IP44		
	Indoor	IP20		
Compressor	Type / No. per Unit	Tru-Inverter Variable Speed Scroll / 1		
	Starting Method	In-built Soft Starting		
No. Refrigeration Circuits/No. Capacity Stages (Capacity range)		1 / Variable Capacity (20-100%)		
Refrigerant		R410A		
Fans (Type x Number per unit)	Outdoor	Axial / 6 Pole External Rotor / Direct Drive x 2		
	Indoor	Twin Deck Centrifugal / ECM Direct Drive x 1		
Airflow Range Indoor (l/s)	Maximum	900	1000	1150
	Nominal	660	750	900
	Minimum	170	200	240
Outdoor Dimensions (mm)	Depth	580	580	580
	Height	990	1045	1045
	Width	1320	1460	1460
Indoor Dimensions (mm)	Depth	615	615	680
	Height	412	412	435
	Width	1290	1290	1420
<sup>5</sup> Nominal Weight (kgs)	Outdoor	139	153	163
	Indoor	59	62	76
Field Pipe Size	Liquid Pipe - mm (inch)	9.52 (3/8)	9.52 (3/8)	9.52 (3/8)
	Gas Pipe - mm (inch)	19.05 (3/4)	19.05 (3/4)	19.05 (3/4)
<sup>6</sup> Sound Pressure Level (dBA)	Outdoor (low/high fan)	47 / 52	48 / 54	48 / 54
<sup>7</sup> Sound Power Level (dBA)	Outdoor (low/high fan)	64 / 69	65 / 71	65 / 71
MEPS Compliant		Yes	Yes	Yes
<sup>8</sup> Demand Response Capability (AS4755.3)		Capable	Capable	Capable
Blue Epoxy Coat Coil Fin Protection (Indoor & Outdoor Coils)		Standard	Standard	Standard

### Foot Notes 1-8

- Based on unit rating excluding indoor fan kW.
- EER Rated = Energy Efficiency Ratio (Rated Capacity Cooling / Rated Input Cooling).
- COP Rated = Coefficient of Performance (Rated Capacity Heating / Rated Input Heating).
- Refer to AS/NZS 3000 "Australian/New Zealand Wiring Rules" for more details.
- Refer to Catalogue Unit Weight Distribution Guide section for details of weight points.
- Sound Pressure Level at 3m distance is determined as the measured sound pressure at 3m perpendicular to the coil side of the condenser. Sound levels are determined in an anechoic chamber and may differ once the unit is installed due to ambient conditions.
- Measured based on ISO 3743-1, Determination of Sound Power Levels and Sound Energy Levels of Noise Sources Using Sound Pressure.
- When Demand Response capability option is chosen, the air conditioner will be fully compliant with AS4755.3 in the following modes: DRM 1, 2, 3.

### Important Notes:

- The Local Electricity Supply Authority may require limits on - starting current, running current and voltage drop, please check prior to purchase.
- When the outdoor temperature exceeds the rated conditions, the cooling/heating capacities may decrease the rated nett values.
- Specifications subject to change without notice.
- QUE only available on the ESP Platinum QUE systems.
- All pictures shown are for illustration purpose only.

### Rated Conditions:

Cooling: 35°C DB Outdoor / Air Entering Indoor 27°C DB, 19°C WB  
Heating: 7°C DB, 6°C WB Outdoor / Air Entering Indoor 20°C DB

### Warranty:

For full terms and conditions of ActronAir warranty, please refer to warranty terms document - [www.actronair.com.au](http://www.actronair.com.au)



## ESP Platinum QUE Split Ducted Variable Capacity - Three Phase (14.00-21.00kW)

Technical Information					
OUTDOOR MODEL		CRQ2-16AT	CRQ3-18AT	CRQ5-21AT	CRQ5-24AT
INDOOR MODEL		ERQ2-16AS	ERQ3-18AS	ERQ5-21AS	ERQ5-24AS
<sup>1</sup> Total (Gross) Capacity (kW) (AS/NZS3823.1.2)	Cooling (Rated)	14.25	16.40	19.40	21.55
	Heating (Rated)	14.75	16.60	19.60	22.50
Nett (Rated) Capacity (kW) (AS/NZS3823.1.2)	Cooling (Min/Rated/ <b>TRU MAX</b> )	2.50 / 14.00 / 16.00	3.75 / 16.00 / 18.00	5.20 / 19.00 / 21.00	5.20 / 21.00 / 24.00
	Heating (Min/Rated/ <b>TRU MAX</b> )	2.50 / 15.00 / 17.00	3.85 / 17.00 / 19.00	4.60 / 20.00 / 23.00	5.00 / 23.00 / 25.00
Input Power (kW) (AS/NZS3823.1.2)	Cooling (Rated)	4.24	4.96	5.70	6.10
	Heating (Rated)	4.39	4.85	5.50	6.57
<sup>2</sup> EER Rated (AS/NZS3823.1.2)	Cooling (Rated)	3.30	3.23	3.33	3.44
<sup>3</sup> COP Rated (AS/NZS3823.1.2)	Heating (Rated)	3.42	3.51	3.64	3.50
Power Supply - (V / Ph / Hz)	Outdoor	400V / 3Ph + N / 50Hz			
	Indoor	230V / 1Ph + N / 50Hz			
Rated Amps (AS/NZS3823.1.2)	Outdoor / Indoor / Total	6.0 / 2.2 / 8.2	6.5 / 3.3 / 9.8	7.8 / 3.6 / 11.4	8.4 / 3.8 / 12.2
Full Load Amps (AS/NZS3823.1.2)	Outdoor / Indoor / Total	11.9 / 3.2 / 15.1	11.8 / 4.4 / 16.2	16.4 / 5.5 / 21.9	16.6 / 6.0 / 22.6
<sup>4</sup> Circuit Breaker Amps (Suggested)		20.0	20.0	25.0	25.0
IP Rating	Outdoor	IP44			
	Indoor	IP20			
Compressor	Type / No. per Unit	Tru-Inverter Variable Speed Scroll / 1			
	Starting Method	Inbuilt Soft Starting			
No. of refrigeration Circuits / No. Capacity Stages (Capacity range)		1 / Variable Capacity (20-100%)			
Refrigerant		R410A			
Fans (Type x Number per unit)	Outdoor	Axial / 6 Pole External Rotor / Direct Drive x 2			
	Indoor	Twin Deck Centrifugal / ECM Direct Drive x 1			
Airflow Indoor (l/s)	Maximum	900	1020	1200	1320
	Nominal	750	850	1000	1100
	Minimum	195	220	260	290
Outdoor Dimensions (mm)	Depth	580		685	
	Height	1045		1105	
	Width	1460		1685	
Indoor Dimensions (mm)	Depth	615		695	
	Height	412		485	
	Width	1290		1470	
<sup>5</sup> Nominal Weight (kgs)	Outdoor	147	158	203	214
	Indoor	54	54	76	80
Field Pipe Size	Liquid Pipe - mm (inch)	9.52 (3/8)	9.52 (3/8)	9.52 (3/8)	12.7 (1/2)
	Gas Pipe - mm (inch)	19.05 (3/4)	19.05 (3/4)	22.2 (7/8)	25.4 (1)
<sup>6</sup> Sound Pressure Level (dBA)	Outdoor (low/high fan)	43.7 / 52.2	45.0 / 52.2	43.0 / 60.0	43.0 / 60.0
<sup>7</sup> Sound Power Level (dBA)	Outdoor (low/high fan)	65.6 / 71.4	67.0 / 71.4	63.8 / 79.6	63.8 / 79.6
MEPS Compliant		Yes	Yes	Yes	Yes
<sup>8</sup> Demand Response Capability (AS4755.3)		Capable	Capable	Capable	Capable
Blue Epoxy Coat Coil Fin Protection - Indoor & Outdoor Coils		Standard	Standard	Standard	Standard

Control Options				
Q-Touch-B (Black)	Optional	Optional	Optional	Optional
Q-Touch-W (White)	Optional	Optional	Optional	Optional
Q-Zone-B (Black)	Optional	Optional	Optional	Optional
Q-Zone-W (White)	Optional	Optional	Optional	Optional
Q-Sense-B (Black)	Optional	Optional	Optional	Optional
Q-Sense-W (White)	Optional	Optional	Optional	Optional
Compressor Soft Start via Variable Speed Drive Control	Standard	Standard	Standard	Standard
Maximum Number of Zones	8	8	8	8





QUE System – Specifications

QUE Touch Master Controller	
Compatible with ActronAir Model	ESP Platinum
Power Supply	12VDC ±5%
Screen Display	5.72" LCD capacitive touch screen
Wi-Fi Compatibility	802.11 b/g/n 2.4 GHz
Temperature Sensor	Yes
Humidity Sensor	Yes
Proximity/Light Sensor	Yes
Operating Temperature	0°C to +50°C
Storage Temperature	-20°C to +55°C
Dimensions (mm)	154 x 122 x 22 (W x H x D)
Weight (grams)	290
Build	Aluminium/plastic/stainless steel
Colour	Black/silver or white/silver
Maximum Zones	8 zones

QUE Zone Controller	
Compatible with ActronAir Model	QTB-1000, QTW-1000
Power Supply	12VDC±5% or 4xAAA (Estimated 2 year battery life, based on standard testing)
Screen Display	2.7" graphic display
Operating Temperature	0°C to +50°C
Storage Temperature	-20°C to +55°C
Temperature Sensor	Yes
Light Sensor	Yes
Dimensions (mm)	85 x 106 x 19 (W x H x D)
Weight (grams)	110
Build	Aluminium/plastic/stainless steel
Colour	Black/silver or white/silver

QUE Sense Remote Sensor	
Compatible with ActronAir Model	QTB-1000, QTW-1000
Power Supply	12VDC±5% or 2xAAA (Estimated 2 year battery life, based on standard testing)
Operating Temperature	0°C to +50°C
Storage Temperature	-20°C to +55°C
Temperature Sensor	Yes
Dimensions (mm)	74 x 74 x 19 (W x H x D)
Weight (grams)	70
Build	Aluminium/plastic/stainless steel
Colour	Black/silver or white/silver

QUE Connect Mobile App	
Compatible with ActronAir Model	QTB-1000, QTW-1000
Platform	iOS and Android
OS Requirements	iOS 9 or later, Android 5.0 Lollipop or later
Mobile Device Resolution	<b>iOS:</b> Minimum of 1136 x 640 screen resolution <b>Android:</b> Minimum 1920 x 1080 screen resolution
Connection Requirements	Wi-Fi or mobile data with internet access

Notes





## Notes





*That's better. That's Actron.*

**actronair.com.au**  
**1300 522 722**